

Upper Cumberland Human Resources Agency

Agency/Site Report

Family Outcomes Survey

Spring 2019



Prepared By:



About this Report:

This report represents a snap-shot of the opinions and experiences of the parents and guardians in the Upper Cumberland Human Resources Agency. The outcomes of this report should be used as one of many tools to guide the program planning process.

Includes surveys received as of 7/8/2019.

Number and Percentage of Responses by Language:

	English	
UCHRA Van Buren	37	100%
A	19	100%
B	18	100%

Percentage of Responses "Very Helpful"

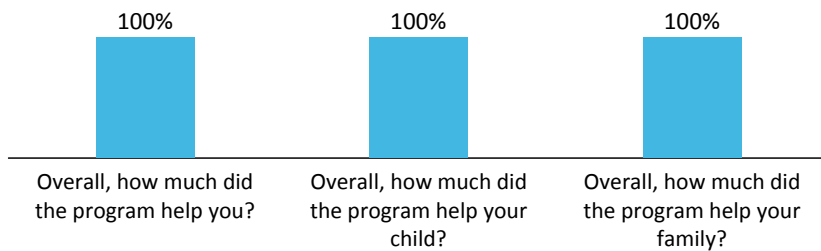


Table of Contents:

Section Descriptions

Thinking About the Results

Section 1: About the CCR Family Outcomes Survey

Survey methodology, scope and intended audience.

Section 2: Snap Shot of Survey Results and Areas of Potential Focus

Percentage of responses by Outcome Area.
Specific elements of need for families and potential elements of focus for the program.

Section 3: Specific Family Outcome Focus

Percentage of responses by Elements within each Outcome Area.
Specific elements of need for families and potential elements of focus for the program. Comparative Class data.

Section 4: Comparative Demographic Analysis

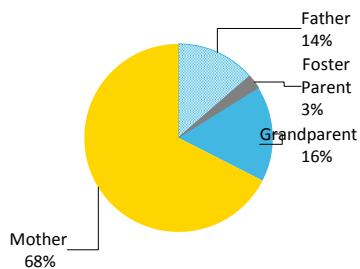
Percentage of "Very Helpful" responses by Survey Language, Respondent Relationship to Child, Respondent Age Group, Pre-K Status, Housing Stability, Length of Time in Program, and Household Type.

Section 5: Data Appendix

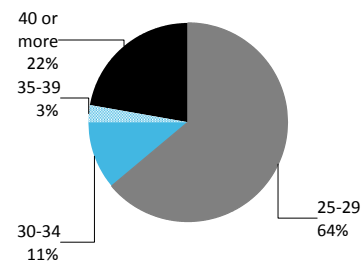
About the Respondents, Children, and Families Included in this Report:

Number of Completed Surveys: 37

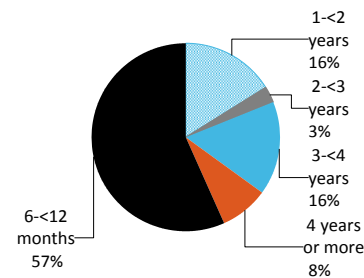
Who Completed the Survey?



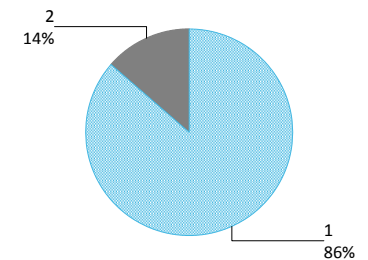
How old was the Respondent?



How long has the Family had Children enrolled in the program (not just this child)?



How Many Places have you lived in the past year?



Section 1: About the CCR Family Outcomes Survey

The CCR Family Outcomes Survey was designed to measure parent opinion on how much they and their families have benefited from Head Start. The survey is fully aligned to "The Head Start Parent, Family, and Community Engagement Framework." That framework identifies seven Family Engagement Outcomes. The CCR Family Outcomes Survey measures Head Start's impact in each of these Outcome Areas:

Family Well-being

Positive Parent-Child Relationships

Families as Lifelong Educators

Families as Learners

Family Engagement in Transitions

Family Connections to Peers and Community

Families as Advocates and Leaders

The survey is composed of six background questions, three questions about the overall helpfulness of the program, two open-ended questions, and 49 detailed questions referred to as Outcome Elements. Each Outcome Element is aligned to one of the Outcome Areas. Combining the data from multiple Outcome Elements provides a richer perspective on each of the Outcome Areas.

The CCR Family Outcomes survey was written at a 4th grade reading level to ensure that the questions were clearly understood by all parents. Repeated focus groups conducted in both English and Spanish confirms the validity of the questions and the survey design.

For each of the Outcome Elements, respondents can answer "Did Not Need Help", "Not Helpful", "Somewhat Helpful", or "Very Helpful". The "Did Not Need Help" answer is critical to include for the Head Start setting because the family supports provided by Head Start programs are both diverse and highly individualized. A handful of parents may receive extensive services in an area that most parents do not need help. Thus, when rating the helpfulness of the program we exclude parents who did not need help in a particular area.

