Upper Cumberland Human Resources Agency Agency Report Family Outcomes Survey Spring 2023-2024



Prepared By:

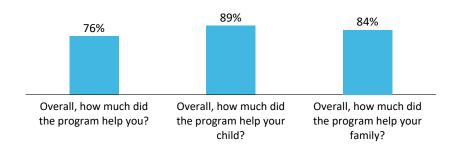


About this Report:

This report represents a snap-shot of the opinions and experiences of the parents and guardians in the Upper Cumberland Human Resources Agency 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 3/5/2024.

Percentage of Responses "Very Helpful"



^{*}Response Rates are estimates based on available rosters of enrollment at the time of survey processing.

Response Rates and Number and Percentage of Responses by Language:

	Total	English
	37	37 100%
Classroom A (100%)	17	17 100%
Classroom B (100%)	20	20 100%

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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

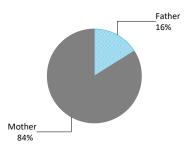
Percentage of "Very Helpful" responses by Survey Language, Respondent Relationship to Child, Respondent Age Group, Pre-K Status, Housing Stability, Length of Time in Program, and Household Type.

Section 5: Data Appendix

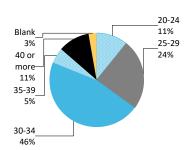
About the Respondents, Children, and Families Included in this Report:

Number of Completed Surveys: 37

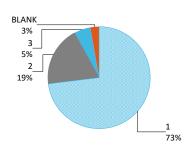




How old was the Respondent?



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



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.

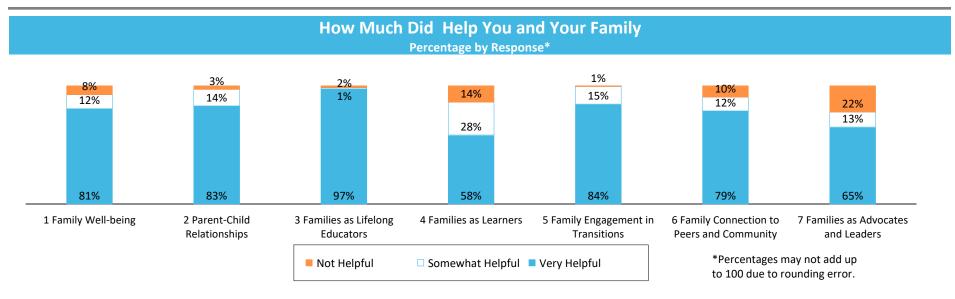
Given that the vast majority of Head Start parents, when asked, talk enthusiastically and at length about how their families have benefited from Head Start, we recommend that programs consider any Outcome Area or Outcome Element with less than 50% of parents Very Helpful in need of critical improvement. 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 | Spring 2023-2024

Number of Completed Surveys: 37



Areas of Strength

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

With activities to help your child learn at home?	# Families 37
You get food for your family?	36
You understand the importance of your child's regular attendance?	35
Get you to read to your child?	34
You encourage creative play at home?	34

Potential Areas for Improvement

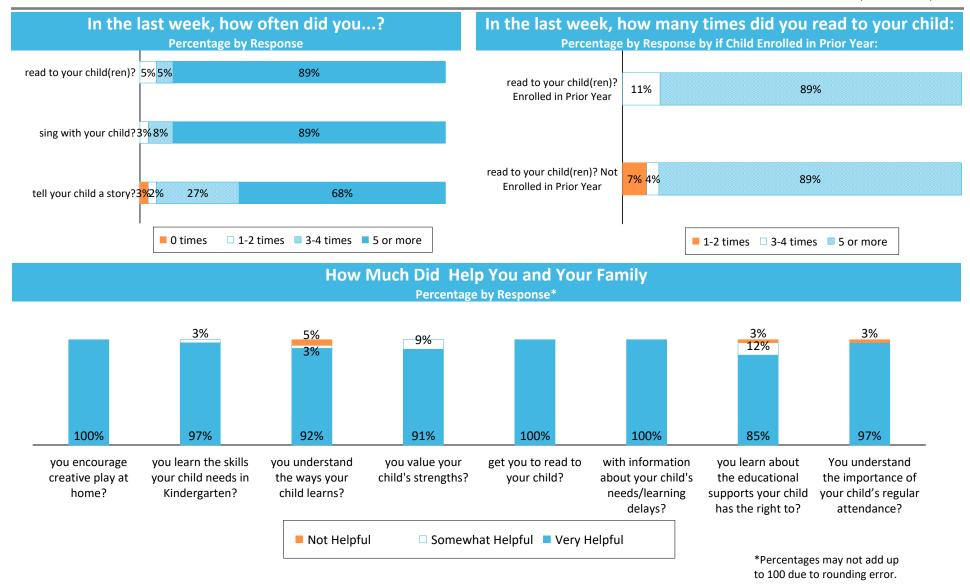
Top 5 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful"

