

COMMUNITY ACTION, INC. OF CENTRAL TEXAS Head Start Program (Zero to Five)



Parent Program Evaluation Mid-Year Report

2014-2015

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PARENTS' MID-YEAR EVALUATION OF THE COMMUNITY ACTION, INC. OF CENTRAL TEXAS – HEAD START PROGRAM

The Community Action, Inc. of Central Texas – Head Start Program conducted their annual parent evaluation assessment from November 2014 to January 2015. Parents of currently enrolled children received the Mid-Year Parent Evaluation form and were asked to fill out and return to center staff. Parents were asked to evaluate the program in the following areas: Center Environment, Children Education Services, Mental Health/Disability Services, Health & Nutrition Services, Transportation Services, Family Services, Parent Involvement, and Program Services.

Parents were asked to identify the amount of years their child has been enrolled in the program. They were also asked to identify if the parent was female or male. No other demographic information was requested from parents.

Distribution

The Mid-Year Parent Evaluation form was distributed to parents of children attending the Head Start and Early Head Start centers in Hays and Caldwell counties. Distribution began in late November 2014 and renewed in January 2015 after the holiday break. Parents were given the option to complete the evaluation through a paper form or through an online survey link.

Collection Methods

Collection of surveys began mid-December 2014 and ended in late February 2015. CAI-Head Start Program received 256 evaluation surveys from parents. The total enrollment number for Head Start and Early Head Start sites is 539 children. However, the number used to determine the return rate was 484, which is the number of families enrolled in the program during the evaluation period. According to the number of families in the program, the response rate for the parent evaluation surveys was 52.9%

See chart below for information on amount and return rate for each center in the program.

Results

Of the surveys turned in, 15.6% marked they were males and 63.3% were females. When requesting information on the length of time their child has been in the program, 30.1% of parent respondents stated less than six months, 13.7% stated six month to one year, 24.2% stated one to two years, and 15.6% stated more than two years.

Below is a breakdown of results based on each area evaluated. Areas of strengths and improvement indicated by parents are included.

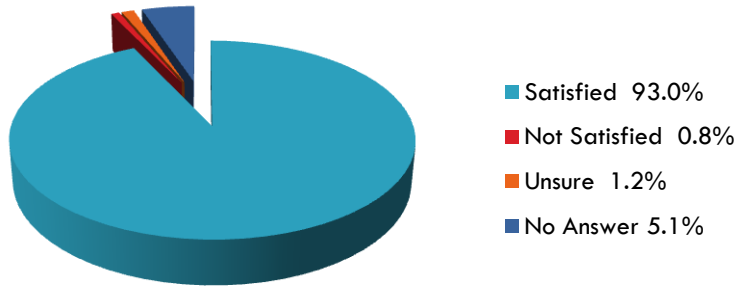
Head Start & Early Head Start sites evaluated, 2014-2015

Site	# Families	# Surveys Received	% Response
A. Washington CDC	44	38	86.4%
Bonham (Hernandez)*	98	31	31.6%
Carver	32	22	68.8%
Hays PEP	5	5	100.0%
Hemphill CDC	65	49	75.4%
Hemphill EHS (First Steps)*	20	8	40.0%
Henry Bush CDC	65	32	49.2%
Lehman PEP	7	7	100.0%
Lillie Belle Townsend CDC	12	11	91.7%
Lockhart CDC	44	15	34.1%
Luling CDC	41	10	24.4%
Luling EHS	24	6	25.0%
Tom Green	19	14	73.7%
Wimberley Home-Based	8	8	100.0%
Total	484	256	52.9%

Source: 2014-2015 Mid-Year Parent Evaluations

Program Overall

Overall satisfaction: 93.0% of parents who responded indicated they were **satisfied with the Head Start Program**



Center	Overall Satisfaction
A. Washington CDC	92.1%
Bonham	83.9%
Carver	86.4%
Hays PEP	100.0%
Hemphill CDC	91.8%
Hemphill EHS	100.0%
Henry Bush CDC	96.9%
Lehman PEP	71.4%
Lillie Belle Townsend CDC	100.0%
Lockhart CDC	100.0%
Luling CDC	100.0%
Luling EHS	100.0%
Tom Green	100.0%
Wimberley Home Based	100.0%

Of the parents that responded to the survey, **91.8%** indicated they have **learned to better understand and teach their child** through the program. **90.2%** of respondents indicated they felt **staff encouraged both fathers and mothers to participate in the program.**