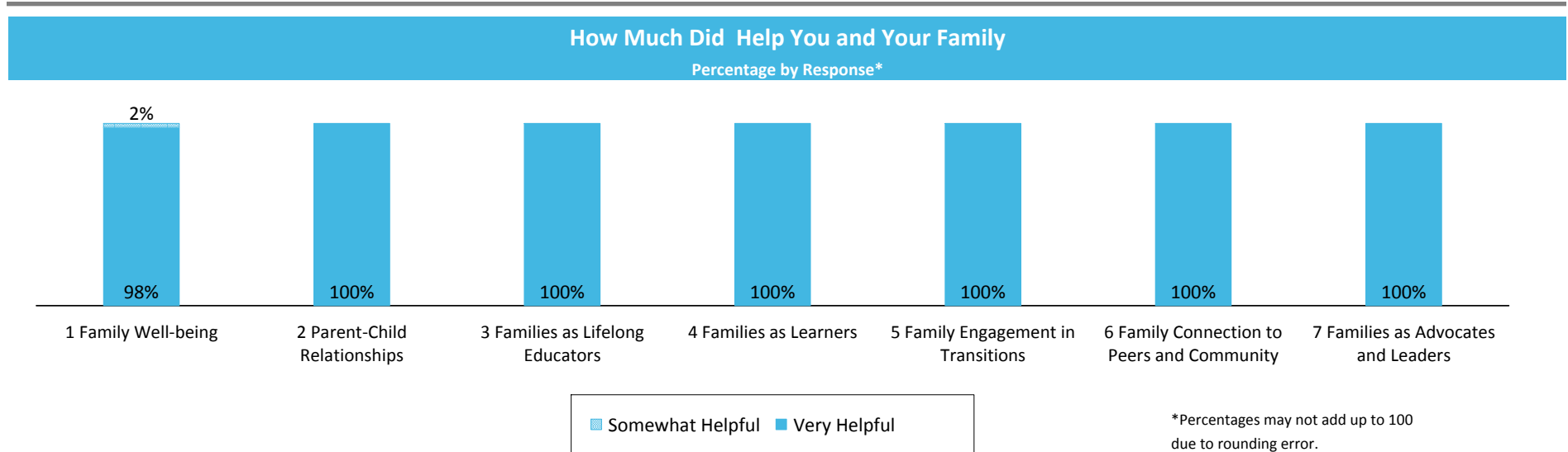
Given that the vast majority of Head Start parents, when asked, talk enthusiastically and at length about how their families have benefited from Head Start, we recommend that programs consider any Outcome Area or Outcome Element with less than 50% of parents Very Helpful in need of critical improvement. This is a rough rule of thumb.

The CCR Family Outcomes Survey was designed, built, tested, and copyrighted by CCR Analytics www.ccr-analytics.com.

Section 2: Snap Shot of Survey Results -- *Potential Areas of Focus*

Upper Cumberland Human Resources Agency

Number of Completed Surveys: **37**



Areas of Strength

Top 5 Elements Based on the Number of Families Responding "Very Helpful"

Element	# Families
get you to read to your child?	37
give you opportunities to lead a group?	37
give you the confidence to speak up for your child?	37
give you the confidence to talk with school administrators?	37
with activities to help your child learn at home?	37

Potential Areas for Improvement

Top 5 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families
you deal with emotional health issues?	4
you learn to budget your money?	1
you make your home safe for children?	1

Section 3: Family Outcome # 1 Family Well-being

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

A. Outcome Element

Percentage of Responses "Very Helpful"

How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the number of families who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the number of families who needed help and found the element to be either "Not Helpful" or "Somewhat Helpful." Use Figure C as a starting point for discussions around improving family support services as these are specific areas in Upper Cumberland Human Resources Agency where the most families have relatively less satisfaction.

* If enough families indicate need, it is possible that an element can be both an area of strength and a potential area of improvement.

B. Areas of Strength

Top 3 Elements Based on the Number of Families Responding "Very Helpful"

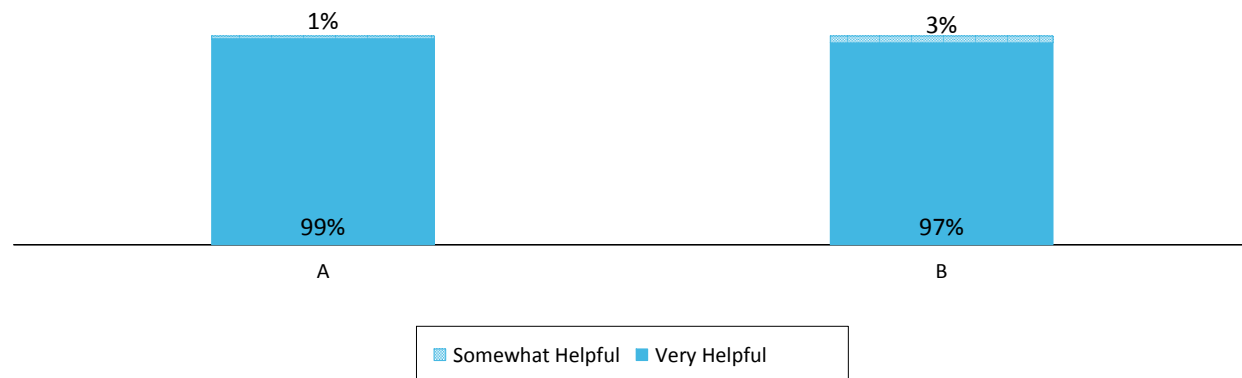
	# Families		# Families
you choose healthy foods for your family?	37	you deal with emotional health issues?	4
you connect with a staff member that you trust?	37	you learn to budget your money?	1
you reach family goals?	37	you make your home safe for children?	1