	# Families
You participate in local meetings and issues that impact your community?	13
You deal with emotional health issues (e.g. depression, stress, anxiety)?	12
You meet other parents who support you?	12
With the stress of being a parent?	11
You to help your child deal with stress?	11

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

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37



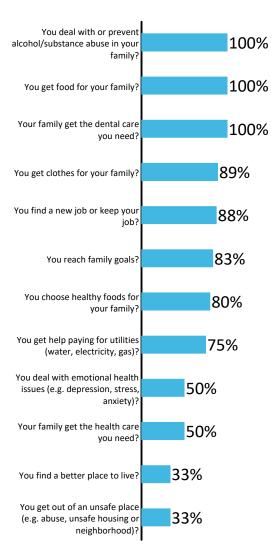
Section 3: Family Outcome # 1 Family Well-being

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37

A. Outcome Element

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

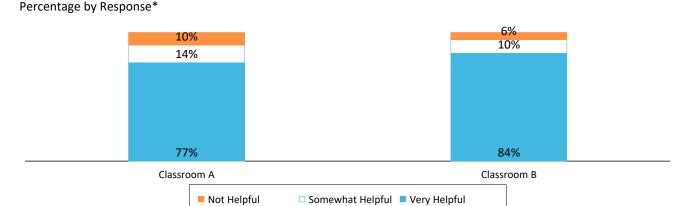


How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the <u>number of families</u> who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the <u>number of families</u> 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.

C. Potential Areas for Improvement B. Areas of Strength Top 3 Elements Based on the Number of Families Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful" Responding "Very Helpful" # Families # Families You get food for your family? 36 You deal with emotional health issues (e.g. 12 depression, stress, anxiety)? You choose healthy foods for your family? 6 You reach family goals? 30 You reach family goals? 6 You choose healthy foods for your family? 24

D. by Class



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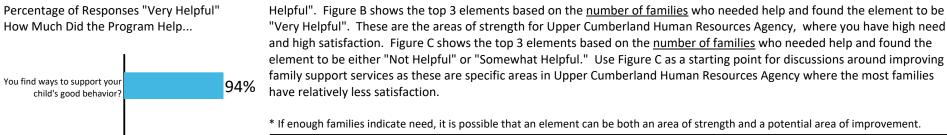
Section 3: Family Outcome # 2 Parent-Child Relationships

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37

A. Outcome Element

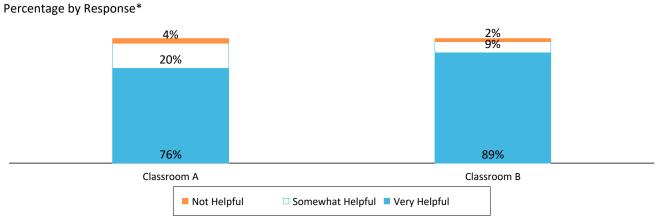
Percentage of Responses "Very Helpful" How Much Did the Program Help...



How to Use this Data: Figure A shows the percentage of families, who needed help and found the element to be "Very

You value your child's 91% B. Areas of Strength C. Potential Areas for Improvement strengths? Top 3 Elements Based on the Number of Families Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful" Responding "Very Helpful" # Families 90% # Families You keep up family routines? You value your child's strengths? 30 With the stress of being a parent? 11 You learn your own strengths as a parent? 8 You find ways to support your child's good 29 Get the father to join in the 86% child's learning? behavior? You improve your response when your child 5 28 You keep up family routines? mishehaves? You improve your response 81%





81%

76%

62%

when your child misbehaves?

