



Parents and Caregivers Telehealth Survey about Family Peer Support

In our ongoing effort to inform and improve the children's service systems, Families Together has created a **quick and concise survey regarding the use of telehealth technology** during the COVID-19 pandemic. The short (5 minutes or less) survey will allow us to get timely and crucial feedback from families on **their experience receiving Family Peer Support Services (FPSS) using telehealth**.

Collecting the caregiver voice is of utmost importance to us in shaping what the future of family peer support looks like.

As always, Families Together is here for you and we continue to advocate and share your needs to those in power to make change. Your voice drives our work and we thank you for that. Stay well.

Sincerely,

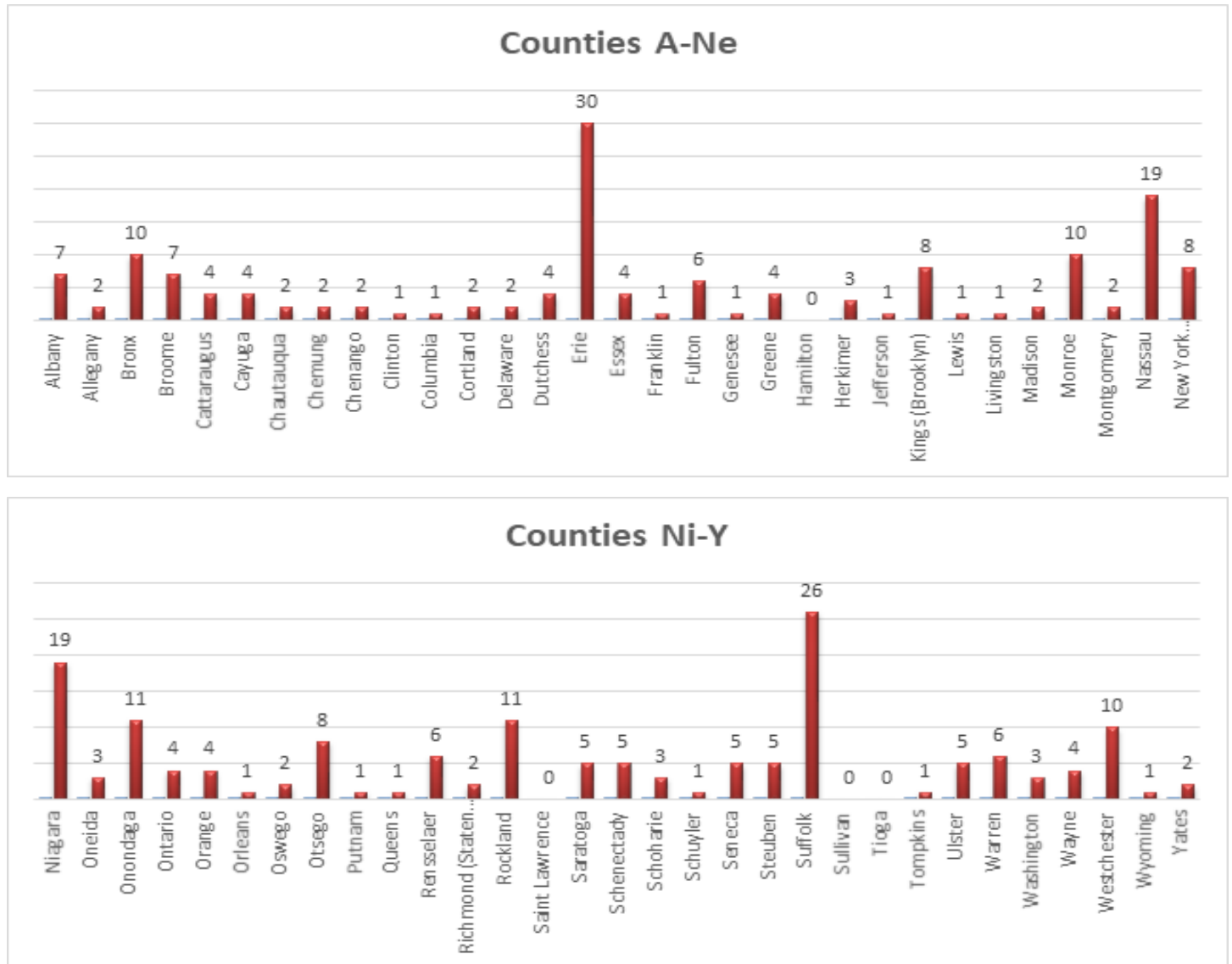
A handwritten signature in black ink that reads "Paige A. Pierce".

