

# **Children and Family Services**

## **December 2011 Customer Satisfaction Surveys (Youth, Parents and Foster Parents) Results Report**

*Report Date: April 2012*

Nebraska Department of Health and Human Services

# Children and Family Services

## December 2011 Customer Satisfaction Survey Results Report

### Introduction

The Nebraska Department of Health and Human Services, Division of Children and Family Services believes that it is important to understand the quality of the service being provided to children, parents and foster parents involved in the child welfare and juvenile justice systems. The Division of Children and Family Services (CFS) administer customer satisfaction surveys semi-annually to parents, children and foster parents to gauge employee performance related to customer service.

The most recent results indicate that in all areas the state has been rated a 3 or above on a 5 point likert scale. The scale is 1= never; 2 = rarely; 3 = sometimes; 4 = often; and 5 = always.

- The State rates the highest in the respect category. The questions ask about being treated with dignity and as a valued partner. The youth rate the State the highest in this area with a 4.29, followed by the parents with a 3.97 and then by the foster parents with a 3.74.
- Another area that is evaluated is overall responsiveness. This category asks the participants about the caseworker responding to their family's needs and requests as well as asking if they can depend on the caseworker. Once again the youth rated the caseworkers the highest with a 3.96 followed by the parents 3.70 and the foster parents 3.41.
- An important component of good casework is obtaining the family's input in making decisions and plans. Youth rate the caseworkers at a 3.76 in participative decision making. Parents and foster parents follow with ratings of 3.60 and 3.27 respectively.
- The final area that is evaluated is whether or not the families receive services when they need them and if the family is connected with helpful people and services. In this area the youth rated caseworkers the highest with a 4.09 followed by parents 3.74 and foster parents 3.46.
- Youth are also asked specific questions related to attendance at court hearings and if they are heard at those hearings.
  - 79% of the youth attend the hearings and 68% stated that they were heard.
- Parents and foster parents are asked additional questions regarding the caseworker returning their phone calls.
  - The 1<sup>st</sup> question asks if the caseworker returned the parent/foster parent's phone call in a timely manner. In this area the parents rate caseworkers at 3.48 followed by foster parents at 3.27.
  - The 2<sup>nd</sup> question asks about the length of time it took for the caseworker to return the parent/foster parent's phone call. The response scale for this measure is different than all other measures in the surveys: 1 – same day; 2 – 1 business day; 3- 2 business days; 4 – 3 business days and 5 – never.
    - Results show that on average, the caseworker returned the parents and foster parent's phone calls between 1-2 business days. Parents rate the caseworker at a 2.93 and foster parents rate the caseworker at 2.61.

## **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 consolidated 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/Family Preservation Specialists. 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.

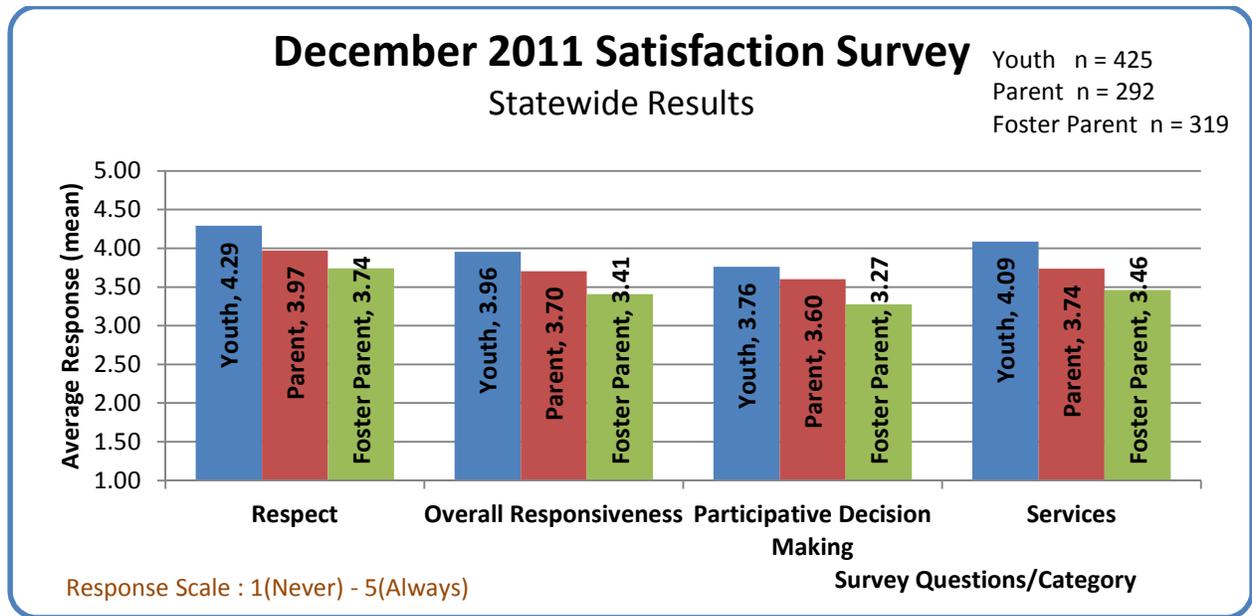
## **Analysis of Survey Results**

This document presents findings from the Customer Satisfaction Surveys conducted throughout the State in December 2011. The goal established for the number of completed surveys was not achieved from the parent stakeholder group. However, the number of surveys exceeded the goal established in the youth and foster parent stakeholder groups. The actual number of surveys received during the 4<sup>th</sup> round of surveys was 426 youth surveys, 292 parent surveys, and 319 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.

