

PROJECT PUEBLO CONNECTIONS

ASSESSMENT OF SUPPORTS FOR PERSONS WITH DISABILITIES IN FOUR SANDOVAL PUEBLOS:

FINDINGS FROM FAMILY INTERVIEWS CONDUCTED SPRING 2007

■ INTRODUCTION

Project Pueblo Connections is a collaborative project with Five Sandoval Indian Pueblos, Inc. to provide a comprehensive array of culturally appropriate services and supports for families who have a son or daughter with a disability in the four pueblos, Cochiti, Jemez, Santa Ana and Zia, sited to the north of Albuquerque. Sandia Pueblo no longer participates. Each pueblo has a dedicated space as its family support center, and its own family resource specialist who is both a pueblo resident and a parent of a child with a developmental disability. Since its inception in 2004, individual family plans have been developed for over 60 families, with funds of \$2200 awarded to each family. Information about disability resources is also provided as and when needed to any family living in the four pueblos. In July 2006, a series of four focus groups held in each of the pueblos was completed. They helped assess the impact, process and further community needs, and a report on the findings was issued in October 2006. Several of its recommendations were implemented, including more hours for the family resource specialists, setting up family support groups, and improving the program's visibility.

This has been followed up in Spring 2007 by one-on-one interviews with a small sample of families representing each of the pueblos.

■ PROCEDURE

- The interview script (see Appendix 1) was compiled through a series of discussions between the Family Support Division Director, the project coordinator and a CDD program evaluator.
- This draft version was tested in a role playing exercise undertaken between the Project Director, playing the interviewer, and the Project Coordinator role-playing

an excitable family member. The four family specialists observed, and then made suggestions about cultural acceptability in the conduct of the interview, and changes in the phraseology. All their recommendations were incorporated.

- It was felt that families would feel more comfortable talking to another resident from the Sandoval County pueblos, rather than a university researcher. However, families were interviewed by one of the family resource specialists from a different pueblo, so ensuring families did not know their interviewer.
- Thirteen family interviews took place between May and July, 2007. Some families who had agreed initially to the interviews withdrew. Others never made themselves available.

■ FINDINGS

a) How has the project made a difference to family life?

The first group of three questions were designed to help families relax into the interview, and to think about positive incidents or feelings after receiving the funds.

Two families' responses to these questions were:

Family 1

What made you feel happy about things?

"It was a period of ease. Our child is limited in activities like playing outdoors, due to developmental disability concerning the child's hip bones. With the funding, I purchased a leapfrog for the child and also bought other games for the family to play indoors. It also brought the family together because games that were purchased meant our family interacted together".

Apart from feeling happy, what else did you feel?

"Pressure was lifted, less pressure from keeping the child indoors. I was able to purchase activities for the child to enjoy indoors, and also for the family to enjoy."

How do you think your child felt?

"He felt happy and relieved to experience other things, instead of the same routine he had before."

Family 2

What made you feel happy about things?

"Getting the support money was great and came at the right time. My child was asking for a computer which we could not afford yet. He was going on a trip with

a group and needed extra funds. The timing was good and very helpful to us, and with the support from this project we got things he needed for school, and just to have fun activities he enjoyed doing with his friends and family. It was great for all of us as a family to have this support.”

Apart from feeling happy, what else did you feel?

“That there are projects out there for children or families with disability members in the household. And the support is there - we just need to ask for it. Help for families with disability makes life more easy and at times stress-free.”

How do you think your child felt?

“He was happy knowing he was getting his own computer (what he wanted for a long while). Just seeing the excitement and big smile on his face said a great deal.”

Other families’ comments can be found in Appendix 2. They show relief and easing of stress for the whole family that arrives alongside the funds, for the primary-caregiver in particular.

b) How has the project made a difference to family life?

Table 1 shows that over 90% of respondents are either satisfied or very satisfied with the program’s impact on the four specific aspects of family life addressed in the questionnaire, with an average score of 4.4 or 4.5 for each aspect (where 4 represents ‘satisfied’ and 5 ‘very satisfied’), except for ‘You and your family do more of the things you enjoy’, which averaged 4.2.

Families were also invited to comment on the project’s impact on their family life.

