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**“A Parent Guide to Raising Healthy, Happy Children”**

**Resource Guide**

**Evaluation Report**

**As Required By**

**H.B. 1240**

**81<sup>st</sup> Legislature, Regular Session, 2009**

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**Health and Human Services Commission**

**December 2010**

## TABLE OF CONTENTS

Executive Summary .....	i
Introduction .....	1
<i>Background</i> .....	1
<i>Legislative Requirements</i> .....	2
<i>DSHS Notifications</i> .....	3
H.B. 1240 Evaluation .....	4
<i>2010 Resource Guide Distribution</i> .....	4
Figure 1. Providers of Prenatal Care or Delivery Services who Ordered the Parent Resource Guide .....	5
<i>2010 Medicaid-Eligible Parent Survey</i> .....	6
Table 1. Response Rates.....	7
Table 2. Percent of Medicaid Enrolled Mothers who Recognized the Resource Guide.....	7
Table 3. Receipt of Resource Guide Location.....	8
Table 4. Medicaid Enrolled Mothers Examination of Hospital Materials .....	8
<i>Conclusion</i> .....	9
Next Steps.....	10
<i>Appendix A. DSHS Notifications</i>	
<i>Appendix B: Distribution of Resource Guides by County in Texas</i>	
<i>Appendix C: Hospitals with the Greatest Number of Medicaid Deliveries in FY 2009</i>	
<i>Appendix D: Survey Instruments</i>	

## EXECUTIVE SUMMARY

This evaluation report is submitted by the Health and Human Services Commission in accordance with H.B. 1240, 81<sup>st</sup> Legislature, Regular Session, 2009. HB 1240 required that every Medicaid enrolled mother of an infant and, if possible, the father or caregiver be provided a parent resource guide. This report, "*A Parent Guide to Raising Healthy, Happy Children*," provides a preliminary analysis of the distribution of the resource guide and includes a description of the planned evaluation for the 2012 report to the legislature.

H.B. 1240 mandated every provider of prenatal care or delivery services to distribute a resource guide (available in both English and Spanish) to Medicaid enrolled mothers of infants in Texas, and, as possible, to the fathers and caregivers of those infants. The legislation mandated that the resource guide include information on:

- establishing a "medical home,"
- dental care,
- effective parenting,
- child safety,
- the importance of reading to a child,
- expected developmental milestones,
- healthcare resources available in Texas, and
- selecting appropriate child care.

Under H.B. 1240, the Department of State Health Services (DSHS) is responsible for making a resource guide which meets the above requirements available for distribution. DSHS selected the resource guide developed by the Raising Texas Initiative, *A Parent's Guide to Raising Healthy, Happy Children* to satisfy this requirement. However, HB 1240 did not require providers to use the DSHS distributed guide. Providers were free to use any guide that met the requirements listed above. Due to budget restraints, the evaluation was limited to distribution of the DSHS distributed guide and a survey of Medicaid enrolled mothers.

Key findings are as follows:

### **2010 Resource Guide Distribution**

- Between December 1, 2009 and September 30, 2010, providers of prenatal care or delivery services from 67 counties ordered 132,900 resource guides. Bexar, Dallas, Harris, Tarrant, and Travis counties ordered the most resource guides.

## **2010 Medicaid Parent Survey**

- Forty-eight percent of the Medicaid enrolled mothers who responded to the survey indicated they had seen the resource guide.
- The majority of mothers who had seen the resource guide indicated they received the resource guide from the hospital where their baby was born or from the Women, Infants, and Children (WIC) clinic.

The results of the analysis of the distribution of the DSHS-recommended resource guide and survey indicate that some providers of prenatal care or delivery services to Medicaid enrolled mothers may not be complying with H.B.1240.

The Evaluation Unit of the HHSC Strategic Decision Support Division will conduct a more detailed evaluation for the 2012 report to the legislature. A sample of providers of prenatal care or delivery services will be surveyed to assess their distribution of a resource guide, the resource guide they distribute, and their process for determining which new mother is eligible to receive the guide.

If the results of the survey of providers show that a sufficient number of providers are distributing a resource guide, HHSC will also conduct another survey of those who should have received a resource guide. This survey will assess what guide they received, the guide's usefulness, whether it has changed their behavior, and their overall satisfaction with the guide.

As required by H.B. 1240, HHSC will submit a report in December 2012. The report will include findings from the surveys as they relate to the requirements of the legislation.

## INTRODUCTION

The *Parent Resource Guide Evaluation* report is required pursuant to H.B. 1240, 81<sup>st</sup> Legislature, Regular Session, 2009. H.B. 1240 amended S.B. 316, 79<sup>th</sup> Legislature, Regular Session, 2005 to require the distribution of a resource guide to Medicaid enrolled mothers of infants in Texas, and, as possible, to the fathers and caregivers of those infants.