## Statewide Results:

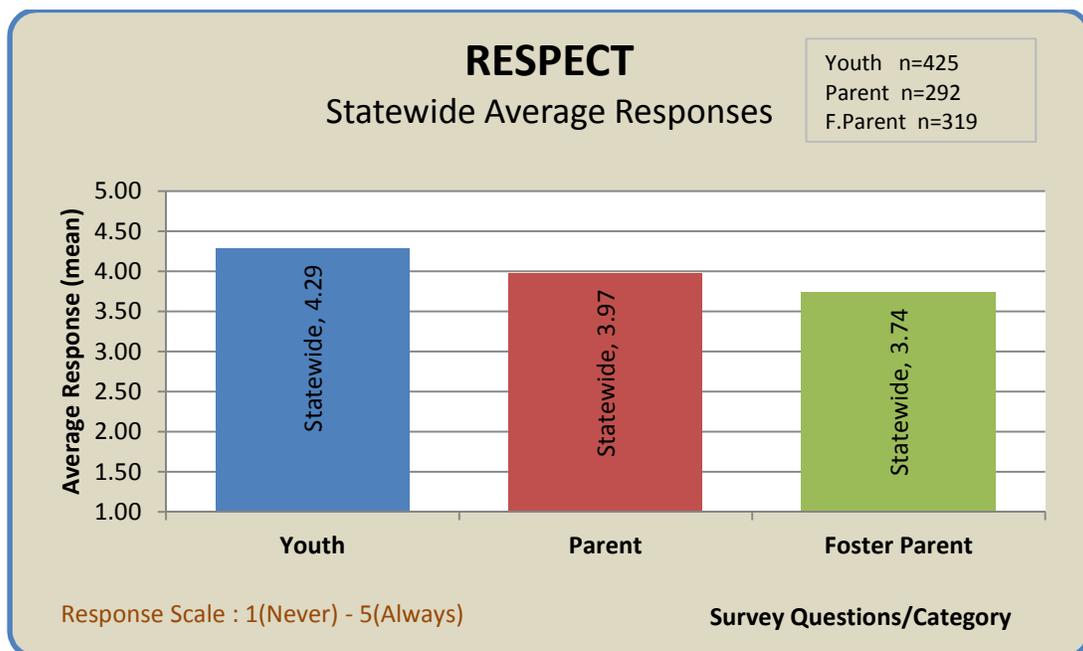
The Statewide results for the survey categories that are common across each of the three surveys are provided in the charts below. Tables with Service Area and Contractor results can be found in *Appendix 2*.

The average response for each of the categories in all three stakeholder surveys was between 3.27 and 4.29. The parent survey showed the lowest average response in all four survey categories: The youth survey showed the highest response in all four survey categories.



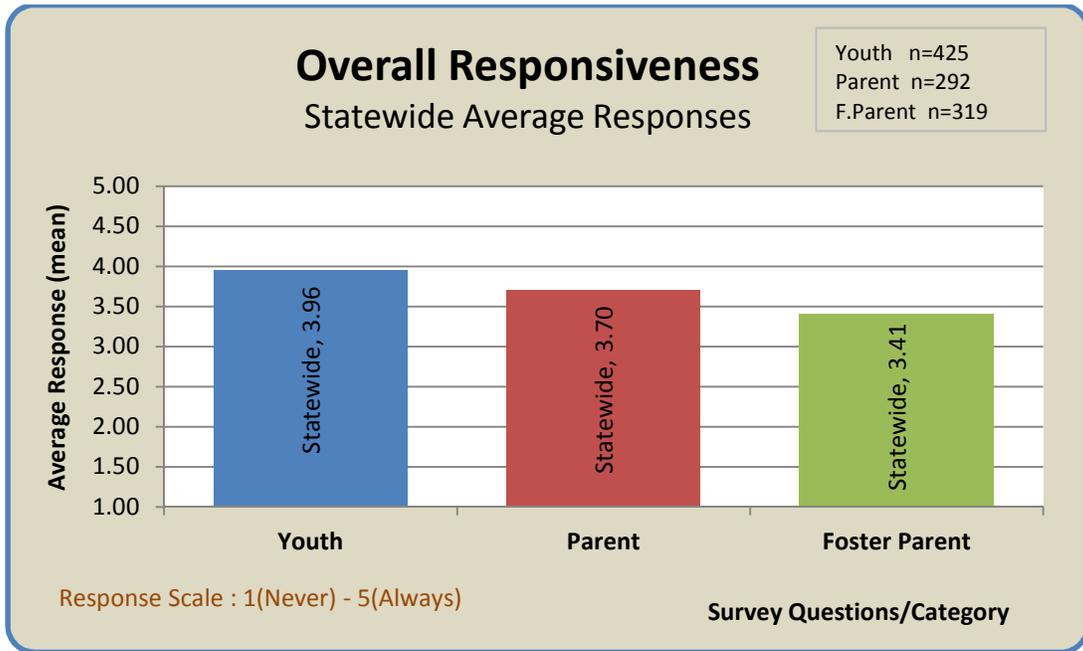
### Respect Category:

The highest average response for the respect category was seen in the youth surveys (4.29) and the lowest average response was seen in the foster parent surveys (3.74).



