

# **Children and Family Services**

## **June 2010 Customer Satisfaction Surveys (Youth, Parents and Foster Parents) Results Report**

*Report Date: October 12<sup>th</sup>, 2010*

Nebraska Department of Health and Human Services

# Children and Family Services

## June 2010 Customer Satisfaction Survey Results Report

### Introduction

The Nebraska Department of Health and Human Services Division of Children and Family 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 Division of Children and Family Services Child Welfare Unit and Office of Juvenile Services.

### Background

The Division of Children and Family Services (DCFS) 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 DCFS.

### 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 and the youth survey contained additional questions regarding court involvement.

### Survey Questions/Categories:

Please note that the word caseworker is used in the questions to refer to both the CFS Specialist and the Contractor Service Coordinators. The Nebraska CQI team determined that it was important to focus on customer satisfaction regarding services provided from DCFS as a whole rather than ask specific information about performance by DHHS CFS staff vs. Contractor Staff.

#### 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....*" in 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 three stakeholder groups. The surveys were conducted with randomly selected parents, foster parents and youth receiving services from the Child Welfare Unit and Office of Juvenile Services.

## **Analysis of Survey Results**

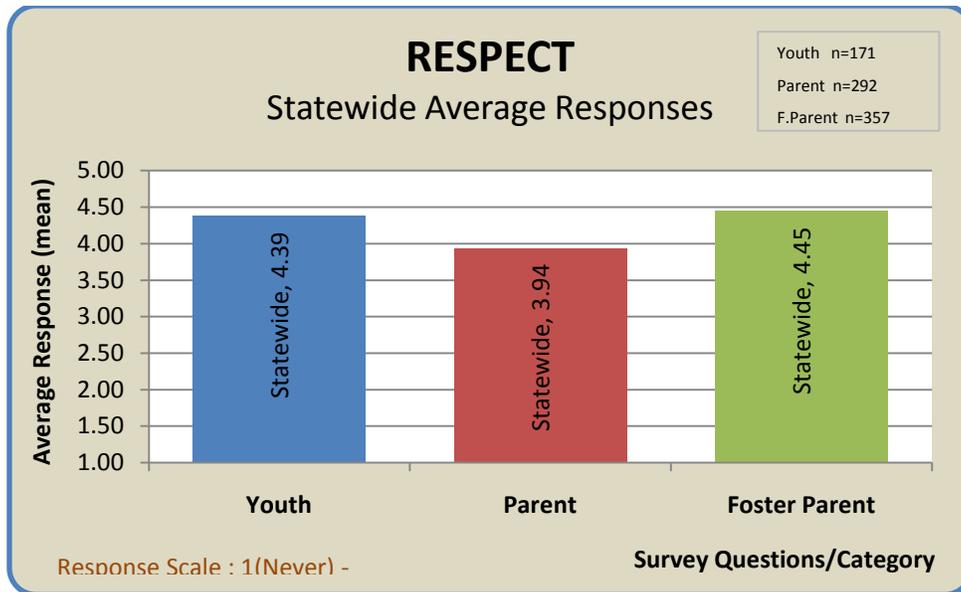
This document presents findings from the Customer Satisfaction Surveys conducted throughout the State in June 2010. The goal established for the number of completed surveys was not achieved from all three stakeholder groups. The actual number of surveys received during the 1<sup>st</sup> round of surveys in 2010 was 171 youth surveys, 292 parent surveys, and 357 foster parent surveys. Please note that post stratification weight was used to correct biases that resulted from not obtaining the anticipated number of surveys throughout the state. The breakdown of the number of surveys completed for each stakeholder group can be found in *Appendix 1*. 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 have been removed from the analyses because these responses are considered to be non responsive. Please note that while the Statewide data is sometimes depicted on the same chart as the Service Area and/or Contractor data throughout the report, the Statewide numbers should not be considered the goal that must be achieved by the Service Areas and/or Contractors.

The Statewide results for the survey categories that are common across each of the three surveys are provided in the charts below. Tables with Service Area and Contractor results can be found in *Appendix 2*.

The average response for each of the categories in all three stakeholder surveys was between 3.6 and 4.5. The parent survey showed the lowest average response in all four categories: Respect, overall responsiveness, participative decision making and services.

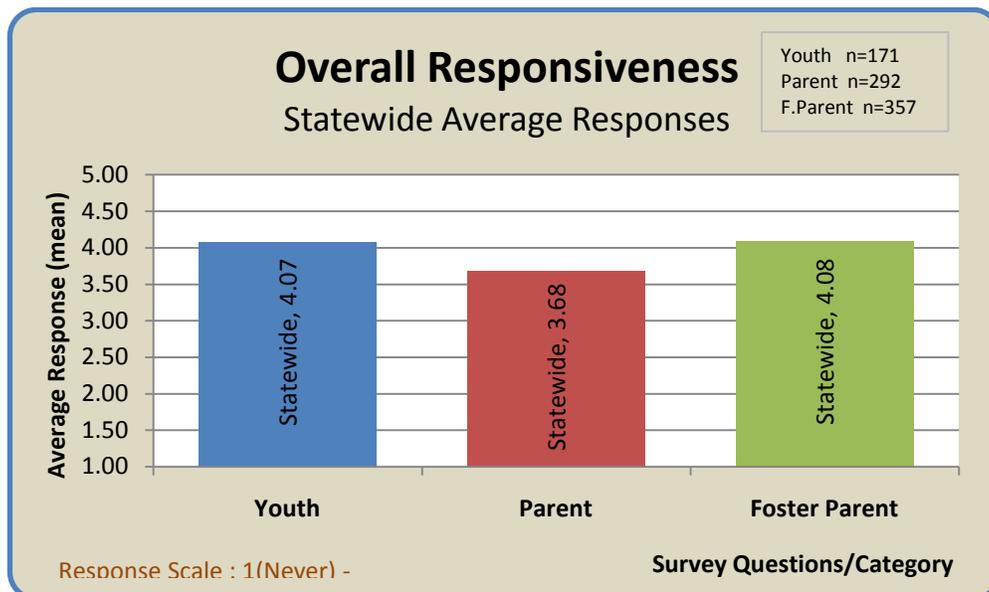
**Respect Category:**

The highest average response for the respect category was seen in the foster parent surveys (4.45) and the lowest average response was seen in the parent surveys (3.94).



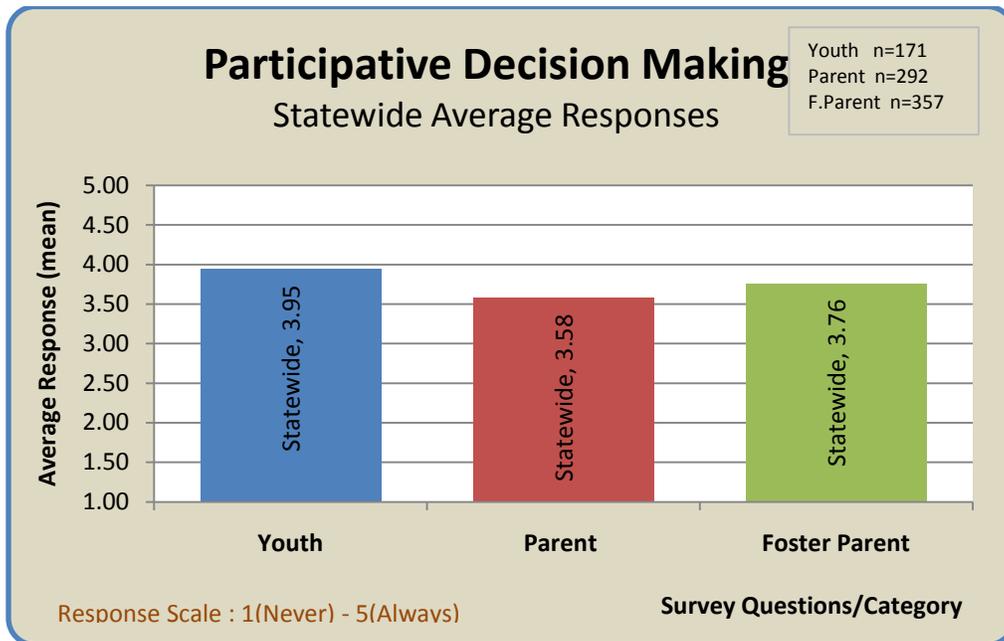
**Overall Responsiveness Category:**

The highest average response for the overall responsiveness category was seen in the foster parent surveys (4.08) and the lowest average response was seen in the parent surveys (4.07).



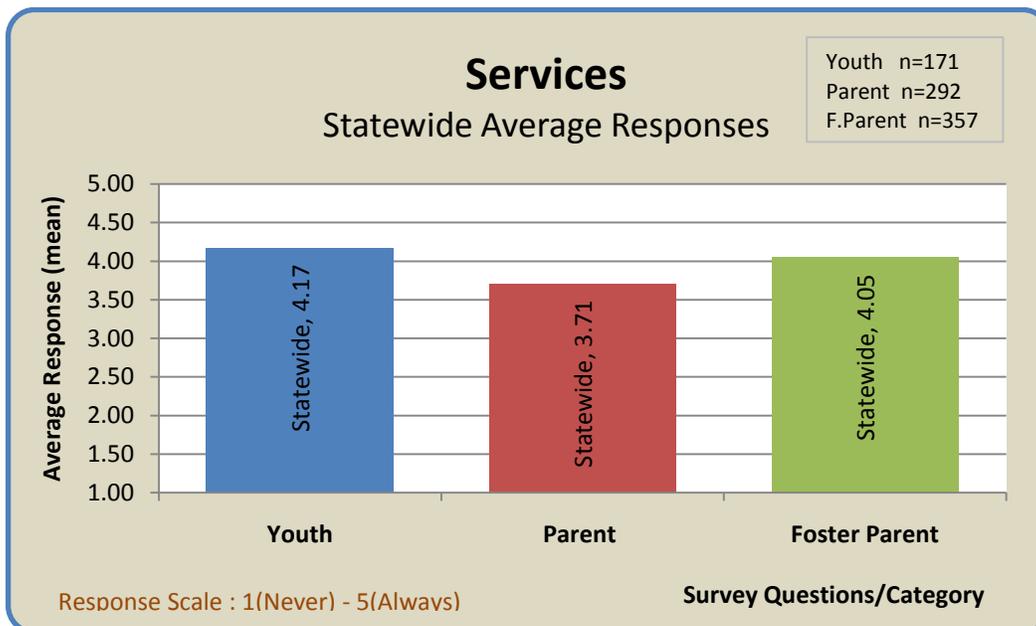
**Participative Decision Making Category:**

The highest average response for the participative decision making category was seen in the youth surveys (3.95) and the lowest average response was seen in the parent surveys (3.58).



**Services:**

The highest average response for the services category was seen in the youth surveys (4.17) and the lowest average response was seen in the parent surveys (3.71).



