

First Steps Family Survey

Summary by SPOE

May 2012

Total surveys mailed out: 5099

Number of surveys returned: 1062

1. How old is your child?					
124 (11.68%)	290 (27.31%)	524 (49.34%)	118 (11.11%)	6 (0.56%)	
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer	
2. At what age did your child first begin receiving First Steps services?					
574 (54.05%)	238 (22.41%)	198 (18.64%)	0 (0.00%)	52 (4.90%)	
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer	
4. It was easy to learn about First Steps.					
481 (45.72%)	490 (46.58%)	67 (6.37%)	14 (1.33%)	6	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
5. It was easy to find out if my child was eligible for services.					
529 (50.19%)	493 (46.77%)	29 (2.75%)	3 (0.28%)	5	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
6. It was easy to obtain the services that are needed for my child and family.					
566 (53.55%)	440 (41.63%)	43 (4.07%)	8 (0.76%)	1	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
7. No unnecessary services were included in the IFSP.					
644 (62.28%)	376 (36.36%)	11 (1.06%)	3 (0.29%)	24	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
8. When my child was evaluated, all concerns about my child's development raised by me and others were addressed.					
719 (68.09%)	320 (30.30%)	15 (1.42%)	2 (0.19%)	2	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
9. The results of my child's assessments or evaluations were explained to me in ways I understood.					
700 (66.16%)	348 (32.89%)	7 (0.66%)	3 (0.28%)	2	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
10. I received information and explanations about our family's rights to file a child complaint.					
598 (58.68%)	364 (35.72%)	42 (4.12%)	15 (1.47%)	34	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
11. I received information and explanations about our family's parental rights.					
635 (60.71%)	389 (37.19%)	20 (1.91%)	2 (0.19%)	8	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
12. I feel the service coordinator listens to me and encourages my opinions.					
690 (65.46%)	325 (30.83%)	25 (2.37%)	14 (1.33%)	3	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
13. Our service coordinator helps my family get the services we need in a timely manner.					
664 (63.36%)	334 (31.87%)	31 (2.96%)	19 (1.81%)	8	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
14. In creating our Individualized Family Service Plan (IFSP), I am asked about areas where our family feels things are fine and where we feel we need help.					
705 (67.08%)	336 (31.97%)	8 (0.76%)	2 (0.19%)	8	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	
15. We receive all the services listed in our Individualized Family Service Plan (IFSP).					
677 (65.16%)	344 (33.11%)	13 (1.25%)	5 (0.48%)	17	
Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	

16. All the services I felt necessary were included in the IFSP.	670 (64.30%) Strongly Agree	340 (32.63%) Agree	28 (2.69%) Disagree	4 (0.38%) Strongly Disagree	14 Does Not Apply
17. First Steps service providers were effective and knowledgeable in working with my child's disability.	715 (68.03%) Strongly Agree	314 (29.88%) Agree	14 (1.33%) Disagree	8 (0.76%) Strongly Disagree	7 Does Not Apply
18. I feel the First Steps service providers listen to me and respect my opinions.	717 (68.81%) Strongly Agree	312 (29.94%) Agree	10 (0.96%) Disagree	3 (0.29%) Strongly Disagree	0 Does Not Apply
19. First Steps services give my family the tools to directly improve my child's development.	665 (64.25%) Strongly Agree	349 (33.72%) Agree	16 (1.55%) Disagree	5 (0.48%) Strongly Disagree	3 Does Not Apply
20. The services included in the IFSP were explained so that I understood them.	664 (64.53%) Strongly Agree	357 (34.69%) Agree	7 (0.68%) Disagree	1 (0.10%) Strongly Disagree	6 Does Not Apply
21. I believe the services my child and family receive are appropriate and necessary.	704 (67.76%) Strongly Agree	324 (31.18%) Agree	5 (0.48%) Disagree	6 (0.58%) Strongly Disagree	1 Does Not Apply
22. Individualized Family Service Plan (IFSP) meetings are scheduled at a time and place that are convenient for me and my family.	706 (68.48%) Strongly Agree	306 (29.68%) Agree	15 (1.45%) Disagree	4 (0.39%) Strongly Disagree	7 Does Not Apply
23. Over the past year, First Steps services have helped me and/or my family:					
a. To participate in everyday routines even though we have a child with special needs.	547 (59.72%) Strongly Agree	351 (38.32%) Agree	10 (1.09%) Disagree	8 (0.87%) Strongly Disagree	118 Does Not Apply
b. Feel more confident in my skills as a parent/guardian.	590 (59.06%) Strongly Agree	380 (38.04%) Agree	25 (2.50%) Disagree	4 (0.40%) Strongly Disagree	37 Does Not Apply
c. Understand my child's needs.	608 (59.84%) Strongly Agree	387 (38.09%) Agree	18 (1.77%) Disagree	3 (0.30%) Strongly Disagree	19 Does Not Apply
d. Be more optimistic about my child's future.	616 (61.42%) Strongly Agree	360 (35.89%) Agree	24 (2.39%) Disagree	3 (0.30%) Strongly Disagree	33 Does Not Apply
24. Since being part of First Steps, I can work with professionals.	553 (59.59%) Strongly Agree	358 (38.58%) Agree	16 (1.72%) Disagree	1 (0.11%) Strongly Disagree	97 Does Not Apply
25. Since being part of First Steps, I know how to advocate for what my child needs.	560 (56.91%) Strongly Agree	387 (39.33%) Agree	33 (3.35%) Disagree	4 (0.41%) Strongly Disagree	53 Does Not Apply
26. Our family is better off because of the First Steps program.	692 (67.58%) Strongly Agree	306 (29.88%) Agree	22 (2.15%) Disagree	4 (0.39%) Strongly Disagree	16 Does Not Apply
27. Our child is better off because of the First Steps program.	734 (71.26%) Strongly Agree	281 (27.28%) Agree	12 (1.17%) Disagree	3 (0.29%) Strongly Disagree	7 Does Not Apply
28. Approximately how often does your family use the help of your service coordinator?	300 (29.53%) Weekly	114 (11.22%) Bi-Weekly	258 (25.39%) Monthly	322 (31.69%) Every six months	22 (2.17%) Annually

Annual First Steps Family Survey 2012

Note: Comments are listed as written on the surveys, with the exception of correcting any misspellings and replacing names or other personally identifiable information of children, families and providers with ___ or --.

The team worked cohesively together to help encourage and give me new ideas to utilize when caring for my child's specific needs. They were great!

Wonderful program!

Our Service Coordinator is wonderful - Attentive, prompt. Our therapists are excellent. Our child has THRIVED with such professional attention and support. 3 hours therapy/week, by each therapist, has been incredibly helpful.

First Steps has helped my son in many ways. I wish I would of known sooner that they could help with "bath time" & other routines. It is a struggle b/c my son has 'CP'.