C. Potential Areas for Improvement

Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

D. by Class

Percentage by Response*



Section 3: Family Outcome # 2 Parent-Child Relationships

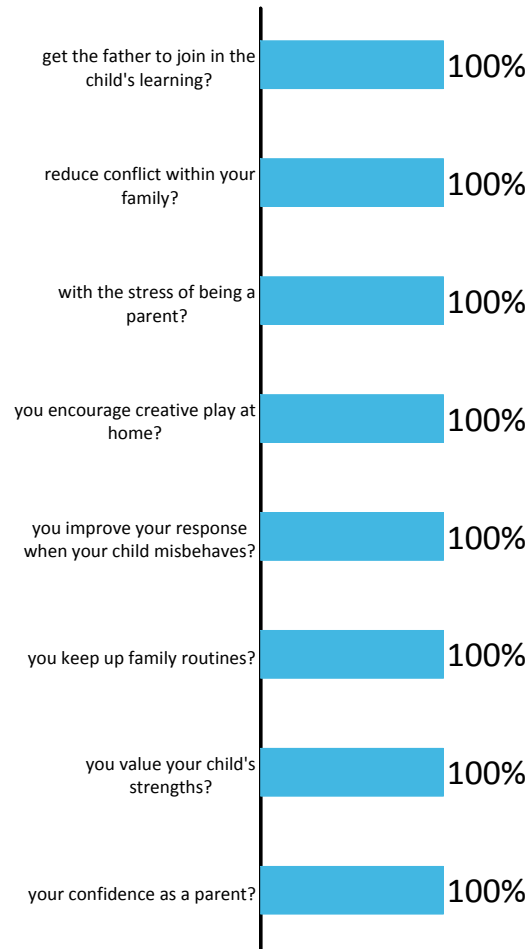
Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

A. Outcome Element

Percentage of Responses "Very Helpful"

How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the number of families who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the number of families who needed help and found the element to be either "Not Helpful" or "Somewhat Helpful." Use Figure C as a starting point for discussions around improving family support services as these are specific areas in Upper Cumberland Human Resources Agency where the most families have relatively less satisfaction.

* If enough families indicate need, it is possible that an element can be both an area of strength and a potential area of improvement.

B. Areas of Strength

Top 3 Elements Based on the Number of Families Responding "Very Helpful"

Element	# Families
you encourage creative play at home?	37
you value your child's strengths?	37
with the stress of being a parent?	36

C. Potential Areas for Improvement

Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families
you encourage creative play at home?	37
you value your child's strengths?	37
with the stress of being a parent?	36

D. by Class

Percentage by Response*



Very Helpful

Section 3: Family Outcome # 3 Families as Lifelong Educators

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

A. Outcome Element

Percentage of Responses "Very Helpful"

How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the number of families who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the number of families who needed help and found the element to be either "Not Helpful" or "Somewhat Helpful." Use Figure C as a starting point for discussions around improving family support services as these are specific areas in Upper Cumberland Human Resources Agency where the most families have relatively less satisfaction.

* If enough families indicate need, it is possible that an element can be both an area of strength and a potential area of improvement.

B. Areas of Strength

Top 3 Elements Based on the Number of Families Responding "Very Helpful"

Element	# Families
get you to read to your child?	37
give you the confidence to speak up for your child?	37
give you the confidence to talk with school administrators?	37

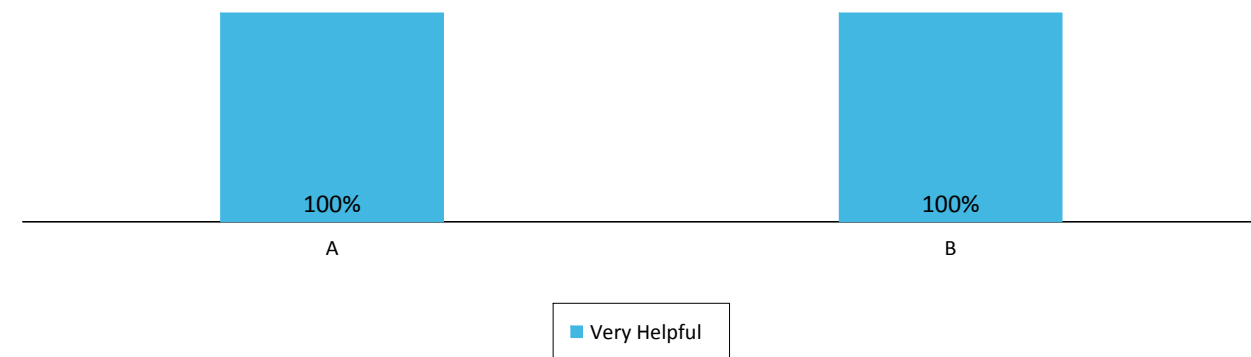
C. Potential Areas for Improvement

Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families
get you to read to your child?	37
give you the confidence to speak up for your child?	37
give you the confidence to talk with school administrators?	37

D. by Class

Percentage by Response*



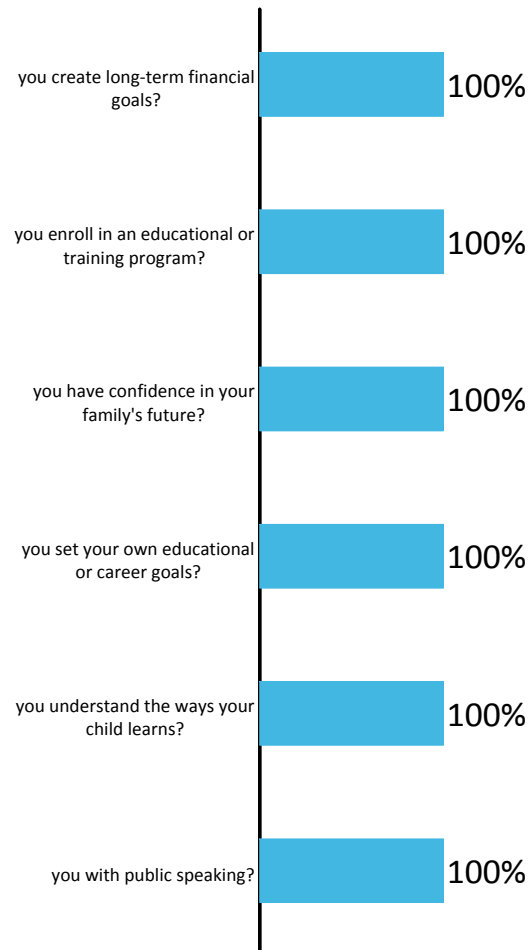
Section 3: Family Outcome # 4 Families as Learners

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

A. Outcome Element

Percentage of Responses "Very Helpful"
How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the number of families who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the number of families who needed help and found the element to be either "Not Helpful" or "Somewhat Helpful." Use Figure C as a starting point for discussions around improving family support services as these are specific areas in Upper Cumberland Human Resources Agency where the most families have relatively less satisfaction.