### Background

New parents are faced with a variety of challenging situations on a daily basis in caring for their child. Some of these challenges include understanding:

- recommended well-child checkups and immunization schedules;
- the importance of establishing a “medical home” and regular dental care;
- how to locate local and statewide health resources;
- how to identify expected developmental milestones;
- effective parenting techniques;
- how to select appropriate child care and medical care;
- how to keep their child safe; and
- the importance of reading to a child.

To assist parents and caregivers, the Raising Texas initiative and its partners developed a resource guide for new parents: *A Parent’s Guide to Raising Healthy, Happy Children*<sup>1</sup> in both English and Spanish. Raising Texas, part of the Texas Department of Health and Human Services Commission (HHSC) Office of Early Childhood Coordination in the Office of Program Coordination for Children and Youth, is a collaborative effort between state agencies and private organizations focused on creating a comprehensive early childhood system in the state to ensure children under age six will be ready for school and successfully master developmental milestones.

Beginning in 2009, HHSC made the resource guide available to healthcare organizations as part of the Frew v. Suehs Settlement. HHSC used Frew Strategic Initiative funds to distribute 470,000 resource guides to 395 social service organizations whose primary clientele were Medicaid-eligible families with infants and toddlers, or pregnant women.<sup>2</sup>

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<sup>1</sup> [http://www.hhsc.state.tx.us/si/oec/Raising\\_Texas.pdf](http://www.hhsc.state.tx.us/si/oec/Raising_Texas.pdf)

<sup>2</sup> The Texas Legislature approved \$150 million for the fiscal years 2008-2009 budget period for strategic initiatives to expand children’s access to Medicaid services. The funding is part of a \$1.8 billion plan in response to Frew v. Suehs lawsuit over utilization of preventive services in children’s Medicaid.

## Legislative Requirements

H.B. 1240 mandated the distribution of a resource guide (available in both English and Spanish) to Medicaid enrolled mothers of infants in Texas, and, as possible, to the fathers and caregivers of those infants. The legislation required the resource guide to include information on:

- establishing a “medical home,”
- dental care,
- effective parenting,
- child safety,
- the importance of reading to a child,
- expected developmental milestones,
- healthcare resources available in Texas, and
- selecting appropriate child care.

Every provider of prenatal care or delivery services is required to distribute a resource guide to every new Medicaid enrolled mother, document in the mother’s medical record that she received a resource guide, and retain those records for at least five years.<sup>3</sup>

The legislation allows the providers of prenatal care or delivery services to use the resource guide made available through the Department of State Health Services (DSHS) or an alternate resource guide providing that it includes the information described above.<sup>4</sup>

Under H.B. 1240, DSHS is responsible for making a resource guide available for distribution to prenatal care or delivery services providers needing to meet the requirements of the legislation. DSHS is also responsible for coordinating funding to ensure the guides are available free of charge. DSHS utilizes the resource guide developed by the Raising Texas Initiative, *A Parent’s Guide to Raising Healthy, Happy Children*, which satisfies the requirements of H.B. 1240. DSHS is not responsible for monitoring adherence to the legislation by providers of prenatal care or delivery services.

## DSHS Notifications

DSHS maintains an electronic message delivery system, GovDelivery, to notify interested stakeholders/subscribers of DSHS Maternal and Child Health updates. On November 30, 2009, DSHS sent an announcement to subscribers regarding the availability of the *A Parent’s Guide to*

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<sup>3</sup> Medicaid eligibility is authorized in Chapter 32 of the Human Resource Code.

<sup>4</sup> <http://www.legis.state.tx.us/billlookup/text.aspx?LegSess=81R&Bill=HB1240>

*Raising Healthy, Happy Children* resource guide to meet H.B. 1240 requirements.<sup>5</sup> DSHS concurrently posted the announcement on their Maternal and Child Health website.<sup>6</sup>

This report evaluates the distribution of the *A Parent's Guide to Raising Healthy, Happy Children* resource guide coordinated through DSHS. It does not assess the distribution of any other resource guides that might fulfill the requirements of H.B. 1240.

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<sup>5</sup> The announcement was sent using the GovDelivery system, and a copy is provided in Appendix A.

<sup>6</sup> <http://www.dshs.state.tx.us/mch/default.shtm>

## H.B. 1240 EVALUATION

This report presents the first year of the evaluation of H.B. 1240. The first year of the evaluation was designed to provide information about the extent to which providers distributed the resource guide, *A Parent's Guide to Raising Healthy, Happy Children*, to Medicaid enrolled mothers of infants, and, as possible, to the fathers and caregivers of those infants. This report includes the results of an analysis of the distribution of the resource guide and of a survey of Medicaid enrolled mothers who should have received a resource guide as mandated in H.B. 1240. The report also includes a description of the next steps for the evaluation.