First Steps has been completely amazing - - a blessing to our family.

I'm so glad that I learned about First Steps. It has helped my son a lot.

I thought the speech teacher was great. She worked with my child at his pace.

Our Service Coordinator is unreliable. We never see or hear from her! Only our provider who is fantastic. Never calls for follows up-after almost 1 yr. I still have no IFSP.

There is a need for a feeding specialist - while speech therapy is helpful, my speech and occupational therapists are not completely equipped or knowledgeable in helping my son in a way he could be.

Our SLP does not always arrive on time and is not always prepared. As I understand apraxia, therapy on a weekly basis is inadequate. I wish I had gotten specific, clear ideas for how to help my child. I wish when I'd voiced concerns to our service coordinator she would have addressed them, rather than made excuses. I tried to advocate for my child, but didn't feel listened to.

I am a first-time mother of premature twins. If it were not for First Steps, I am not sure how I would have coped without this organization. I was clueless on how to schedule or organize in the beginning. I am thankful for this program. I wish I could elaborate.

We love the First Steps program!

Once we got connected with First Steps we have been very pleased and grateful.

_ & _ were great

It is simply an amazing program.

I'm new to KCMO. My child has just began 1st Steps in Feb 2012. I appreciate all you do. After starting 1st steps my child was diagnosed w/Autism, very serious as it relates to his development. I'd like to see the 1st steps program have a more specialized process for Autism, more aggressive & defined.

It has helped my family so much! I love this program. 2nd time using it!

We are very happy and appreciate all the help, coordination, and guidance we are receiving.

Great experience!!

We love the program and are very happy with our therapists & dietician. Thank _ & _ :)

Thank you so much for this program. My son has been doing great and keeps moving forward! Thank you to-----, she's amazing and a blessing to my son and our family.

We have had an amazing experience w/1st steps. I feel so much more confident in my role as parent.

I appreciate them very much.

Home visits make it so successful for our family and my son's progress.

Prefer to have different therapists come individually and not together. Seems to take away from maximizing specific time with each therapist.

Everyone that I've been in contact with through First Steps have been very helpful & understanding.

Great Program!

It is a great and helpful program for child & parents.

Thank you for all your help.

We have really enjoyed the speech services my son receives. They have really assisted him as he is now utilizing sentences and his speech is improving. Also, our coordinator is wonderful.

The first speech therapist that was working w/my child didn't work for us. I felt that she didn't help my child at all. The one we have now is absolutely AWESOME! She really encourages me as the parent to know that I'm doing a good job for my child and helping her work on her speech.

___, ___& ___, PT, have been so loving & wonderful!

Thank you first steps for bringing ___ to help with my daughter. She did a Great Job.

Our therapists were fantastic, however our service coordinator was horrible. ABA was not explained to us, so it was not provided. We had to get private ABA therapy. Our child is now getting ABA through SSD. She also was very discouraging about making therapy work and awful about the transitioning time.

I do not like the new system. The therapist are running into each other. Its not productive.

The program has helped my child progress in ways I didn't think were possible.

I love it. My developmental therapist is so wonderful. She has been there for me in some different situations. It has been very helpful to me. I am a new mom and the different therapists are very helpful and knowledgeable. ___ & ___ are terrific. I don't know where we'd be without them.

We could not be more pleased with the help that we have received from our therapists.

Cindy Hamilton & entire staff are great.

Physical therapy should be more aggressive.

We wish that 1st Steps services didn't stop at age 3!

The speech therapist who was assigned to my child helped her greatly. We went from NO words to 4 word sentences in 6 mths and they helped to bridge her to services from the school.

Overwhelming to have the initial meeting & the transition meeting at the same time. Received conflict info from service provider & service coordinator.

A wonderful program I feel very blessed to be part of this. I feel more confident to help my child with their help. Don't know where/what we would have done without them!

My daughter ___ had the best OT and ___ & myself absolutely loved her.

I don't believe the current model works well for my son. With the exception of 1 visit per month, he has 2 to 3 therapists working w/him at the same time. While they work well together they have to "share" him during each session. Because they have to attend as a team he receives 5 contact hrs per month instead of 10 contact hrs per month. His development is directly affected by this. Also, I frequently feel overwhelmed w/ideas & information while having so many therapists in my home at once.

First Steps have really helped our family! The teachers that come to our home are great people! Thank you!!

___ is wonderful

The staff is very helpful and educated so my fears as a parent are put into a reasonable perspective.

___ was our First Steps therapist and I/we could not have had a better experience. She always helped to answer my questions and if she didn't know the answer she would always find out for me!

I would like to express my gratitude for the Missouri First Steps program and everyone that has been involved in my amazing experience with the program. My son's speech therapist has been a miracle. She was everything I could have asked for and more. ___ is not only amazing with my son and teaching him new things each week but she also is a great support system for me as well. Being a first time mother but also being a single mother can be very stressful, she makes sure that I have the tools to succeed as a mother and to help my son succeed.

Our service coordinator has helped with the success of my experience with the first steps program. I might not always need her but I have always known that at anytime I needed her that she would be there.

Both of these wonderful women have always listened to me and my concerns about my son. Never at any point have I not felt comfortable and at ease with them. As a mother it was a pleasant surprise to have ___ and ___ on my team, it was the first time I felt like I had a team and people on my side to help my son succeed. It has always felt like me fighting for my son alone but since being involved with the First Steps Program I had them fighting just as hard as I was for my son.

We are currently going through the transitional phase of moving to the school district and feel completely spoiled by the attention and devotion I have received from ___ and ___. Anytime I am having an issue with the process I can call them and they are there to help, explain, and reassure and concerns or questions that I have. Words cannot describe my life and my sons life and also being able to be in the First Steps Program. I am sad to be transitioning to the school district and wish we could just stay with First Steps. Thank you for the amazing program.

_ is great. She has been so helpful.

_, _, _ and _ are such huge inspirations and always have such positive attitudes.

When the speech therapist & OT started working with my son we seen results instantly. They did an awesome job.

Thanks for caring & helping us with our deaf daughter. Your efforts are appreciated - ___, ___ & _ who also works at Columbia school. Thanks again.

Thank you!

This program is invaluable & the First Steps professionals I am dealing with are first class & make our life so much better.

Our circumstance is slightly varied because both my husband and I have post-graduate education.

It seems that our Service Coordinator has a large case load, which doesn't allow her to devote the time she would like to each family. I feel it would be beneficial to her & the families she serves to lighten the case load by hiring additional case workers so that all needs are met. One person is only capable of so many cases. This is purely my opinion based on observation. We love our case mgr, and she does great work - we just wish she was not given so many clients to try to work for.

This is a vital program for families to get in contact with community and receive much needed support. Please continue the excellent service.