Parent respondents indicated that as a result of participating in the program,

- **44.1%** of them noticed a **change in the amount of time they played with their child**
- **42.6%** of them noticed a **change in the amount of time they spent making things with their child**
- **43.0%** of them changed **how they felt about their ability to teach their child**
- **54.7%** of them noticed a change in **how their child gets along with other children**
- **68.0%** of them noticed a change in **how interested their child is in learning**
- **59.8%** of them noticed a change in the **amount of time their child spends looking and listening to stories.**

“MY CHILD GETS TO INTERACT WITH OTHER CHILDREN AND I CAN WORK AND KNOW MY CHILD’S IN GOOD HANDS.” ~LULING EHS PARENT

GOOD CARING TEACHERS AND ADMINISTRATION. THEY TEACH OUR CHILDREN GOOD SOCIAL SKILLS.” ~ LOCKHART CDC PARENT

Strengths

- Communication
- Informative
- Great teachers and staff
- Compassionate staff.
- Teacher/child ratios
- Children leave knowing more

“MY SON LOVES GOING TO SCHOOL, HE LEARNS A LOT ENJOYS PLAYING WITH HIS FRIENDS AND LOVES HIS TEACHERS. HE WAS REALLY QUIET BUT HAS GOTTEN MORE OUTGOING AND OPEN. I APPRECIATE THE OPPORTUNITY YOU GAVE MY CHILD TO BE IN HEAD START.” ~ TOM GREEN PARENT

Areas of Improvement

- Extended hours
- Not change personnel so frequently
- Additional slots for EHS
- More space for infant classrooms

“MY DAUGHTER HAS IMPROVED A LOT. SHE IS BETTER BEHAVED AND HAS A GREATER INTEREST FOR THINGS. SHE IS INTERESTED IN READING, LEARNING NUMBERS AND LETTERS ~ LULING CDC PARENT

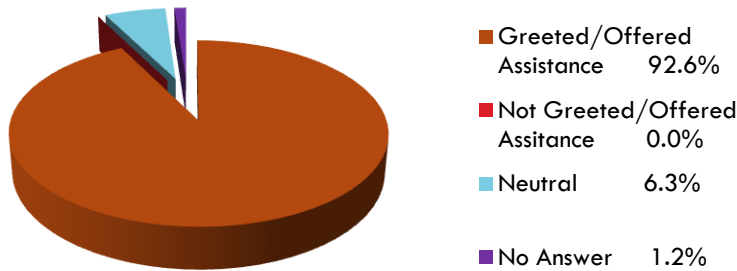
“MAKE MORE ROOM FOR EARLY HEAD START. A LOT OF US SINGLE MOMS NEED HELP.” ~ HEMPHILL CDC PARENT

“MORE ORGANIZATION, I FEEL LIKE SOME THINGS ARE UNORGANIZED AND WE GET TOLD AT THE LAST MINUTE WHEN THINGS ARE HAPPENING OR NEED TO BE DONE.” ~ HENRY BUSH PARENT

“THE DETAIL AND PATIENCE USED TO TEACH EACH KID NEW THINGS. MY CHILD HAS LEARNED MANY NEW THINGS THANKS TO HIS TEACHERS.” ~ LBT CDC PARENT

Center Environment

Overall satisfaction: 92.6% of program parents who responded indicated they were **always greeted and offered assistance when visiting their child's center.**



Center	Overall Satisfaction
A. Washington CDC	97.4%
Bonham	83.9%
Carver	90.9%
Hays PEP	100.0%
Hemphill CDC	93.9%
Hemphill EHS	100.0%
Henry Bush CDC	93.8%
Lehman PEP	85.7%
Lillie Belle Townsend CDC	100.0%
Lockhart CDC	86.7%
Luling CDC	90.0%
Luling EHS	100.0%
Tom Green	85.7%
Wimberley Home Based	100.0%

Of the parents that responded to the survey,

- **81.7%** indicated they felt they were **able to visit the center at any time and observe** in the classroom
- **96.9%** indicated they are **kept informed about the program**, including special events, policies and regulations.
- **93.8%** indicated their **questions and concerns were handled appropriately**

Strengths

- Communication regarding center
- Polite staff
- Positive Environment
- Greeting parents at arrival
- Available to answer questions and provide assistance
- Welcoming and family-friendly