### 2010 Resource Guide Distribution

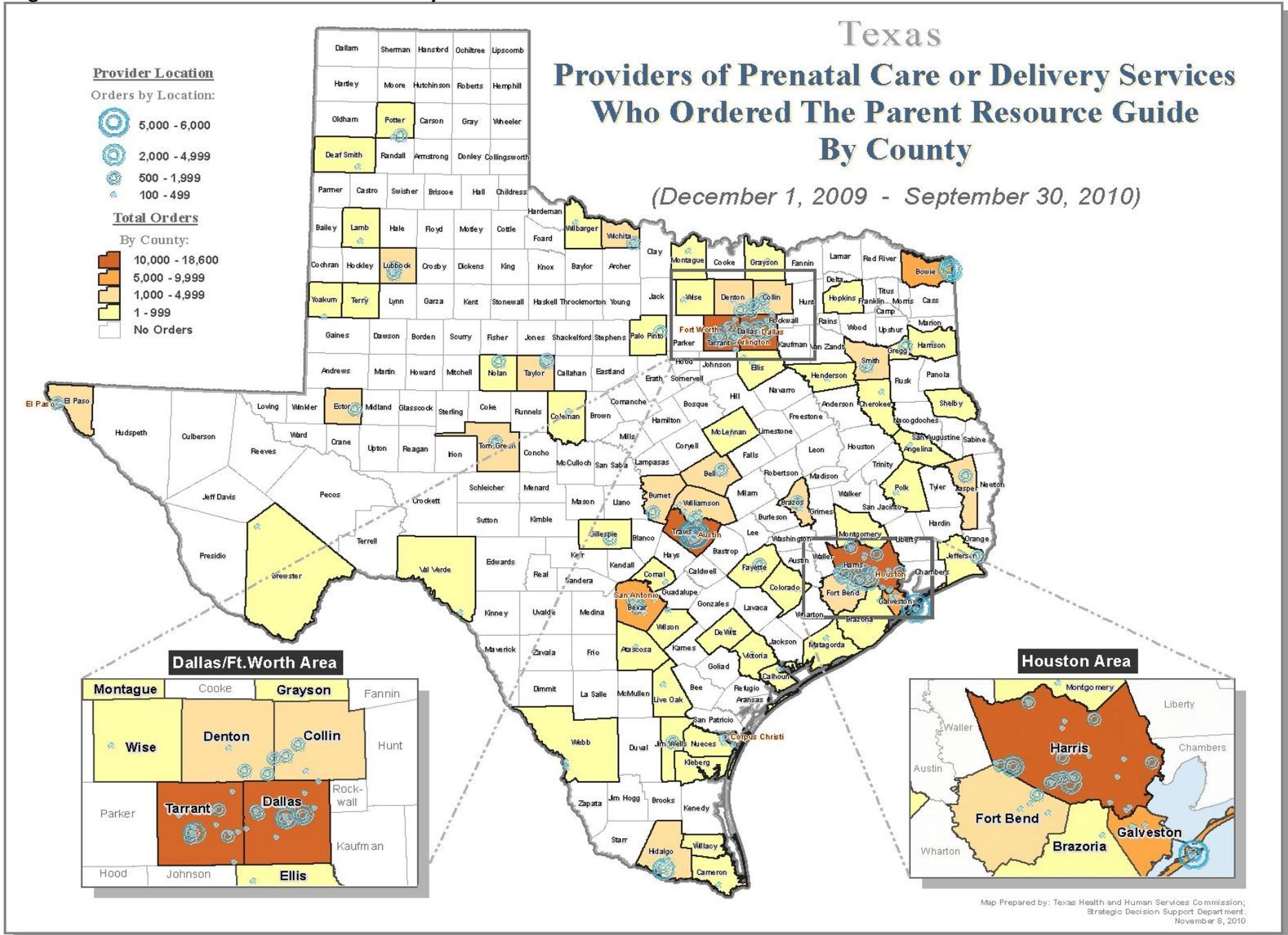
*A Parent's Guide to Raising Healthy, Happy Children* resource guide is available for online ordering through Best Press publishing.<sup>7</sup> The DSHS announcements directed providers of prenatal care or delivery services interested in ordering the resource guide to the Best Press website. Between December 1, 2009 and September 30, 2010, providers of prenatal care or delivery services from 67 counties ordered 132,900 resource guides (See Appendix B). Of these, 66 percent were in English and 34 percent were in Spanish. Bexar, Dallas, Harris, Tarrant, and Travis counties had the greatest number of orders with each county ordering over 9,000 resource guides. Other counties ordered smaller numbers of guides (see Figure 1).

Best Press distribution data indicate that some Medicaid providers of prenatal care or delivery services did not order *A Parent's Guide to Raising Healthy, Happy Children* through the Best Press website. Although HHSC expected most providers to distribute the free resource guide made available through DSHS, providers of prenatal care or delivery services may have met the H.B. 1240 mandate by distributing a different resource guide. Because of the costs associated with staff checking medical records of Medicaid enrolled mothers to determine what proportion received a resource guide, HHSC plans to survey providers to ask whether they are providing a resource guide to every new Medicaid enrolled mother. The survey will also ask providers which resource guide they provide.