I have no problems. You guys are wonderful.

Our 3 year old is under the old program and our 11 month old is under the new plan. Based on our experience thus far, the old program is far and away better.

I loved all of our services! The therapist that came to our home were amazing! I am going to miss them greatly. Child has made amazing strides and bonded very well with all teachers. This is a wonderful program.

I love our "old model" that we were grandfathered in to. Heard lots of experiences with others on the new teaming model and boy do I feel lucky!

We are ending first steps and had a wonderful experience. I feel we couldn't be where we are today without the help of first steps.

We no longer need a dietitian at this time but another family in Central MO may need one.

The First Steps program is an amazing program. I recommend it to all of my friends with special needs children! I didn't know the first thing about raising a special needs child but First steps has been there every step of the way.

I enjoy working with the therapists.

First Steps is a wonderful program and we are grateful to participate.

The resources provided by First Steps are invaluable to my son and family. We have had a great team that has taught me and inspired me.

Thanks so much for all of the help that we received from First Steps.

I wish we had found out about First Steps when our daughter was first born - not 6 months later. The hospital never told us about this wonderful program. Our service coordinator and our speech therapist are awesome to work with. The speech therapist had made a huge impact for our daughters speech.

When my child turn 3 I hate to loose first steps.

Our therapist is the BEST!

Service Coordinator and other providers are available to talk about any new problems or concerns that may arise.

Student thoroughly enjoys playing with his SI therapist and his PT therapist. We have been very happy with all three therapists. PT we have had around the longest and are very happy with her!

Right now no services are needed however the service coordinator is very helpful and knowledgeable.

First Steps is Great!

Wonderful, wonderful group of people!! I have a "dream team" of providers that I will greatly miss.

Thank you all!

This is an amazing program that will allow our child to "Mainstream" by 1st grade and live a "normal" life. We are not in a position to do this for her financially.

First Steps is a great resource for making sure you are providing the best for your child's development. It was good to have an objective opinion/resource to help with issues. Thank you.

First Steps program needs to have their programs information more available to families. I only found out about it through the internet (google). Pediatricians and hospitals should be providing information (brochures) about program. Also, they need to be aware of how families qualify. I had a friend told by staff at Children's Mercy her child wouldn't qualify for 1st Steps, but child has medical diagnosis that automatically qualifies child for services. Had I not shared this with family they would not have received services.

Our service coordinator is truly awesome! Therapists are all awesome ladies that have helped our son and us so much! Thank you for all you do. We couldn't have done it without First Steps.

I appreciate the program and especially the three amazing women who provide services. Awesome!

This is a great program filled with people who care.

1st steps has provided our child the equipment and therapist he needs.

These questions\answers do not reflect all of our 1st Steps people. * __ __ is awesome & goes beyond her call to help. We love __!

__ __ is my sons therapist and I just would like to say that she is absolutely wonderful with __. She gives me so many ideas on how to help him.

We are so thankful to First Steps for helping us make positive changes in our lives and daily routines. We are in a better place than when we started and that's a gift with a price we'll never be able to repay! Love our service provider so much! Thanks First Steps!

Very satisfied and happy with "First Steps Program!!"

__ __ & __ __ have been great in helping my son achieve his goals.

First Steps has been a great help to our child. She is doing so well that she will no longer need First Step's services. Thank you!

First Steps has been amazing with our family and triplet daughters. We got a new service coordinator 6 months ago, and have had many issues. As a teacher myself, many unprofessional situations have occurred. We have talked with several people in First Steps to help improve the situation. I just hope other families don't have the same issues. Our OT and PT have been excellent with supporting the girls. We love them and the program. We would recommend the program to others but not the service coordinator. We appreciate all the support over the last 3 years.

Love the program and our service coordinator.

Thank you First Steps. Everyone was very nice, helpful, and easy to work with.

I love this program and it has helped my child so much.

I would just like to brag on my son's PT. She has always gone above and beyond in her job and you can tell she takes her job very seriously and actually cares about her patients.

We are really thankful for First Steps and will be sad for it to end.

This program allows my child to get the therapy services I may otherwise not been able to transport him to during infancy. It is an invaluable program to families.

Great Program. Sorry to see it end.

Lori Weiland is like gold! Don't know where we would be without her.

Thank you so much!

First Steps has been amazing. I owe so much to the teachers.

Although we didn't use many resources from First Steps, it has been remarkable! We love the teacher and I have always felt she would be the most helpful to me for knowing what I should do for my child! She helped me to realize that I am a great mom and that my child will continue on with a wonderful life. Thank you so much for your time and service!

First Steps has helped me a great deal with my family.

Love all my therapists!!!!

The teacher is wonderful!

need more Speech Therapist.

Thanks to everyone who helped with our daughter-you were all a part of helping her climb to the top of the First Steps ladder and now she's caught up to where she should be!

I appreciate them all so much and miss them!

Need more specialized attention to feeding issues (textures).

I have used First Steps for all 3 of my kids and I am forever grateful. I have seen such a vast improvement with them all. Thank you for all you do!

I am glad I got to stick with the old concept, and wasn't forced to go to the teaming.

This program is a godsend! Student has come so far. I would particularly like to commend his physical therapist for her amazing patience, skill and all the help she was to Student. I will always be an advocate for FS.

Seems hard for our primary to meet up with other service providers all the time. Then we don't benefit from her specialty.

I was skeptical at first at how beneficial the services would be but I am completely impressed and have already recommended them to family.

We are really grateful for the program! Our kids are doing so much better with the therapy help!

I appreciate so much this program & its accessibility.

Appreciate quick response and enthusiasm. Had trouble getting son diagnosed properly. One was encouraging the other did not believe there was autism. My coordinator is great at helping me with my concerns and adding services.

We love and appreciate our therapists so much! They have become like family!

First Steps has generously provided my child with the therapies she desperately needs!

Our family loves X! She is Awesome!!

We have the most wonderful speech therapist. She has made this whole experience so much easier!

Our service coordinator has been wonderful in keeping current with IFSP meetings & regularly checking in to see how things are going. Our dev. therapist has been so helpful to my son & our family. She is truly an expert in working with all of us & my son has made significant progress. His speech path. has truly identified his issues & has assisted us in working with him. Her suggestions are typically easy to incorporate into our lives & very effective for him.

Our teacher is great she listens very well. She's patient everything a great teacher would be.

I appreciate the way our service providers have been able to engage my child. He gets excited when he sees his developmental therapist and knows there are things he will have fun with in her bag.

When I asked for a new therapist because it seemed my daughter didn't like hers (even though I liked her), I felt stonewalled, completely helpless when our s/c tried talking me out of it then didn't seem to have another one available. I agreed to continue until another therapist was found. My daughter finally warmed up to her therapist and we never changed therapists. I decided to keep things the way they were.

