Bringing together all members of the community who work in the field to serve on work groups/planning groups… brings all voices to the table and helps establish the system as a true community effort. [It] helps us see that all of the children of Arizona are our joint responsibility – we are doing the same work for the same reasons

– comment from a service provider

FIRST THINGS FIRST

Arizona Early Childhood Coordination and Collaboration: *A Baseline Report*

I. Executive Summary

The *First Things First Partner Survey: Communication and Collaboration* is designed to provide baseline measurement of the degree to which early childhood services work together in Arizona. The tool will continue be administered on a yearly basis to evaluate ongoing progress toward FTF coordination and family support goals and improvements in early childhood collaboration.

The FTF Partner Survey assesses the understanding and perceptions of FTF's early childhood partners' about the degree of coordination and communication among agencies and organizations serving young children and their families in Arizona.

Related to their own practice, most partners indicated their agency is active or somewhat active in collaborative planning and many reported joint service delivery. While agencies report collaborative planning, partner responses reflect the belief that services are good or very good while concurrently rating family access to services and information as poor. This survey of early childhood partners as well as other data, such as FTF community forums held in the summer and fall of 2007, substantiate that access to information and services is the principal area needing greatest attention and improvement.

There is room to improve services but more important is the realignment and simplification of early childhood services so that families are aware of and understand the services available for their children and can access these services in a timely manner. The purpose of FTF's goals in this area is to work with partners to reduce barriers or eliminate barriers to services for families and children. To achieve this goal FTF will engage with partners to assess the early childhood delivery system and recommend changes to the complex pathways that families must negotiate.

Partners also indicated strengths and weaknesses of FTF's efforts to this point. Many of FTF's efforts in supporting development of a coordinated system of early childhood providers in Arizona were noted as positive steps; however, respondents also recognized a number of areas that need further attention. Respondents suggested that FTF expand its inclusionary practices to more community experts and small agencies. Partners recommended additional communication to Arizona's hardest to reach families. And many agreed that an expanded focus on issues beyond early education (such as health) will better address the mission and vision of First Things First

II. Background

First Things First (FTF) seeks to improve the developmental and health outcomes of children ages birth through 5 years. To achieve this goal, FTF knows the importance of working with community partners to build on the network of programs and services that exist in our state, so that young children and their families in Arizona have easy access to high quality and affordable supports if they choose to use them. The value of this integrated and coordinated approach is acknowledged in the FTF Strategic Plan, which identifies two goals specific to building a coordinated network of early childhood programs and services.

FTF's coordination ***goal*** is to **lead cross-system coordination efforts among state, federal and tribal organizations to improve the coordination and integration of Arizona programs, services, and resources for young children and their**

families. To accomplish this goal FTF is fostering increased communication, collaboration, coordination across early childhood systems. Improved coordination is inextricably tied to improvement in program access, quality, and comprehensiveness.

Improvements in these aspects of programming are represented in FTF's ***family support goal*** to **coordinate and integrate with existing education and information systems to expand families' access to high quality, diverse and relevant information and resources to support their child's optimal development.**

> *FTF is very intentional about diversity and inclusion practices; [it] provides a ready venue for attention and support to those who care and those who are invested in the mission of FTF. FTF has also recognized the existence of local/regional community efforts, [these are] strengths and accomplishments related to its mission. – Comment from a business partner.*

The **FTF Partner Survey: Communication and Collaboration** is designed to provide baseline measurement of the degree to which early childhood services work together in Arizona. The tool will continue be administered on a yearly basis to evaluate ongoing progress toward the goals listed above. The FTF Partner Survey assesses the understanding and perceptions of FTF's early childhood partners' about the degree of coordination and communication among agencies and organizations serving young children and their families in Arizona.

Who are our Partners?

As stated by one partner, FTF succeeds by:

> *… inviting new members "to the table" (physicians, business community, public school personnel); providing a beginning point to look at data related to children 0 to 5 and their families; providing public education/information about the importance of early childhood.*

To further examine feedback from early childhood stakeholders, the FTF Partner Survey was sent to a list of FTF's early childhood partners, including members of the FTF Regional Partnership Councils, FTF Board members, staff and administrators from state agencies and other service providers, community partners, representatives from non-profit organizations, educators, legislators, and health service providers, among others. A full report on the methods used to administer and analyze the survey can be found in Appendix A.

In all, 301 early childhood partners were sent e-mails that requested their participation and provided a link to the online survey. The survey was available for online completion for three weeks between 9/8/08 and 9/29/08. During that interval, 145 partners (48% of those contacted) completed the survey. This document summarizes the results gathered.

A full demographic report on partners can be found in Appendix B. Overall, the typical respondent on the survey was a white female with a master's degree or higher who has worked in social service, health or education for more than 10 years.

III. Measuring progress toward FTF's strategic goals

FTF's coordination goal and family support goal focus on two outcomes: **communication and collaboration** and **quality support for families**. To provide insight into these areas respondents were asked their perspective on many aspects of service. The following analyses present overall partner perspectives on communication and collaboration followed by perspectives on quality support for families. Descriptive statistics as well as full text of survey questions can be found in Appendix C.