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<sup>7</sup> <http://www.ebestpress.com/>

Figure 1. Providers of Prenatal Care or Delivery Services who Ordered the Parent Resource Guide



## 2010 Medicaid-Eligible Parent Survey

### Purpose

In order to assess the distribution of the resource guide made available through DSHS, *A Parent's Guide to Raising Healthy, Happy Children*, the Evaluation Unit of the HHSC Strategic Decision Support Division contracted with the Survey Research Center (SRC) at the University of North Texas (UNT) to conduct a brief user survey distributed to all Medicaid enrolled mothers who gave birth in July 2010 at one of the 36 hospitals with the greatest number of Medicaid births (see Appendix C).<sup>8</sup> While the survey was addressed to the mother, fathers or caregivers may also have participated in the completion of the survey. UNT contract fees were paid for out of funds set aside for Frew strategic initiatives.<sup>9</sup>

### Methodology

**Population.** The questionnaire was sent to every Medicaid enrolled mother of an infant born in July 2010 in one of the 36 hospitals with the greatest number of Medicaid births and who had a Medicaid claim submitted by August 27, 2010. A total of 5,248 questionnaires were distributed.

**Questionnaire.** The Evaluation Unit worked in collaboration with HHSC Office of Program Coordination for Children and Youth to create a one page survey (with a Spanish translation on the reverse) assessing whether the Medicaid enrolled mother had seen *A Parent's Guide to Raising Healthy, Happy Children*, where they received the guide, and whether they had examined the materials they received from the hospital after the birth of their babies (see Appendix D). To improve the likelihood that a mother who saw the guide would recall seeing it, the questionnaire included color images of the cover of the resource guide and two sample pages. A unique tracking number was printed on each questionnaire so UNT staff could identify which questionnaires were returned.

**Survey Distribution.** All communications were provided in both English and Spanish, and included the toll-free number for the UNT Survey Research Center (SRC). Data were collected using a two-step process. The first mailing (sent on October 8, 2010) was a personalized letter to each mother informing them that they had been selected to provide information on their experience with the resource guide, the questionnaire, and a business reply envelope.<sup>10</sup> The second mailing, sent three weeks later, included another personalized letter, the questionnaire, and a business reply envelope.

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<sup>8</sup> The 36 hospitals were identified by an analysis of Medicaid births in Fiscal Year 2009.

<sup>9</sup> The Texas Legislature approved \$150 million for the fiscal years 2008-2009 budget period for strategic initiatives to expand children's access to Medicaid services. The funding is part of a \$1.8 billion plan in response to Frew v. Suehs lawsuit over utilization of preventive services in children's Medicaid.

<sup>10</sup> Survey letters and the questionnaires are presented in Appendix C.

All mailings were sent first class. Throughout the survey, a bilingual SRC staff member was available to answer phone calls received on SRC’s toll-free number from parents with questions about the survey.

**Returned Mail.** Mail for 295 Medicaid enrolled mothers included in the survey (5.49 percent) was returned to the SRC as undeliverable.

**Response Rate.** Surveys were distributed to 5,248 Medicaid enrolled mothers of an infant born in July 2010 in one of the 36 hospitals with the greatest number of Medicaid births that had a claim submitted by August 27, 2010. Five hundred forty-one (541) completed surveys were returned to UNT. The overall response rate for the project was 10.9 percent (see Table 1).

**Table 1. Response Rates**

Initial Sample Size	Adjusted Sample Size	Respondents	Response Rate
5,248	4,953	541	10.9%

The low response rate for the survey may have been influenced by the narrow survey window, the two-wave truncated survey methodology, limited participation by the hospitals in administering this resource guide, and a lack of recognition of the resource guide by the Medicaid enrolled mothers. Because of the low response rate, results cannot be considered to be representative of any mother except those who responded to the survey.

**Survey Results**

**Resource Guide Recognition.** Medicaid enrolled mothers were asked to indicate whether they had seen the resource guide. Forty-nine percent of the Medicaid enrolled mothers who responded to the survey indicated they had seen the resource guide (see Table 2).

**Table 2. Percent of Medicaid Enrolled Mothers who Recognized the Resource Guide (N=541)**

	Yes	No	I Don’t Know
<b>Recognize the Resource Guide</b>	48.8%	46.2%	5.0%

**Receipt of the Resource Guide.** Medicaid enrolled mothers who indicated that they had seen the resource guide were asked where they received the guide. Because the Medicaid enrolled mother may have received the resource guide from several medical providers, mothers were instructed to indicate all locations where they received the resource guide. Sixty-eight percent of the Medicaid enrolled mothers who had seen the resource guide indicated they received the resource guide from the hospital where their baby was born and 56 percent reported they

received the resource guide from the Women, Infants, and Children (WIC) clinic (see Table 3). It is important to note that because the number of Medicaid enrolled mothers who indicated they had received the guide were so small, it is difficult to interpret these findings.

