

First Steps Family Survey

Statewide Summary

2018

Total surveys mailed out: 2,551

of Surveys Returned: 429

4. It was easy to learn about First Steps.

240 (56.07%)	165 (38.55%)	17 (3.97%)	6 (1.40%)
Strongly Agree	Agree	Disagree	Strongly Disagree

5. I received an explanation of the First Steps parental rights from my service coordinator.

370 (86.25%)	54 (12.59%)	2 (0.47%)	3 (0.70%)
Strongly Agree	Agree	Disagree	Strongly Disagree

6. I know my First Steps parental rights related to my child's special needs.

345 (80.61%)	80 (18.69%)	2 (0.47%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

7. At First Steps meetings, I am comfortable asking for services and supports that my child and family need.

359 (83.68%)	65 (15.15%)	4 (0.93%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

8. I feel I am an active part of the team when we meet to discuss my child.

364 (85.25%)	59 (13.82%)	3 (0.70%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

9. My primary provider in First Steps helps me teach my child.

338 (78.79%)	86 (20.05%)	4 (0.93%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

10. My First Steps providers work with me to help my child in everyday activities.

340 (79.44%)	84 (19.63%)	3 (0.70%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

11. I am able to help my child learn new skills because of First Steps services.

335 (78.45%)	87 (20.37%)	4 (0.94%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

12. My First Steps providers are knowledgeable and professional.

361 (84.15%)	65 (15.15%)	2 (0.47%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

13. First Steps helps me know how to find and use the services and programs available to my family.

301 (70.33%)	114 (26.64%)	11 (2.57%)	2 (0.47%)
Strongly Agree	Agree	Disagree	Strongly Disagree

14. First Steps helps me know who to contact and what to do when I have questions or concerns.

307 (71.73%)	115 (26.87%)	5 (1.17%)	1 (0.23%)
Strongly Agree	Agree	Disagree	Strongly Disagree

15. Would you like to share your First Steps experience in a newsletter given to families in First Steps?

119 (28.13%)	304 (71.87%)
Yes	No

16. Would you like more information about participating on a First Steps advisory council in your region?

78 (18.40%)	346 (81.60%)
Yes	No

Annual First Steps Family Survey Comments 2018

Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.

Our provider has been a great resource for our family. She's been a cheerleader for myself and an amazing advocate for my girls. My girls are where they are today developmentally thanks to our provider.

We love 1st Steps!

I like our provider as a person. The only thing I do not like is it seems as my child is getting older the provider does not care as much! She comes in and sits down rather than actually working. My child can be stubborn and want to do things more on her own but, I still feel as if the provider does not "work" with her as much as when she was little. I also do not like when they talk about my child's condition it's like every child is the same, when, they're not! I have been working with my child more than anyone and I dislike how the provider tries to take credit for things she did not teach my child. Thank you!

I understand the purpose behind joint therapy visits, but I feel it really cuts down on the time spent with my child. Each provider can only spend 30 min. instead of 60 min. I think occasional visits are good as joint visits, but not always. I do really appreciate all the program has done for my child though. Thank you.

Our provider was a blessing!

Love, love, love our First Steps team! Wouldn't know what to do without them!

First Steps is a great resource. The physical therapist and nutritionist have been an important part of our child's growth and development. We value their input and advice.

My family had an excellent experience with First Steps. My daughter had a postnatal diagnosis of Down Syndrome. Even though I was an experienced parent I had no idea where to start in supporting my new baby's development. First Steps providers came along side of me and pointed me in the right direction. When I needed to go back to work, First Steps providers help support a successful transition to a daycare. They offered tips to help the daycare teachers meet my daughter's needs. Without First Steps I would have likely had to quit work to bring my daughter to all of these appointments. My family was able to maintain our "normal". Without the income from my job we surely would have needed a lot of additional government support, such as Medicaid or WIC or food stamps. First Steps really is the "first step" for my daughter to becoming an independent adult making meaningful contributions to society.

First Steps is amazing. What it has done for my son has changed his life forever. First Steps gives the opportunity for early intervention. Gives kids a chance at life.

I had not heard of the First Steps program until the social worker asked if we'd be interested in those services post discharge. Until then I had no idea this program existed.