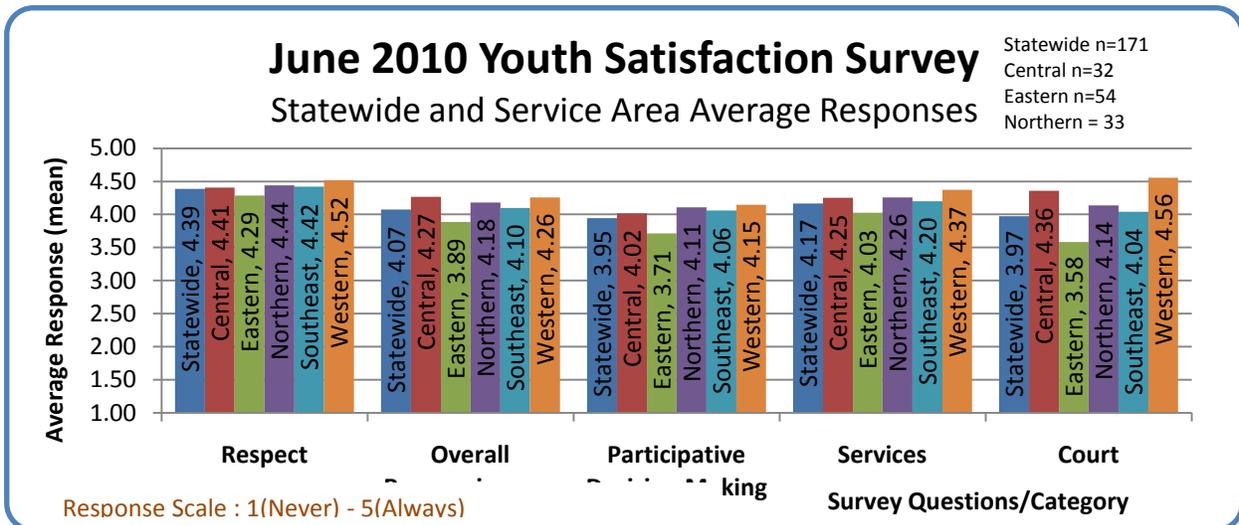
## Statewide & Service Area Results:

The Statewide and Service Area results for the youth, parent and foster parent surveys are provided below. Additional charts with specific Service Area information can be found in Appendix 3 to Appendix 7.

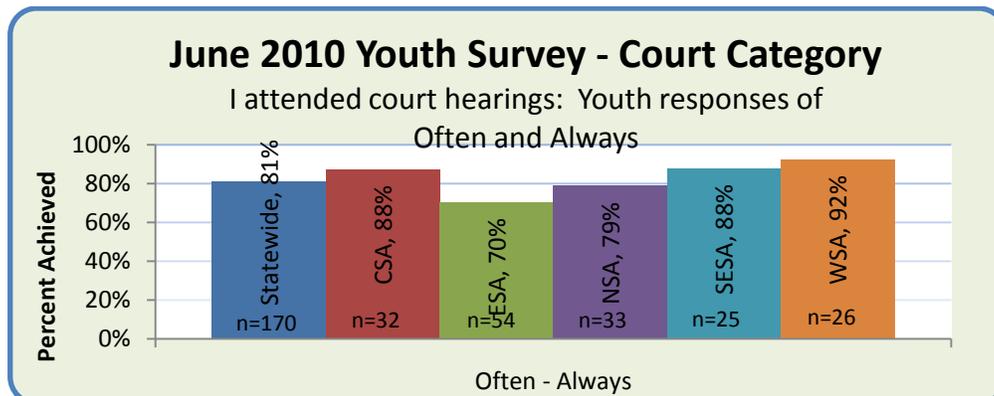
### Youth Survey:

The highest average response (4.39) on a Statewide level was seen in the respect category and the lowest average response (3.95) was seen in the participative decision making category.

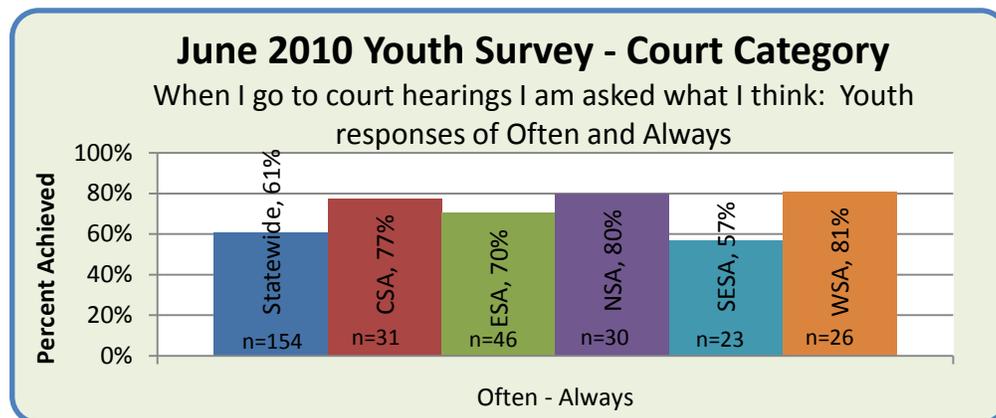
When looking at results across Service Areas, the highest average response for each of the five youth survey categories were seen in the surveys from youth in the Western Service Area. The lowest average responses for each of the five youth survey categories were seen in the surveys from youth in the Eastern Service Area. The highest average response (4.56) was seen in the court category in surveys completed in Western Service area and the lowest average response (3.58) was also seen in the court category but in the surveys completed in the Eastern Service Area.



Detailed information from the two questions that make up the court category in the youth surveys are shown below. The following chart shows the percentage of youth in each Service Area who responded that *they often or always attend court hearings*.



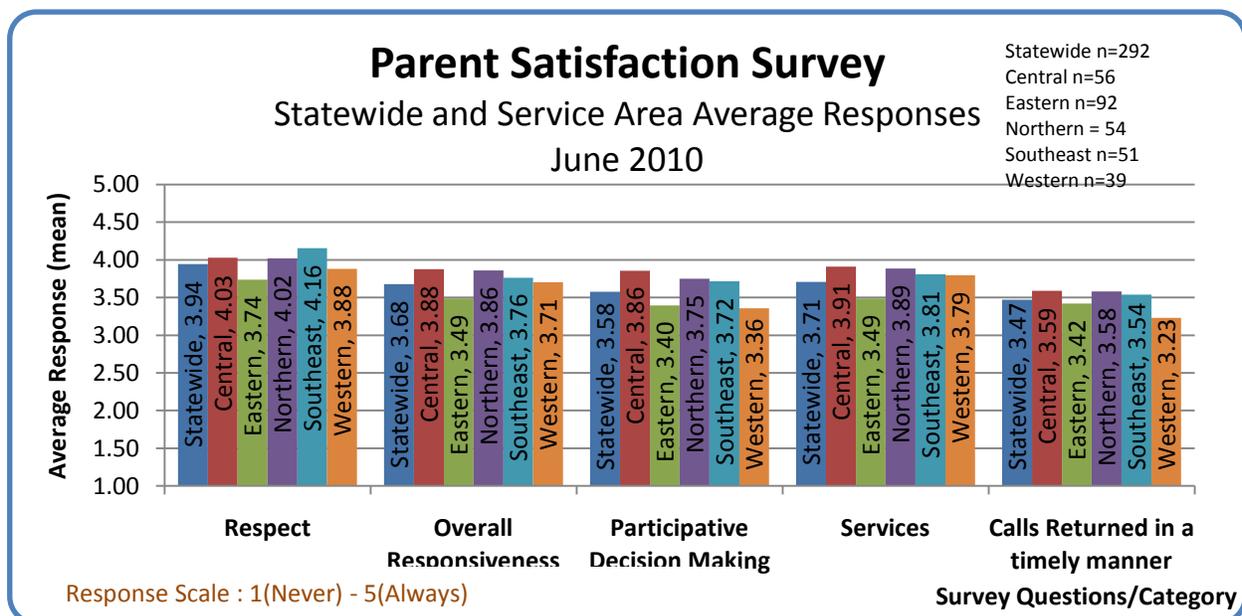
The following chart shows the percentage of youth in each Service Area who responded that when they go to court hearings they are often or always asked what they think.



## Parent Survey

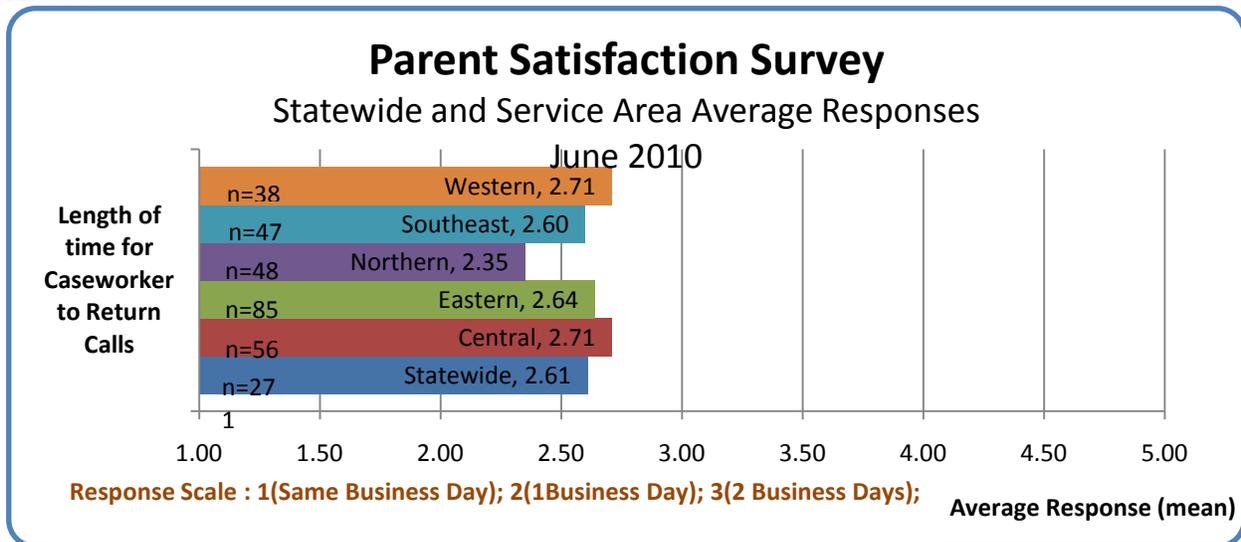
The highest average response (3.94) on a Statewide level was seen in the respect category and the lowest average response (3.47) was seen in the timeliness of phone call category.

When looking at results across Service Areas, the highest average response (4.16) was seen in the respect category in surveys completed in the Southeast Service Area and the lowest average response (3.23) was seen in the timeliness of phone call category in the surveys completed in the Western Service Area.

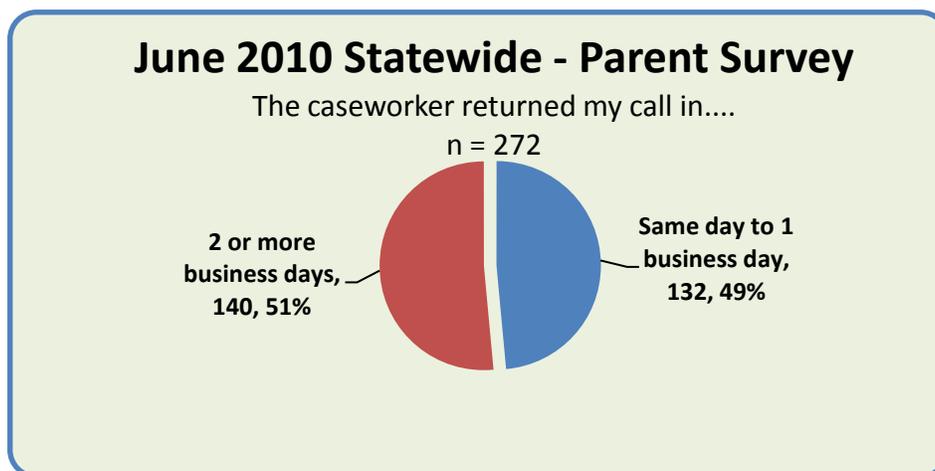


The parents were asked to indicate the number of days it took for the caseworker to return their phone calls. The response scale was 1 for same business day, 2 for 1 business day, 3 for 2 business days, 4 for 3+ business days, and 5 for never. The highest average response (2.35) for

this question was seen in surveys received from parents in the Northern Service Area. The lowest average response (2.71) was seen in surveys from parents in the Western and Central Service Areas.