For example:

*“The program helped to ease my worrying about whether or not our son could go to therapy twice a week. It also meant that I was not constantly buying diapers. I could get 4-6 bags at a time and not worry about if I was running low. It also helped me because I felt more comfortable speaking about my son and his needs to our FRS because she “knows” what we go through. She was able to relate to the concerns and worries I had. I was also able to go to a family support group because of my FRS. **For the first time in 7 years, I felt I would be able to handle going and also realize the support I could gain from hearing other families and their stresses. This was personally the biggest help to me.”***

Table1
Respondents' Level of Satisfaction with Program's Impact on
Aspects of Family Life

Aspects of Family Life	Level of Satisfaction (number of respondents and percent of total responses)					Average Score ¹
	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>No Opinion</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	
You and your family have a better day-to-day life.	6 (46%)	7(54%)	0	0	0	4.5
You and your family do more of the things you enjoy.	4 (31%)	8 (62%)	1	0	0	4.2
Ease some of your family's financial worries.	8 (62%)	4 (31%)	1	0	0	4.5
Reduce your family's stress level.	6 (46%)	6 (46%)	1	0	0	4.4

NOTE: ¹ Score derived by averaging all respondents' scores recorded for each aspect, ranging from 5 (very satisfied) through to 1 (very dissatisfied).

c) Support from the Family Resource Specialist

Table 2 shows that ALL respondents are either satisfied or very satisfied with the way the Family Specialist shows them respect, listens to their needs, works with them as partners, and supports their decisions (apart from one respondent who had no opinion on this aspect). Over three-quarters of respondents were very satisfied with how clearly family specialists explained what the project could or could not do for them, with one expressing no opinion. Two also expressed no opinion on their provision of information about other community resources.

Table 2 also shows that all but one respondent were happy with the FRS' response to phone calls and in helping the families make decisions about spending the grant money.

Table 2
Respondents' Level of Satisfaction with Aspects of Support from Family Specialists

Aspects of Support from the Family Resource Specialist	Level of Satisfaction (Number of respondents and percent of total responses)					Average Score ¹
	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very Dissatisfied	
Shown respect for you and your family	9 (69%)	4 (31%)	0	0	0	4.7
Listened carefully to your needs.	8 (62%)	5 (38%)	0	0	0	4.6
Supported you in decisions.	8 (62%)	4 (31%)	1	0	0	4.5
Clearly explained what the project could and could not do for you	10 (77%)	2 (16%)	1	0	0	4.7
Worked with your family as partners	9 (69%)	4 (31%)	0	0	0	4.7
Provided you with information about other community resources	6 (46%)	5 (38%)	0	0	0	4.3
Responded to your phone calls	8 (62%)	4 (31%)	1	0	0	4.5
Helped you decide how to spend your grant money	8 (62%)	4 (31%)	1	0	0	4.5

NOTE: ¹ Score derived by averaging all respondents' scores recorded for each aspect, ranging from 5 (very satisfied) through to 1 (very dissatisfied).

In further questions about their FRS, all respondents except one were satisfied that she was easy to get hold of and that the contact time with her was just right. One respondent was dissatisfied with both these aspects, "*because there wasn't enough time to decide or help with my decisions, not enough contact.*"

Nine of the respondents felt they had sufficient information about community resources from the FRS and the resource center library.

The FRSs were also important before the families even joined the project in that ten of them reported that they heard about the project from an FRS. Two others heard about it from a health fair and a community meeting and the other one heard about it from friends.

d) Grant funds

Respondents were asked how the FRS helped them decide how to spend the grant funds.

“Our FRS attended every meeting with us, and assisted us with most of our needs. She asked about our son’s needs, and from then helped to buy activity games, and mainly concentrated on his individual needs.”

Others reported similarly. For example:

“Told us what we could and couldn’t use it for. Let us know about the resources available to us, and it was not always about money, it was information that would help us.”

“Gave me examples of what my child would like to have for his age group. She was easy to talk with and friendly.”

“She told us different ways to stretch it, or get more out of it.”

Table 3 shows that only one respondent’s check took longer than three months to arrive, and nearly half the respondents received it within two weeks.