**Table 3. Receipt of Resource Guide Location (N=237)**

	<b>Location where Mother Received the Resource Guide</b>
<b>Hospital</b>	67.8%
<b>Doctor</b>	14.2%
<b>At WIC Clinic</b>	56.3%
<b>Head Start Program</b>	2.3%
<b>Home Visitation Program</b>	1.5%
<b>Daycare Provider</b>	1.5%
<b>Early Care and Education Center</b>	1.2%
<b>Don't Remember</b>	22.6%
<b>Other:</b>	1.9%

***Examination of Hospital Materials.*** In order to assess whether the Medicaid enrolled mother received the resource guide but did not recognize it because they had not examined the materials from the hospital, Medicaid enrolled mothers were asked to indicate whether they had reviewed the materials they received from the hospital after the birth of their babies. The majority (54 percent) of Medicaid enrolled mothers who responded to the survey indicated they had examined all of the materials they received from the hospital (see Table 4). These results suggest that because the majority of respondents examined most or all of the materials from the hospital, most would have been expected to recognize the resource guide if they had received it.

**Table 4. Medicaid Enrolled Mother Examination of Hospital Materials (N=454)**

	<b>Level of Hospital Material Review</b>
<b>Examined All Hospital Materials</b>	54.4%
<b>Examined Most Hospital Materials</b>	26.0%
<b>Examined Some Hospital Materials</b>	14.7%
<b>Did Not Examine Hospital Materials</b>	4.8%

## Conclusion

The focus of the H.B. 1240 evaluation was to examine the distribution of the *A Parent's Guide to Raising Healthy, Happy Children* guide by providers of prenatal care or delivery services to Medicaid enrolled mothers of infants, and, as possible, to the fathers and caregivers of those infants. Between December 1, 2009 and September 30, 2010, providers of prenatal care or delivery services from 67 counties ordered 132,900 resource guides. The results of the analysis of the distribution of the DSHS provided resource guide and survey of Medicaid enrolled mothers indicate that some providers of prenatal care or delivery services to Medicaid enrolled mothers may not be complying with H.B.1240. The survey results indicate that less than half of respondents had received the guide. They received the resource guide from the hospital where their babies were born or from a WIC clinic, and most respondents had examined some or all of the materials from the hospital. HHSC Evaluation will conduct a more detailed evaluation for the 2012 report to the legislature. As required by H.B. 1240, HHSC will submit a report in December 2012.

## **NEXT STEPS**

HHSC will expand the evaluation of H.B. 1240 for the 2012 report to the legislature. Providers of prenatal care or delivery services will be surveyed using a mixed-mode, multi-wave survey distributed to a sample of providers to assess their distribution of a resource guide to all Medicaid enrolled mothers of infants, and, as possible, to the fathers and caregivers of those infants, the resource guide they distribute, and their process for determining which new mother should receive the guide.

If the results of the survey of providers show that a sufficient number of providers are distributing a resource guide, HHSC will conduct another survey of those who should have received a resource guide. This survey will assess what guide they received, the guide's usefulness, whether it has changed their behavior, and their overall satisfaction with the guide. The survey will target two groups of mothers: those who have infants approximately three months old and those who have infants approximately six months old.

As required by H.B. 1240, HHSC will submit a report in December 2012. The report will include findings from the surveys as they relate to the requirements of the legislation.

## APPENDIX A. DSHS NOTIFICATION

This notification was posted on the DSHS Maternal Child Health Website and distributed via the GovDelivery System:

As per HB 1240 enacted by the 81<sup>st</sup> Legislative Session, DSHS announces the availability of A Parent's Guide to Raising Healthy, Happy Children. The resource guide provides information relating to the development, health, and safety of a child from birth to five. This developmental resource guide is only available free of charge to prenatal care providers, including hospitals, birthing centers, physicians, nurse midwives, and midwives, who provide prenatal care or deliver an infant of a pregnant woman enrolled in Medicaid. The resource guide should only be distributed by providers to Medicaid-enrolled women receiving the above mentioned services, the father of the infant, or another adult caregiver.

The resource is available for ordering through Best Press at [www.ebestpress.com](http://www.ebestpress.com). Orders must be placed in a bulk amount to exceed 100 in order to receive the guides free of charge and orders may be placed for up to a one-year supply. To ensure prompt processing of your order, please include in the additional information box, "For HB 1240".

For a reference to the language as cited in the Health and Safety Code, Section 161.501-161.502, click the following link:

<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.161.htm#161.501>

Please contact Kim Wilson, State Child Health Coordinator, at [kim.wilson@dshs.state.tx.us](mailto:kim.wilson@dshs.state.tx.us), or (512)458-7111 x 2021 for more information.