Our service coordinator comes over watches my son but does not work with him in any way feel she is not educated on preemies with chronic lung disease.

We love the First Steps program! In just the 2 1/2 months, we have already seen a difference in our son.

My son loves his speech therapist very much.

It's a great program and everyone of the people on the Cass county team is very helpful and really show that they care.

First Steps is absolutely wonderful and our therapists are Great! We are seeing so much improvement with our daughter and we are so grateful for this program!!!

I appreciate the help I have received. Also love the program X has helped a lot with my son and has been a really good therapist. My son has done so great because of her.

Please listen to the parents.

It has been a blessing for my daughter to have this opportunity with this program. Thank you.

We are very impressed with our PT and she does a great job. Our SC is helpful and timely with requests.

I really enjoy working with the Therapists. They are helping my son & he is doing so much since they've been coming out. Just want to say I'm really grateful for the first steps program.

Couldn't ask for a better provider than _ and _ in providing support.

Not using first steps anymore.

Our service coordinator worked on our behalf but we had a lack of providers in our area. We went months without a needed speech provider & months without an occupational therapist. It's frustrating to watch the weeks fly by without needed services. I think first steps is a great program but we need more providers in our area.

We love our therapists. They are caring and loving to our family.

_ _ has been a wonderful advocate for our family.

I appreciate my therapist and the excellent job she does in working with my son and myself.

First Steps has been an amazing program with student and teacher working with our daughter to give student the therapy she needs and equipment she needs to succeed in life.

We love our coordinator. She is great with student. We look forward to seeing her every month.

Our first coordinator was very efficient and was more involved with our child. We now have a different person and she hasn't ever met our child and is not very involved. It takes a while to get things done. It takes a while to get authority and respond to emails.

Never heard of First Steps before. Referred by Parents As Teachers. Our speech therapist is FABULOUS! My child loves working with her and has improved greatly. I appreciate the help First Steps gave to help transition my son to preschool to continue his speech therapy needs.

You need teachers for sign language.

We are very pleased with 1st Steps!

This program has been amazing and a blessing to our family. I do not know what we would do without these services. My daughter has benefit her immensely.

I wish the program didn't end at age 3. I wouldn't have known where to start without yall!

We love First Steps! Our therapists are great.

We are very pleased with the program and with the progress my child has made. Thank you.

It is simply an amazing program.

My son is a product of early intervention- to see his verbal capabilities and being my youngest there is no doubt that without the weekly speech he never would be at this level.

Excellent Admin Person. Great PT/OT staff.

We are really grateful for the program! Our kids are doing so much better with the therapy help!

First learned @ 1st Steps through Children's Mercy in Kansas City. Then moved to St. Louis where we were quickly put in contact with IFSP.

We all love the first steps educators we had/have with our special needs foster son. They have provided experience, knowledge and services to him & our family allowing me to be home & work more effectively with him.

I enjoyed the knowledge, expertise, understanding, and down to earth attitude teacher had with our family. She put us at ease when getting continuing services. Teacher is not as ware, welcoming and on top of it she's also not as flexible, she lacks understanding for what we deal with trying to maintain proper services and plays devil's advocate a lot. We weren't as comfortable with her.

The First Steps program when scheduled as promised, is truly beneficial to my child and our family. Sometimes I feel I must juggle our schedule in order to get services for my child.

Love the program. It provided peace of mind to have the specialist work with my kids on a weekly basis. The you, thank you.

I'm just very grateful for the services and how accommodating the program is. I love that the specialists come to your home.

My son's team was amazing. I was always informed about his plan and my expectations were definitely exceeded.

I don't feel that I have received the help needed for my child speech development.

Coordinator was great! Didn't click with the vision specialist. She brought her child who laid on my couch while she was at our home.

I am so pleased with the group of ladies that come out and work with our little boy! Thank you!!!

Teacher is available whenever I need her - All the folks within this organization I've met are tip notch!

The staff has helped more than I can say. Thanks so much.

All the people we have come in contact with have been friendly, helpful and professional.

I had no idea this program was out there until my doctor informed me almost five months after my child was diagnosed. I think more information out in the public would be good as this is a wonderful program and has helped me and my child so so much.

Very Helpful! Thanks!

Our United Services service coordinator has been great & all of the United Services representatives have worked well with our daughter. Our First Steps Intake Coordinator has been very difficult to get a hold of and often does not follow through on requests or information. We have heavily relied on United Services for much of our help, guidance, & support.

First steps is a great program that provides help, support, and knowledge to my foster child & our family. Love our educator who faithfully visits us 2X a month.

We have been with First Steps since my child was four months. We are truly amazed on how well this program works!_ _ is amazing, we are so grateful to have her as my child's teacher!

Our _ is communicating very well and it's a joy to hear him speak correctly.

Sometimes I didn't feel I was heard w/ the service coordinator. I know he needs sensory help but we never got services for it.

The people that came out to the house & worked w/ my son were wonderful. They made the experience a great one & were very helpful.

We love our speech therapist.

_ is wonderful

I thought it was helpful at the beginning of receiving services we were given "homework" or things to work on each week. We don't get that anymore and I don't see as much progress.

My child has a very unique disorder and they did there research and come to understand it well from 1st contact to 1st time working with her. Thank you very much for your care & concern & love for my daughter.

For 16 & 19, our family was discouraged/not allowed to maintain services from a therapist we started seeing w/insurance prior to First Steps. The therapist was a First Steps provider; however, the "team approach" and the limitation of only using people on the service coordinators team did not allow this therapist to be a part of the team. Unfortunately, communication between this therapist & the rest of the team is dependent on us, the parents. We felt that continuity was most important to our child, so we continue to use this therapist.

_ _ is awesome & _ is really nice.

This was definitely a learning experience for both _ and I and I will take what I learned and use it with my other child and future children.

It's amazing! We love our OT & PT a ton! As well as our nutritionist! Very thankful!

SPOE 8 is a dictatorship. They tell families no and have bully behavior, without holding team meetings to discuss. They do not hold EIT meetings for children. They have therapists that are paid to go into homes that do nothing. Many families are cancelling First Steps providers because their concerns do not matter to the director. Please investigate SPOE 8. They are out of compliance on many issues. Contact all families in SPOE 8, that way they finally have a voice.

We love our coordinator __. She has been a god send for our family!

I have a wonderful team in Clay County. Some teams I have worked w/have NOT been as A+ as this team. Love all of them!

Coordinator was intimidating at first, felt like I wasn't doing anything right but over time has become more friendly and has positive feedback.

I love the First Steps Program! My daughter was so far behind I never thought she would be doing what she is today, and our First Steps family made that happen!

I think this is a great program. I also like that you guys work with a wide range of children with different needs. It's nice to know there's help out there.

