State Plan Community Survey

Family Support and Prevention Service

OKLAHOMA
State Department of Health

06.09.2023

Initial Data Analysis of the State Plan Community Survey

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OKLAHOMA
State Department
of Health

Background

According to 63 O.S. §1-227.3, the Family Support and Prevention Services (FSPS), Office of Child Abuse Prevention (OCAP) is responsible for the creation and execution of the Oklahoma State Plan for the Prevention of Child Abuse and Neglect. The FSPS promotes the health, safety and wellness of Oklahoma's children and families by:

- providing funding, training, technical assistance and oversight to local organizations/agencies that serve families with young children;
- providing training to professionals that work in the area of child maltreatment prevention and intervention;
- providing information and educational materials upon request; and
- providing infrastructure to family support/child maltreatment prevention efforts.

Collaborators and Purpose

Collaboration

- FSPS Office of Child Abuse Prevention

- Oklahoma Commission on Children and Youth (OCCY)

- Oklahoma Human Services (OKDHS)

- Oklahoma Partnership for School Readiness (OPSR)

Purpose

- To create a state plan that includes the needs of all communities in Oklahoma.

- 5- year state plan, executed in 2024

- Reviewed annually by OCCY

Data Collection Plan

- Surveys

- Community Cafes

Survey Fundamentals

Survey Methods

- Qualtrics online survey
- Open from 3.28 to 5.18

Survey Distribution

- QR code
  - Facebook
  - Collaborative convening
  - Flyers
  - TV interviews
  - Telemundo

Total Responses

- Professional (n= 707)
- Parent (n=307)

User Language

- English
- Spanish (n= 46)
  - Professional
  - Parent (n= 35)

Survey Design

- Anonymous
- Demographics
- 9 main domains
- Unique questions (professional; parent)

Survey Length

- Parent, up to 60 questions
- Professional, up to 48 questions

Example of Text

- Many areas of high need do not have any services and reply on in home care which may not meet health, safety and education standards. These programs and homes need much more support and are not considered as the great support they are. Visiting nurses, library book mobile, food trucks and toys and games, community recreation spaces, parks and pools are not in place to take kids to and they are inside with the TV and nobody to play with. This makes for problems instead of opportunities and was not solved with the pandemic. Some churches would be available to open doors to kids, but often don't have security clearance and health and safety code response in place, but want this. It's too bad this can't be thrown open to help get the right stuff in place. Also the day care review meets twice yearly to look at child abuse cases and this is not staffed by any systemic process for church and day camp or summer camp by a roundtable of professional people from teachers certification, forensics, psychology, language, ethnicity, religion, culture and health dept . This has been stuck for over 20 years and the way it is managed let's groups with money keep their program open and never address that they hired one or more child abusers, actively have pedophiles or violent offenders on the property as core child workers or who are on auxiliary staff as same or even administration who has these problems at home or responders hired by OKDHS, OKHCA and fire, police, teacher or certifiers. More groups should have incentive for early childhood education and support for parents who work and don't just need to go for coffee and a place to drop the kids during yoga. I am concerned these things are unchanged for 20 years, and parents can't find people with college degrees to care for kids using vetted strategies and in that be available for 9 hours of childcare without the parents being threatened with leaving their kids there too long and threatened with fines or CPS reports for any reason including being late due to unforeseeable reasons. These things aren't on your list, and then you aren't thinking about them at all. I paid $25 or more per childcare application in advance for each facility which was non refundable and had to be resubmitted each year to secure spots. Some years my dtr had to attend more than one program due to hours of availability and more than once I had to move my dtr from an abusive care situation which was reported to the state licensure and was found to be true on all counts and no prosecuted nor published as true. These things are annoying but leave children of astute parents open to criticism and the child open to being abused again because of this type of practice errors by OKDHS staff who are not required to have professional degrees with an accompanying license any ethics or accountability
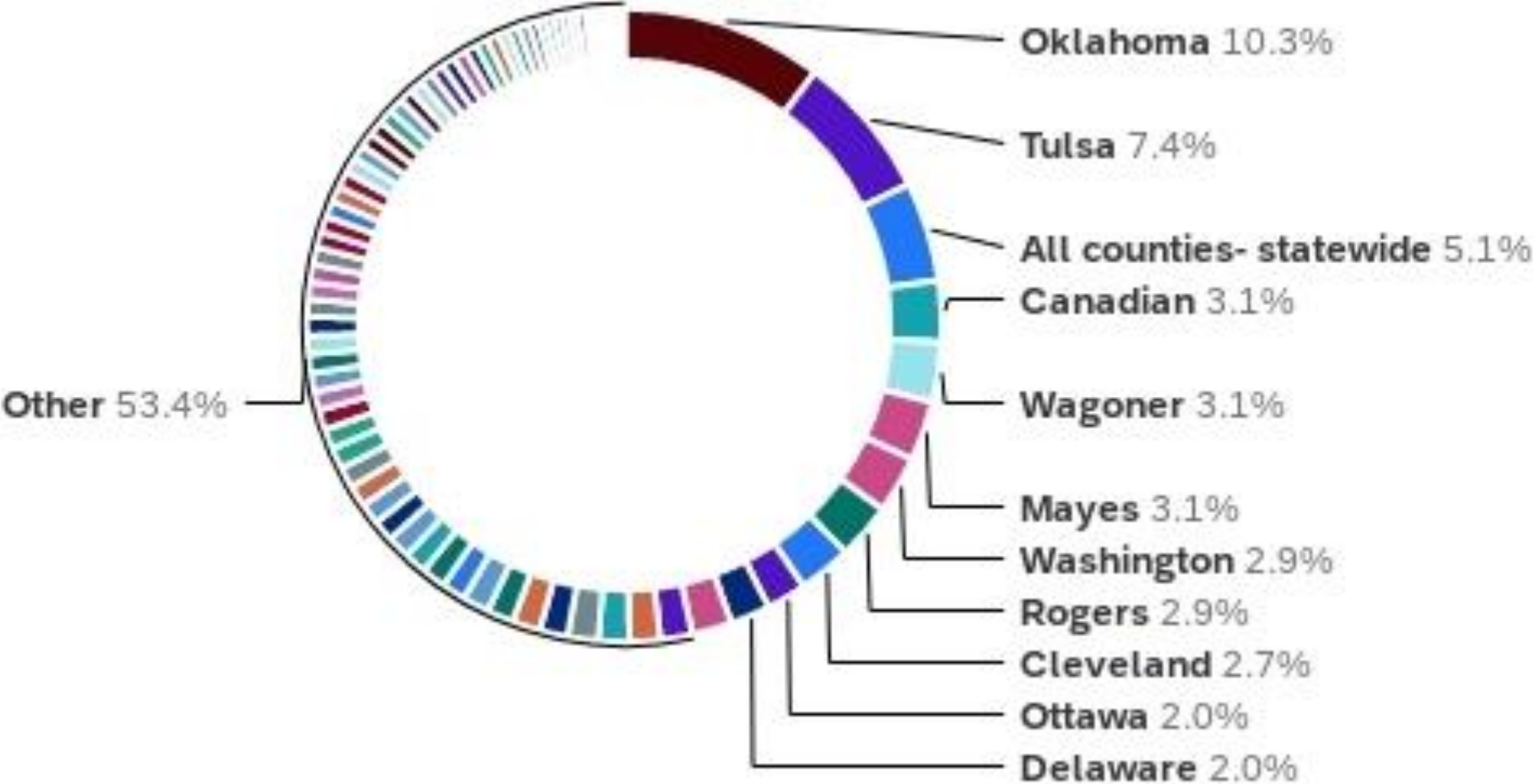
Professionals

Professionals Specific Questions

- Training in last five years

- Child abuse and neglect training offered by their organization

- Confidence to identify, report, and refer victims or perpetrators of expected abuse or neglect

- Knowledge of ACES, PACES, Protective Factors

- Characteristics of services they provide

- Open-ended questions for beliefs about the biggest strengths for child abuse and neglect resources in their community.

Response by County

Oklahoma 10.3%

Tulsa 7.4%

All counties- statewide 5.1%

Canadian 3.1%

Wagoner 3.1%

Mayes 3.1%

Washington 2.9%

Rogers 2.9%

Cleveland 2.7%

Ottawa 2.0%

Delaware 2.0%

Other 53.4%

Professionals Organizations and Roles

Type of Organization

- Education- 15%
- Faith based- 1%
- Government- 35%
- Non profit- 35%
- Other- 14%

Role within Organization

- Administration- 34%
- Child advocate- 5%
- Direct client services- 30%
- Other- 32%

Other Types of Organizations

Tribal and Government

- Tribal Government
- Child welfare
- Mother-based
- CASA (Court Appointed Special Advocate)
- Foster care agency

Education and Higher Education

- Education - Social enterprise

Legal and Law

Private Agency and For-Profit

- Private agency
- For-profit
- For profit healthcare

Community and Advocacy

Childcare and Daycare

Retired and Former

- Former CWS (Child Welfare Services)
- Retired school psychologist

Miscellaneous

- Work Ready Oklahoma
- OHS (Office of Head Start)
- Children First (C1)
- RMRS (Residential Mental Retardation Services)
- Self employed private practice

Other Types of Roles in Organization

Education and Teaching: 33.5%

- Teacher
- Teacher's Assistant
- School Counselor/Homeless Liaison
- School Nurse

Healthcare and Nursing: 18.5%

- Nursing Educator
- Home Visiting Nurse
- RN Case Manager
- Public Health Nurse in a School Setting

Volunteer and Advocacy: 4.5%

Social Work and Counseling: 11%

- Therapist
- School Social Worker
- Licensed Counselor
- Prevention and Education

- **Administration and Management: 7%**

- Program Coordinator
- Program Manager
- Supervisor/Direct Client Services

Research and Data: 4.5%

- Research Project Coordinator

Other Professions: 21.5%

Professional Demographics

Gender

- Female (89%)
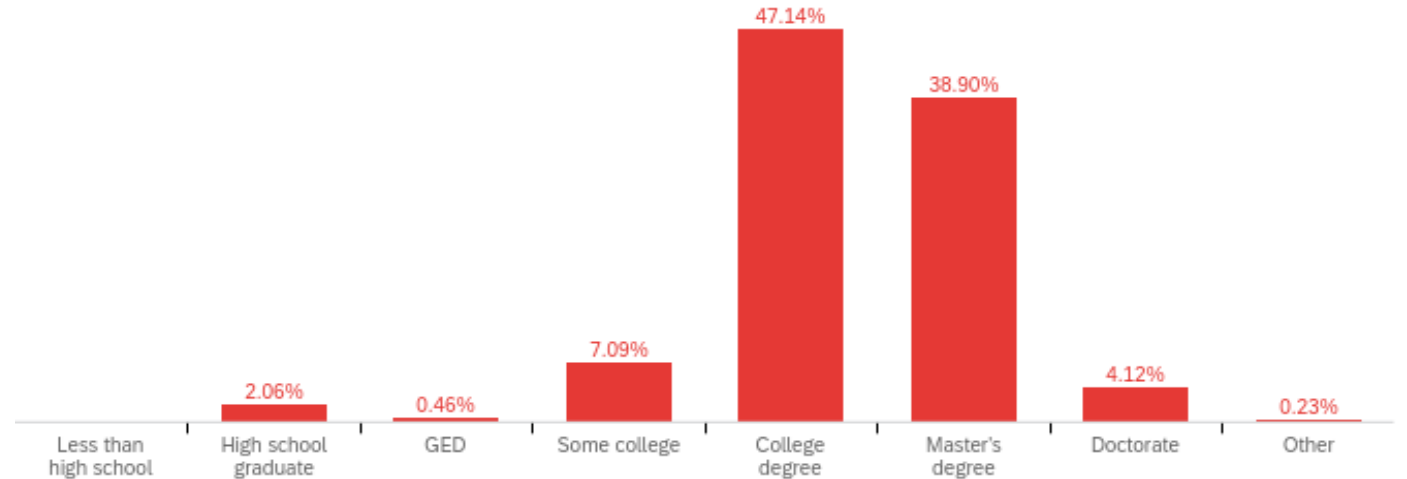- Male (9%)
- Non-binary (1%)
- Other (1%)

Race

- White (72%)
- American Indian or Alaska Native (15%)
- Other (7%)
- Black or African American (5%)
- Asian (1%)

Ethnicity

- Non-hispanic/Latino (87%)
- Hispanic/Latino (11%)
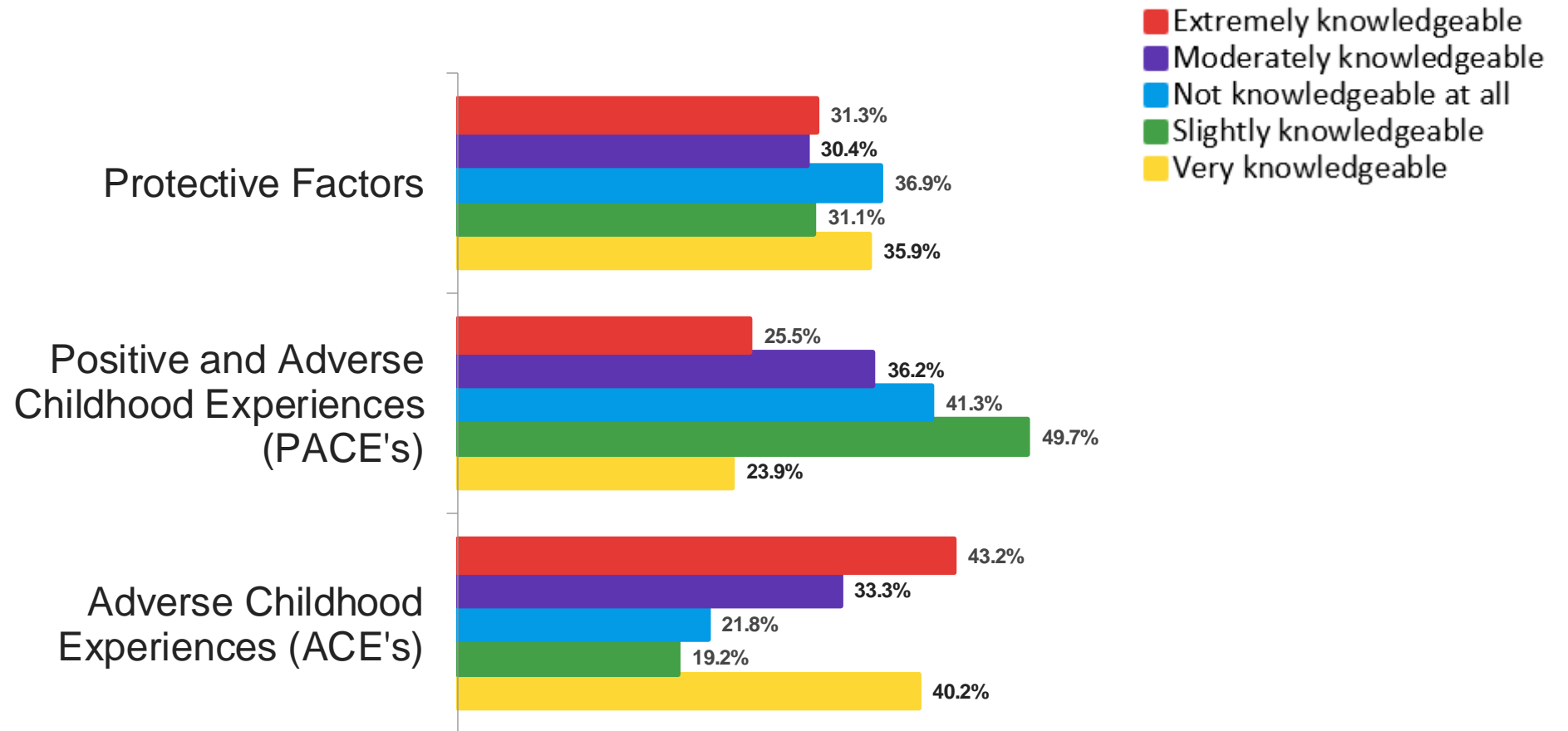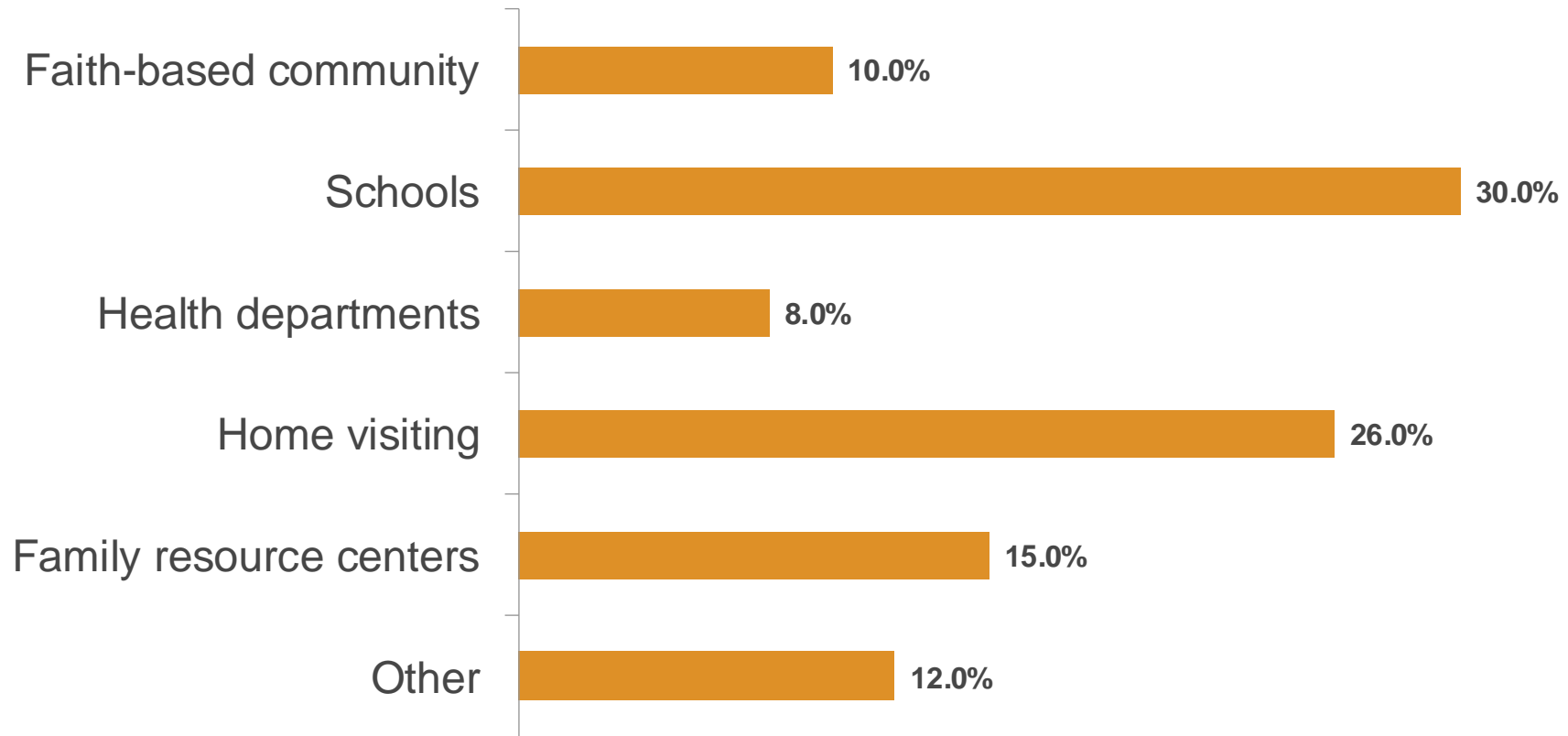- Not sure (3%)

Education

Less than high school	High school graduate	GED	Some college	College degree	Master's degree	Doctorate	Other
	2.06%	0.46%	7.09%	47.14%	38.90%	4.12%	0.23%

Professional: How **confident** are you in your **ability** to do the following?

Legend:
- Not at all confident (red)
- Somewhat confident (purple)
- Very confident (blue)

Refer clients to services and resources that best meet their needs
- Not at all confident: 32.3%
- Somewhat confident: 28.4%
- Very confident: 21.9%

Quickly and successfully report suspected child abuse and/or neglect to the appropriate authorities
- Not at all confident: 19.2%
- Somewhat confident: 13.7%
- Very confident: 33.0%

Accurately identify intimate partner violence
- Not at all confident: 33.3%
- Somewhat confident: 31.9%
- Very confident: 19.7%

Accurately identify child abuse and/or neglect
- Not at all confident: 15.2%
- Somewhat confident: 26.0%
- Very confident: 25.4%

Professional: How **knowledgeable** are you of the following?

Legend:
- Extremely knowledgeable
- Moderately knowledgeable
- Not knowledgeable at all
- Slightly knowledgeable
- Very knowledgeable

Protective Factors
- 31.3%
- 30.4%
- 36.9%
- 31.1%
- 35.9%

Positive and Adverse Childhood Experiences (PACE's)
- 25.5%
- 36.2%
- 41.3%
- 49.7%
- 23.9%

Adverse Childhood Experiences (ACE's)
- 43.2%
- 33.3%
- 21.8%
- 19.2%
- 40.2%

Professional: What is the biggest **strength** or **resource** in your community to help prevent child abuse and neglect?

Category	Percentage
Faith-based community	10.0%
Schools	30.0%
Health departments	8.0%
Home visiting	26.0%
Family resource centers	15.0%
Other	12.0%

Professional: What is the biggest **strength** or **resource** in your community to help prevent child abuse and neglect? (Other Text)

(1) Support services such as local parenting groups, domestic violence/emergency shelters, tribal services, and family oriented support programs.

(2) Government agencies, particularly the Department of Human Services.

(3) Interconnected communities where neighbors, friends, family provide a mutual support system to one another.

(4) Education centered programs that focus on educating the community about healthy parenting and child advocacy.

Parents

Parent Specific Questions

Relationship

- To child(ren)

- Personal

- **Age of child(ren)**

- **Employment status**

- **Military status**

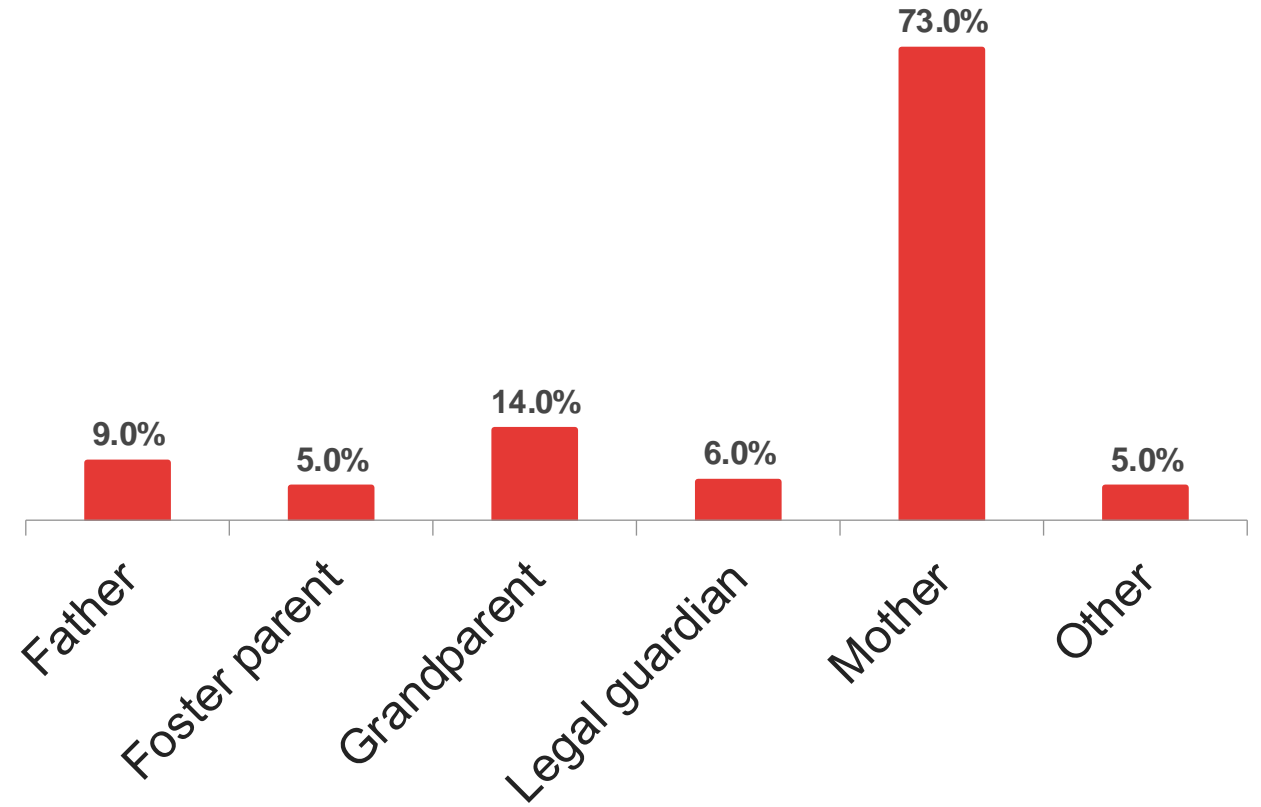- **History of giving feedback to organizations or services.**

Parent Demographics

- Most had children that were between 6 and 18 years (86%)

- Most were married (68%) and employed full time (56%)
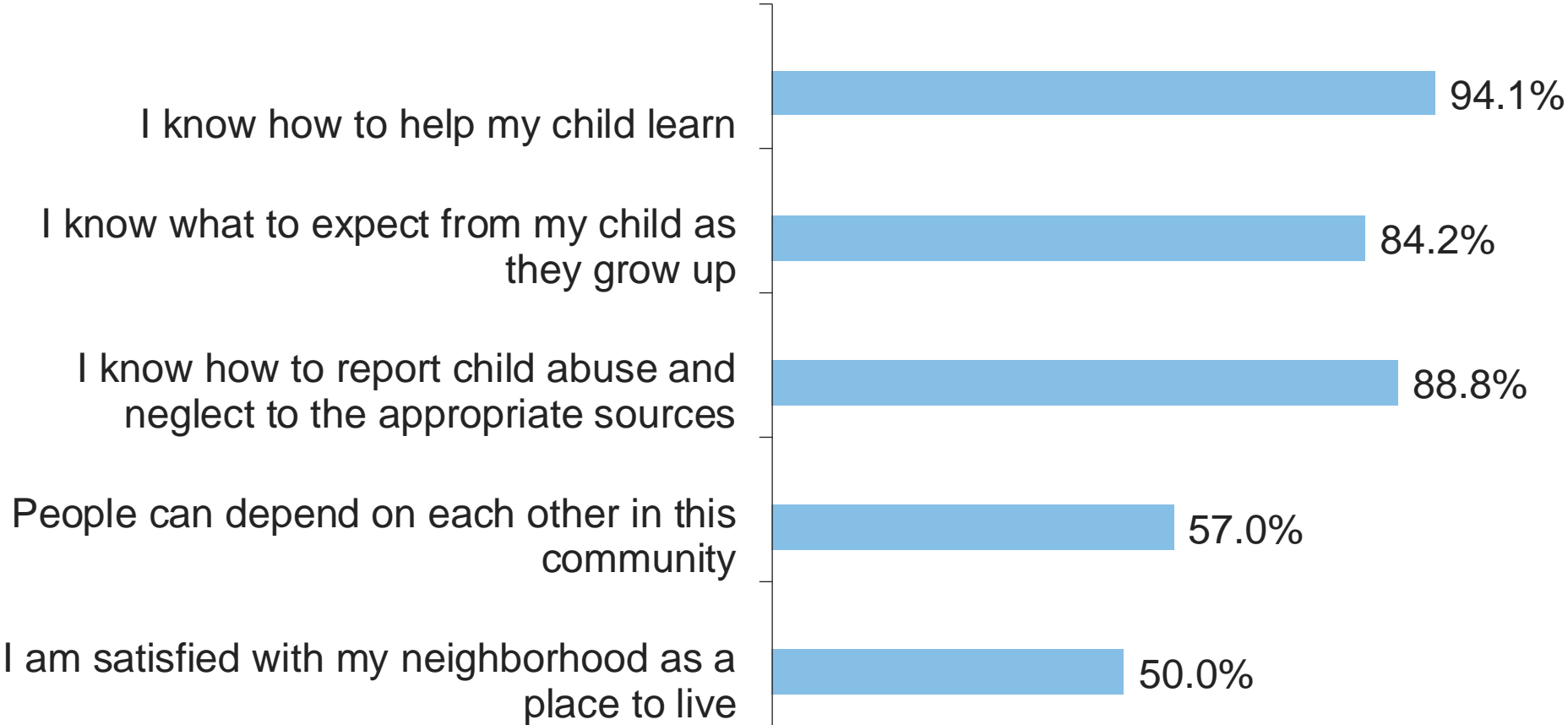
Race

- White (68%)

- American Indian or Alaska Native (16%)

- Black or African American (4%)

- Asian (1%)

- Native Hawaiian or Pacific Islander (1%)
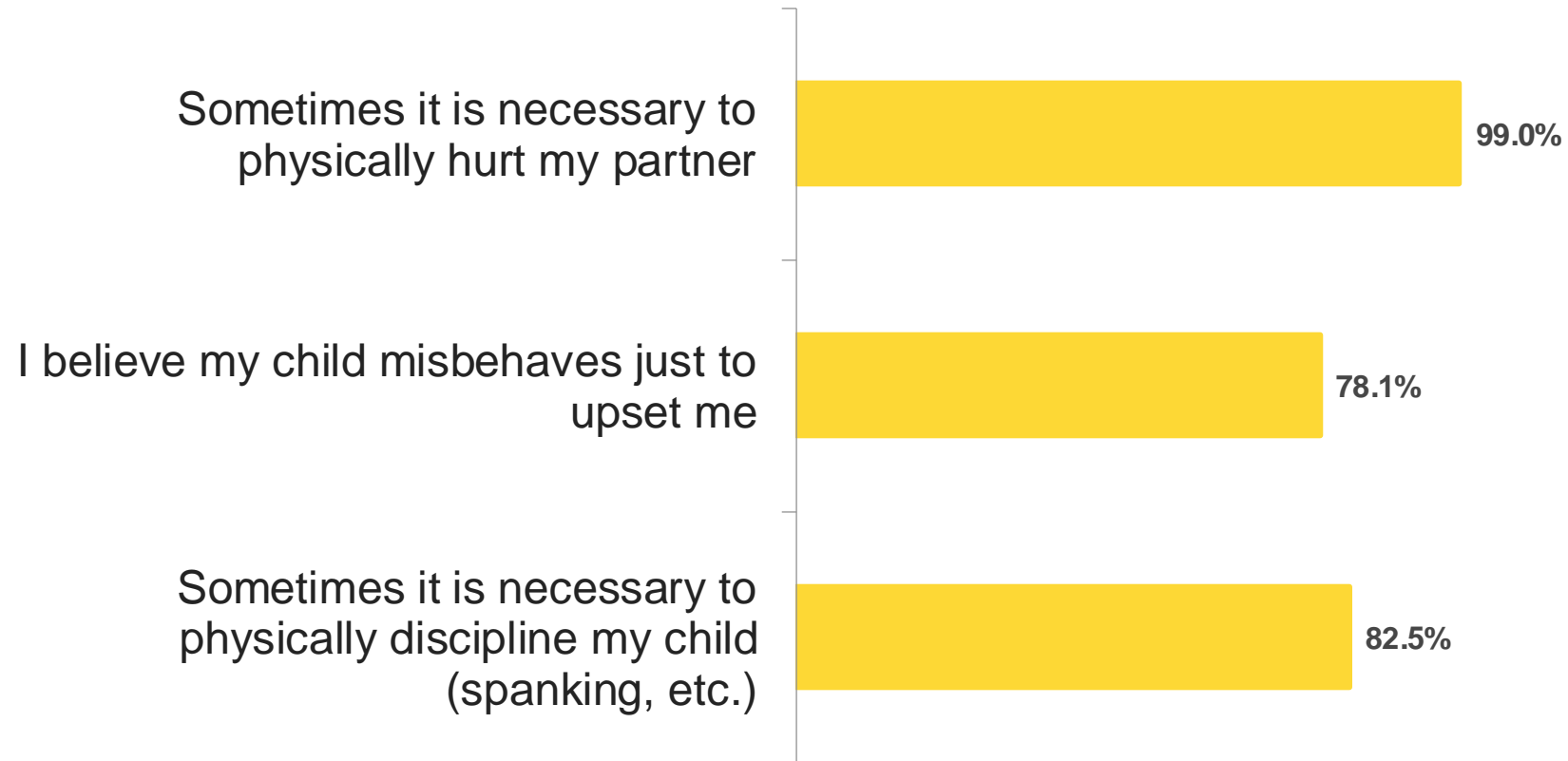
- Other (10%)

Ethnicity

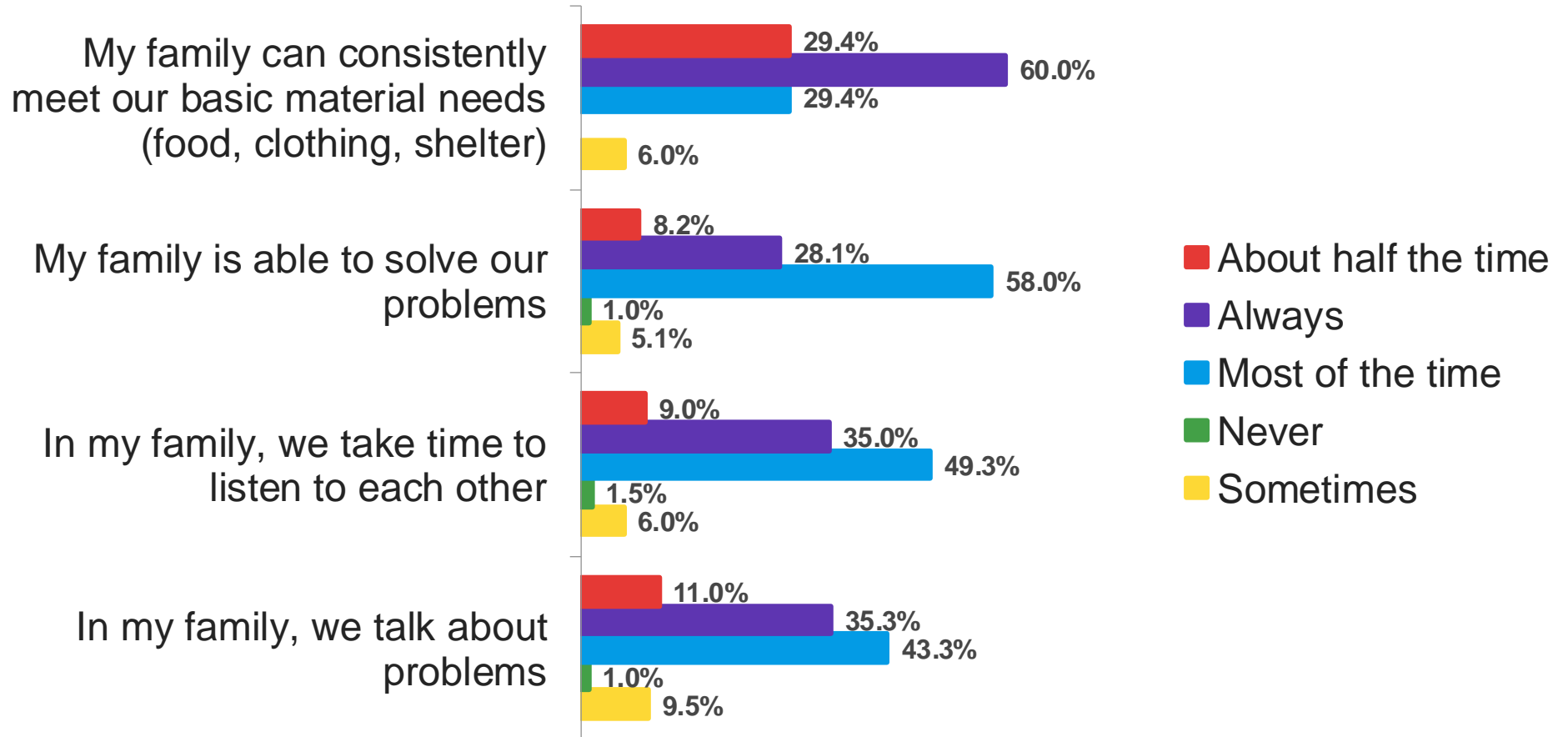- Non-Hispanic/Latino (79%)

- Hispanic/Latino (16%)

- Not sure (4%)

Bar chart values:
- Father: 9.0%
- Foster parent: 5.0%
- Grandparent: 14.0%
- Legal guardian: 6.0%
- Mother: 73.0%
- Other: 5.0%

Parent: Most parents **agreed** with the following statements.

