

FIT-KIDS User Survey

Mar 16, 2010 10:27 AM PST

1. Name and Email Address of FIT-KIDS User (optional):
49 Responses

2. Agency:		
Abrazos Family Support Services	1	2%
Alta Mira Specialized Family Services, Inc.	4	8%
Aprendamos Intervention Team	1	2%
CARC, Inc.	1	2%
<i>Casa Alegre</i>	0	0%
Childrens Medical Services (CMS)	3	6%
Citizens for the Developmentally Disabled	2	4%
Disability Services Inc. (DSI)	1	2%
DOH / DDSD	3	6%
DOH / DHI	2	4%
<i>DOH / OIA</i>	0	0%
<i>Educational Assessment Services, Inc. (EASI)</i>	0	0%
ENMRSH, Inc.	3	6%
<i>Growing in Beauty</i>	0	0%
<i>Inspirations</i>	0	0%
La Vida Felicidad, Inc.	2	4%
Laguna Pueblo Division of Early Childhood	2	4%
Las Cumbres Community Services, Inc.	2	4%
Leaders	1	2%
Life Quest, Inc.	1	2%
<i>Medically Fragile Case Management</i>	0	0%
<i>Mescalero Apache Early Childhood Program</i>	0	0%
Mosaic	1	2%
Multicultural Evaluation & Consultation Associates	1	2%
Native American Professional Parent Resources	1	2%
New Mexico School for the Deaf	1	2%
New Vistas	2	4%
<i>NM School for the Blind and Visually Impaired</i>	0	0%
<i>PB&J Family Services, Inc.</i>	0	0%
Pecos Valley Regional Center Cooperative	2	4%
PHHC Baby Steps EI Program	2	4%
Pine Hill Early Intervention Program	1	2%
PMS Roundtree Developmental Services	1	2%
<i>Positive Outcomes</i>	0	0%
RCI, Inc.	1	2%
Region IX	1	2%
Taos ARC	1	2%
<i>Tobosa</i>	0	0%
Tresco, Inc. / TOTS	1	2%
<i>UNM - ECEP</i>	0	0%
UNM - FOCUS	2	4%
UNM Developmental Care Continuity Program	2	4%
<i>Zia Therapy Center, Inc.</i>	0	0%
<i>Zuni Entrepreneurial Enterprises, Inc. (ZEE)</i>	0	0%
<i>Other</i>	0	0%
Total	49	100%

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3. FIT-KIDS User Role:		
Provider Manager	24	49%
Data Entry Clerk	16	33%
Service Coordinator	5	10%
DOH Read Only User	1	2%
DOH Superuser	3	6%
Not a FIT-KIDS User – I rely on others for FIT-KIDS data	0	0%
Total	49	100%

4. Do you use the FIT-KIDS Database email listserv? (EIDATA-L@LIST.UNM.EDU)		
Yes	43	88%
No	6	12%
Total	49	100%

5. Does your agency have an Internet Web Site?		
Yes	38	84%
No	7	16%
Total	45	100%

6. Do you have an IT (Information Technology) person to assist with computer issues / problems?		
Yes	45	92%
No	4	8%
Total	49	100%

7. Type of Internet connection:		
56Kbps Modem	1	2%
Digital Subscriber Line (DSL)	17	35%
Cable access	1	2%
Satellite access	0	0%
Through LAN server	8	16%
Don't know	17	35%
Other, please specify:	5	10%
Total	49	100%

8. What is the speed of your internet connection ? (go to speedtest.net to run test and report results)		
25 Responses		

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9. In the past, when using the FIT-KIDS system online, we have experienced problems with the following (check all that apply):

The computer which is primarily used to access FIT-KIDS	1	2%
Our agency's computer network	9	18%
Our email software / provider (including receiving reset passwords)	4	8%
Our Internet Service Provider	4	8%
Internet access issues (including time out delays)	25	51%
Have not had any problems!	15	31%
Other, please specify:	7	14%

Please indicate your level of satisfaction with the following aspects of the FIT-KIDS system, policy and procedures. Please rank each area separately on a scale of 1 - 5, with 5 indicating that you are very satisfied and 1 indicating that you are very unsatisfied. Please answer as these items pertain to your personal experience as a FIT-KIDS user and not just to your agency! If there are changes you would like to recommend to FIT-KIDS in any of the areas listed, please do so in the box indicated.