The Statewide average response for the length of time for the caseworker to return phone calls is 2.61. Data shows that 49% of the parents indicated that the caseworker returned their phone call on the same day or within 1 business day.



The responses by Service Area indicating the length of time for the caseworker to return phone calls is found in the following table:

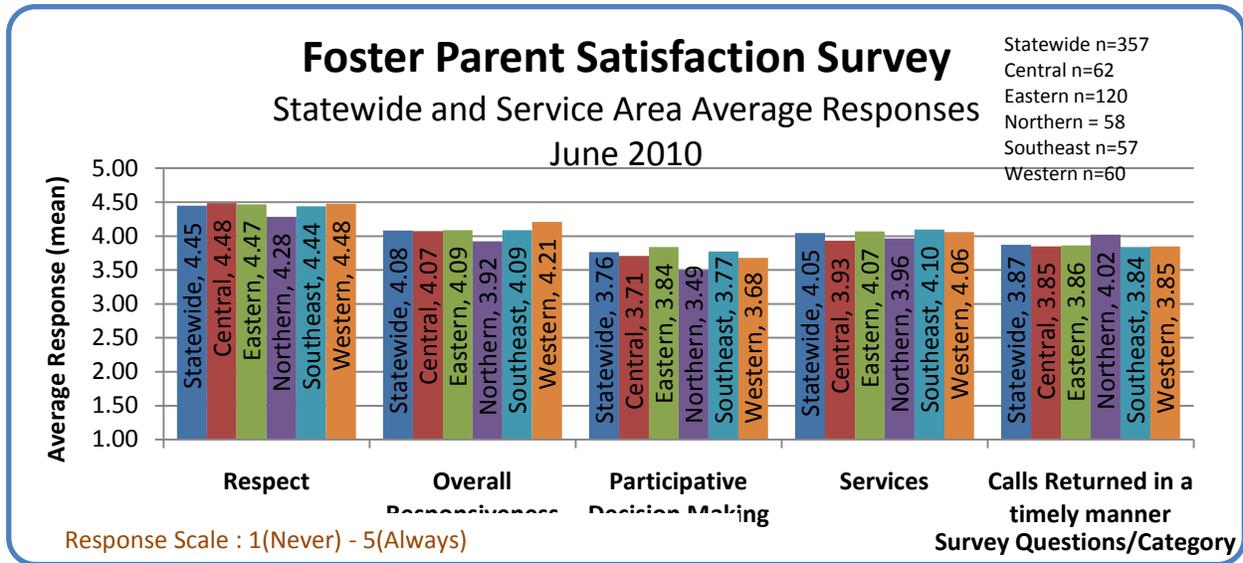
#### JUNE 2010 PARENT SURVEY - The caseworker returned my call in....

Service Area Information:	Same day to 1 business day	2 or more business days
Central (n=56)	43%	57%
Eastern (n=85)	46%	54%
Northern (n=48)	52%	48%
Southeast (n=47)	55%	45%
Western (n=38)	42%	58%

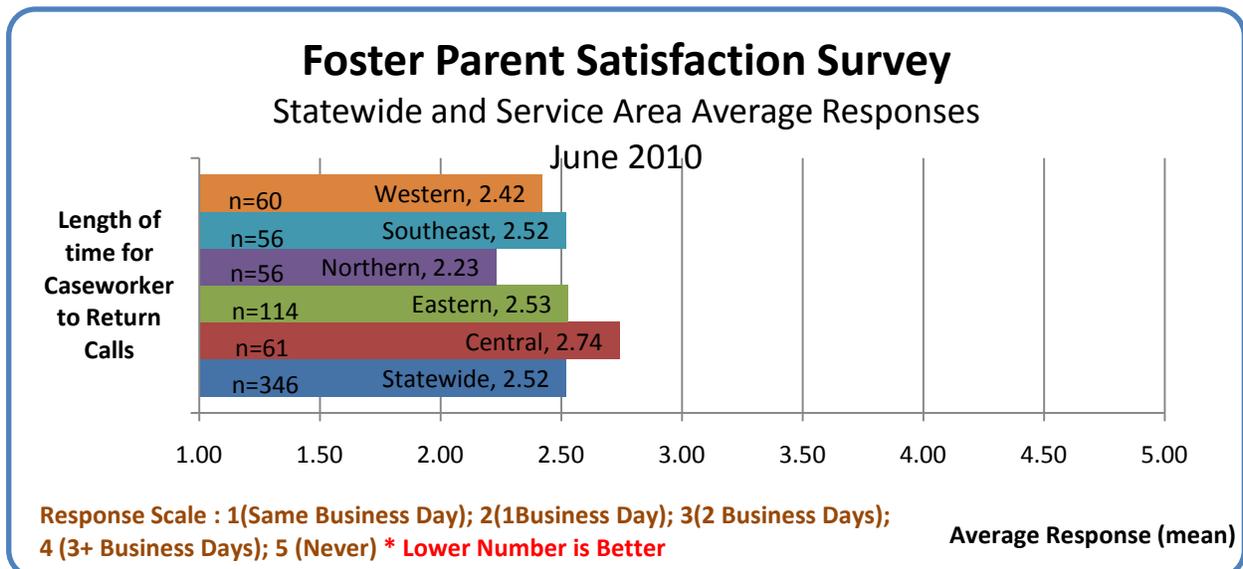
## Foster Parent Survey:

The highest average response (4.45) on a Statewide level was seen in the respect category and the lowest average response (3.76) was seen in the participative decision making category.

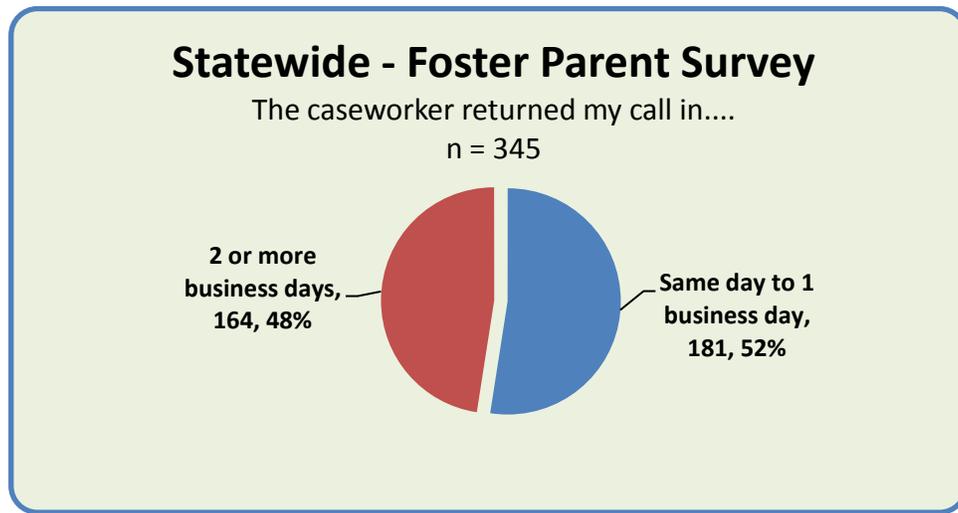
When looking at results across Service Areas, the highest average response (4.48) was seen in the respect category in surveys completed in Central Service Area and the lowest average response (3.49) was seen in the participative decision making category in the surveys completed in the Northern Service Area.



The foster parents were asked to indicate the number of days it took for the caseworker to return their phone calls. The response scale was 1 for same business day, 2 for 1 business day, 3 for 2 business days, 4 for 3+ business days, and 5 for never. The highest average response (2.23) for this question was seen in surveys received from foster parents in Northern Service Area. The lowest average response (2.74) was seen in surveys from foster parents in the Central Service Area.



The Statewide average response for the length of time for the caseworker to return phone calls is 2.52. Data shows that 52% of the foster parents indicated that the caseworker returned their phone call on the same day or within 1 business day.



The responses by Service Area indicating the length of time for the caseworker to return phone calls is found in the following table:

**JUNE 2010 FOSTER PARENT SURVEY - The caseworker returned my call in....**

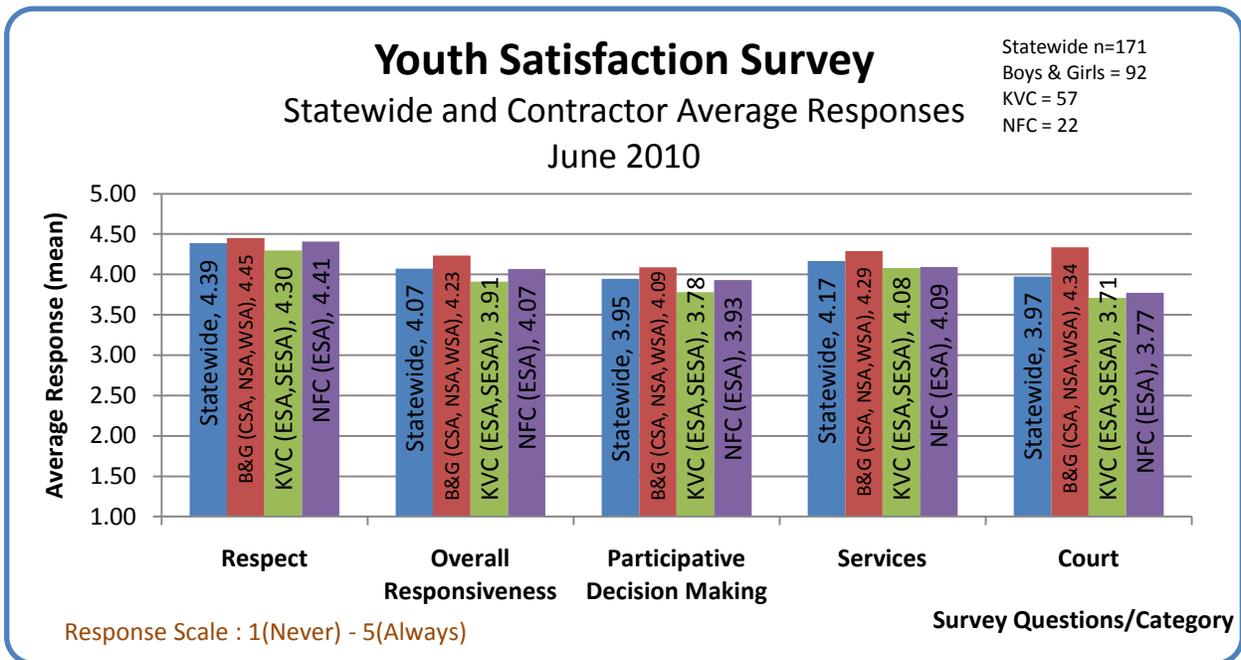
<b>Service Area Information:</b>	Same day to 1 business day	2 or more business days
Central (n=61)	43%	57%
Eastern (n=114)	54%	46%
Northern (n=56)	66%	34%
Southeast (n=56)	50%	50%
Western (n=60)	53%	47%

## Contractor Results:

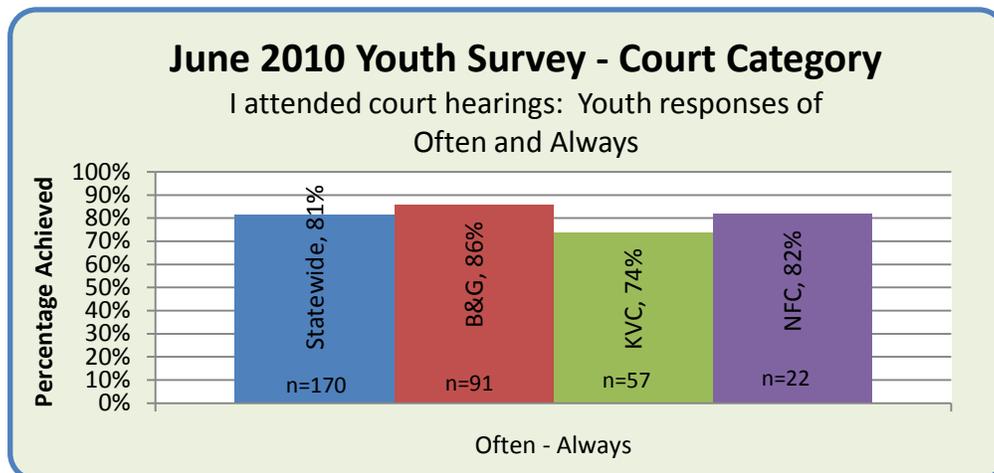
The Contractor results for the youth, parent and foster parent surveys are provided below. Additional charts with specific Contractor information can be found in Appendix 8 to Appendix 10.