Statement	Percentage
I know how to help my child learn	94.1%
I know what to expect from my child as they grow up	84.2%
I know how to report child abuse and neglect to the appropriate sources	88.8%
People can depend on each other in this community	57.0%
I am satisfied with my neighborhood as a place to live	50.0%

Parent: Most parents **disagreed** with the following statements:

Sometimes it is necessary to physically hurt my partner — 99.0%

I believe my child misbehaves just to upset me — 78.1%

Sometimes it is necessary to physically discipline my child (spanking, etc.) — 82.5%

Parents: Please indicate how often you **experience** the following.

My family can consistently meet our basic material needs (food, clothing, shelter)
- About half the time: 29.4%
- Always: 60.0%
- Most of the time: 29.4%
- Sometimes: 6.0%

My family is able to solve our problems
- About half the time: 8.2%
- Always: 28.1%
- Most of the time: 58.0%
- Never: 1.0%
- Sometimes: 5.1%

In my family, we take time to listen to each other
- About half the time: 9.0%
- Always: 35.0%
- Most of the time: 49.3%
- Never: 1.5%
- Sometimes: 6.0%

In my family, we talk about problems
- About half the time: 11.0%
- Always: 35.3%
- Most of the time: 43.3%
- Never: 1.0%
- Sometimes: 9.5%

Legend:
- About half the time
- Always
- Most of the time
- Never
- Sometimes

Parents: Please indicate how often you **experience** the following.

I feel overwhelmed by stress
- About half the time: 53.7%
- Most of the time: 10.9%
- Rarely: 67.5%

My family is able to find resources in the community when we need them
- About half the time: 28.0%
- Most of the time: 37.3%
- Rarely: 29.8%

My family enjoys spending time together
- About half the time: 18.3%
- Most of the time: 51.9%
- Rarely: 2.6%

Legend:
- About half the time
- Most of the time
- Rarely

Parent: History of giving **feedback** to organizations/services they have **engaged** with.

- 45% of the parents had given feedback to organizations/services that they had engaged with.

- Most feedback was given through surveys.

"I give feedback that goes to the local coalition director and she gives it to the agencies. I like this because then I don't think they are targeting me when I tell them what they could do better. They give me gift cards and that's helped with going to the grocery. They invited me to join their Learning Community, I've gone a few times and they always ask for my input. It's nice because it's not run by government people, just normal people who've got kids too. "

Experiences with Home-based Programs

Professionals: Please indicate if you have **REFERRED** families to the following **home-based** programs within the last three years:

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **home-based** programs:
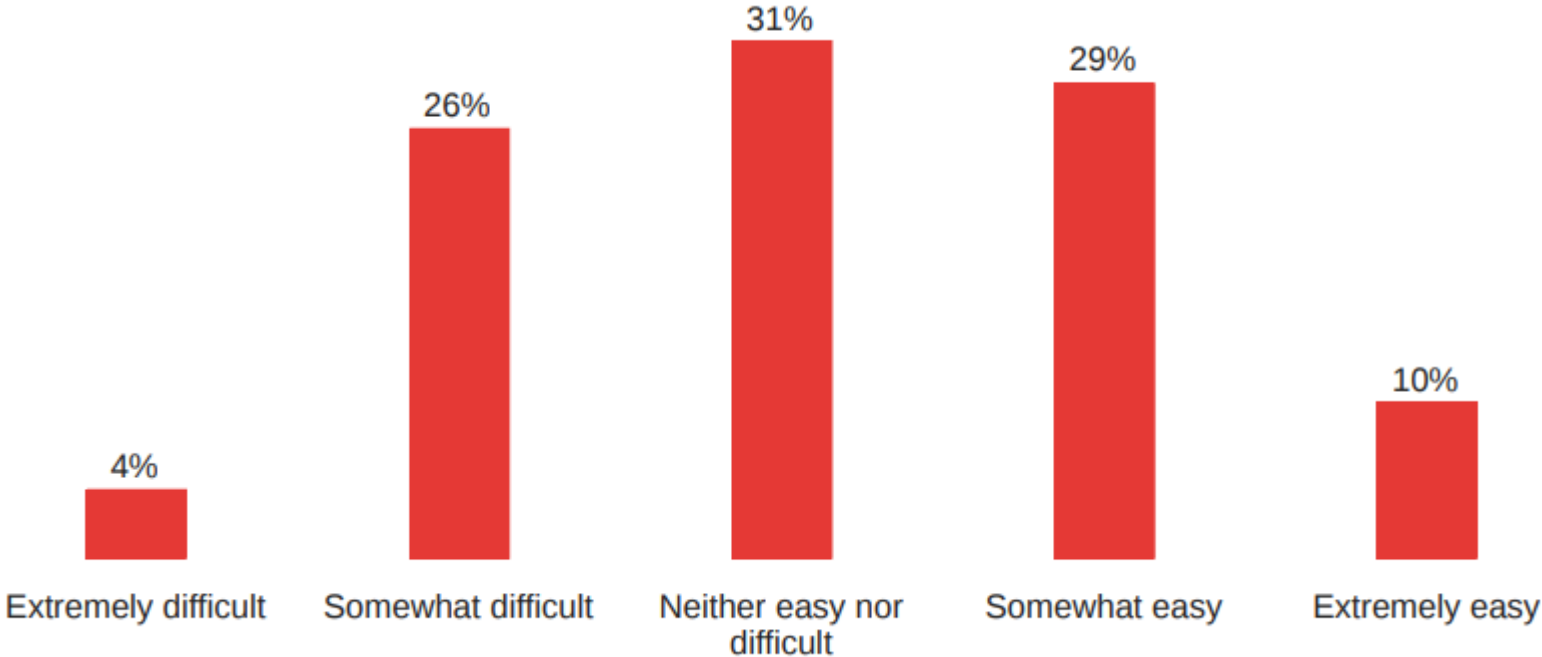
Professional
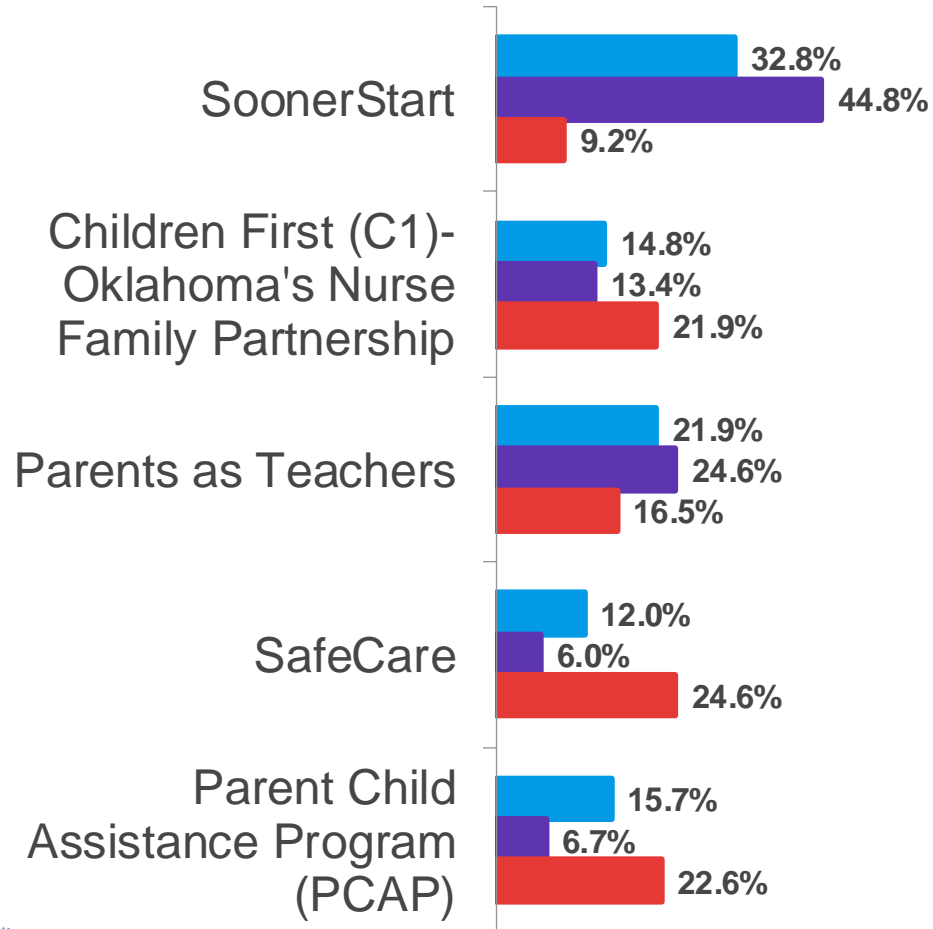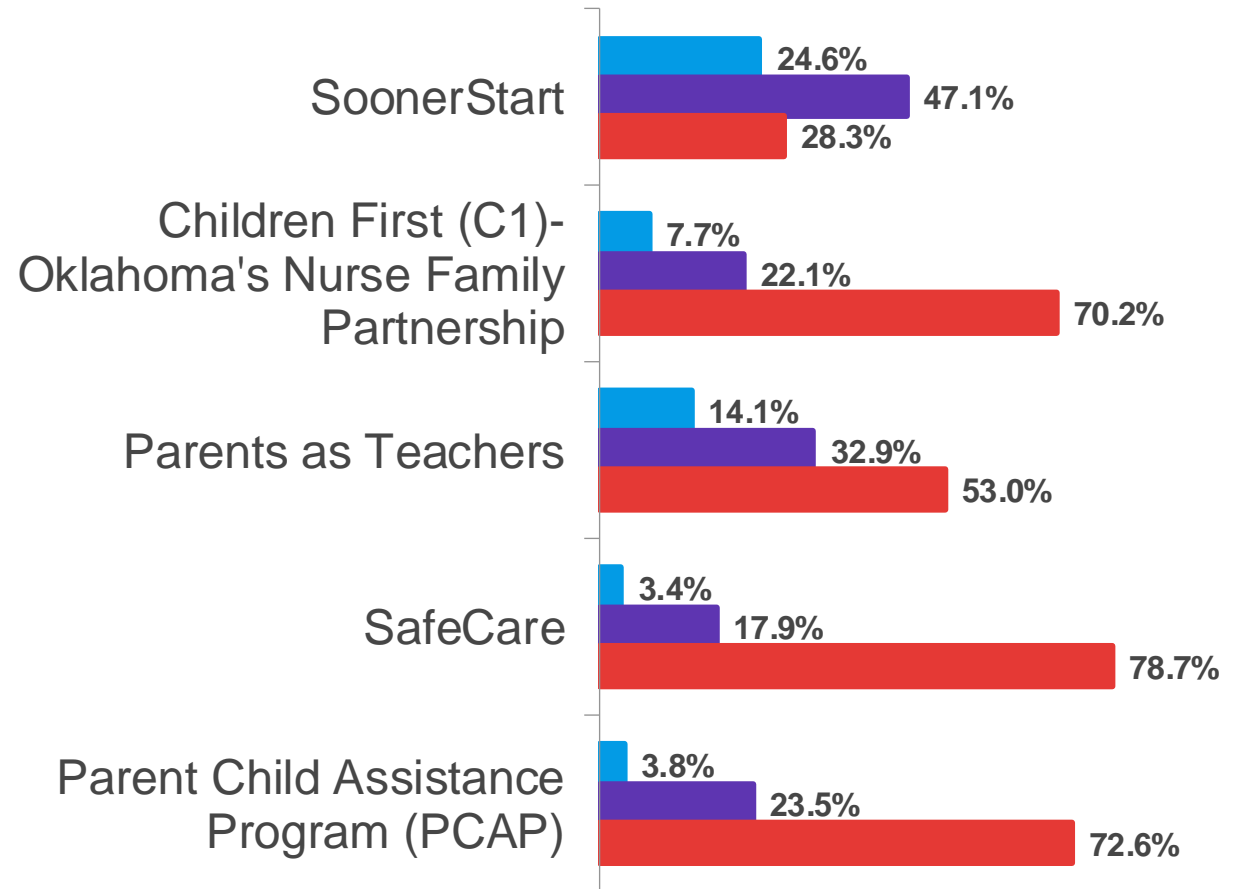
Parent

Legend:
- I know of it, but have not used it
- I have used this
- I have not heard of this

Professional:

SoonerStart
- 32.8%
- 44.8%
- 9.2%

Children First (C1)- Oklahoma's Nurse Family Partnership
- 14.8%
- 13.4%
- 21.9%

Parents as Teachers
- 21.9%
- 24.6%
- 16.5%

SafeCare
- 12.0%
- 6.0%
- 24.6%

Parent Child Assistance Program (PCAP)
- 15.7%
- 6.7%
- 22.6%

Parent:

SoonerStart
- 24.6%
- 47.1%
- 28.3%

Children First (C1)- Oklahoma's Nurse Family Partnership
- 7.7%
- 22.1%
- 70.2%

Parents as Teachers
- 14.1%
- 32.9%
- 53.0%

SafeCare
- 3.4%
- 17.9%
- 78.7%

Parent Child Assistance Program (PCAP)
- 3.8%
- 23.5%
- 72.6%

Professional

How would you describe your clients' experience accessing the **home-based** programs?

4%	26%	31%	29%	10%
Extremely difficult	Somewhat difficult	Neither easy nor difficult	Somewhat easy	Extremely easy

Parent

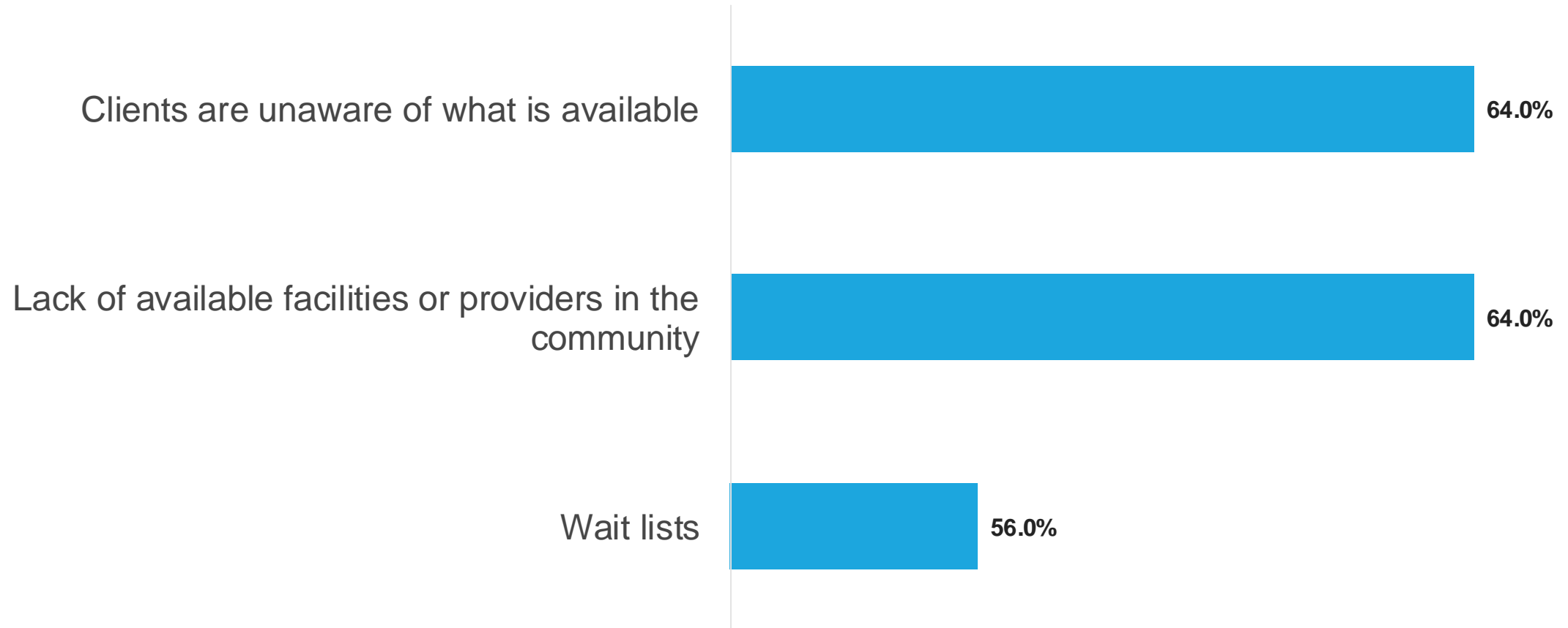How would you describe your experience accessing the **home-based** programs for yourself or your child?
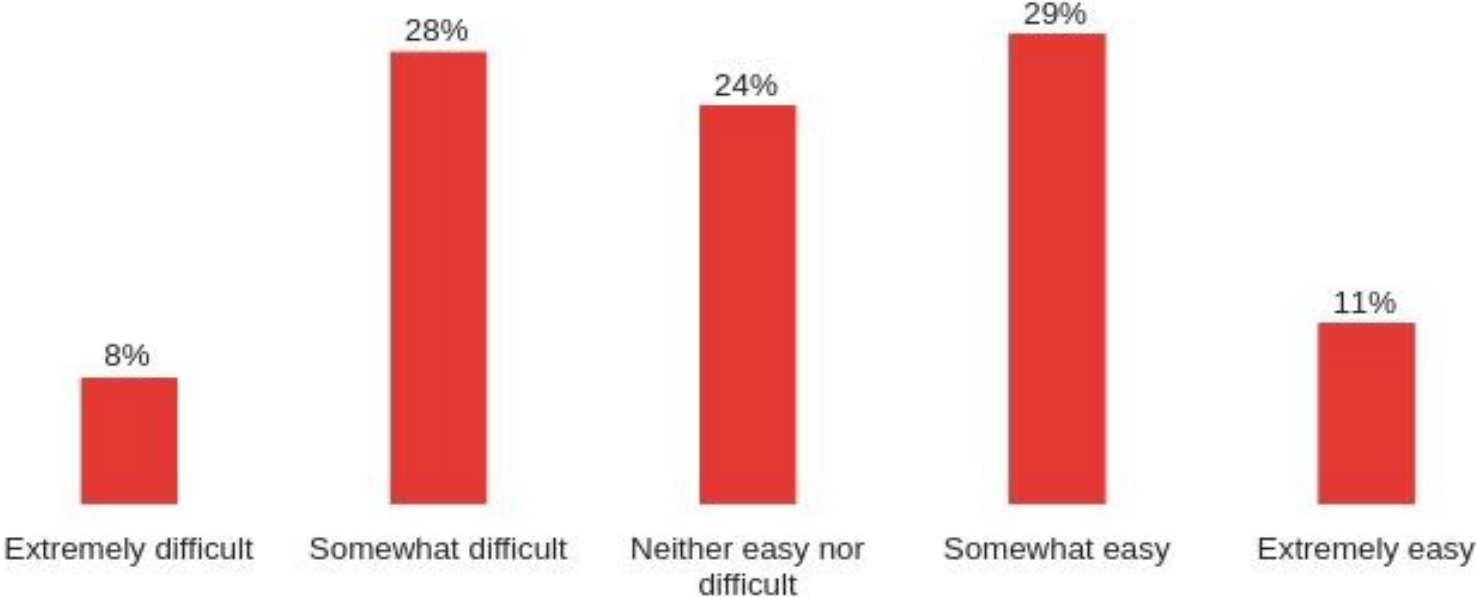
Response Options for Home-based Program Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing home-based programs?

Clients are unaware of what is available — 64.0%

Lack of available facilities or providers in the community — 64.0%

Wait lists — 56.0%

Parent: What do you think are the most significant barriers to accessing **home-based** programs?

- Clients are unaware of what is available — 53.0%
- Lack of available facilities or providers in the community — 50.0%
- Wait lists — 43.0%

Parent: Do you know where to find **home-based** programs?

Bar chart showing responses:
- Definitely not: 30.0%
- Probably not: 22.0%
- Might or might not: 19.0%
- Probably yes: 22.0%
- Definitely yes: 7.0%
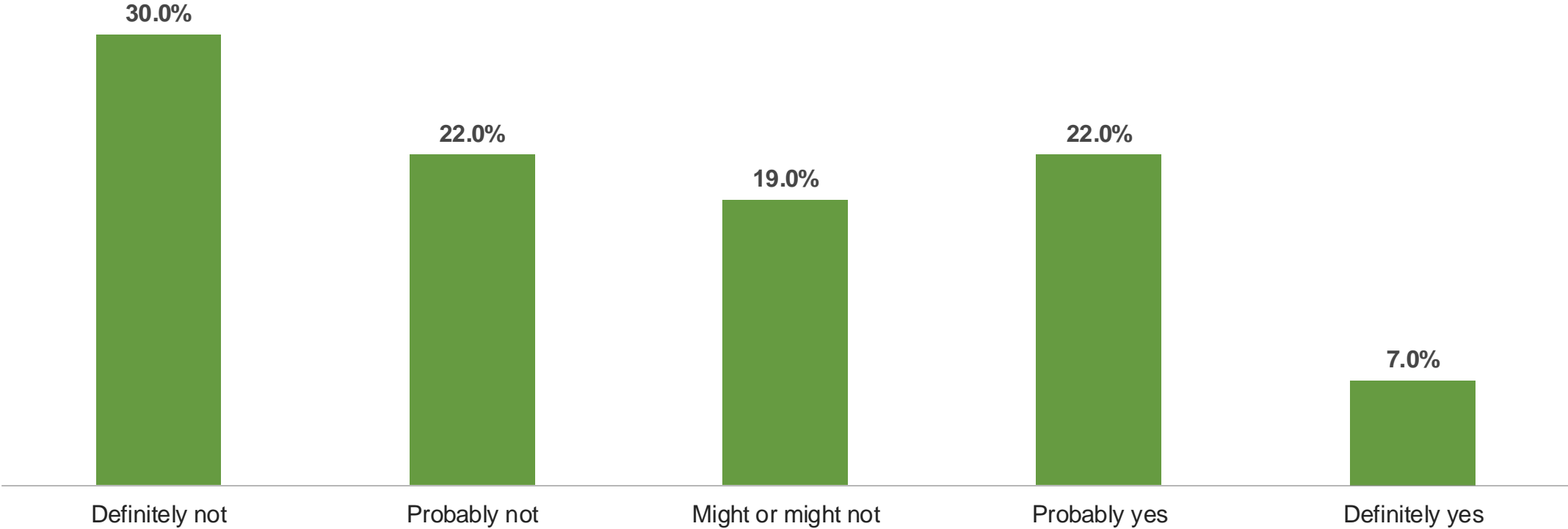
Interesting Take Aways for Home-based Programs

- The top three were the same for professionals and parents- (1) Unaware of what is available (2) Lack of available facilities or providers in the community (3) Wait lists.

- 42% of professionals believed transportation was a barrier to accessing home-based programs, while only 10% of parents felt it was a barrier.

- Professionals selected 4 barriers on average, while parents selected 3.

- 7% of parents thought there were other barriers.

- 12% of professionals thought there were other barriers not listed.