First Steps has been a very valuable asset to our family. I am so grateful to be a part of this program.

I'm very happy with the care my child has been receiving.

__ is amazing to work with!!!

Please make the program info available everywhere, we wouldn't know about this program if we didn't read it in Parents' magazine. This is a great program!

I really enjoy the First Steps program but I feel like my provider sometimes crossing boundaries about our lives.

The 1st steps program put us in the right direction w/child, explained his condition and how to work with it. So we had a better understanding on what was going on with the child. And helped get him into a program (preschool) to help meet other goals.

#4 - When I found out we needed services for my daughter my doctors did not tell me about First Steps. I am so thankful we eventually found 1st steps. We wouldn't be where we are today without you. Thanks.

Everyone was great to work with and helped a lot.

Our Service Coordinator & our therapist are very helpful and very good at what they do!

I have appreciated the therapists professional input on how to help my child continue to progress well in his development.

The in home arrangement is so convenient - we love __. Thank you for this imp. service.

Our speech therapist __ was/is wonderful with our daughter. Even though she can't speak she can communicate with others by signing to let us know what she wants. __ has been a tremendous help to me for coping w/our family situation.

Without first steps - I do not know where my child would be developmentally. He is almost caught up to other children his age. It is amazing how the therapy has helped him & us as a family!

I do not believe that much progress with our Evaluator is being made. Perhaps it is due to only seeing her monthly. This is an issue for us because I want my child to learn everything possible, and don't think its helping to only see her once a month.

We are no longer in First Steps since my daughter turned 3 but we have now moved to United Services & Love it!

Our Service Coordinator is professional & kind. Unfortunately, my child is her first with a hearing loss. She didn't know where to begin with this disability. I am saddened that this type of disability is not understood better especially since hearing screenings are a LAW in Missouri.

*Question 24 needs to be rewritten - it's insulting!

We are very pleased with our experiences with first steps. Coordinator is great & we really like our therapist.

One of our therapist was good with our child, but VERY unreliable. She cancelled, changed, and forgot appts. constantly.

__ is great working with our family schedule to meet! Thanks!

I am honored to have found this program & it services! Thank You!!!

Just a really awesome program w/great teachers!!

Great program! I am very thankful for services we have received. __ helped in giving me the best Christmas ever! I got to see my daughter WALK into the living room Christmas morning!

When our pediatrician first referred us to first steps, we were a little apprehensive; we had no idea what that entailed. However after the 1st meeting with our Service Coordinator, we immediately felt at ease. And we just LOVE our service providers! Our daughter's face lights up when she sees them! Thanks for all you've done and all that you continue to do!

I cannot imagine our baby's life without First Steps. First Steps is an amazing program and providers have taught out family so much! Kids are their PASSION!

__ has been wonderful to address not only our son's problem areas but how to fix our family's issues as well.

__ is a wonderful fit in our family and __ loves her so much and has made extraordinary progress.

We feel so fortunate to have found the first steps program. Everyone has been so knowledgeable & perceptive. Our daughter will have so many more advantages since we were able to identify, address & learn strategies to improve her "issues" at such an early age. Thank you does not express it sufficiently, but THANK YOU anyway!

I thank the Lord for First Steps. I love __ instructor __. She has a beautiful soul, my daughter has a hard time with stranger - not with __, she took to her instantly. __ listen to me and give me good advice on what to do with __. She also love __ she is so cool. She have a beautiful soul to. If I don't know any she help me to get information. Her and __ is the Dream Team.

They have neat ways to get the kids to talk

My FS "Team" is the best. I depend on them and their guidance, expertise, for all areas of concern. I can't imagine not having them after August. It will be sad for us to say goodbye - they are very special people in our lives - I owe them so much. They have been a Godsend.

We were referred to First Steps by the NICU at Cardinal Glennon & our service coordinator called the day after we came home from the NICU & our PT was out to evaluate him the next week. In a busy, emotional & difficult time, I am so grateful to them & First Steps for making it easy to get my son the help he needs!

This program has enabled my son & my family to get much more joy out of life! Without it, I don't even want to consider where we would be.

_ is a great service Coordinator.

First Steps has been a great asset to us as parents in helping our child grow & overcome his struggles. We are eternally grateful for all they have done!!

My daughter has developed so much with the help of the first steps team. Me and my family are very thankful for the program.

Their service have been far beyond what I expected.

My service with first steps is Great they are to the point.

The therapist @ the Hannibal Children's Center are very skilled and helped me a lot to get my child "Back on track" due to neglect issues. My son received so much care and attention for his needs. They directed me in what I needed to continue with at home. I commend them!

It has truly been a blessing. Thank you

First Steps has made a huge difference in my son's life. Thank you for a great program!

I wish I had known about First Steps a year sooner I had to switch doctors before I even knew about the program.

Did talk to coordinator more often until we started PT when daughter reached 7 months old.

Very friendly and supportive staff. I live that they come to our home.

Great program. Thank you for being there for us.

Thank you for helping us.

Therapists are both top-notch people who help out more than I can say. My child and family think they're great.

Teacher is very informative and works great with the physical therapist....when teacher brought a large ball, therapist had one similar the following week.

Our child and family are definitely better off because of First Steps. Without the help of First Steps, there is no way our child would have progressed to where she is today.

I am so pleased with the therapists they are really there for my family. After 1st visit I was able to communicate with my child by sign language. It was awesome.

There were no coordinators available who have ever worked with a deaf child. Would have liked someone who knew what we needed.

Does my child receive enough help?

We are so thankful for the help our so received and he loved his therapist!

The staff are very helpful and informative. The therapist is very thorough and is quick to act when she is aware of my child's needs. All are professional and compassionate.

My person that came by 2 month doesn't really do that anymore. Don't know why and only stays 15-20 minutes.

Very disappointed in the Service Coordinator's promptness. She is also difficult to reach by phone and email. Very happy with therapists! Therapists have been a blessing to my child and our family. I have learned so much from them.

Great program and love all the people!

My service coordinator only contacts me when needing to schedule a meeting.

First Steps gives me great hopes for my sons future things we didn't think were possible now have hope!

First Steps has been amazing. They have really helped our son. We only wish that this program was available to more children.

Some difficulty getting tools therapist needed - through service coordinator

Better explanation of fees

We've been very pleased with our speech therapy services.

We have First Steps PT and the therapist is very attentive, and professional. She works with our child in every way to help him as much as she can.

Absolutely wonderful program. They came along right when we needed them. What a blessing they were to our family.

The First Steps program right away stepped in as soon as I called. I called another place and it was going to take two months for an evaluation for my child. I cancelled and let First Steps take over and will never regret my decision. My child is now speaking a little bit to where we as well as others can understand. Thank you First Steps!