Paige Pierce
Chief Executive Officer



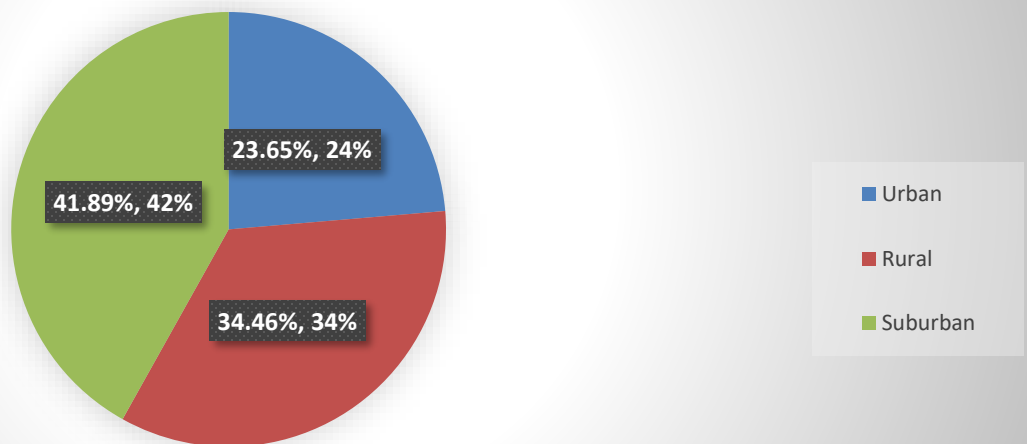
Parents and Caregivers Telehealth Survey about Family Peer Support

Please share the county you live in (n=306)

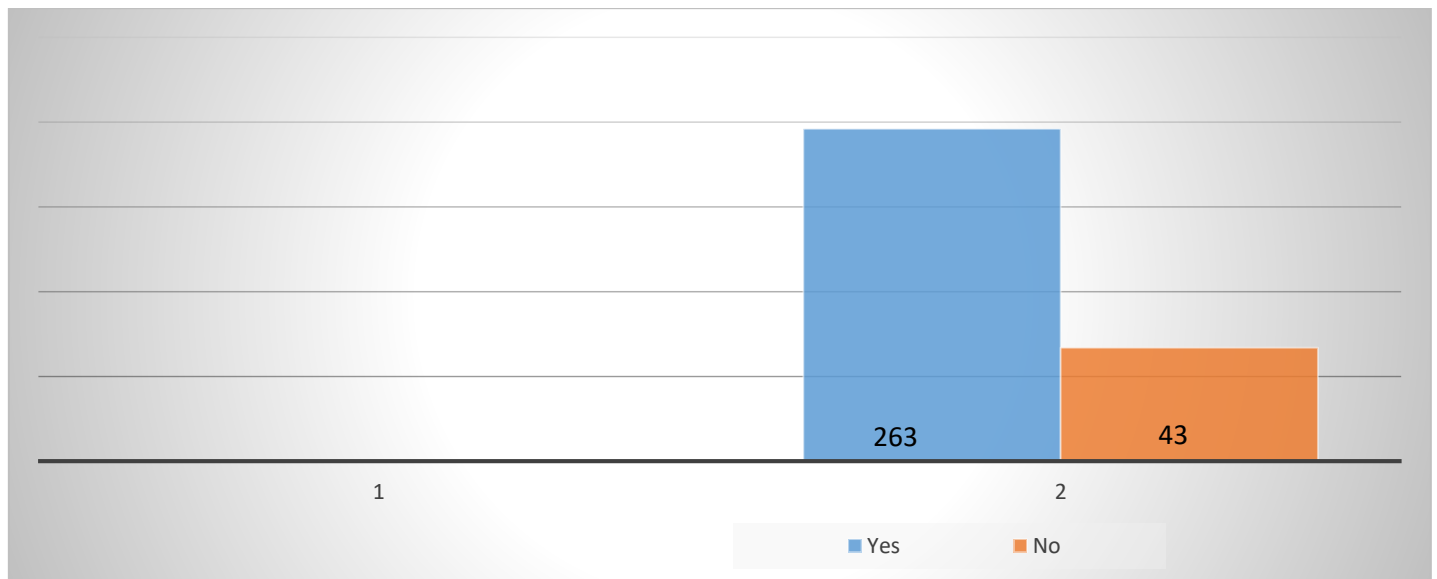


Please check which best describes your community (n=296)