  1. Traumatic environments in homes

  2. Distrust of community agencies

  3. Challenging application processes

  4. Cultural understanding and representation

  5. Limited access to internet 7% of parents felt other things were a barrier.

Experiences with Parent-Support Programs

Professionals: Please indicate if you have **REFERRED** families to the following **parent-support** programs within the last three years:
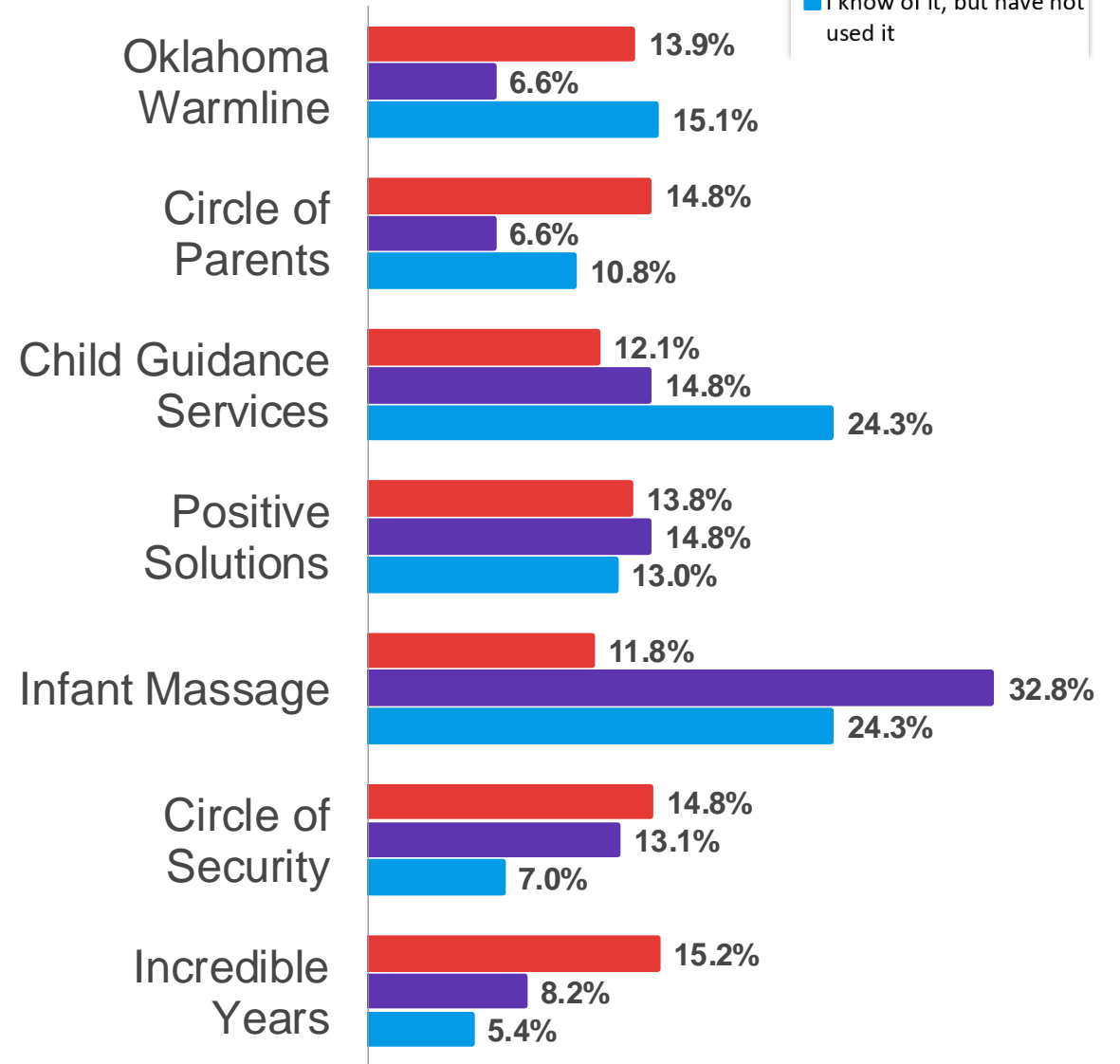
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **parent-support** programs:
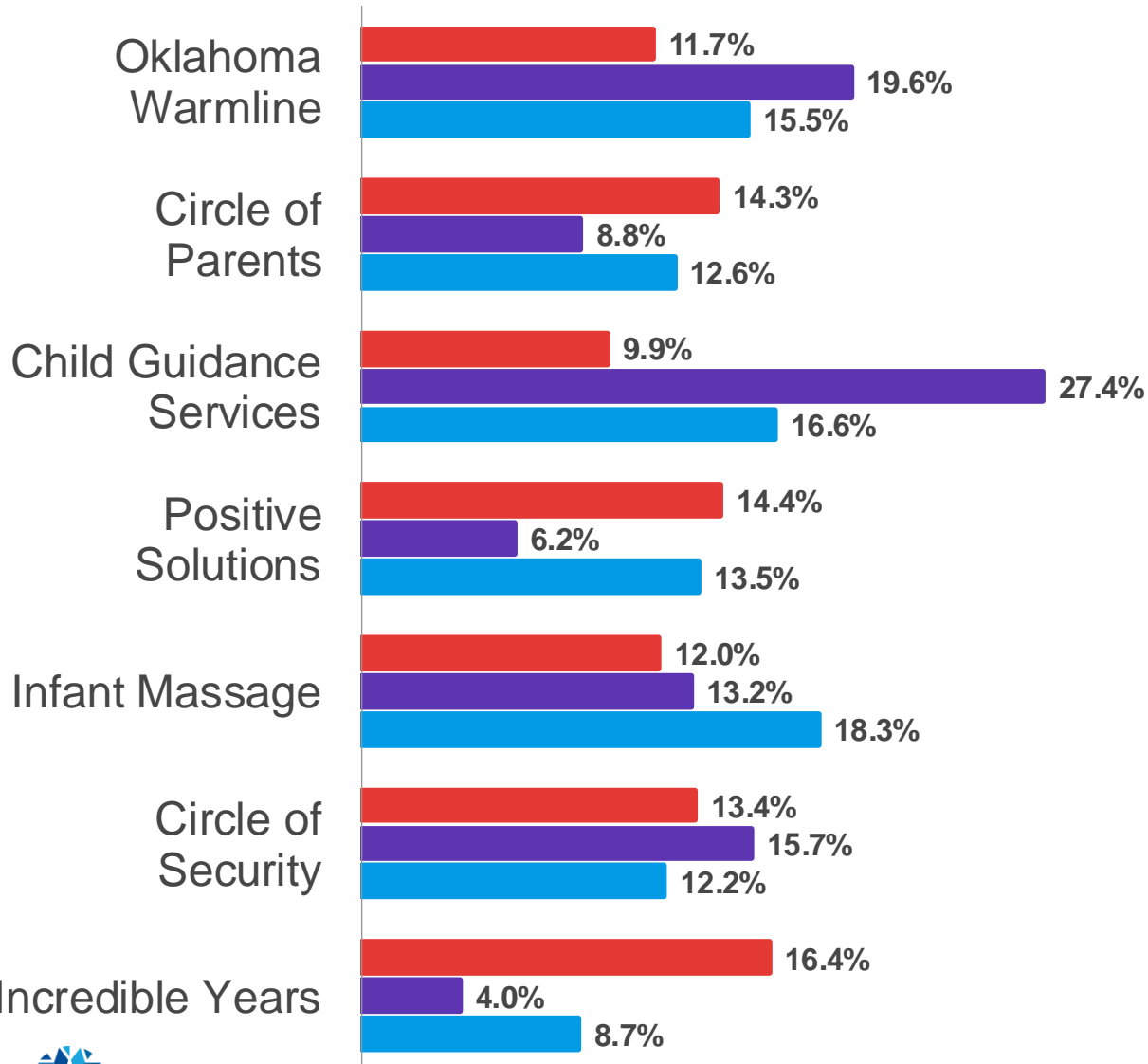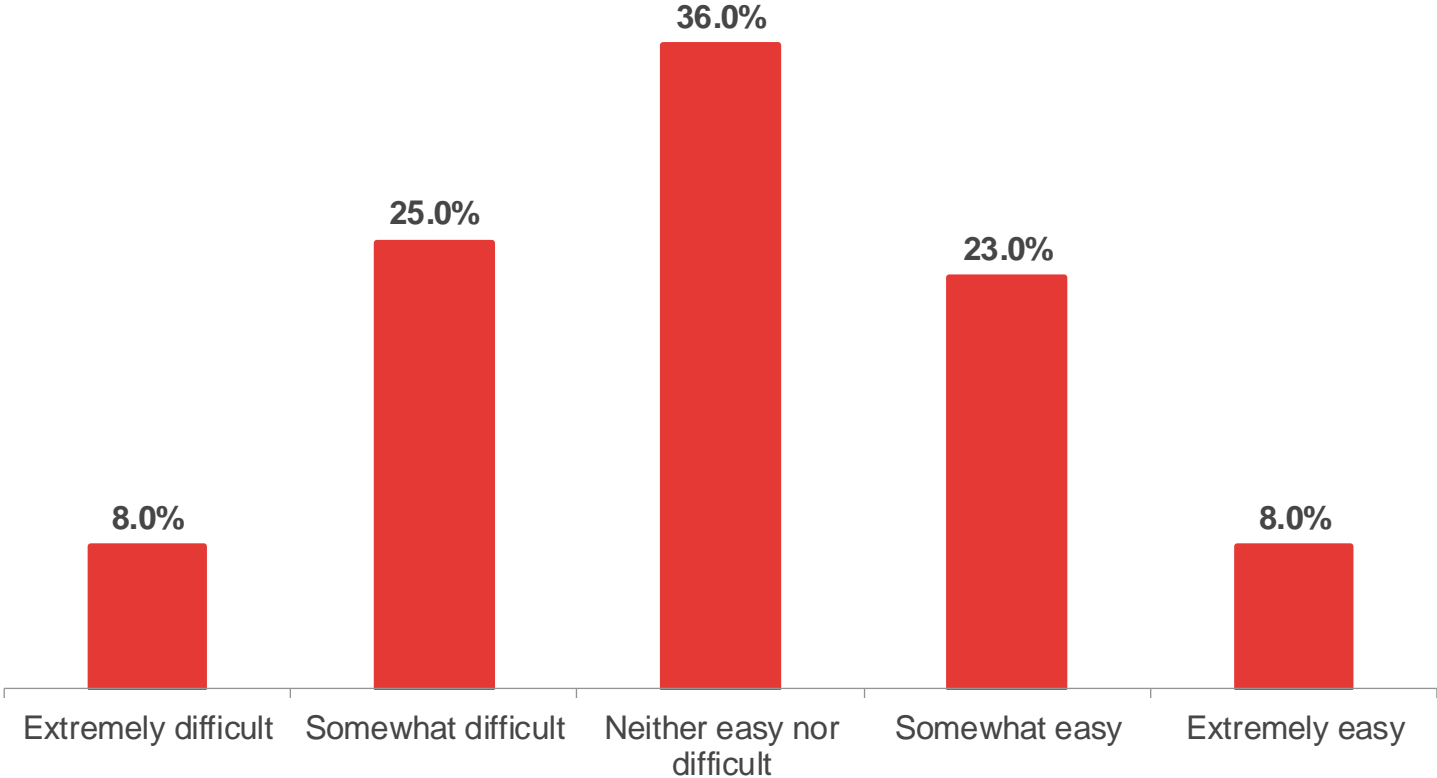
Professional

Parent

Legend:
- I have not heard of this
- I have used this
- I know of it, but have not used it

	Professional			Parent		
	Not heard	Used	Know of it	Not heard	Used	Know of it
Oklahoma Warmline	11.7%	19.6%	15.5%	13.9%	6.6%	15.1%
Circle of Parents	14.3%	8.8%	12.6%	14.8%	6.6%	10.8%
Child Guidance Services	9.9%	27.4%	16.6%	12.1%	14.8%	24.3%
Positive Solutions	14.4%	6.2%	13.5%	13.8%	14.8%	13.0%
Infant Massage	12.0%	13.2%	18.3%	11.8%	32.8%	24.3%
Circle of Security	13.4%	15.7%	12.2%	14.8%	13.1%	7.0%
Incredible Years	16.4%	4.0%	8.7%	15.2%	8.2%	5.4%

Professional

How would you describe your clients' experience accessing the **parent-support** programs?

Bar chart showing: Extremely difficult 8.0%, Somewhat difficult 25.0%, Neither easy nor difficult 36.0%, Somewhat easy 23.0%, Extremely easy 8.0%

Parent

How would you describe your experience accessing the **parent-resource** programs for yourself or your child?
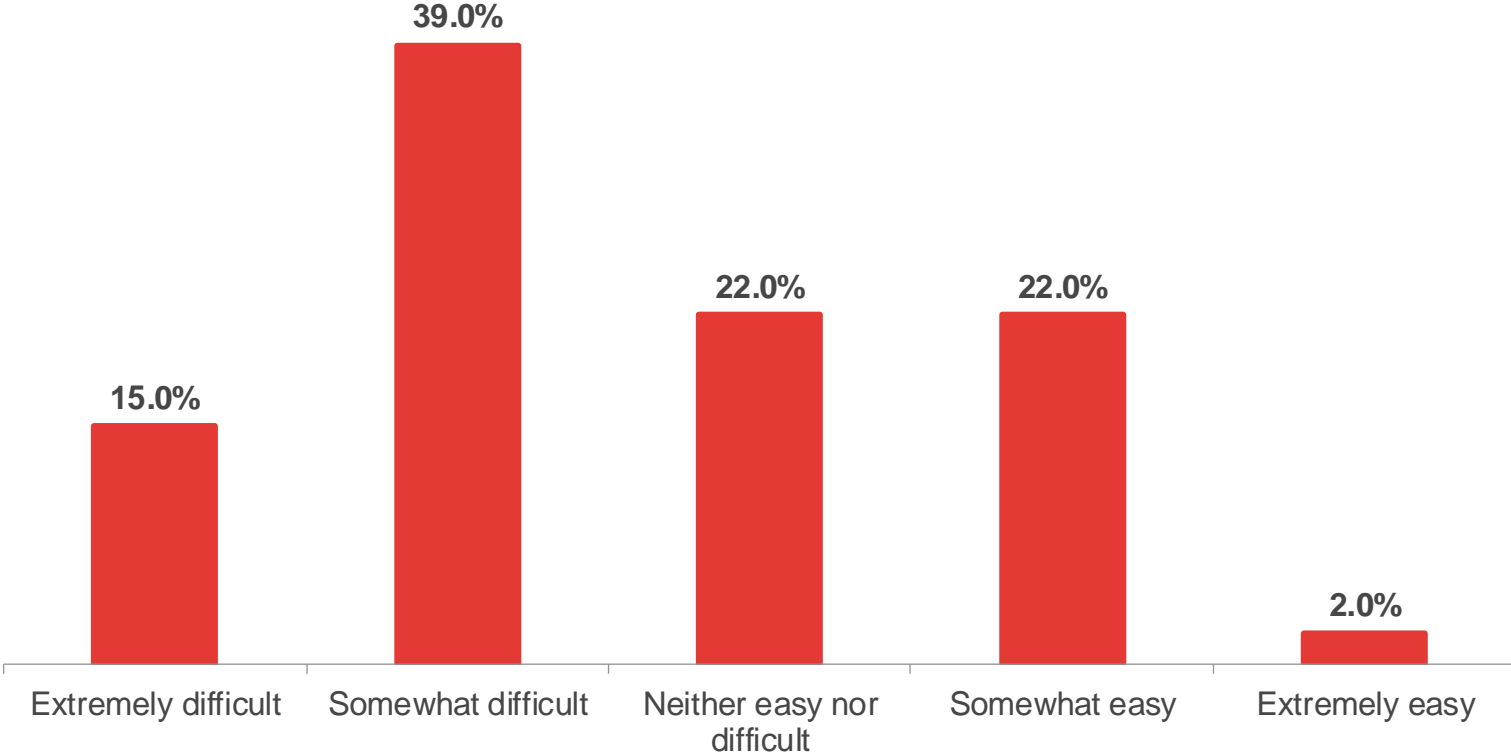
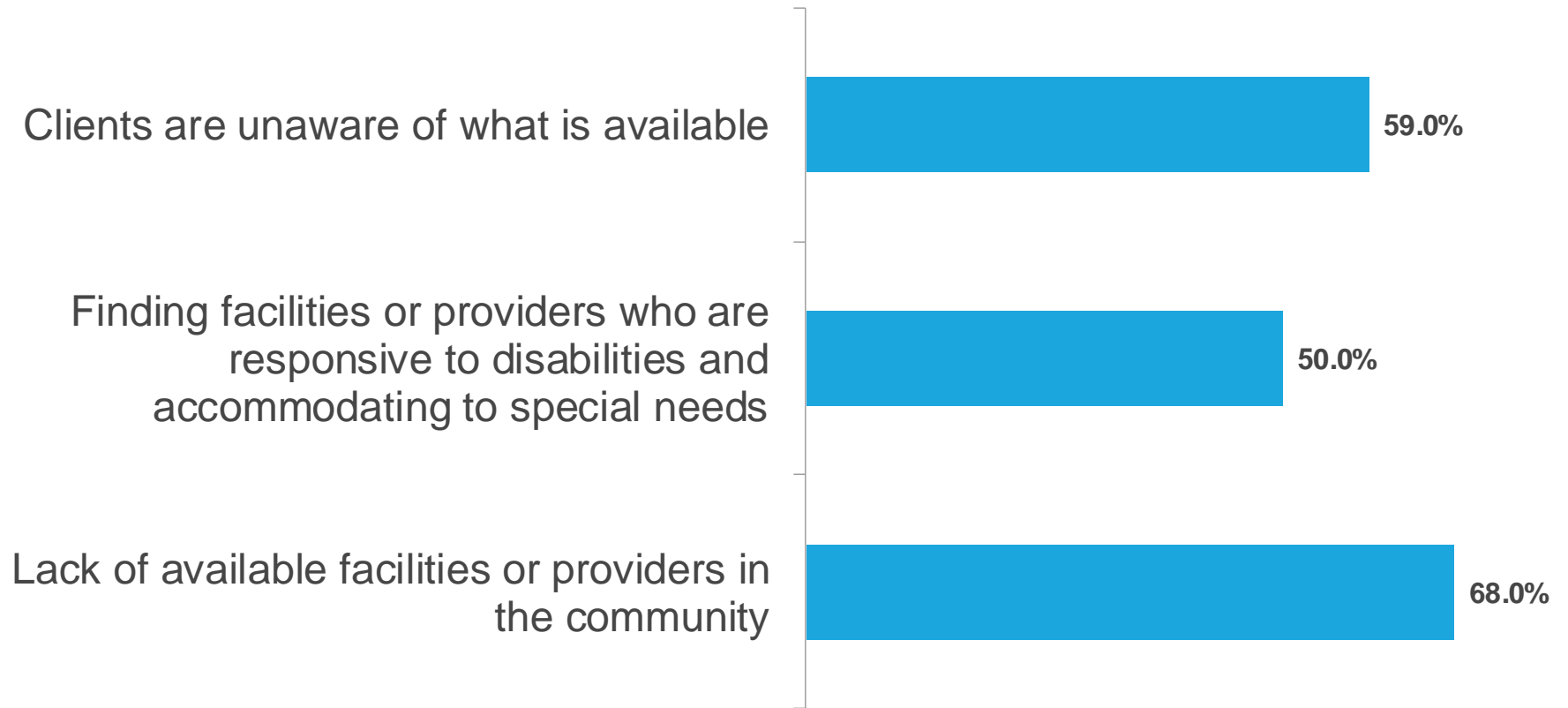# Response Options for to Parent-support Program Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

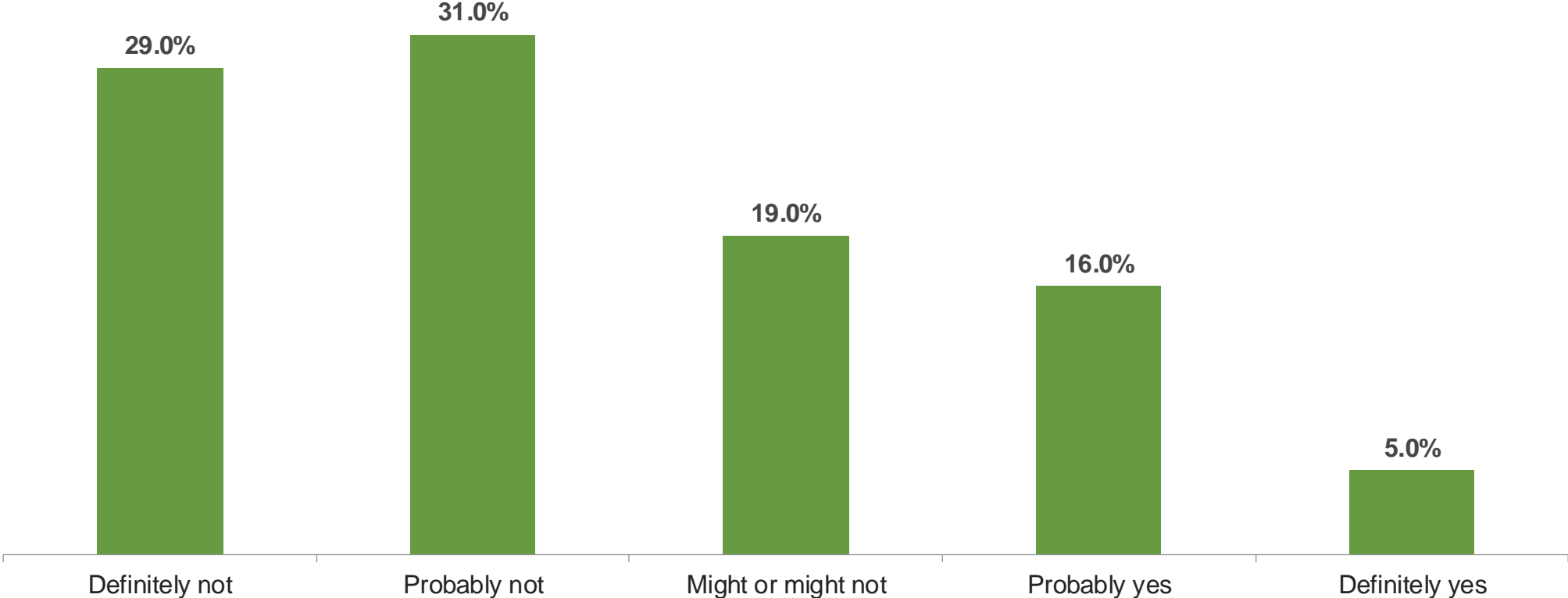- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **parent-support** programs?
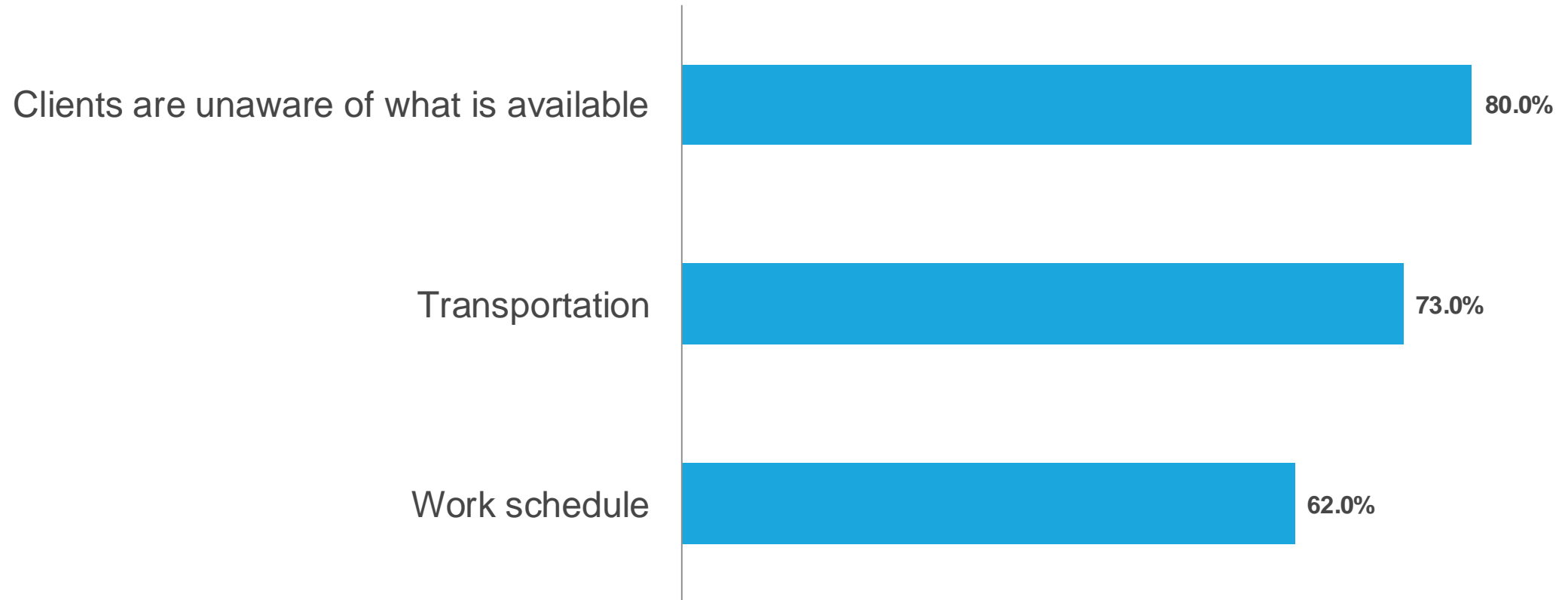
Clients are unaware of what is available — 80.0%

Transportation — 73.0%

Work schedule — 62.0%

Parent: What do you think are the biggest challenges that prevented you from being able to use **parent-suppor**t programs?

Clients are unaware of what is available — 59.0%

Finding facilities or providers who are responsive to disabilities and accommodating to special needs — 50.0%

Lack of available facilities or providers in the community — 68.0%

Parent: Do you know where to find **parent-support** programs?

	Definitely not	Probably not	Might or might not	Probably yes	Definitely yes
	29.0%	31.0%	19.0%	16.0%	5.0%

Interesting Take Aways for Parent-Resource Programs

- Transportation is noticed as a top 3 barrier for Professionals.
  - 6/9 domains

Experiences with Mental Health and Substance Treatment Programs

Professionals: Please indicate if you have **REFERRED** families to the following **mental health and substance abuse treatment** programs within the last three years:
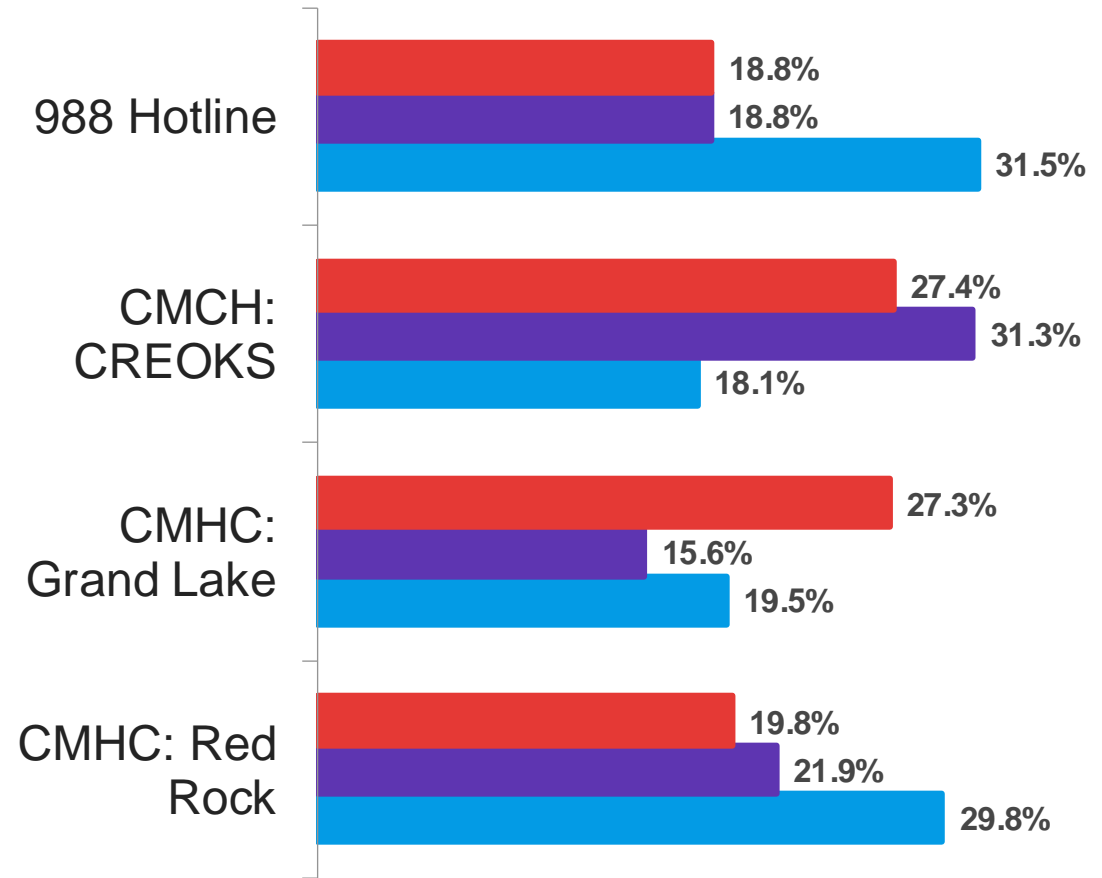
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **mental health and substance abuse treatment** programs:
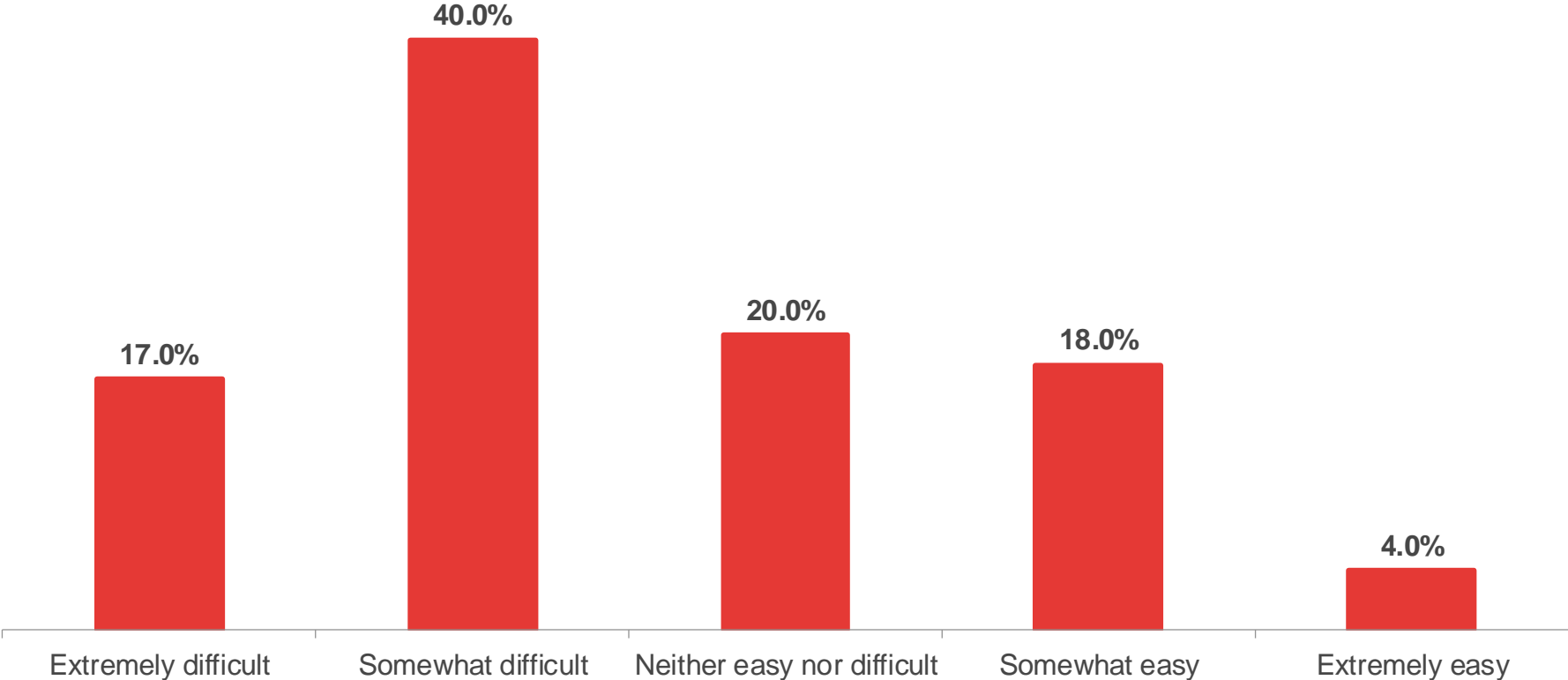
Professional

988 Hotline
- I have not heard of this: 14.2%
- I have used this: 27.5%
- I know of it, but have not used it: 24.1%

CMHC: CREOKS
- I have not heard of this: 20.7%
- I have used this: 22.5%
- I know of it, but have not used it: 23.4%

CMHC: Grand Lake
- I have not heard of this: 23.7%
- I have used this: 18.2%
- I know of it, but have not used it: 23.9%

CMHC: Red Rock
- I have not heard of this: 16.1%
- I have used this: 23.7%
- I know of it, but have not used it: 25.7%

Parent

988 Hotline
- I have not heard of this: 18.8%
- I have used this: 18.8%
- I know of it, but have not used it: 31.5%

CMCH: CREOKS
- I have not heard of this: 27.4%
- I have used this: 31.3%
- I know of it, but have not used it: 18.1%

CMHC: Grand Lake
- I have not heard of this: 27.3%
- I have used this: 15.6%
- I know of it, but have not used it: 19.5%

CMHC: Red Rock
- I have not heard of this: 19.8%
- I have used this: 21.9%
- I know of it, but have not used it: 29.8%

Legend:
- I have not heard of this
- I have used this
- I know of it, but have not used it

Professional

How would you describe your clients' experience accessing the **mental-health and substance abuse treatment** programs?