Communication & Collaboration

Partners were asked to provide their insight into communication and collaboration for their agency as well as all agencies in Arizona. To gain insight into communication and collaboration, partners were asked their opinion on the level of coordination in planning, service delivery, information sharing, and professional development and training among Arizona agencies.

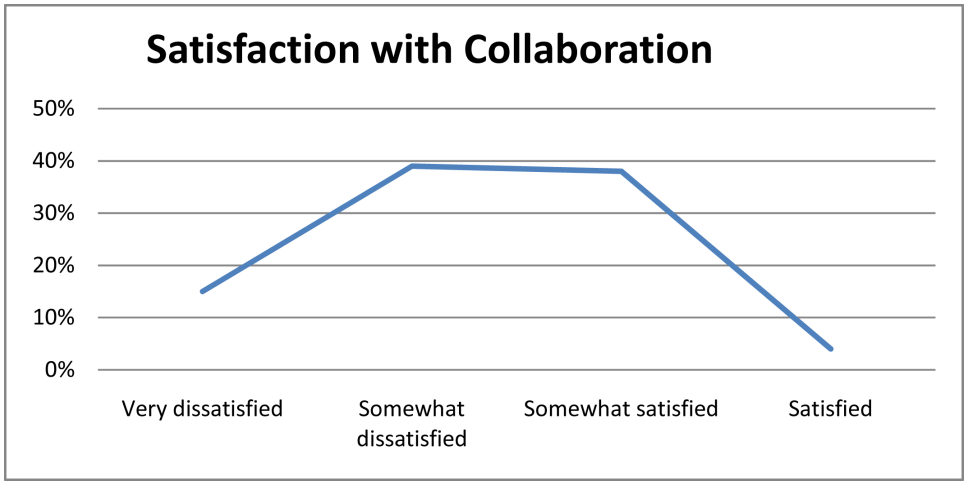

Figure 1: Satisfaction with Collaboration

Over half of respondents were dissatisfied with the degree to which Arizona's agencies collaborate

Over half of respondents were dissatisfied (54%) with the degree to which Arizona's agencies collaborate, with 15% being very dissatisfied. A small percentage of respondents were very satisfied (4%) and 38% were somewhat satisfied with the degree of collaboration.

When respondents were asked to rate their satisfaction with their own agency's collaboration, responses were more positive with 83% reporting they are very satisfied or somewhat satisfied.

To provide baseline measurements of the level of collaboration among early childhood agencies in Arizona, respondents indicated their current level of involvement in service planning and administration and service delivery.

Service Planning and Administration

Service planning and administration was defined as participating in joint planning, reflecting common goals, coordinating planning, using consistent terminology, and collaborating on consistent messaging.

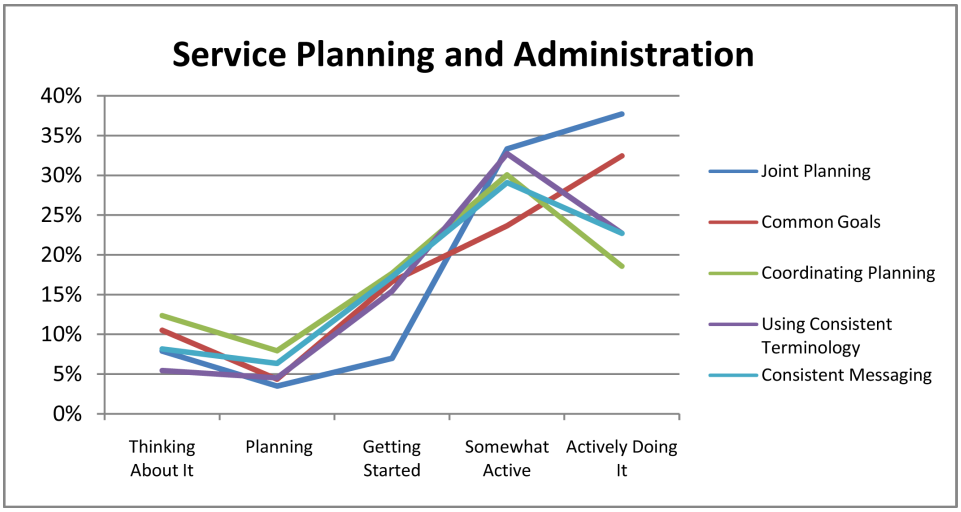

Figure 2: Involvement in service planning and administration

The majority of partners report being "somewhat active" or "actively…" engaged in collaborative planning

Related to service planning and administration, the majority of partners indicated their agency is "somewhat active" or "actively…" engaged in coordinating activities. The most common level of involvement for most activities is "somewhat active" with many partners reporting their agency is "getting started". The areas with the most activity are joint planning and common goal-setting; the majority indicated that their agency/organization is "somewhat active" or "actively…" involved in joint planning (71%) and ensuring that strategic plans, standards, and policies reflect common goals (56%).

Service Delivery

Collaboration in service delivery was defined as joint monitoring or quality assurance of services, joint service delivery, joint case management, sharing costs, joint recruitment, and shared location. Respondents indicated the degree to which their agency or organization is "currently involved or planning involvement in" a number these areas.