Our provider has been a great resource to our family. She's been an amazing advocate for our girls. Our girls are where they are today developmentally and physically thanks to our provider.

Our provider is AMAZING! She felt like an extended family member who loved our child!

For everyone involved helping my child, you are awesome. Keep up the great work.

I love First Steps!! Thank you for all you have done for these kids.

My service coordinator is amazing! All of my daughter's therapists are very well trained, and help in all ways!

We have really been blessed by our providers. Our case manager is always on top of everything our daughter has needed. She monitors our daughter's progress, and really knows our family. Our therapists have been wonderful. My daughter has made amazing progress because of their work with her. They have also been valuable sources of advice to us as our daughter's skills and needs have changed. We feel we have an excellent team!

First Steps has been a HUGE asset to me and my son, whom was diagnosed with autism one year ago.

I couldn't ask for better First Steps providers. They really took the time to make sure I understood what she needed, and what she was learning.

I had a provider for physical therapy and she was great! I watched and learned from her so that the days she wasn't there to do therapy I did it myself and together we had my foster son thriving. Now I have a provider for speech and she is awesome as well. These ladies push the kids to do what they need to do in order to overcome their delays. At the same time though they are kid friendly and become their friend so my foster son enjoys his time with therapy. Thank you for this program. Don't ever let these 2 ladies quit! They have to be some of the best around.

I appreciate all First Steps did for my daughter.

Great experience. My son was speech delayed and just passed his 3 year old speech/ot/preschool screening with great success!

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Our provider was so helpful and so kind. I felt very comfortable with her and she was encouraging. Her knowledge and advice really helped me work with my twins. The First Steps program was wonderful and our provider was so kind and easy going. I loved how she worked with my son and she said she couldn't help it but to see his twin brother because they are a package deal. My service coordinator was kind and easy to talk to to work out the plan for my son.

Our providers are both amazing. Our provider makes you feel empowered - especially after you start to see your baby succeed!

First Steps is a wonderful program. It has helped my son tremendously to meet his milestones. Our provider is amazing with him and he loves to interact with her. She is very approachable friendly and easy to talk to. She always answers my questions or tries to find the answers for me when she might not know right on the spot. I really enjoy working with them and my son. I've gained a lot of knowledge so far on how to teach my son new techniques to learn new skills and I'm very confident on First Steps ability to further aid my child in the future.

Our provider was super helpful, approachable, trustworthy and supportive. I felt very cared for by her but struggled to get my child engaged with the other provider at my house.

Our provider is amazing! We love her! She is wonderful with our daughter!

Thank you

We are very thankful for the First Steps program! Without it, our son (and his twin sister) would not be where they are! This program has taught all of us how to help our children and assist them in acquiring the necessary skills for everyday life. Our therapists are irreplaceable. Our coordinator is also amazing. They truly care of our whole family and my twins success!

Parent involvement is a critical part in development of their child. Sometimes, when extra services are requested from the parent, there seems to be hesitation and pushback therefore preventing much needed services. Please look at your policies on only allowing the minimum of services requested. It's a shame some children are affected by a coordinator's unwillingness to provide additional support. An improvement in the coordinator's attitude and professional responsibility will go a long way in developing and shaping the minds of young children.

My First Steps team is very perfect at knowing exactly what my child needs. I could not ask for better people to trust my child with.

Our First Steps therapists became like family to us. I will be very sad to be leaving the program. My child made great gains due to their support. They truly cared about my child and the progress my child made. My provider personally made a walker out of pvc pipe for our child, since others were not small enough. That walker opened up a whole new world for him; one with more mobility and independence. Our provider helped our child overcome sensory issues with feeding. The provider personally made utensils for him to mimic his hand to mouth feeding. And our provider really went to bat for our child during our transition to Early Childhood. The provider was very knowledgeable about how I can continue to help our child's speech progress. I am forever grateful for our First Steps therapists.

Our providers have all been AMAZING! Thanks to First Steps for giving our child the support they need to thrive!

Our providers were crucial in my child's success in the First Steps program. I am so sad that he is aging out, but with the progress he has made, plus the tools they have given us, I am confident he will continue to grow and flourish. Thank you First Steps for being a huge part of our family these last 18 months.