Parent

How would you describe your experience accessing the **mental-health and substance abuse treatment** programs for yourself or your child?
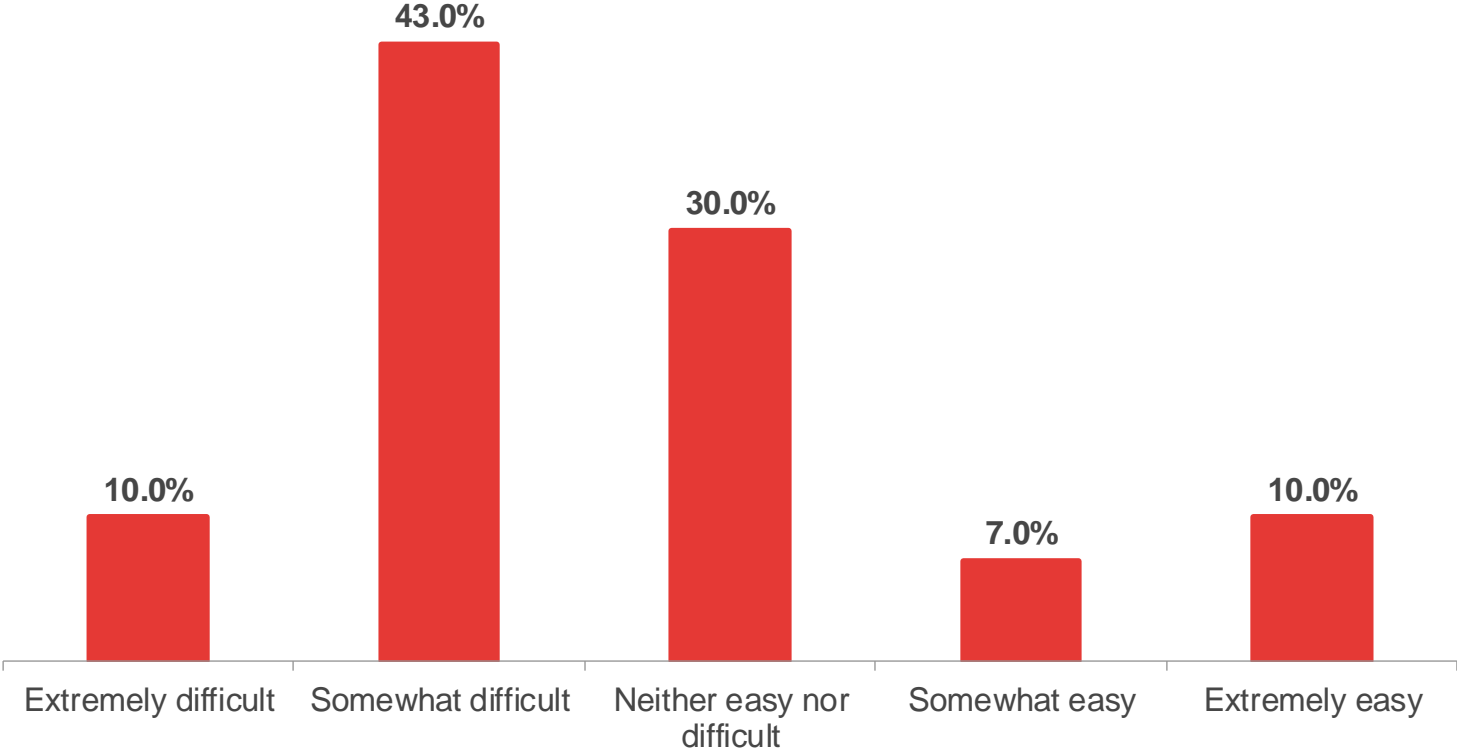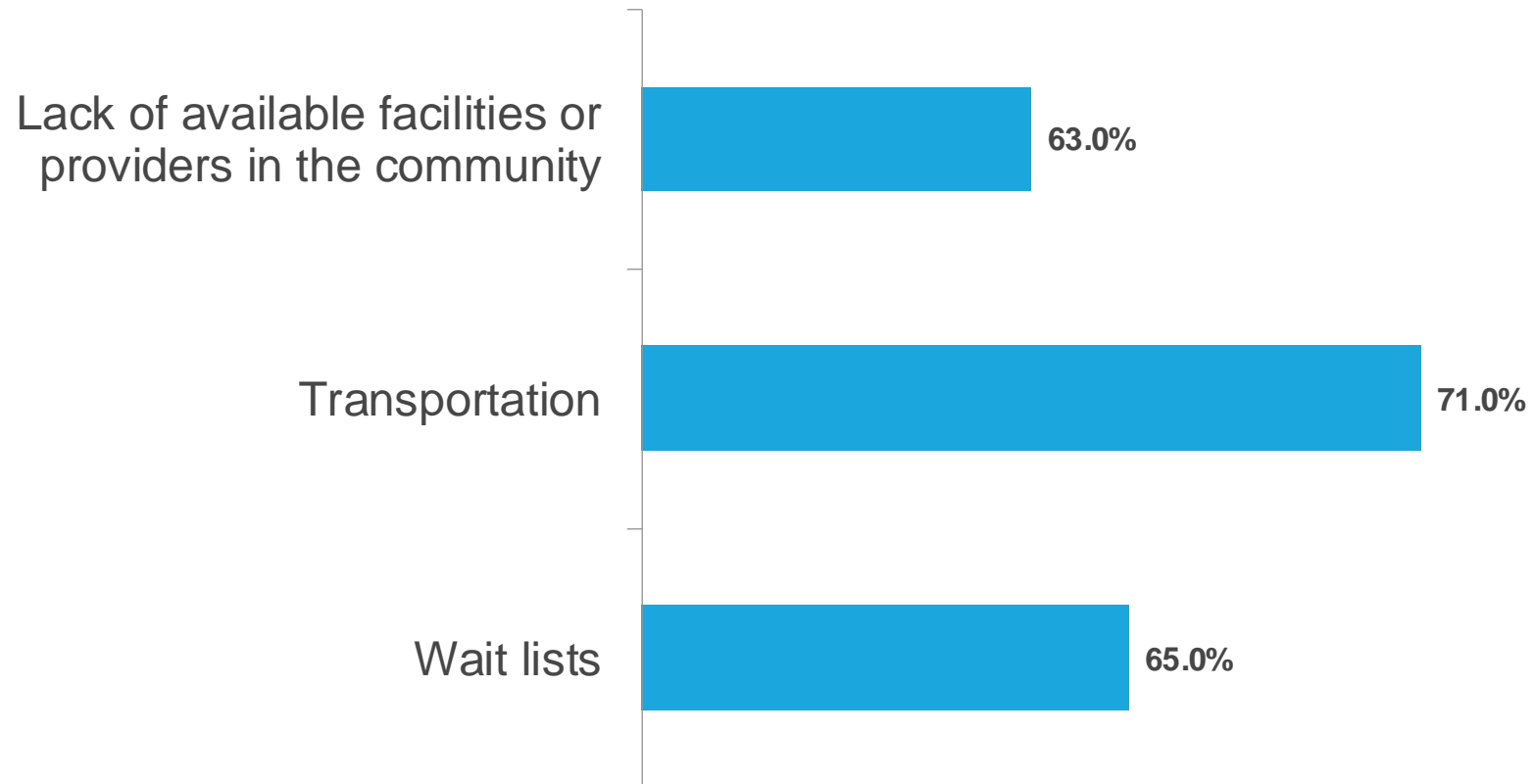
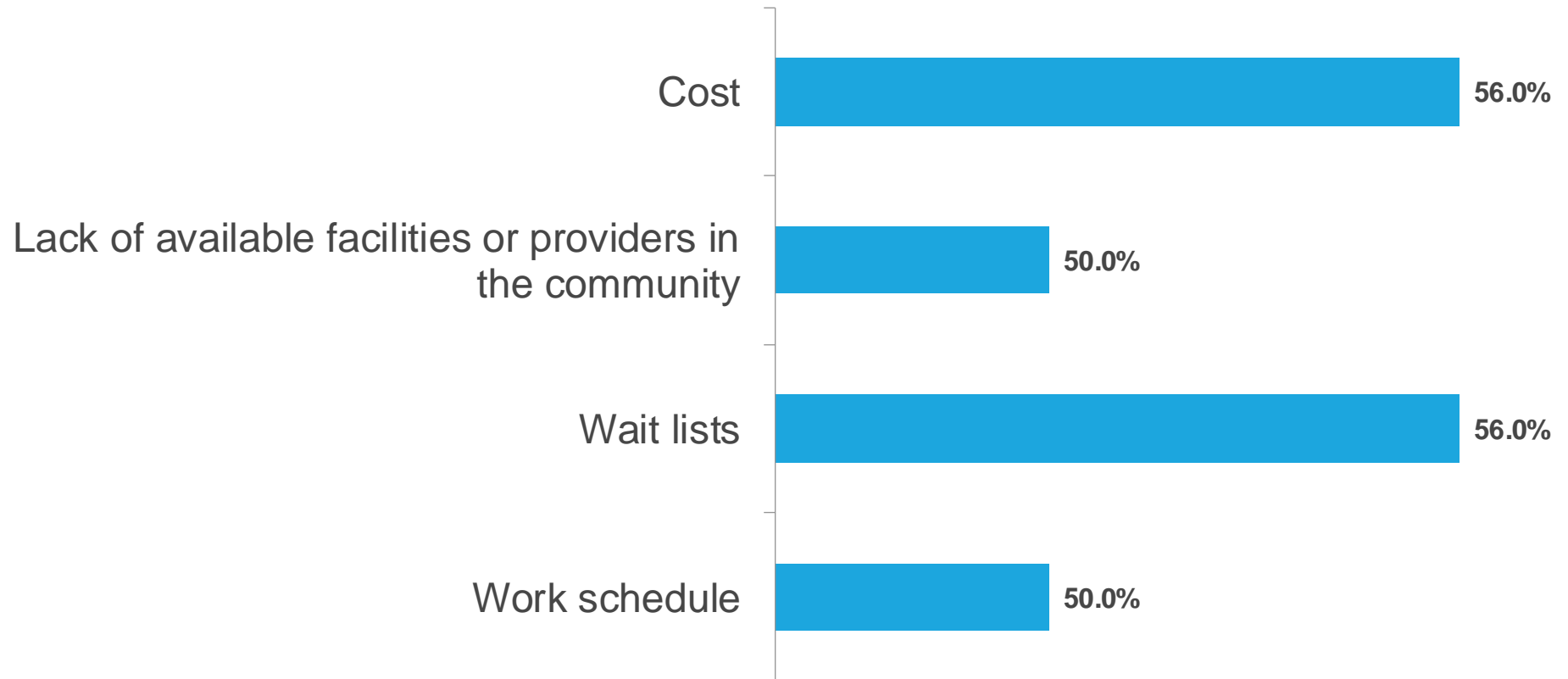# Response Options for Mental-health and Substance Abuse Treatment Program Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location
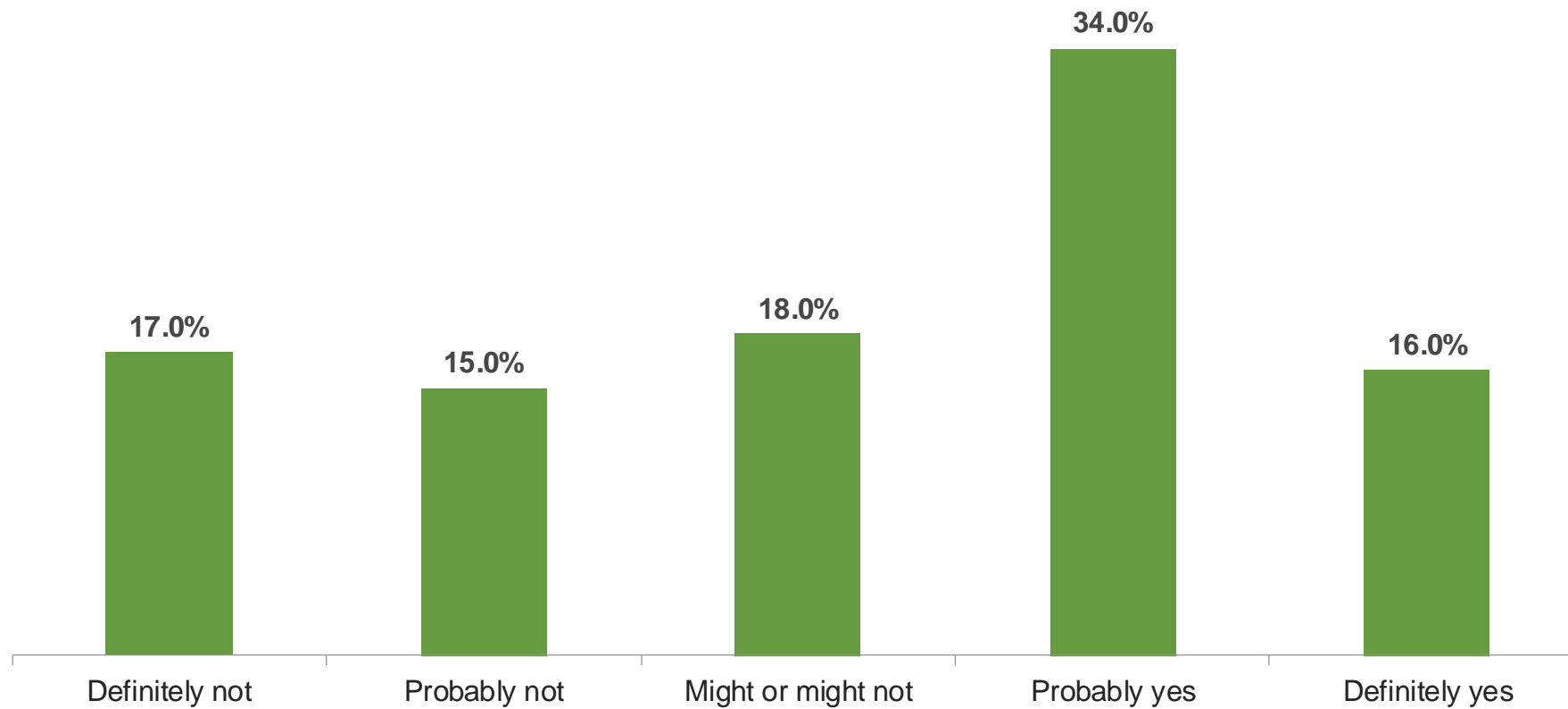
- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **mental-health and substance abuse treatment** programs?

Barrier	Percentage
Lack of available facilities or providers in the community	63.0%
Transportation	71.0%
Wait lists	65.0%

Parent: What do you think are the biggest challenges that prevented you from being able to use **mental-health and substance abuse treatment** programs?

- Cost — 56.0%
- Lack of available facilities or providers in the community — 50.0%
- Wait lists — 56.0%
- Work schedule — 50.0%

Parent: Do you know where to find **mental-health and substance abuse treatment** programs?

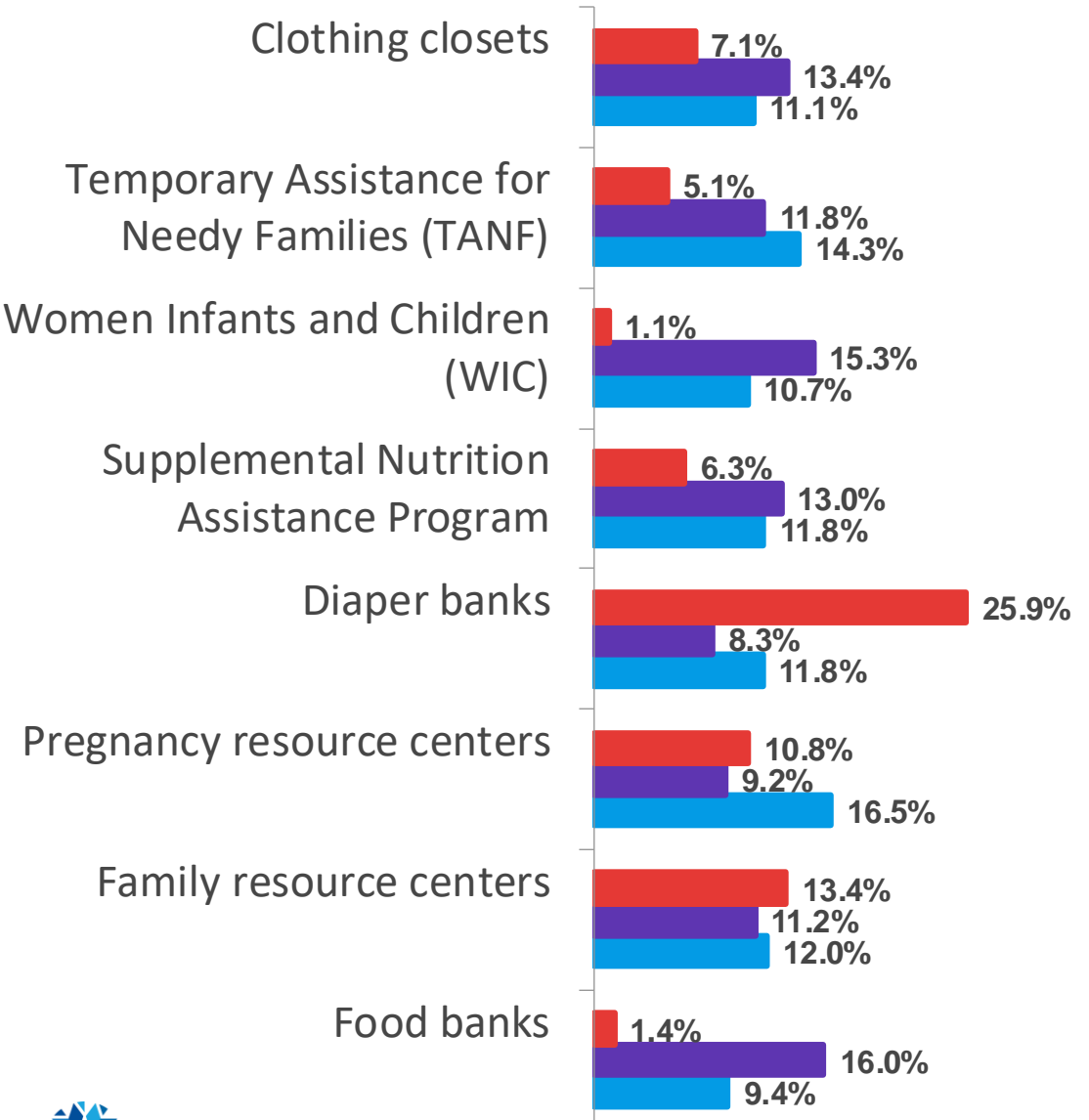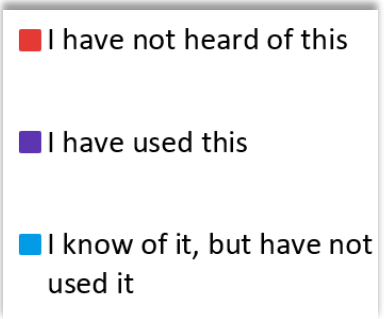| Definitely not	Probably not	Might or might not	Probably yes	Definitely yes
17.0%	15.0%	18.0%	34.0%	16.0%

Experiences with Resource Programs

Professionals: Please indicate if you have **REFERRED** families to the following **resource** programs within the last three years:

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **resource** programs:
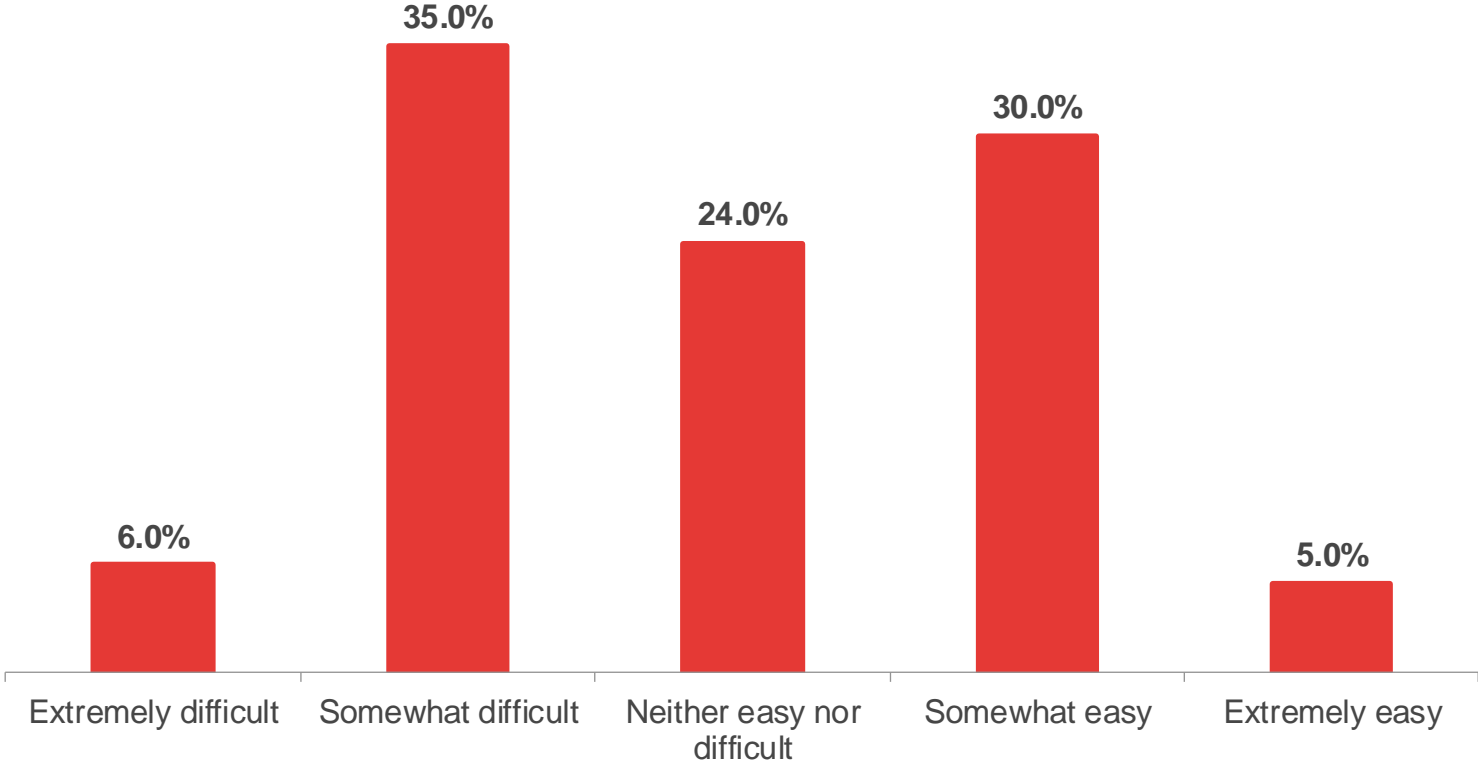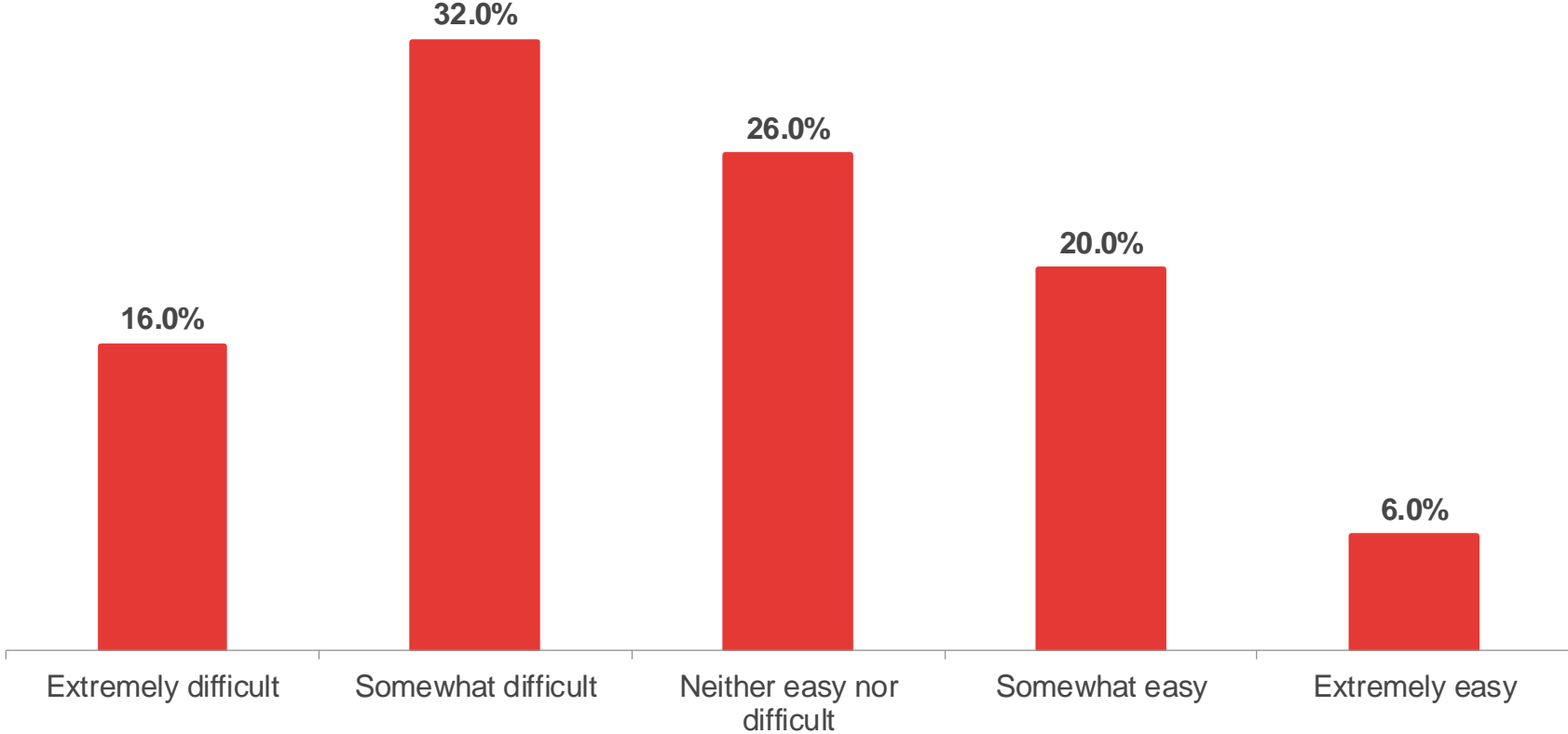
Professional

Clothing closets
- I have not heard of this: 7.1%
- I have used this: 13.4%
- I know of it, but have not used it: 11.1%

Temporary Assistance for Needy Families (TANF)
- I have not heard of this: 5.1%
- I have used this: 11.8%
- I know of it, but have not used it: 14.3%

Women Infants and Children (WIC)
- I have not heard of this: 1.1%
- I have used this: 15.3%
- I know of it, but have not used it: 10.7%

Supplemental Nutrition Assistance Program
- I have not heard of this: 6.3%
- I have used this: 13.0%
- I know of it, but have not used it: 11.8%

Diaper banks
- I have not heard of this: 25.9%
- I have used this: 8.3%
- I know of it, but have not used it: 11.8%

Pregnancy resource centers
- I have not heard of this: 10.8%
- I have used this: 9.2%
- I know of it, but have not used it: 16.5%

Family resource centers
- I have not heard of this: 13.4%
- I have used this: 11.2%
- I know of it, but have not used it: 12.0%

Food banks
- I have not heard of this: 1.4%
- I have used this: 16.0%
- I know of it, but have not used it: 9.4%

Parent

Clothing closets
- I have not heard of this: 14.8%
- I have used this: 7.6%
- I know of it, but have not used it: 13.0%

Temporary Assistance for Needy Families (TANF)
- I have not heard of this: 8.7%
- I have used this: 7.6%
- I know of it, but have not used it: 15.5%

Women Infants and Children (WIC)
- I have not heard of this: 2.3%
- I have used this: 27.9%
- I know of it, but have not used it: 10.2%

Supplemental Nutrition Assistance Program
- I have not heard of this: 6.9%
- I have used this: 20.1%
- I know of it, but have not used it: 11.1%

Diaper banks
- I have not heard of this: 27.0%
- I have used this: 5.7%
- I know of it, but have not used it: 8.8%

Pregnancy resource centers
- I have not heard of this: 13.5%
- I have used this: 8.1%
- I know of it, but have not used it: 13.4%

Family resource centers
- I have not heard of this: 17.6%
- I have used this: 7.0%
- I know of it, but have not used it: 12.3%

Food banks
- I have not heard of this: 1.8%
- I have used this: 15.4%
- I know of it, but have not used it: 15.3%

Legend:
- I have not heard of this
- I have used this
- I know of it, but have not used it

Professional

How would you describe your clients' experience accessing the **resource** programs?

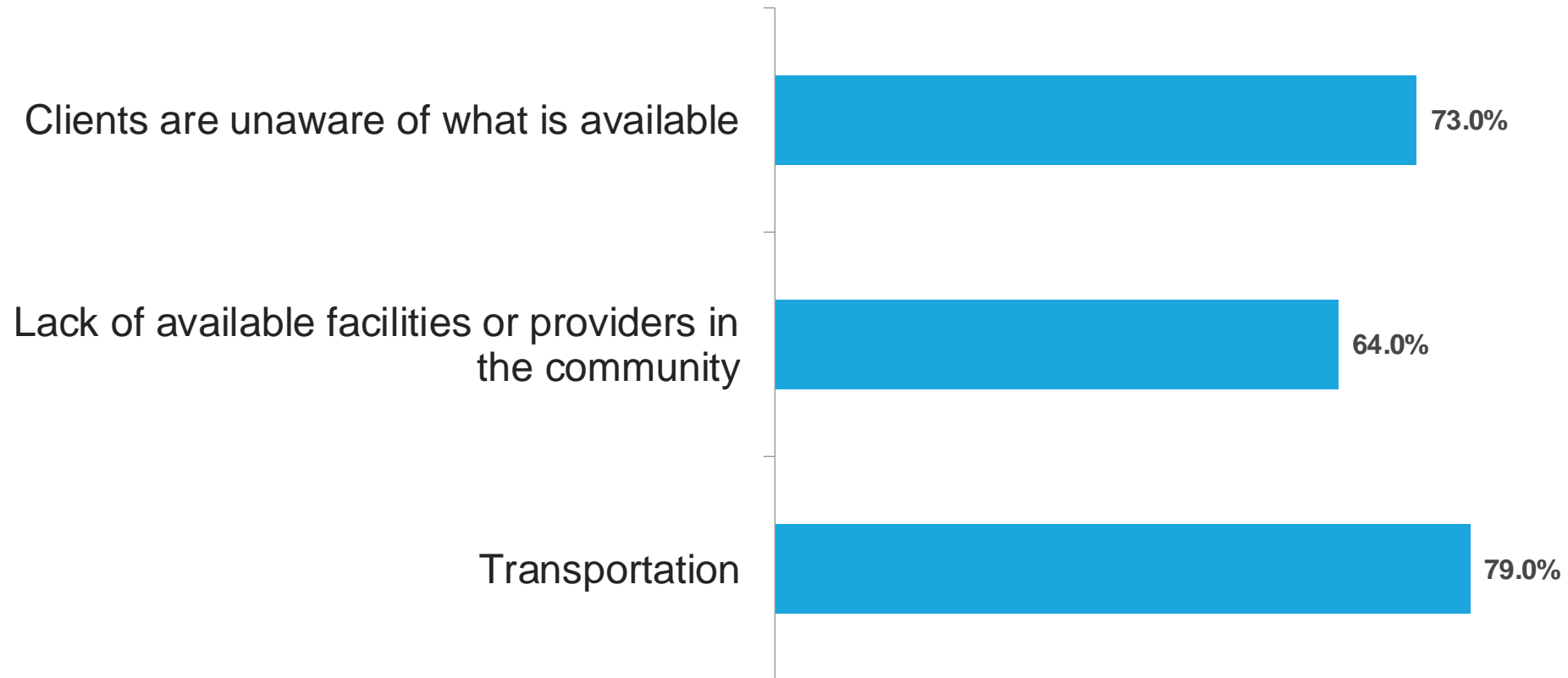|				
6.0%	35.0%	24.0%	30.0%	5.0%
Extremely difficult	Somewhat difficult	Neither easy nor difficult	Somewhat easy	Extremely easy

Response Options for Resource Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **resource** programs?

Clients are unaware of what is available — 73.0%

Lack of available facilities or providers in the community — 64.0%

Transportation — 79.0%

Professional: What do you think are the most **significant barriers** to accessing **resource** programs? (Other Text)

Some felt that the process to receive help from a resource program was too burdensome.

- Eligibility
- Length of application
- Issues with computer literacy

Many described inadequate customer service as a barrier to accessing resource programs.

- Lack of personal interaction
- Poor communication from staff

"Specific programs seem to change frequently and the only way we know about things to spend a lot of time looking them up and finding out all of the details. Our parents are not going to look online and try to find things."- **Burdensome**

Parent: What do you think are the biggest challenges that prevented you from being able to use **resource** programs?