Table 3

	Time taken to receive check			
	Less than 2 weeks	2 weeks to 1 month	1 month to 3 months	More than 3 months
Number of respondents	6	3	3	1

Three respondents reported that their first choices for items/services to buy were denied. One respondent had wanted gas for transporting their child to school, while another described administrative mishaps while trying to purchase a bike:

“A deposit was paid but funds were not met so lost the down-payment. FRS was great about submitting; it was the social services who delayed the process. There was also a difficulty with stores understanding the project and payment process. FRS has the receipt so we will be reimbursed.”

The third respondent did not like the process, as he wanted to take care of it all himself:

“I’d like to have taken care of my own budget. I didn’t know the amount spent, and didn’t receive any budget receipts of what I’d spent of the \$2200. I would have liked to keep track of my own balances.”

e) Family Resource Center

Six of the 13 respondents had never visited the Family Resource Center. This is unsurprising as FRSs generally report that they tend to see their families in their homes rather than at the Center. Table 4 shows that the seven respondents who have used their center,

Table 4
Respondents' Level of Satisfaction with Different Aspects of the Family Support Center

Aspects of the Family Support Center	Level of Satisfaction (Number of respondents)				
	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very Dissatisfied
You felt welcome at the Center?	4	3	0	0	0
It had a friendly atmosphere?	3	4	0	0	0
You could get your questions answered?	3	4	1	0	0
It was (or would be) easy to take your child there?	3	2	2	0	0
Its hours met your needs?	9	2	1	0	0

are all satisfied with their welcome and its friendly atmosphere, and no one was dissatisfied with the other three aspects. However, in commenting how the center could improve, several useful pointers emerged:

"Better location and a sign on the door. Include a description of how PPC can help individuals with disabilities."

"That it is kept separate from Social Services. She shares an office."

"Don't have a library house the PPC. People don't want to go there."

"More space, more confidentiality. We don't hear about activities - maybe more advertising."

"The ones that know about it are the ones who have a contract. To really get the word out don't just send out one flyer, send out reminders. This is a resource for families."

"Improvements for other families: put out information what the PPC is all about and what services are offered."

"More general meetings - can be posted in a news letter."

"Why I haven't visited the Center is due to my working hours. But I would like to meet with families who might need my help, even if it's just to listen or let them know how your program helped us (family). Your project helped us a great deal."

"It should be open more often and have more hours."

As can be gathered from the list of comments, location is important, and several respondents remarked that they would like the center to be separate from other service centers and for confidentiality to be preserved. They also think there should be better information dissemination about the project and its services. When asked whether they think people in the pueblo generally know about it, only two thought that most do, five respondents thought that some do, four thought very few, and two did not know. This situation may vary considerably between pueblos. It may be that more people in one of the pueblos where the FR center is housed in with social services, for example, know about its existence, but are less keen to use it because of this.

f) Other Support

Questions about support from family and friends (Table 5) show that respondents received support from family more than friends, but less than half (6 out of 13) mostly ask for help from family when they need it, and three (23%) rarely or never receive it from family, while six (48%) rarely or never receive it from friends. Although 11 out of 13 felt their extended family members understand their situations, only seven out of 13 felt their friends or people in the pueblo mostly understand their situation.

Table 5
Respondents' Perceptions of Support from Family and Friends

Aspects of the Family Support Center	Level of Support (Number of respondents)				
	Always	Mostly	Sometimes	Rarely	Never
a) When you need help with your family member with a disability, do you ask for it?	0	6	2	4	1
b) When you need help with your family member with a disability, do you get it from your family (parents & siblings)?	8	2	0	2	1
c) When you need help with your family member with a disability, do you get it from your friends?	1	2	4	2	4
d) Your family members understand your situation.	7	4	0	1	1
e) Your friends understand your situation.	6	1	5	0	1
f) People in the pueblo other than family and friends understand your situation.	2	5	4	1	1

Commenting about this, several families indicated the immense support they receive from their extended family and friends. For example:

"We've had so much support from family and friends. They ask how he is and if there is anything they can do."

"I just want to thank all the family for all their help with everything they do in helping."

"Family and friends are there for support and assist in his needs."

One respondent talked about the needs of her child being so great that she cannot leave him with other people, even family members. Another talked about the support received from his/her child's school.

Contrasting with this support, was the remark from one respondent:

"What is there to say? I just don't bother them with my problems."