Reduce conflict within your

You learn your own strengths

With the stress of being a

as a parent?

Section 3: Family Outcome # 3 Families as Lifelong Educators

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37

A. Outcome Element

Get you to read to your child?

With activities to help your child

With information about your

child's needs/learning delays?

You encourage creative play at

You understand the importance

You learn the skills your child

Your confidence that your child

will succeed in elementary

Give you the confidence to

You understand the ways your

You value your home language

in your child's learning?

speak up for your child?

of your child's regular attendance?

needs in Kindergarten?

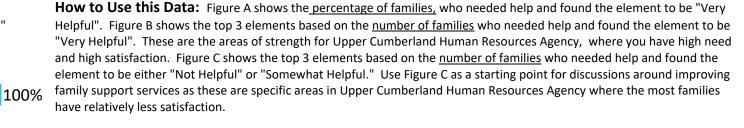
learn at home?

home?

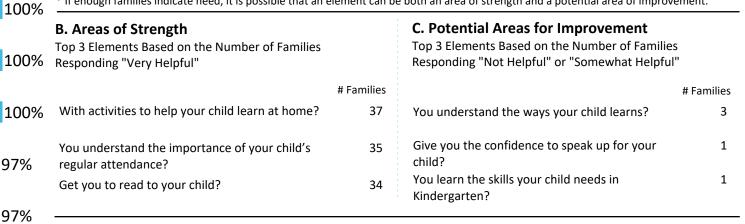
school

child learns?

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



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





97%

97%

97%

96%

92%

83%

Percentage by Response*



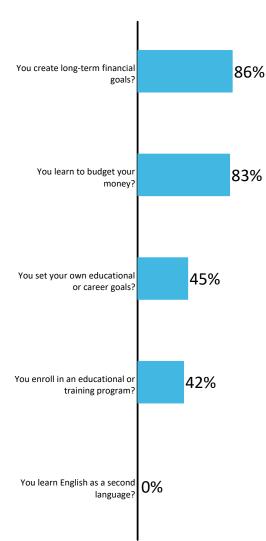
Section 3: Family Outcome # 4 Families as Learners

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37

A. Outcome Element

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

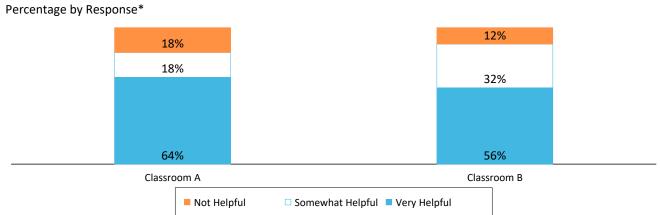


How to Use this Data: Figure A shows the <u>percentage of families</u>, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the <u>number of families</u> who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the <u>number of families</u> 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.

C. Potential Areas for Improvement B. Areas of Strength Top 3 Elements Based on the Number of Families Top 3 Elements Based on the Number of Families Responding "Not Helpful" or "Somewhat Helpful" Responding "Very Helpful" # Families # Families You create long-term financial goals? 6 You enroll in an educational or training 7 program? You set your own educational or career goals? 6 You enroll in an educational or training program? 5 You create long-term financial goals? 1 5 You learn to budget your money?

D. by Class



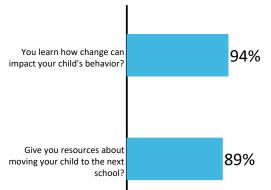
Section 3: Family Outcome # 5 Family Engagement in Transitions

Upper Cumberland Human Resources Agency | Spring 2023-2024

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.

C. Potential Areas for Improvement B. Areas of Strength Top 3 Elements Based on the Number of Families

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

#	# Families
You learn how change can impact your child's behavior?	32
You learn about the educational supports your child has the right to?	29
You to help your child adjust to a new school?	29

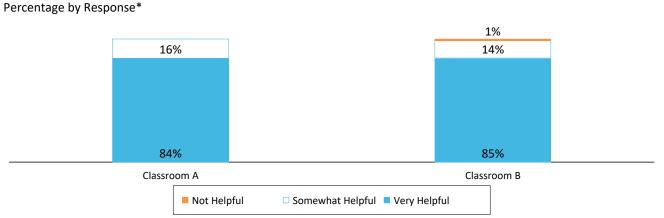
Families You to help your child deal with stress? 11 You learn about the educational supports your 5 child has the right to? You to help your child adjust to a new school? 4

D. by Class

88%

85%

67%



02 Agency Level Family Outcomes Survey Report UCHRA Spring 2023-2024

You to help your child adjust

to a new school?