- Clients are unaware of what is available — 65.0%
- Lack of available facilities or providers in the community — 70.0%
- Work schedule — 45.0%
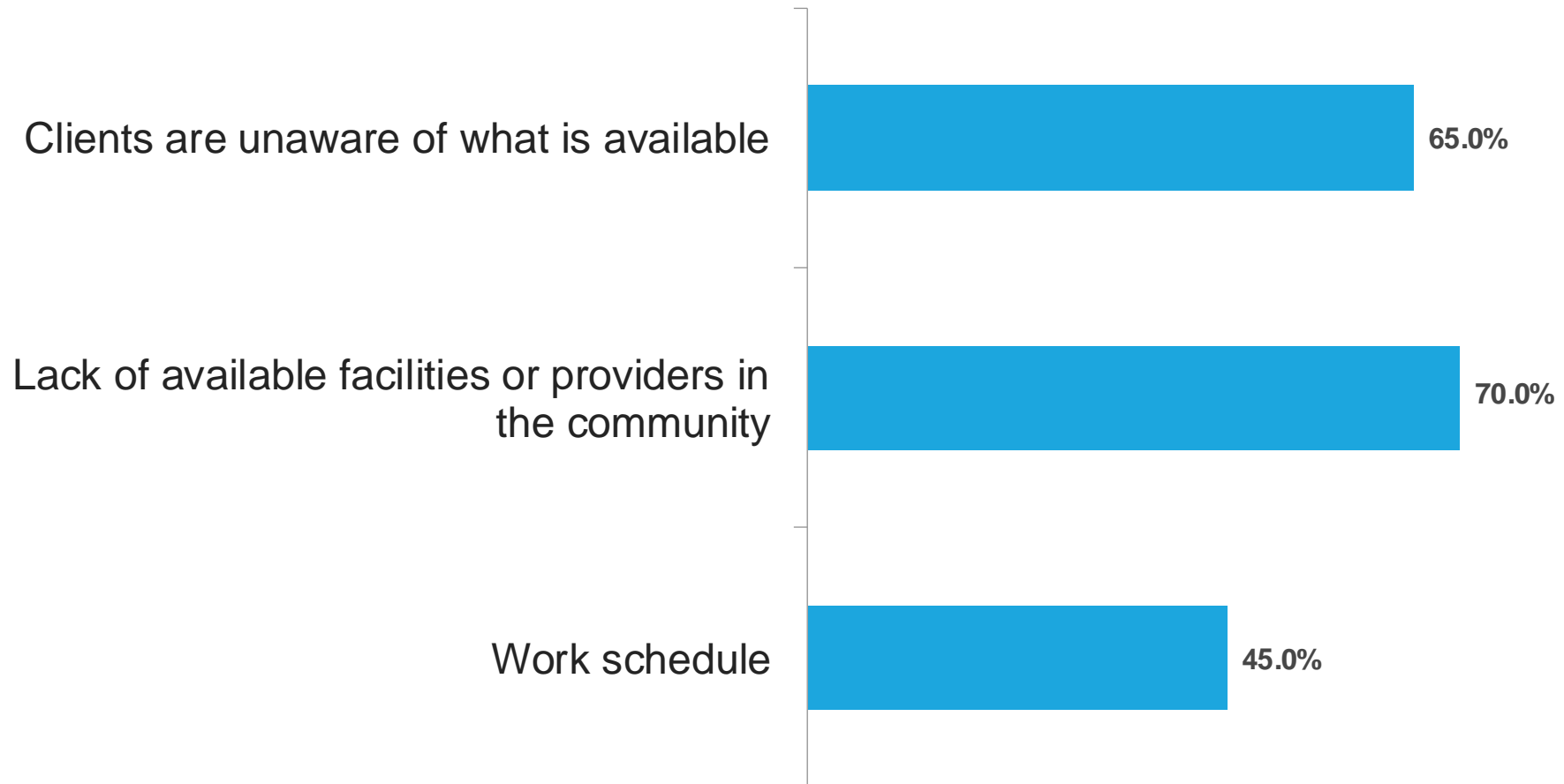
Parent: What do you think are the biggest challenges that prevented you from being able to use **resource** programs? (Other Text)

Income Gap

- Financial struggle, but too much income to qualify.

Many described inadequate customer service as a barrier to accessing resource programs.

- Feeling unwelcomed by staff
- Poor communication from staff

"I had a full time job and couldn't make ends meet, but yet was told that the year of my vehicle was keeping from obtaining benefits". – **Income Gap**

Parent: Do you know where to find **resource** programs?
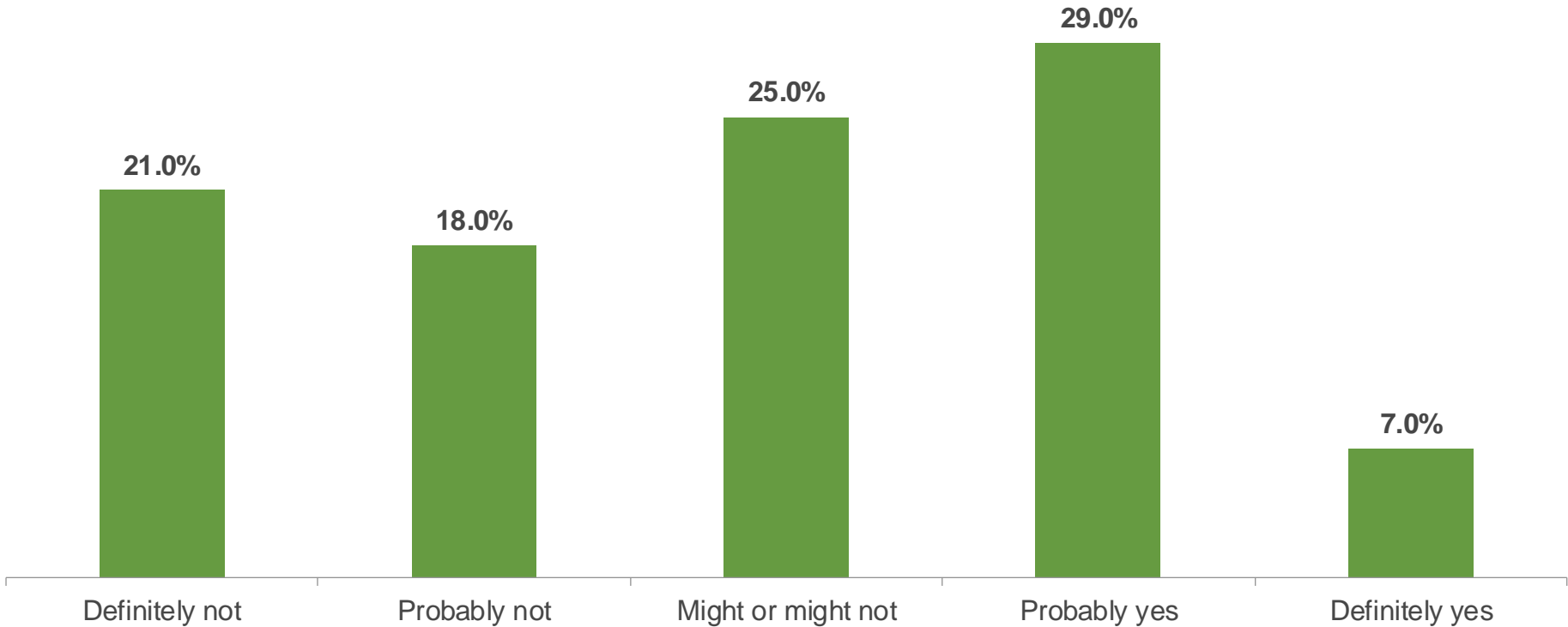
Interesting Take Aways for Resource Programs

- 26% of parents thought transportation was a barrier, 79% of professionals thought it was a barrier

- 50% of professionals though work schedule was a barrier, 45% of parents thought it was a barrier.

Experiences with Child-Care Resource Programs

Professionals: Please indicate if you have **REFERRED** families to the following **child-care resource** programs within the last three years:

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **child-care resource** programs:

Professional

Out of school programs (i.e., Boys and Girls Club, YMCA, etc.)
- I have not heard of this: 3.9%
- I have used this: 24.7%
- I know of it, but have not used it: 26.0%

Head Start
- I have not heard of this: 2.0%
- I have used this: 27.6%
- I know of it, but have not used it: 24.3%

Early Start
- I have not heard of this: 27.5%
- I have used this: 19.1%
- I know of it, but have not used it: 23.8%

Child care centers or homes
- I have not heard of this: 15.7%
- I have used this: 24.5%
- I know of it, but have not used it: 22.6%

Parent

Out of school programs (i.e., Boys and Girls Club, YMCA, etc.)
- I have not heard of this: 7.0%
- I have used this: 27.9%
- I know of it, but have not used it: 28.0%

Head Start
- I have not heard of this: 7.6%
- I have used this: 25.0%
- I know of it, but have not used it: 29.0%

Early Start
- I have not heard of this: 37.4%
- I have used this: 12.1%
- I know of it, but have not used it: 25.4%

Child care centers or homes
- I have not heard of this: 31.6%
- I have used this: 34.2%
- I know of it, but have not used it: 16.6%

Legend:
- I have not heard of this
- I have used this
- I know of it, but have not used it

Parent

How would you describe your experience accessing the **child-care resource** programs?

Extremely difficult	Somewhat difficult	Neither easy nor difficult	Somewhat easy	Extremely easy
11.0%	32.0%	32.0%	20.0%	6.0%
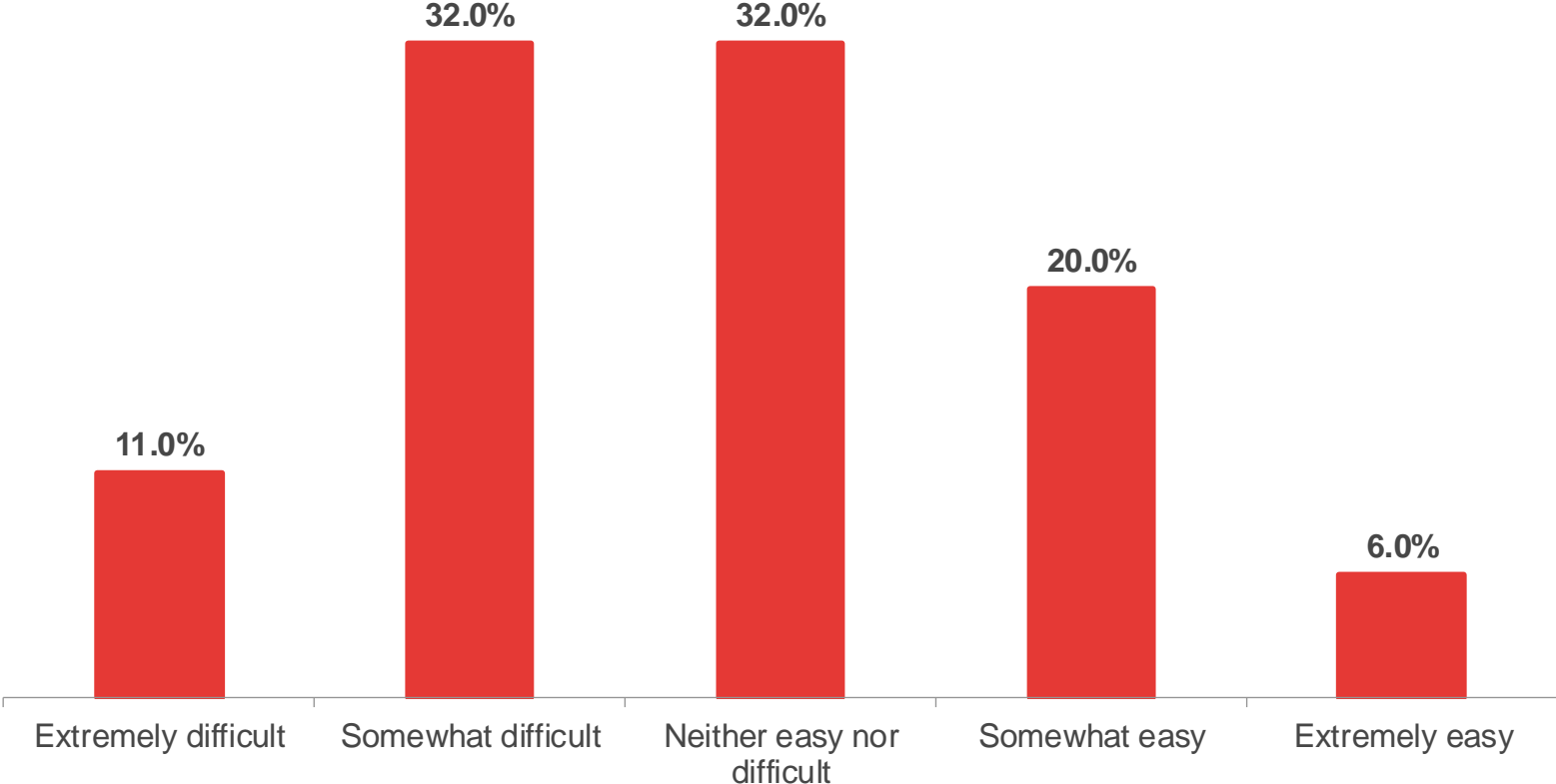
Response Options for Child-care Resource Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **child-care resource** programs?
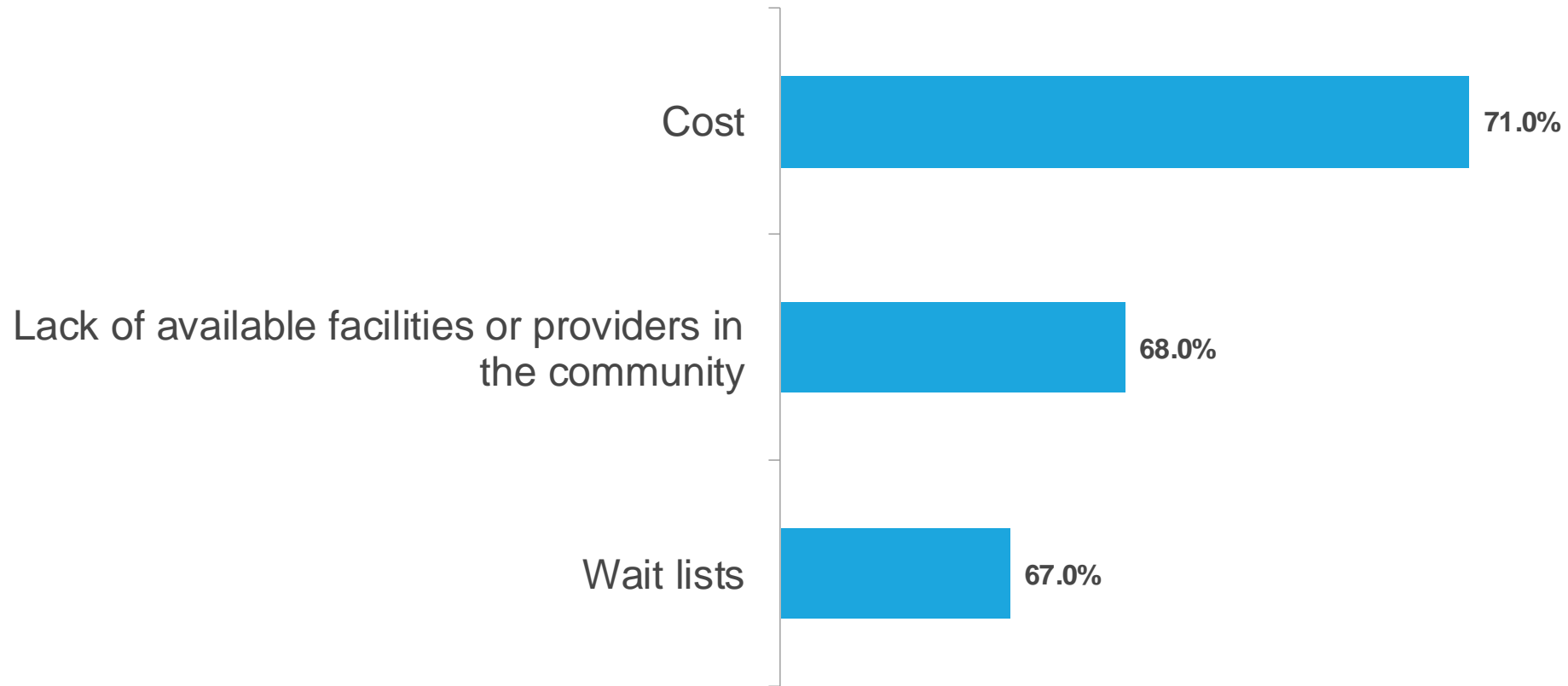
- Cost — 71.0%
- Lack of available facilities or providers in the community — 68.0%
- Wait lists — 67.0%

Professional: What do you think are the most **significant barriers** to accessing **child-care** programs? (Other Text)

Many professionals felt child-care programs were unobtainable to parents.

- Affordability

- Lack of facilities

- Closed during evening hours

- Income guidelines for help are too low, therefore, unobtainable by many.

"Many areas of high need do not have any services and reply on in home care which may not meet health, safety and education standards. These programs and homes need much more support and are not considered as the great support they are."-

Parent: What do you think are the biggest challenges that prevented you from being able to use **child-care resource** programs?

Cost — 64.0%

Lack of available facilities or providers in the community — 66.0%

Wait lists — 58.0%
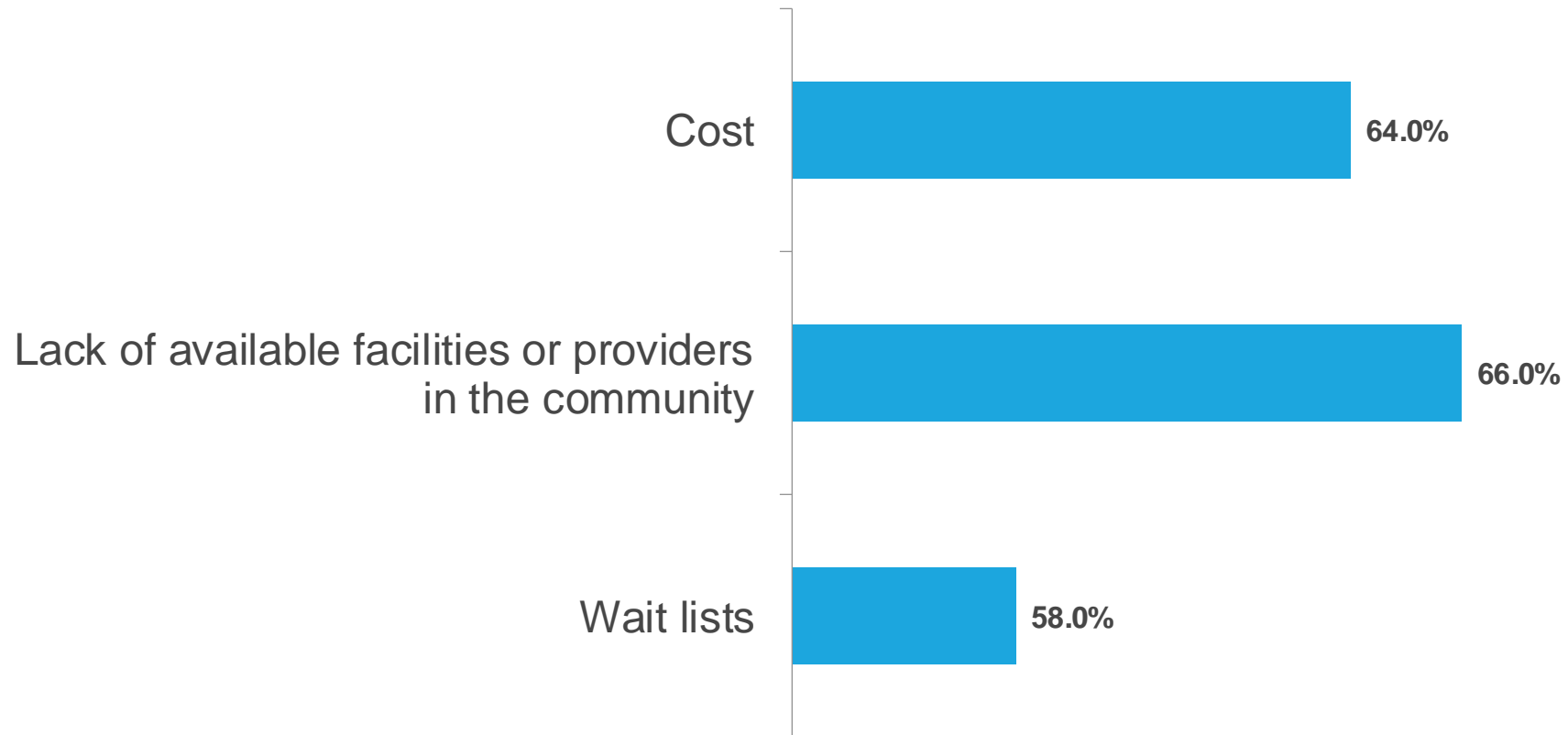
Parent: Do you know where to find **child-care resource** programs?
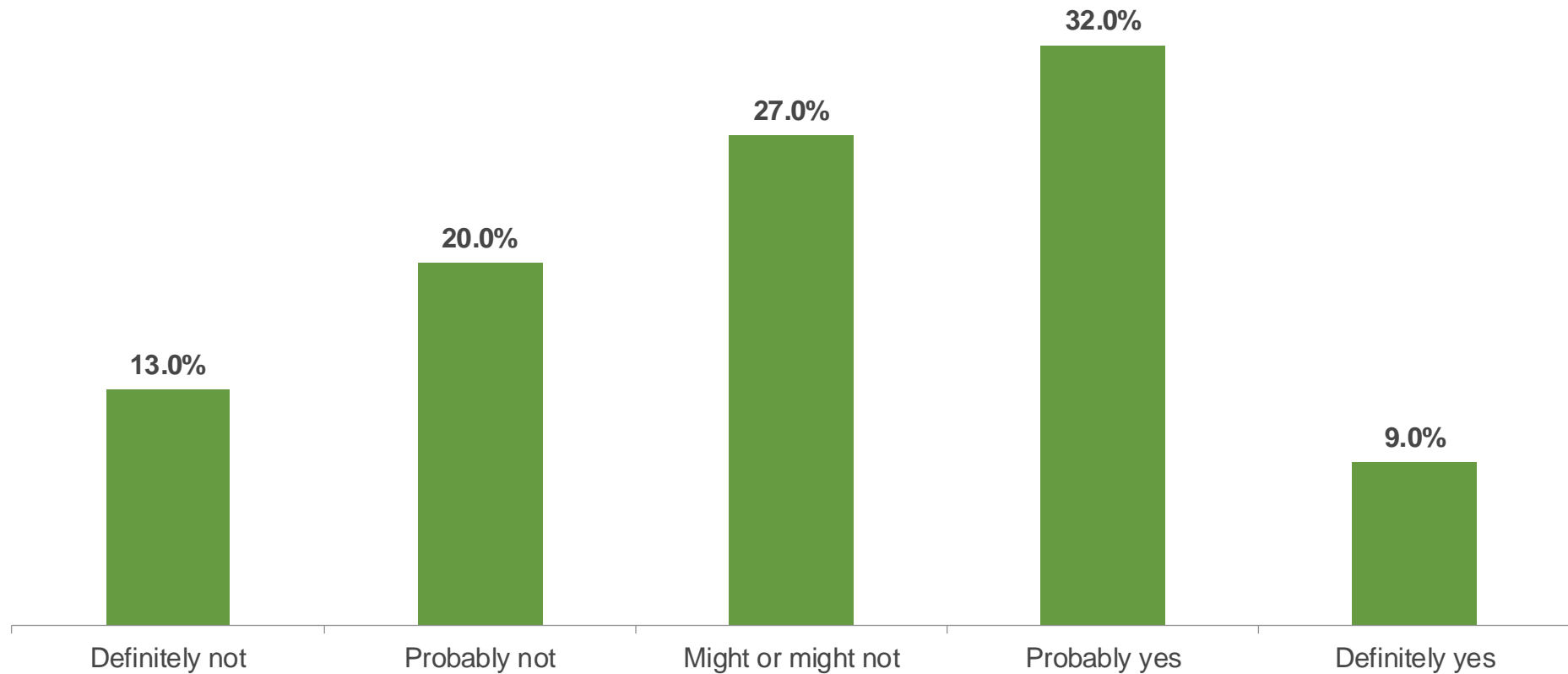
Interesting Take Aways for Child-Care Resource Programs

- 41% of parents said they knew how to locate child-care resource programs.

- The response options listed for barriers seems to comprehensively cover all reasons for not accessing child-care programs.

Experiences with Employment Programs

Professionals: Please indicate if you have **REFERRED** families to the following **employment** programs within the last three years:

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **employment** programs:
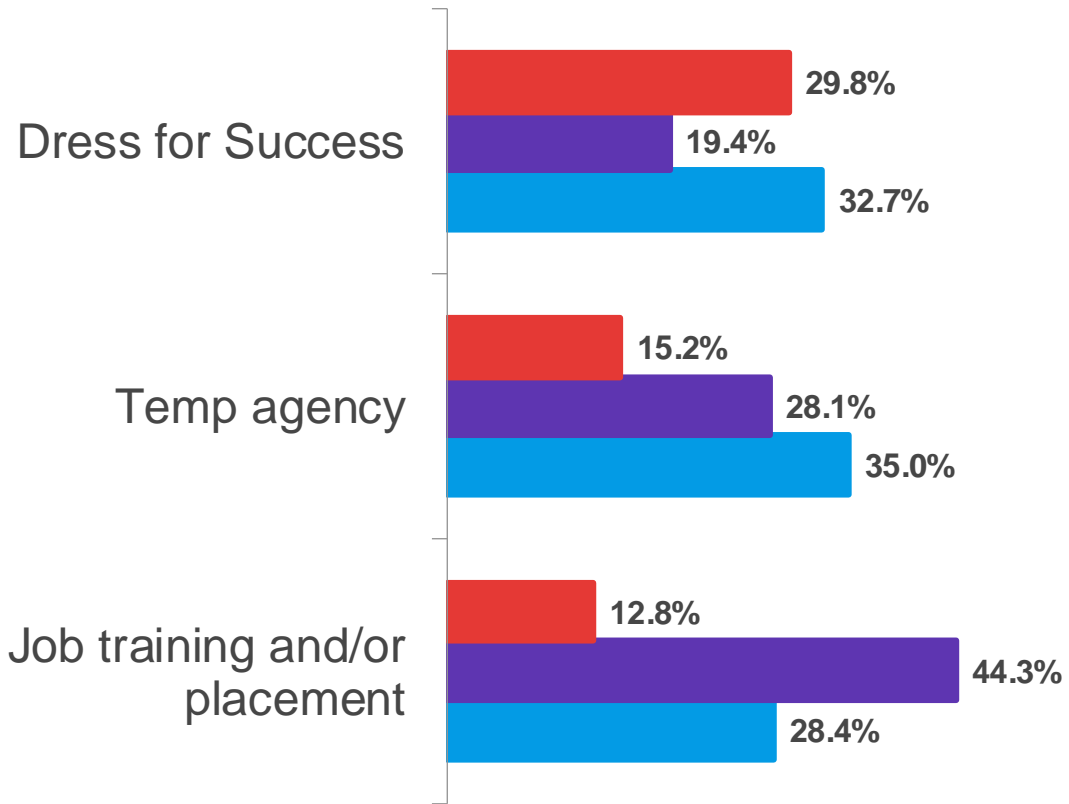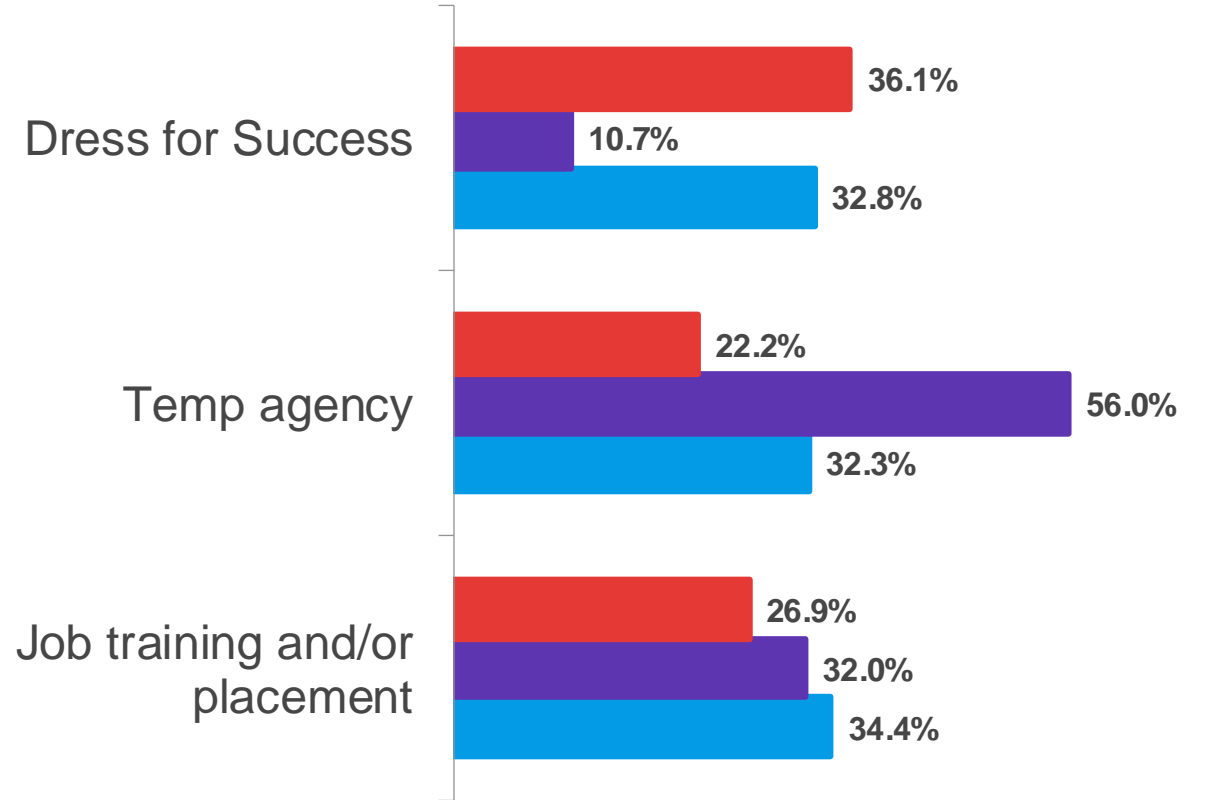
Professional

Parent

Professional

How would you describe your clients' experience accessing the **employment** programs?

Bar chart:
- Extremely difficult: 9.0%
- Somewhat difficult: 38.0%
- Neither easy nor difficult: 29.0%
- Somewhat easy: 19.0%
- Extremely easy: 5.0%

Parent

How would you describe your experience accessing the **employment** programs for yourself or for your child?