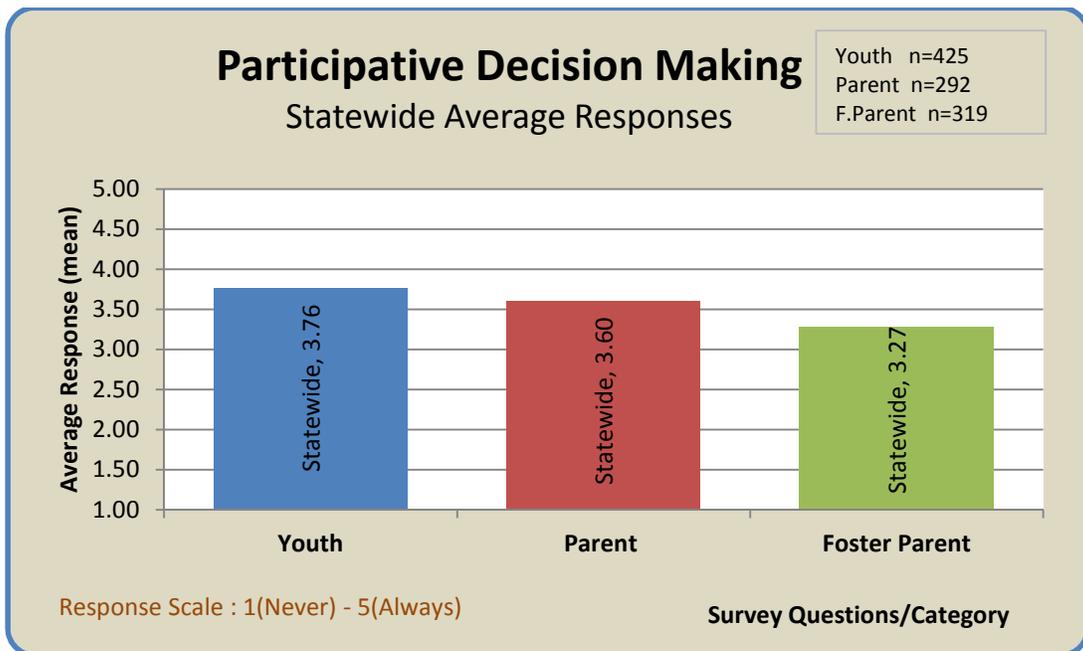
**Overall Responsiveness Category:**

The highest average response for the overall responsiveness category was seen in the youth surveys (3.96) and the lowest average response was seen in the foster parent surveys (3.41).



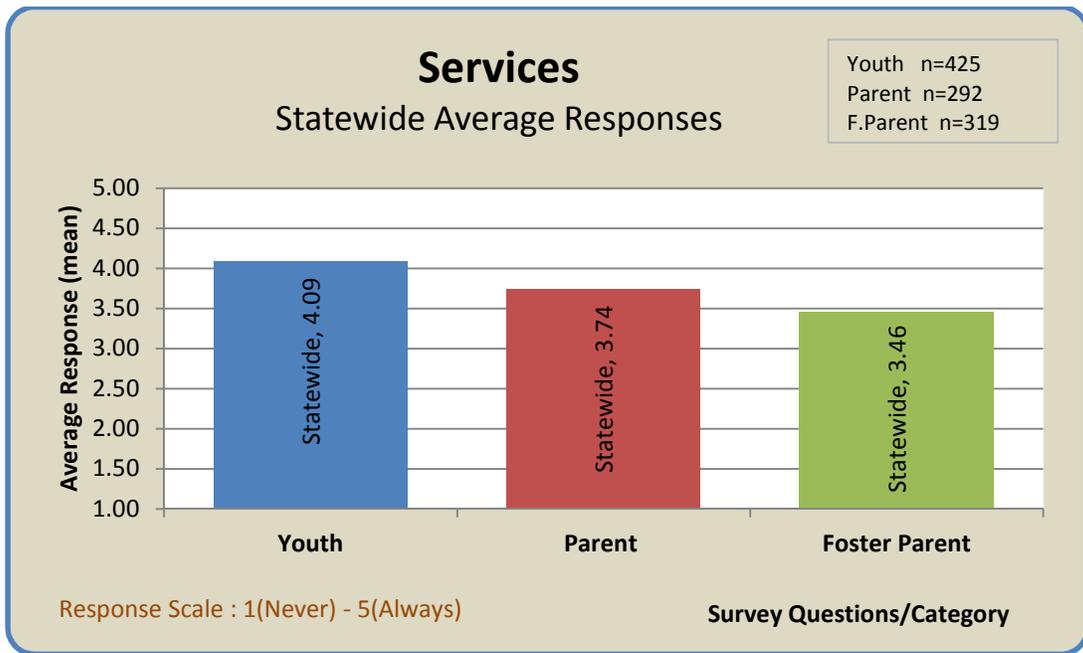
**Participative Decision Making Category:**

The highest average response for the participative decision making category was seen in the youth surveys (3.76) and the lowest average response was seen in the foster parent surveys (3.27).



**Services:**

The highest average response for the services category was seen in the youth surveys (4.09) and the lowest average response was seen in the foster parent surveys (3.46).



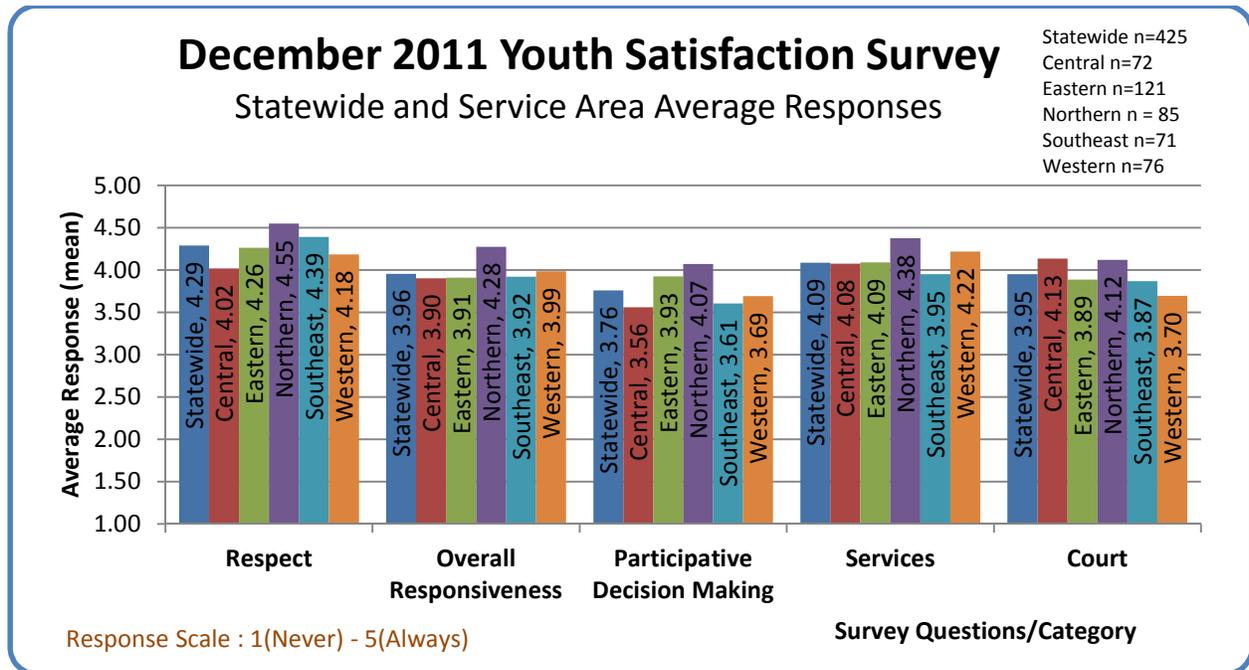
## Statewide & Service Area Results:

The Statewide and Service Area results for the youth, parent and foster parent surveys are provided below. At the time of this survey, Eastern Service Area is being served by KVC Behavioral Health Care Nebraska and by Nebraska Families Collaborative (NFC) while Southeast Service Area is being served by KVC Behavioral Health Care Nebraska. Data reflected in the charts in this section for Eastern and Southeast Service area is inclusive of the contractors serving these respective areas. Additional charts with specific Service Area information can be found in Appendix 3 to Appendix 7. Additional charts with specific Contractor information can be found on pages 14-18 and in Appendix 8 and Appendix 9.

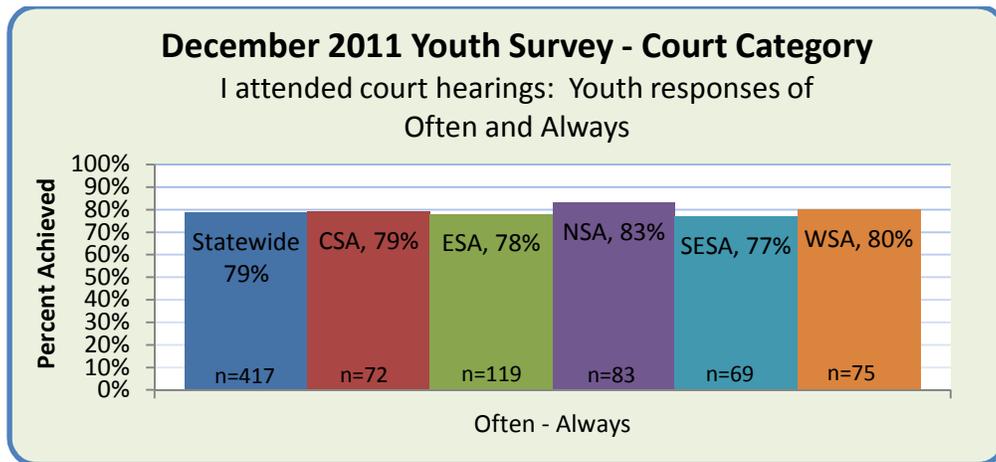
### Youth Survey:

The highest average response (4.29) 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.

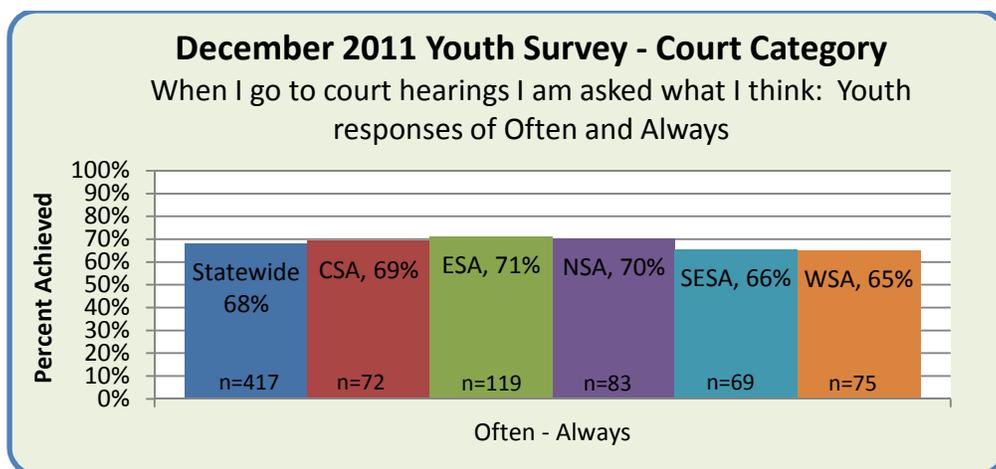
When looking at results across Service Areas, the highest average response per Service Area (4.55) was seen in the respect category in surveys completed in Northern Service Area and the lowest average response (3.61) was seen in the participative decision making category in the surveys completed in the Southeast 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*.