You learn about the

child has the right to?

educational supports your

You to help your child deal

with stress?

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

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37

A. Outcome Element

You connect with a staff

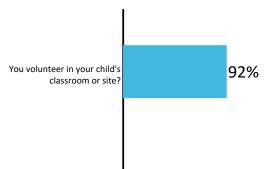
member that you trust?

You volunteer in your

community?

support you?

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

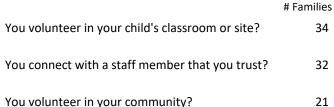


How to Use this Data: Figure A shows the <u>percentage of families</u>, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the <u>number of families</u> who needed help and found the element to be "Very Helpful". These are the areas of strength for Upper Cumberland Human Resources Agency, where you have high need and high satisfaction. Figure C shows the top 3 elements based on the <u>number of families</u> 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.

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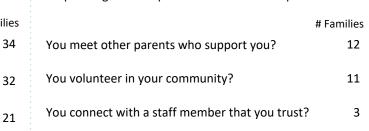
B. Areas of Strength

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



C. Potential Areas for Improvement

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

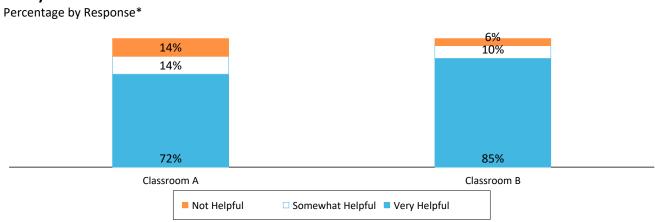


D. by Class

91%

66%

63%



You meet other parents who

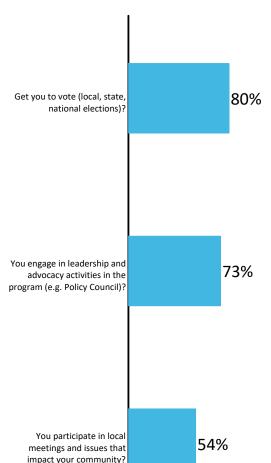
Section 3: Family Outcome # 7 Families as Advocates and Leaders

Upper Cumberland Human Resources Agency | Spring 2023-2024

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 <u>percentage of families</u>, who needed help and found the element to be "Very Helpful". Figure B shows the top 3 elements based on the <u>number of families</u> 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 <u>number of families</u> 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 C. Potential Areas for Improvement

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

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

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

4

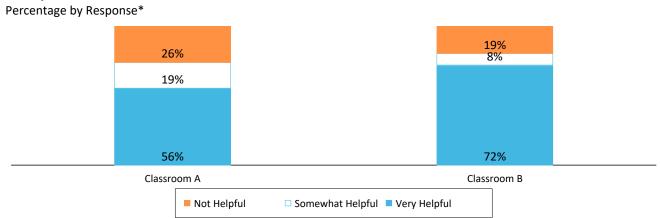
Families

You participate in local meetings and issues that impact your community?

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

Get you to vote (local, state, national elections)?

D. by Class



Section 4: Comparative Analysis

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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.