Bar chart showing:
- Extremely difficult: 14.0%
- Somewhat difficult: 22.0%
- Neither easy nor difficult: 30.0%
- Somewhat easy: 28.0%
- Extremely easy: 6.0%
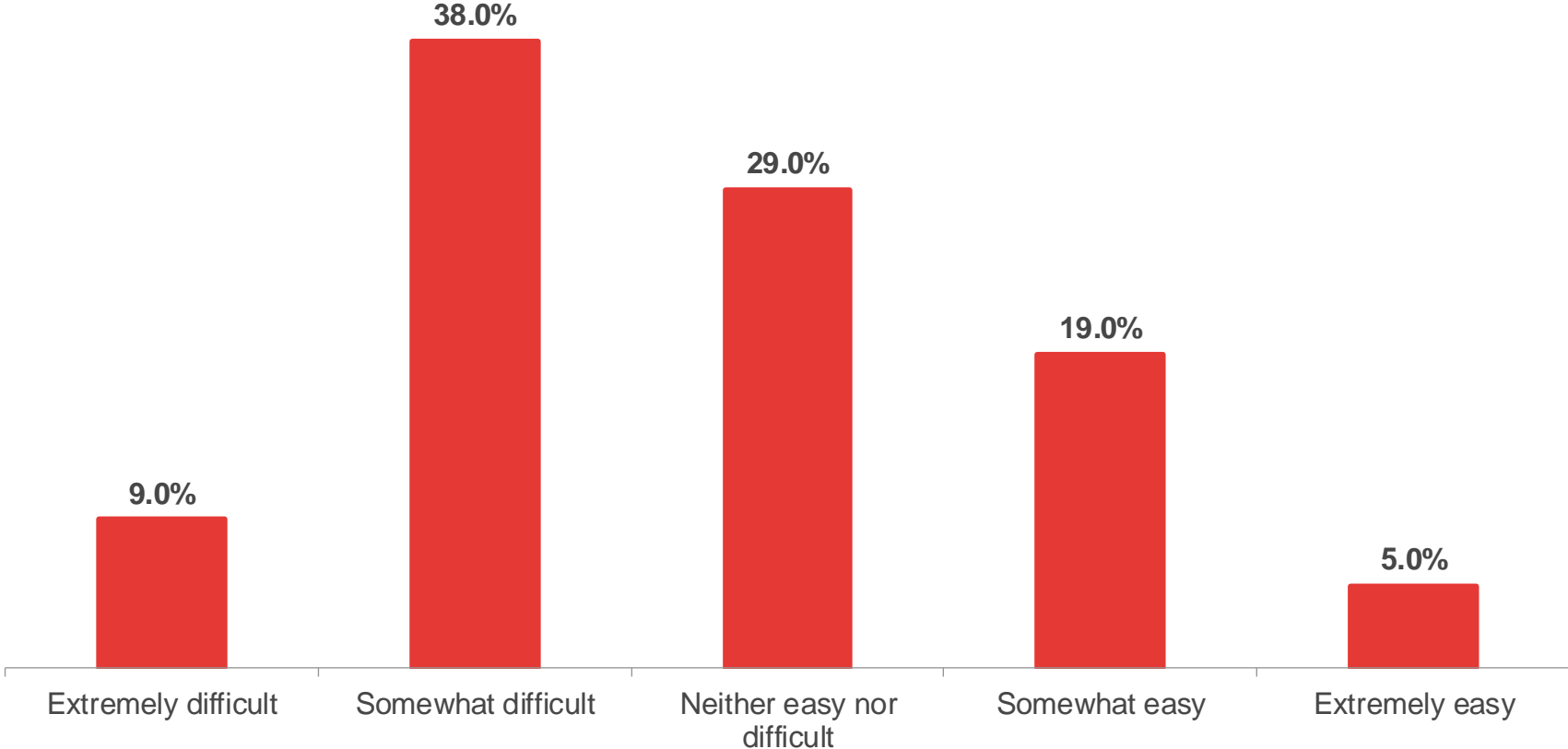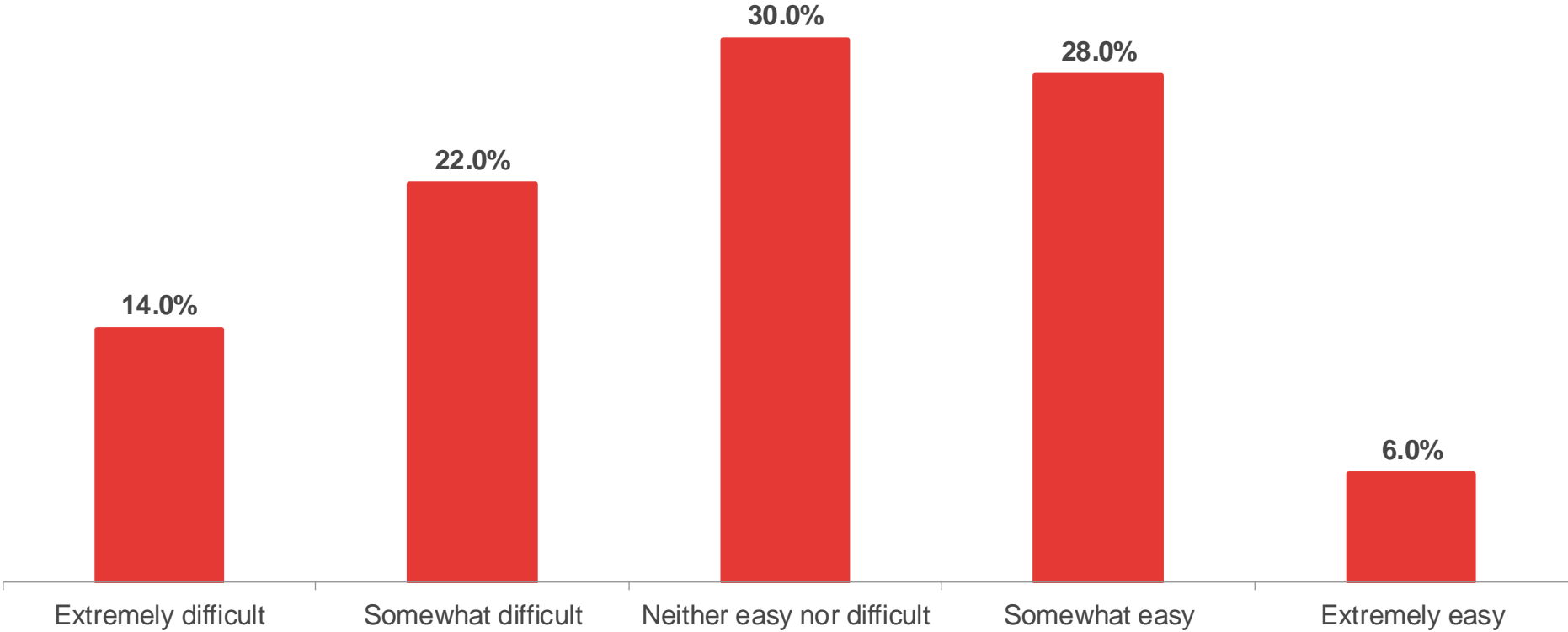
Response Options for Employment Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **employment** programs?
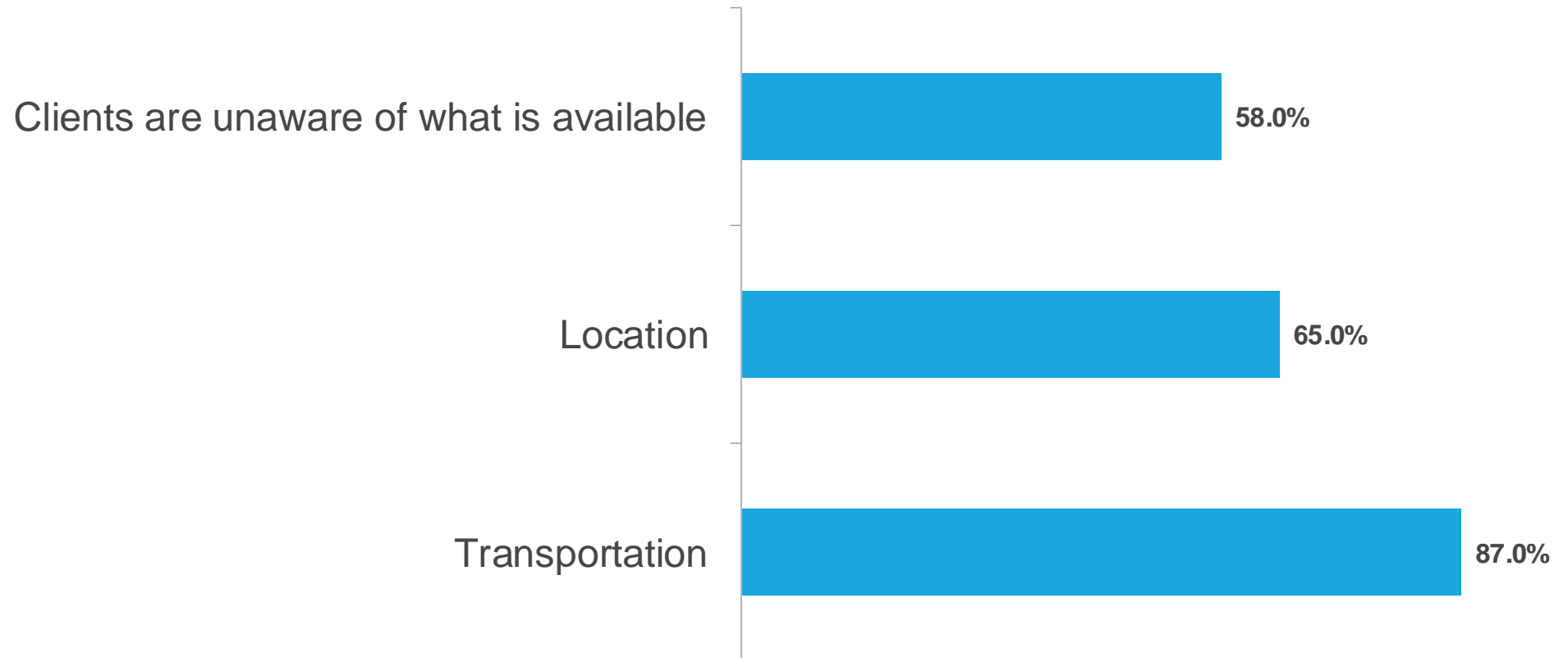
Clients are unaware of what is available — 58.0%

Location — 65.0%

Transportation — 87.0%

Professional: What do you think are the most **significant barriers** to accessing **employee** programs? (Other Text)

Many professionals thought that issues with childcare was the most significant barrier to accessing employee programs.

Lack of technical competency.

- Poor computer literacy
- Lack of training

Parent: What do you think are the biggest challenges that prevented you from being able to use **employment** programs?


Clients are unaware of what is available — 56.0%

Lack of available facilities or providers in the community — 63.0%

Work schedule — 56.0%
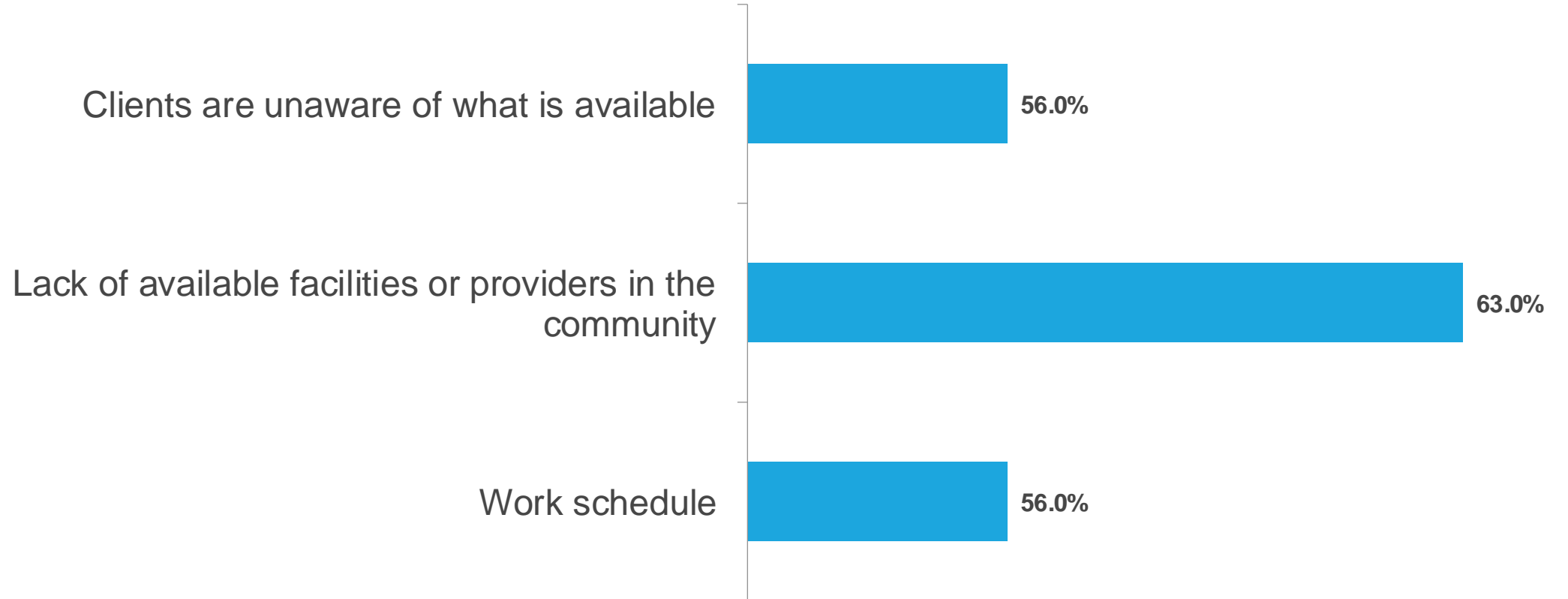
Employment; and Parent: What resources and services in your community are **most** effective at meeting you or child's needs? (an example of across data analysis)

"I feel like I am living in extreme poverty, but have hardly any resources as someone who doesn't fall within the guidelines. It makes me not want to keep my job that pays decent. I want to improve my daughter's and I's life so that I do not have to rely on the government, but it is nearly impossible. I am not living a life, I am busting my tail end to just survive painfully and somewhat miserably, but I have to put on a good face to be a mother."

"I haven't made use of many social services. So I don't really know. We have both had to access unemployment services recently. The people there have been very helpful. But it was very difficult to get the money and we both were rejected because we didn't jump through the right hoops (registering properly for the job hunting website)."

Parent: Do you know where to find **employment** programs?
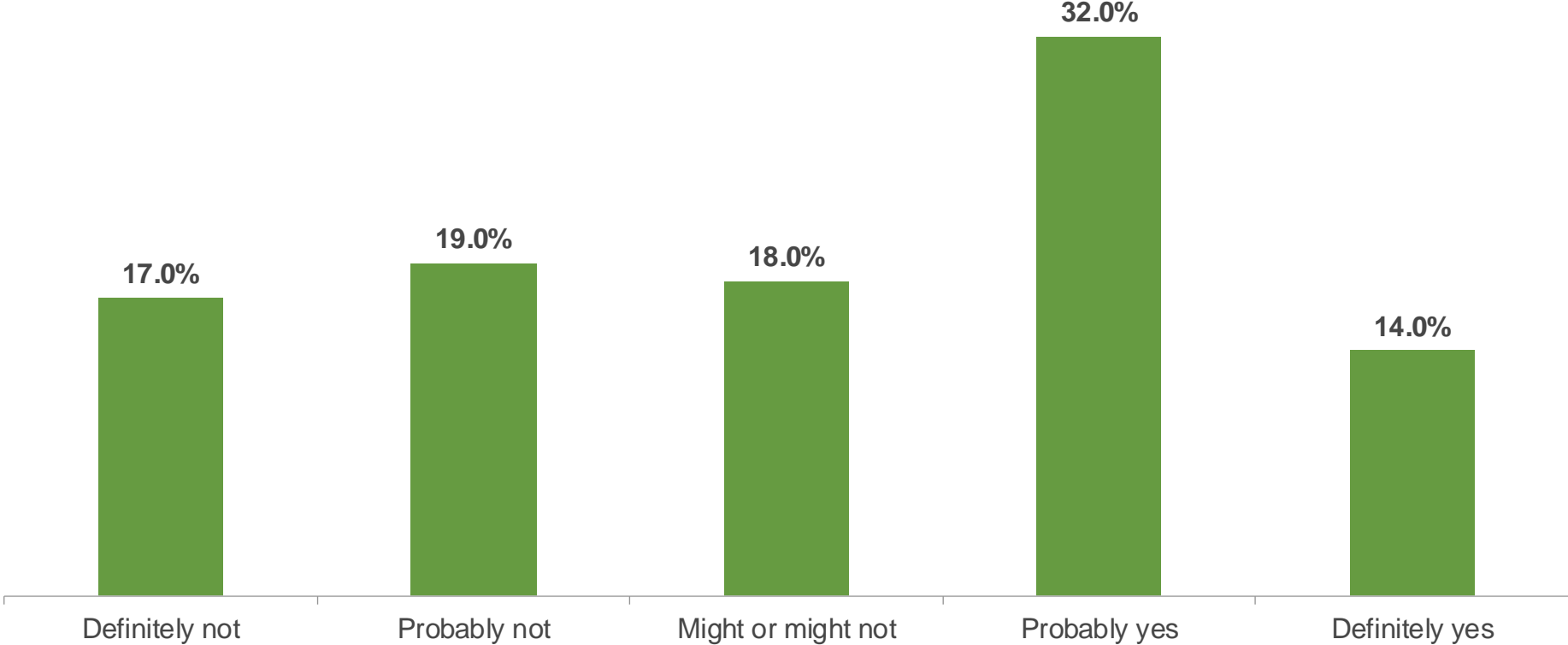
Interesting Take Aways for Employment Programs

- 46% of parents felt that they knew how to locate employment programs
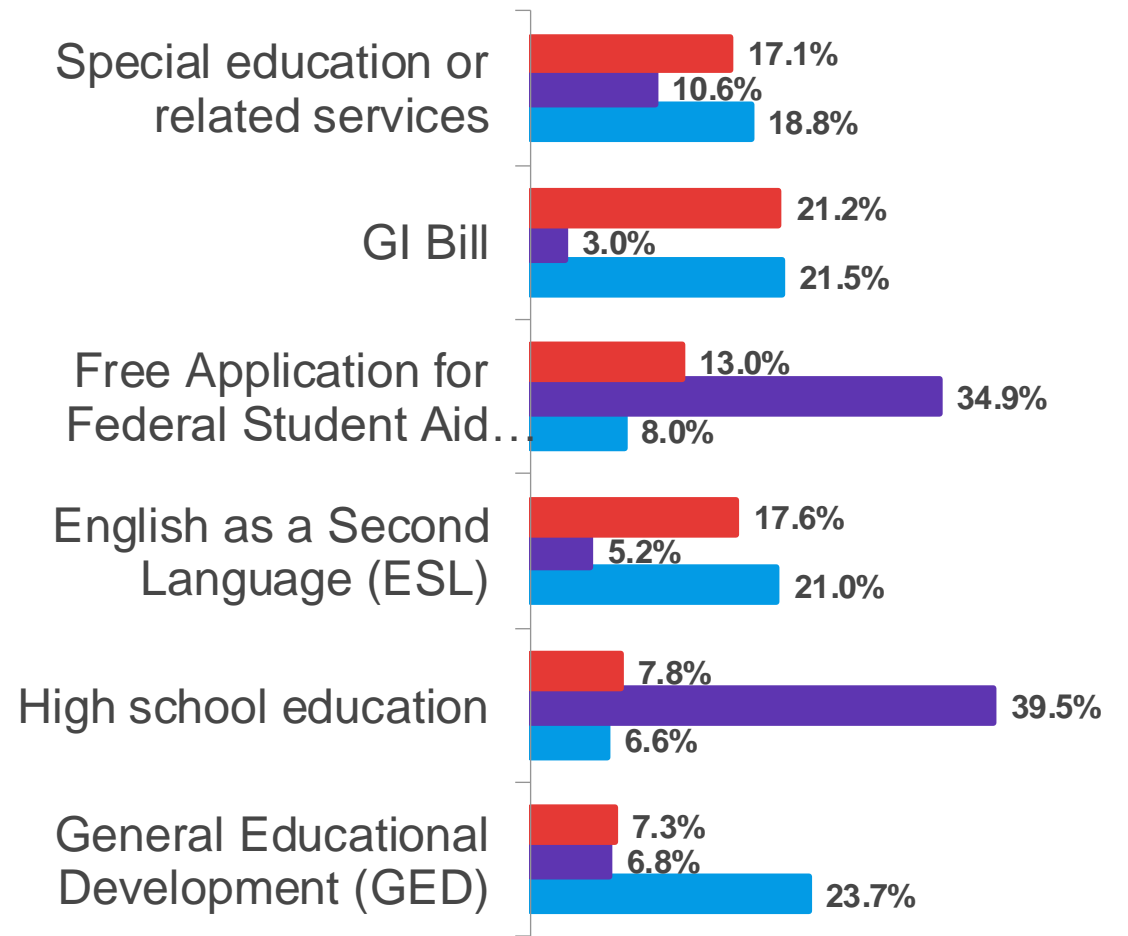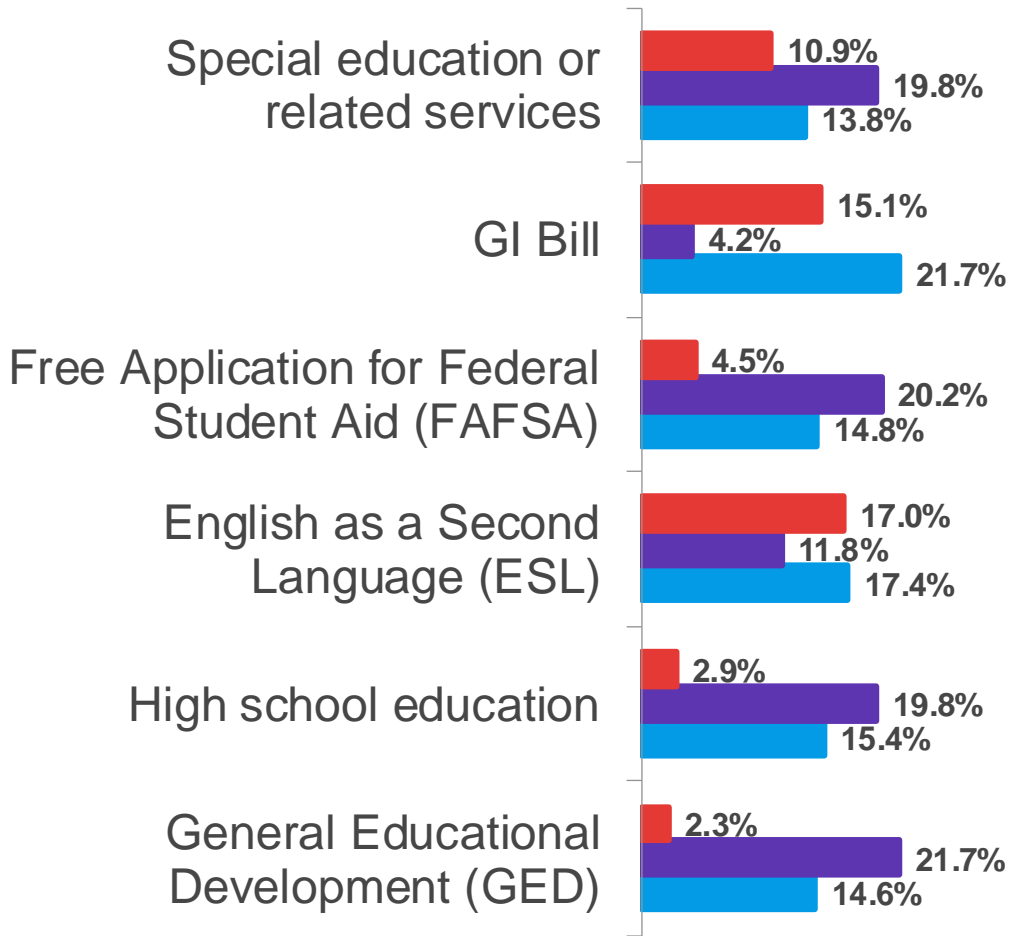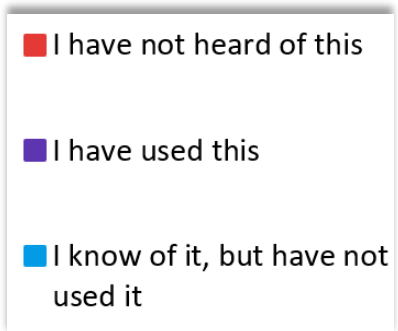
Experiences with Education Programs

Professionals: Please indicate if you have **REFERRED** families to the following **education** programs within the last three years:

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **education** programs:
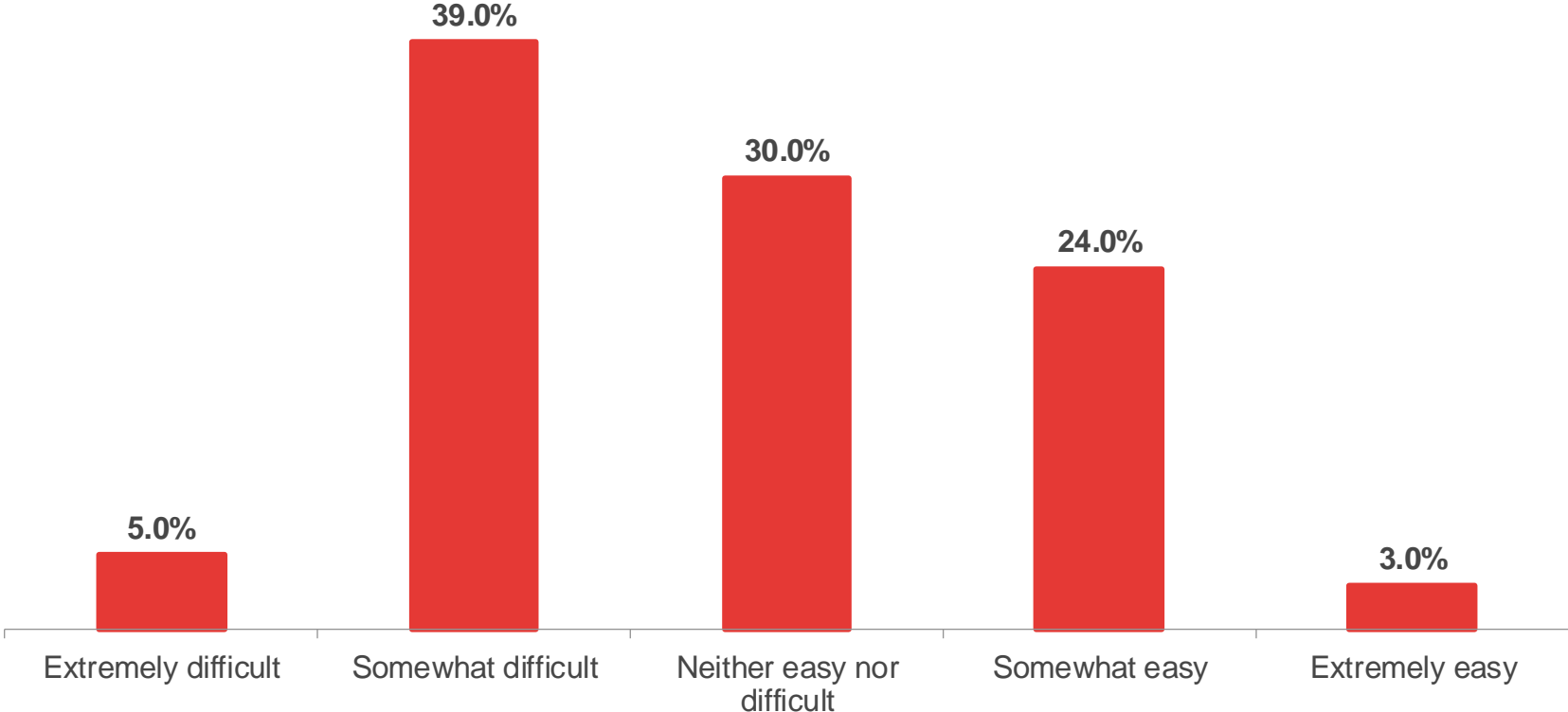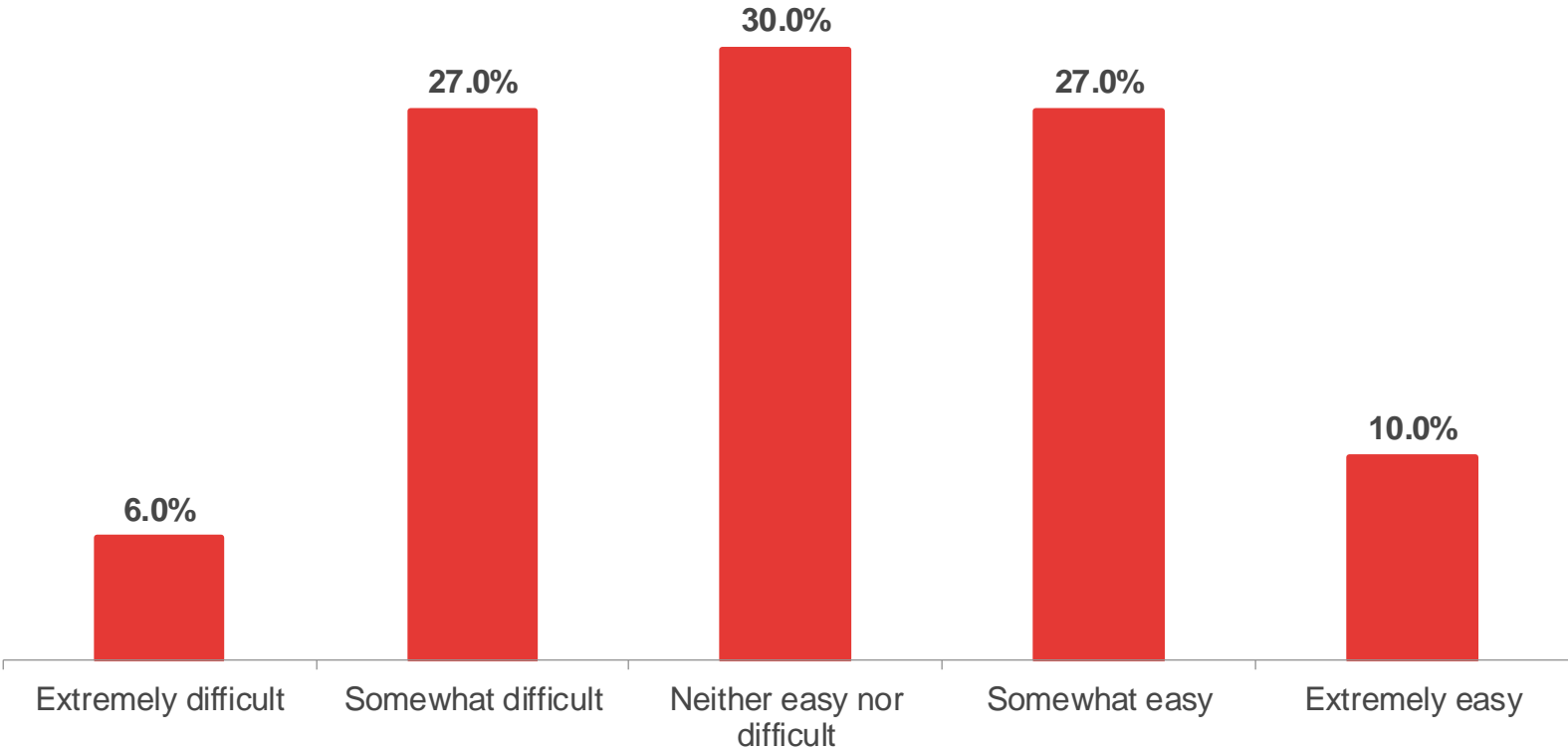
Professional

Special education or related services
- I have not heard of this: 10.9%
- I have used this: 19.8%
- I know of it, but have not used it: 13.8%

GI Bill
- I have not heard of this: 15.1%
- I have used this: 4.2%
- I know of it, but have not used it: 21.7%

Free Application for Federal Student Aid (FAFSA)
- I have not heard of this: 4.5%
- I have used this: 20.2%
- I know of it, but have not used it: 14.8%

English as a Second Language (ESL)
- I have not heard of this: 17.0%
- I have used this: 11.8%
- I know of it, but have not used it: 17.4%

High school education
- I have not heard of this: 2.9%
- I have used this: 19.8%
- I know of it, but have not used it: 15.4%

General Educational Development (GED)
- I have not heard of this: 2.3%
- I have used this: 21.7%
- I know of it, but have not used it: 14.6%

Parent

Special education or related services
- I have not heard of this: 17.1%
- I have used this: 10.6%
- I know of it, but have not used it: 18.8%

GI Bill
- I have not heard of this: 21.2%
- I have used this: 3.0%
- I know of it, but have not used it: 21.5%

Free Application for Federal Student Aid…
- I have not heard of this: 13.0%
- I have used this: 34.9%
- I know of it, but have not used it: 8.0%

English as a Second Language (ESL)
- I have not heard of this: 17.6%
- I have used this: 5.2%
- I know of it, but have not used it: 21.0%

High school education
- I have not heard of this: 7.8%
- I have used this: 39.5%
- I know of it, but have not used it: 6.6%

General Educational Development (GED)
- I have not heard of this: 7.3%
- I have used this: 6.8%
- I know of it, but have not used it: 23.7%

Legend:
- I have not heard of this
- I have used this
- I know of it, but have not used it

Professional

How would you describe your clients' experience accessing the **education** programs?