* If enough families indicate need, it is possible that an element can be both an area of strength and a potential area of improvement.

B. Areas of Strength

Top 3 Elements Based on the Number of Families Responding "Very Helpful"

Element	# Families
you have confidence in your family's future?	37
you understand the ways your child learns?	37
you create long-term financial goals?	33

C. Potential Areas for Improvement

Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families
you have confidence in your family's future?	37
you understand the ways your child learns?	37
you create long-term financial goals?	33

D. by Class

Percentage by Response*



Very Helpful

Section 3: Family Outcome # 5 Family Engagement in Transitions

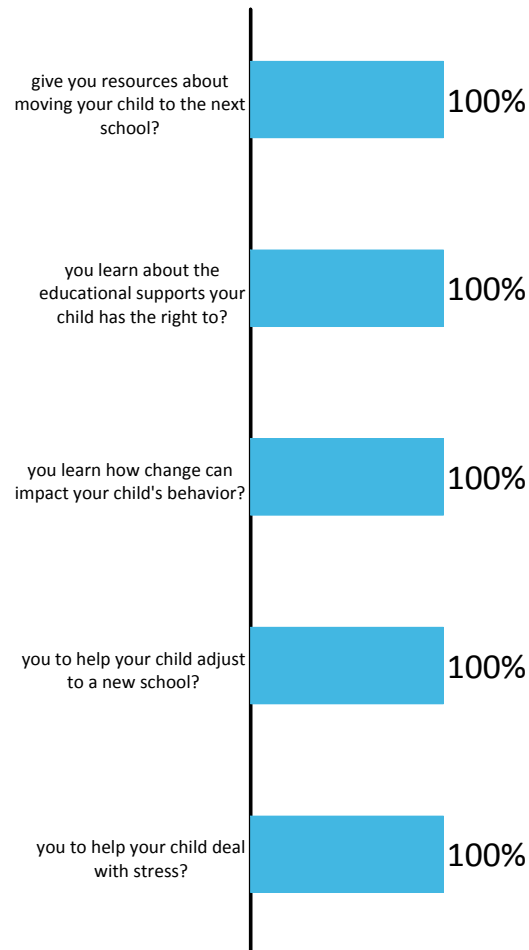
Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

A. Outcome Element

Percentage of Responses "Very Helpful"

How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the number of families who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the number of families who needed help and found the element to be either "Not Helpful" or "Somewhat Helpful." Use Figure C as a starting point for discussions around improving family support services as these are specific areas in Upper Cumberland Human Resources Agency where the most families have relatively less satisfaction.

* If enough families indicate need, it is possible that an element can be both an area of strength and a potential area of improvement.

B. Areas of Strength

Top 3 Elements Based on the Number of Families Responding "Very Helpful"

Element	# Families
you learn about the educational supports your child has the right to?	37
you learn how change can impact your child's behavior?	37
you to help your child deal with stress?	37

C. Potential Areas for Improvement

Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families
you learn about the educational supports your child has the right to?	37
you learn how change can impact your child's behavior?	37
you to help your child deal with stress?	37

D. by Class

Percentage by Response*



Very Helpful

Section 3: Family Outcome # 6 Family Connection to Peers and Community

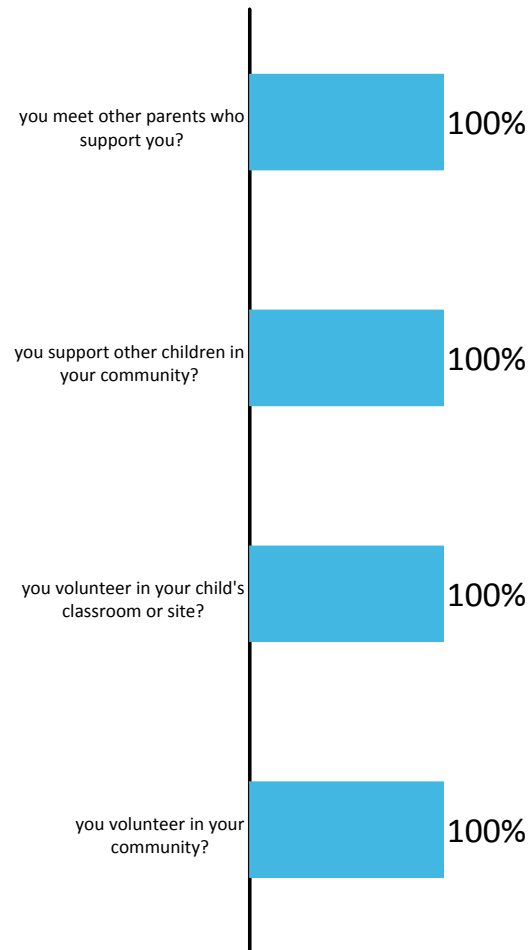
Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

A. Outcome Element

Percentage of Responses "Very Helpful"

How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the number of families who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the number of families who needed help and found the element to be either "Not Helpful" or "Somewhat Helpful." Use Figure C as a starting point for discussions around improving family support services as these are specific areas in Upper Cumberland Human Resources Agency where the most families have relatively less satisfaction.

* If enough families indicate need, it is possible that an element can be both an area of strength and a potential area of improvement.