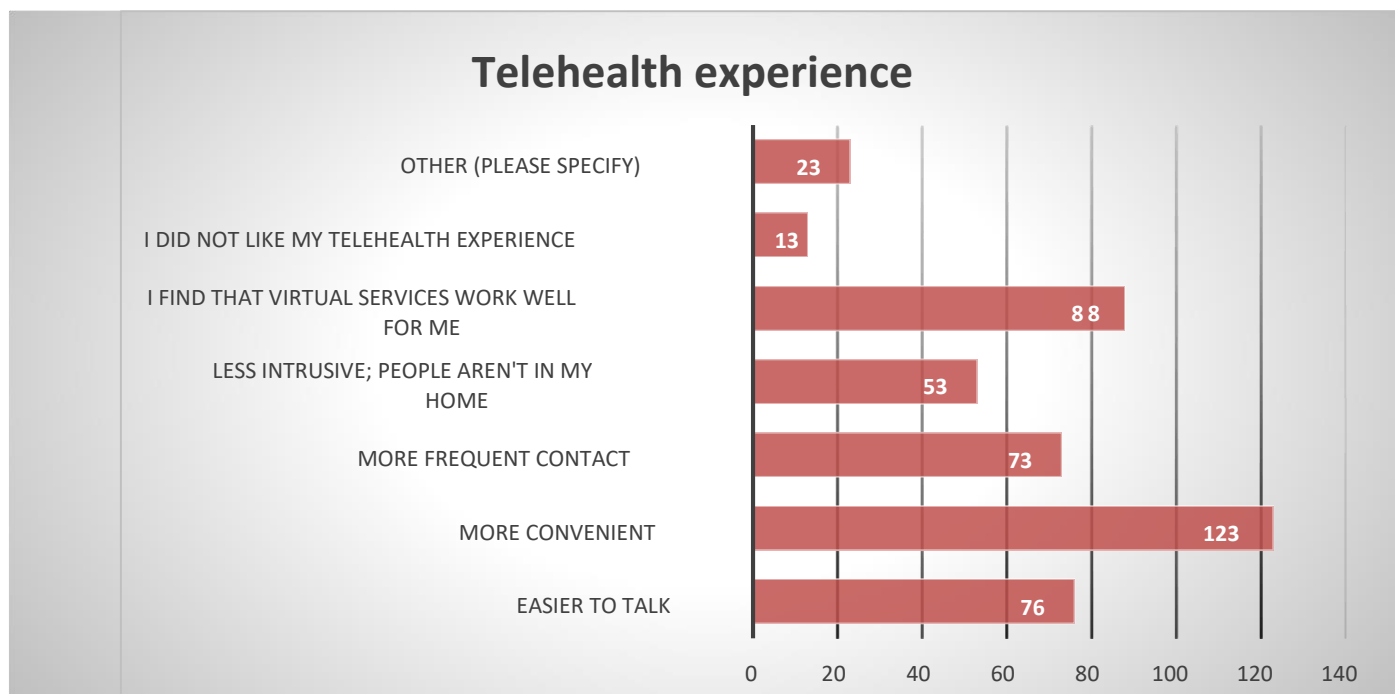
Communities



- 1) Have you received any Family Peer Support Services using telehealth technology (*meeting with the FPA by phone or using a face to face app like zoom or facetime, either individually or in groups*) to participate in Family Peer Support services? (n=306)
No, skip to question # 1B



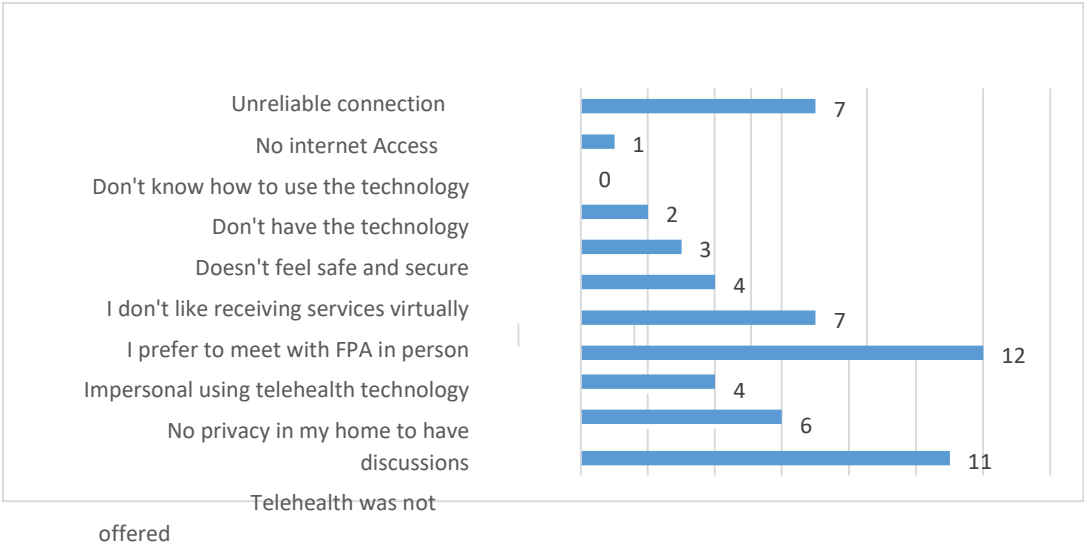
1A) What are some of things you like about family peer support telehealth? (n=185)



1A) What are some other things you like about family peer support telehealth

Can be in own home and meet at varied times	Low stress for getting to appointments and saves time and money for my family.
More opportunity to meet parents from other areas	its ok, but prefer to meet in person
We're 2 hours away so this helps tremendously	I am pretty flexible. I do enjoy the visits, but sometimes tele communication works best too
Either way is fine	I like in person but right now it's helping
I actually prefer in person meetings but telehealth was a great tool to help keep in contact while using social distancing	Not as good as in person, but necessary
This worked very well for us.	It's okay but the face to face is better. It will due considering the current situation.
Makes it easier to do more things and attend to my children at one time	It was nice and we can do it but I like face to face -- it is going well so far
I liked it for me	Ability to interact with out of area parents.
Safer for my son and husband who are at risk for complications from COVID 6	It works well when we can't meet in person
More personal experience	