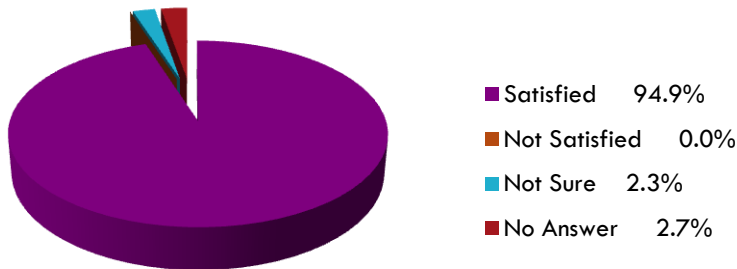
“IN REALITY IT IS A GREAT PROGRAM. VERY COMPLETE WHERE THEY WORRY ABOUT MY CHILD’S EDUCATION, HEALTH, AND DEVELOPMENT.”
 ~HEMPHILL CDC PARENT

Areas of Improvement

- Have better track system of children’s belongings
- Making sure parents are receiving the information sent out
- Better organization and communication among staff
- Answering phones when parents call the center
- Safety of front door (Anyone can just come in)

Children’s Education Services

Overall satisfaction: 94.9% of parents who responded indicated they were **satisfied with the education services** their child is receiving



Center	Overall Satisfaction
A. Washington CDC	92.1%
Bonham	96.8%
Carver	90.9%
Hays PEP	100.0%
Hemphill CDC	98.0%
Hemphill EHS	100.0%
Henry Bush CDC	93.8%
Lehman PEP	57.1%
Lillie Belle Townsend CDC	100.0%
Lockhart CDC	93.3%
Luling CDC	100.0%
Luling EHS	100.0%
Tom Green	100.0%
Wimberley Home Based	100.0%

Of the parents that responded to the survey,

- **97.7%** of them indicated their child’s **teacher worked well with their child.**
- **97.7%** of them felt their child’s teacher **kept them informed about their child’s progress**
- **96.5%** of them indicated their child’s teacher made them feel welcome and respected
- **94.1%** of them felt their child is **more ready for school** since attending the Head Start Program
- **94.9%** of them felt their child is **more socially prepared for school** since attending the Head Start Program
- **87.5%** of them indicated there are **materials in the classroom representing their family’s culture**
- **93.0%** of them indicated they have **received information about the curriculum and activities done** in their child’s classroom
- **91.4%** of them indicated they have **received information about what happened to their child during the day**
- **94.9%** of them felt their child has **grown in his/her literacy and language skills**
- **71.5%** of them felt their child has **grown in his/her math and science skills**
- **91.8%** of them felt their child’s **teacher involved them in developing education goals** for their child
- **79.7%** of them felt they had the **opportunity to provide input** into classroom activities and food experiences

Strengths

- Help parents understand children's progress
- Supportive
- Good care of children
- Keeping parents informed of child's progress
- Caring teachers
- Teaching how to share, the numbers and colors, and manners
- Helpful staff
- Teaching children how to use words instead of throwing fits
- Encouraging children to communicate
- Keeping good schedules
- Assist with potty training
- Very observant to each child and parent
- Treating all children equally

"GREAT ON ROUTINES FOR EVERYDAY ACTIVITIES. COMMUNICATION WITH THE KIDS ABOUT THE NEXT STEP TO DO. EVERYTHING IN GENERAL IS GREAT."

~ HENRY BUSH CDC PARENT

Areas of Improvement

- Promptly tending to a distressed child (EHS)
- Having an extra teacher in the classroom
- More time given to complete family posters
- Receive a monthly handout of what the class will be learning
- Distribute classroom schedule to parents
- Watching kids more closely for them not to fight or hurt each other
- Letting their child know what their child is doing each day
- More prompt information on child's behavior at school
- Provide more training to teachers on how to treat children
- More one-on-one time with kids (ISD site)

"I HAVE SEEN A VERY BIG CHANGE IN HOW MUCH MY CHILD IS INTERESTED IN LEARNING TO TRY NEW THINGS. SHE IS MORE SOCIAL. GETS VERY EXCITED ABOUT SCHOOL, PICKS UP THINGS VERY EASILY" ~ A. WASHINGTON PARENT