### Youth Survey:

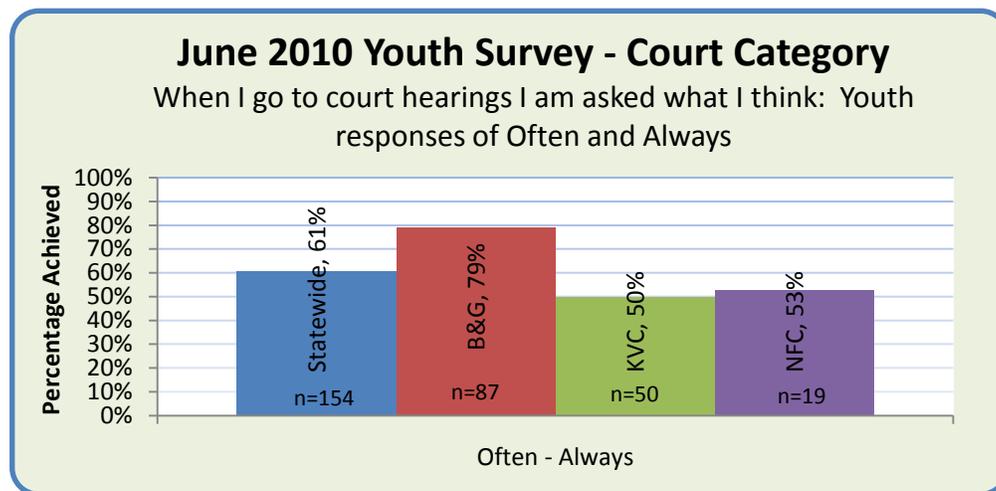
The highest average response (4.45) was seen the respect category in surveys received from the youth being served by Boys and Girls Home of Nebraska. The lowest average response (3.71) was seen in the court category in surveys received from the youth being served by KVC Behavioral Healthcare Nebraska.



Detailed information from the two questions that make up the court category in the youth surveys are shown below. The following chart shows the percentage of youth served by each Contractor who responded that *they often or always attend court hearings*.

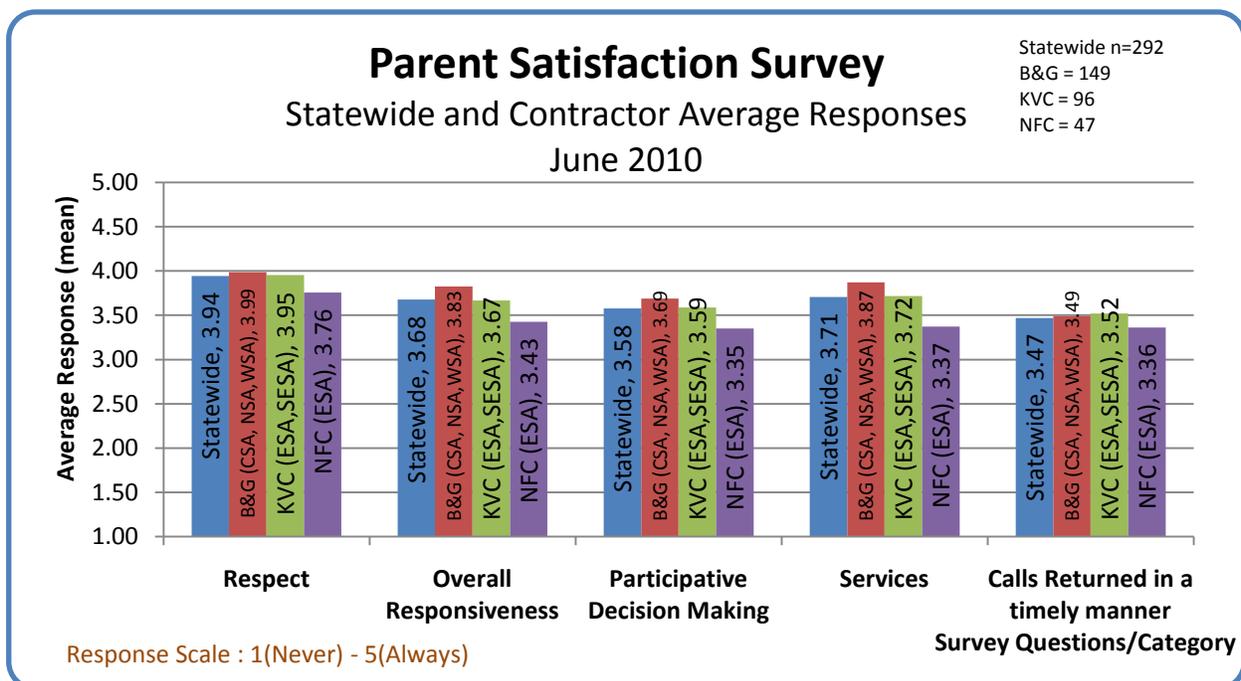


The following chart shows the percentage of youth served by each Contractor who responded that *when they go to court hearings they are often or always asked what they think.*

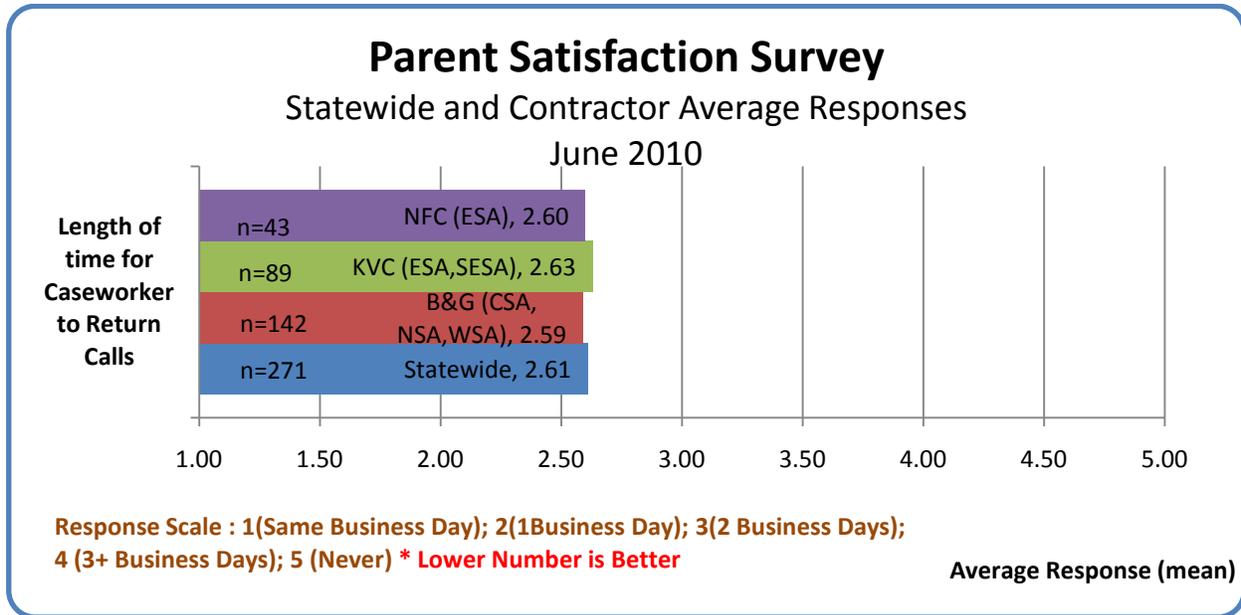


## Parent Survey

The highest average response (3.99) was seen in the respect category in surveys received from parents being served by Boys and Girls Home of Nebraska. The lowest average response (3.35) was seen in the participative decision making category in the surveys received from parents being served by Nebraska Families Collaborative (NFC).



The parents were asked to indicate the number of days it took for the caseworker to return their phone calls. The response scale was 1 for same business day, 2 for 1 business day, 3 for 2 business days, 4 for 3+ business days, and 5 for never. The highest average response (2.59) for this question was seen in surveys received from parents being served by Boys and Girls Home of Nebraska. The lowest average response (2.63) was seen in surveys from parents being served by KVC Behavioral Healthcare Nebraska.



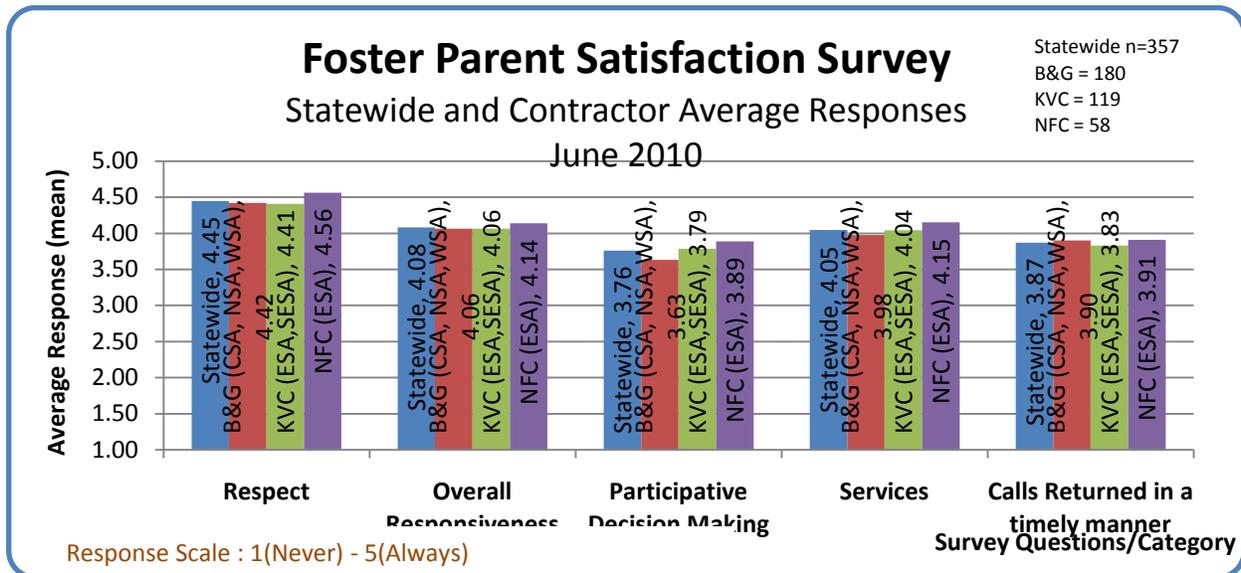
The responses by Contractor indicating the length of time for the caseworker to return phone calls is found in the following table:

**JUNE 2010 PARENT SURVEY - The caseworker returned my call in.....**

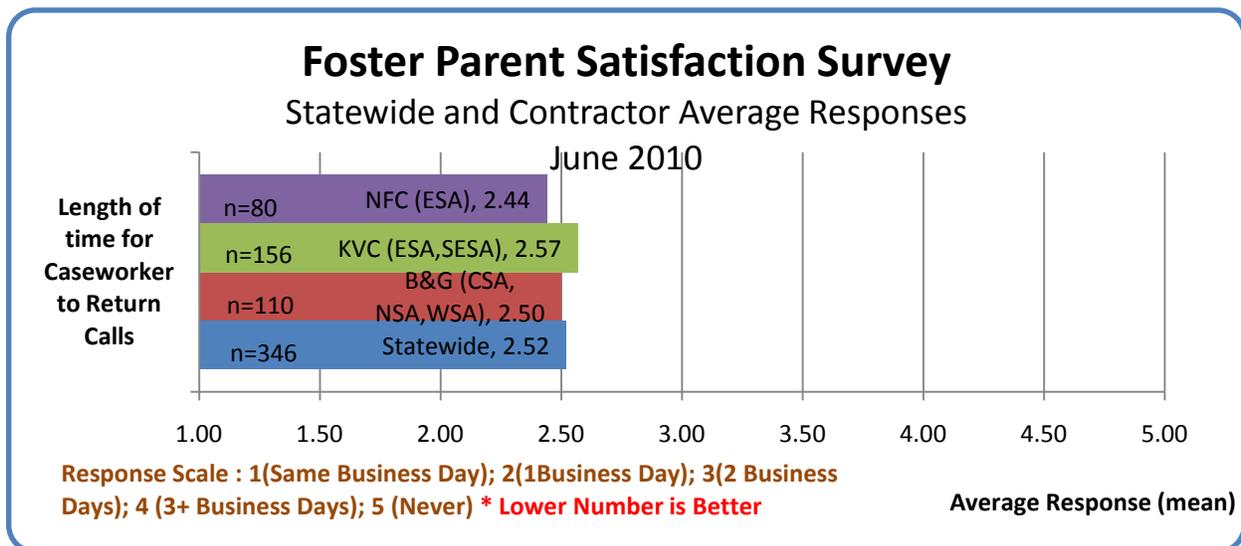
Contractor Information	Same day to 1 business day	2 or more business days
Boys & Girls Home of Nebraska (n=142)	46%	54%
KVC Behavioral Health Care Nebraska (n=89)	48%	52%
Nebraska Families Collaborative (n=43)	51%	49%

**Foster Parent Survey:**

The highest average response (4.56) was seen in the respect category in surveys received from foster parents being served by Nebraska Families Collaborative (NFC). The lowest average response (3.63) was seen in the participative decision making category in the surveys received from foster parents being served by Boys and Girls Home of Nebraska.



The foster parents were asked to indicate the number of days it took for the caseworker to return their phone calls. The response scale was 1 for same business day, 2 for 1 business day, 3 for 2 business days, 4 for 3+ business days, and 5 for never. The highest average response (2.440) for this question was seen in surveys received from foster parents being served by Nebraska Families Collaborative (NFC). The lowest average response (2.570) was seen in surveys from foster parents being served by KVC Behavioral Healthcare Nebraska.



The responses by Contractor indicating the length of time for the caseworker to return phone calls is found in the following table:

#### JUNE 2010 FOSTER PARENT SURVEY - The caseworker returned my call in.....

Contractor Information	Same day to 1 business day	2 or more business days
Boys & Girls Home of Nebraska (n=109)	52%	48%
KVC Behavioral Health Care Nebraska (n=89)	49%	51%
Nebraska Families Collaborative (n=43)	61%	39%

## Appendices

- Appendix 1: June 2010 Number of Completed Surveys for each stakeholder group.
- Appendix 2: Common Questions – Statewide, Service Area & Contractor Survey Results
- Appendix 3: June 2010 Central Service Area Survey Results
- Appendix 4: June 2010 Northern Service Area Survey Results
- Appendix 5: June 2010 Western Service Area Survey Results
- Appendix 6: June 2010 Southeast Service Area Survey Results
- Appendix 7: June 2010 Eastern Service Area Survey Results
- Appendix 8 June 2010 Nebraska Families Collaborative (NFC) Survey Results
- Appendix 9 June 2010 KVC Behavioral Healthcare Nebraska Survey Results
- Appendix 10 June 2010 Boys and Girls Home of Nebraska Survey Results

**APPENDIX 1:**  
**June 2010: Actual Number of Surveys Completed**

YOUTH SURVEY	# of Surveys Completed
<b>Statewide</b>	<b>171</b>
Central - Boys & Girls	32
Eastern - KVC	32
Eastern - NFC	22
Northern - Boys & Girls	33
Southeast - KVC	25
Western - Boys & Girls	27

FOSTER PARENT SURVEY	# of Surveys Completed
<b>Statewide</b>	<b>357</b>
Central - Boys & Girls	62
Eastern - KVC	62
Eastern - NFC	58
Northern - Boys & Girls	58
Southeast - KVC	57
Western - Boys & Girls	60

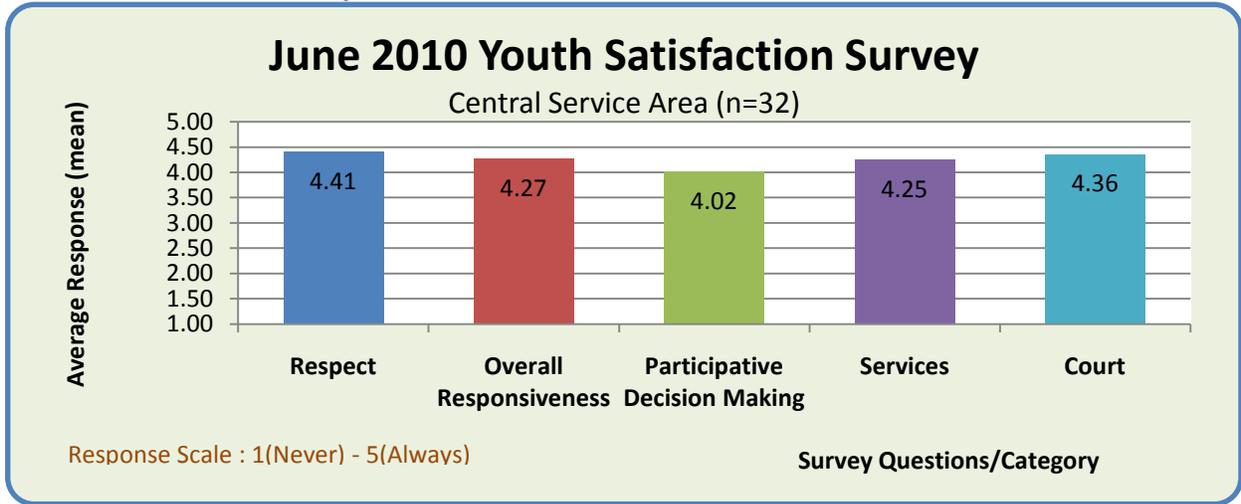
PARENT SURVEY	# of Surveys Completed
<b>Statewide</b>	<b>292</b>
Central - Boys & Girls	56
Eastern - KVC	45
Eastern - NFC	47
Northern - Boys & Girls	54
Southeast - KVC	51
Western - Boys & Girls	39

**APPENDIX 2**  
**Common Survey Questions - Service Area & Contractor Survey Results**

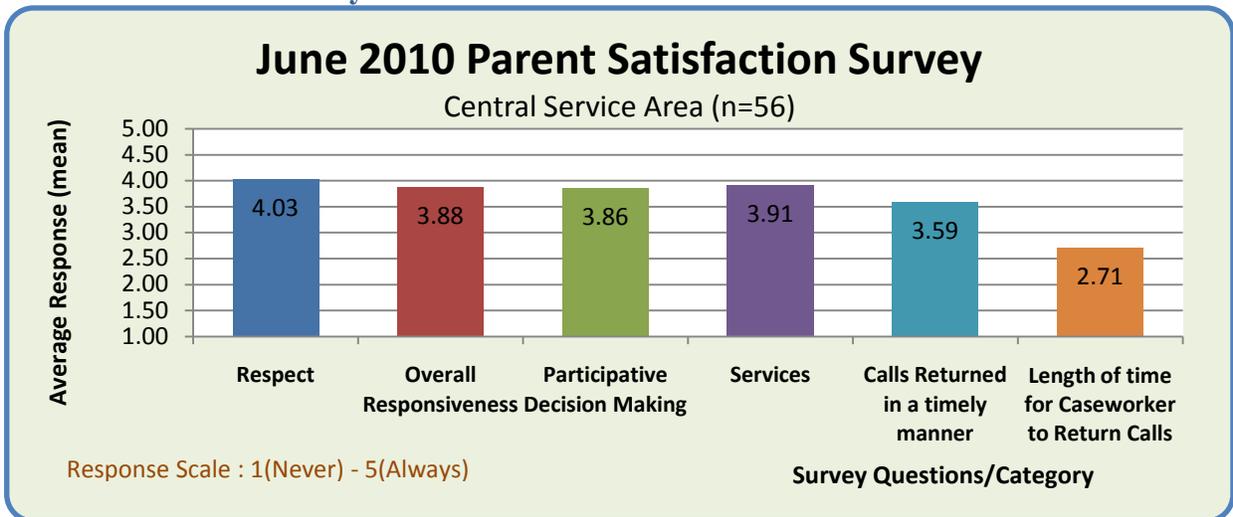
<b>Respect</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	4.39	3.94	4.45
Central	4.41	4.03	4.48
Eastern	4.29	3.74	4.47
Northern	4.44	4.02	4.29
Southeast	4.42	4.16	4.44
Western	4.52	3.88	4.48
B&G (CSA, NSA,WSA)	4.45	3.99	4.42
KVC (ESA,SESA)	4.30	3.95	4.41
NFC (ESA)	4.41	3.76	4.56
<b>Overall Responsiveness</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	4.07	3.68	4.08
Central	4.27	3.88	4.07
Eastern	3.89	3.49	4.09
Northern	4.18	3.86	3.92
Southeast	4.10	3.77	4.09
Western	4.26	3.71	4.21
B&G (CSA, NSA,WSA)	4.23	3.83	4.06
KVC (ESA,SESA)	3.91	3.67	4.06
NFC (ESA)	4.07	3.43	4.14
<b>Participative Decision Making</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	3.95	3.58	3.76
Central	4.02	3.86	3.71
Eastern	3.71	3.40	3.84
Northern	4.11	3.75	3.49
Southeast	4.06	3.72	3.77
Western	4.15	3.36	3.68
B&G (CSA, NSA,WSA)	4.09	3.69	3.63
KVC (ESA,SESA)	3.78	3.59	3.79
NFC (ESA)	3.93	3.35	3.89
<b>Services</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	4.17	3.71	4.05
Central	4.25	3.91	3.93
Eastern	4.03	3.49	4.07
Northern	4.26	3.89	3.96
Southeast	4.20	3.81	4.10
Western	4.37	3.80	4.06
B&G (CSA, NSA,WSA)	4.29	3.87	3.98
KVC (ESA,SESA)	4.08	3.72	4.04
NFC (ESA)	4.09	3.37	4.15