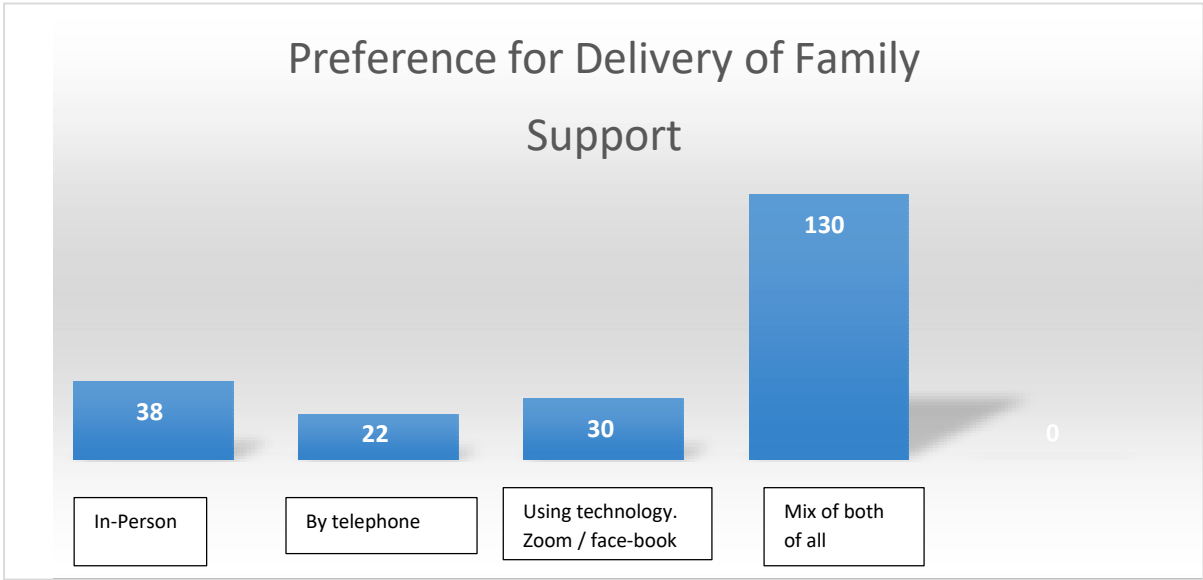
1B) No, you have not received family peer support services using telehealth (*check all reasons about telehealth you do not like*) (n=45)



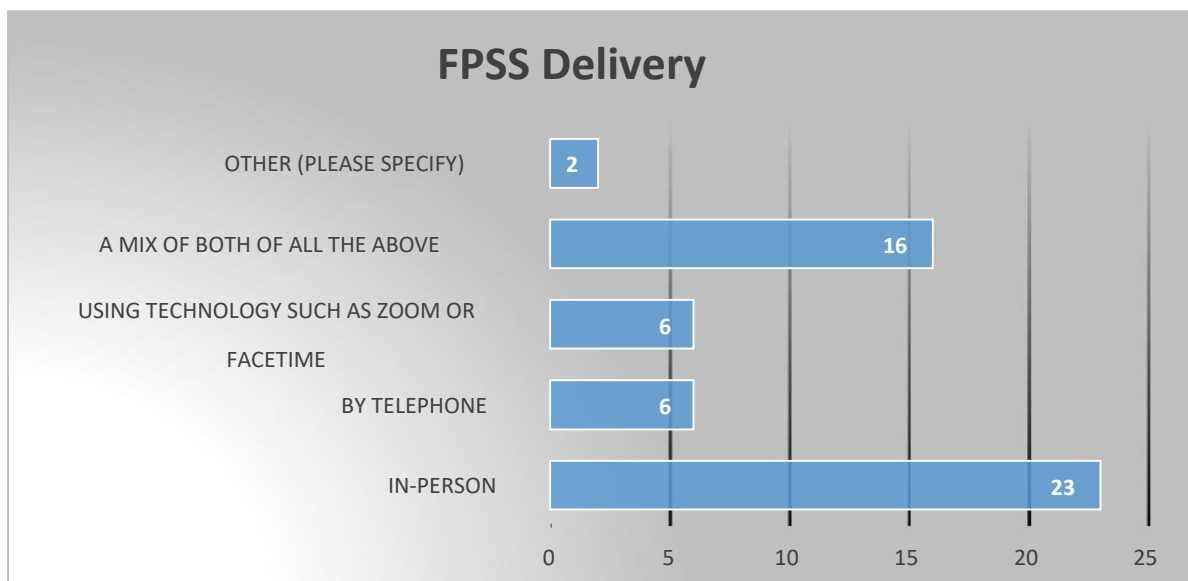
<p>I like to be able to talk to people face to face. But because of the virus at the moment I understand and can't wait to see people again.</p>	<p>The doxy.me site did not work for me. I could get into the meeting, but then it keeps freezing. So after about 3 tries, I end up calling in and attending the meeting by listening on the phone. I can't hear well. It's not working for me at all.</p>
--	--

If you answered No to question # 1B skip to question # 2B

2A) If you received Family Peer Support via telehealth:
I would prefer Family Peer Support to be delivered (n=174)