10. Satisfaction with current FIT-KIDS Features and Operations:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	N/A -- Have Not Used
Log-in process	1 2%	0 0%	6 12%	23 47%	19 39%	0 0%
Child Search features	1 2%	6 12%	7 14%	28 57%	7 14%	0 0%
Tickler messages	0 0%	3 6%	7 14%	20 41%	10 20%	9 18%
Ease of Data Entry and Editing (Child Demographic and IFSP)	1 2%	7 14%	16 33%	12 24%	5 10%	8 16%
Ease of Data Entry and Editing (Delivered Services)	1 2%	2 4%	14 29%	13 27%	8 16%	11 22%
Billing Process (preparing claims, etc.)	1 2%	1 2%	7 14%	14 29%	5 10%	21 43%
Due dates for billing submissions	1 2%	1 2%	9 18%	17 35%	6 12%	15 31%
Billing reconciliation process (reviewing RA and marking claims as paid, etc.)	1 2%	2 4%	12 24%	6 12%	3 6%	25 51%
Report generation (Standard reports)	4 8%	7 14%	12 24%	15 31%	6 12%	5 10%
Query Builder	11 22%	7 14%	14 29%	1 2%	1 2%	15 31%
Administrative features (Change Password, Manage User, etc.)	0 0%	1 2%	13 27%	18 37%	8 16%	9 18%
Online Help Feature	1 2%	0 0%	12 24%	12 24%	1 2%	23 47%
FIT-KIDS User Guide	2 4%	1 2%	14 29%	17 35%	3 6%	12 24%
Technical support from Maximus, the Family Infant Toddler Program and the DOH Help Desk	2 4%	4 8%	15 31%	9 18%	5 10%	14 29%
Totals	27 5%	42 8%	158 30%	205 39%	87 17%	

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11. Standard reports I routinely run (at least quarterly) -- Child Enrollment Reports:

Age at Referral	17	40%
Child Summary	26	62%
Referral Category	9	21%
Childhood Outcomes Exit Report	15	36%
Age at Eligibility	8	19%
Show Medicaid Data	7	17%
Active Medicaid Children	19	45%
Age at Inactivation	6	14%
Active Non Medicaid Children	17	40%
Reasons for Exiting	12	29%
Children with Pseudo SSN	11	26%
Active Children Without Eligibility	16	38%
Active Caseloads by SC	31	74%

12. Standard reports I routinely run (at least quarterly) -- IFSP & Delivered Services Reports:

Age at Initial IFSP	14	33%
Eligible Children without IFSPs	15	36%
Eligibility of Children with IFSP	20	48%
Initial IFSPs Meeting Timelines	24	57%
Children with an IFSP Who Turn Three in a Period of Time	30	71%
Children with an IFSP	18	43%
Service Hours by Staff	30	71%
Total Children Served	24	57%
Cancelled Services by Staff	8	19%
Primary Location	7	17%
Timely Delivery	13	31%
Delivered Service Location	2	5%
Expiring IFSPs	25	60%
Tribal Report - IFSP	1	2%
6 Month review Due	24	57%
Tribal Report - DS	1	2%
Children turning 3 in 120 days	26	62%

13. Billing Reports:

Billing Adjustment	5	16%
Billed Services by Child	19	61%
Billed Services by BillCode	23	74%
Billing Summary by Child by Date	14	45%
DOH Invoice Report	22	71%

14. Contacts and Staff Reports:

Labels	5	22%
Staff Labels	3	13%
Staff Profession	6	26%
Staff DS Status	6	26%
Expiring DS Status	12	52%

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15. Changes I would like to see made to existing reports (please use the actual name of reports as listed above):

11 Responses

16. New / additional reports I would like to see added (please be specific):

19 Responses

17. Additional changes I would like to see made in FIT-KIDS:

14 Responses

18. General comments concerning FIT-KIDS?:

14 Responses

Thank you for taking the time to complete this survey!