

# Worcester Early Learning Provider Family Engagement Survey

Edward Street reached out to center-based and home-based programs in the Worcester area to understand how they are connecting with families during the COVID-19 Crisis and if they can assess how families and children are doing in terms of their wellbeing. The survey was conducted over a two-week period from April 6<sup>th</sup> – April 20<sup>th</sup>.

Outreach & Response	
Number of Outreach Contacts	110
Number of Survey Responses	67
Response Rate	61%

Responses by Program Type	
Number of Centers	57% (38)
Number of Family Child Care	43% (29)

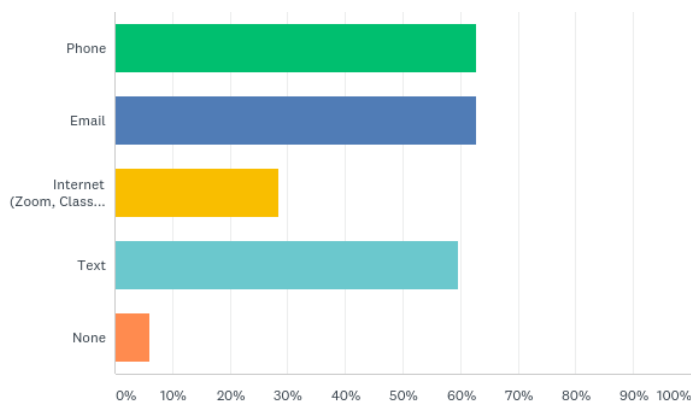
## TOP TRENDS

### Connecting with Families

- Almost all programs have reached out at least once. (94%)
- Most programs (85%) are connecting with families at least once a week, with 25% indicating multiple touchpoints per week.

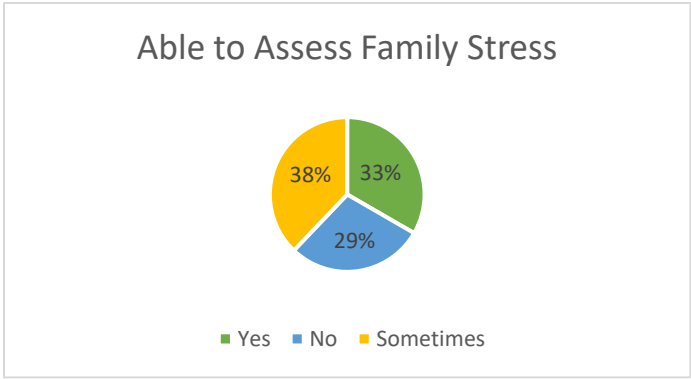
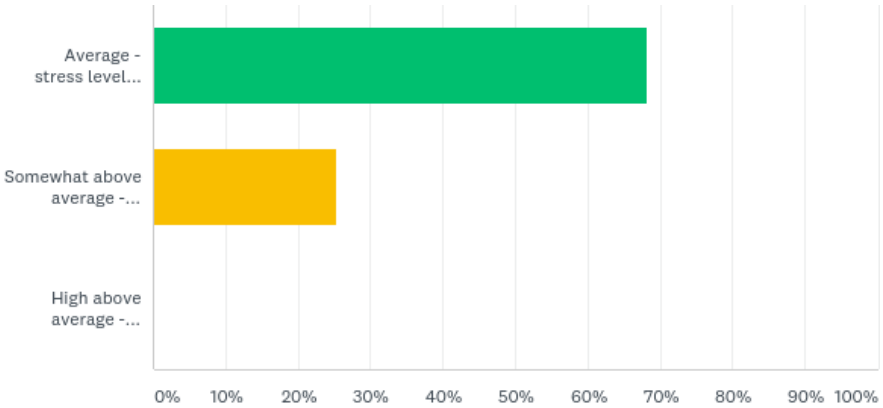
ANSWER CHOICES	RESPONSES
Just once, so far.	11.94% 8
Once a week.	59.70% 40
More than once a week.	25.37% 17
Not at all.	4.48% 3
Other (please specify)	10.45% 7
Total Respondents: 67	

- Providers are using multiple methods of communication methods. Primary means of communicating with families: Phone (63%), Email (63%), Text (60%), Internet (28%)

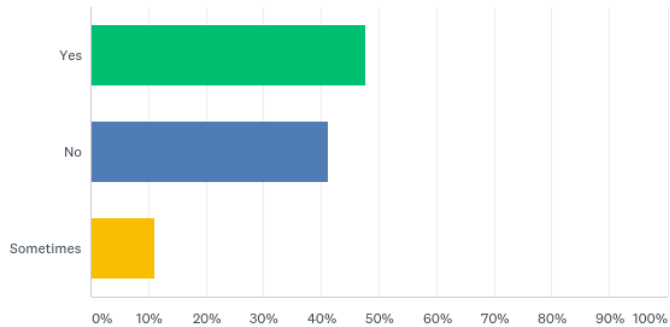
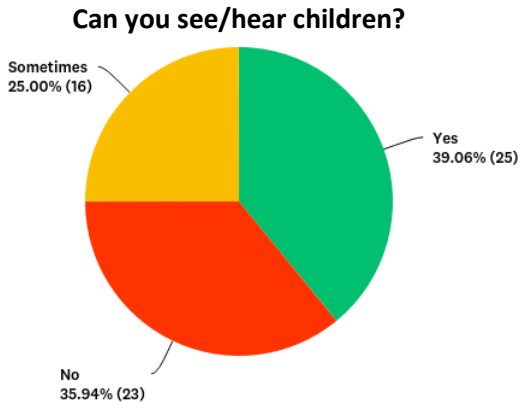