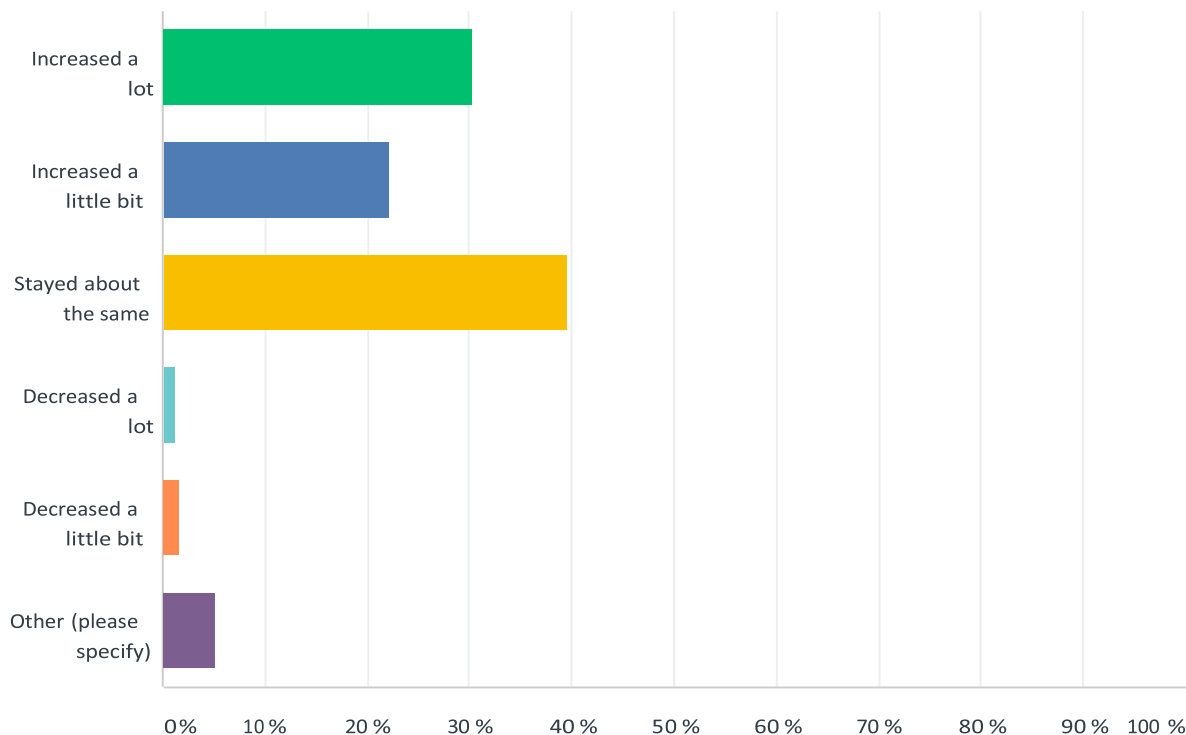
2B) If you do not like receiving family peer support using telehealth
I would prefer Family Peer Support to be delivered (n=42)



Not secure, but perhaps would use if there was a secure telehealth platform	In-person
---	-----------

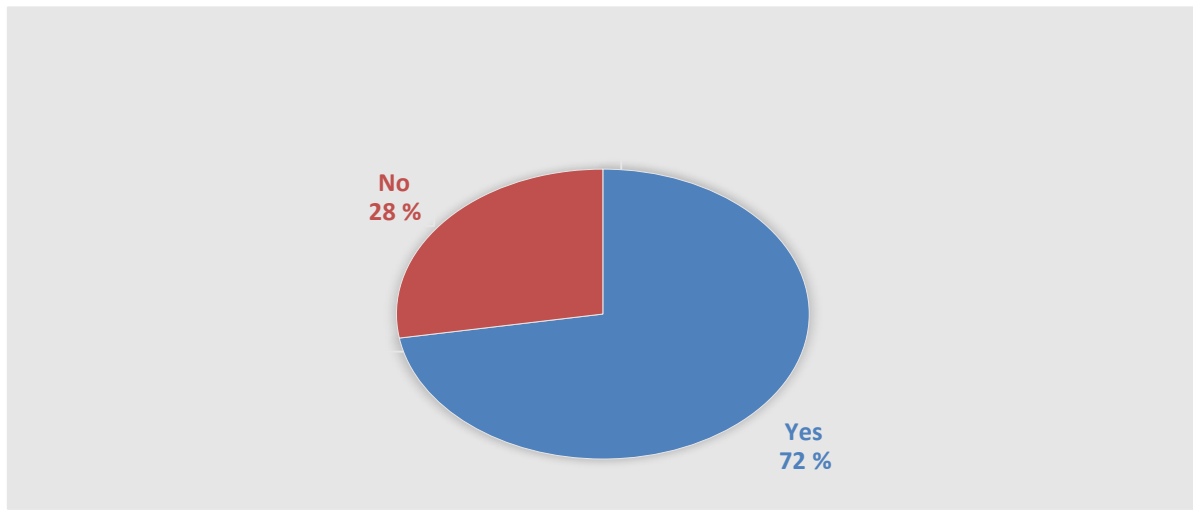
If you answered question # 2B skip to question # 7

3) Because of the opportunity to use telehealth has your individual contact with your Family Peer Advocate (n=172)