**APPENDIX 3**  
**June 2010 Central Service Area Survey Results**

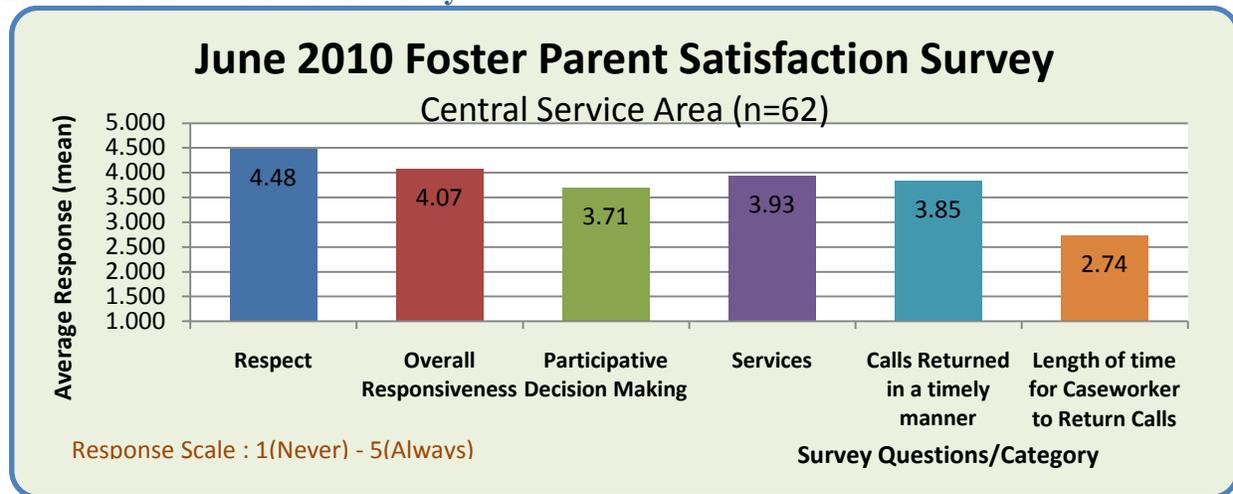
**Youth Satisfaction Survey**



**Parent Satisfaction Survey**



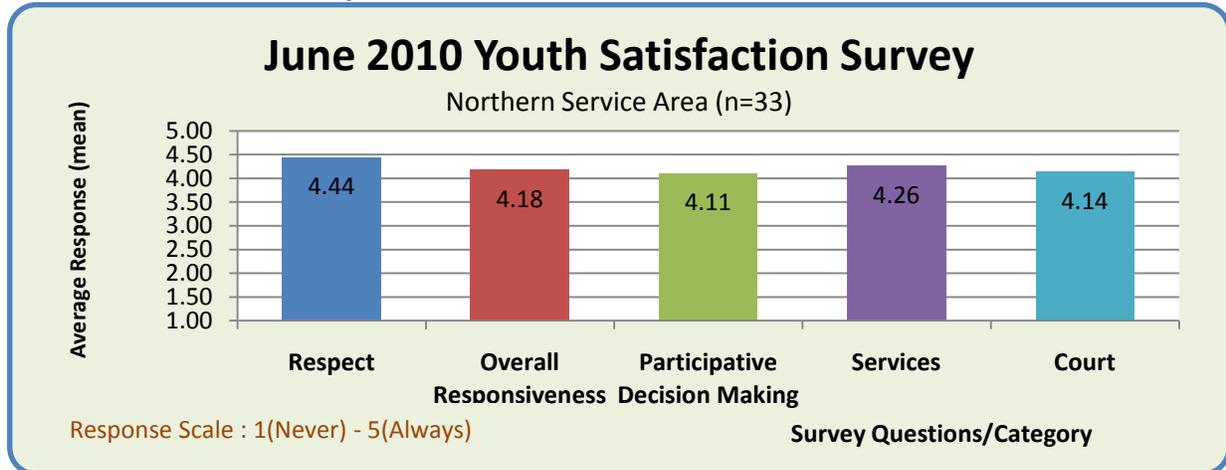
**Foster Parent Satisfaction Survey**



## APPENDIX 4

### June 2010 Northern Service Area Survey Results

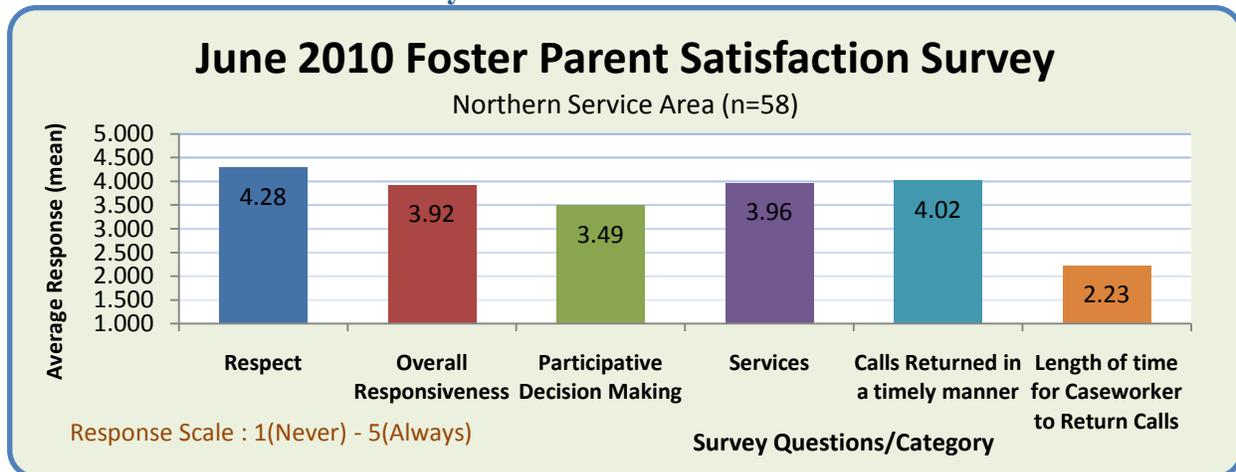
#### Youth Satisfaction Survey



#### Parent Satisfaction Survey



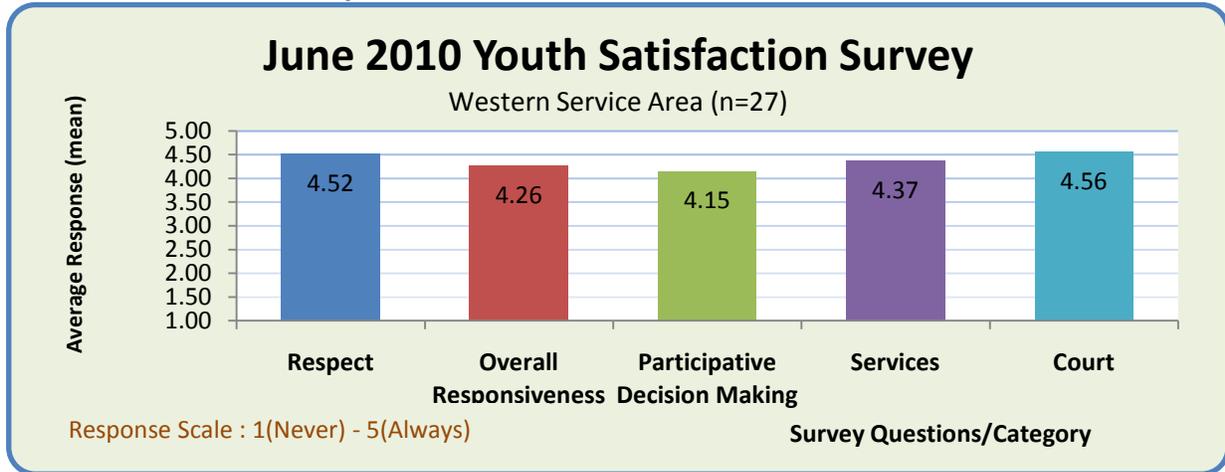
#### Foster Parent Satisfaction Survey



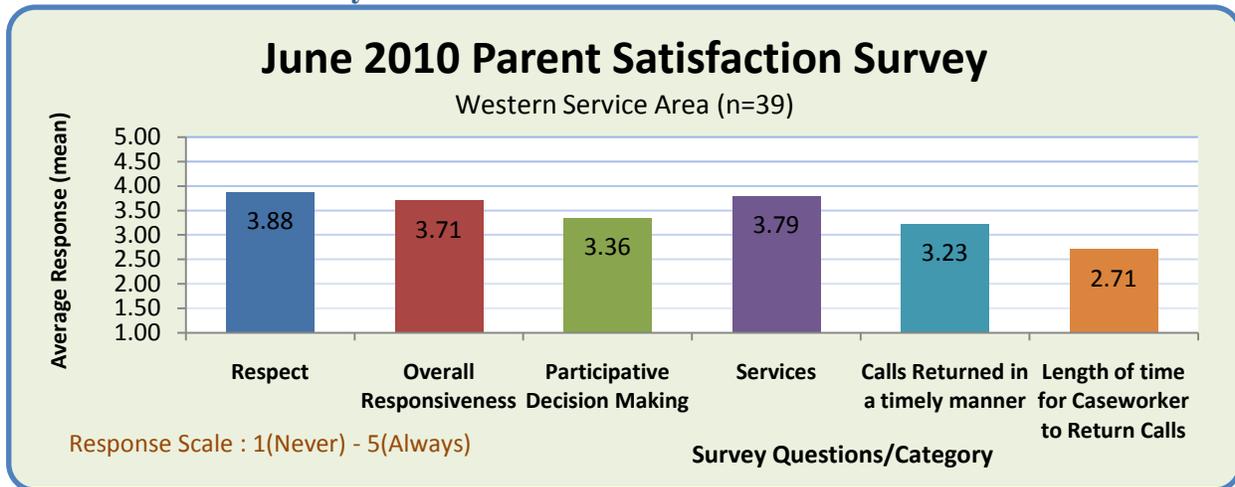
## APPENDIX 5

### June 2010 **Western Service Area** Survey Results

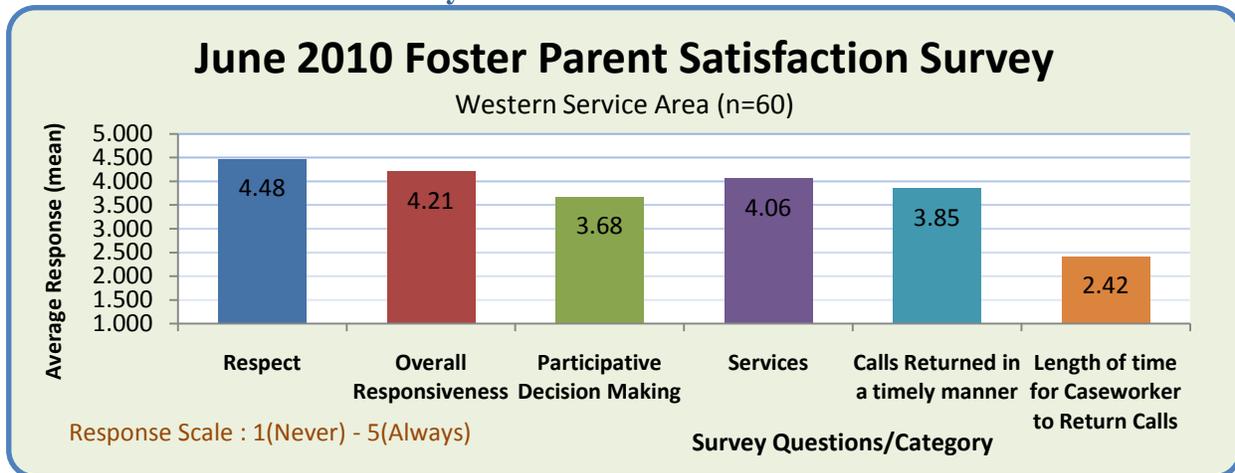