B. Areas of Strength

Top 3 Elements Based on the Number of Families Responding "Very Helpful"

Element	# Families
you support other children in your community?	37
you volunteer in your child's classroom or site?	37
you volunteer in your community?	37

C. Potential Areas for Improvement

Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families

D. by Class

Percentage by Response*



Very Helpful

Section 3: Family Outcome # 7 Families as Advocates and Leaders

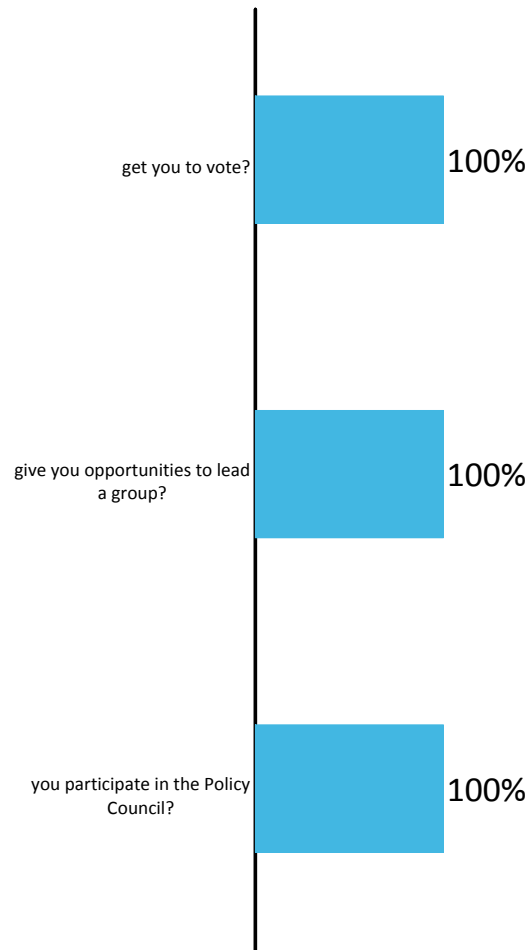
Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

A. Outcome Element

Percentage of Responses "Very Helpful"

How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the number of families who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the number of families who needed help and found the element to be either "Not Helpful" or "Somewhat Helpful." Use Figure C as a starting point for discussions around improving family support services as these are specific areas in Upper Cumberland Human Resources Agency where the most families have relatively less satisfaction.

* If enough families indicate need, it is possible that an element can be both an area of strength and a potential area of improvement.

B. Areas of Strength

Top 3 Elements Based on the Number of Families Responding "Very Helpful"

Element	# Families
give you opportunities to lead a group?	37
you participate in the Policy Council?	37
get you to vote?	3

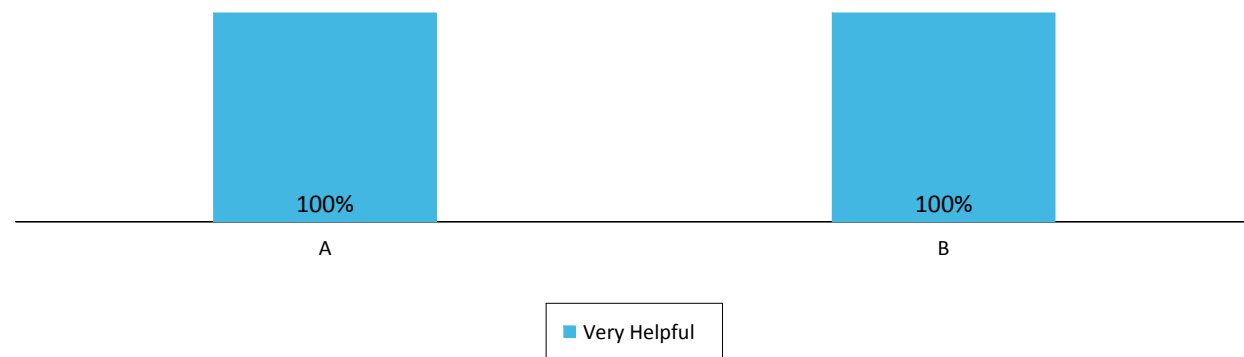
C. Potential Areas for Improvement

Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families
get you to vote?	3

D. by Class

Percentage by Response*



Section 4: Comparative Analysis

Upper Cumberland Human Resources Agency

The next five pages compare survey responses survey based on:

- Survey Language
- Who Completed the Survey (mother, father, etc...)
- Age of the Person Completing the Survey
- How Many Places the Family Lived in the Past Year
- How Long the Family Had Children in the Program

There is a lot of comparative analysis to sort through. To focus your attention, we tested all of the differences for statistical significance. To the right, we list the differences that are statistically significant at the 95% confidence level. Other differences are too small to be considered meaningful. Exploring the differences listed on the right will help you understand why different groups of families are benefiting differently from your program and help you identify way to improve your program.

If none of the differences are statistically significant, that is good news. It means that all these different groups of parents and families are benefiting equally from your program.

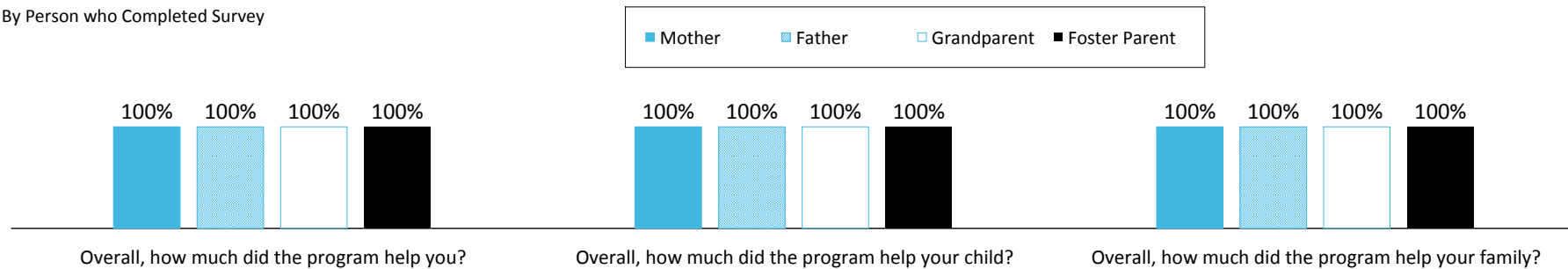
Section 4: Who Completed the Survey? *Comparative Analysis*