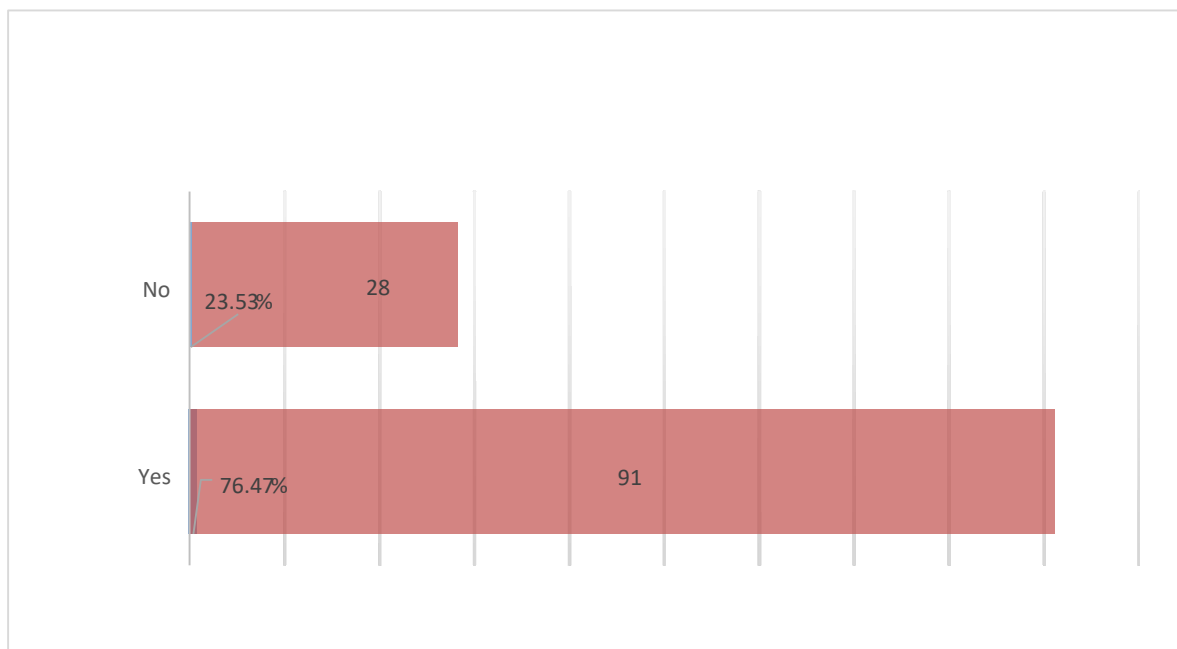


_Stayed about the same, but due to COVID-19 and working from home.	Stayed about the same, but this is based on my needs currently in my home. They could have been increased if needed
yes it has increased as I am able to attend family fun night and also support group. also attend a class she is sharing with us. which is great!	

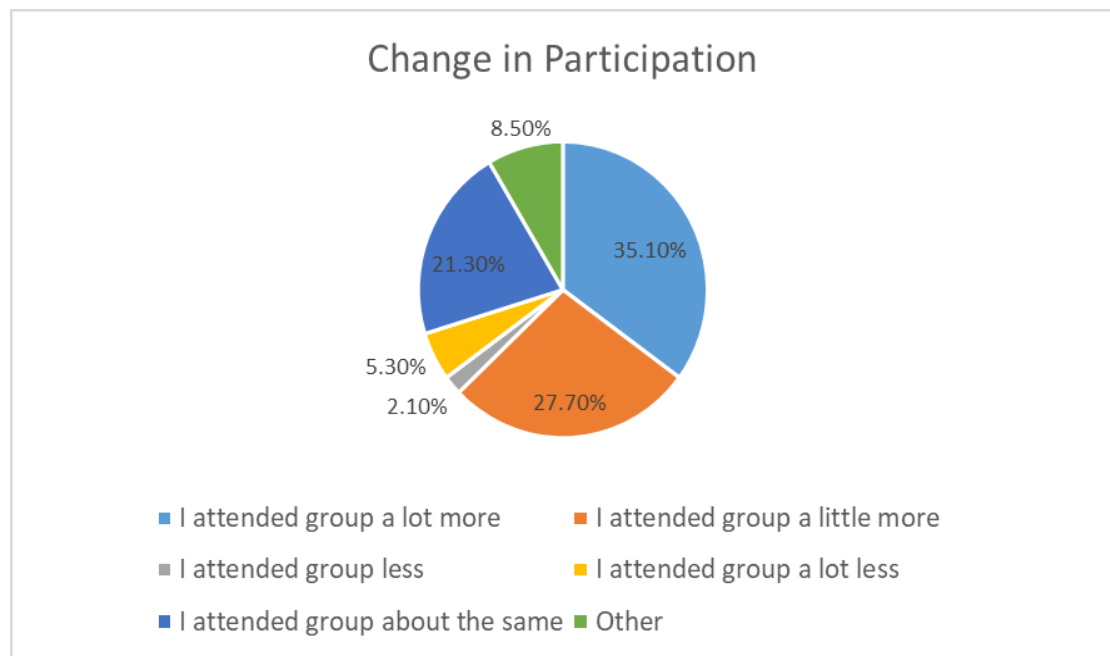
4A) Are telehealth Family Peer Support groups available from your Family Peer Support provider? (n=170)



4B) Have you attended? (n=119)