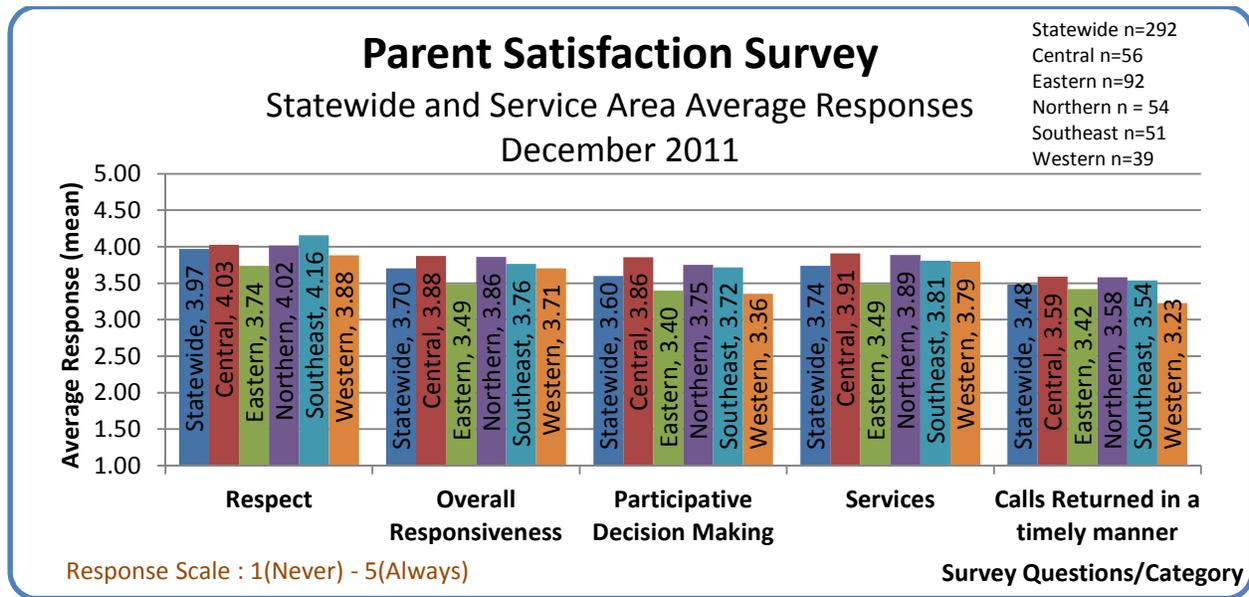
The following chart shows the percentage of youth in each Service Area who responded that *when they go to court hearings they are often or always asked what they think*.



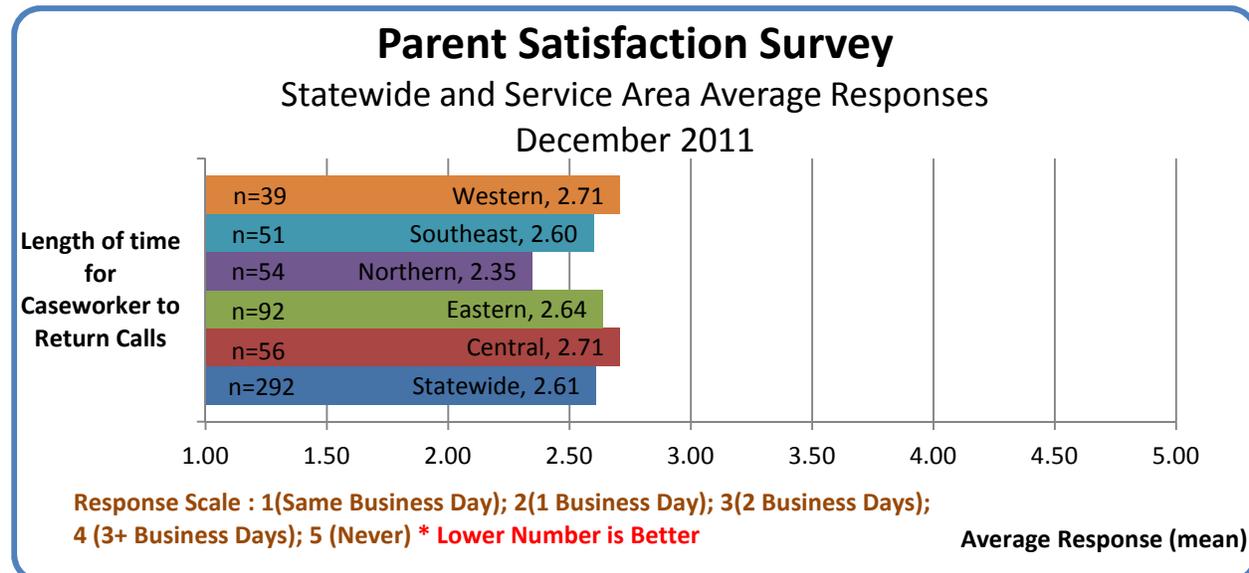
## Parent Survey

The highest average response (3.97) on a Statewide level was seen in the respect category and the lowest average response (3.48) was seen in the timeliness of phone call category.

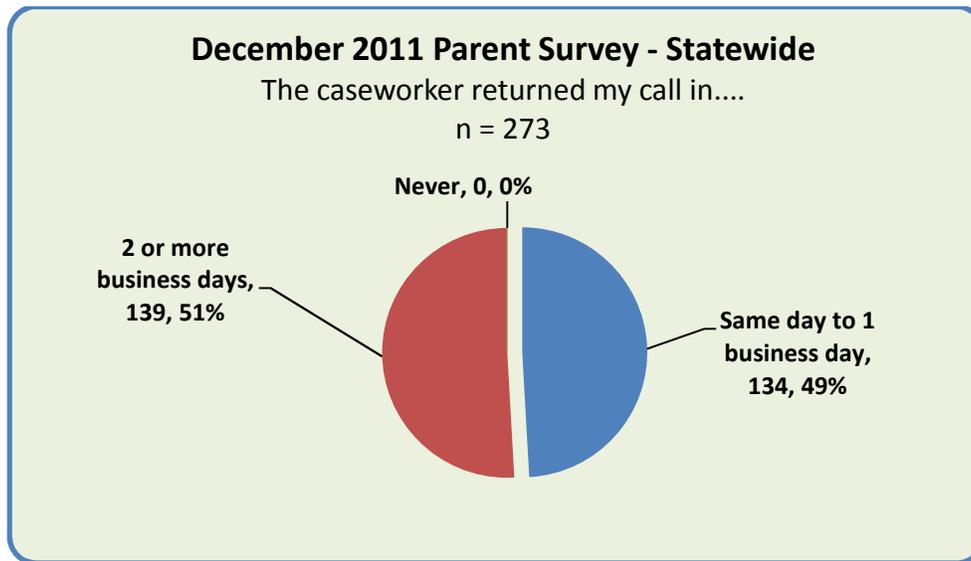
When looking at results across Service Areas, the highest average response (4.16) was seen in the respect category in surveys completed in the Southeast Service Area and the lowest average response (3.23) was seen in the timeliness of phone call category in the surveys completed in the Western Service 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 the 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 Central and Western 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. Data also shows that 0% of the parents indicated that the caseworker never returned their phone call.