We had to fight hard to get ABA. I asked for ABA services when we first started and regularly asked and was told he didn't need it. If we would have had at the beginning there would be more progress.

Our OT was wonderful. And our service coordinator was so compassionate and helpful.

I am extremely grateful for the First Steps program! My OT is incredibly helpful and personable!

My OT,PT providers are wonderful.

Our Physical Therapist is very pleasant.

My service providers __ and __ are so wonderful. I've seen huge improvements in our child since beginning the First Steps program. They've also been great w/showing me how I can continue his learning on my own. The program has also been great in helping w/transition to the school program.

My sons therapists have been excellent therapists! They do a great job with my son! I truly appreciate all they have done for my child and family.

This is a great program.

Not enough interaction with our Special Instructor.

We love our therapists. I specifically appreciate their willingness to take into account the uniqueness of our situation - a child internationally adopted.

I love our therapists.

Love this program!

The triplets love their therapists. We thank them for picking us!

I wish my daughter could receive more therapy through First Steps.

Our OT is awesome! She always has great ideas to help our daughter. Our Service Coordinator was very helpful in figuring out my daughter's needs.

I absolutely love First Steps and have referred a family just last week. My daughter has really progressed in this program.

I am not pleased with the "new" system of overlapping services - sending two (or more) therapists for one time slot seems to overwhelm my child. Much of the overlap session time seems to be also spent talking/coordinating between therapists and parent (excluding child).

All of the girls were awesome. Teacher the best had for both children. Thanks.

I enjoy the lady who comes out every Tuesday. She is so well mannered. My child loves her. The coordinator is awesome. Everything I asked for she has done in a quick timely manner. Keep up the good work.

The First Steps Program is wonderful. My daughter received excellent physical therapy that helped her to catch up in her development. Thank you so much!

We have a great speech therapist.

Thanks First Steps for everything!

I am grateful to first steps. It has given me confidence in being a first time mom. I am learning how to best help my child's development.

My child is not doing good in speech therapy. My therapist is not doing a good job.

We want to thank every person involved. My wife and I can't express our gratitude for all your help. May God Bless You.

I am extremely impressed by the knowledge and commitment demonstrated by the therapists and our service coordinator!! We have seen a HUGE improvement in my son's abilities, thanks to this program!

Thank you!

Unable to meet with PT as she only made visits to Fayette once a week, during the day when my wife and I were working.

Thank you! Private PT was outrageous in cost and a financial burden to our family. The First Steps program has given my child and us the direction we need and confidence as a family.

Positive Reassurance When Child is on track.

We were impressed w/how quickly services started following our initial screening. The P.T. observed something that our doctor at family clinic & doctor @ CMH would have missed. Much appreciated!!!

The First Steps Program has been a God send for our family and our child. We absolutely love our service coordinator. She is always so helpful.

Our service provider is great with our daughter. She also has very crafty ideas to help us interact with our baby.

We have the best service coordinator we have had with 1st Steps. We are foster parents and have worked more than one over the last few years.

The new model is not an effective one. Most of therapy times is spent having the two therapists coordinate their flow as they are not prepared ahead of time. Valuable time for each therapy is not utilized and the child does not benefit. As a veteran of the old First Steps model I am disappointed to see the model was changed. I can definitely see the difference in progress from the 1st child to the current child. Individualized therapy versus cookie cutter model.

One thing that I would encourage would be that First Steps providers do not come in each session and try to diagnosis the child. We feel like we have been on a roller coaster ride with our provider coming in each week and always having different thoughts on why our child has speech delays. One week its one thing and the next week its something else and this goes on and on for past year. As a parent, that can be overwhelming and scary.

For an entire year my child was supposed to have an O.T. but I kept being told there was none available so he got providers that could not help him - waste of time! Also provider didn't show up for 4 months - no one to supervise her & make sure she was actually coming. Also none of the providers really wanted to work with a family that has parents that work during the day.

The teaming approach has been a challenge. We work with an OT, PT (primary), and nutritionist - all of whom have busy schedules. Teaming is not what is best for my child, as her needs are substantial. This is our one disappointment with First Steps.

_ is absolutely wonderful.

It would be helpful to have our meetings @ the same time & day of the wk each time. It is too hard to plan my wk & month when I don't know till I meet on Monday, what time & day I will meet the next wk. This program has increased my child's words from ~10 to over 50. Thank you so much for helping him to communicate better w/ my husband, I & my 2 yr. old daughter.

I love having First Steps. They help me to help my child.

For the most part, these services have proved to be a critical tool for confidence in the future of our child, knowing that caring professionals are keeping an eye on him and his development! Please keep it up!

Thanks therapist for all you and the girls did for my child! You all are a blessing to me and my family!

Your service coordinators are seriously over worked!

First Steps has been a tremendous help to my son and my family. I don't know what we would do with these services. Thank you very much for the help and support.

My child had the best therapists and coordinator! He has made huge improvements and is doing more than we ever thought he would!

Our son has improved so much since being in First Steps. We LOVE our PT!! She's awesome.

I don't need a parent right form for every visit or phone call.

The program has been very useful. All the professionals that come into my home are very nice and take great care with my child.

The First Steps Program was a great benefit to my son and our family. It's a wonderful program.

ABH therapy has made all the difference in my son. 20 hrs of ABA was just right each week.

Our service coordinator was awful in returning calls, emails and there were two occurrences where I had to cancel services requested because she had taken so long to get the service.

Wonderful therapists!

Our therapist is fantastic with our daughter and helps us feel like we are a vital part of our daughters development.

Our program was truly amazing. They helped my family so much and made me feel at such ease.

The providers are fantastic and very caring/ understanding of my children and their needs. I am so thankful for their expertise and help in understanding all of my children's needs. They're like family.

We are really grateful for the program! Our kids are doing so much better with the therapy help!

We are really grateful for the program! Our kids are doing so much better with the therapy help!

I used 1st steps 8 yrs ago for my first daughter and I thought it was alright, but wasn't impressed. I can truly say 1st steps now is amazing in resource and team work. Love the new changes.

Service coordinator waits until the last minute to contact us about scheduling our IFSP, and her schedule is not flexible, making it hard to agree on a time.

Thank you so much for your help!!

__ is FANTASTIC!!

We are so thankful our child was accepted into the program! We now see her socializing better and she now eats meals in less than 30 minutes compared to one hour and she now can chew and drink without hardly choking. We have seen her gain over 3 lbs in the past 5 months! Thank you First Steps!

A must to keep this program in effect - without it children's needs may not be addressed

I am very happy working with our service provider, and our coordinator. They are very knowledgeable and professional.

Thanks - great program. You could save \$ by not mailing me \$0 billing statements - a website to check for services billed would be fine - since I direct pay - or, I could get the same thing by email.