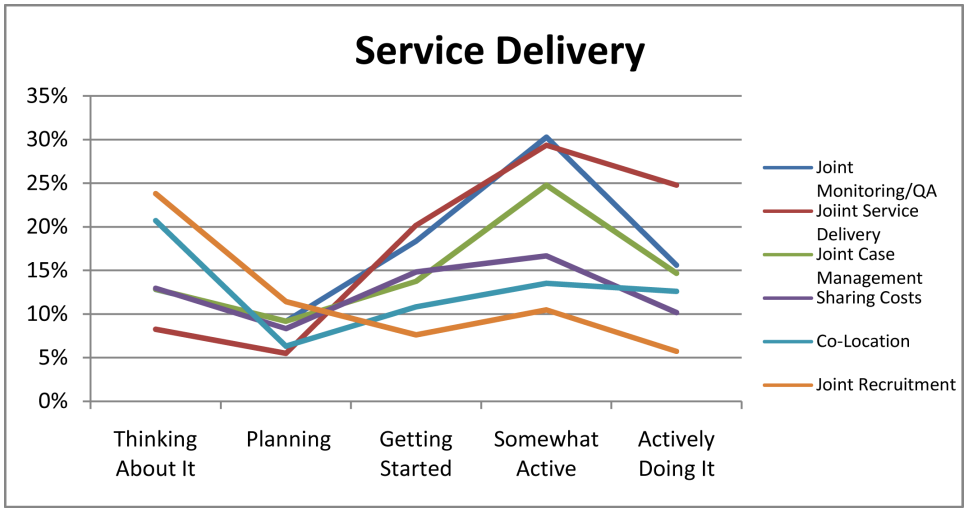

Figure 3: Involvement in service delivery

Most partners reported that their agency was "somewhat active" or "actively…" engaged in joint service delivery

Many respondents reported that their agencies are currently involved in joint service delivery. Most partners (54%) reported that their agency was "somewhat active" or "actively…" engaged in joint service delivery, with forty-percent (40%) reporting joint case management. A little less than half (46%) also indicated being "somewhat active" or "actively…" involved in joint monitoring/quality assurance. A smaller percentage (27%) of respondents reported actively sharing costs for shared services to clients, however, many reported that they did not know if costs were shared (37%).

Comparing figures 2 and 3, respondents reported their agencies to be significantly more involved in collaborative service planning and administration (Weighted Mean = 12.2) compared to collaborative service delivery (Weighted Mean = 8.5) suggesting that strategies to improve coordination might place additional focus on improving inter-agency service delivery. These scores provide a baseline against which improvement in coordination can be measured in the future.

Quality Support for Families

In addition to reporting on communication and collaboration, FTF partners were asked their assessment of the quality of support for families in Arizona.

Figure4: Quality of services available to support families

The majority of partners reported that the quality of available services is 'good or 'very good'

In general, partners felt that the quality of services available in Arizona to support families and promote children's optimal development is 'good to 'very good' (78%). Eleven percent (11%) indicated that service quality is 'poor' or 'very poor' and 4% rated services as 'excellent'. While this set of responses may be unexpected given partners' poor ratings of the quality of information and availability for families, further analysis presented below indicate that partners rate quality of services relatively high while access to services is seen as poor.

To assess progress toward coordination and family support goals, respondents were asked to rate the degree to which **all services** in Arizona meets the needs of young children and their families. Two areas of were identified: **information and access** and **family focus**.

Information and Access

Quality in information and access was measured by partner responses concerning quality of information for families, access to information for families, and convenience/accessibility of services for families.

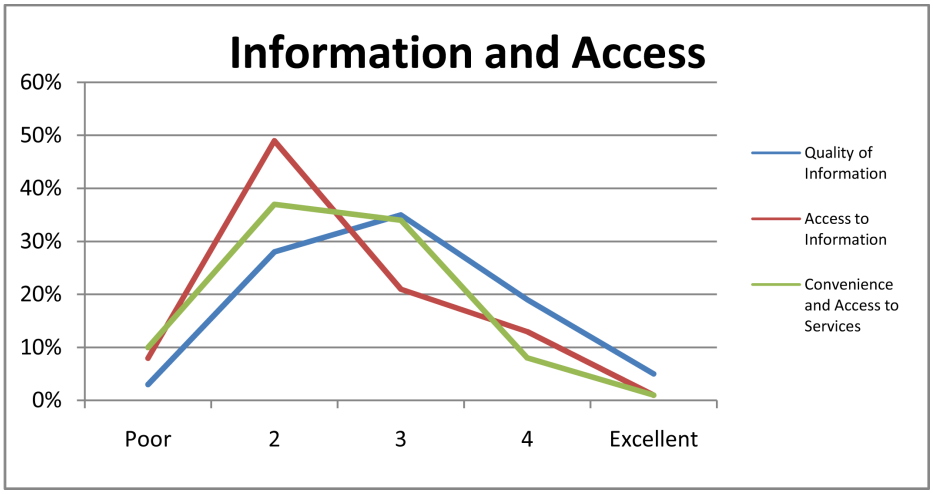

Figure 5: Information and Access

Partners indicate that family information and access to services are the area needing greatest improvement

Overall, partners indicate that information and access for families is the area with poorest performance; respondents indicate that quality is available but not accessible. While all areas have opportunities for improvement, respondents indicated that the **quality** of information (Mean = 3.3) was significantly better than **access** to either services (Mean = 2.8) or information (Mean = 2.9). This suggests that additional emphasis be focused on programs that improve families' access to information and services.