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

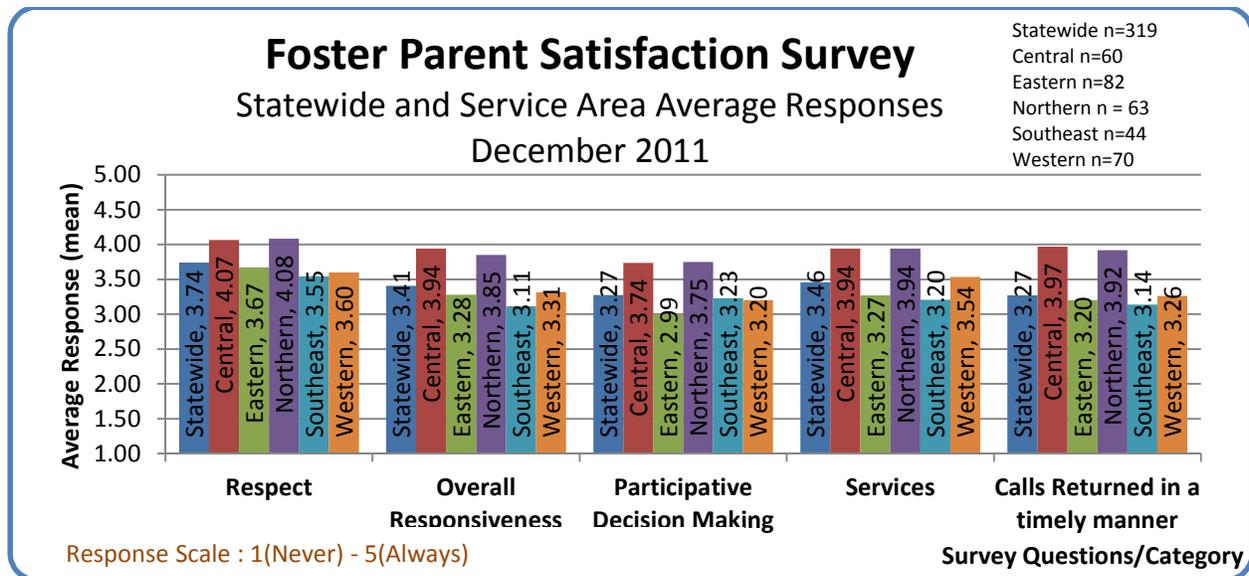
**DECEMBER 2011 PARENT SURVEY - The caseworker returned my call in....**

Service Area Information:	Same day to 1 business day	2 or more business days	Never
Central (n=56)	43%	57%	0%
Eastern (n=85)	46%	54%	0%
Northern (n=48)	52%	48%	0%
Southeast (n=47)	55%	45%	0%
Western (n=38)	42%	58%	0%

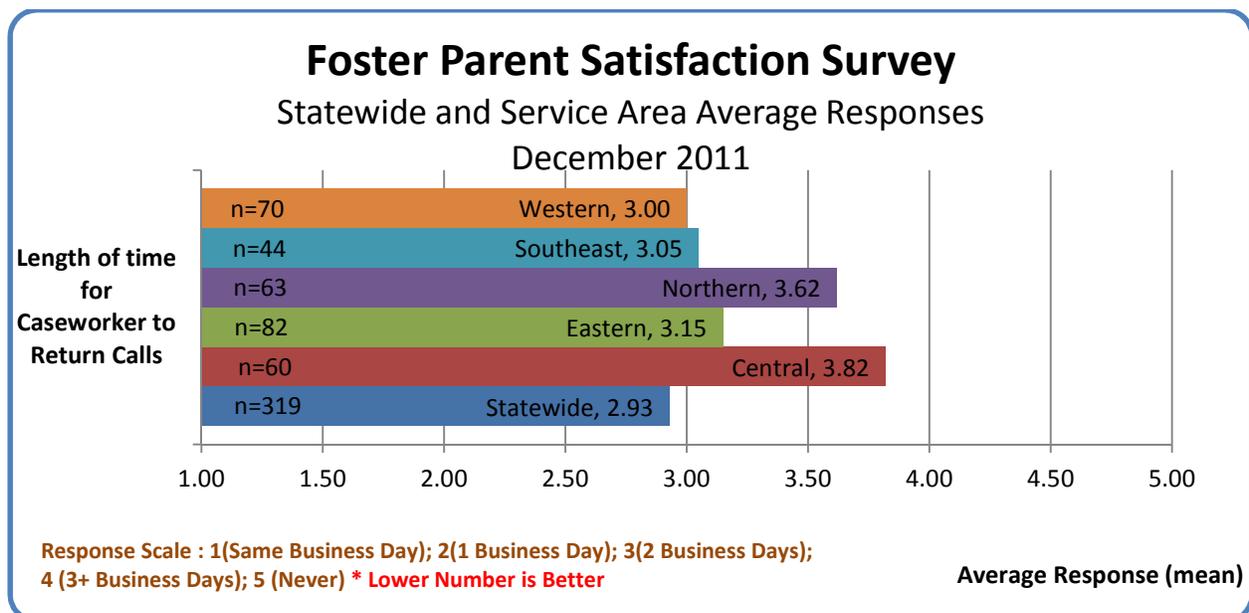
## Foster Parent Survey:

The highest average response (3.74) on a Statewide level was seen in the respect category and the lowest average response (3.27) was seen in the categories of participative decision making and calls returned in a timely manner.

