



## SUMMARY OF FINDINGS FROM THE FAMILY SUPPORT SERVICES TELEPHONE SURVEY 2004

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In July 2004, 705 families who received home visits during the past year through Every Child Counts Family Support Services completed a telephone survey conducted by Population Research Systems LLC. 85% of the calls were completed in English and 15% were completed in Spanish.

- 92% of families said that postpartum home visits and longer term intensive family support services were helpful in getting a check-up for mother and child.
- 88% of families felt home visits were helpful for getting information about child health, development or safety. 83% of families thought the visits were helpful in getting parenting information.
- 89% usually go to the pediatrician for information or help when they have questions about parenting or their child's development. 74% rely on family or friends and 64% relied on books for information.
- Parents found home visits to be the most helpful kind of parenting support, followed by field trips and activities to do with their child and parenting classes
- Parents in the Another Road to Safety and Teen programs also found playgroups and child care to be helpful parenting supports.
- Families indicated that home visitors especially helped when their health insurance coverage was suspended without notification or when primary caregivers were between jobs.
- Over 68% of respondents plan on using child care services in the future.
- Over 65% of parents or plan to find child care through family or friends and county Resource and Referral agencies.
- A Special Start parent commented, "I feel secure with [the home visitor] coming to see my baby."
- Other parents expressed appreciation for case managers who advocate for their family and who help families identify their child's developmental milestones.