Family Focus

Family focus was defined by partner responses concerning cultural responsiveness, comprehensiveness of services, early identification of problems, family centered practice, and client focus.

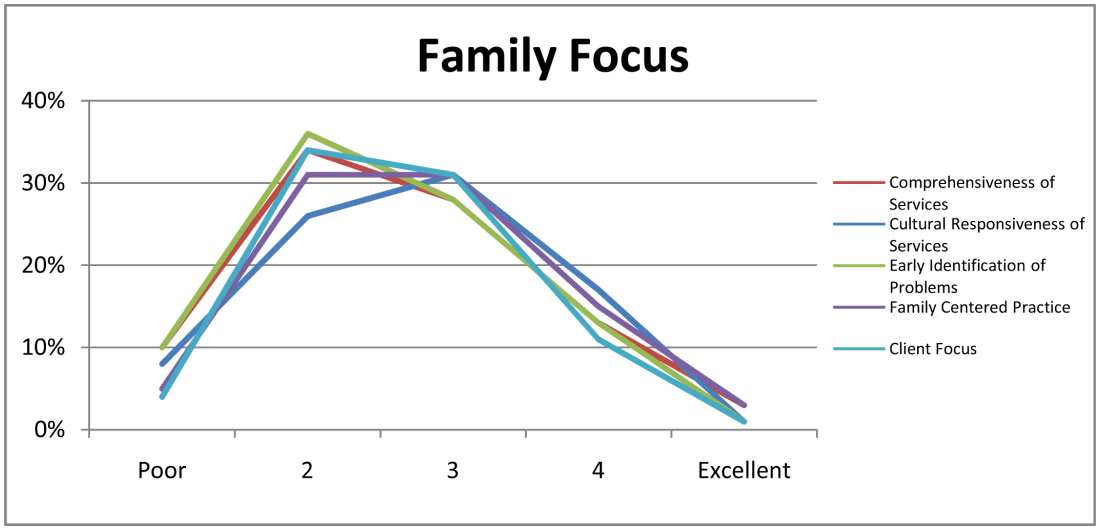

Figure 6: Family Focus

Partners indicate that family focus is poor to good

Partner responses related to family focus show a distinct trend. Again, very few partners indicate that family focus is excellent, for the majority, services are rated as poor to good.

Comparing figures 5 and 6, respondents scored access and information about services in Arizona lower (Weighted Mean=11.9) as compared to family focus (Weighted Mean=13.3) suggesting that strategies to improve coordination might place additional focus on improving family access to information and services. These scores provide a baseline against which improvement in coordination will be measured in the future.

IV. How is First Things First doing?

> *Begin promoting the cause to the general public to make FTF a household name and to inform the public of the movement that is happening within the State. — A comment by a partner in education*

An additional goal of the partner survey was to establish a baseline and provide ongoing evaluation by early childhood partners of the work of First Things First. Not surprisingly, almost all (95%) of respondents are familiar with FTF and its mission.

The results of this baseline evaluation indicate that partners perceive that FTF is clearly articulating its core values. Almost all respondents agreed that the work of FTF is 'very important' and agreed that FTF understands the importance of the early years. Many partners indicated that FTF understands and respects evidence-based practice, is committed to involving community members in the development of services for children birth through 5, and fosters a shared vision among agencies/

organizations about the needs of young children.

Responses were more variable for items reflecting areas in which the work of FTF is still unfolding—in the actual implementation of the process. Many respondents agreed that:

- FTF has set good priorities for service development,
- FTF senior managers are committed to facilitating improvement of services and increasing the degree to which agencies/organizations work together,
- FTF senior managers show respect for senior management from other agencies/organizations that provide services to children birth through 5,
- FTF is committed to encouraging and facilitating service integration to reach out to the most disadvantaged families in the community, and
- FTF is committed to encouraging and facilitating service integration to support all families and promote their children's optimal development,

Between 15 and 33 percent of participants responded "don't know" to these items. These findings emphasize the importance of maintaining clear and ongoing communication with early childhood partners to ensure that our partners are active participants in the work of FTF. We expect the number of these responses may diminish as the process and activities of FTF are clarified and unfold. These responses provide a baseline for ongoing evaluation of FTF from its partners' perspective.

Qualitative: comments about First Things First's role in supporting collaboration among agencies serving young children.