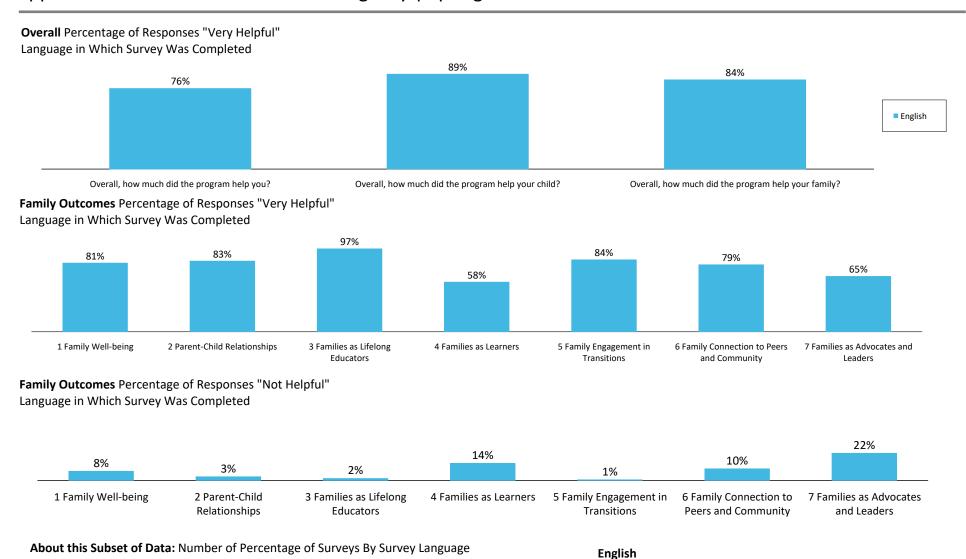
Key Demographic Differences:

- Two parent household respondents (84% Very Helpful, 3% Not Helpful) found the program more helpful than Single parent household respondents (74% Very Helpful, 15% Not Helpful) in the Area of "Family Well-being".
- Two parent household respondents (83% Very Helpful, 3% Not Helpful) found the program more helpful than Single parent household respondents (67% Very Helpful, 23% Not Helpful) in the Area of "Family Connection to Peers and Community".
- Two parent household respondents (73% Very Helpful, 15% Not Helpful) found the program more helpful than Single parent household respondents (45% Very Helpful, 40% Not Helpful) in the Area of "Families as Advocates and Leaders".

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

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37



37 100%

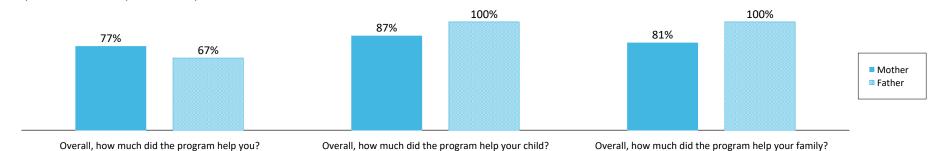
Number of Responses

Section 4: Who Completed the Survey? Comparative Analysis

Upper Cumberland Human Resources Agency | Spring 2023-2024

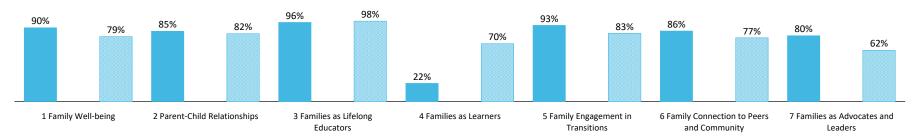
Number of Completed Surveys: 37

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

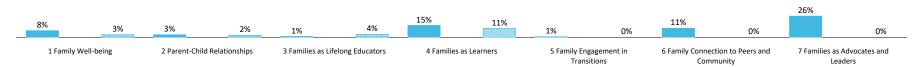


Family Outcomes Percentage of Responses "Very Helpful"

By Person who Completed Survey



Family Outcomes Percentage of Responses "Not Helpful" By Person who Completed Survey



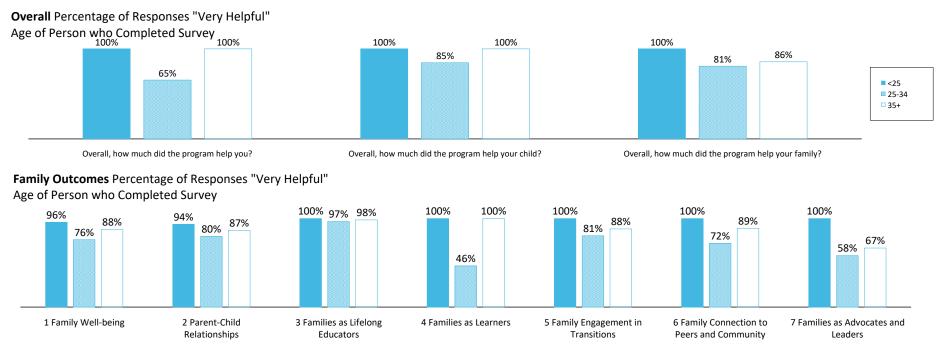
About this Subset of Data: Number of Percentage of Surveys By Person who Completed Survey