**APPENDIX B. DISTRIBUTION OF RESOURCE GUIDES BY COUNTY IN TEXAS\***

<b>County</b>	<b>Number of Providers who Ordered the Resource Guide</b>	<b>Number of English Resource Guides Ordered</b>	<b>Number of Spanish Resource Guides Ordered</b>	<b>Total Number of Resource Guides Ordered</b>
Angelina	1	50	50	100
Atascosa	1	400	25	425
Bell	3	700	700	1,400
Bexar	20	5,775	3,425	9,200
Bowie	2	5,000	700	5,700
Brazoria	2	200	150	350
Brazos	6	1,500	950	2,450
Brewster	2	200	200	400
Burnet	2	1,300	500	1,800
Calhoun	1	100	75	175
Cameron	1	100	100	200
Cherokee	1	25	100	125
Coleman	1	100	25	125
Collin	4	2,375	625	3,000
Colorado	1	100	100	200
Comal	1	100	25	125
Dallas	21	8,600	4,625	13,225
Deaf Smith	1	100	100	200
Denton	3	1,075	750	1,825
DeWitt	2	400	100	500
Ector	2	600	800	1,400
El Paso	4	1,000	350	1,350
Ellis	2	175	125	300
Fayette	1	400	200	600
Fort Bend	5	1,475	500	1,975
Galveston	6	1,850	4,350	6,200
Gillespie	1	400	100	500
Grayson	2	200	100	300
Gregg	1	500	50	550
Harris	30	11,000	6,050	17,050
Harrison	1	200	100	300
Henderson	1	200	100	300
Hidalgo	7	1,825	2,375	4,200
Hopkins	1	100	100	200
Jasper	1	1,000	300	1,300

\* Only providers of prenatal care or delivery services from 67 counties ordered resource guides.

**APPENDIX B. DISTRIBUTION OF RESOURCE GUIDES BY COUNTY IN TEXAS\* (Continued)**

<b>County</b>	<b>Number of Providers who Ordered the Resource Guide</b>	<b>Number of English Resource Guides Ordered</b>	<b>Number of Spanish Resource Guides Ordered</b>	<b>Total Number of Resource Guides Ordered</b>
Jefferson	2	500	225	725
Jim Wells	1	400	200	600
Kleberg	1	200	100	300
Lamb	1	100	100	200
Live Oak	1	75	25	100
Lubbock	5	3,100	750	3,850
Matagorda	1	200	25	225
McLennan	3	400	200	600
Montague	1	100	50	150
Montgomery	1	200	75	275
Nolan	1	500	100	600
Nueces	4	575	175	750
Palo Pinto	1	300	200	500
Polk	1	300	100	400
Potter	3	600	300	900
Shelby	1	100	50	150
Smith	3	1,300	600	1,900
Tarrant	19	6,225	6,075	12,300
Taylor	9	3,200	800	4,000
Terry	1	100	25	125
Tom Green	2	1,400	200	1,600
Travis	18	13,975	4,625	18,600
Val Verde	1	25	75	100
Victoria	1	100	0	100
Webb	2	75	150	225
Wichita	3	1,100	75	1,175
Wilbarger	1	200	25	225
Willacy	1	100	75	175
Williamson	11	1,750	1,125	2,875
Wilson	1	200	25	225
Wise	4	350	150	500
Yoakum	1	200	200	400
<b>Total</b>	<b>247</b>	<b>87,075</b>	<b>45,825</b>	<b>132,900</b>

\* Only providers of prenatal care or delivery services from 67 counties ordered resource guides.

**APPENDIX C: HOSPITALS WITH THE GREATEST NUMBER OF  
MEDICAID DELIVERIES IN FISCAL YEAR 2009**

<b>Hospital Name</b>	<b>City</b>	<b>Total Number of Medicaid Deliveries in FY2009</b>
Parkland Memorial Hospital	Dallas	11,422
Harris County Hospital District	Houston	7,883
Doctors Hospital at Renaissance	Edinburg	6,878
John Peter Smith Hospital	Fort Worth	4,859
Laredo Medical Center	Laredo	3,202
Memorial Hermann Hospital System	Houston	3,050
St. Joseph Medical Center	Houston	2,303
Valley Baptist Medical Center	Brownsville	2,130
Columbia Rio Grande Healthcare	McAllen	2,101
Mission Hospital Inc – Mission Regional	Mission	1,884
Odessa Regional Medical Center	Odessa	1,857
Bexar County Hospital District	San Antonio	1,846
Good Shepherd Medical Center	Longview	1,784
Laredo Regional Medical Center	Laredo	1,776
Valley Baptist Medical Center	Harlingen	1,730
El Paso County Hospital District	El Paso	1,721
Northwest Health Care System	Amarillo	1,718
Mother Frances Hospital Regional	Tyler	1,694
Hillcrest Baptist Medical Center	Waco	1,656
Seton Healthcare – University Medical Center	Austin	1,648
South Texas Health System	Edinburg	1,616
Knapp Medical Center	Weslaco	1,590
Harlingen Medical Center	Harlingen	1,493
Columbia Valley Healthcare System	Brownsville	1,449
St. David's Community Hospital	Austin	1,425
United Regional Healthcare	Wichita Falls	1,332
Baptist Hospital of Southeast	Beaumont	1,257
Scott and White Memorial Hospital	Temple	1,203
Doctors Hospital 1997	Houston	1,129
CHCA Bayshore Medical Center	Pasadena	1,125
Ector County Hospital District	Odessa	1,040
Methodist Medical Center	Dallas	1,006
Midland Memorial Hospital	Midland	1,005
The Medical Center of the Southeast	Port Arthur	970
Saint Joseph Regional Health Center	Bryan	956
Baptist St. Anthony's Hospital	Amarillo	931

## APPENDIX D. SURVEY INSTRUMENTS

### MAILING ONE ENGLISH COVER LETTER



### SURVEY RESEARCH CENTER

October 6, 2010

«SRCID»

«FIRST» «LAST»

«STREET»

«ADDR2»

«CITY» «STATE» «ZIP»

Dear «First» «Last»:

You have been selected to tell the Texas Department of Health and Human Services Commission (HHSC) about your experiences with a Parent Resource Guide handbook you may have received at the hospital after the birth of your baby. The survey should take less than 5 minutes to complete.