I am so appreciated of the services provided by First Steps. Thank you very much!

First Steps helped my boy blossom in so many ways! Without them, my son would still be struggling to speak!

Our Provider was great with my children, AMAZING! My one issue is that we got a new provider for the last few months of services when our original provider reduced her workload to part time. I get that this is somewhat unavoidable, but we had context and we had a really good rapport. New provider was fine, it just wasn't ideal to be switched like that for essentially 2 meetings and a closing phone call.

We have a special instructor who is amazing! However, she isn't a therapist. We have been without a PT and an OT (through First Steps) since we started the First Steps program. We are utilizing our patient therapy services because of this. I strongly feel like something could be done about it. I am hopeful that an OT and PT are available in our area soon.

My only concern is the length of time it takes to get therapeutic materials, like braces, turtle, etc. By the time we received one set, he had grown and they didn't fit.

Our teachers were a great help. They are very missed.

Our ST is amazing! She has been working with our son since he was a month old. Our provider is like part of our family now. My son is so excited when he sees her car pull up. I'm going to miss her!

First Steps has been very helpful and since utilizing services we have seen dramatic increase in our son's language skills and significant increase in his physical development as well.

We very much appreciate all the help and support that we receive from First Steps.

Our First Steps providers are exceptional therapists! I have learned so much from working with them! They are incredible people and professionals! They encourage us, let us feel heard, help us support our children, and provide quality services. I truly believe my children would not be where they are developmentally without First Steps.

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I have 3 children involved with First Steps and I couldn't be more impressed and grateful for all of the providers! I love the team approach! They are so wonderful, patient, flexible, loving and knowledgeable! Our therapists are Awesome! We feel blessed to have such an amazing team!

We have benefited greatly from First Steps services. We are very appreciative of the services and providers. We have been blessed with an excellent team. I would encourage administration or "rule makers" to reconsider the notion of the primary provider being at each session. Each provider is an expert in the field and it feels like the resources (time and money) could be spent more effectively when each provider is allowed independent visits. In addition, it can feel overwhelming to the child when multiple service providers are present. With that said, we are very grateful for these services and these knowledgeable providers.

The questions I put disagree really should have been "not applicable".

I felt the our providers were of No help to our family. Also it was very difficult to get in contact with our provider especially towards the end of our time with first steps. Towards the end of our time with first steps our provider didn't seem interested in our family and would not help our family get the things we needed. Also the last like month we didn't get any services because our provider couldn't make it and wouldn't reschedule. I feel completely wronged by this.

I have had a wonderful experience with First Steps and appreciate all of the support I have felt from this program.

Our provider is very scatterbrained...has trouble keeping track of her schedule/our appointments sometimes

We love First Steps and are sad to be leaving when our daughter turns 3 in a month. Thank you for your gift of therapists and help during a very difficult and challenging time in our lives. The support for our daughter and family was greatly appreciated!

Thank you, to our providers for all the help you gave our child. He and of course his sibling enjoyed the time learning with his provider. The work done with our child has helped him overcome some of his issues with shyness and allowed him to show what he really is capable of doing. Connecting me with the school program will hopefully increase his speech skills.
Again thanks, Ladies!!

Thank you

I am and will always be grateful for First Steps. They have helped not only my child but my family learn and understand how to help. Wonderful program! Thank you!

We feel very blessed to have our providers on our Team. We hope that First Steps takes the time to recognize the great work they do for children and their families.

First Steps is a wonderful program. Their staff is the best.

Everyone from First Steps was so awesome. Our provider is always so nice and pleasant to talk to and our other providers are very knowledgeable about the therapy they provided. We wouldn't be where we are today without the help provided from such fun and loving people. We will forever be grateful.

Our therapist is an awesome OT and is always available to help even on a non-therapy day. She truly cares and we will miss her when our child turns 3.

First Steps gave us a great deal of relief and comfort at a time when we were very worried about our child's development. Thank you!

Our therapists have made our experience with First Steps wonderful. They are extremely knowledgeable in their respective areas of expertise and give helpful hints to make our daily life easier. They are and always will be so special to our family!

I love our provider, she is awesome! Thank you for everything!

I love my team! We all coordinate really well and I like how I feel included in my son's progress. They have made my concern for the future turn into hope with the care they have shown and the results that came with it.