We are very pleased with First Steps and do not have any complaints.

1 - Teacher is passionate about doing right and ensuring we can give strongly agree ratings. She's in it with her heart and soul!

2 - Limited OT services is reason for agrees and limited S.T. Our ST is swamped and does this service for us but raises 3 kids on her own.

First Steps is a life saver for a worrisome life experience = Would have like to be in contact with Kirksville Mental place way sooner in process or at lease be familiar.

We travel for our occupational therapy, but I wanted to. I love our therapist! She truly has helped my daughter in many ways.

Thank you and your organization for all it's help.

I have seen enormous improvements in my child's development since beginning 1st Steps. My OT, and PT are awesome!!

Our therapist is great with my son. He has shown so much development since she's been working with him.

Our 3 therapists, all of them have been wonderful to my son. It is very obvious how much they care for his well being and progress.

You all are amazing so far - Thanks!

I wish that we would have found your program sooner. I feel the Doctor's office should have told us about your services. I found you via a friend of a friend.

Very friendly

I can always reach therapist whenever I need her. All the staff is great about answering questions. Great bunch to work with.

The people who are doing the therapy's (This is what my kids rave) are great at what they do. I feel without 1st steps my kids would not be where today.

First Steps has really helped my daughter. Thankful to be a part of First Steps.

Teacher is wonderful!

Fantastic! Children's Mercy gave us no information about the program. Found out from a friend. We wasted several months dealing with Children's and I wish they would have told me about First Steps!

When therapist bring equipment and toys my child is more excited and ready to work with them then when they use ours!

My daughter's therapist has been fantastic! We enjoy having her!

Loved my teachers!

We are very thankful for the services provided.

The therapists and coordinator were easy to work with and very helpful with my child's needs.

Teacher was great with getting necessary service in for my child and she made sure my child is getting everything he needs.

Not a fan of the new model - AT ALL. Have older children who had accessed First Steps years ago and it was a very different experience.

I feel the services we benefited most from were from the delta Lama Center. First Steps only served as the liaison so that we would receive those services. I felt that some of the time restraints we had to abide by to do our IFSP and evaluations were at times rigid and last minute from when we needed to have completed.

Takes to long to get equipment. Examples: Tray for stander - 5 months, orthotic Braces - 4 months, Honeybear cup and bid - 3 months. Feeder seat - 3 months, Only items received in timely manner - Stander (from a school) and -hip helpers.

My daughter has the BEST therapists! The BEST!

First Steps has been a huge help to get us confident and on the right path to living our lives with a special needs kid and providing any and everything we can for her.

We think First Steps is a fantastic program and feel fortunate to have access to the right resources for our child.

The statements of services are very confusing to read and understand. There has also been a great deal of confusion between First Steps staff about how frequently our child should be seen.

My son pays special attention during his bi-weekly lesson and practices the skills that he has learned subsequently. The developmental stimulation that he has had through first steps has been an important part of his progress.

Child is a different little guy ever since he started the program. We are so thankful!

We are so thankful for what therapist has taught our son! He now has a voice! He's learned so much from her through play!

#6 Lack of available therapists

#15 speech services were delayed, and monthly, not weekly as needed

#16 Team concept is not practical when therapist schedules don't coordinate, and when child has multiple needs and needs to see each therapist weekly or more individually.

Everyone has been kind and courteous.

I have truly enjoyed the services of 1st steps. They all have been so flexible and courteous when it comes to scheduling. I have never felt uncomfortable when asking questions. 1st steps has been great.

The team I worked with was fantastic. coordinator met my needs within a week of contacting FS. OT and ABA amazing.

We love our teachers!

The program is a God send for resources and financial support. The only drawback in the length of process it takes to get a piece of equipment from start to finish.

Thanks for everything.

Have really enjoyed working with the therapists.

Without First Steps, I don't think my child would be as far as she is now developmentally.

I like the flexibility of my therapist. My work schedule is crazy and she's always making our visits around me. THANK YOU!!

Big improvement in child. Very happy with changes.

Our speech therapist is very understanding and patient. We really like her.

We appreciate First Steps so much! We don't know what we would do if it were not for this program.

This program is excellent - Thanks so much.

I have foster children who came to me a year ago and they have done great on this program.

Our therapists have been great. They really explain things.

Speech OT/PT should be separate visits. We do not really get OT/PT when they are combined. We still do speech and they do not really add anything. Need to be separated to get actual pilot otherwise only getting speech when they come but they get to charge for an hour of their time. My child should get 6 hours but in actuality only gets 4 hours.

I am thankful for all of the help and information First Steps has given me. My son has thrived in this program.

I absolutely loved my therapists. They were very respectful and genuinely seemed to care about my disabled daughter. Will always recommend this program.

The process to get equipment is very complicated and takes extremely to long (i.e.. It took 6 months to receive a device) and I don't like having all of her therapies at 1 time. I feel she doesn't get what she needs in the time.

The ABA providers in the area have room for improvement in organization and professionalism. All the First Steps providers have been wonderful.

Providers great. Three service coordinators in two years. Current service coordinator not overly concerned with child, more interested in just doing job.

We are very happy with the help we are receiving! When our daughter was born with Down Syndrome it was tough to handle, but First Steps is helping us in numerous ways. Thank you!!

I really enjoyed first steps services they helped a great deal.

It takes the service coordinator a long time to get back to me and my therapists when called or e-mailed.

We love our coordinator - she has been a great help!

Therapist has been really great to work with over the past few years. She is efficient and always available if I need her. Thank you.

I am not sure where our family would be without 1st Steps. I'm so thankful every family no matter what your income, gender, or race qualifies for services.

We have been very blessed to have the therapists in our lives. They have helped us out a lot.

Communication with director is poor. IFSP never mailed a Notice of Action. Service Provider has been helpful.

I am so grateful for 1st Steps! When I found out my daughter had hearing loss, I felt lost. With the help of 1st Steps, I was able to get her hearing aids and speech therapy as soon as possible, and now she is listening and talking as appropriate for her age. Thanks!

I have loved all of our therapists. Very sweet and professional.

My daughter and I are very thankful for the help from First Steps. My daughter has made an excellent outcome since being with First Steps.

We have a great service coordinator.

We thank you so much for all your help. We appreciate the therapists and interpreter that worked so well with us.

The program was great but the survey #23-27 questions are very strange. They should be removed. The program helps and child development, but not parenting.

Our Speech Therapist - is Amazing. She is great with my daughter - She definitely over exceeded our expectations!

I was sad to hear about the program changes where various providers attend the child at the same time. Although this must be a better option for some families, I feel that our child benefited HUGELY from having different therapists at different times. Also, the therapists have been fabulous. Caring, professional, knowledgeable and extremely dedicated. I cannot say enough good things about Our teacher in particular. She has changed our lives.

