



Improving Services: Caregiver Suggestions from the FPS

For our eighth Evaluation Report we looked at one of the open-ended questions on the Family Participation Survey (FPS). In particular, the question asked caregivers whether they had any suggestions about **ways that service providers could increase caregiver involvement in planning and evaluation of services**. Caregiver responses were grouped into three main trends (T1, T2, and T3) based on similar response themes that repeatedly appeared in the dataset. These findings utilize the most current data set that includes participants from inception to December 2003 that were living at home at the time of the interview. The results represent a ‘snapshot’ in time.

T1: Listen to Caregivers	T2: Tell Caregivers what Services are Available	T3: Offer Services After Regular Work Hours
<ul style="list-style-type: none"> ▪ “Service providers could be more open to what parents have to say. They make you feel like once the door has been closed it cannot be opened again.” ▪ “Listen to parents! Parents are around all the time- see what is happening. Therapists don’t listen maybe think parent too close to situation as a result disregard information shared by parents.” ▪ “Listening to parents- school doesn’t listen to parents.” ▪ “Listen to the parents. They know the children. Ask them how their child is doing at home. Let them know you value their opinion.” 	<ul style="list-style-type: none"> ▪ “Communication between agencies- what each agency provides for service. There is a lack of knowledge of what services each agency provides.” ▪ “In order to get the families involved you have to let them know what services are available.” ▪ “Have a comprehensive list of what is available instead of piecemeal.” ▪ “Having a information pamphlet/ web site- protocol; systems approach- steps- for receiving services, range of services available. This information should be at schools and school counselors.” 	<ul style="list-style-type: none"> ▪ “Flexible time outside working hours, evenings, and weekends.” ▪ “Freeing up time for parents to be more involved in educational process beyond 9-5 time frame.” ▪ “Need to offer services outside 9-5 time. Flexing schedule for evening and weekend meetings/ clinical time.” ▪ “More stuff at night i.e. counseling.” ▪ “Plan things on weekends for the parents who work during the day. Parents exhausted after work. Taking kids out of school for appointments is not good.” ▪ “More flexible hours- inc. evenings and weekends for those who work.”