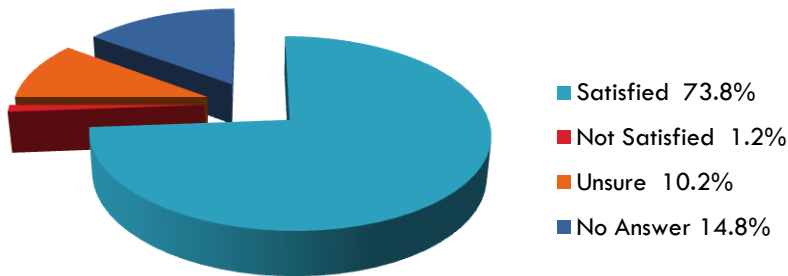
"I AM VERY HAPPY IN HOW MY DAUGHTER IS TREATED. ESPECIALLY HER TEACHER WHO PLACES MUCH INTEREST IN HELPING HER LEARN." ~ LULING CDC PARENT

"I HAVE SEEN A VERY BIG CHANGE IN HOW MUCH MY CHILD IS INTERESTED IN LEARNING TO TRY NEW THINGS. SHE IS MORE SOCIAL. GETS VERY EXCITED ABOUT SCHOOL, PICKS UP THINGS VERY EASILY" ~ A. WASHINGTON PARENT

"SOME OF THE TEACHERS SEEM AS THOUGH THEY ARE NOT PUTTING EFFORT INTO BEING A TEACHER LIKE DOING EXCITING AND FUN AND EXPERIMENTAL THINGS WITH THE CHILDREN." ~ LOCKHART CDC PARENT

Mental Health/Disability Services

Overall satisfaction: 73.8% of parents who responded indicated they were **satisfied with the mental health/disability services their child received**



Center	Overall Satisfaction
A. Washington CDC	81.6%
Bonham	67.7%
Carver	81.8%
Hays PEP	100.0%
Hemphill CDC	81.6%
Hemphill EHS	87.5%
Henry Bush CDC	75.0%
Lehman PEP	57.1%
Lillie Belle Townsend CDC	72.7%
Lockhart CDC	66.7%
Luling CDC	50.0%
Luling EHS	83.3%
Tom Green	64.3%
Wimberley Home Based	25.0%

Of the parents that responded to the survey,

- **89.5%** of them felt their child had **grown in his/her social & emotional development**
- **85.2%** of them indicated they were **seen as a partner and were given opportunities to participate in addressing their child’s social and emotional needs**
- **61.3%** of them indicated they were **given the opportunity to participate in their child’s IFSP/IEP planning**
 - 1.2% indicated they were not given the opportunity
 - 14.1% were not sure if they were given the opportunity
 - 12.5% indicated this did not apply to them

“MY CHILD HAS SOME DEVELOPMENTAL DELAYS AND THE HEAD START STAFF HAS BEEN VERY HELPFUL WITH GETTING HIM SCREENED AND INTO THE RIGHT PROGRAMS TO HELP HIM LEARN AND GROW.”

~CARVER PARENT

Strengths

- Teaching child good social skills
- Enabling bond between children
- Helping children with developmental delays learn and grow

Areas of Improvement

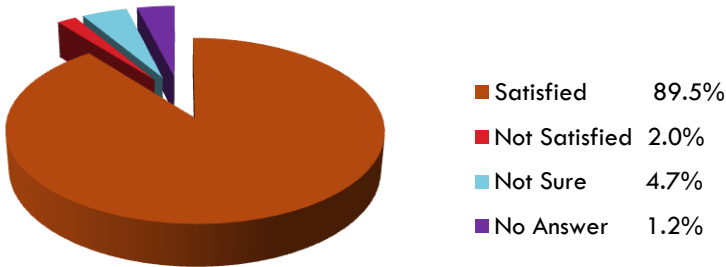
- Better communication between classroom teacher and disability coordinator

“SINCE MY SON HAS BEEN IN EHS, HE PLAYS MORE WITH OTHER CHILDREN. I HAVE NOTICED HIS SOCIAL SKILLS ARE EXPANDING AND HE IS INTERESTED IN LEARNING MORE.”

~LCDC PARENT

Health/Nutrition Services

Overall satisfaction: 89.5% of program parents who responded indicated they were **satisfied with the health and nutrition services their child received.**



Center	Overall Satisfaction
A. Washington CDC	86.8%
Bonham	87.1%
Carver	100.0%
Hays PEP	100.0%
Hemphill CDC	87.8%
Hemphill EHS	87.5%
Henry Bush CDC	87.5%
Lehman PEP	57.1%
Lillie Belle Townsend CDC	100.0%
Lockhart CDC	93.3%
Luling CDC	90.0%
Luling EHS	100.0%
Tom Green	92.9%
Wimberley Home Based	87.5%