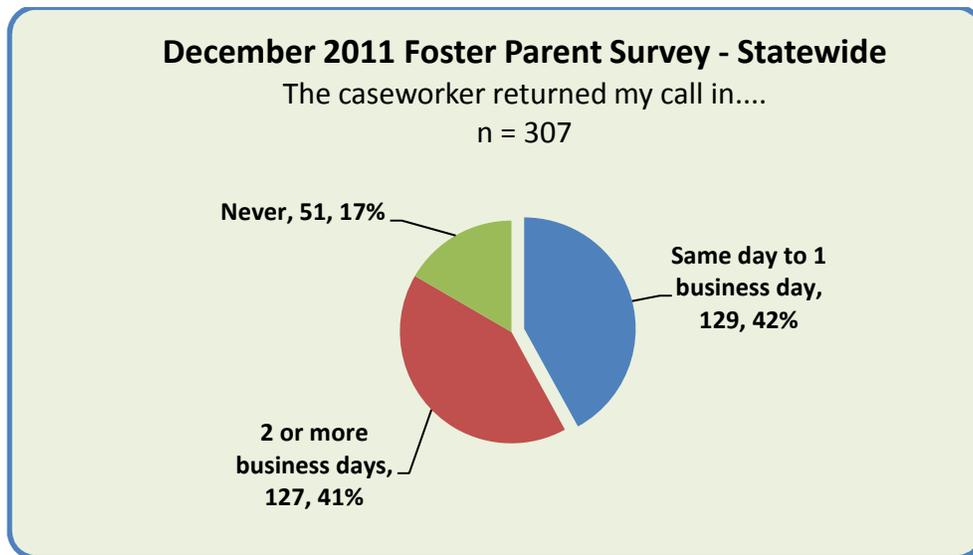
When looking at results across Service Areas, the highest average response (4.08) was seen in the respect category in surveys completed in the Northern Service Area and the lowest average response (2.99) was seen in the participative decision making category in the surveys completed in the Eastern Service Area.



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 (3.0) for this question was seen in surveys received from foster parents in Western Service Area. The lowest average response (3.82) was seen in surveys from foster parents in Central Service Area.



The Statewide average response for the length of time for the caseworker to return phone calls is 2.93. Data shows that 42% of the foster parents indicated that the caseworker returned their phone call on the same day or within 1 business day. Data also shows that 17% of the foster parents indicated that the caseworker never returned their phone call.



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

**DECEMBER 2011 FOSTER PARENT SURVEY - The caseworker returned my call in....**

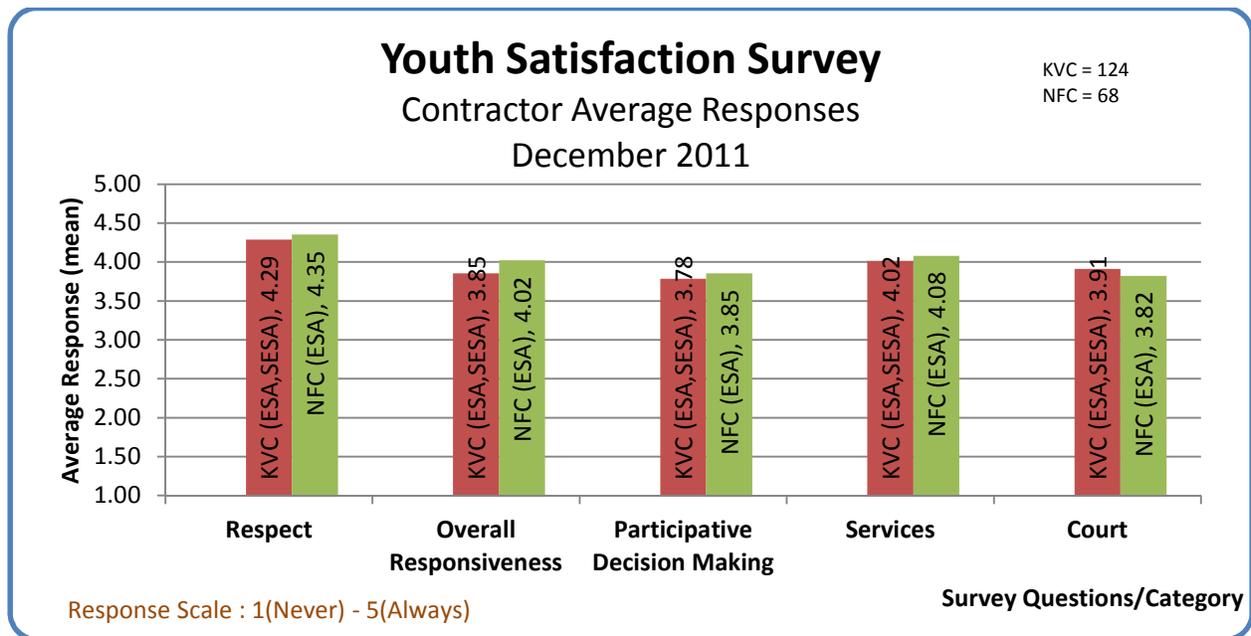
Service Area Information:	Same day to 1 business day	2 or more business days	Never
Central (n=59)	49%	44%	7%
Eastern (n=78)	41%	38%	21%
Northern (n=60)	45%	50%	5%
Southeast (n=43)	42%	37%	21%
Western (n=65)	31%	49%	20%