Note: Comments are listed as written on the surveys, with the exception of correcting any misspellings and replacing names or other personally identifiable information of children, families and providers with __ or --.

First Steps helped our daughter to walk which we weren't sure if she would be able to on her own. She now wears braces and has been walking since she was 19 months! Her sensory issues have also improved and we all continuously find ways to cope.

I love the ladies that come to the house they have become very close to me and the kids!

It is difficult to get OT/PT in the area where we live (home visits).

More than any other support, the first steps program has been the most helpful. This early intervention by her four therapist has changed her life. I have no doubt that this service has improved our skills as well as our daughters.

We have the best and most caring service coordinator.

First Steps has been great. However, I do not feel that our coordinator truly understands what "coordinator" means. We have yet to have an IFSP meeting that was "coordinated" with my therapist so that we as a team can make sure we are sharing our goals and ideas that would most benefit my daughter. They are merely invited.

I can't sig the praises of First Steps enough! I'm constantly using techniques I learned from our therapists and other professionals. My main suggestion would be that First Steps needs to let pediatricians, etc., know about services because I have several friends I referred to first steps who knew nothing about your services.

Student's SP was ok but needs people skills and to be on time.

Most therapist would come in and work with our child for the hour and then leave without giving us much advice on what to do between sessions.

I really enjoy everyone we work with. I do wish we could have got more time when necessary.

Therapist is amazing! She always listens to my concerns about my son and takes steps to help me. She is easy to contact, personable, understanding and realistic. I can't imagine where we'd be without her help. I can't imagine where my son would be. I honestly cannot praise her or F.S. enough.

Our coordinator has been so helpful and always is encouraging and easy to talk too.

A Wonderful Program!

We have been very pleased with First Steps. Our therapists have been wonderful. We are truly grateful! Thank you!

I have difficulty getting my service coordinator to contact me in a timely manner. Her phone says she will return all calls within 24 hours, but it has never happened. She has not contacted us since our visit have begun. Personnel has also changed & we had a visit skipped. Love the program. Love _ (speech) & S.I. - _ . We are so much happier as a family!

I would recommend this program to any one. _ is a huge asset to your organization. Our family just loved her.

I am disappointed that our service coordinator does not call/email to check up on us/my daughter. I would like to feel more involvement from her.

We have seen huge improvements in our son's motor skills & we're learning a lot about his sensory needs.

My child way delayed it talking after working with a woman my child starting saying lots of words I have never heard him say. The people at his daycare also said they could see a difference in his talking. Thanks to my therapist First Steps.

Love out PT. Wish we could receive all therapist on a weekly basis.

This is an amazing program & had I not had a child with Special needs I wouldn't have known about it. More attention needs to be brought to it!!!

I am so thankful for everything first steps has done for us! I will say I had a great experience with first steps. Thank you all so much!

I am truly blessed that I was referred to first steps. I am also completely satisfied. My sons physical therapist is amazing and really great with my children and me. I would refer anyone who needs this Program.

_ _ is an excellent & highly qualified OT. We have learned so much from her that will help our daughter feel successful.

I'm very impressed with this program, the lady that comes out to see my son is GREAT very patient with him. I have seen BIG improvement in him.

All of the people who have worked with my son are amazing! Thank you all so much!

We are very happy with the way our team has improved our child's needs.

First Steps has been a blessing to our family. I only wish we would have known about First Steps when our now 12 year old son was small. He has Asperger's and we still have trouble finding help for him. First Steps has helped us so much in a short time with our baby boy!

I love _ & _.

_ _ is a wonderful speech therapist!! :)

Wonderful program that helped with my daughter's apraxia.

Excellent Program, essential for children w/ special needs.

I'm glad my doctor recommended First Steps!

Awesome service!!

The therapists that come into our home need to be aware that we have other children whom we are trying to keep quiet but it is natural for the others to be jealous. I do not believe the therapists should feel in charge enough to reprimand the others for trying to play

_ & _ have been great

Wonderful program!

I think First Steps should continue their excellent services & keep up the good work.

The Therapist are wonderful

I love _ & _ , they are great!

The Speech Therapist and Occupational Therapist are amazing. They are truly interested in my son's success, and they have practical ideas for me to continue helping him.

I have multiple children in the system and routinely receive termination of service notices despite paying on time and no one can tell me why or figure out how the notices are being generated.

Best program I have ever worked with! I have worked with hundreds of foster children and First Steps has worked miracles with them. I am so thankful I was able to have these wonderful services for my own child.

It's a huge blessing

Our therapist was such a blessing to us. We are grateful to have her to come into our family.

My therapist is exceptional. She gives me great ways to work on my baby's development. She is concerned about all of my child and family needs. I look forward to her coming every two weeks.

I wish the service coordinator could call me back sooner, but I know she is busy. My first steps therapist lady is very nice. My son likes her and so do the other children.

Our service providers are hands down amazing with our son! They make him feel so important and are great at praising everything he does.

Great Program - Thank you

The advantages to having therapists come to our home is unbelievable. The First Steps program has helped our son an enormous amount. We are very thankful for the program and all the progress he has made.

Haven't been in program long but so far very pleased.

I hope all families with a child with special needs are able to receive services...better contact with pediatricians may be helpful.

Our First Steps coordinator/therapist has been very helpful and supportive. I feel that she really cares for my child and our family.

Our therapist is exceptional.

The people that work with my child, Very good at there job, was good with my child! Thank you!

Our team was great! Especially ! Awesome. Thank you :)

Our PT has been very helpful in providing us with the best tools to help our son and is always in a positive mood.

When I had an issue with something at First Steps, our service coordinator was quick to help our family with concerns.

All local help was fantastic but billing continues to be a nightmare. The system is archaic and I am regularly misbilled but no one can tell me why.

(speech therapist) was absolutely wonderful to work with!

(speech therapist) was absolutely wonderful to work with!

We love our service coordinator. The only problem we have is when it comes time to start services I notice it usually takes longer than what we hoped.

I am very happy with my daughters therapy sessions and am happy they include my son in the play also.

has made a positive lifetime change in my granddaughter's life. We are eternally grateful to her.

First Steps has been great! Special thanks to _ & _ - Physical Therapist - they are absolutely GREAT

We have been very pleased with the knowledge & help of our Service Providers. Trying to get scheduling done & plan updated with our Service Coordinator has been very difficult & low response time.

Everyone at First Steps has exceeded my expectations.

_ is a great hard working person; thank you for her!

My son's therapist was amazing at helping my son.

My multichild billing profile was set up wrong initially and I overpaid. The extra profiles were DELETED and I almost lost my previous overpayments. I had to take extreme measures to get the money reapplied. Initially I was told that money was "lost," that I would have to repay and that losing payments was common practice.