However, this same respondent said at the beginning of the interview that he/she felt "blessed" by the project's funding for their family, indicating the difference the project can make to families struggling alone.

g) Overall Satisfaction

All respondents were satisfied with the project overall (seven out of 13 highly satisfied).

When asked what improvements they would suggest, four respondents just wanted to say how happy they are with the project and what it has done for their families. Four said they would like more feedback/information/workshops, and for it to continue after they have received their funds. Two respondents commented on the financial arrangements:

"The tribe received the funds from the grant. It would be nice to have petty cash, emergency funds available at short notice when in dire straits."

"Not knowing the money was still there was hard, but happy because we can finish spending."

"The finance dept. took a long time to get the money."

■ CONCLUSION

- The families interviewed expressed overall satisfaction and gratitude for the project with only a few problems in its otherwise smooth running.
- The families appreciate how the family resource specialists treat them and help them.
- The interviews took place in spring and early summer. Some of the points they made have already been addressed, particularly in better information and assistance dissemination around the pueblos:
 - A quarterly newsletter was started in May, 2007.
 - Support meetings have been held twice a month since July, 2007.
 - A weekend conference for families held at an Albuquerque hotel was first held in September, 2006, and is now set as a regular event on the annual calendar.
- Families think there could be better advertising for families not yet attached to the project.
- There is some concern about the location of the family resource center in one or more of the pueblos. Respondents wanted more confidentiality.
- For a few respondents the financial arrangements were not satisfactory. There were hold-ups with payments, and some indication that respondents did not always know what was going on with their grant budgets.

Overall this was an encouraging set of findings. This was the first time that one-on-one interviews have been attempted by the CDD with the Sandoval Pueblos population. Later this fiscal year, a review of procedures and problems will be conducted by project managers with input from the family resource specialists, and with suggestions collected from attendees at the bi-weekly support meetings. This will take place in preparation for the next round of interviews in spring 2008.

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FAMILY INTERVIEWS

SCRIPT

“I’M GOING TO ASK YOU A FEW QUESTIONS ABOUT YOUR EXPERIENCE WITH PROJECT PUEBLO CONNECTIONS AND YOUR FAMILY RESOURCE SPECIALIST. THE REASON WE’RE QUESTIONING YOU AND 19 OTHER FAMILIES IN THE SANDOVAL PUEBLOS IS SO WE CAN USE YOUR ANSWERS TO HELP US IMPROVE THIS PROGRAM FOR OTHER FAMILIES WHO WE MAY SERVE IN THE FUTURE. HOWEVER, IF THERE ARE ANY QUESTIONS YOU FEEL YOU DON’T WANT TO ANSWER, THEN PLEASE SAY SO, AND WE WILL MOVE ON TO THE NEXT ONE.

THIS INTERVIEW SHOULD TAKE ABOUT 20 TO 30 MINUTES, MAYBE LESS, AND I’LL WRITE DOWN YOUR RESPONSES ON THIS INTERVIEW SHEET.

HOWEVER, WHAT YOU SAY WILL NOT BE SHARED WITH ANYONE ELSE. YOUR NAME WILL NOT GO ON THIS SHEET, AND IT WILL BE GIVEN TO THE STAFF MEMBER AT THE UNIVERSITY WHO WILL PUT THE ANSWERS FROM ALL THE FAMILIES TOGETHER INTO A GENERAL REPORT.

AS WE’VE SAID PREVIOUSLY, IF YOU’RE INTERESTED IN READING THE REPORT, YOU CAN GET HOLD OF IT AT THE FAMILY RESOURCE CENTER, OR GET YOUR OWN COPY BY ASKING YOUR FAMILY RESOURCE SPECIALIST.

DO YOU HAVE ANY QUESTIONS BEFORE WE BEGIN?

Note down any questions and your responses:

FIRST OF ALL I’D LIKE YOU TO THINK ABOUT THE TIME AFTER YOU RECEIVED THE SUPPORT MONEY, WHEN YOU EXPERIENCED A SPECIAL MOMENT, OR PERIOD OF TIME, WHEN YOU FELT REALLY GOOD BECAUSE THE PROJECT HAD MADE A DIFFERENCE IN YOUR FAMILY LIFE IN SOME WAY. CAN YOU DESCRIBE TO ME THAT MOMENT OR PERIOD OF TIME? IT CAN BE ANYTHING – JUST SOMETHING THAT MADE YOU FEEL **HAPPY** ABOUT THINGS.