	Mother	Father
Number of Responses	31 84%	6 16%

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

Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37



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

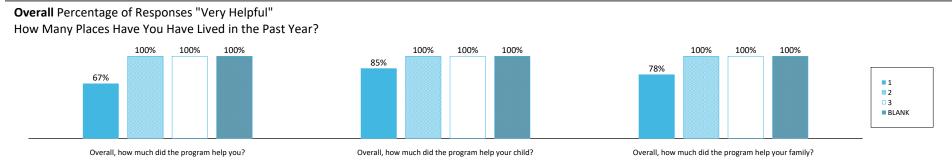
	20-24	25-29	30-34	35-39	40 or more	
Number of Responses	4 11%	9 25%	17 47%	2 6%	4 11%	

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

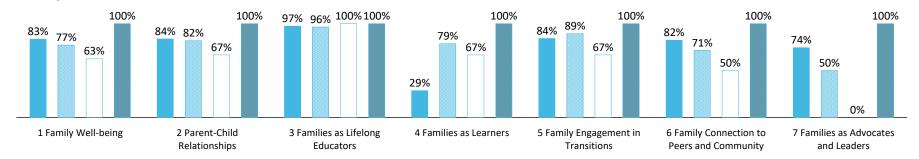
Upper Cumberland Human Resources Agency | Spring 2023-2024

Number of Completed Surveys: 37

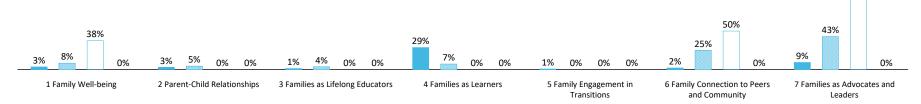
100%



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	3	BLANK		
Number of Responses	27 73%	7 19%	2 5%	1 3%		

1. Overall

	Not Helpful	Somewhat Helpful	Very Helpful	
Overall, how much did the program help you?	3%	22%	76%	
Overall, how much did the program help your child?	0%	11%	89%	
Overall, how much did the program help your family?	3%	14%	84%	

2. Outcome Area

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

	Did Not Need Help	Needed Help	Not Helpful	Somewhat Helpful	Very Helpful	
1 Family Well-being	58%	42%	8%	12%	81%	
2 Parent-Child Relationships	21%	79%	3%	14%	83%	
3 Families as Lifelong Educators	16%	84%	2%	1%	97%	
4 Families as Learners	80%	20%	14%	28%	58%	
5 Family Engagement in Transitions	13%	88%	1%	15%	84%	
6 Family Connection to Peers and Community	7%	93%	10%	12%	79%	
7 Families as Advocates and Leaders	43%	57%	22%	13%	65%	

3. Outcome Element

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

	Did Not Need			Neede	d Help	Not Help	ful	Somewha	at Helpful	Very H	lelpful
		Hel	р								
	You choose healthy foods for your family?	7	19%	30	81%	0	0%	6	20%	24	80%
	You deal with emotional health issues (e.g. depr	13	35%	24	65%	7	29%	5	21%	12	50%
b0	You deal with or prevent alcohol/substance abus	33	89%	4	11%	0	0%	0	0%	4	100%
eing	You find a better place to live?	34	92%	3	8%	2	67%	0	0%	1	33%
윾	You find a new job or keep your job?	29	78%	8	22%	1	13%	0	0%	7	88%
ž	You get clothes for your family?	10	27%	27	73%	1	4%	2	7%	24	89%
i <u>e</u>	You get food for your family?	0	0%	36	100%	0	0%	0	0%	36	100%
l Fa	You get help paying for utilities (water, electricit	29	78%	8	22%	1	13%	1	13%	6	75%
7	You get out of an unsafe place (e.g. abuse, unsaf	34	92%	3	8%	2	67%	0	0%	1	33%
	You reach family goals?	1	3%	36	97%	0	0%	6	17%	30	83%
	Your family get the dental care you need?	33	92%	3	8%	0	0%	0	0%	3	100%