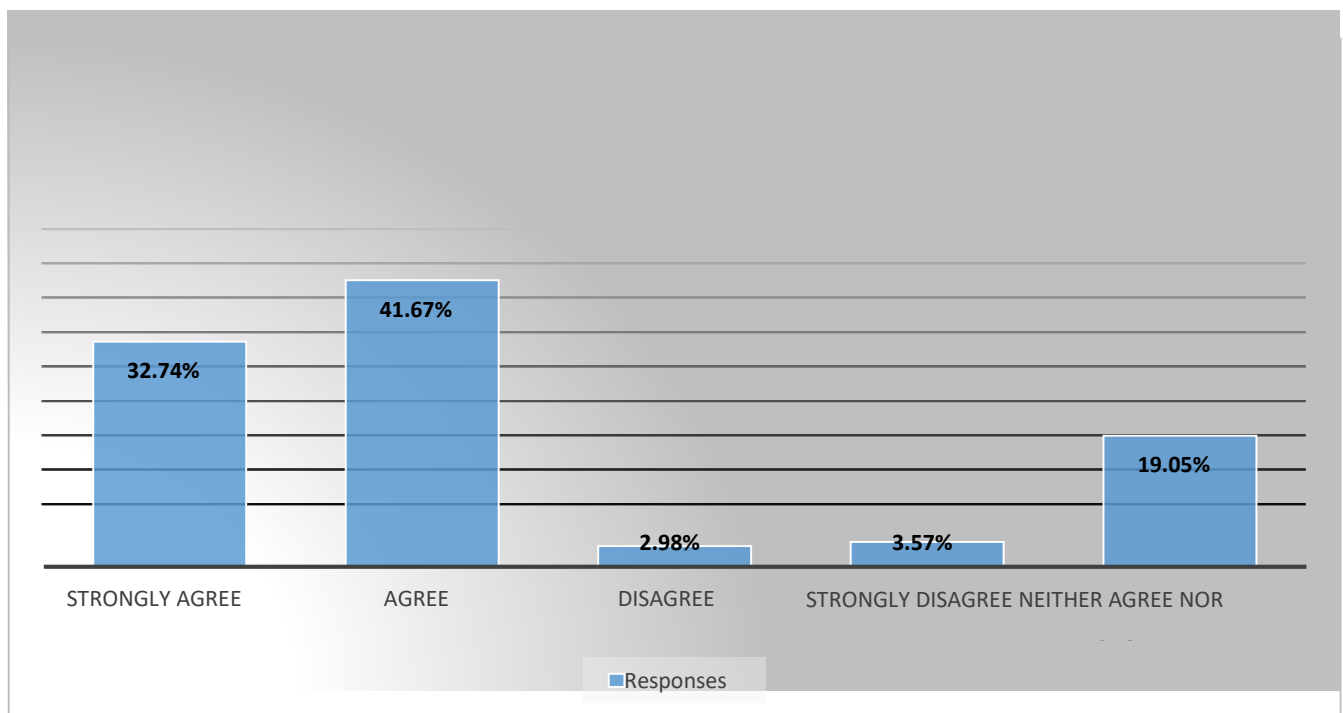


4C) If Yes, please indicate how your participation has changed in the last few months? (n=94)



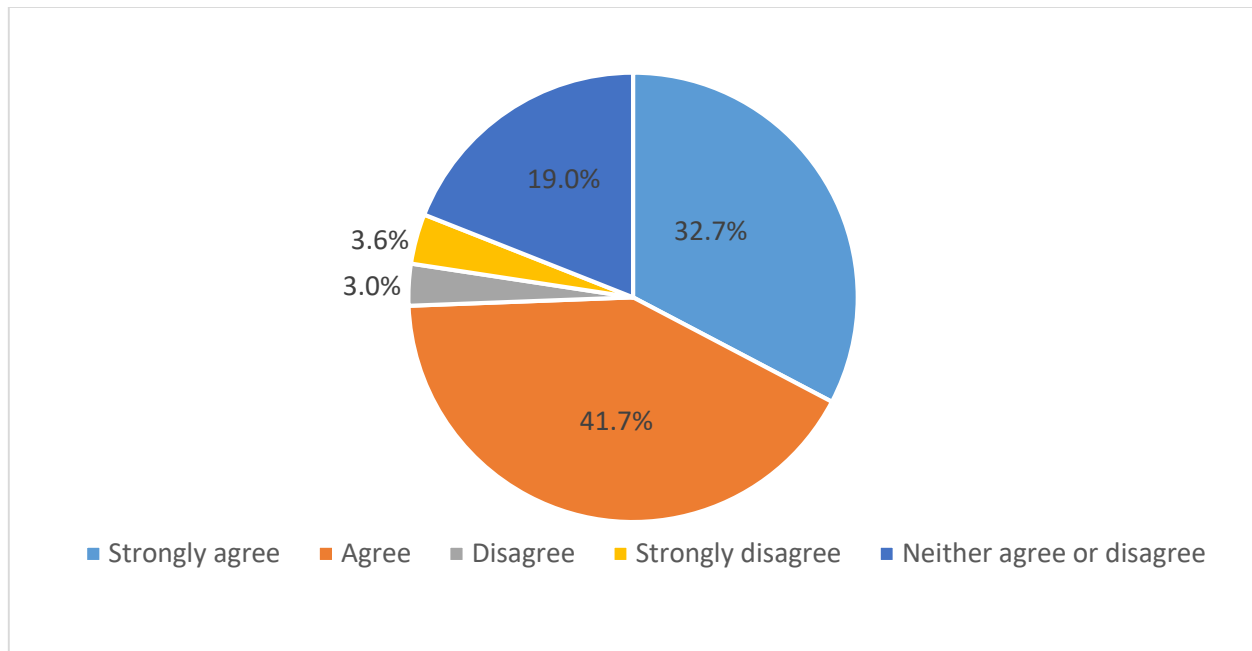
Attended one meet as that was the only one I was made aware	I was able jump into zoom in at that last few minutes after a very busy day.
Support groups just started in zoom, no attendance prior	My kids being home

5) I feel that receiving Family Peer Support Services through **telehealth** has met my family's needs. (n=167)



A lot of the goals we were working on needed to be changed due to things being shut down.

