



Parent to Parent of Georgia Satisfaction Survey Results July 2015 – June 2016

Regarding child development/early childhood education	
P2P provided me with the relevant information I needed to make decisions about my child's development or early education.	4.68/5.00
I am more knowledgeable about how to work with my child's day care, pre-k, or school.	4/16/5.00
My child has received more appropriate services because I have put to use the information I learned from P2P.	4.18/5.00
Because of the information I received from P2P, I was able to work with the school to address a critical need related to my child's development or early education.	4.17/5.00
Because of my call to P2P, I feel better able to support my child	4.46/5.00

Regarding HEALTH/MEDICAL concerns	
How useful was the information you received from Parent to Parent of Georgia (P2P) in helping you partner with (communicate with, talk with, work with) professionals to make decisions about your child's health care?	4.04/5.00
How useful was the assistance you received from P2P in helping you find and/or learn about community services (Doctors, therapists, financial options, childcare, etc)?	3.57/5.00
How useful was the support you received from P2P in helping you feel more confident about getting your child the health care and services that s/he needs?	3.55/5.00
P2P provided me with the relevant information I needed to make decisions about my child's medical care.	4.14/5.00
I am more knowledgeable about how to work with my child's medical providers.	3.92/5.00
My child has received more appropriate services because I have put to use the information I learned from P2P.	4.00/5.00

Because of the information I received from P2P, I was able to work with health and/or insurance professionals to address a critical need related to my medical care and health-related services.	3.91/5.00
Because of my call to P2P, I feel better able to support my child	4.30/5.00

Regarding Supporting Parent Match Satisfaction

I found P2P staff to be helpful in arranging my Supporting Parent	4.76/5.00
It was easy to get connected or be connected with my Supporting Parent	4.54/5.00
The actual time spent with my Supporting Parent was useful	4.60/5.00
The match met my expectations	4.48/5.00
Because of the match, I feel better able to support my child	4.36/5.00

Impact Data: We follow up with families to ask how our services impacted them asking about “before” and “after” receiving assistance from P2P.

<ul style="list-style-type: none"> ✦ 97% indicated a bad or very bad stress level before finding P2P ✦ 85% indicate a good or very good level now.
<ul style="list-style-type: none"> ✦ 82% indicated a negative view of the future before coming to P2P ✦ 71% have a good or very good view now.
<ul style="list-style-type: none"> ✦ Only 11% indicated that they were involved with the community prior to our involvement. ✦ After working with P2P, that jumped to 89%!
<ul style="list-style-type: none"> ✦ 74% indicated their child’s education was bad or very bad before reaching out to P2P ✦ 69% feel that it is now good or very good now.
<ul style="list-style-type: none"> ✦ 100% indicate they have better access to good health care after P2P assistance.

Regarding Overall Satisfaction Ratings

Overall, I am satisfied with the services I received from P2P.	4.20/5.00
I am likely to contact P2P again in the future and/or attend a P2P training or event.	4.25/5.00

A sample of comments from survey respondents:

- ✦ Thank you for all of your support, encouragement and understanding. It really helped us in a time of need and it was so relieving to have someone on our side.
- ✦ The lady that I spoke with was very helpful and very kind. My experience with P2P was excellent.
- ✦ My overall experience with P2P was exceptional.
- ✦ They gave me a sense of direction in where to go next to file disability for my son.
- ✦ Knowledge is this is the first step for understanding and I was able to go in confident and it shows.
- ✦ Please keep this organization available for parents who are entering into the world of special needs and don't know anything. It is very much needed but I would also like to add that it would be good if there was parent Advocates to go to the meetings at least the first two so that the parent will feel confident about enter into this situation.
- ✦ _____ was awesome! Gave me so much info. Called to follow up on my meetings, checked in, gave more ideas and suggestions. I used what I learned from her and the resources she provided. I also attended a 1 day meeting in my county that helped me too. I used it and it yielded the responses that I needed from the school. School now sees son in a positive light. School is working with me now and knows that I'm an informed parent. She sent info on meeting prep, questions to ask, handling different points of view with my husband, help us come to meeting with a unified view. Now, my husband and I are on the same page! She was incredibly helpful. I was able to get things done for my son. Great experience. Will call again to get assistance from her if needed.
- ✦ My supporting parent was very kind and open to my questions. She listened to my story and demonstrated a lot of empathy.
- ✦ _____ attended IEP meeting with barely any notice. Spoke with her the night before. Went above and beyond! Came so prepared for meeting.
- ✦ _____ was a God sent. Extremely helpful. Listening ear when I didn't have one. Helped me understand the system that I knew nothing about- a teacher and very helpful throughout the process.
- ✦ Helpful program. I recommend P2P to other parents. VERY helpful. Felt very comfortable working with _____. School provided help that I needed- were dragging their feet. Once I knew what I was talking about they moved quicker (rights, rules regs). _____ helped me learn these. VERY good outcome!
- ✦ It's wonderful to have people to be able to talk that understand what you are going through and actually just listen.
- ✦ I will highly recommend P2P to those in need!! Very helpful to me in my family.
- ✦ I would recommend others who are experiencing difficulties handling life caring for a love one, or love ones with challenges to contact P2P for support; because people need people. I am glad I asked for help and received it.
- ✦ I have been with P2P for a while and didn't realize how much they could help me I'm glad I reached out !!!!