Die		Did Not He		Neede	d Help	Not Help	oful	Somewh	at Helpful	Very H	lelpful
ell-	Your family get the health care you need?	32	89%	4	11%	0	0%	2	50%	2	50%
sdi	Get the father to join in the child's learning?	8	22%	29	78%	1	3%	3	10%	25	86%
ush	Reduce conflict within your family?	21	57%	16	43%	0	0%	3	19%	13	81%
atio	With the stress of being a parent?	7	19%	29	81%	2	7%	9	31%	18	62%
Rel	You find ways to support your child's good beha	5	14%	31	86%	0	0%	2	6%	29	94%
hild	You improve your response when your child mis	9	25%	27	75%	2	7%	3	11%	22	81%
2 Parent-Child Relationships	You keep up family routines?	6	16%	31	84%	0	0%	3	10%	28	90%
are	You learn your own strengths as a parent?	4	11%	33	89%	2	6%	6	18%	25	76%
2 P	You value your child's strengths?	2	6%		94%	0	0%	3	9%	30	91%
'n	Get you to read to your child?	3	8%	34	92%	0	0%	0	0%	34	100%
3 Families as Lifelong Educators	Give you the confidence to speak up for your ch	11	30%	26	70%	0	0%	1	4%	25	96%
gno	With activities to help your child learn at home?		0%	37	100%	0	0%	0	0%	37	100%
9 E	With information about your child's needs/learn	5	14%	32	86%	0	0%	0	0%	32	100%
elor	You encourage creative play at home?	3	8%	34	92%	0	0%	0	0%	34	100%
s Lif	You learn the skills your child needs in Kinderga	2	5%	35	95%	0	0%	1	3%	34	97%
es a	You understand the importance of your child's r	1	3%	36	97%	1	3%	0	0%	35	97%
ij	You understand the ways your child learns?	0	0%	37	100%	2	5%	1	3%	34	92%
Fa	You value your home language in your child's le		84%		16%	1	17%	0	0%	5	83%
	Your confidence that your child will succeed in e		14%		86%	1	3%	0	0%	31	97%
S	You create long-term financial goals?	29	81%		19%	1	14%	0	0%	6	86%
4 Families as Learners	You enroll in an educational or training program		67%		33%	2	17%	5	42%	5	42%
Families (Learners	You learn English as a second language?	37	100%		0%						
1Fa Le	You learn to budget your money?	30	83%	6	17%	0	0%	1	17%	5	83%
	You set your own educational or career goals?	25	69%		31%	2	18%	4	36%	5	45%
.⊑ .,	Give you resources about moving your child to t		27%		73%	0	0%	3	11%	24	89%
5 Family Engagement in Transitions	You learn about the educational supports your o		6%		94%	1	3%	4	12%	29	85%
5 Family gagement ransitions	You learn how change can impact your child's be		8%		92%	0	0%	2	6%	32	94%
5 nga Tra	You to help your child adjust to a new school?	4	11%		89%	0	0%	4	12%	29	88%
	You to help your child deal with stress?	4	11%		89%	0	0%	11	33%	22	67%
ᇫ	You connect with a staff member that you trust	1	3%		97%	0	0%	3	9%	32	91%
mily ction	You meet other parents who support you?	5	14%		86%	6	19%	6	19%	20	63%
6 Family Connection to Peers and	You volunteer in your child's classroom or site?	0	0%		100%	0	0%	3	8%	34	92%
	You volunteer in your community?	5	14%		86%	7	22%	4	13%	21	66%
lies ates	Get you to vote (local, state, national elections)		86%		14%	1	20%	0	0%	4	80%
7 Families as Advocates	You engage in leadership and advocacy activitie		19%		81%	4	13%	4	13%	22	73%
7 F Adv	You participate in local meetings and issues that	9	24%	28	76%	9	32%	4	14%	15	54%

4. Home Literacy Practices

		0 times		1-2 times		3-4 times		ore
read to your child(ren)?	0	0%	2	5%	2	5%	33	89%
sing with your child?	0	0%	1	3%	3	8%	33	89%
tell your child a story?	1	3%	1	3%	10	27%	25	68%