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

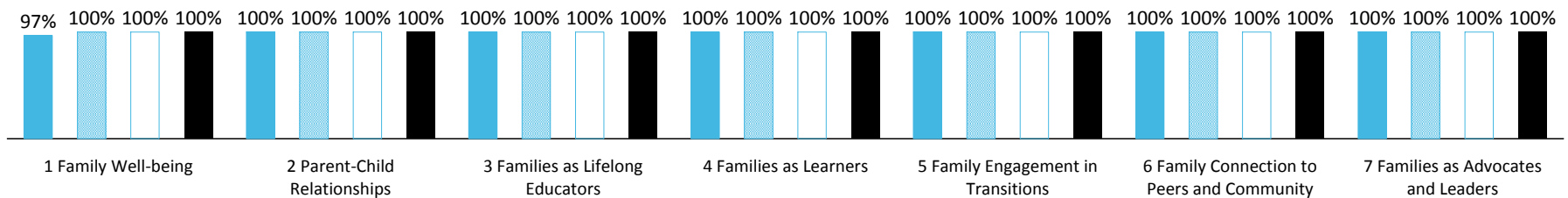
Overall Percentage of Responses "Very Helpful"

By Person who Completed Survey



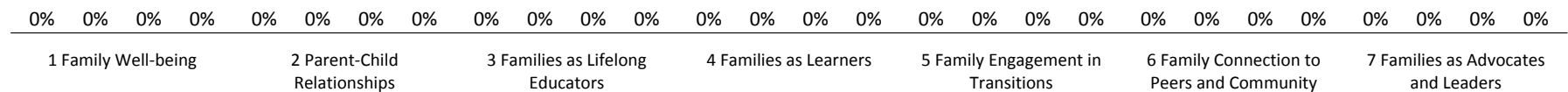
Family Outcomes Percentage of Responses "Very Helpful"

By Person who Completed Survey



Family Outcomes Percentage of Responses "Not Helpful"

By Person who Completed Survey



About this Subset of Data: Number of Percentage of Surveys By Person who Completed Survey

	Mother		Father		Grandparent		Foster Parent	
Number of Responses	25	68%	5	14%	6	16%	1	3%

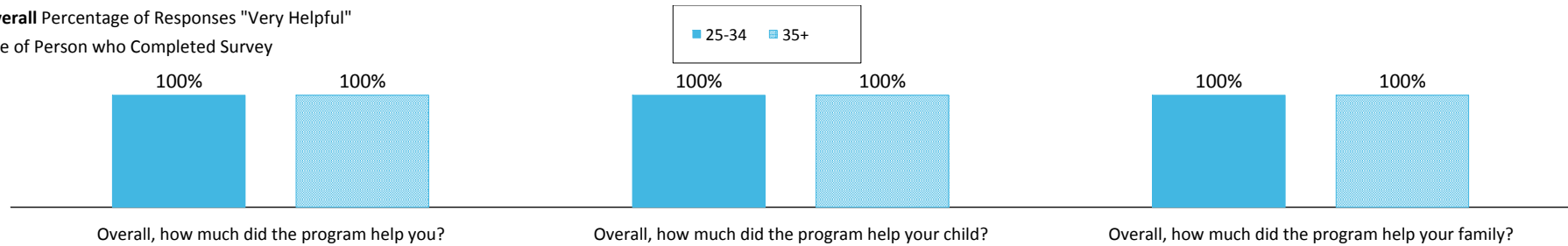
Section 4: What Was the Age of the Person Who Completed the Survey? *Comparative Analysis*

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

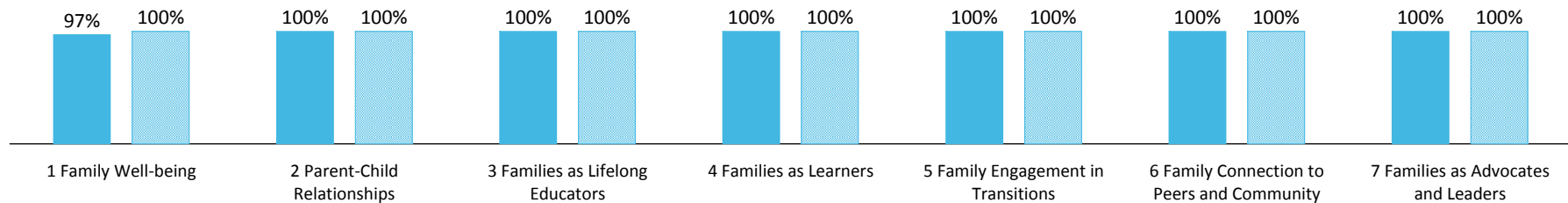
Overall Percentage of Responses "Very Helpful"

Age of Person who Completed Survey



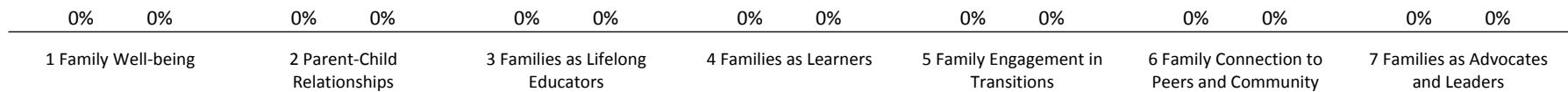
Family Outcomes Percentage of Responses "Very Helpful"

Age of Person who Completed Survey



Family Outcomes Percentage of Responses "Not Helpful"