To evaluate partners' perceptions of the progress of First Things First in its endeavor to **lead cross-system coordination efforts among state, federal and tribal organizations** respondents were asked to describe what FTF is currently doing to promote "coordination and collaboration among agencies/organizations serving young children" and what FTF "should do differently or change to better promote coordination and collaboration among agencies/organizations serving young children." Several themes emerged in the partner answers that can help guide future work at FTF. Partners indicated that First Things First is doing the following:

- Setting up inter-agency meetings to promote information sharing and dialogue
- Promoting inclusiveness
- Focusing on local needs
- Building infrastructure to support collaboration
- Spreading the word about the needs of young children

A number of partners acknowledged FTF's ongoing efforts to support collaboration among agencies serving young children and indicated that FTF is creating opportunities and forums where agencies can meet, talk, and plan. Respondents noted that, FTF has *"…an open-door policy to… all the community. They have facilitated community leaders meetings*

Areas for FTF improvement:

- Expand emphasis beyond early childhood
- Include more, diverse stakeholders
- Improve communication

and based their decisions on the community's input" and are "*creating infrastructure that necessitates communication across agencies and CBOs [Community Based Organizations]*." Respondents recognized FTF for facilitating meetings among early childhood partners by "*cooperatively establishing teams to develop strategic directions* [and] *conducting inter-agency meetings to talk about common issues and opportunities*."

Several respondents commended FTF for promoting inclusiveness. Partners commented that FTF encourages collaboration by holding "*open Forums, focus groups; inviting new members "to the table" (physicians, business community, public school personnel); providing a beginning point to look at data related to children 0 to 5 and their families;* [and] *providing public education/ information about the importance of early childhood*" and "*seeking wide and divergent perspectives and community input.*" "*The organization of committees by first things first has made it a priority to include a well rounded selection of the community; including the health care industry, early interventionists, parents, and university faculty and researchers.*"

When asked how FTF can improve "coordination and collaboration among agencies/ organizations serving young children", partners pointed out several areas needing improvement, including:

- Expanding the focus from early education only by increasing the emphasis on other aspects of early childhood such as health, identification of special needs, etc.
- Being more inclusive—invite small agencies, community members, etc.
- Improving communication, especially to the public, families, in rural areas, and to tribal members

A recurring theme is the need to expand FTF's focus from primarily early care and education to include other aspects of early child development. A respondent clearly articulated this in the following comment:

> *It seems to me that FTF is mostly interested in child care and preschool. There are so many other facets that are important in early childhood and health and I am not sure if they are being overlooked because they should be fulfilled by other organizations/ money sources or some other reason. I think that although quality daycare and preschool is important there are many children who do not attend organized daycare and I wonder what services are being offered to this population.*

Other comments demonstrated similar concerns. One respondent recommended that FTF "*recognize that fulfilling your mission involves more than just improving the early childhood education system," and th*at FTF should be "*promoting communication between the multiple state agencies that interact over health and development in this age group to generate a more seamless, less complicated, more accessible system for families.*" A physician suggested that the role of medical providers be expanded, by "*recruit*[ing] *us in more ways than just asking us to be on the regional boards*." Another partner summarized the concerns, stating that there need to be "*equal efforts on education and health. Both are important in a child's development.*"

A number of responses also focused on the need to provide input from smaller agencies and organizations and foster the creation of new programs; to "*engage local smaller agencies in the process... Encourage new programs and new participation*." Comments emphasized the importance of maintaining ongoing communication with smaller groups

to better understand their missions and optimize their strengths. They recommended that FTF "*get involved with local organizations, get to know them and what they do… see what is working, [and] build upon existing efforts*."

Respondents also agreed on a need to improve communication and expand community information about the initiative. Partners suggested that communication to small agencies, tribal, and community partners should be improved. "*Communication to community experts is very poor and need[s] to be improved in order to see a true development of a system that is impactful for families and children*." Partners emphasized that FTF needs to "*value the expertise in the community," and "recognize everyone's strengths and what they can bring to the vision and mission of FTF*."

There was some concern that Arizona residents need to be informed about the existence of and purpose of FTF. A partner suggested that FTF "*begin promoting the cause to the general public to make FTF a household name and to inform the public of the movement*..." Some partners felt that communities in tribal and rural areas may have been left out of the information loop and suggested that FTF "*continue to promote the idea on a statewide basis. Outlying communities don't always receive the same support or information as the metropolitan areas*."

Thus, whereas responding partners applauded many of FTF's efforts supporting development of a coordinated system of early childhood providers in Arizona, the respondents also recognized a number of areas that need further attention. Respondents suggested that FTF expand its inclusionary practices to more community experts and small agencies. Partners recommended additional communication to Arizona's hardest to reach families. And many agreed that an expanded focus on issues beyond early education will better address the mission and vision of First Things First. These valuable ideas and suggestions will help guide the future activities of FTF toward optimizing collaboration and communication throughout the state.

V. Conclusion

In the Partner Survey, most partners indicated their agency is active or somewhat active in collaborative planning and many reported joint service delivery. While agencies report collaborative planning, to this point these activities have not resulted in system level coordination that provides seamless services to families. This is evidenced by voter approval of Proposition 203 in 2006 which created FTF as an agency to improve early childhood service delivery and coordination by building on the high quality work already in happening in Arizona.