Chart data:
- Extremely difficult: 5.0%
- Somewhat difficult: 39.0%
- Neither easy nor difficult: 30.0%
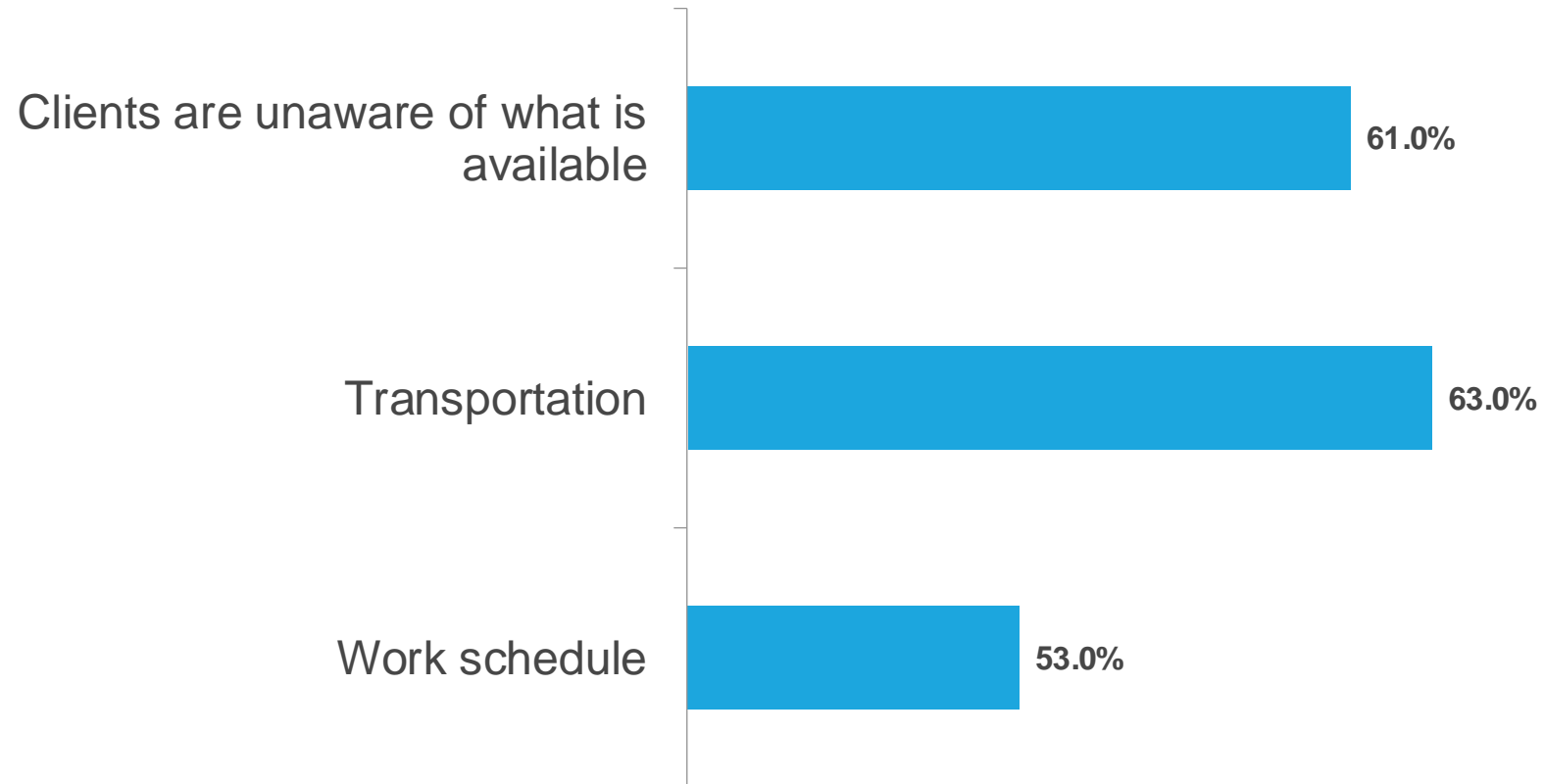- Somewhat easy: 24.0%
- Extremely easy: 3.0%

Response Options for Education Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **education** programs?

Professional: What do you think are the most significant barriers to accessing education programs? (Other Text)

Some felt that there were systematic barriers that prevented parents from accessing education programs.

- Poor Internet connectivity
- Proof of residential requirements
- Changing back to in person classes

Many said that childcare was the most significant barrier to accessing education programs.

- Lack of childcare

Some also felt that there were intrapersonal barriers.

- Learning disabilities
- Low self-efficacy

"Often in cycles of crisis [sic] make the stability required for education almost impossible"- **Systematic Barriers**

"Believing they can do it."- **Intrapersonal Barrier**

Parent: What do you think are the biggest challenges that prevented you from being able to use **education** programs?

Category	Percentage
Cost	40.0%
Lack of available facilities or providers in the community	46.0%
Location	39.0%
Work schedule	39.0%
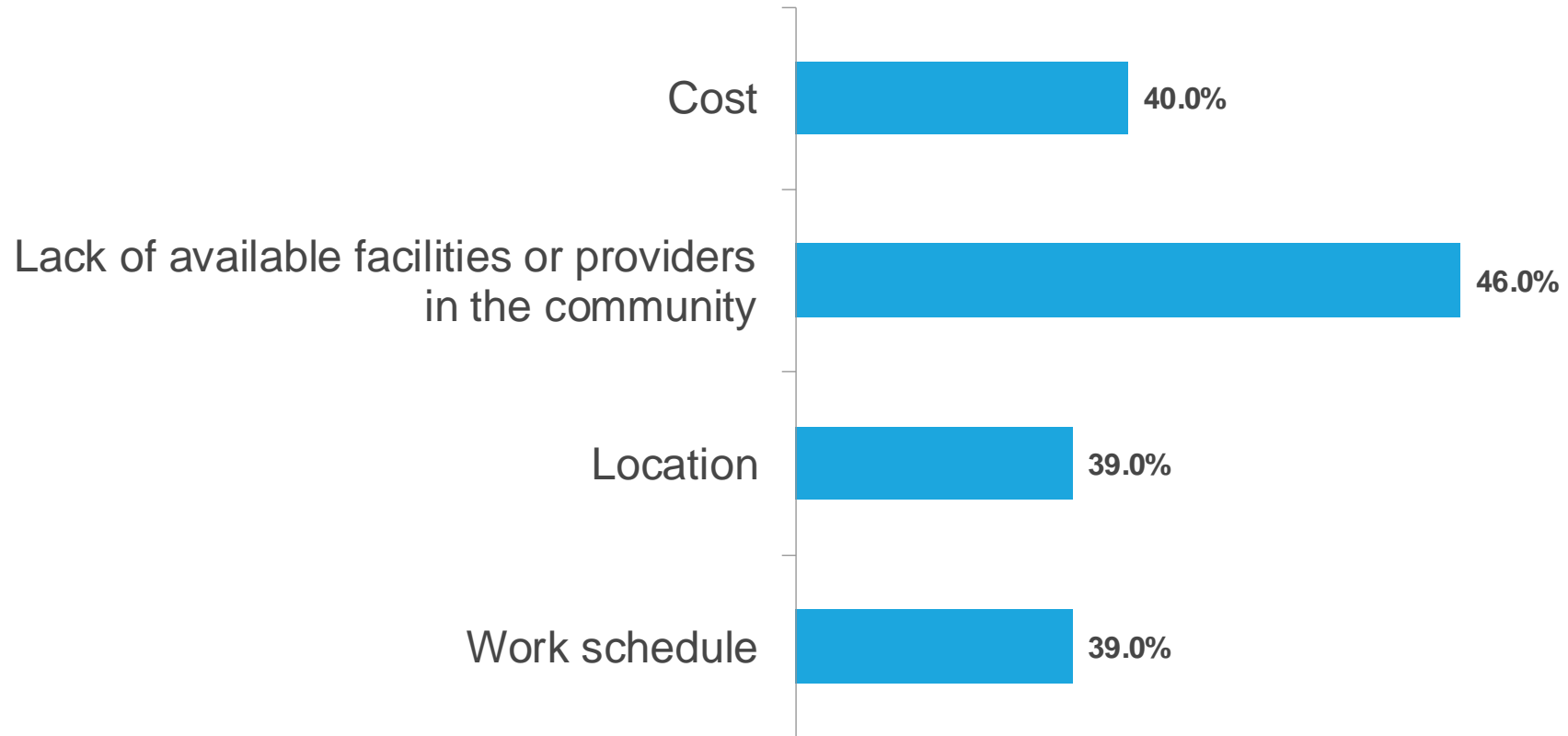
Parent: What do you think are the **biggest challenges** that prevented you from being able to use **education** programs? (Other Text)

While few comments were made by parents, the few that were indicated feeling confused or that the process was too burdensome.

- Overwhelming
- Complicated
- Confusing
- Burdensome

"Too complicated-too much paperwork."
Process

"Figuring out how to fill out the forms."-
Process

Parent: Do you know where to find **education** programs?
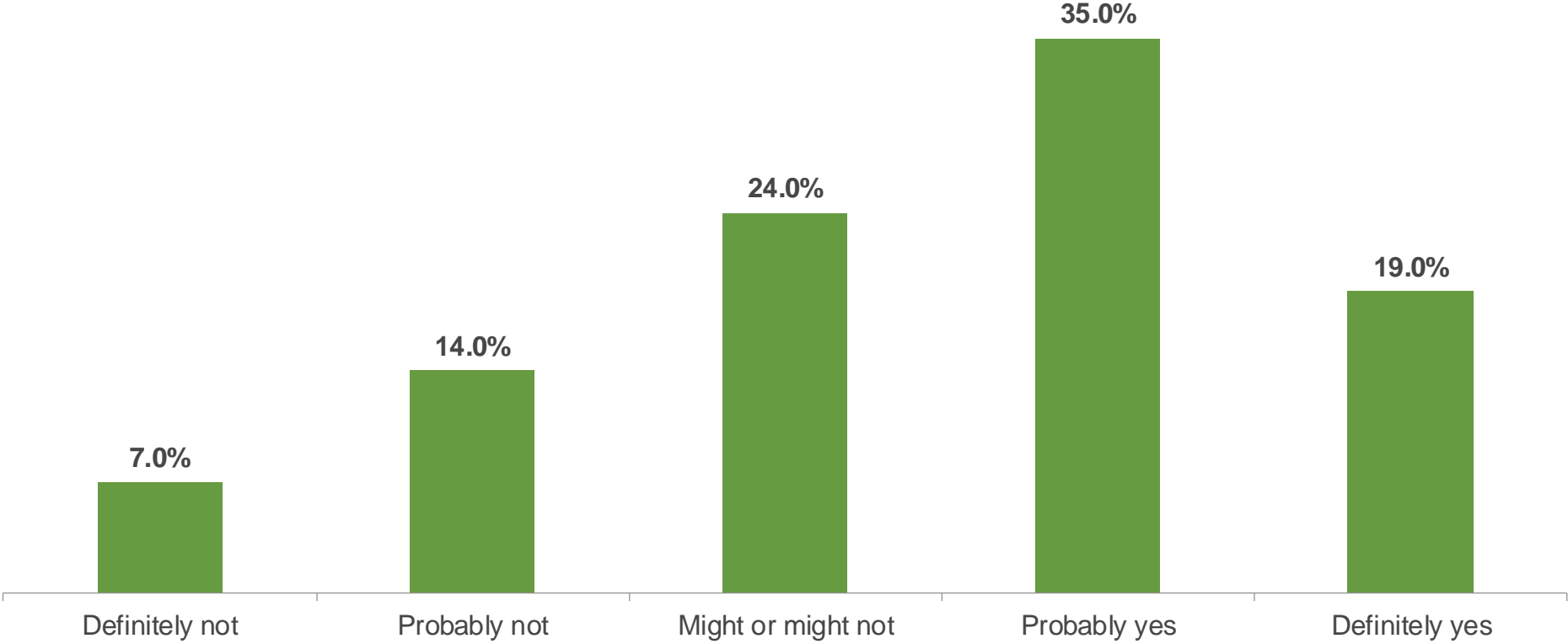
Interesting Take Aways for Education Programs

54% of parents felt that they knew how to locate education programs.

Experiences with Insurance and Healthcare Programs

Professionals: Please indicate if you have **REFERRED** families to the following **insurance/healthcare** programs within the last three years:
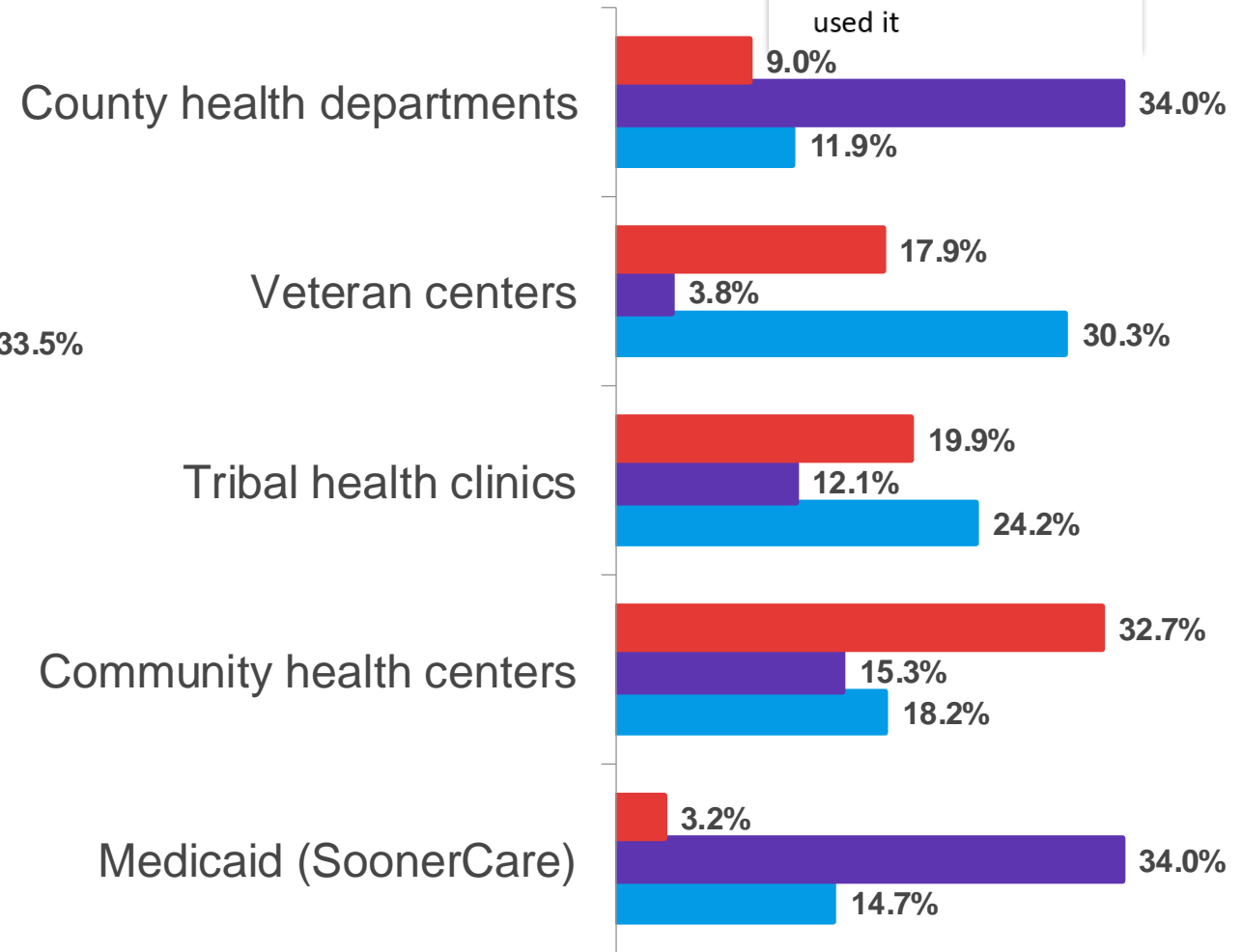
Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **insurance/healthcare** programs:
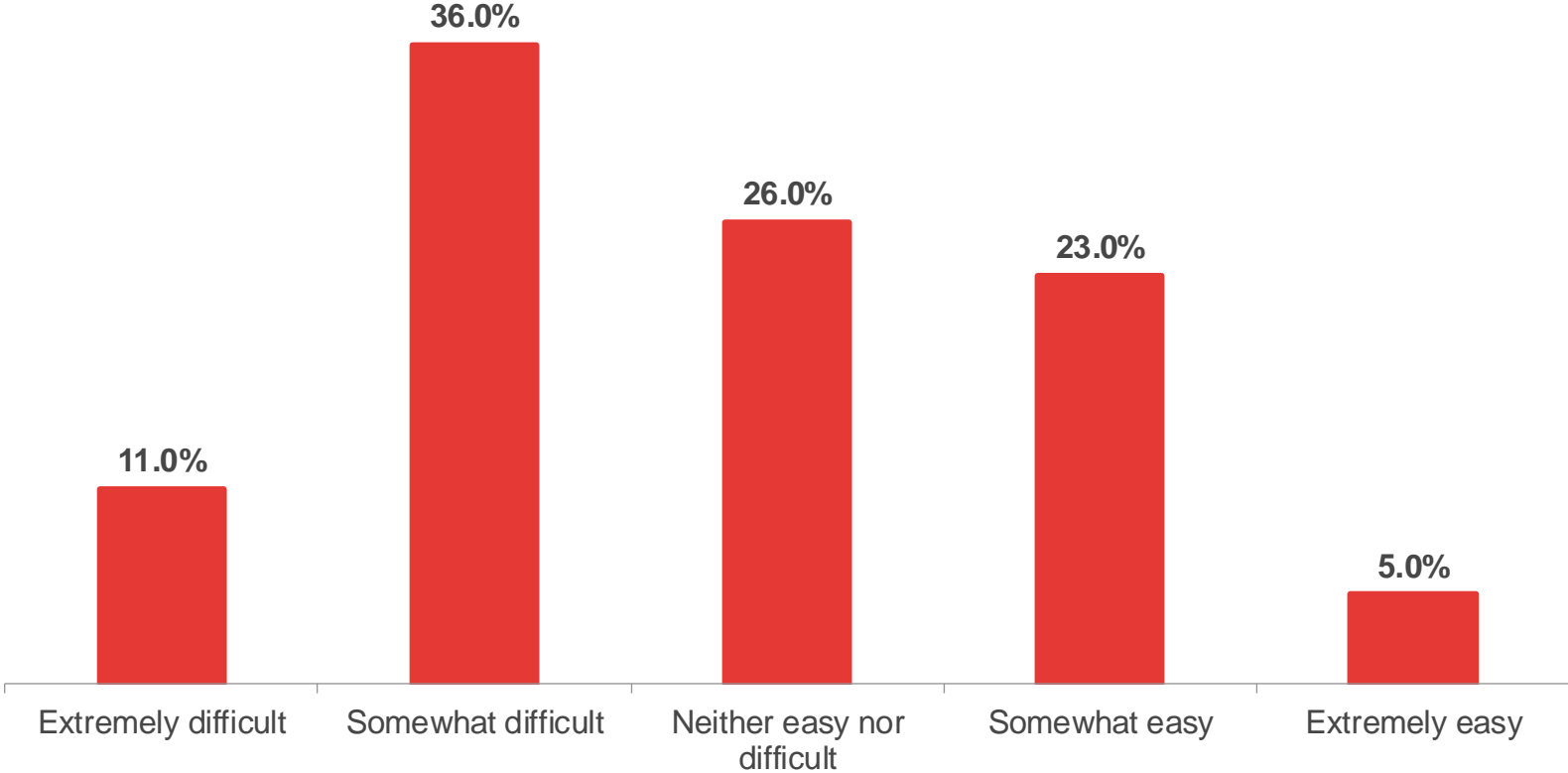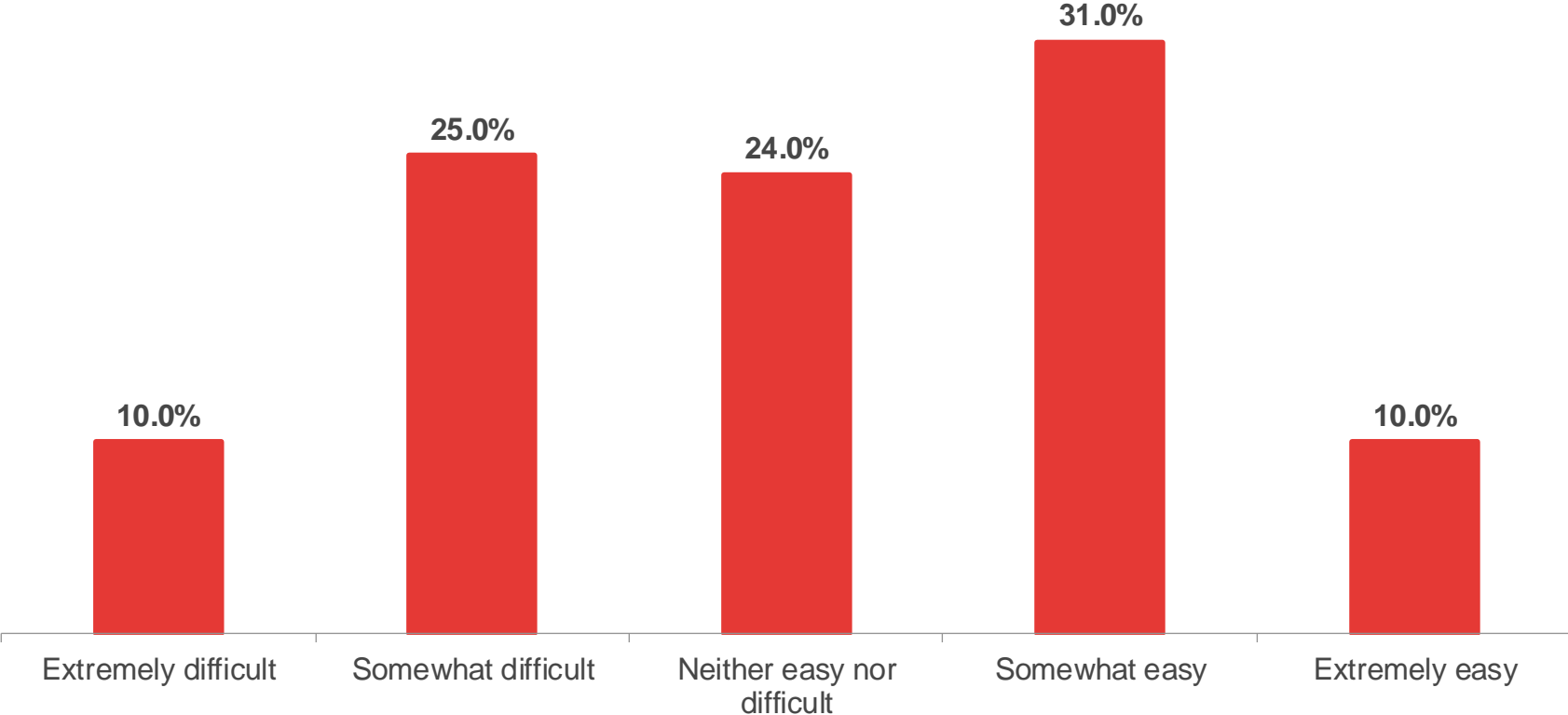
Professional

Parent

Legend:
- I have not heard of this
- I have used this
- I know of it, but have not used it

Professional

Category	I have not heard of this	I have used this	I know of it, but have not used it
County health departments	2.5%	24.9%	13.1%
Veteran centers	6.6%	8.7%	33.5%
Tribal health clinics	7.6%	18.9%	20.1%
Community health centers	13.2%	19.8%	17.7%
Medicaid (SoonerCare)	0.5%	26.0%	12.2%

Parent

Category	I have not heard of this	I have used this	I know of it, but have not used it
County health departments	9.0%	34.0%	11.9%
Veteran centers	17.9%	3.8%	30.3%
Tribal health clinics	19.9%	12.1%	24.2%
Community health centers	32.7%	15.3%	18.2%
Medicaid (SoonerCare)	3.2%	34.0%	14.7%

Professional

How would you describe your clients' experience accessing the **insurance/healthcare** programs?

Bar chart:
- Extremely difficult: 11.0%
- Somewhat difficult: 36.0%
- Neither easy nor difficult: 26.0%
- Somewhat easy: 23.0%
- Extremely easy: 5.0%

Parent

How would you describe your experience accessing the **insurance/healthcare** programs?

Response Options for Insurance/Healthcare Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **insurance/healthcare** programs?
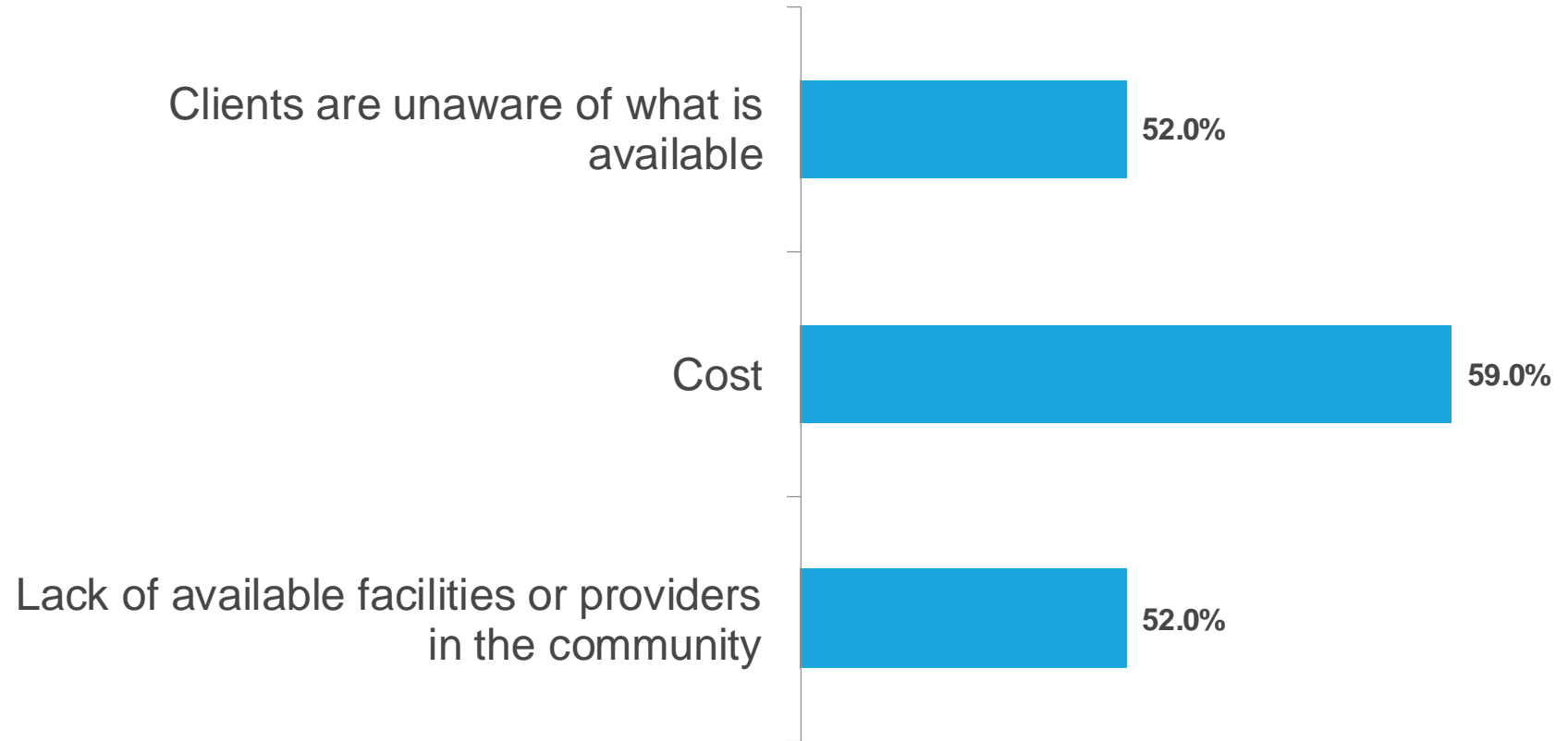
Clients are unaware of what is available — 52.0%

Cost — 59.0%

Lack of available facilities or providers in the community — 52.0%

Parent: What do you think are the biggest challenges that prevented you from being able to use **insurance/healthcare** programs?
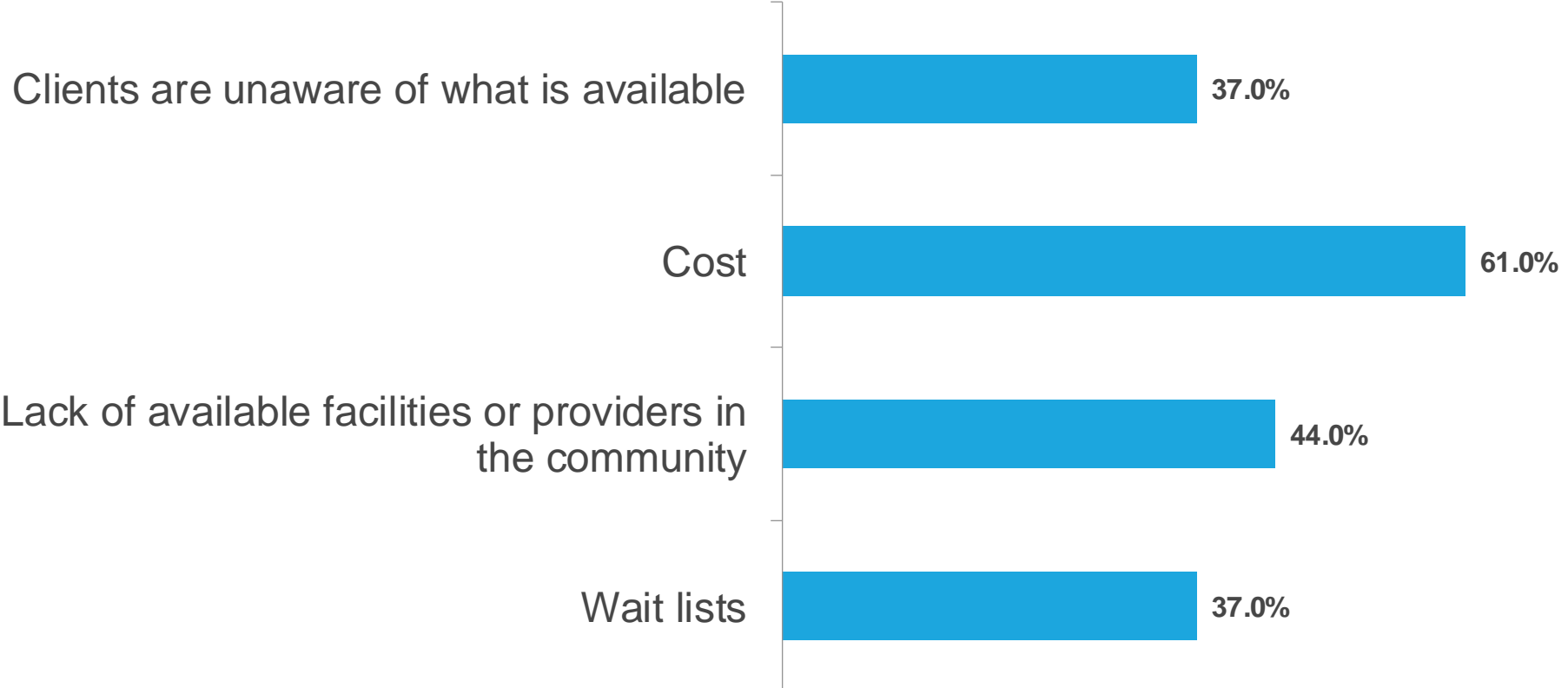
Parent: Do you know where to find **insurance/healthcare** programs?
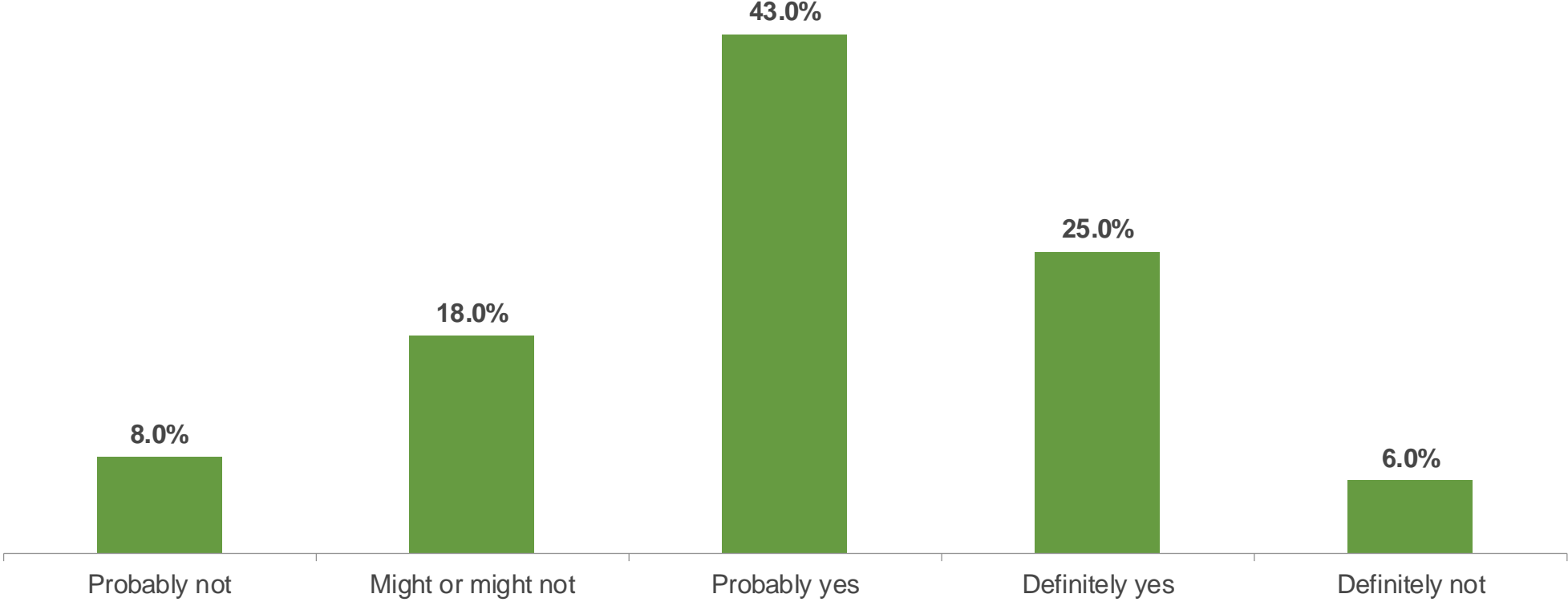
Interesting Take Aways for Insurance/Healthcare Programs