- 6) I feel that receiving Family Peer Support Services through **telehealth** has assisted us to move closer to our goals as a family. (n=168)



- 7) Please feel free to share any other information about family peer support through telehealth you would like in the space below. (n=53)

I would like telehealth that as an option but not as an only option. Telehealth as the only mode of communication would be awkward	It is another way of receiving services. Face to Face is better but for now this works
This is a wonderful service, and I feel it would be best utilized situationally. Most services can be delivered remotely, however emergencies do arise.	My family peer support Shandi Speller provides excellent support for my family!
I am really pleased with my services	The support I am receiving have helped me to feel less anxious. My Family Advocate has helped me through this pandemic. She has assisted me in helping my children get used to online learning now.
I LOVE the telehealth support groups. If it were to take place any other way I would not be able to attend at all. I have connected with like people, who are dealing with some of the same things I deal with.	Over time telehealth can lose the personal touch
I am pleased with the services Gloversville Family Counseling Center has been able to offer considering the situation of COVID	I am pleased with the services Gloversville Family Counseling Center has been able to offer considering the situation of COVID
It has been a very beneficial change in our lives. Having special needs child and being disabled myself it has made contact less stressful than running to appointments. We have a limited budget so it also saves gas quite a bit for us. (Also that's good for the environment). I love the virtual meetings. It's still good to have in person but telehealth has really been a fantastic addition.	No Availability in my county
They do a great job with me and my family	I been dealing with Patrice for a couple of years she always there when I need her.

During corona virus chaos this has been a nice way to get support. I hope it continues because sometimes it is easier to talk to someone this way.	Right now, for now, telehealth is temporary. Trying to navigate and transition to a program where we obtain signatures and open and close, it is a challenge to get those tasks done. Telehealth will be a great ongoing engagement tool, but should not be the only tool
Much of our needs were put on hold by school and medical community. We have had minimal Family peer support as there has been nothing to address, while we wait for testing and meeting to be rescheduled. It was helpful to have phone contact with staff, but contact has been minimal/none since April	I love being checked in on and convenient calls. My Advocate is more readily available to contact.
I live in a very rural area with no internet. Phone contact is feasible, but I'd rather meet in person.	Our special needs children are so fragile. They need that one on one contact this tele. whatever is crap
I do live in a rural area, so have had technical difficulties acclimating to utilizing Zoom, as well as maintaining the call on several occasions. While I appreciate the option to use this service, had I not already established a working relationship with my FPA, I would not have felt comfortable discussing as much with her. I feel that in-person connection is an important facet that should not be dismissed.	I feel that using telehealth we are able to support the families that we work with a lot more flexibility
Tele health has been positive and easy to use for Family Support. I felt connected and not 'left alone' especially during the pandemic. I hope it continues when face to face resumes, both are needed	This service was much easier to keep appointments and access services. I was just a phone call away from support.
It is nice to have the option to talk on the phone or virtually.	During Covid, it was a life saver. After Covid, a combination would be Great.
It was very helpful to me because I didn't have to worry about getting dressed and going out. I could still see the people from the group face to face by using Zoom. The only thing different was that I was home and I could have my Dinner cooking while it was cooking in pressure cooker.	For those of us with difficult home situations, it is more convenient to pick up a phone than to arrange to get to a meeting.
Not having to drive anywhere is much easier, also I can still be home to be with the kids while online making my time more open. Sometimes privacy is an issue	It's good to know how your family or friend is doing
My fps has been very supportive and I am grateful for her support during this time.	I understand why we have to use the telehealth. Just can't wait to be able to see my case worker again to do face time again.
I liked it being every week. Every week presents another topic	I am able to spend more time with my kids
Heidi is wonderful I just don't have the time to catch up with her.	Telehealth helped us to be able to continue to receive our services. Although I prefer in person meetings others may not share my opinion. Honestly whatever works for you. As long as its either the best option for you or for your family at the time. Telehealth visits are very helpful especially when you need the services and being able to see your provider face helps.
Our worker has been great in reaching out we have a big family and has basically been there through this time to lift us up through the program and meet our need much more conveniently	It has been a valuable resource for families during this very stressful, unpredictable time of crisis. Although it can never replace in person contact, it was an option for families to continue to receive support.
I feel it has been an effective tool in this pandemic time of course in person always is better if possible	Mariane Simas has been wonderful in reaching out to me during this time of isolating.
I find it very easy to talk about my struggles and at the same time feel the support of others in the same situation as I find myself in at this moment	I hope everything continues

Karen and the support groups have been my saving grace these last few months. The ability to connect with other parents dealing with so many of the same emotions has been so helpful. Karen has also made sure to help me to keep my son aware of the youth events that were going on	At a time when, I really needed Support telehealth was readily available with less wait time. It a great added support.
This has helped with stress of transportation, childcare, and overall being comfortable at home.	Mrs. Simas has been a such a great support with helping my family reach our goals
Karen did a great job in informing us and having us participate in these matters	I would rather meet in person but with circumstances being what they are, it is better than not meet at all

Families Together thanks you very much for your time and attention as we gather your opinion and voice on the topic of telehealth.

If you have questions, please feel free to reach out to: Laurie Rivera at lriviera@FTNYS.org