- Providers also reported using USPS mail (sending materials) and specific social media (FB) and Apps (HiMama, Class DoJo)

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<p><b>Gauging Family Stress</b></p>	<p>One-third (33%) of providers indicated that they have been able to assess family stress.</p> <div data-bbox="597 298 1284 674" data-label="Figure">  <table border="1"> <caption>Able to Assess Family Stress</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>33%</td> </tr> <tr> <td>No</td> <td>29%</td> </tr> <tr> <td>Sometimes</td> <td>38%</td> </tr> </tbody> </table> </div>	Response	Percentage	Yes	33%	No	29%	Sometimes	38%										
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<p><b>How Stressed are Families</b></p>	<p>Providers reported that many families are experiencing an average level of stress during this period.</p> <p><b>One quarter (25%) of families reported elevated stress</b></p> <div data-bbox="516 865 1393 1270" data-label="Figure">  <table border="1"> <caption>Stress Level Distribution</caption> <thead> <tr> <th>Stress Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Average - stress level is up/down, but family is doing fairly well overall. (Green Light)</td> <td>68.25%</td> </tr> <tr> <td>Somewhat above average - stress level is elevated and family is reaching out for help as needed. (Yellow Light)</td> <td>25.40%</td> </tr> <tr> <td>High above average - stress level is critically elevated and the family needs a referral, regular supports, etc. (Red Light)</td> <td>0.00%</td> </tr> </tbody> </table> </div> <div data-bbox="526 1304 1360 1575" data-label="Table"> <table border="1"> <thead> <tr> <th>ANSWER CHOICES</th> <th>RESPONSES</th> </tr> </thead> <tbody> <tr> <td>Average - stress level is up/down, but family is doing fairly well overall. (Green Light)</td> <td>68.25% 43</td> </tr> <tr> <td>Somewhat above average - stress level is elevated and family is reaching out for help as needed. (Yellow Light)</td> <td>25.40% 16</td> </tr> <tr> <td>High above average - stress level is critically elevated and the family needs a referral, regular supports, etc. (Red Light)</td> <td>0.00% 0</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>63</b></td> </tr> </tbody> </table> </div>	Stress Level	Percentage	Average - stress level is up/down, but family is doing fairly well overall. (Green Light)	68.25%	Somewhat above average - stress level is elevated and family is reaching out for help as needed. (Yellow Light)	25.40%	High above average - stress level is critically elevated and the family needs a referral, regular supports, etc. (Red Light)	0.00%	ANSWER CHOICES	RESPONSES	Average - stress level is up/down, but family is doing fairly well overall. (Green Light)	68.25% 43	Somewhat above average - stress level is elevated and family is reaching out for help as needed. (Yellow Light)	25.40% 16	High above average - stress level is critically elevated and the family needs a referral, regular supports, etc. (Red Light)	0.00% 0	<b>TOTAL</b>	<b>63</b>
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<p><b>Stressors Noted</b></p>	<ul style="list-style-type: none"> <li>• Looking for things to do with children</li> <li>• Concerns about money</li> <li>• Struggling to juggle remote work with child-related responsibilities</li> </ul>																		

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<p><b>DCF Involved Families</b></p>	<ul style="list-style-type: none"> <li> <p><b>When asked if providers are in contact with DCF Families, more than half indicated NO or only Sometimes (52%)</b></p>  <table border="1"> <caption>Contact with DCF Families</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>48%</td> </tr> <tr> <td>No</td> <td>42%</td> </tr> <tr> <td>Sometimes</td> <td>10%</td> </tr> </tbody> </table> </li> <li> <p><b>When in contact, less than a quarter indicated that they could see/hear the children.</b> Almost half indicated that they cannot, with another 23% indicating sometimes.</p> <p><b>Can you see/hear children?</b></p>  <table border="1"> <caption>Can you see/hear children?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>39.06%</td> <td>25</td> </tr> <tr> <td>No</td> <td>35.94%</td> <td>23</td> </tr> <tr> <td>Sometimes</td> <td>25.00%</td> <td>16</td> </tr> </tbody> </table> </li> </ul>	Response	Percentage	Yes	48%	No	42%	Sometimes	10%	Response	Percentage	Count	Yes	39.06%	25	No	35.94%	23	Sometimes	25.00%	16
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<p><b>Family's Technology Access</b></p>	<p>When asked if they knew of families without any computer, smartphone, tablet or internet access, 78% indicated NO and 22% indicated YES</p>																				