Age of Person who Completed Survey



About this Subset of Data: Number of Percentage of Surveys By Age of Person who Completed Survey

	25-29		30-34		35-39		40 or more	
Number of Responses	23	64%	4	11%	1	3%	8	22%

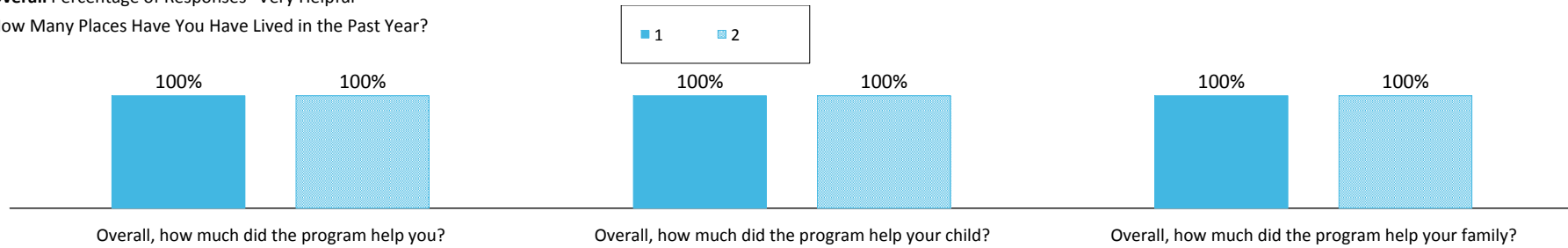
Section 4: How Many Places Have You Have Lived in the Past Year? *Comparative Analysis*

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

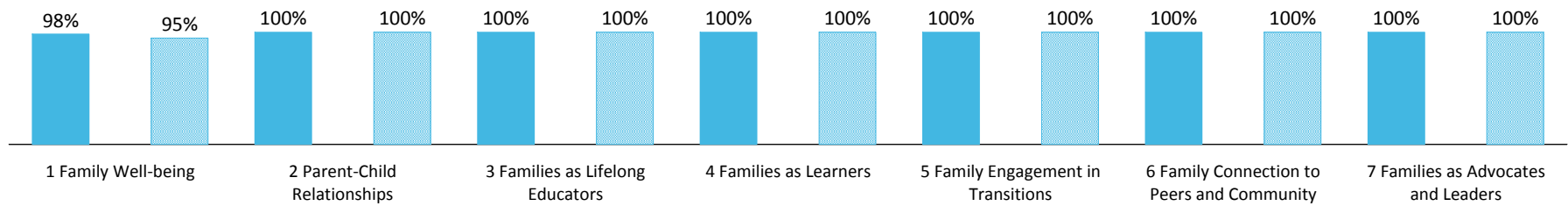
Overall Percentage of Responses "Very Helpful"

How Many Places Have You Have Lived in the Past Year?



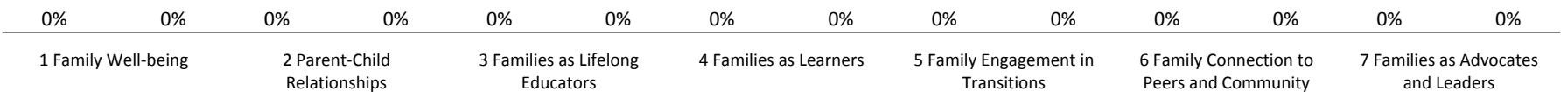
Family Outcomes Percentage of Responses "Very Helpful"

How Many Places Have You Have Lived in the Past Year?



Family Outcomes Percentage of Responses "Not Helpful"

How Many Places Have You Have Lived in the Past Year?



About this Subset of Data: Number of Percentage of Surveys By How Many Places Have You Have Lived in the Past Year?

	1		2	
Number of Responses	32	86%	5	14%

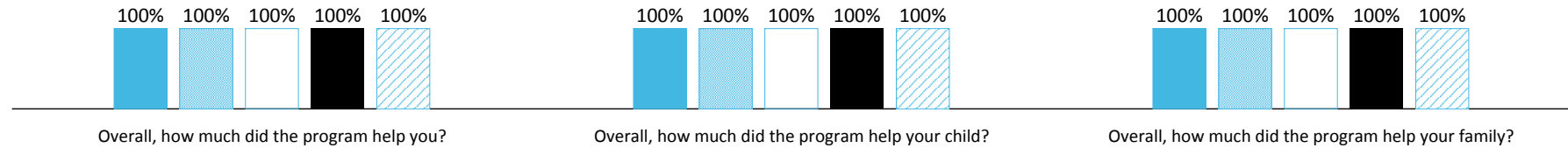
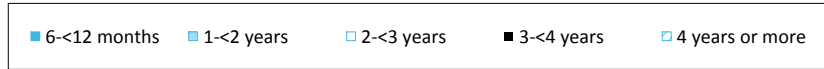
Section 4: How Long has Your Family Had Children in the Program? *Comparative Analysis*

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

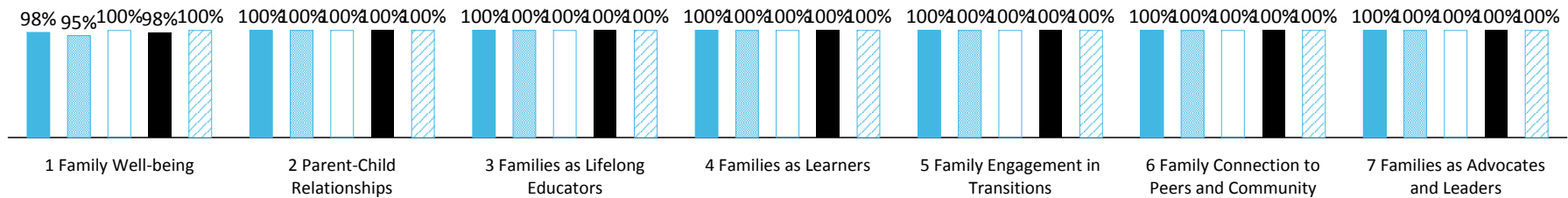
Overall Percentage of Responses "Very Helpful"

How Long has Your Family had Children in the Program?



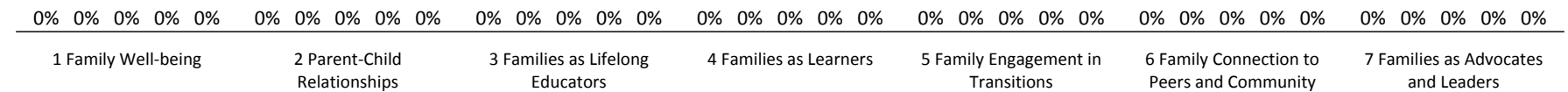
Family Outcomes Percentage of Responses "Very Helpful"

How Long has Your Family had Children in the Program?



Family Outcomes Percentage of Responses "Not Helpful"

How Long has Your Family had Children in the Program?



About this Subset of Data: Number of Percentage of Surveys How Long has Your Family had Children in the Program?

	6-<12 months		1-<2 years		2-<3 years		3-<4 years		4 years or more	
Number of Responses	21	57%	6	16%	1	3%	6	16%	3	8%

Section 5: Data Appendix

Upper Cumberland Human Resources Agency

Number of Completed Surveys: 37

1. Overall

	Not Helpful	Somewhat Helpful	Very Helpful
Overall, how much did the program help you?	0%	0%	100%
Overall, how much did the program help your child?	0%	0%	100%
Overall, how much did the program help your family?	0%	0%	100%

2. Outcome Area

	Did Not Need Help	Needed Help	Somewhat Helpful	Very Helpful
1 Family Well-being	37%	63%	2%	98%
2 Parent-Child Relationships	13%	87%	0%	100%
3 Families as Lifelong Educators	11%	89%	0%	100%
4 Families as Learners	43%	57%	0%	100%
5 Family Engagement in Transitions	6%	94%	0%	100%
6 Family Connection to Peers and Community	2%	98%	0%	100%
7 Families as Advocates and Leaders	31%	69%	0%	100%

Of the parents who "Needed Help," how much did the program help...?

3. Outcome Element

	Did Not Need Help	Needed Help	Somewhat Helpful	Very Helpful	
1 Family Well-being	you choose healthy foods for your family?	0%	100%	0%	100%
	you connect with a staff member that you trust?	0%	100%	0%	100%
	you deal with emotional health issues?	19%	81%	13%	87%
	you find a better place to live?	89%	11%	0%	100%
	you find a new job or keep your job?	76%	24%	0%	100%
	you get out of an unsafe place?	97%	3%	0%	100%
	you learn to budget your money?	5%	95%	3%	97%
	you make your home safe for children?	19%	81%	3%	97%
	you meet emergency needs?	84%	16%	0%	100%
	you reach family goals?	0%	100%	0%	100%
	your family get the dental care you need?	30%	70%	0%	100%
	your family get the health care you need?	30%	70%	0%	100%

Of the parents who "Needed Help," how much did the program help...?

		Did Not Need Help	Needed Help	Somewhat Helpful	Very Helpful
2 Parent-Child Relationships	get the father to join in the child's learning?	19%	81%	0%	100%
	reduce conflict within your family?	78%	22%	0%	100%
	with the stress of being a parent?	3%	97%	0%	100%
	you encourage creative play at home?	0%	100%	0%	100%
	you improve your response when your child misbehaves?	0%	100%	0%	100%
	you keep up family routines?	3%	97%	0%	100%
	you value your child's strengths?	0%	100%	0%	100%
3 Families as Lifelong Educators	your confidence as a parent?	3%	97%	0%	100%
	get you to read to your child?	0%	100%	0%	100%
	give you the confidence to speak up for your child?	0%	100%	0%	100%
	give you the confidence to talk with school administrators?	0%	100%	0%	100%
	give you the confidence to talk with your child's teacher?	0%	100%	0%	100%
	with activities to help your child learn at home?	0%	100%	0%	100%
	with information about your child's needs/learning delays?	19%	81%	0%	100%
	you find ways to support your child's good behavior?	0%	100%	0%	100%
	you learn the skills your child needs in Kindergarten?	0%	100%	0%	100%
	you learn your own strengths as a parent?	0%	100%	0%	100%
	you value your home language in your child's learning?	97%	3%	0%	100%
4 Families as Learners	your confidence that your child will succeed in elementary s	0%	100%	0%	100%
	you create long-term financial goals?	11%	89%	0%	100%
	you enroll in an educational or training program?	84%	16%	0%	100%
	you have confidence in your family's future?	0%	100%	0%	100%
	you set your own educational or career goals?	81%	19%	0%	100%
	you understand the ways your child learns?	0%	100%	0%	100%
5 Family Engagement in Transitions	you with public speaking?	83%	17%	0%	100%
	give you resources about moving your child to the next scho	27%	73%	0%	100%
	you learn about the educational supports your child has the	0%	100%	0%	100%
	you learn how change can impact your child's behavior?	0%	100%	0%	100%
	you to help your child adjust to a new school?	5%	95%	0%	100%
6 Family Connection to Peers and	you to help your child deal with stress?	0%	100%	0%	100%
	you meet other parents who support you?	8%	92%	0%	100%
	you support other children in your community?	0%	100%	0%	100%
	you volunteer in your child's classroom or site?	0%	100%	0%	100%
7 Families as Advocate	you volunteer in your community?	0%	100%	0%	100%
	get you to vote?	92%	8%	0%	100%
	give you opportunities to lead a group?	0%	100%	0%	100%
	you participate in the Policy Council?	0%	100%	0%	100%