Our team of OT/PT/Speech have been very instrumental in helping my daughter reach the milestones she has achieved. Can not praise my team more.

Thank you for your services!

My son's speech pathologist is fantastic! She always comes prepared to make the most of her therapy time with him.

We love our therapists, especially the OT who works with us. My son gets excited when her car pulls up. Both the OT and speech therapists have helped me work on skills to help my son through the week and between visits. He is doing very well and I've seen results. We will be so sad when he ages out and we don't see them anymore. First Steps has been a wonderful program for us, and I'm so thankful for all the help we've received.

None at this time.

Our provider has been nothing short of amazing. It is because of her knowledge, professionalism, love of what she does, and true friendship, that our little is where he is today. She has poured her heart into helping our little man surpass expectations!

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Would have appreciated more updates weekly after visits by therapists. Did not receive session notes so we could follow up with our child on how best to support her. This was our only recommendation for program improvement.

We enjoy our provider in our home.

Our First Steps providers have been amazing from the start with initially getting to know my daughter and what she likes/how she learns best. She has made great developmental strides that I truly don't believe would've been possible without the overwhelming support and teaching that our providers have given us.

I understand the First Steps model is (1) primary service and the secondary services are to accompany the primary during visits, however if the parent would like to facilitate separate visits for each specialty it would be nice to have the option to do so. Otherwise First Steps is GREAT!!

Very good at what they do. The help is great and really good for both of my children.

My child is aging out of First Steps, but got exceptional services from our provider for services since before my child's first birthday. We feel so lucky to have had the guidance of our provider for the services to help us monitor our child's development!

I strongly recommend any parent to enroll their child in first steps. Our provider helped my child and our family in so many ways we could never thank our provider enough. She truly cared for my child and our well being also. We wouldn't be where we are today if it wasn't for our provider!

Our provider was wonderful, but our provider NEVER arrived on time and frequently cancelled sessions due to personal reasons. Our provider had limited ability to reschedule her missed visits and another therapist was never provided to cover her days off.

We loved all of our First Steps Therapy providers. The children really enjoy working with them each week, and I find each of the activities easy to implement at home to help my children to have success and reach each of their milestones.

We loved every experience that we have had with all of our First Steps Therapy Providers, as well as First Steps Providers. All of the information that we have received during our time in the program has been beneficial to our children's development. I love that we are a team of decision makers for our children at each meeting to discuss goals and outcomes. I also enjoy that all of the activities have been clearly explained, modeled, and are easy to implement at home, to help my children reach each of their milestones successfully.

We greatly appreciate First Steps services! Thank you

I am very happy with the First Steps program overall. I have had two children participate and I am very pleased with the results I have seen. Their growth and progress has been tremendous, and I know that First Steps played a huge role in their development. I would highly recommend it to other families who may be in need of the services provided. I have really enjoyed implementing the strategies and techniques that I have learned. The therapists that I have worked with are wonderful and very knowledgeable.

Our provider has been such a wonderful, caring resource for our family and we are so thankful for the knowledge and love she shares with us!

While I understand the benefits of group model therapy, I sometimes feel like we would get more out of the sessions if each therapist came on their own day. I don't feel like the hour is completely maximized when more than one therapist is there.

First Steps has been an incredible experience. Our team has become family to us.

We're very happy with our entire First Steps team. We're so thankful for the equipment we have access to through First Steps as it has helped our son immensely.

Our therapists are amazing. I am so thankful they work with my daughter and she is making amazing progress. There is never a time that they can't help me figure out a solution to problems with my child and her development.

Our son has learned and grown tremendously thanks to First Steps. His primary teacher is absolutely amazing! We see her as part of our "team" to teach and guide our son, and she is part of our family now. She has been extremely responsive when "at work" and also whenever we called or texted her with a concern or question. Please tell her how much she is beloved and appreciated. We also are so happy to have our coordinator. She is super detailed and organized and carefully listens to all of our concerns. Thanks so much to First Steps! Our child would not be where he is today without your guidance and support!