Of the parents that responded to the survey,

- **95.3%** of them felt their **child had grown in his/her physical development**
- **87.9%** of them indicated **health screening results were clearly explained to them**
- **91.0%** of them indicated that **staff worked with their family to meet their child’s medical and dental requirements**
- **64.5%** of them indicated they **received monthly menus**
 - **21.9%** indicated they did not receive monthly menus
 - **9.4%** were not sure if they had received menus

“EVERYTHING THAT HE HAS LEARNED IS SO EXCITING FOR ME BECAUSE IF IT WASN’T FOR THE PROGRAM HE WOULDN’T BE WHERE HE’S AT NOW.”
 ~ A. WASHINGTON PARENT

Strengths

- Washing hands, being very clean
- Teaching children how to brush teeth and wash hands

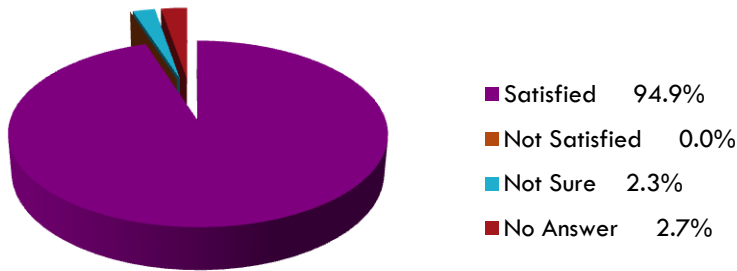
Areas of Improvement

- Providing more snacks
- The temperature to go outside in the cold should be 50F and more attention in making sure they are bundled
- Having a nurse available at the center
- Improving meals; better food
- Providing a CPR class for parents
- Sending parents menus of breakfast and lunch

“HAVING A NURSE ON STAFF WOULD BE AWESOME. MY DAUGHTER WAS SENT HOME WITH LICE. I HAD LOTS OF QUESTIONS AND HAD TO ASK THE STORE WHERE I BOUGHT HER SHAMPOO FOR TREATMENT.”
 ~HEMPHILL CDC PARENT

Transportation Services

Overall satisfaction: 76.9% of parents who responded indicated they were **satisfied with the transportation services their child receives**



Center	Overall Satisfaction
A. Washington CDC	92.1%
Bonham	N/A
Carver	N/A
Hays PEP	N/A
Hemphill CDC	98.0%
Hemphill EHS	100.0%
Henry Bush CDC	93.8%
Lehman PEP	N/A
Lillie Belle Townsend CDC	100.0%
Lockhart CDC	93.3%
Luling CDC	N/A
Luling EHS	N/A
Tom Green	N/A
Wimberley Home Based	N/A

Of the centers where Head Start provides transportation, parents responded to the survey,

- **88.5%** of them felt their child’s **bus driver made their child feel welcomed every day**
- **88.5%** of them felt the **bus driver made the parent feel welcomed and respected**
- **88.5%** of them indicated the bus driver **makes an effort to pick up/drop off at the same time**

**Some parents who responded had transportation provided by ISD. These responses were not included in percentage totals.

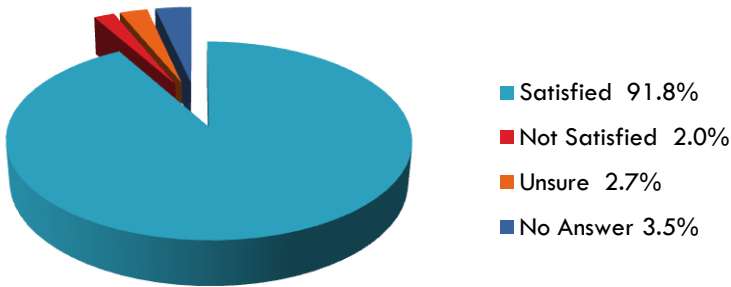
Areas of Improvement

- More transportation
- Having transportation available for all parents

“VERY GREAT PROGRAM. HELPFUL, ENCOURAGING, RESOURCEFUL, UNDERSTANDING, INVOLVED” ~ A. WASHINGTON PARENT

Family Services

Overall satisfaction: 91.8% of parents who responded indicated they were **satisfied with the family services their family receives**



Center	Overall Satisfaction
A. Washington CDC	92.1%
Bonham	90.3%
Carver	90.9%
Hays PEP	100.0%
Hemphill CDC	95.9%
Hemphill EHS	87.5%
Henry Bush CDC	81.3%
Lehman PEP	85.7%
Lillie Belle Townsend CDC	90.9%
Lockhart CDC	100.0%
Luling CDC	80.0%
Luling EHS	100.0%
Tom Green	100.0%
Wimberley Home Based	100.0%