#### Youth Satisfaction Survey



#### Parent Satisfaction Survey



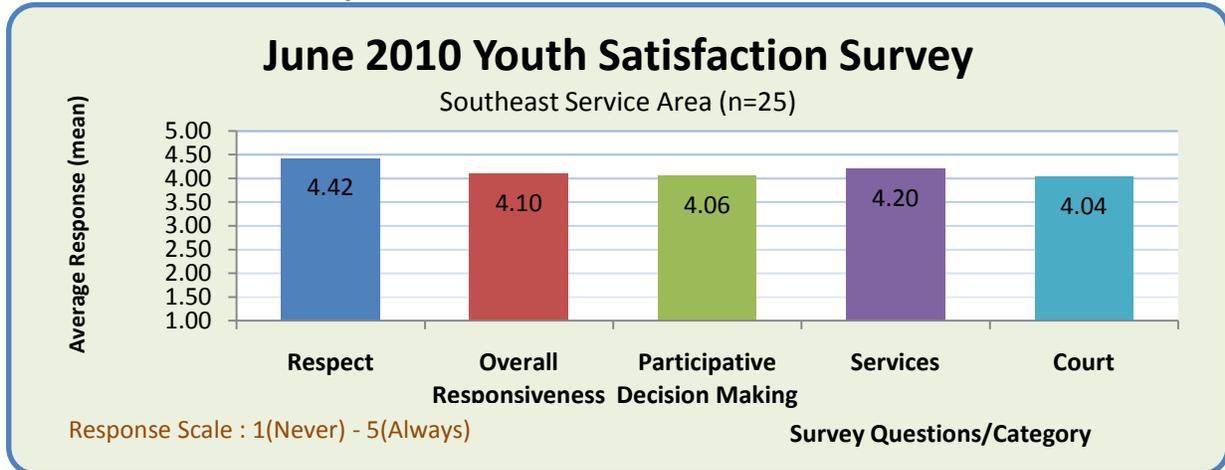
#### Foster Parent Satisfaction Survey



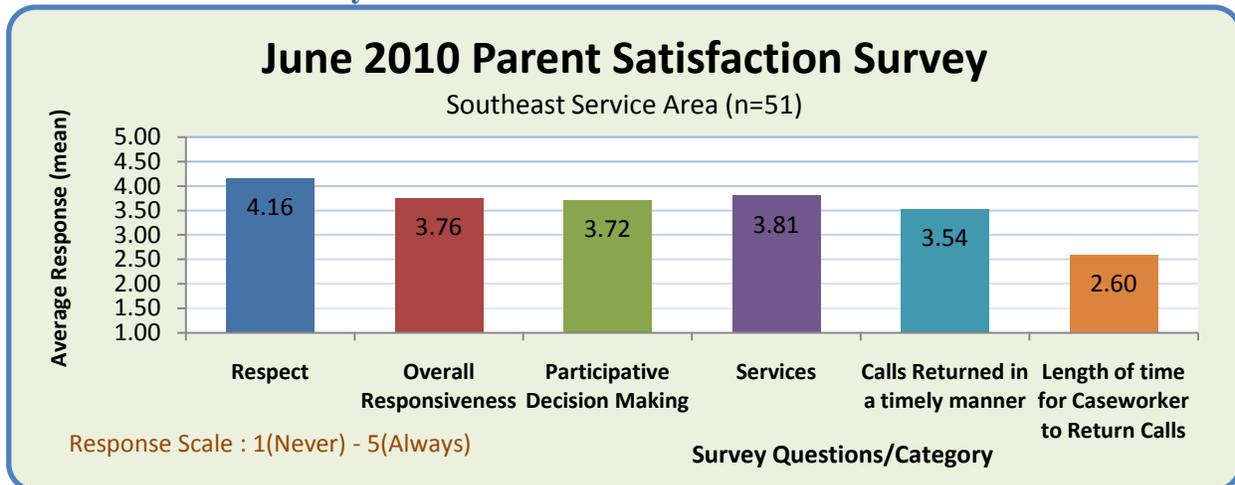
## APPENDIX 6

### June 2010 **Southeast Service Area** Survey Results

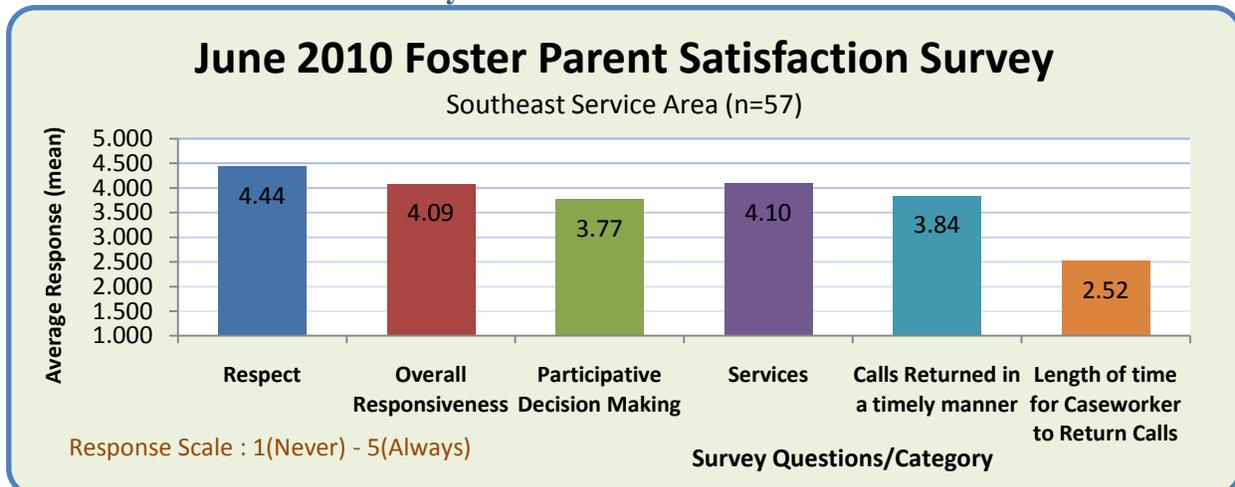
#### Youth Satisfaction Survey



#### Parent Satisfaction Survey



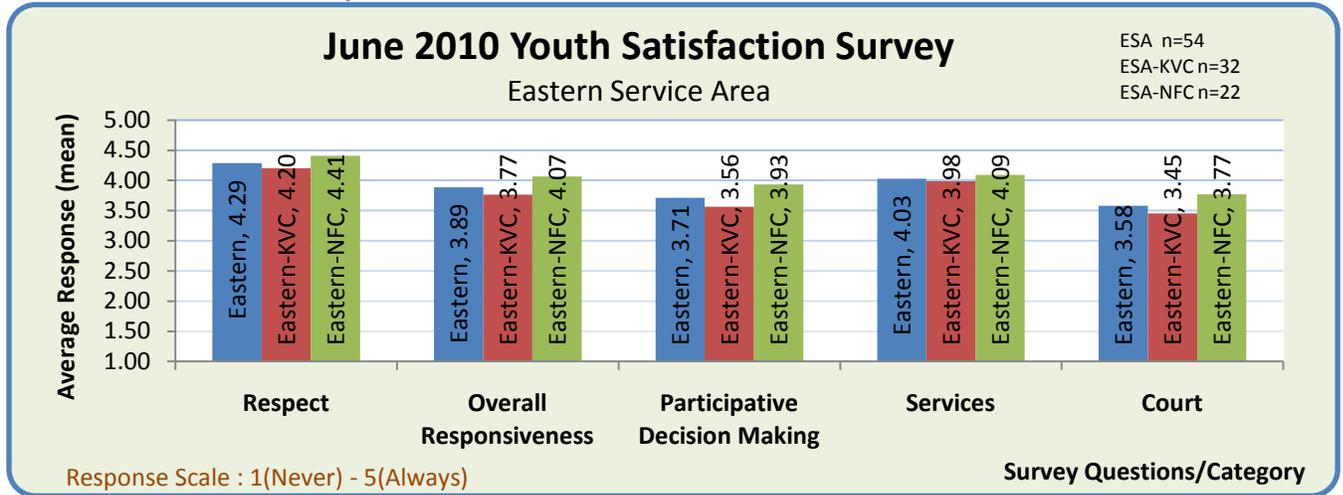
#### Foster Parent Satisfaction Survey



## APPENDIX 7

### June 2010 Eastern Service Area Survey Results

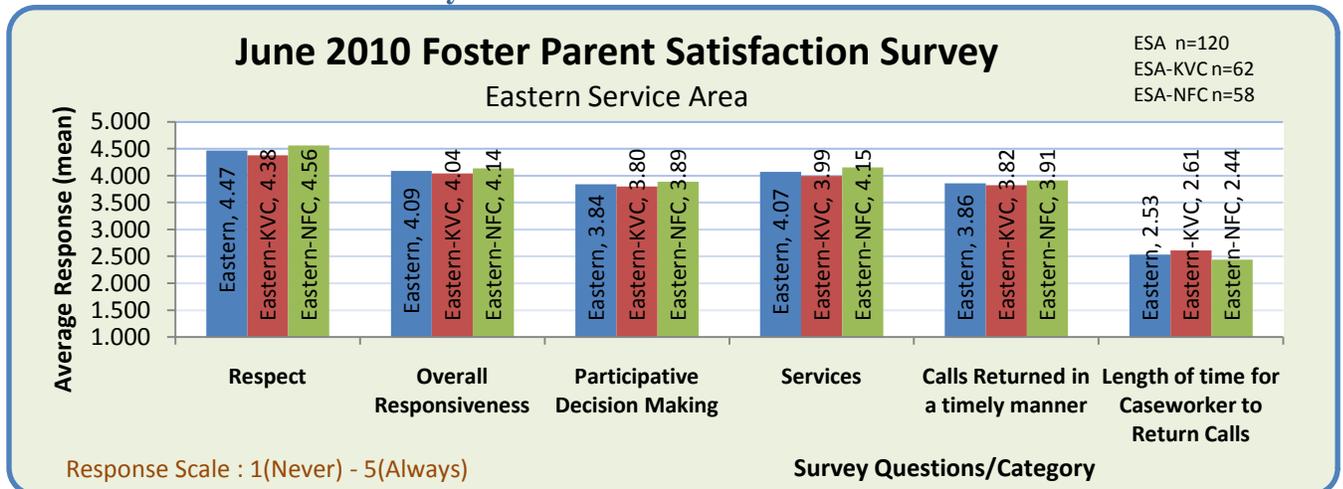
#### Youth Satisfaction Survey



#### Parent Satisfaction Survey



#### Foster Parent Satisfaction Survey



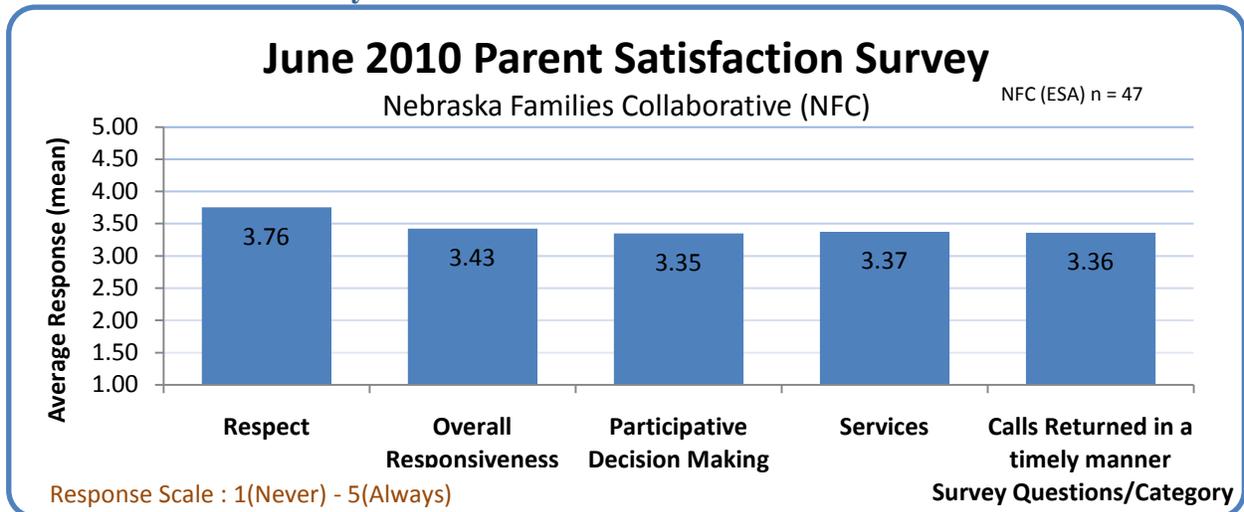