The Survey Research Center (SRC) of the University of North Texas is collecting your opinions about the Parent Resource Guide. Your participation is voluntary. Your answers will not affect your eligibility for HHSC programs in any way.

We need answers from everyone so that we can understand people's experience with the Parent Resource Guide. You do not have to complete this survey, but it would really help us if you do.

This project has been reviewed by the UNT Institutional Review Board. If you have any questions, please call 1-800-687-7055.

Sincerely,

A handwritten signature in black ink that reads "Paul Ruggiere". The signature is written in a cursive style.

Paul Ruggiere

Director

**MAILING ONE SPANISH COVER LETTER**



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**SURVEY RESEARCH CENTER**

October 6, 2010

«SRCID»

«FIRST» «LAST»

«STREET»

«ADDR2»

«CITY» «STATE» «ZIP»

Dear «First» «Last»:

Usted a sido seleccionado para decirle al Departamento de Salud y Servicios Humanos de Texas (DSSH) acerca de sus experiencias con la Guia de Recursos para Padres que usted recivio en el hospital despues del naciemiento de su bebe. La encuesta tomara menos de 5 minutos.

El Centro de Investigación de Encuesta (SRC) de la Universidad del Norte de Texas (UNT) está recolectando las opiniones acerca de la Guia de Recursos para Padres. Su participacion es voluntaria. Sus respuestas no afectaran su elegibilidad con los programas de HHSC en ninguna manera.

Necesitamos respuestas de todos para que podamos entender las experiecias de las perosonas que han usado la Guia de Recursos para Padres. Usted no tiene que completar esta encuesta, pero nos ayudaria bastante si usted participa.

Este proyecto ha sido evaluado por el Comité para la Protección de Sujetos Humanos de la UNT. Si tiene alguna pregunta, favor de llamar al 1-800-687-7055.

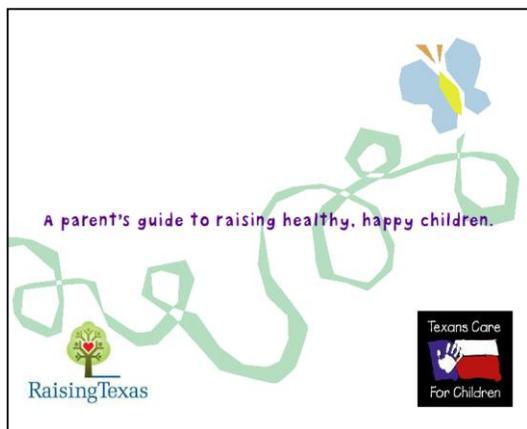
Atentamente,

A handwritten signature in black ink, appearing to read 'Paul Ruggiere', written in a cursive style.

Paul Ruggiere  
Director

# Parent's Resource Guide to Raising Healthy, Happy Children User Survey

Below are pictures of the cover and sample pages from the *Parent's Resource Guide to Raising Healthy, Happy Children*. We want to find out if you received this parenting guide. Thanks!



1. Before you got this survey, had you seen this parenting guide?

- Yes
- No
- I don't know

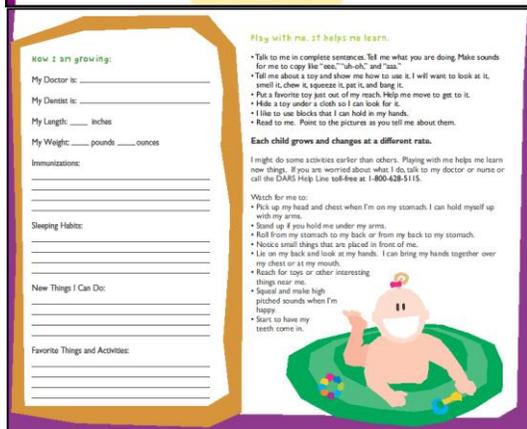
2. If yes, do you remember where you got it? (check all that apply)

- At the hospital when my baby was born
- From my doctor
- At a WIC office
- Head Start Program
- A home visitation program
- From my child's daycare
- Early care and education center
- I don't remember
- Other: \_\_\_\_\_



3. What did you do with the materials you got from the hospital after the birth of your child?

- I looked through all of the materials
- I looked through most of the materials
- I looked through some of the materials
- I did not look through the materials



**Thanks!**

**Please return this survey in the enclosed  
postage paid envelope, or return it to:  
ADDRESS**

# Encuesta Acerca de Una Guia Para que los Padres Crien Niños Saludables y Felices

Aqui abajo, vera unos retratos de la pagina titular y otras paginas incluidas *Una Guia Para que los Padres Crien Niños Saludables y Felices*. Quisieramos saber si ha recibido esta guia. Muchas Gracias!