In addition to their support of the FTF initiative, partners responding to this survey indicate their understanding of the need for greater coordination by their survey responses regarding overall collaboration. Over half of respondents were dissatisfied with Arizona agencies' collaboration. FTF has a clear role and mission to build upon the collaborative work already in process and assure its application in system building which provides optimal opportunities for families and children to benefit from the service system.

Other partner responses point to an apparent dissonance. Responses reflect the belief that services are good or very good while concurrently rating family access to services and information as poor. This survey of early childhood partners as well as other data, such as FTF community forums held in the summer and fall of 2007, sub-

stantiate that access to information and services is the principal area needing greatest attention and improvement.

There is room to improve services but more important is the realignment and simplification of early childhood services so that families are aware of and understand the services available for their children and they can access these services in a timely manner. The purpose of FTF's goals in this area is to work with partners to reduce barriers or eliminate barriers to services for families and children. To achieve this goal FTF will engage with partners to assess the early childhood delivery system and recommend changes to the complex pathways that families must negotiate.

In the Partner Survey, partners also indicated strengths and weaknesses of FTF's efforts to this point. Many of FTF's efforts in supporting development of a coordinated system of early childhood providers in Arizona were noted as positive steps; however, respondents also recognized a number of areas that need further attention. Respondents suggested that FTF expand its inclusionary practices to more community experts and small agencies. Partners recommended additional outreach and communication to Arizona's hardest to reach families. And many agreed that an expanded focus on issues beyond early education (such as health) will better address the mission and vision of First Things First. These valuable ideas and suggestions from partners will help guide the future activities of FTF toward optimizing collaboration and communication throughout the state.

Appendix A

The FTF Partner Survey was developed to measure First Things First key measures related to coordination. It was administered as an on-line survey. A partners list was compiled from early childhood stakeholders including: regional partnership council members, state agencies involved in early childhood efforts, community partners, service providers, non-profit organizations and doctors such as pediatricians and dentists.

Method

Key steps for the Partner Survey:

1. A list of 301 early childhood partners was compiled.
2. An introductory e-mail with a link to the Partner Survey on Zoomerang was deployed on September 8, 2008 to everyone on the Partner's List inviting them to take a 10 minute survey on-line.
3. The partners were given three weeks to complete the survey on-line with a follow up reminder each week the survey was open.
4. An e-mail reminder was sent the day before close of the survey on September 29, 2008.

Analysis: At the close of the survey, the data was downloaded from Zoomerang into SPSS, a statistical analysis program. The data were cleaned and descriptive statistics were produced for the items evaluating family support and collaboration. Factor analyses identified four groups of survey items to be used as reliable indicators of quality of family support and inter-agency collaboration and cooperation. Descriptive statistics were produced for the survey questions evaluating the work of First Things First.

The Partners

Partners were asked questions related to quality of services, information & access, communication and coordination. These questions were created after a review of similar surveys including, The Service Coordination Study instrument[1] used by the Australian Government.

To learn more about early childhood partners in Arizona, the survey collected basic demographic and workplace information. Of those responding, the majority indicated being of White/Caucasian race (79%) followed by Hispanic ethnicity at 8 percent and American Indian at 4 percent. Of the 145 respondents, 77 percent were females and 20 percent males, a 4:1 ratio.

An average respondent on the survey can be described as a white female with a master's degree or higher who has worked in social service, health or education for more than 10 years. The majority of the respondents indicated that they were in middle management (21%), or senior management (14%) and executives (24%). Twenty-five percent of the respondents indicated that they work in education (25%), followed by service providers (24%) and health and medicine (14%).

1 *Stronger Families and Communities Survey.*, National Evaluation, Department of Families, Housing, Community Services and Indigenous Affairs, Australian Government. http://www.facs.gov.au/family/sfcs_report/sec4.htm.

Appendix B

Table 1: Demographics

Table 1: Demographics		
Gender	**Frequency**	**Percent**
Male	29	20%
Female	111	77%
Missing	5	3%
Total	145	100%
Race/Ethnicity		
American Indian or Native Alaskan	5	4%
Asian	2	1%
Black or African American	2	1%
Hispanic, Latino/Latina, Chicano/Chicana	12	8%
White/Caucasian	115	79%
Multiple	4	3%
Missing	5	4%
Total	**145**	**100%**
Education		
HS Diploma	2	1%
AA	2	1%
BA/BS	34	23%
MA/MS	50	35%
Doctorate/ Ph.D./Ed.D.	41	29%
MD, JD	13	9%
Missing	3	2%
Total	**145**	**100%**
How many years at current position or employment		
Less than two years	18	12%
Two to five years	49	34%
Six to ten years	29	20%
Eleven to twenty years	25	17%
Twenty years or more	19	13%
Missing	5	3%
Total	**145**	**100%**
How many years worked in social service, health & education		
Less than two years	3	2%
Two to five years	6	4%
Six to ten years	10	7%
Eleven to twenty years	38	26%
Twenty years or more	80	55%
Missing	8	6%
Total	**145**	**100%**
Type of agency/organization	**Frequency**	**Percent**
State Agency	14	10%
Service Provider	34	24%
Philanthropy	9	6%

