

Children and Family Services

Customer Satisfaction Surveys

Introduction

The Nebraska Department of Health and Human Services administers customer satisfaction surveys every six months to the following stakeholder groups: Parents, foster parents and youth. The purpose is to gather information from each stakeholder regarding the quality of services they receive from the Department.

Background

The Department began conducting surveys with parents in March 2005, with foster parents in April 2007 and with youth in YRTC in July 2007.

In June of 2009, the Nebraska CQI (Continuous Quality Improvement) team reviewed the Customer Satisfaction Survey questionnaires that had been used throughout the state in previous years and made a decision to change the survey questions and methodology for each of the three surveys starting in the year 2010. In 2010 the youth survey was expanded from focusing on youth in YRTC to include all youth ages 12 and older who are receiving services from the Department.

Methodology

The 2010 questionnaires consisted of Likert scale statements that measure the respondent's satisfaction with regards to the following categories: Respect, Overall Responsiveness, Participative Decision Making, Services, Timeliness of Phone Call Response (parent & foster parent survey only), and Court Involvement (youth survey only). Each of the surveys contained the same eight questions which were lumped into four different categories. The parent and foster parent surveys contained additional questions regarding timeliness of phone calls. The youth survey contained additional questions regarding court involvement.

Survey Questions/Categories:

Similar Questions in all three (3) Surveys:

Respect Category:

- Question: The caseworker treats my family with dignity and respect.
- Question: The caseworker treats my family like a valued partner.

Overall Responsiveness Category:

- Question: The caseworker responds to my family's needs and requests.
- Question: My family can depend on the caseworker.

Participative Decision Making Category:

- Question: When they make decisions or plans, the caseworker asks my family what we think should happen.
- Question: The caseworker considers my family's opinion when making decisions and plans.

Services Category:

- Question: The caseworker gets my family services when we need them.
- Question: The caseworker connects my family with helpful people and services.

Questions Specific to Youth Survey:

- Question: I attend court hearings.
- Question: When I go to court hearings, I am asked what I think.

Questions Specific to Parent/Foster Parent Surveys:

- Question: The caseworker returns my calls in a timely manner.
- Question: The caseworker returns my calls: the same day, in 1 business day, in 2 business days, in 3+ business days, or never.

Response Scales: The following scale (1=same day, 2=1 business day, 3=2 business days, 4=3+business days and 5=never) was used when evaluating the question "*The caseworker returns my calls....*" on the parent and foster parent surveys. All other questions in all three surveys were evaluated using the following scale (1=never, 2=rarely, 3=sometimes, 4= often, 5=always).

The surveys are administered by phone to the stakeholders twice a year. The number of surveys conducted is determined based on the number of total population served by each stakeholder group. The department anticipated completing 375 surveys from each of the 3 stakeholder groups. The surveys were conducted with randomly selected parents, foster parents and youth receiving services from the Department.

Analysis of Survey Results

Findings from the Customer Satisfaction Surveys are compiled every 6 months. The survey results are summarized for each of the three stakeholder groups and reported by Service Area, Contractor, and Statewide. The "Refuse" and "Don't Know" responses are removed from the analyses because these responses are considered as not answering the question, or non-response. The survey results will be posted on the department's website at the following address: http://www.dhhs.ne.gov/Children_Family_Services/CQI/Reports.htm.