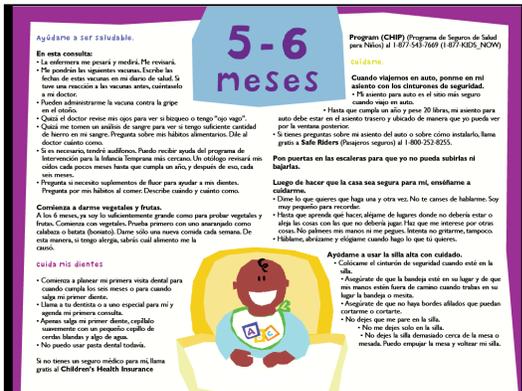


1. Antes de recibir esta encuesta, habia visto la Guia Para los Padres?

- Si
- No
- No se

2. Si ya la habia visto, recuerda en donde recibio la Guia? (por favor, marque todas las respuestas que sean correctas)

- En el hospital donde nacio mi bebe
- En la oficina de mi doctor
- En las oficinas del programa WIC
- En el programa de Head Start
- Me la trajo a mi casa el Programa de Visitas al Hogar
- En el centro de cuidado de niños
- En el centro de cuidado y educacion temprana
- No recuerdo
- En otro lugar: \_\_\_\_\_



3. Que hizo con los materiales que se le entregaron en el hospital despues del nacimiento de su bebe?

- Estudie todos los materiales
- Estudie la mayoria de los materiales
- Estudie algunos de los materiales solamente
- No estudie ninguno de los materiales



**Muchas Gracias!**

**Por favor, regrese esta encuesta a la siguiente direccion a traves del correo. El costo de la estampilla ya ha sido pagado.**

**DIRECCION:**

**MAILING TWO ENGLISH COVER LETTER**



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**SURVEY RESEARCH CENTER**

October 29, 2010

«SRCID»

«FIRST» «LAST»

«ADDRESSLINE1»

«CITY» «STATE» «ZIPCODE»

**REMINDER**

Dear «First» «Last»:

You have been selected to tell the Texas Department of Health and Human Services Commission (HHSC) about your experiences with a Parent Resource Guide handbook you may have received at the hospital after the birth of your baby. The survey should take less than 5 minutes to complete.

You are one of a small number of people asked to give their opinion about the Parent Resource Guide handbook. So far we have not received your questionnaire. We need answers from everyone so that we can understand people's experience with the Parent Resource Guide. We would like you to complete the survey even if you have not received the Parent Resource Guide. Your opinion is very important to us. Please complete and return the questionnaire in the enclosed envelope.

The Survey Research Center (SRC) of the University of North Texas is collecting your opinions about the Parent Resource Guide. Your participation is voluntary. Your answers will not affect your eligibility for HHSC programs in any way.

This project has been reviewed by the UNT Institutional Review Board. If you have any questions, please call 1-800-687-7055.

Sincerely,

A handwritten signature in black ink that reads "Paul Ruggiere". The signature is written in a cursive style with a long, sweeping underline.

Paul Ruggiere  
Director

**MAILING TWO SPANISH COVER LETTER**



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**SURVEY RESEARCH CENTER**

October 29, 2010

«SRCID»

«FIRST» «LAST»

«ADDRESSLINE1»

«CITY» «STATE» «ZIPCODE»

Dear «First» «Last»:

Usted a sido seleccionado para hacerle al Departamento de Salud y Servicios Humanos de Texas (DSSH) acerca de sus experiencias con la Guía de Recursos para Padres que usted recibió en el hospital después del nacimiento de su bebé. La encuesta tomara menos de 5 minutos.

Usted es parte de un número pequeño de gente seleccionado para dar su opinión acerca de la Guía de Recursos para Padres. Hasta el momento, no hemos recibido su cuestionario. Necesitamos respuestas de todos para poder entender las experiencias de las personas que han usado la Guía de Recursos para Padres. Nos gustaría que usted completara la encuesta aunque no haya recibido la Guía de Recursos para Padres. Su opinión es muy importante para nosotros. Favor de completar y enviar el cuestionario en el sobre disponible.

El Survey Research Center (SRC) de la Universidad del Norte de Tejas está colectando las opiniones de la Guía de Recursos para Padres. Su participación es voluntaria y sus respuestas no afectaran su elegibilidad para los programas de DSSH.

Este proyecto ha sido evaluado por el Comité para la Protección de Sujetos Humanos de la UNT. Si tiene alguna pregunta, favor de llamar al 1-800-687-7055.

Atentamente,

A handwritten signature in black ink, appearing to read "Paul Ruggiere".

Paul Ruggiere

Director