## APPENDIX 8

### June 2010 Nebraska Families Collaborative Survey Results

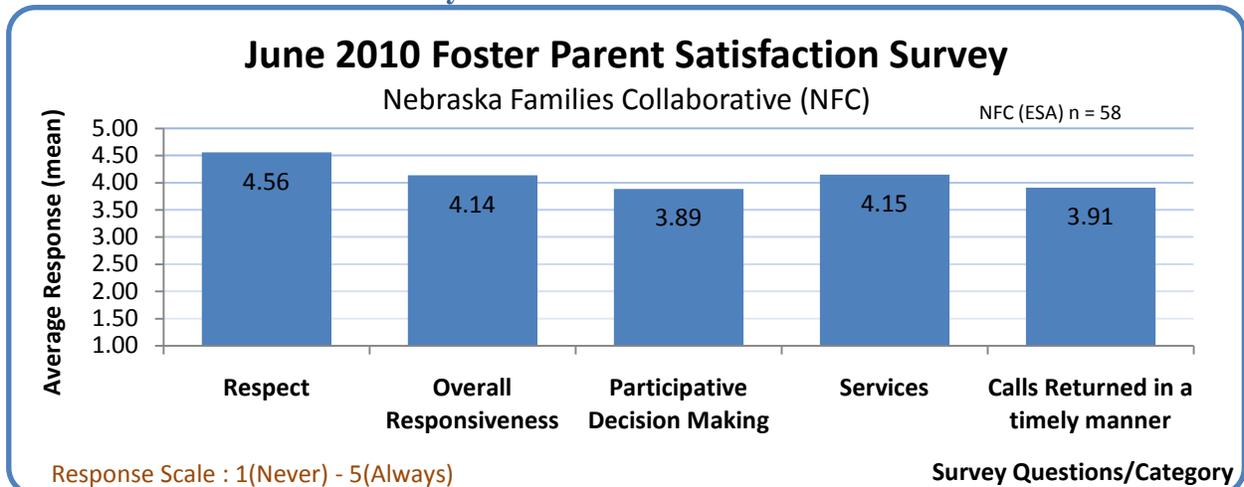
#### Youth Satisfaction Survey



#### Parent Satisfaction Survey:



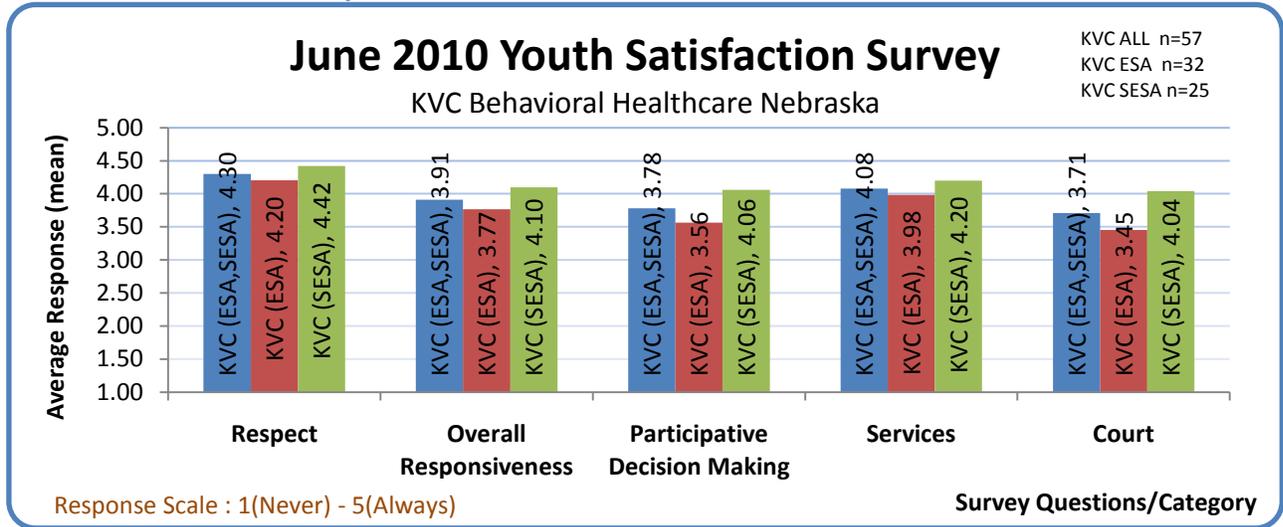
#### Foster Parent Satisfaction Survey:



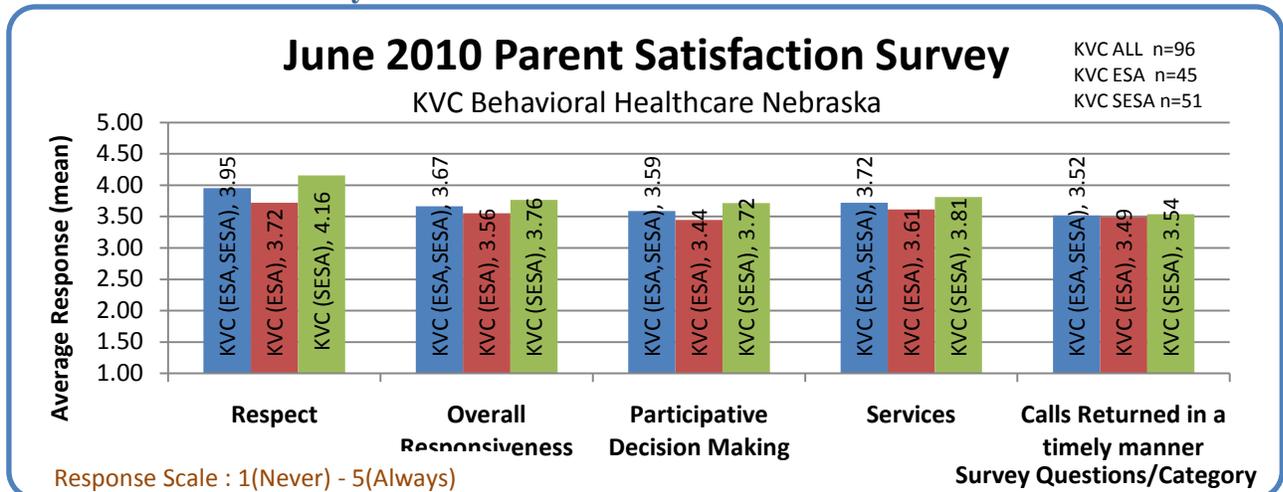
## APPENDIX 9

### June 2010 KVC Behavioral Healthcare Nebraska Survey Results

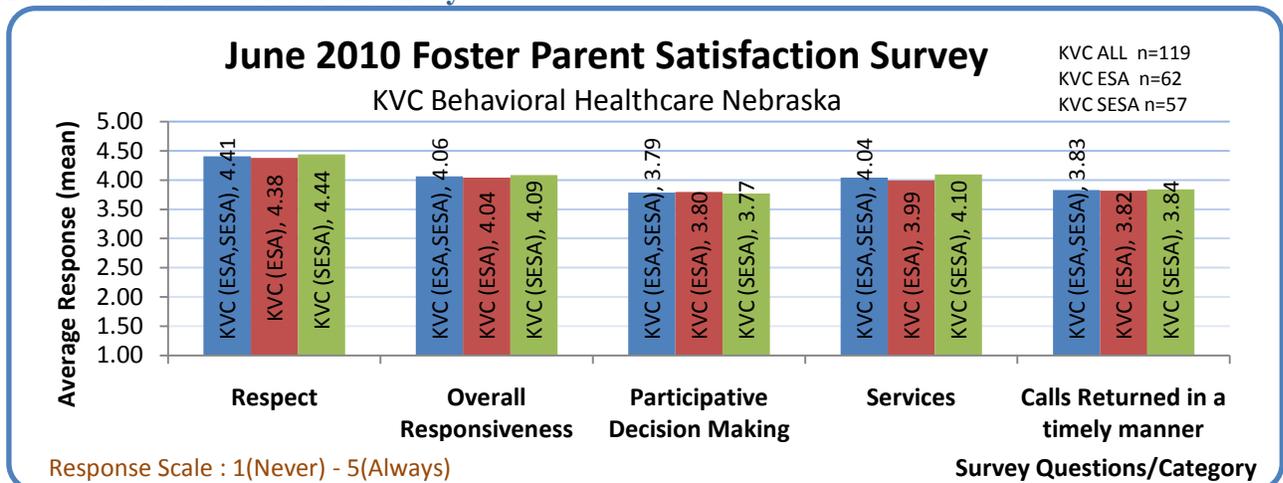
#### Youth Satisfaction Survey:



#### Parent Satisfaction Survey:



#### Foster Parent Satisfaction Survey:



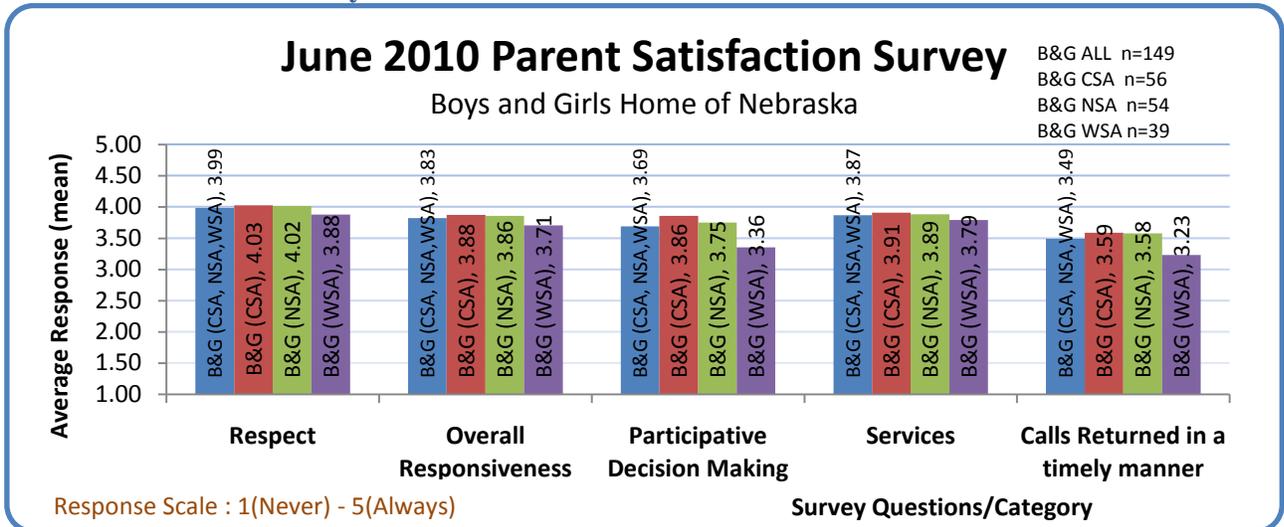
## APPENDIX 10

### June 2010 Boys and Girls Home of Nebraska Survey Results

#### Youth Satisfaction Survey:



#### Parent Satisfaction Survey:



#### Foster Parent Satisfaction Survey:

