

# Upper Cumberland Human Resources Agency Agency Report Family Outcomes Survey Spring 2022-20223



Prepared By:



## About this Report:

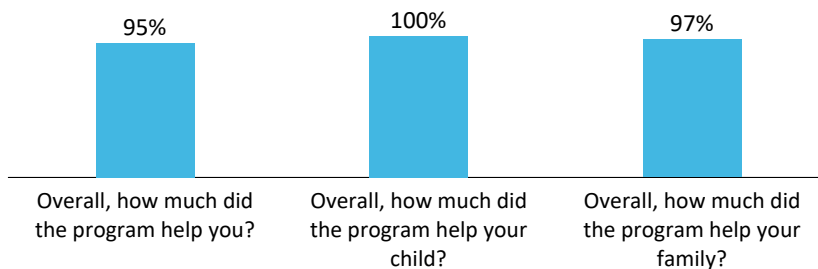
This report represents a snap-shot of the opinions and experiences of the parents and guardians in the Upper Cumberland Human Resources Agency. The outcomes of this report should be used as one of many tools to guide the program planning process.

Includes surveys received as of 3/10/2023.

## Number and Percentage of Responses by Language:

	Total	English
All Sites	39	39 100%
Van Buren	39	39 100%

## Percentage of Responses "Very Helpful"



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## 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 Site data.

### Section 4: Comparative Demographic Analysis

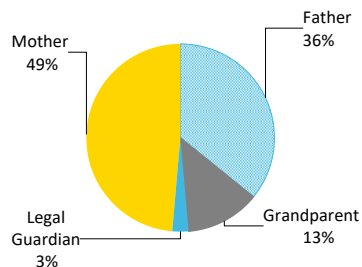
Percentage of "Very Helpful" responses by Survey Language, Respondent Relationship to Child, Respondent Age Group, Pre-K Status, Housing Stability, Length of Time in Program, and Household Type.

### Section 5: Data Appendix

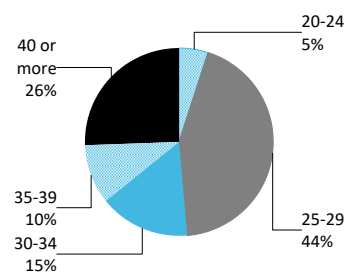
## About the Respondents, Children, and Families Included in this Report:

Number of Completed Surveys: 39

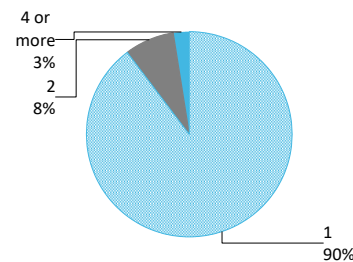
*Who Completed the Survey?*



*How old was the Respondent?*



*How many places have you lived in the last 12 months?*



## Section 1: About the CCR Family Outcomes Survey

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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.

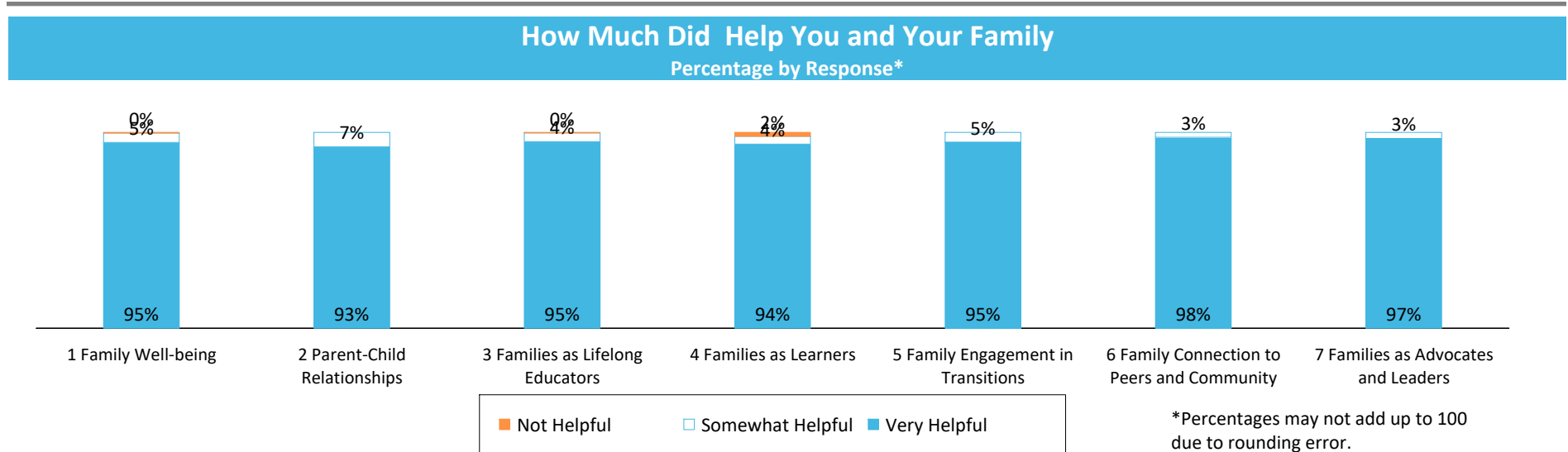
Given that the vast majority of Head Start parents, when asked, talk enthusiastically and at length about how their families have benefited from Head Start, we recommend that programs consider any Outcome Area or Outcome Element with less than 50% of parents Very Helpful in need of critical improvement. 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](http://www.ccr-analytics.com).

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

### Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39



#### Areas of Strength

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

Element	# Families
You value your child's strengths?	38
With activities to help your child learn at home?	37
you connect with a staff member that you trust?	37
You learn the skills your child needs in Kindergarten?	37
You to help your child adjust to a new school?	37

#### Potential Areas for Improvement

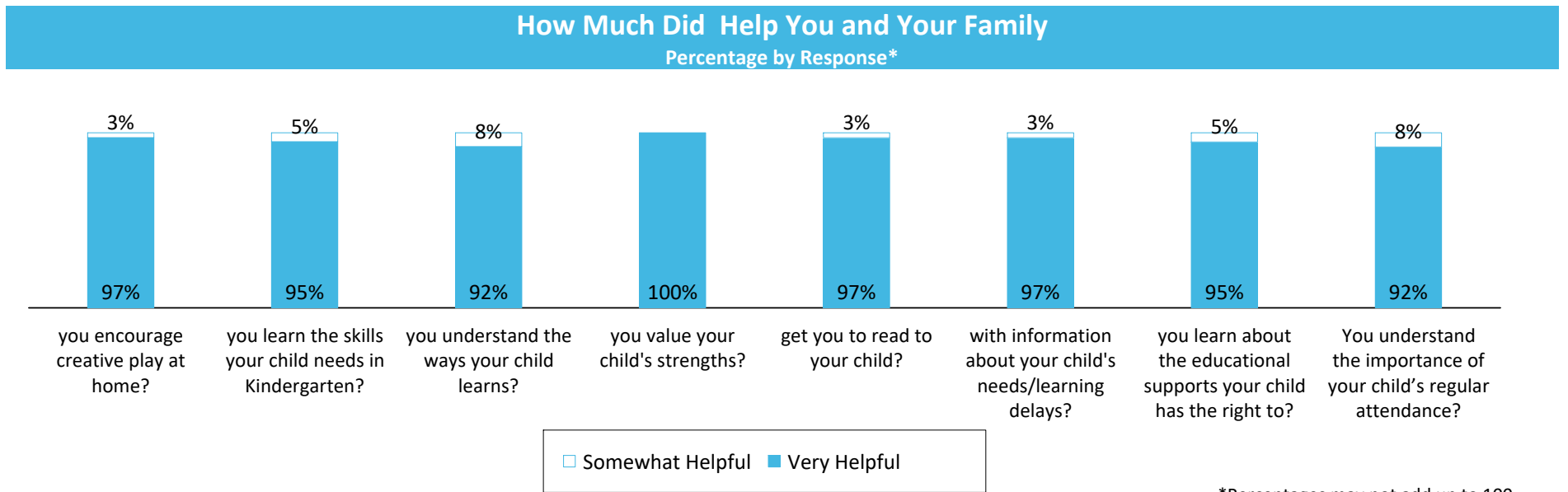
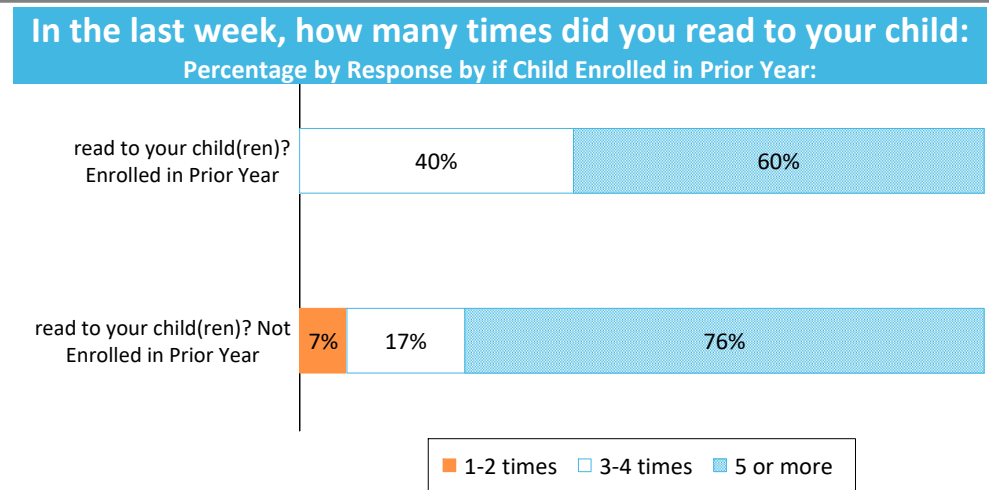
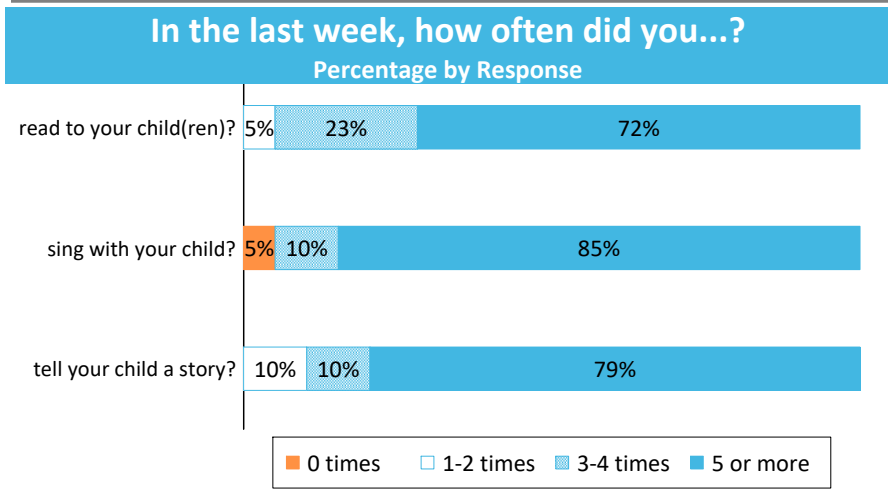
Top 5 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

Element	# Families
You deal with emotional health issues (e.g. depression, stress, anxiety)?	4
You find ways to support your child's good behavior?	4
You keep up family routines?	4
with the stress of being a parent?	3
you choose healthy foods for your family?	3

## Section 2: Snap Shot of Survey Results -- Focus on School Readiness and Home Literacy Practices

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39



\*Percentages may not add up to 100 due to rounding error.

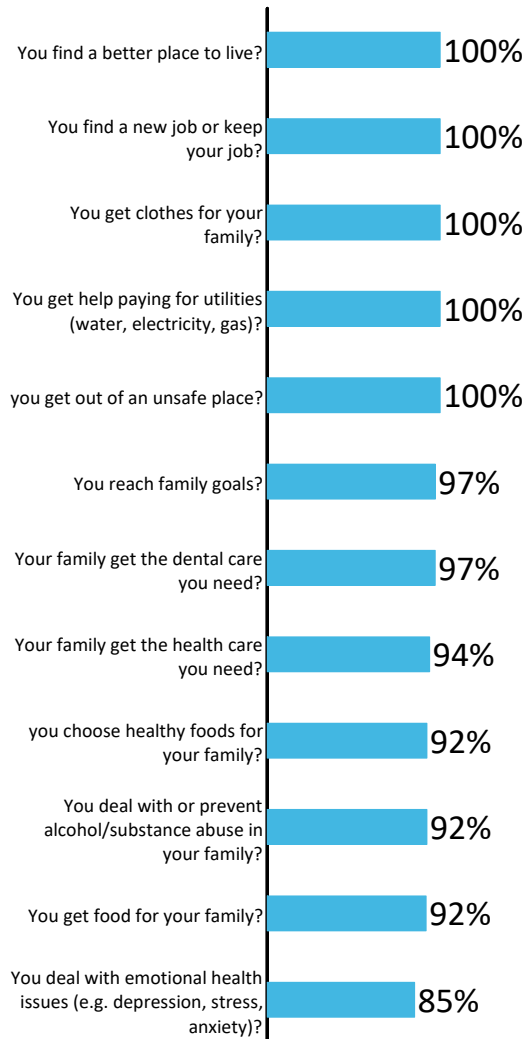
## Section 3: Family Outcome # 1 Family Well-being

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

### 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 choose healthy foods for your family?	36
You reach family goals?	35
You get food for your family?	34

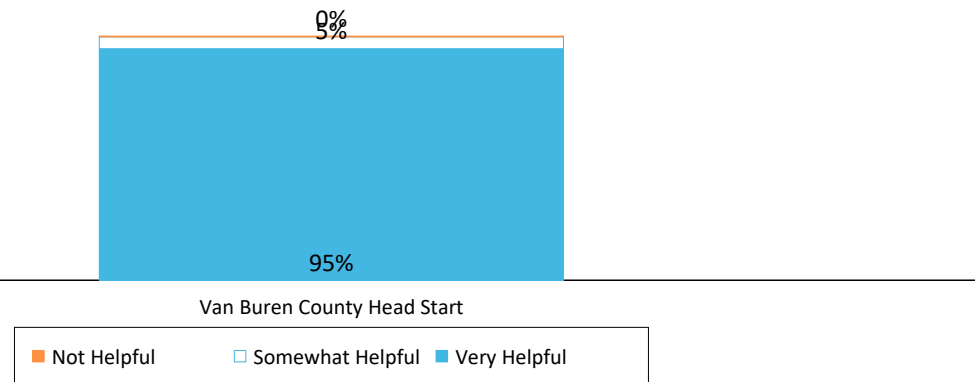
### C. Potential Areas for Improvement

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

Element	# Families
You deal with emotional health issues (e.g. depression, stress, anxiety)?	4
you choose healthy foods for your family?	3
You get food for your family?	3

### D. by Site

Percentage by Response\*



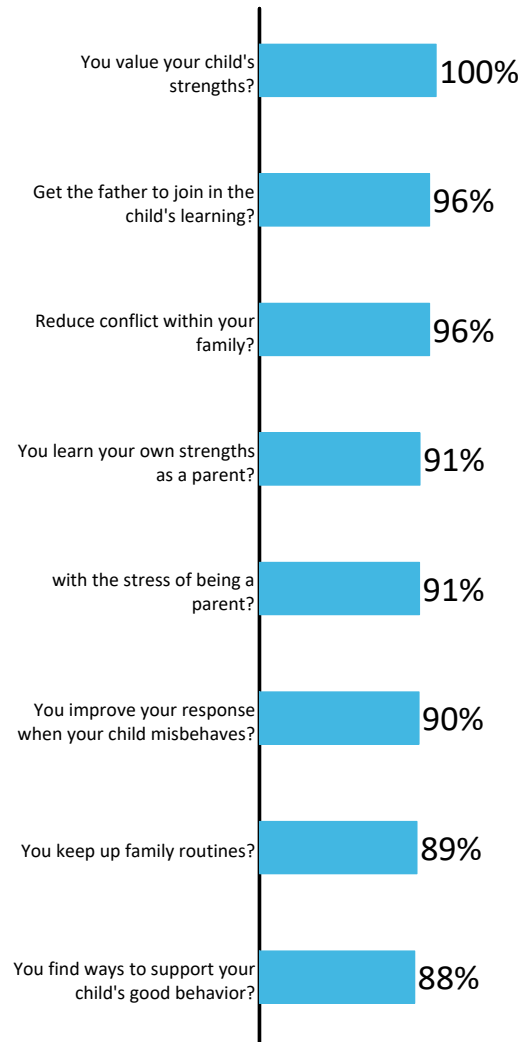
## Section 3: Family Outcome # 2 Parent-Child Relationships

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

### 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 value your child's strengths?	38
You keep up family routines?	33
You learn your own strengths as a parent?	30

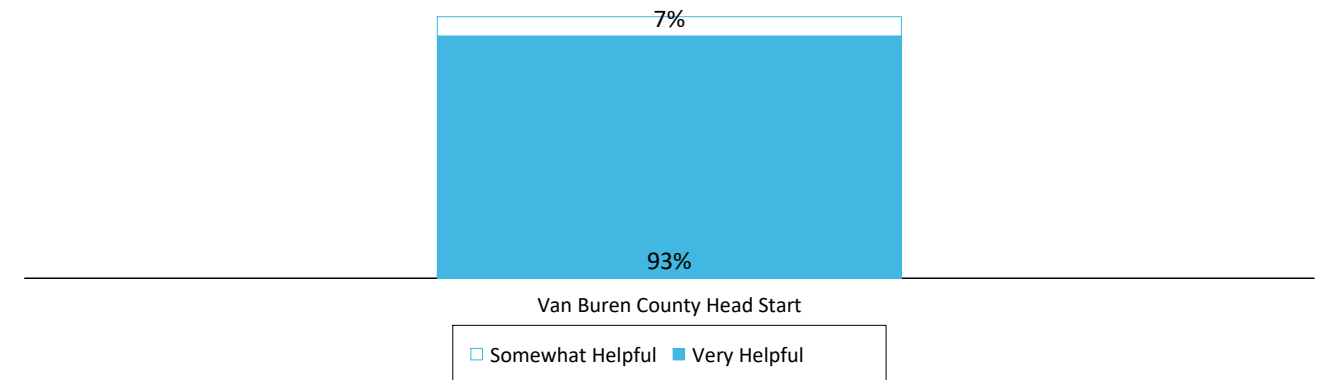
### C. Potential Areas for Improvement

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

Element	# Families
You find ways to support your child's good behavior?	4
You keep up family routines? with the stress of being a parent?	4
	3

### D. by Site

Percentage by Response\*



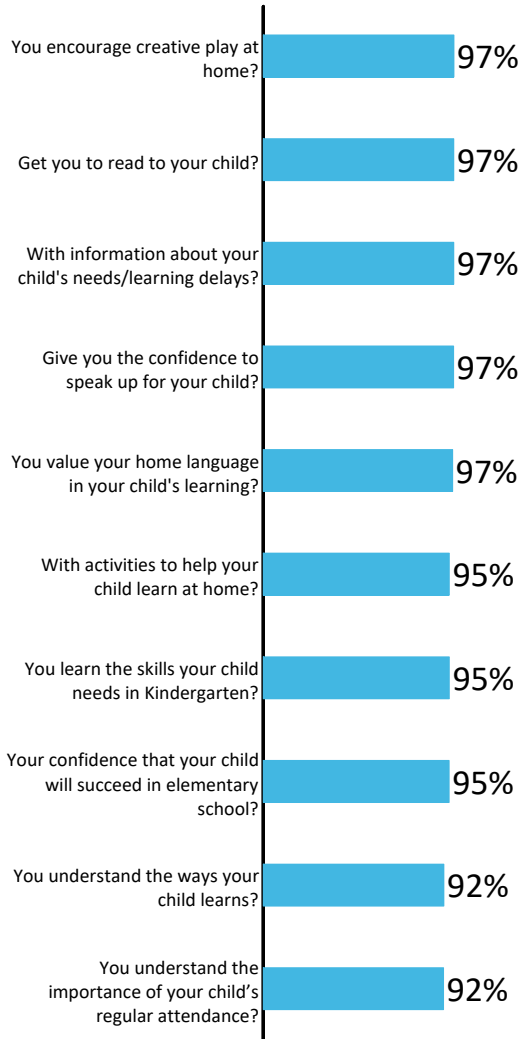
# Section 3: Family Outcome # 3 Families as Lifelong Educators

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

## 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
With activities to help your child learn at home?	37
You learn the skills your child needs in Kindergarten?	37
Your confidence that your child will succeed in elementary school?	36

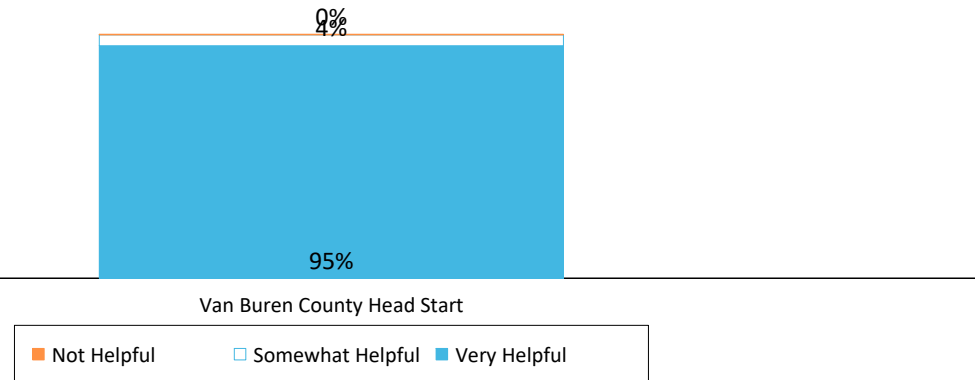
## C. Potential Areas for Improvement

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

Element	# Families
You understand the importance of your child's regular attendance?	3
You understand the ways your child learns?	3
With activities to help your child learn at home?	2

## D. by Site

Percentage by Response\*





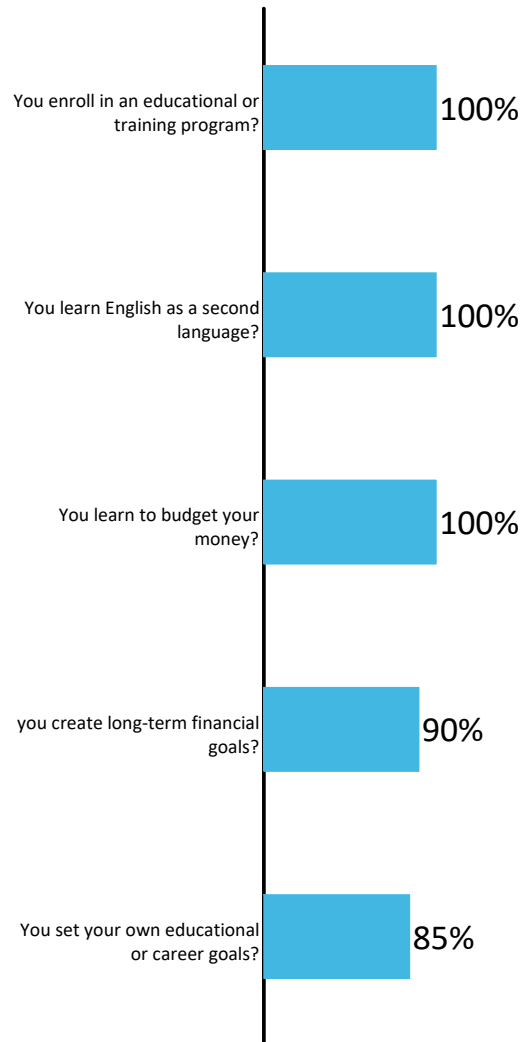
## Section 3: Family Outcome # 4 Families as Learners

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

### 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 enroll in an educational or training program?	11
You set your own educational or career goals?	11
you create long-term financial goals?	9

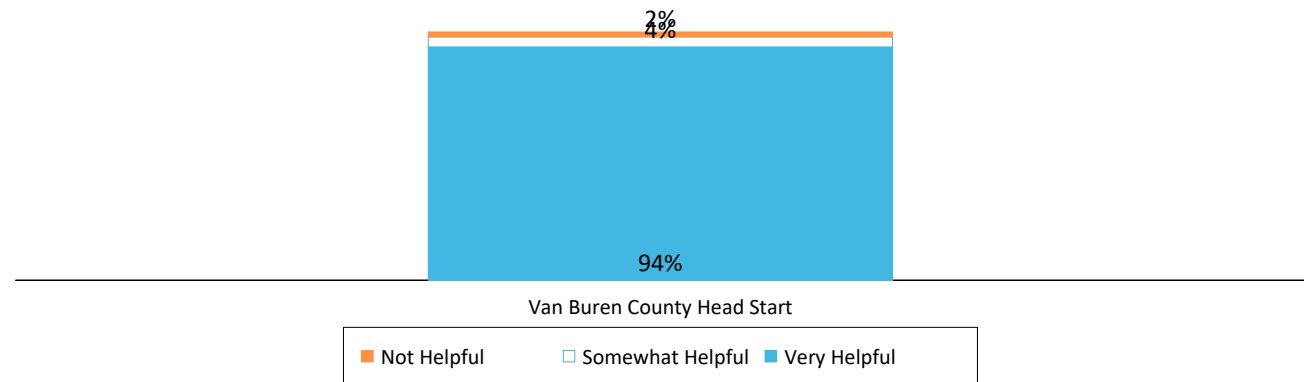
### C. Potential Areas for Improvement

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

Element	# Families
You set your own educational or career goals?	2
you create long-term financial goals?	1

### D. by Site

Percentage by Response\*



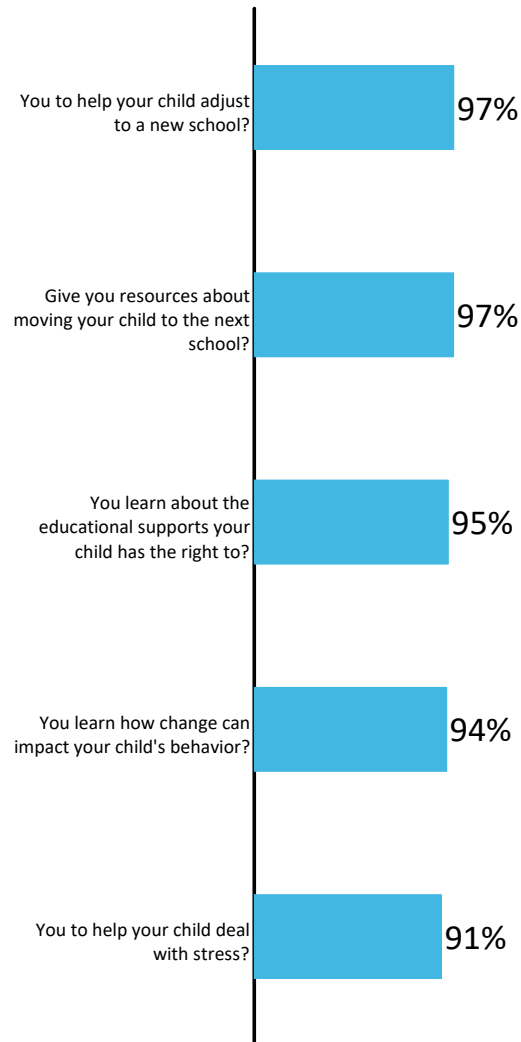
## Section 3: Family Outcome # 5 Family Engagement in Transitions

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

### 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 to help your child adjust to a new school?	37
Give you resources about moving your child to the next school?	36
You learn about the educational supports your child has the right to?	36

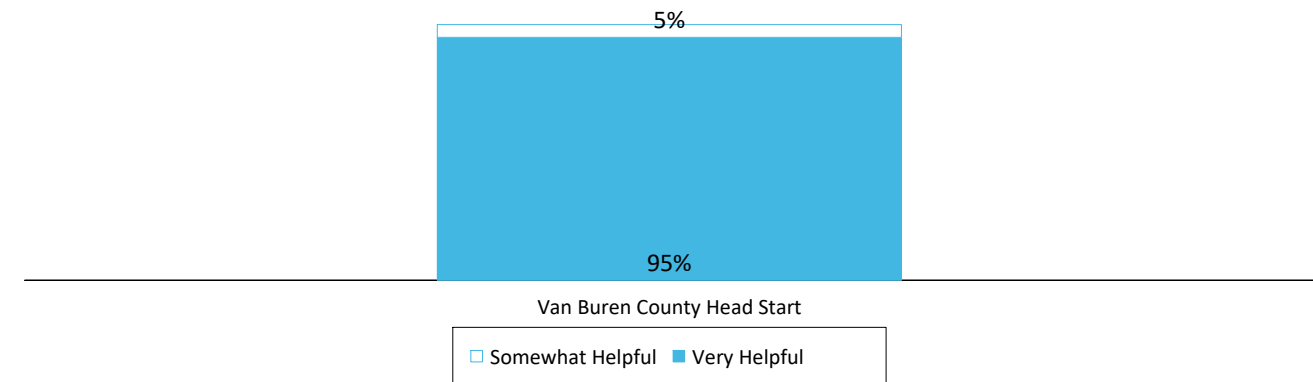
### C. Potential Areas for Improvement

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

Element	# Families
You to help your child deal with stress?	3
You learn about the educational supports your child has the right to?	2
You learn how change can impact your child's behavior?	2

### D. by Site

Percentage by Response\*



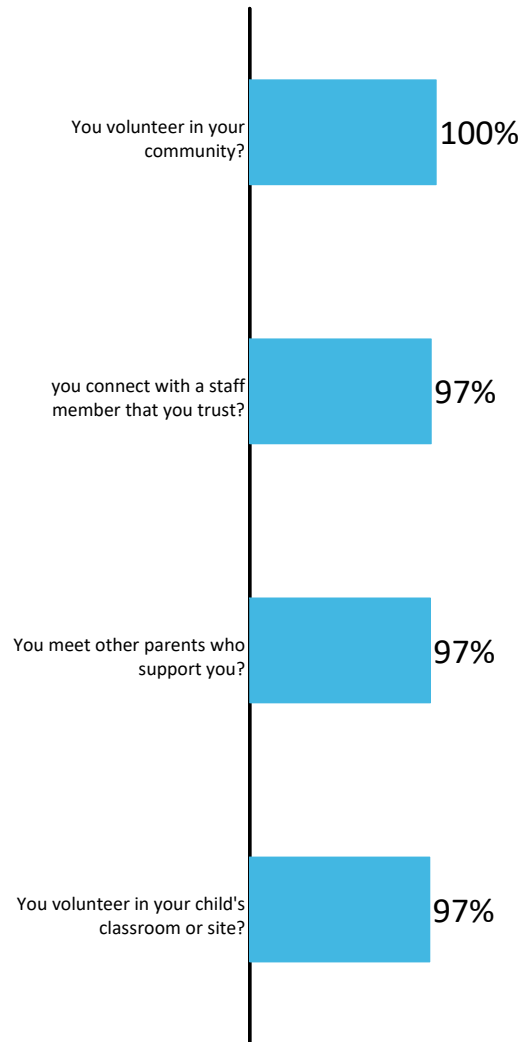
# Section 3: Family Outcome # 6 Family Connection to Peers and Community

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

## 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 connect with a staff member that you trust?	37
You meet other parents who support you?	31
You volunteer in your child's classroom or site?	28

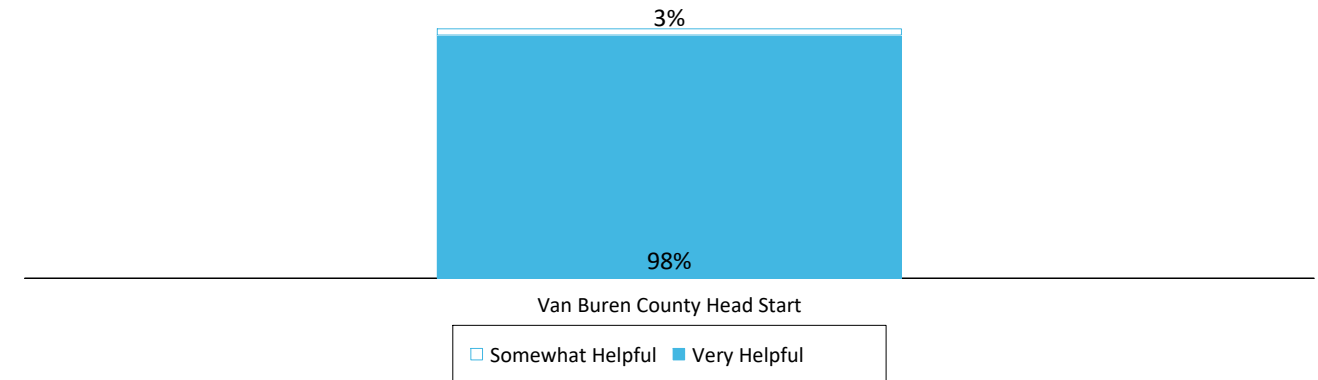
## C. Potential Areas for Improvement

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

Element	# Families
you connect with a staff member that you trust?	1
You meet other parents who support you?	1
You volunteer in your child's classroom or site?	1

## D. by Site

Percentage by Response\*



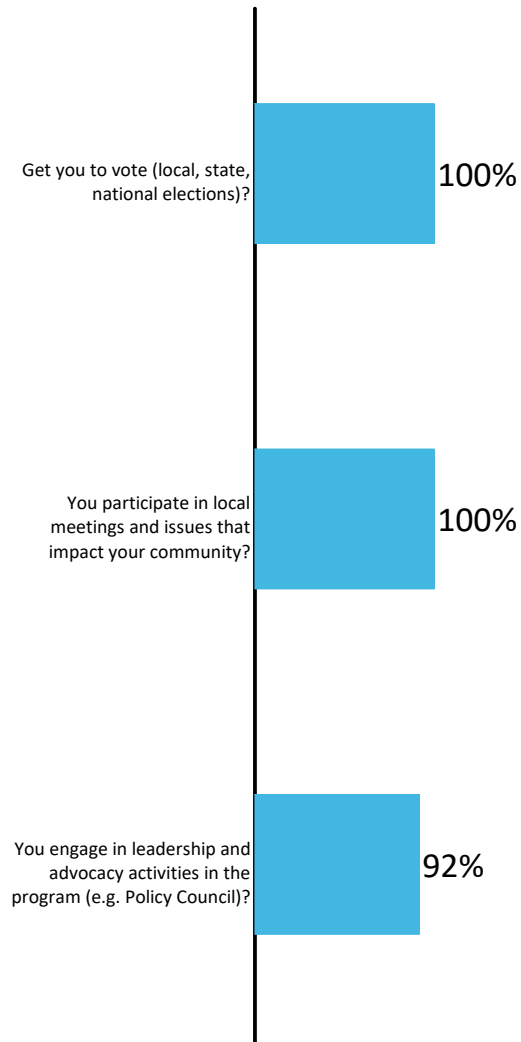
## Section 3: Family Outcome # 7 Families as Advocates and Leaders

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

### 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 participate in local meetings and issues that impact your community?	23
You engage in leadership and advocacy activities in the program (e.g. Policy Council)?	22
Get you to vote (local, state, national elections)?	18

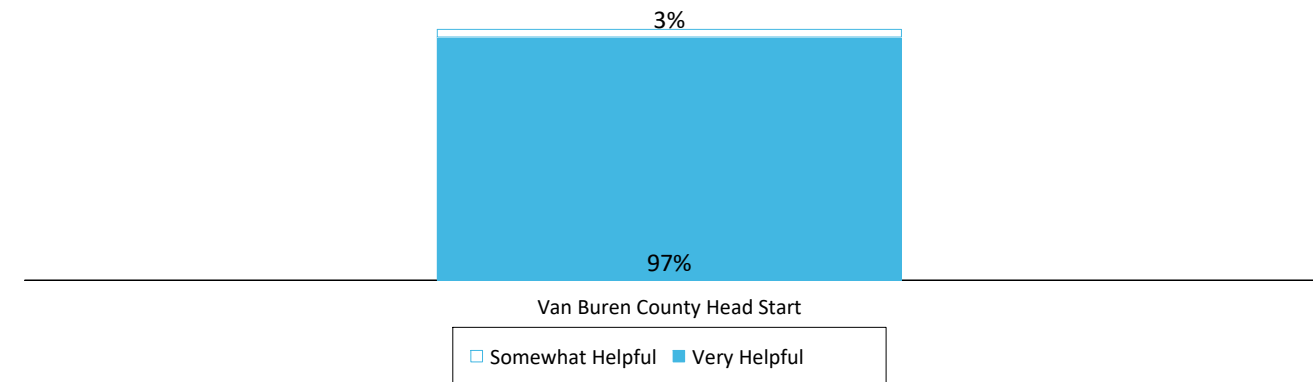
### C. Potential Areas for Improvement

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

Element	# Families
You engage in leadership and advocacy activities in the program (e.g. Policy Council)?	2

### D. by Site

Percentage by Response\*



## Section 4: Comparative Analysis

### Upper Cumberland Human Resources Agency | Spring 2022-20223

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The next four pages compare survey responses survey based on:

- Survey Language
- Who Completed the Survey (mother, father, etc...)
- Age of the Person Completing the Survey
- 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.

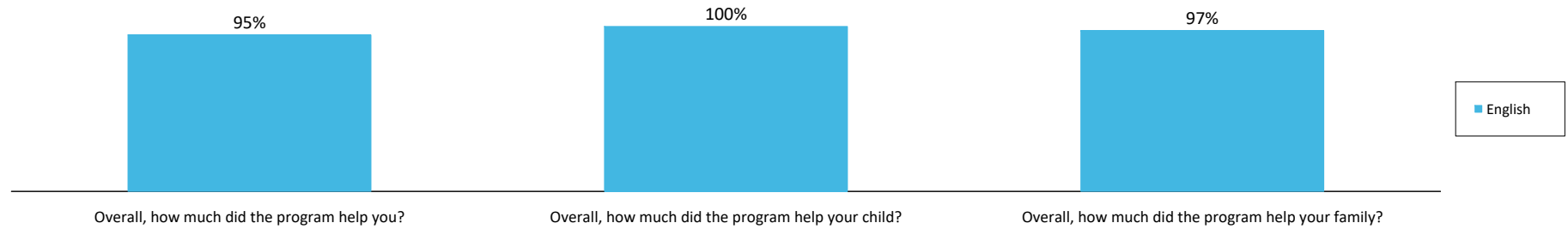
If none of the differences are statistically significant, that is good news. It means that all these different groups of parents and families are benefiting equally from your program.

## Section 4: What Language Was the Survey Completed In? *Comparative Analysis*

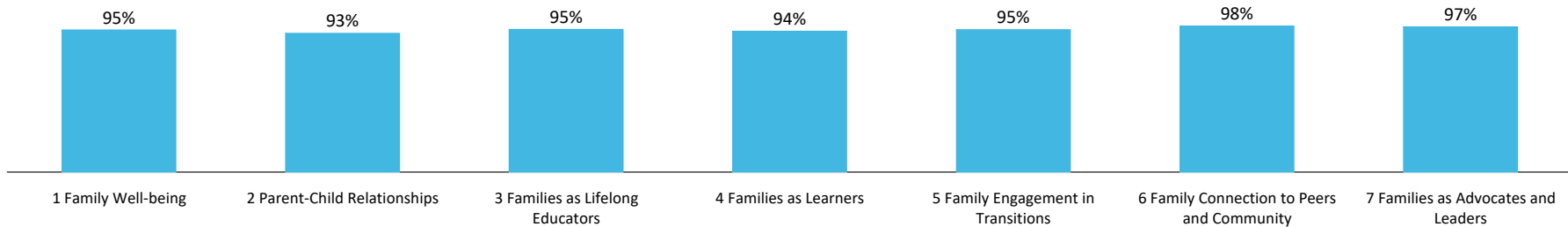
Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

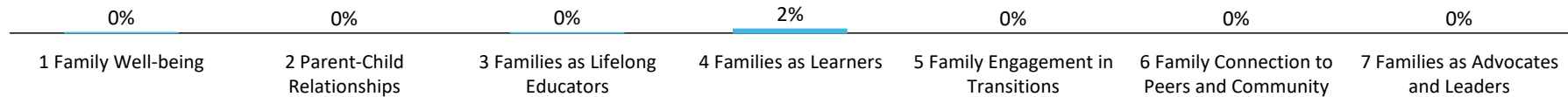
**Overall** Percentage of Responses "Very Helpful"  
Language in Which Survey Was Completed



**Family Outcomes** Percentage of Responses "Very Helpful"  
Language in Which Survey Was Completed



**Family Outcomes** Percentage of Responses "Not Helpful"  
Language in Which Survey Was Completed



**About this Subset of Data:** Number of Percentage of Surveys By Survey Language

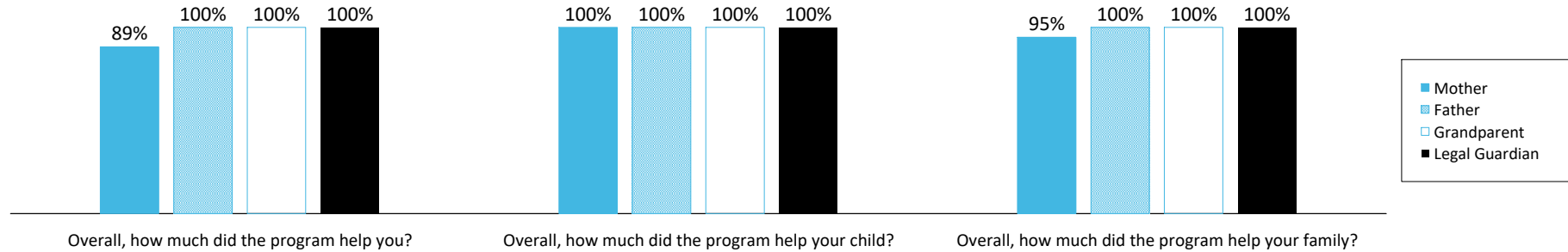
	English
Number of Responses	39 100%

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

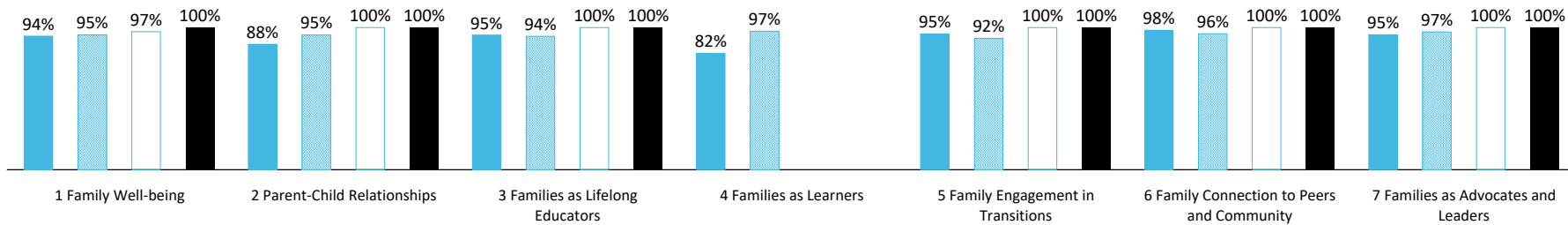
Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

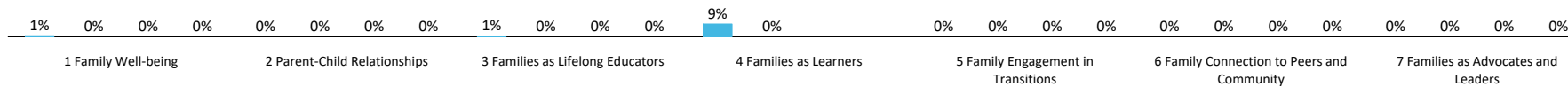
**Overall Percentage of Responses "Very Helpful"**  
By Person who Completed Survey



**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	Legal Guardian
Number of Responses	19 49%	14 36%	5 13%	1 3%

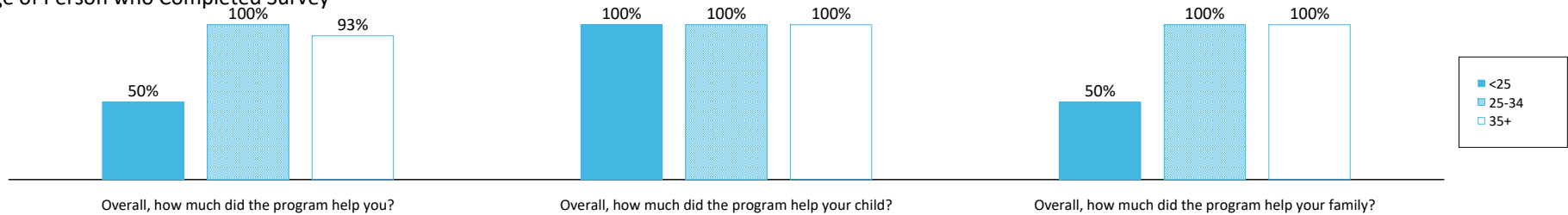
# Section 4: What Was the Age of the Person Who Completed the Survey? *Comparative Analysis*

Upper Cumberland Human Resources Agency | Spring 2022-2023

Number of Completed Surveys: 39

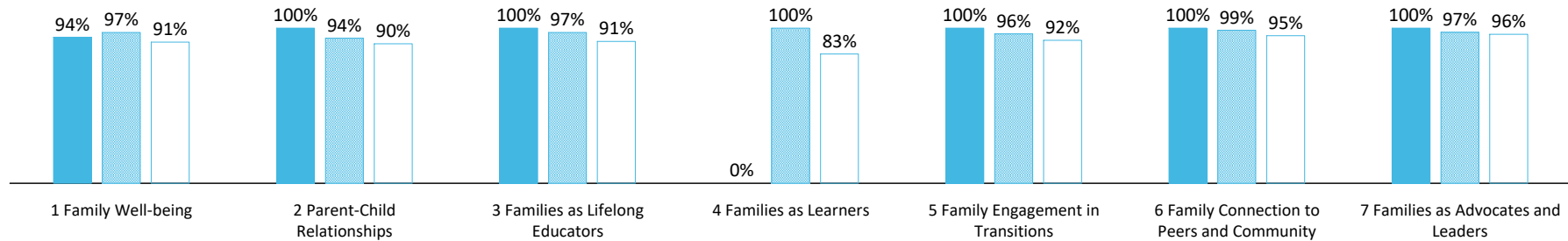
## Overall Percentage of Responses "Very Helpful"

Age of Person who Completed Survey



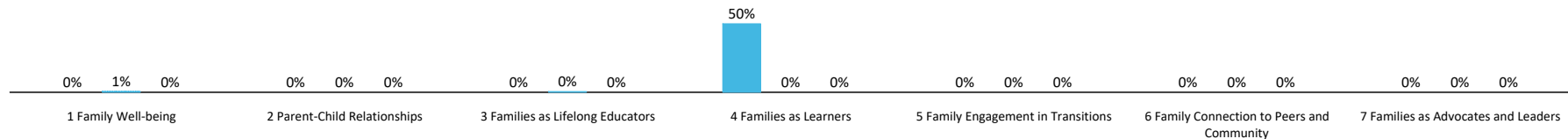
## Family Outcomes Percentage of Responses "Very Helpful"

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

	20-24		25-29		30-34		35-39		40 or more	
Number of Responses	2	5%	17	44%	6	15%	4	10%	10	26%



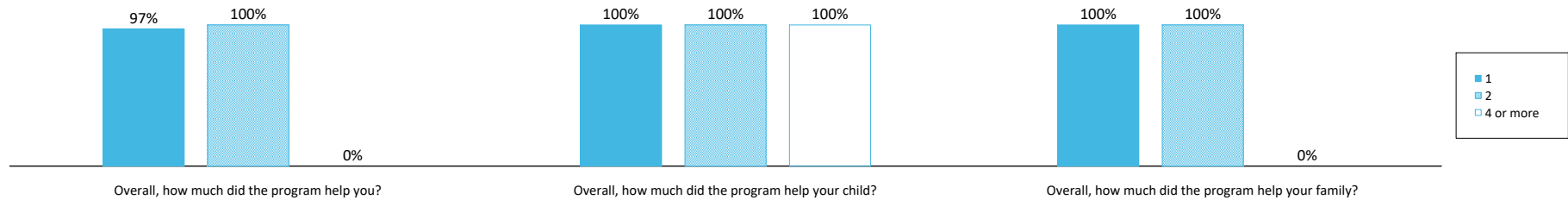
## Section 4: How Many Places Have You Have Lived in the Past Year? *Comparative Analysis*

Upper Cumberland Human Resources Agency | Spring 2022-20223

Number of Completed Surveys: 39

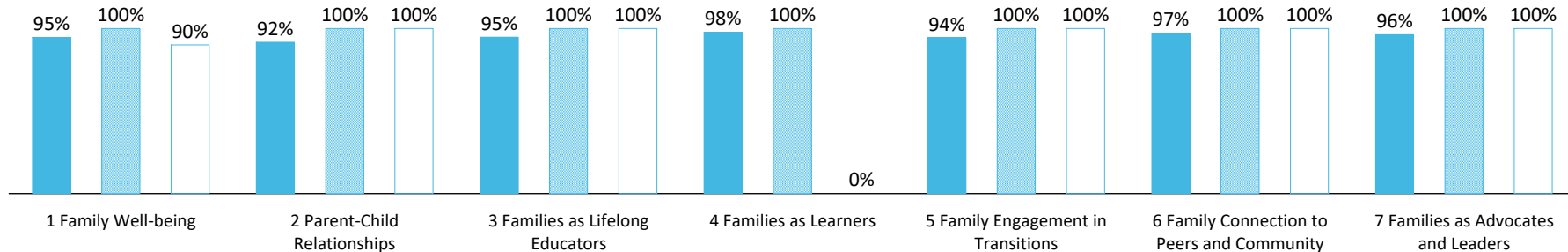
### Overall Percentage of Responses "Very Helpful"

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



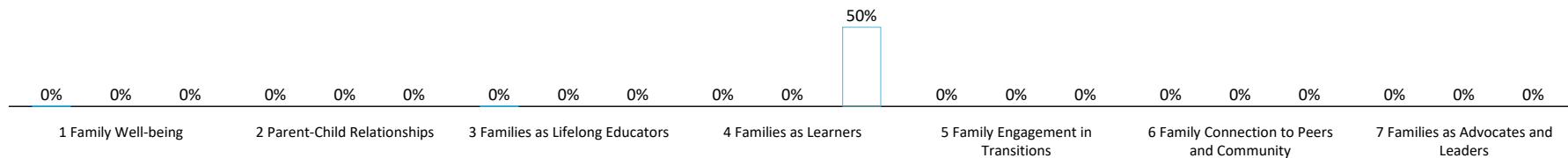
### Family Outcomes Percentage of Responses "Very Helpful"

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		4 or more	
Number of Responses	35	90%	3	8%	1	3%

## Section 5: Data Appendix

### 1. Overall

	Not Helpful	Somewhat Helpful	Very Helpful
Overall, how much did the program help you?	0%	5%	95%
Overall, how much did the program help your child?	0%	0%	100%
Overall, how much did the program help your family?	0%	3%	97%

### 2. Outcome Area

	Did Not Need Help		Of the parents who "Needed Help," how much did the program help...?		
	Needed Help	Did Not Need Help	Not Helpful	Somewhat Helpful	Very Helpful
1 Family Well-being	37%	63%	0%	5%	95%
2 Parent-Child Relationships	17%	83%	0%	7%	93%
3 Families as Lifelong Educators	8%	92%	0%	4%	95%
4 Families as Learners	74%	26%	2%	4%	94%
5 Family Engagement in Transitions	7%	93%	0%	5%	95%
6 Family Connection to Peers and Community	23%	77%	0%	3%	98%
7 Families as Advocates and Leaders	44%	56%	0%	3%	97%

### 3. Outcome Element

	Did Not Need Help		Of the parents who "Needed Help," how much did the program help...?			
	Needed Help	Did Not Need Help	Not Helpful	Somewhat Helpful	Very Helpful	
1 Family Well-being	you choose healthy foods for your family?	0%	100%	0%	8%	92%
	You deal with emotional health issues (e.g. depression, stress, anxiety)?	31%	69%	0%	15%	85%
	You deal with or prevent alcohol/substance abuse in your family?	67%	33%	0%	8%	92%
	You find a better place to live?	69%	31%	0%	0%	100%
	You find a new job or keep your job?	72%	28%	0%	0%	100%
	You get clothes for your family?	26%	74%	0%	0%	100%
	You get food for your family?	5%	95%	3%	5%	92%
	You get help paying for utilities (water, electricity, gas)?	72%	28%	0%	0%	100%
	you get out of an unsafe place?	74%	26%	0%	0%	100%
	You reach family goals?	3%	97%	0%	3%	97%
	Your family get the dental care you need?	10%	90%	0%	3%	97%
Your family get the health care you need?	15%	85%	0%	6%	94%	

		Did Not Need	Needed Help	Not Helpful	Somewhat Helpful	Very Helpful
2 Parent-Child Relationships	Get the father to join in the child's learning?	31%	69%	0%	4%	96%
	Reduce conflict within your family?	31%	69%	0%	4%	96%
	with the stress of being a parent?	18%	82%	0%	9%	91%
	You find ways to support your child's good behavior?	15%	85%	0%	12%	88%
	You improve your response when your child misbehaves?	21%	79%	0%	10%	90%
	You keep up family routines?	5%	95%	0%	11%	89%
	You learn your own strengths as a parent?	15%	85%	0%	9%	91%
	You value your child's strengths?	3%	97%	0%	0%	100%
3 Families as Lifelong Educators	Get you to read to your child?	10%	90%	0%	3%	97%
	Give you the confidence to speak up for your child?	13%	87%	0%	3%	97%
	With activities to help your child learn at home?	0%	100%	0%	5%	95%
	With information about your child's needs/learning delays?	10%	90%	0%	3%	97%
	You encourage creative play at home?	8%	92%	0%	3%	97%
	You learn the skills your child needs in Kindergarten?	0%	100%	0%	5%	95%
	You understand the importance of your child's regular attendance?	5%	95%	0%	8%	92%
	You understand the ways your child learns?	3%	97%	0%	8%	92%
	You value your home language in your child's learning?	26%	74%	0%	3%	97%
	Your confidence that your child will succeed in elementary school?	3%	97%	3%	3%	95%
4 Families as Learners	you create long-term financial goals?	73%	27%	10%	0%	90%
	You enroll in an educational or training program?	72%	28%	0%	0%	100%
	You learn English as a second language?	82%	18%	0%	0%	100%
	You learn to budget your money?	76%	24%	0%	0%	100%
	You set your own educational or career goals?	67%	33%	0%	15%	85%
5 Family Engagement in Transitions	Give you resources about moving your child to the next school?	5%	95%	0%	3%	97%
	You learn about the educational supports your child has the right to?	3%	97%	0%	5%	95%
	You learn how change can impact your child's behavior?	15%	85%	0%	6%	94%
	You to help your child adjust to a new school?	3%	97%	0%	3%	97%
	You to help your child deal with stress?	10%	90%	0%	9%	91%
6 Family Connection to Peers and	you connect with a staff member that you trust?	3%	97%	0%	3%	97%
	You meet other parents who support you?	18%	82%	0%	3%	97%
	You volunteer in your child's classroom or site?	26%	74%	0%	3%	97%
	You volunteer in your community?	46%	54%	0%	0%	100%
7 Families as Advocate	Get you to vote (local, state, national elections)?	54%	46%	0%	0%	100%
	You engage in leadership and advocacy activities in the program (e.g.	38%	62%	0%	8%	92%
	You participate in local meetings and issues that impact your commu	41%	59%	0%	0%	100%

## 4. Home Literacy Practices

0 times   1-2 times   3-4 times   5 or more

	0 times	1-2 times	3-4 times	5 or more
read to your child(ren)?	0%	5%	23%	72%
sing with your child?	5%	0%	10%	85%
tell your child a story?	0%	10%	10%	79%