(If they need help with this, give them examples: “were you able to do something you weren’t able to do before?” or “You realized that your life was easier in some way” “Try to think of the best time”.)

Apart from feeling happy, what else did you feel?

How do you think your child felt?

“HERE ARE SOME QUESTIONS WHERE I’M GOING TO ASK YOU TO EXPRESS YOUR SATISFACTION FROM FIVE OPTIONS ‘VERY SATISFIED’, ‘SATISFIED’, ‘DISSATISFIED’, ‘VERY DISSATISFIED’, OR ‘NO OPINION’ (THAT IS, YOU DON’T REALLY FEEL EITHER SATISFIED OR DISSATISFIED). THESE ARE QUESTIONS ABOUT VARIOUS ASPECTS OF THE PROJECT:

Thinking about the Project’s impact on your family

1. Are you satisfied that the items and/or services received from the Project have helped: *(you may need to repeat the scoring options for the first one or two questions)*

	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very disssatisfied
a) You and your family have a better day-to-day life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) You and your family do more of the things you enjoy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Ease some of your family’s financial worries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Reduce your family’s stress level.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Is there anything else you would like to say about how the program has affected your family:					

Thinking about your family resource specialist:

2. *(you may need to repeat the scoring options for the first one or two questions)*

Are you satisfied with how your family resource specialist has:

	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very dissatisfied
a) Shown respect for you and your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Listened carefully to your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very dissatisfied
c) Supported you in decisions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Clearly explained what the project could and could not do for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Worked with your family as partners?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Helped increase your knowledge about community resources to meet your family's needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Responded to your phone calls?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Helped you decide how to spend your grant?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you satisfied your FRS is easy to get hold of?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How many times have you seen your FRS? _____ In how many months? _____

5. Do you feel this amount of contact was: too little just right too much?

*If it was **too little** ask **why? What help did they need?***

6. Please describe in what ways your family resource specialist helped you decide how to spend the money?

7. Is there more information you would like about community resources? YES NO

If **YES**, please describe what kind of information you would like :

Thinking about your grant funds

8. After you had submitted all the proper paperwork, like receipts and invoices, how long did it take you to receive your items/services?

- | | |
|---|--|
| <input type="checkbox"/> Two weeks or less | <input type="checkbox"/> Between 2 weeks & 1 month |
| <input type="checkbox"/> Between 1 month & 3 months | <input type="checkbox"/> Longer than 3 months |

9. Were there items you asked for but did not get? YES NO

If **YES**, please tell me what they were, and what was the reason given for denying them?

<u>Item/service</u>	<u>Reason for denial</u>
_____	_____
_____	_____
_____	_____

Thinking about the Family Resource Center

10. Have you ever visited the Family Resource Center? YES NO

If **NO**, go to question 13. If **YES**, continue below with question 11.

11. How many times have you visited the Center? _____ In how many months? _____

12. At your visit(s) were you satisfied that:

	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very disssatisfied
a) You felt welcome at the Center?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) It had a friendly atmosphere?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) You could get your questions answered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) It was (or would be) easy to take your child there?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Its hours met your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Do you think people in the pueblo generally know about it?

Very few Some Most Don't know

14. Tell me all the ways you think the Family Resource Center can be improved, not just for yourself, but also for other families:

*(If family answered **NO** to question 10, also find out if there are specific reasons why they have not visited the center.)*

Thinking about your life in general

15. Now the options for your answers vary between ‘always’, ‘mostly’, ‘sometimes’, ‘rarely’, or ‘never’.

a) When you need help with your family member with a disability, do you ask for it?

Always Mostly Sometimes Rarely Never

b) When you need help with your family member with a disability, do you get it from your family (parents & siblings):

Always Mostly Sometimes Rarely Never

c) When you need help with your family member with a disability, do you get it from your friends:

Always Mostly Sometimes Rarely Never

d) Your family members understand your situation:

Always Mostly Sometimes Rarely Never

e) Your friends understand your situation:

Always Mostly Sometimes Rarely Never

f) People in the pueblo other than family and friends understand your situation:

Always Mostly Sometimes Rarely Never

16. Is there anything else you would like to say about help from family and friends?

“I’M NOW GOING TO GO BACK AND READ THROUGH YOUR ADDED COMMENTS TO CHECK WITH YOU I GOT IT RIGHT. YOU MAY WANT TO ADD TO THEM.”