Only 31% of parents felt sure that they could find insurance/healthcare programs
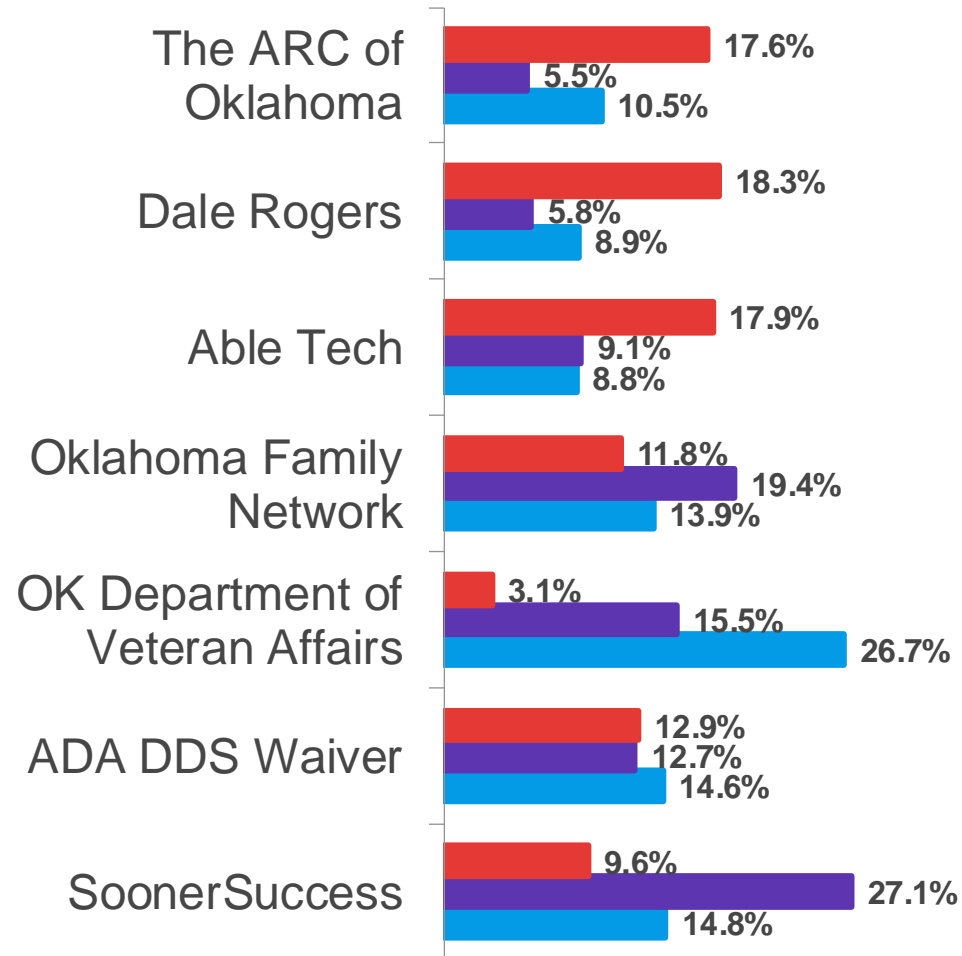
Experiences with Disability Programs

Professionals: Please indicate if you have **REFERRED** families to the following **disability** programs within the last three years:
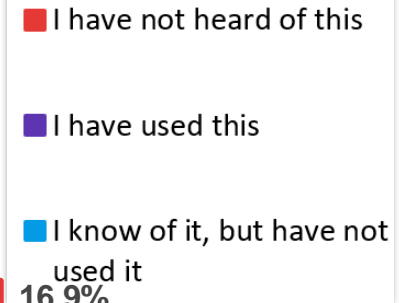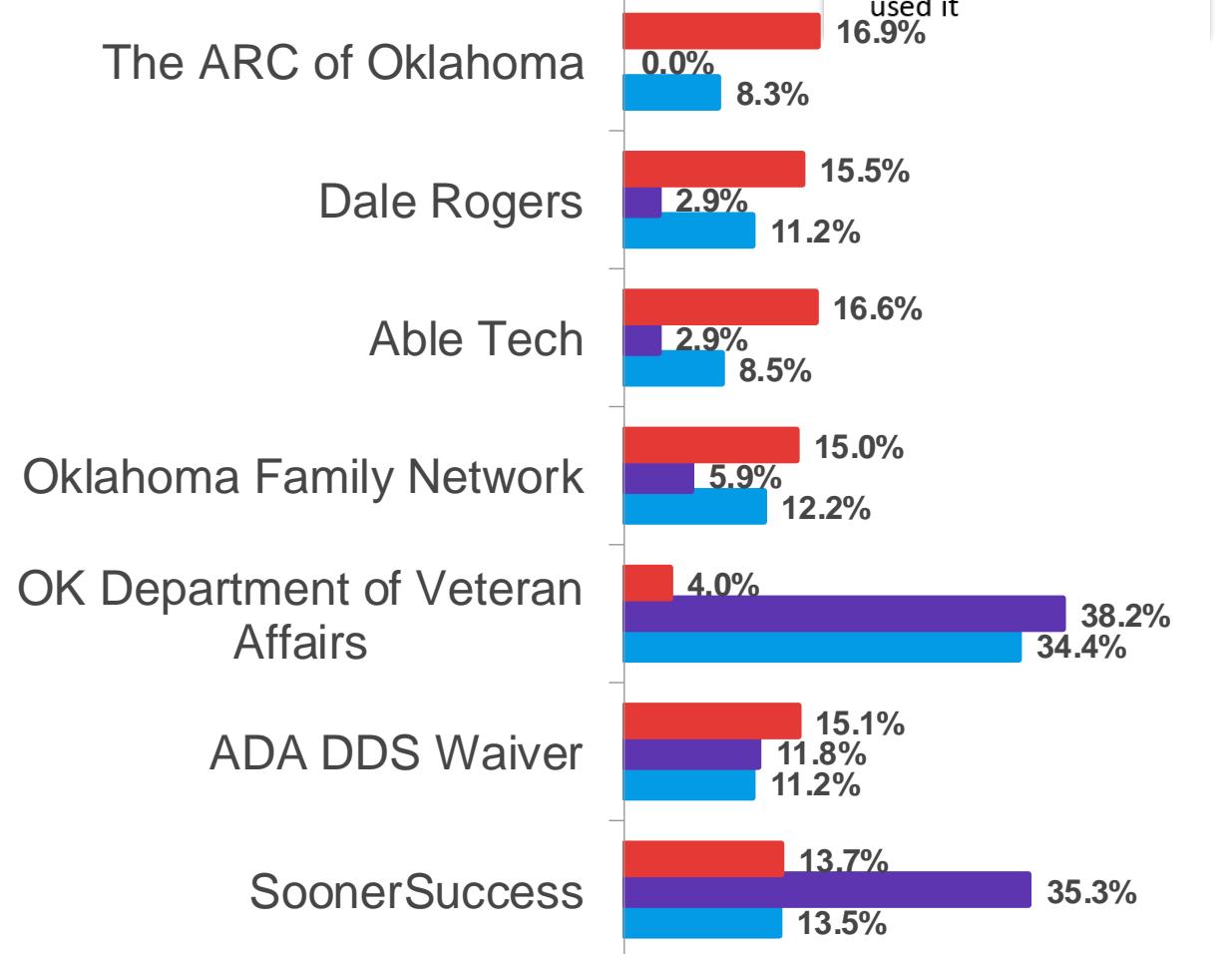

Parents: Please indicate if you are **AWARE** of or have **USED** any of the following **disability** programs:
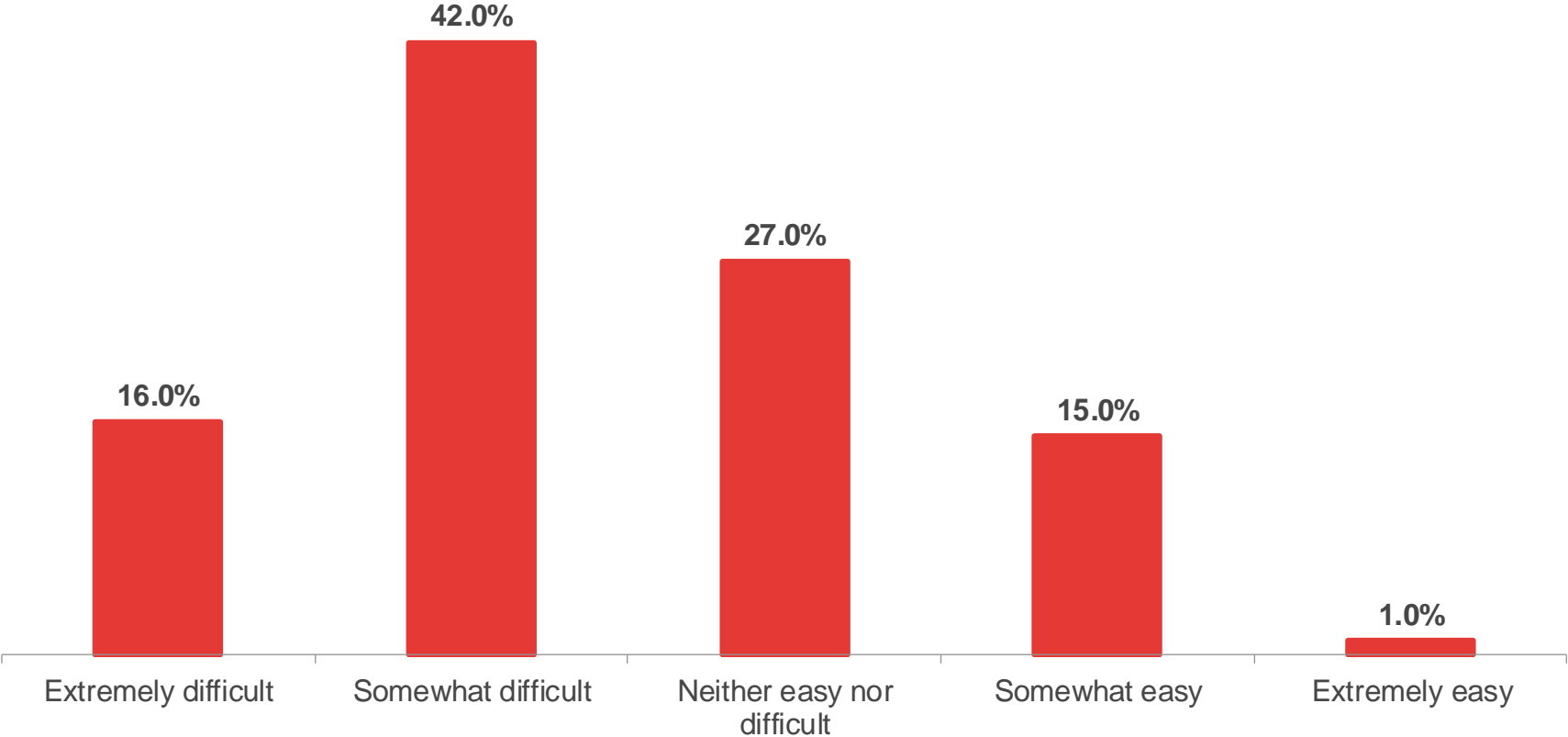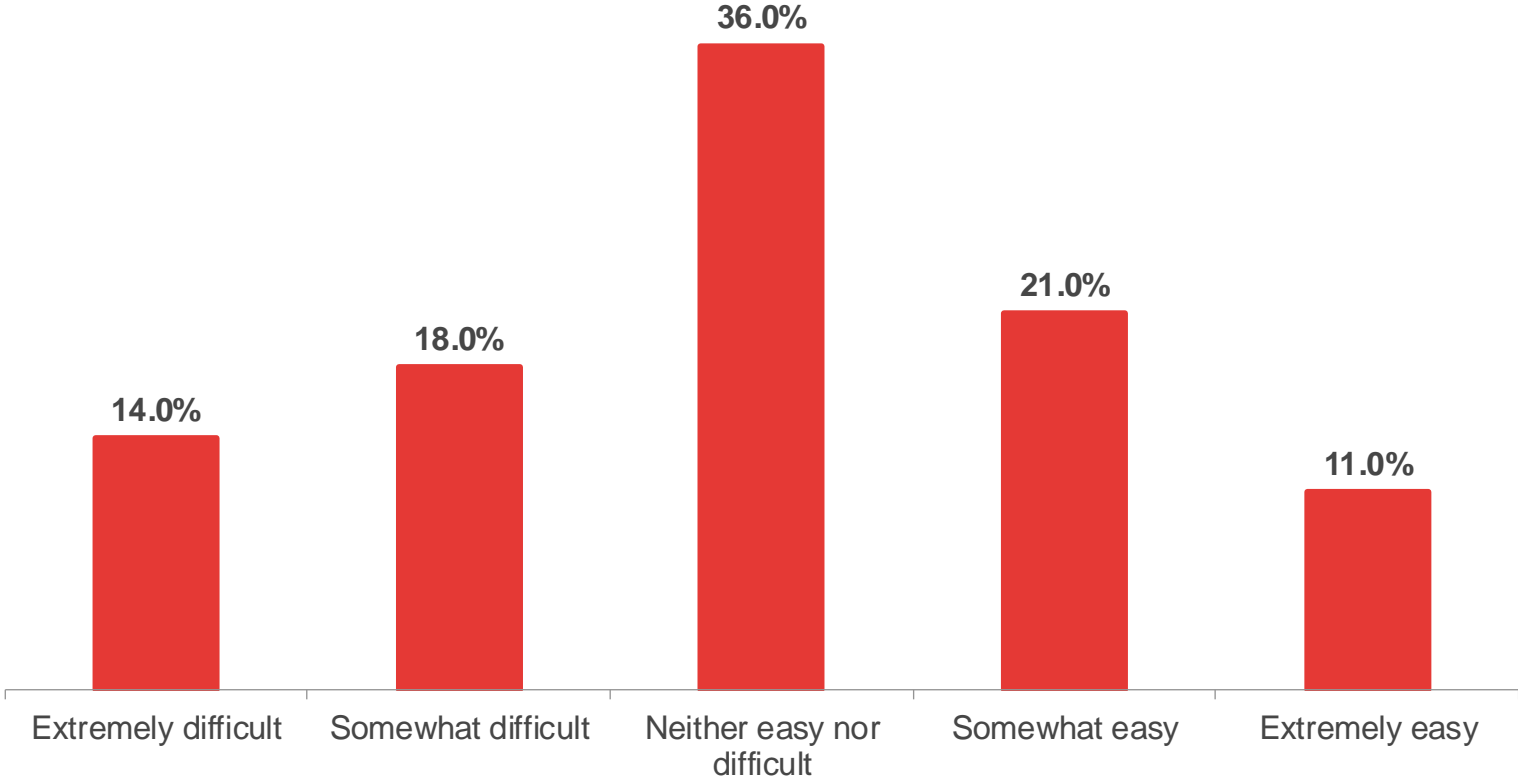
Professional

	I have not heard of this	I have used this	I know of it, but have not used it
The ARC of Oklahoma	17.6%	5.5%	10.5%
Dale Rogers	18.3%	5.8%	8.9%
Able Tech	17.9%	9.1%	8.8%
Oklahoma Family Network	11.8%	19.4%	13.9%
OK Department of Veteran Affairs	3.1%	15.5%	26.7%
ADA DDS Waiver	12.9%	12.7%	14.6%
SoonerSuccess	9.6%	27.1%	14.8%

Parent

	I have not heard of this	I have used this	I know of it, but have not used it
The ARC of Oklahoma	16.9%	0.0%	8.3%
Dale Rogers	15.5%	2.9%	11.2%
Able Tech	16.6%	2.9%	8.5%
Oklahoma Family Network	15.0%	5.9%	12.2%
OK Department of Veteran Affairs	4.0%	38.2%	34.4%
ADA DDS Waiver	15.1%	11.8%	11.2%
SoonerSuccess	13.7%	35.3%	13.5%

Professional

How would you describe your clients' experience accessing the **disability** programs?

Bar chart:
- Extremely difficult: 16.0%
- Somewhat difficult: 42.0%
- Neither easy nor difficult: 27.0%
- Somewhat easy: 15.0%
- Extremely easy: 1.0%

Parent

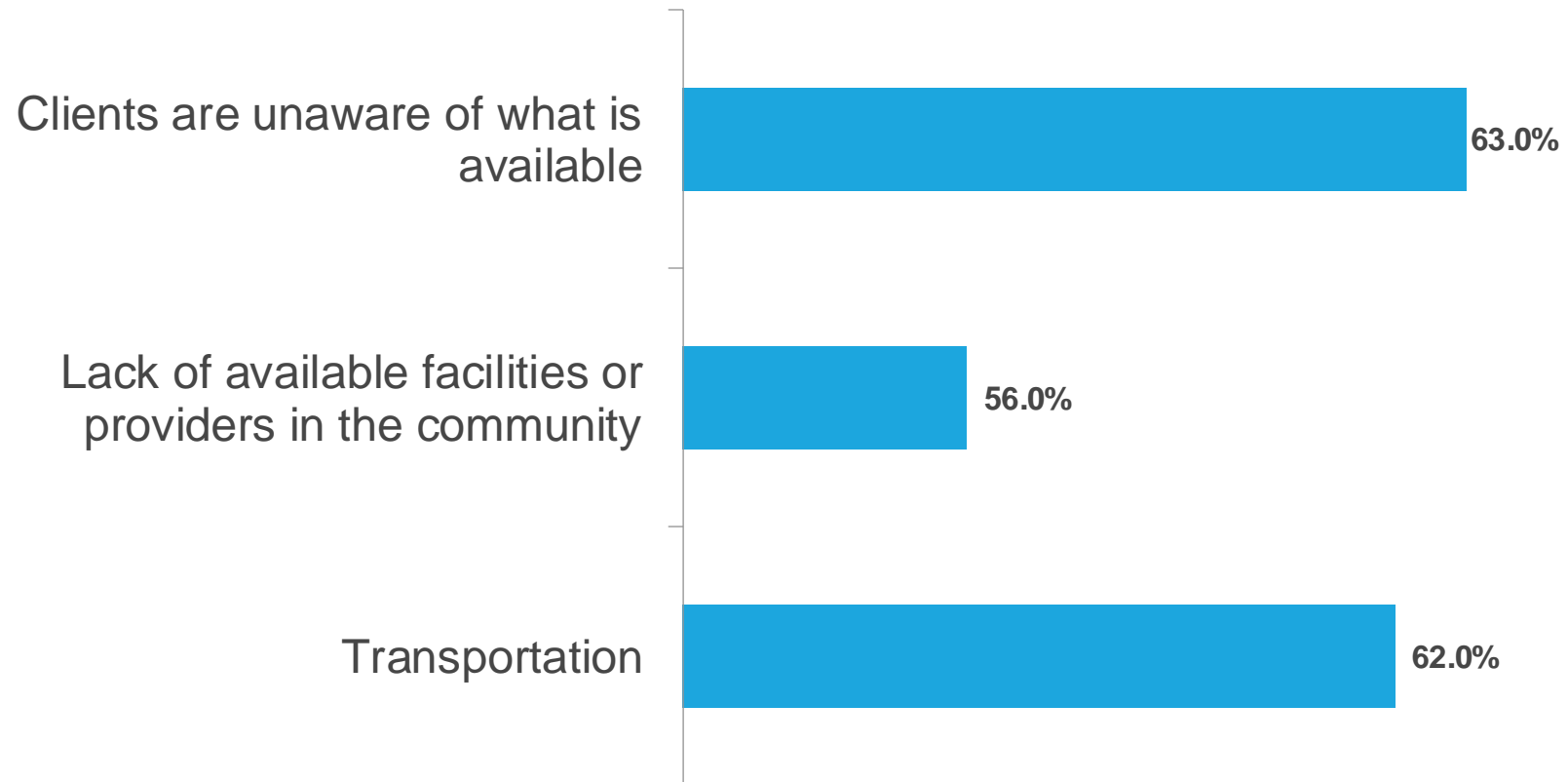How would you describe your experience accessing the **disability** programs for yourself or for your child?

- Extremely difficult: 14.0%
- Somewhat difficult: 18.0%
- Neither easy nor difficult: 36.0%
- Somewhat easy: 21.0%
- Extremely easy: 11.0%

Response Options for Disability Program Barriers

- Clients are unaware of what is available

- Cost

- Finding facilities or providers that speak their language or understand their culture

- Finding facilities or providers who are responsive to disabilities and accommodating to special needs

- Lack of available facilities or providers in the community

- Location

- Transportation

- Wait lists

- Work schedule

- Other

Professional: What do you think are the most significant barriers to accessing **disability** programs?

Clients are unaware of what is available — 63.0%

Lack of available facilities or providers in the community — 56.0%

Transportation — 62.0%

Professional: What do you think are the most **significant barriers** to accessing **disability** programs? (Other Text)

Some felt that there the disability programs were not efficient and that this caused people to miss out on receiving help.

- Slow responses
- Lack of communication between providers and agencies
- Bottle necking during approval process

Some professionals also thought that the parents lacked necessary knowledge or ability to navigate the system.

- Low computer/technology literacy

"Family advocacy is often too little too late and historically successful methods to network are crashed by systems of service focused on billing criteria or other points of exclusion"- **Bottlenecking**
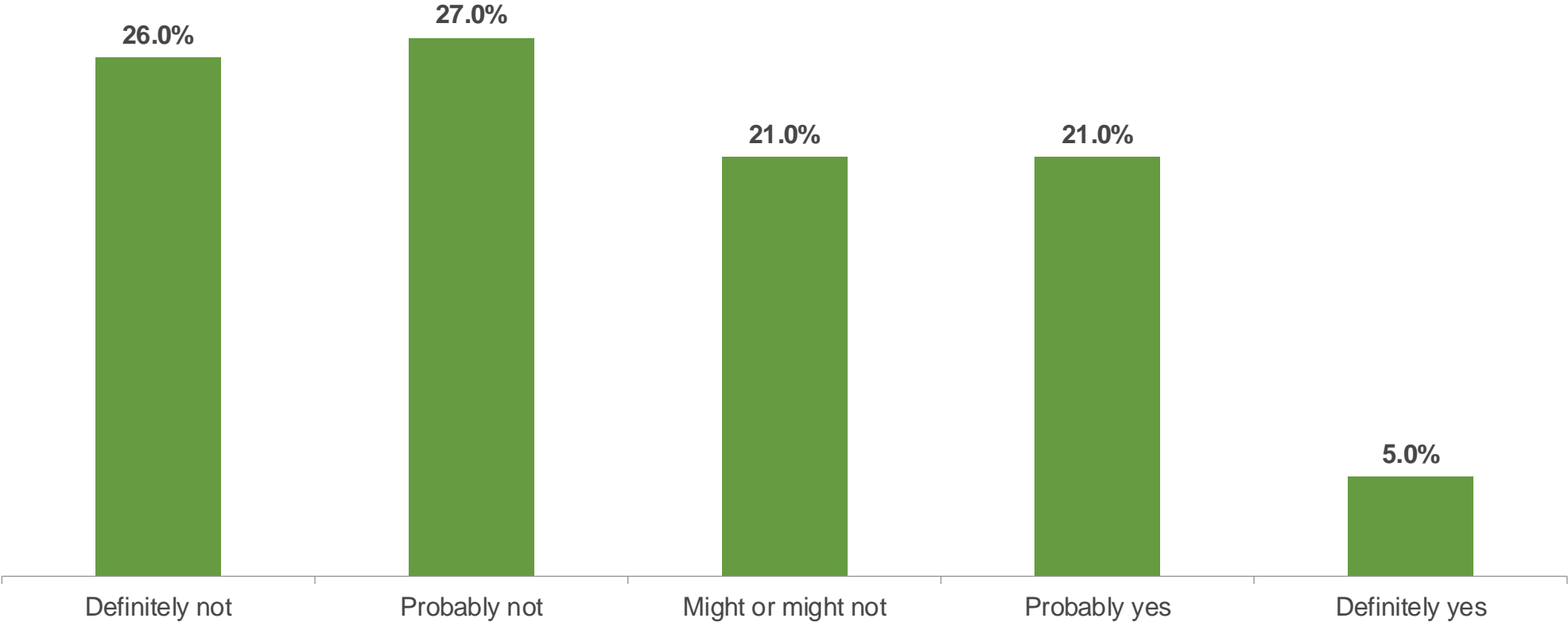
"The applications are very long-hard for someone with disabilities to complete without someone helping them."- **Navigation Challenges**

Parent: What do you think are the biggest challenges that prevented you from being able to use **disability** programs?

- Clients are unaware of what is available: 67.0%
- Location: 78.0%
- Transportation: 67.0%
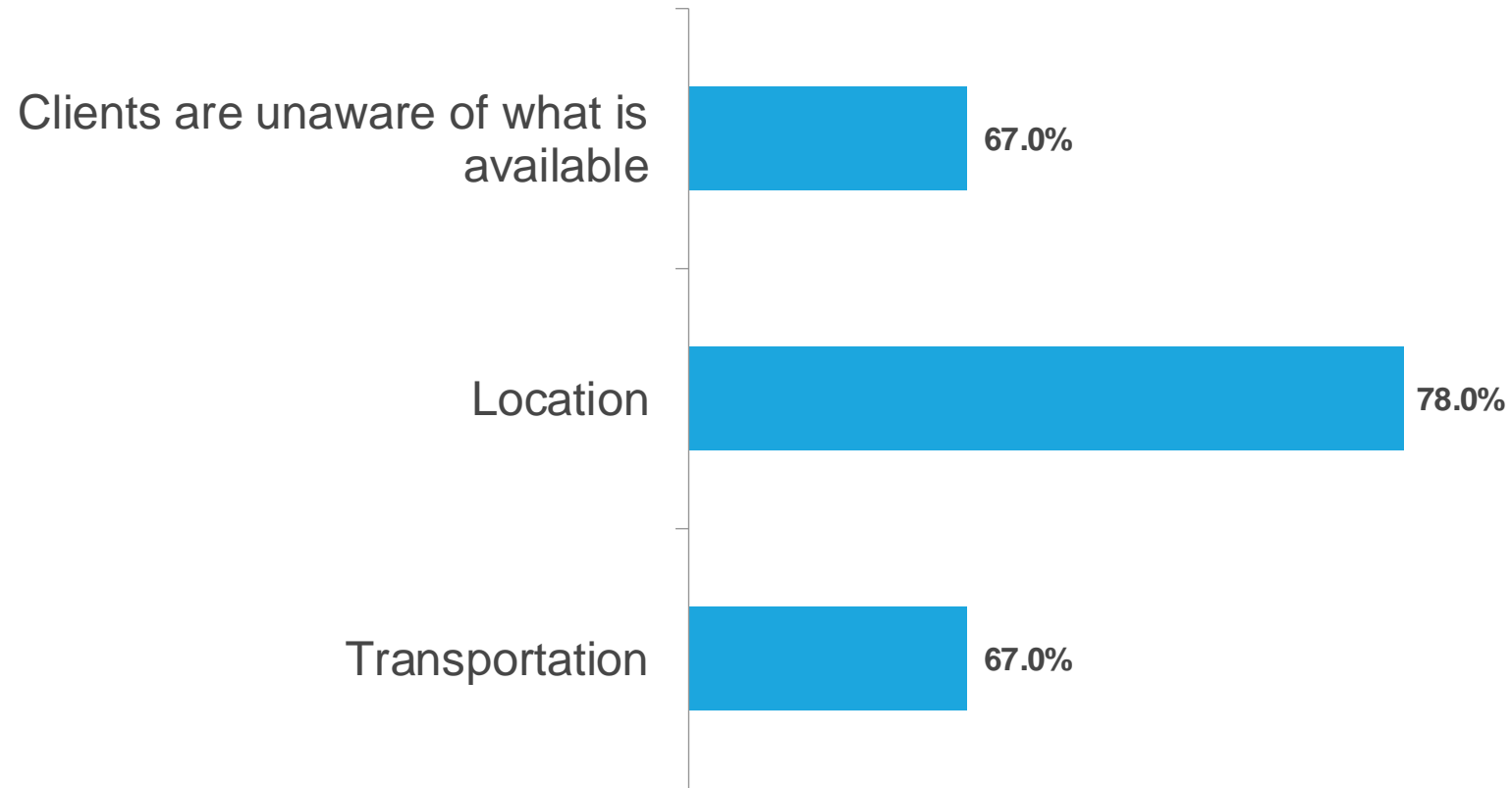
Parent: Do you know where to find **disability** programs?

Interesting Take Aways for Disability Programs

- Overall professionals thought it was more difficult for parents to access disability programs.
  - Professionals, 16%- Easy
  - Parents, 32%- Easy

  - Only 26% of parents felt sure they would know how to locate disability programs.

Additional Shared Questions

Professional: What resources and services in your community are the **most effective** in meeting your community's needs?

"The warmline, child care resource and referrals, child care locator, family builders, parents as teachers, resources from various entities regarding child health and safety."

"Government funded programs. Non profit organizations are struggling majorly for funding and ability to hire enough people to meet the need."

"Having a one-stop center where families can access many different services in one location. Having bicultural and bilingual staff."

Parent: What resources and services in your community are the **most effective** in meeting your community's needs?

"With my sons, OKSA was such an incredibly valuable lifeline, and so was my foster agency."

"Right now - public schools, DDS, DHS, SoonerCare. I have a teen in public schools and an adult disabled son living at home."

"Education is most effective, however we have needs that are unmet in our community, specifically mental health."

Professional: What resources and services in your community are the **least effective** in meeting your community's needs?

"There are very few services available in our area. In rural NWOK we have many services "available", however, when referring clients, co-workers, or peers - many of those services are understaffed and too thinly stretched to be able to service our area."

"High barrier emergency homeless shelters. rental and utility assistance - hard to access and does not cover deposits and other key bills."

"Lack of resources/agencies/programs that are in ALL native languages spoken in the area."

Parent: What resources and services in your community are the **least effective** in meeting your community's needs?

"The way the DHS daycare assistance just cuts people off. I think we also need to take into account of inflation. I think yall leaving out the people who make more than what yall consider to be under the poverty line is not effective."

"Lack of funding mostly and apparent miss appropriation of existing funding and the people of the community needs to step up and clean up our community it looks like a pig sty "

"Those that are based only on income and do not include middle class families who want to learn more and be the best parent for their children"