

# Family Experience Survey Training

## Questions – June 16, 2025

1. Can the DSS that worked with the Family complete the phone survey?
  - a. No – the DSS that worked with the family will not be allowed to complete the phone survey with the parent/guardian. We ask that another 1<sup>st</sup> Five team member complete the phone survey.
2. At our specific site we all run out of the same office space, during our closing phone call with a family can I offer the option to complete the survey right then and transfer the call to the other DSS?
  - a. No – please follow the process of sending the letter with the FES invitation and giving the parent/guardian the option to complete via QR Code, link, or phone.
3. If they have chosen to take in another language will the system accept the date of birth in the format for that language?
  - a. KU tested Qualtrics and it appears that the format of the DOB does change.
4. Can we have full legal name instead of Name?
  - a. KU will be updating Qualtrics to ask for child's Full Legal Name.
5. Is there an option to request additional languages to be added in Qualtrics?
  - a. Yes, if you have a high need for a language that is not currently available in Qualtrics, please send a request to your HHS Consultant and the 1<sup>st</sup> Five Evaluation Team.
6. Is the letter going to be available in other languages? Can we translate the letter with the FES QR code, link, phone process?
  - a. HHS will not be translating letters at this time. Please refer to your Agency's internal process for translating 1<sup>st</sup> Five materials.

7. Can we send a note with the letter for non-English families letting them know what it is?
  - a. No, additional language may not be included with this letter. If your agency has an internal process for translating 1<sup>st</sup> Five materials, you can work to translate the letter in it's entirety.
  
8. Can the FES be sent via text/email?
  - a. No – we will continue to explore these options for future evaluation projects.
  
9. Does this apply to any referrals closed after July 1 even if they were referred in FY25? Or do we start this with only the referrals that were made and closed in FY26?
  - a. The new FES Invitation process will include any episode with a closed date on July 1, 2025 or after.
  
10. If we have a family that we have connected to services yet after we have connected them we lose contact with them prior to discharging them do we send them the survey or not?
  - a. No – they would receive the “Thank you to Family” letter instead of the “Closing Letter with FES Invitation” letter.
  - b. The following will NOT receive the “Closing Letter with FES Invitation”:
    1. did not make contact with 1st Five
    2. lost contact with 1st Five
    3. or declined 1st Five services
  - c. We will continue to explore future potential evaluation projects for did not make contact with 1<sup>st</sup> Five, lost contact with 1<sup>st</sup> Five, or declined 1<sup>st</sup> Five services to understand the barriers to connecting/participating in 1st Five.

11. If we lose contact with a client even though DSS did provide services at some point in time we do NOT do the survey

- a. No – they would receive the “Thank you to Family” letter instead of the “Closing Letter with FES Invitation” letter.
- b. The following will NOT receive the “Closing Letter with FES Invitation”:
  1. did not make contact with 1st Five
  2. lost contact with 1st Five
  3. or declined 1st Five services
- c. We will continue to explore future potential evaluation projects for did not make contact with 1<sup>st</sup> Five, lost contact with 1<sup>st</sup> Five, or declined 1<sup>st</sup> Five services to understand the barriers to connecting/participating in 1st Five.

12. If we close a case towards the end of June and make the 1st attempt before 7/1 but the 2nd or 3rd attempt is due after 7/1, are we still able to make those phone attempts? If not, what should we do?

- a. Continue following the FY25 FES process through June 30<sup>th</sup>. On July 1<sup>st</sup> the FES activity will be modified and we will no longer be able to document additional attempts in Iowa Connected. At that point, we will discontinue the FES process for the client – no further letters/calls will be completed. If the client calls back to complete the survey after July 1<sup>st</sup>, they will be given the new survey questions and the responses will be documented in the new Qualtrics survey and the new FES activity in Iowa Connected.

13. If we close a case a few days before July 1, do we wait and send the new closing letter after July 1?

- a. Yes, it makes sense to wait a few days to begin the new FES process and simply send the Closing Letter with FES Invitation on or after 7/1.

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14. What happens if a parent/guardian calls to complete the survey and we aren't available, and then doesn't answer when we call back? How many times should we try?

- a. Only make 1 phone call attempt to contact the parent/guardian.

## Family Experience Survey Feedback

Please use this survey form to share feedback on your experience with the FY26 FES process. <https://forms.office.com/g/2E075aemac>