AND NOW THREE FINAL QUESTIONS:

17. Which of the following best reflects your level of satisfaction with Project Pueblo Connections? (Circle One)

Highly satisfied Satisfied Somewhat Satisfied Not At All Satisfied

18. Is there any other way the Project could be helping you better?

19. How did you first hear about the Project?

“THANK YOU VERY MUCH FOR GIVING YOUR TIME”

“I’M NOW GOING TO PUT THIS IN AN ENVELOPE, SEAL IT, AND GIVE IT TO THE STAFF MEMBER AT THE UNIVERSITY WHO WILL PUT ALL THE FAMILIES’ RESPONSES TOGETHER. AS I SAID BEFORE, NO NAMES WILL BE ON ANY OF THE COMPLETED SURVEYS, SO IT WILL BE COMPLETELY ANONYMOUS.”

Families' responses to initial questions

What made you feel happy about things?	Apart from feeling happy, what else did you feel?	How do you think your child felt?
When we first received it my son was up in Denver. He has leukemia and needs to go back and forth for treatments. It takes a toll on mind, spirit and funds. When we received the support from the project, it lifted a lot of pressure, like what are we going to do, how are we going to do this, getting back and forth for meals and rooms. It came when the family needed it.	Felt a lot of relief. That question of how are we going to do this (was answered)	As far as him feeling - he's always happy. As parents we didn't let him know of the hardship. Didn't let him know or feel it was his fault. He didn't ask for cancer and shouldn't blame himself.
Just the feeling of being able to get him stuff without having to wait. Clothes make him excited because sometimes he knows we have a budget. He was happy and anxious. It was nice to see him happy.	We were excited, plus the fact we qualified without income being one of the criteria. It's hard to qualify for things	Happy and grateful for things he could get.
I guess I would say that besides being able to take our son to therapies twice-weekly and not always having to worry about buying pampers because we're always out, I felt a bit of relief and ease at not always having to take care of these details. someone else was making payments to the therapists, and someone else was buying pampers. I was also in a way helped and taken care of. I didn't have to make sure to write a check, or get money out to pay or have to make a separate trip to the store for diapers. I felt calmer and not as hurried, I guess."	I felt some relief from some stress and worrying about how to best provide him with two therapies.	I think he felt happy because he was able to swim weekly and also receive PT in the therapy center weekly (to him it means he gets to play and go to town).
It helped because able to get things. I was reimbursed back because the two batteries are expensive. Why do I pay so much when I need to hear. My family was OK because I could hear.	proud to be part of the program. Won't talk about feeling or hearing loss. Proud someone helped me out.	My oldest was happy because I could hear him. He would talk loud but when I got the hearing aid he would whisper.
I felt that the grant money was a gift that my daughter left behind. She died just as the grant money was approved. She left behind her own daughter so I was able to purchase the items needed for her. I also purchased appliances we needed: stove, washer, refrigerator. I felt it was a special gift.	I felt sad because my daughter couldn't spend the money on herself. She'd always talked about having new bedroom furniture and other items for her room.	Before she died my daughter felt good about the grant money.
It was a relief. Financially, I could get him what he wanted.	Excitement	Happy, confused
I felt good about it, gave him more of assistance with his finances. Really, help him with his needs.	Gave him a balance of happiness, and didn't feel stressful about money.	
I was happy when I was able to save propane, after I was able to turn on my space heaters that we had purchased with the support money.	Relieved	
The best time was knowing we were getting propane filled up because it was cold and I didn't have money. That made my family happy and relieved. Thank you	Blessed	He was happy and excited.
The best time was when we had an extra bathroom. We needed that extra bathroom really bad and it happened, and we as a family want to thank everybody that made it happen.	I felt that everyone in our family is happy to have an extra bathroom. It made everything easier for us.	She felt so happy about everything you did for her.
Relieved, happy, lot of weight lifted off his back. Bought material and it help[ed] with the home improvements.		Family: Took them out to dinner with what he saved. They were grateful and happy. Enjoyed the drive out with each other. I have a big family.