Table 1: Demographics		
Advocacy Organization	4	3%
Education	36	25%
Tribal	4	3%
Legislative	1	>1%
Business	8	6%
Health /Medicine	20	14%
Other	8	6%
Missing	7	5%
Total	145	100%
Current role		
Executive	35	24%
Senior Management	20	14%
Middle Management	31	21%
General Staff	21	15%
Other Professional	24	17%
Other	14	10%
Total	**145**	**100%**

Appendix C

1. Does your agency/organization provide services to children birth through 5 and their families in partnership with other agencies? These partnerships may be formal or informal.	Number	Percent
Never	12	8%
Rarely	3	2%
Some of the time	20	14%
Quite often	22	15%
Mostly	20	14%
All of the time	53	37%
Not Applicable	15	10%
Total	**145**	**100%**

2. Thinking about agencies/organizations that offer support for children birth through 5 and their families in Arizona, how satisfied are you with the degree to which your agency/organization collaborates and communicates with other agencies?	Number	Percent
Very satisfied	39	33%
Somewhat satisfied	59	50%
Somewhat dissatisfied	10	9%
Very dissatisfied	8	7%
Not sure	1	1%
Total	**117**	**100%**

3. Thinking about agencies/organizations that offer support for children birth through 5 and their families in Arizona, how satisfied are you with the degree to which all Arizona agencies/organizations collaborate and communicate with each other?"	Number	Percent
Very satisfied	6	4%
Somewhat satisfied	55	38%
Somewhat dissatisfied	56	39%
Very dissatisfied	21	15%
Not sure	6	4%
Total	**144**	**100%**

4. Thinking about services for children birth through 5 and their families in Arizona, what is the quality of services available to support families and promote their children's optimal development.	Number	Percent
Excellent	6	4%
Very Good	48	34%
Good	63	44%
Poor	13	9%
Very Poor	3	2%
Not sure	10	7%
Total	**143**	**100%**

5. Thinking about all services currently available for children birth through 5 and their families in Arizona, please rate the degree to which these services currently meet families' needs in the areas below.	Poor	2	3	4	Excellent	Don't Know
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.						
Quality of information for families	4 3%	40 28%	51 35%	27 19%	7 5%	15 10%
Accessibility of information for families	11 8%	70 49%	30 21%	18 13%	1 1%	14 10%
Convenience/accessibility of services for families	14 10%	53 37%	48 34%	11 8%	2 1%	15 10%
Quality of services for families	6 4%	27 19%	52 36%	37 26%	5 3%	17 12%
Timeliness of services for families	20 14%	43 30%	49 34%	10 7%	1 1%	20 14%
Cultural responsiveness of services for families	11 8%	37 26%	44 31%	16 11%	2 1%	31 22%
Comprehensiveness of services for families	15 10%	49 34%	40 28%	18 13%	4 3%	18 13%
Early identification of problems	14 10%	51 36%	40 28%	19 13%	2 1%	16 11%
Family centered practice (the needs of the child(ren) are considered in the context of the whole family)	7 5%	44 31%	44 31%	21 15%	4 3%	21 15%
Client focus (client opinions are sought and acted upon)	6 4%	47 34%	44 31%	16 11%	1 1%	26 19%

6. Thinking about all services your agency/organization currently has available for children birth through 5 and their families in Arizona, please rate the degree to which your agency's/organization's services currently meet families' needs in the areas below."	Poor	2	3	4	Excellent	Don't Know
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.						
Quality of information for families	0 0%	7 6%	27 24%	55 50%	18 16%	4 4%
Accessibility of information for families	3 3%	6 5%	41 37%	44 40%	13 12%	4 4%
Convenience/accessibility of services for families	1 1%	11 10%	31 28%	47 42%	16 14%	5 5%
Quality of services for families	0 0%	5 5%	16 15%	48 44%	36 33%	5 5%
Timeliness of services for families	0 0%	11 10%	33 30%	38 34%	20 18%	9 8%
Cultural responsiveness of services for families	0 0%	11 10%	20 18%	48 44%	26 24%	5 5%
Comprehensiveness of services for families	1 1%	9 8%	29 26%	49 44%	16 14%	7 6%
Early identification of problems	4 4%	10 9%	30 27%	40 36%	20 18%	7 6%
Family centered practice (the needs of the child(ren) are considered in the context of the whole family)	0 0%	9 8%	30 27%	39 35%	28 25%	6 5%
Client focus (client opinions are sought and acted upon)	0 0%	8 7%	22 20%	44 39%	26 23%	12 11%

"Think about your agency/organization and other agencies/organizations that serve children birth through 5, and their families, in Arizona. To what degree is your agency/organization currently involved or planning involvement in the following activities or arrangements with other agencies/organizations ?"