Of the parents that responded to the survey,

- **91.8%** of them felt their Family Advocate **helped them meet their family’s goals**
- **90.2%** of them indicated their Family Advocate **maintained frequent contact with them**
- **87.1%** of them felt their Family Advocate **provided them with needed resources**
- **94.5%** of them felt their Family Advocate **was welcoming and respectful**
- **93.8%** of them indicated their **home visits were a positive experience**
- **93.0%** of them indicated their **home visits were planned in response to their family’s needs and interests**
- **75.8%** of them indicated their family **was helped in other areas**, such as education, linkage to community agencies, employment opportunities, and self-esteem.
 - **9.8%** indicated their family was not helped in other areas
 - **8.6%** were not sure if they were helped in other areas

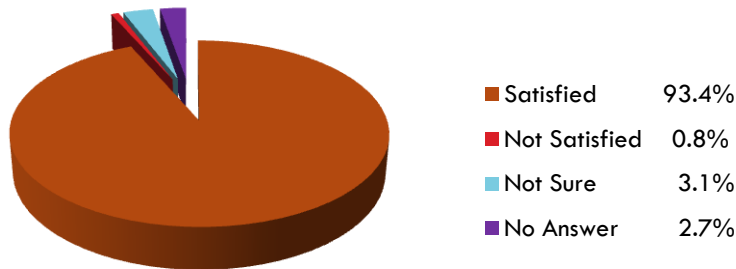
Strengths

- Assist in making appointments and with transportation
- Informing parents of other programs that can provide assistance
- Giving parents opportunities to improve as parents
- Helping parents improve their education and job status
- Having resources and looking out for families

*“THE STRENGTH OF HEAD START IS KEEPING UP WITH THE THINGS TO HELP US MEET OUR GOALS.”
~ CARVER PARENT*

Parent Involvement

Overall satisfaction: 93.4% of program parents who responded indicated they were **satisfied with the opportunities made available for parents.**



Center	Overall Satisfaction
A. Washington CDC	92.1%
Bonham	90.3%
Carver	90.9%
Hays PEP	100.0%
Hemphill CDC	95.9%
Hemphill EHS	87.5%
Henry Bush CDC	81.3%
Lehman PEP	85.7%
Lillie Belle Townsend CDC	90.9%
Lockhart CDC	100.0%
Luling CDC	80.0%
Luling EHS	100.0%
Tom Green	100.0%
Wimberley Home Based	100.0%

Of the parents that responded to the survey,

- **94.5%** of the felt they have a **greater understanding of how important it is to stay involved in their child’s school experience**
- **85.9%** of them indicated they **received a verbal or written monthly report** from their Parent Center Committee
- **82.4%** of them indicated **they found parent meetings and parent education opportunities to be helpful**
- **80.5%** of them indicated they **received a monthly newsletter**

When asked about the activities they have participated in, respondent parents indicated that **69.1%** attended a parent meeting
17.2% attended a parent education opportunity
36.7% attended a center event/information fair
24.2% have volunteered in the classroom and/or center

The top reason why respondent parents indicated they could not attend an activity was related to Work (**42.6%**)

Strengths

- Sending projects home to do with the family
- Helping with more family involvement
- Keeping parents involved in child's learning and educational experience
- Giving parents enough help to help our kids at home
- How involved staff keeps the parents

"I LIKE HOW THE PROGRAM INVOLVES THE PARENTS AND HOW FRIENDLY THE STAFF IS. MY CHILD ENJOYS GOING TO HEAD START AND FEELS COMFORTABLE WHICH IS THE MOST IMPORTANT THING FOR A PARENT."
~ LULING CDC PARENT

Areas of Improvement

- More parent classes (example: parenting, cooking, education opportunities, center events)
- Keeping up with meetings by giving us notice before the day
- Making it easier for parent to attend activities by allowing them to attend with all their children.
- Sending more activities home to do
- Making parent meetings convenient for everyone to be able to attend
- Look for more effective ways to involve parents

"I FEEL THAT SINCE MY CHILD IS IN PRE-K THIS YEAR AND SHE GOES TO THE PUBLIC SCHOOL, THERE HAS BEEN A DISCONNECTION BETWEEN MYSELF AND THE TEACHERS/STAFF."
~ BONHAM (HERNANDEZ) PARENT