I could have easily been scared, overwhelmed, and harshly scrutinizing my parenting abilities when I brought home my preemie twin boys. But 1st Steps helped me with goals, objectives, and the skills I needed to be a confident and competent mother. Sometimes a little direction or encouragement from someone outside your regular support team is all you need. Thank you for helping me with my little men. It takes a village.

As a foster parent, this child came to me enrolled in First Steps - what a headache! It was a cluster trying to get it done. Then, we were assigned a service coordinator. She is a nice person, but seemed put out about finding a therapist to see us on an evening or weekend. Also, she would email and ask me to fill out a form she created - I felt like I was doing her job. I reviewed or requested to review the documents before she would submit and then she wouldn't make the corrections I pointed out. It was always a last minute "we need to meet" due to a deadline - very unprofessional. Now our OT - Dynamic! She was helpful, supportive and listened to my concerns and had creative ways to overcome challenges. She even helped with speech therapy since our service coordinator shared there really wasn't anyone available! If there is anyway to acknowledge our provider - PLEASE do! She is part of our family and even though we "graduated" from First Steps - she will be welcome in our home and hearts!

We had an excellent experience in First Steps!

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I would like to see services needed, ie speech therapy, recognized and feedback provided to the service coordinator when there is no improvement in a 2 month span. If the service was requested for more via the therapist, we would not have needed to wait 3 more months until the meeting with the service coordinator. I would like to see more communication of note sharing with the parents who are not able to attend sessions with their child, so we can work more at home. More praise from the therapist when parents inform them of new tasks they were struggling with ie starting to color by themselves at 27 months.

Our provider has been with us and our child since the beginning. She is not just our First Steps provider, she is now part of our family forever. Our other two providers have both been the same way. The whole team has helped teach us as a whole family how to help our child achieve milestones we never thought would be possible due to her being so behind. She has now hit every milestone and is excelling beyond our wildest dreams! We seriously have the dream team!

My First Steps team is wonderful! They only come 1 or 2 times a month but the time spent is quality time and they feel like part of the family!

If it wasn't for this program and our amazing OT our son may of never been able to eat food or speak properly. She is a true blessing to this program. Our coordinator is always keeping in touch making sure we are doing well with our plan. Could not ask for a better team and support system.

We were so pleased with the progress our son made in the First Steps program. His speech therapist was amazing and so patient with him. She was also able to help us with some of his behaviors and went above and beyond for us. We will forever be grateful for this program. It was also very helpful that he had his therapy at home since we also had a baby the month he started services. The overall change we saw in our son's speech during the year we were with First Steps was very drastic! I am very glad my P.A.T. coordinator told me about this program.

Hello! I just wanted you to know how amazing my provider is. She is very professional and knowledgeable. We appreciate her so much! Thank you!

We are very grateful and thankful for First Steps. Getting to know our OT and dietician took a lot of stress out of the first year of parenting.

Loved my First Steps experience! Its been an amazing 3 years.

I am extremely pleased with all of my daughter's therapists and would recommend First Steps to any families needing assistance.

Our provider is amazing! She goes above and beyond for my son and she truly CARES about her kids. I appreciate her and First Steps very much!

Our provider was amazing! She always ensured I received the highest quality service. She was on top of reaching out when it was time for follow-up appointments and evaluations. She also connected us with Parents as Teachers. Thank you!

First Steps has been a great program for my son. I have gained information about how I can help him speak, and how to use two words together. One thing that has been awesome, is being able to text his therapist with questions or concerns.

Communication is difficult sometimes getting ahold of main person. When having meetings it's usually last minute and only one main person can show. All that are involved should be able to call at least.

Thank you for all you do! Your providers are the best.

Our service providers feel like part of the family. Our son enjoys when they come over and they help give us ideas on fun activities we can do. I will be sad to leave them in a few months.

Great program and appreciate everyone's kindness! Thank you!

I wish that there was a more digital option with the notes that the providers type up. I wish notes and goals could be sent to me and my husband or other active family members that are involved in helping my child.

Therapist very good with child when not wanting to cooperate/work/focus on tasks. Helpful on how to have family work with child to learn when therapist is not there.

Our providers are amazing! They work with my boys and teach me. I honestly do not know what I would do without them. They are honest, communicate with me, always on time, easy to schedule appointments with.

Our providers are amazing! They work with my boys and teach me. I honestly do not know what I would do without them. They are honest, communicate with me, always on time, easy to schedule appointments with.

First Steps has been a wonderful program. Thank you for all you do.

This is a great program for children that have delays. My child was born premature 10 weeks. So once my child was home I was able to enroll in these services. It is great because these services are provided in the home and this was a great convenience for my family. All the providers are very professional and give great informative advice for helping your child.

I am very happy with the services of First Steps. My coordinator and therapists are awesome and professional with me and my daughter. Thank you

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We love First Steps. We have had the privilege of working with our providers. Our son absolutely loves them and they are like family! Our son would not be where he is today (walking w/his walker, standing w/o assistance, etc.) without these wonderful, beautiful women! They love my son like their own and they make him work and never give up, we can never ever repay them for being there for all of us. It makes my family shed tears to think we won't have them after our son turns 3. :(You have great employees who work for you.

Our providers are all amazing! They have provided such outstanding service and provided me the tools to help my children succeed more quickly! We love First Steps and our amazing team!!

Thanks so much!

I love working with our provider. Our child has made a great improvement, since working with her.

We have absolutely LOVED working with our providers. My son has flourished under their care and looks forward to seeing them every week! We are grateful for the exceptional services he has received.

I just want to say how AMAZING everyone with First Steps has been to my daughter and family. It saddens me so much that our journey with First Steps is soon coming to an end. My daughter and I have bonded so much with our primary provider over these short few years that it feels like we're losing a part of our family. Our provider has went so above and beyond for us and I'll always be grateful that we've had the opportunity to get to know her. Our experience has been nothing short of amazing and all the ladies that have helped our daughter will forever be in our hearts. Thank you ALL!!

We one have one more visit with our wonderful ladies at First Steps. My son has severe global developmental delays and started out not being able to reach, hold his head up, laugh, smile, kick his legs, and pretty much just sat or laid there with no interaction with the family at all. As a mother, I felt completely lost and alone. I had this amazing baby boy that I felt completely connected to, but knew nothing about him other than just plainly caring for him. When he would look at us it felt more like he was just looking through us. I truly didn't believe he was able to even see anything. Then to top it all off he started being hospitalized constantly for a six month period. Having the PT, VT, Nutrition has made a major impact in all of our lives. My son finally started gaining weight and taking tastes of pureed baby foods. Enough to even do a swallow study. It was a major milestone considering even touching his head/face used to send him into a meltdown he now even touches his own face. We weaned off valium and my baby boy (now 3) laughs, smiles, shakes his head no, loves his stander, works on his gait trainer, and loves his Big Mack switch so much so that we have to change out the 9 volt battery at least once a week. They taught us more than just different exercises to work on for the week. They truly gave us the complete support system we needed to grow as a family and understand where this new lifestyle is going to take us in the future. I truly feel I couldn't have done it without them.

Our First Steps providers have been top-notch! Excellent, understanding, patient, and helpful! I don't know what we are going to do without them as we are in the process of transitioning out of First Steps. (I mean, I know what we will do for support and therapy - I just can't imagine our lives without them, and hope the therapists we meet going forward are HALF as wonderful as the providers we have now.)

First Steps has been so beneficial for my daughter. I can't say enough great things about the program and therapists.

Our family is very grateful for First Steps and the experience and learning provided. We love our providers! They both helped and continue to help and be a part of our daily learning. I feel like both kids have improved so much since we started receiving their services. They are both very open and I feel comfortable reaching out to them with any questions/concerns.

Our PT has been an incredible aid in helping our son reach his milestones. She is kind, caring, and knowledgeable. We were so very lucky to have her on our team!

Love my First Steps team. Don't know where we'd be without them.

1. Billing department needs major updates. Online options would be great.
2. First Steps failed to provide us with PT services for almost a year because the PT they had was terrible with children. They took far too long to find a PT for my son.
3. We were incorrectly billed more money for a year and when I let my service coordinator know she offered no options to help us get reimbursed.

The OT who came to see our son was wonderful.

We have been very happy with all the services that have been provided to my child. She has made great progress over the course of this last year. Thank you!

We began using First Steps around 3 months old and have been using them for over a year and a half and love the therapists and the organization. They go out of their way to help my child achieve goals and treats him like he was one of their own. We are truly appreciative of this organization and what they have helped me accomplish with my warrior.

I think you very much for the work done for my daughter. We see a great progress.

Most of First Steps therapists were professional. A couple of them seem to call off a lot more than truly needed such as their stove was broke and the repairman was on their way to the therapists house. So that session was cancelled. Or the therapist was late a lot or left early, (i.e. 15 or more min early.) But like I said, overall I feel grateful for my child to be able to receive First Step services.

We love our therapist who comes out and sees our son weekly. It has made a huge impact on our son's life and we are so glad that she is patient and willing to work with him.

Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.

I am very pleased with the therapist (PT, Special Instruction, and OT) that my son works with. My husband and I overall feel like together we are a good team. Our service coordinator though we feel is not very professional or understanding. During one visit when the service coordinator walked in our home she said, "It looks like a bomb exploded in here." I found this very offensive and unprofessional. She was making a comment about his toys. Our son has a lot and there are two big toys in our den (where he plays) that help him stand. Everything was put in it's place. Also during our meetings she is always referring to her children what they did at our son's age. I don't feel this is right our children are different and we are different.

Communication and honesty needs improvement. Communication needs improvement because we work with a provider to come up with a plan to help our child learning experience but the provider don't always follow through with it. This ties in with honesty because the provider is suppose to discuss with us how the learning session went with our child, but instead she just leaves the house without talking to us. We are not in the same room with our child while the learning session is taking place because our child is not fully focused on the learning tasks so we are in another room and the provider is suppose to get our attention the last 15 minutes of the session to discuss what went on, what needs more work, etc.

Another issue is when there are 2 or more providers here at the same time, they get side tracked with side conversations versus fully focusing on our child to help her improve what she lacks. I should not here them talking about their personal life, when they should be teaching our child.

Our provider was fantastic. Our child began to speak so much more and more clearly within a few weeks after starting lessons with our provider. We can't thank her enough.

We were so very pleased and blessed to have these services. As a family who is middle class, had it not been for First Steps, we would have struggled financially to provide the services so needed for the past 2-3 years. I have great insurance but would have been subject to \$500 - \$1,000 deductible per year, and up to \$8,000.00 out of pocket more and all of this after an NICU stay where we met that amount in 3 months. I wish there were a program that would cover ages 3 until kindergarten but hopefully the public school system will help. Thank you so much, my entire family is forever grateful.

As a parent of a child with a disability I feel First Steps has been an amazing resource in her care. Not only has this program allowed us the convenience of in home services, but has also provided us with contact information and recommendations as to where and who to obtain further medical devices, such as AFO's and compression vests. The encouragement and support from each and every therapist, educator, etc. we have been in contact with is unmeasurable!! My confidence as a parent of a special needs daughter has grew just as her confidence in her abilities has as well. I would recommend any parents in our area who have concerns with their child's development and/or milestones to seek out to this program for an evaluation. Thank you all for everything!

Dear Missouri First Steps -

I love Missouri First Steps. We had 2 special instructors that helped tremendously in the first 2 years of our child's life. She was hospitalized for the first month of her life. Her gross motor skills have been on the slow end of normal milestones. Missouri First Steps providers helped with exercises that worked on core strength and balance. At 16 months it was recommended by the PT that our child get braces for pronation and to assist in starting to walk independently. This helped our child catch up and be more confident in her mobility. Without the visits from Missouri First Steps, I don't think our child would have made the improvement as fast. There have been many useful suggestions to make strength exercises fun. Our child has now grown out of her braces and is walking, running and jumping on her own without support. It has been reassuring to have an extra set of eyes on our child to identify any possible long term side effects. There don't appear to be any cognitive side effects. I just wanted to write to say thank you for your service. This is a great resource and I am happy to pay the monthly fee for this. It is truly worth more.

Thank you for all of your help with my child. She's improving every month because of First Steps.

Thank you!! The people we worked with were terrific!

We have been so very pleased with our First Steps experience. Our coordinator has been so wonderful to work with. We do not know where we would be without this program. We only wish this model was used to continue the services we are going to need for our daughter at home as she gets older.

I am very grateful for and happy with the services we receive from First Steps. Thank you!