7. Planning:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Thinking about it	Planning	Getting started	Somewhat active	Actively doing it	Don't Know
Joint planning	9 8%	4 4%	8 7%	38 33%	43 38%	12 11%
"Ensuring strategic plans, standards, and policies reflect common goals"	12 11%	5 4%	19 17%	27 24%	37 32%	14 12%
Coordinating planning cycles between agencies/organizations	14 12%	9 8%	20 18%	34 30%	21 19%	15 13%
Sharing membership of one another's organizational structures (e.g. boards of directors or management committees)	13 12%	9 8%	21 19%	32 29%	15 14%	21 19%

8. Service Delivery:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Thinking about it	Planning	Getting started	Somewhat active	Actively doing it	Don't Know
Referring clients between agencies/organizations	4 4%	6 5%	10 9%	32 29%	50 45%	8 7%
Joint monitoring or quality assurance of services	14 13%	10 9%	20 18%	33 30%	17 16%	15 14%
Joint service delivery	9 8%	6 6%	22 20%	32 29%	27 25%	13 12%
Joint case management	14 13%	10 9%	15 14%	27 25%	16 15%	27 25%
Sharing costs for services provided to shared clients	14 13%	9 8%	16 15%	18 17%	11 10%	40 37%

9. Shared Information:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Thinking about it	Planning	Getting started	Somewhat active	Actively doing it	Don't Know
"Exchanging information (about projects, funding sources etc.)"	7 6%	9 8%	14 12%	41 37%	28 25%	13 12%
Joint promotional campaigns	15 13%	11 10%	18 16%	27 24%	21 19%	20 18%
Sharing Client Information	8 7%	16 14%	14 12%	31 28%	15 13%	28 25%

10. Professional Development and Training:						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	**Thinking about it**	**Planning**	**Getting started**	**Somewhat active**	**Actively doing it**	**Don't Know**
Inter-agency/organization staff training and professional development	15 14%	6 5%	13 12%	28 25%	29 26%	20 18%
Joint recruitment of personnel	25 24%	12 11%	8 8%	11 10%	6 6%	43 41%

11. Other:						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Thinking about it	Planning	Getting started	Somewhat active	Actively doing it	Don't Know
Inter-agency/organization meetings	11 10%	5 5%	11 10%	29 26%	39 35%	15 14%
Co-location (where services may share the same premises)	23 21%	7 6%	12 11%	15 14%	14 13%	40 36%
Using consistent terminology regarding early childhood	6 5%	5 5%	17 15%	36 33%	25 23%	21 19%
Collaborating on consistent messaging regarding early childhood	9 8%	7 6%	19 17%	32 29%	25 23%	18 16%

12. Which statement best describes how you see the assistance provided to children and families to whom you are responsible?		
Different agencies/organizations work closely together most of the time.	34	30%
Different agencies/organizations work closely together occasionally.	44	39%
Staffs from different services know little about each other's work.	34	30%
Total	112	100%

13. Which statement best describes how you see your current working relationship with other services in your area?		
A well coordinated team of services.	14	12%
A partially coordinated team of services.	75	66%
"A group of separate, uncoordinated services."	24	21%
Total	113	100%

14. Are you familiar with the Arizona Early Childhood Development and Health Board or First Things First?		
Yes	135	95%
No	5	4%
Not Sure	2	1%
Total	142	100%

"First Things First's mission is to increase the quality of, and access to, the early childhood development and health system that ensures a child entering school comes healthy and ready to succeed. The First Things First mission and vision will be attained through a comprehensive early childhood system that values children as our greatest asset, and recognizes families and communities at the center of decision making."

15. How important is the work of First Things First?		
Very Important	119	84%
Important	19	13%
Not very Important	0	0%
Not important at all	0	0%
Don't know	5	4%
Total	143	100%

16. In your view, how accurate are the following statements in describing the actions and policies of First Things First, since its inception?"

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Not at all accurate	2	3	4	Highly accurate	Don't Know
First Things First understands the importance of the early years.	1 1%	4 3%	3 2%	24 17%	102 72%	7 5%
First Things First fosters a shared vision among agencies/organizations about the needs of children birth through 5.	6 4%	3 2%	27 19%	42 30%	51 36%	12 9%
First Things First has set good priorities for service development.	3 2%	10 7%	19 13%	51 36%	37 26%	21 15%
First Things First understands and respects evidence-based practice.	2 1%	4 3%	17 12%	34 24%	62 44%	21 15%
At First Things First senior managers are committed to facilitating improvement of services and increasing the degree to which agencies/ organizations work together.	4 3%	6 4%	17 12%	31 22%	53 38%	29 21%
At First Things First senior managers show respect for senior management from other agencies/organizations that provide services to children birth through 5.	6 4%	4 3%	11 8%	33 24%	39 28%	47 34%
First Things First is committed to involving community members in the development of services for children birth through 5.	4 3%	6 4%	14 10%	36 26%	67 48%	12 9%
First Things First is committed to encouraging and facilitating service integration to reach out to the most disadvantaged families in the community.	5 4%	7 5%	19 14%	35 25%	45 32%	29 21%
First Things First is committed to encouraging and facilitating service integration to support all families and promote their childrens' optimal development?	3 2%	7 5%	16 11%	41 29%	50 36%	23 16%

17. What is First Things First already doing that best promotes collaboration and cooperation among agencies/organizations serving young children?

66 Responses

18. What might First Things First do differently or change to better promote coordination and collaboration among agencies/ organizations serving young children?

63 Responses

Arizona Early Childhood Coordination and Collaboration:
A Baseline Report

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