## SESA/ESA Contractor Results:

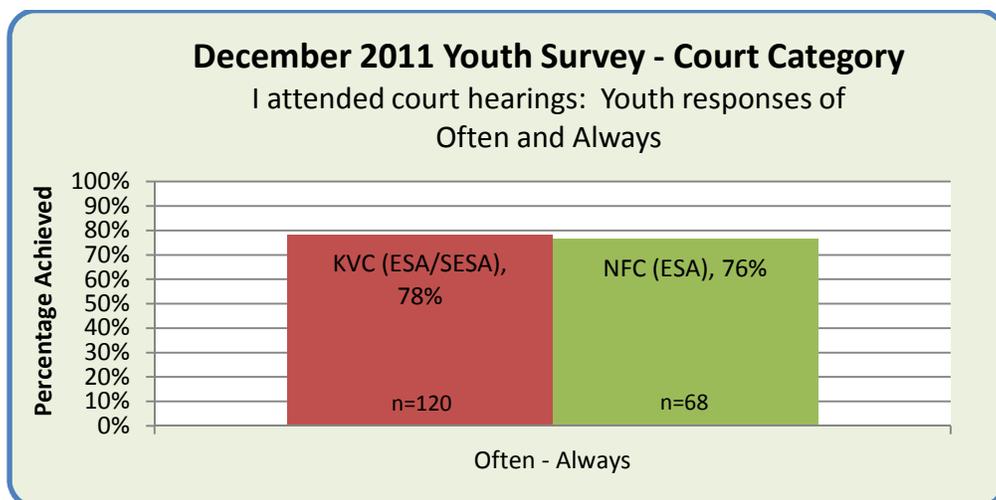
The following charts show results per Contractor KVC (ESA/SESA) and NFC (ESA) for the youth, parent and foster parent surveys. Additional charts with specific Contractor information can be found in Appendix 8, 9 and 10.

### Youth Survey:

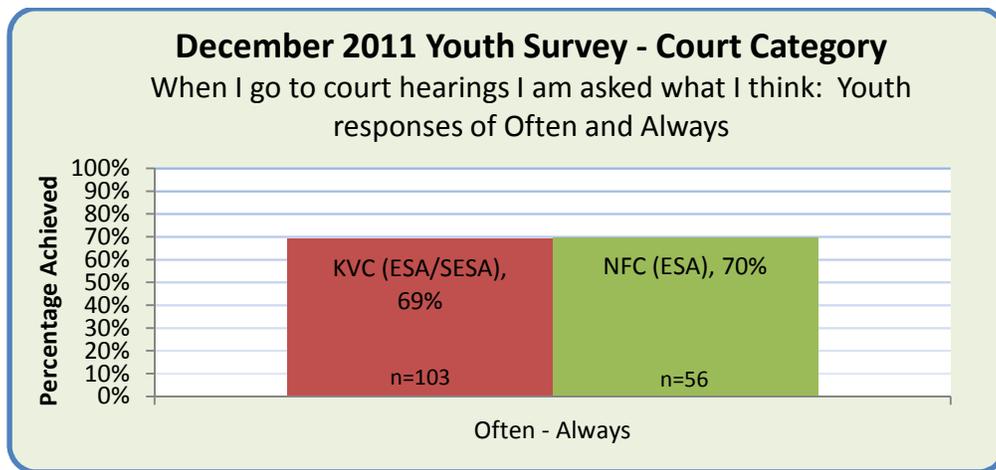
The highest average response (4.35) was seen in the respect category in surveys received from the youth being served by Nebraska Families Collaborative (NFC). The lowest average response (3.82) was seen in the court category in surveys received from the youth being served by Nebraska Families Collaborative (NFC).



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*.

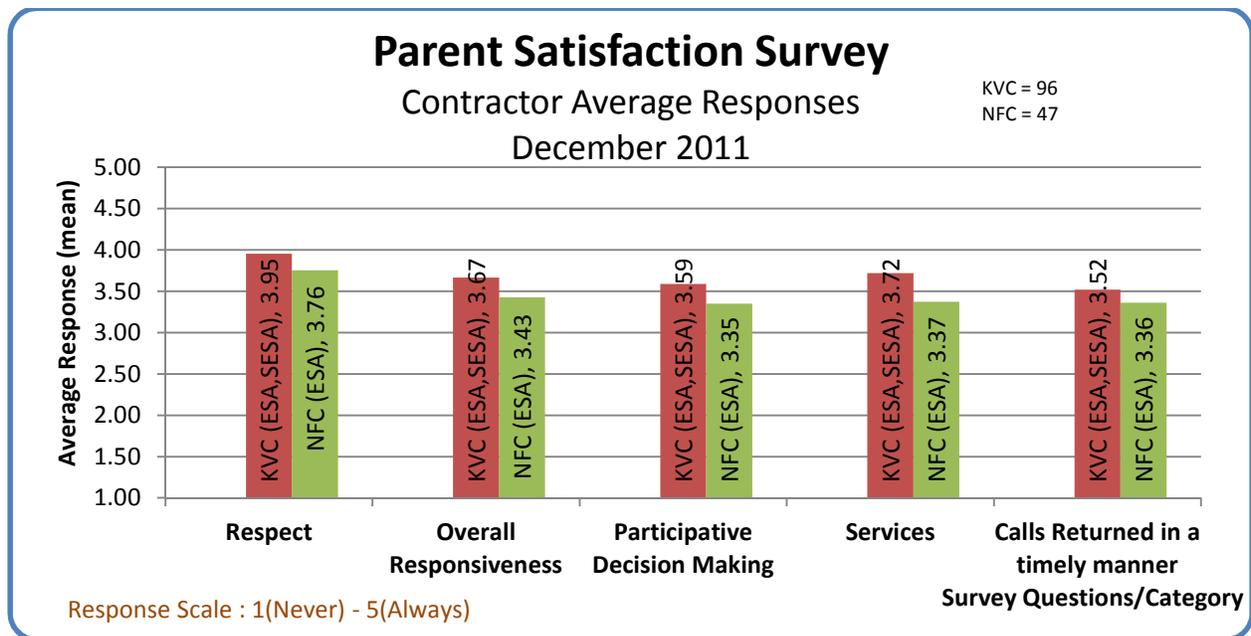


The following chart shows the percentage of youth served by each Contractor who responded that *when they go to court hearings they are often or always asked what they think*.

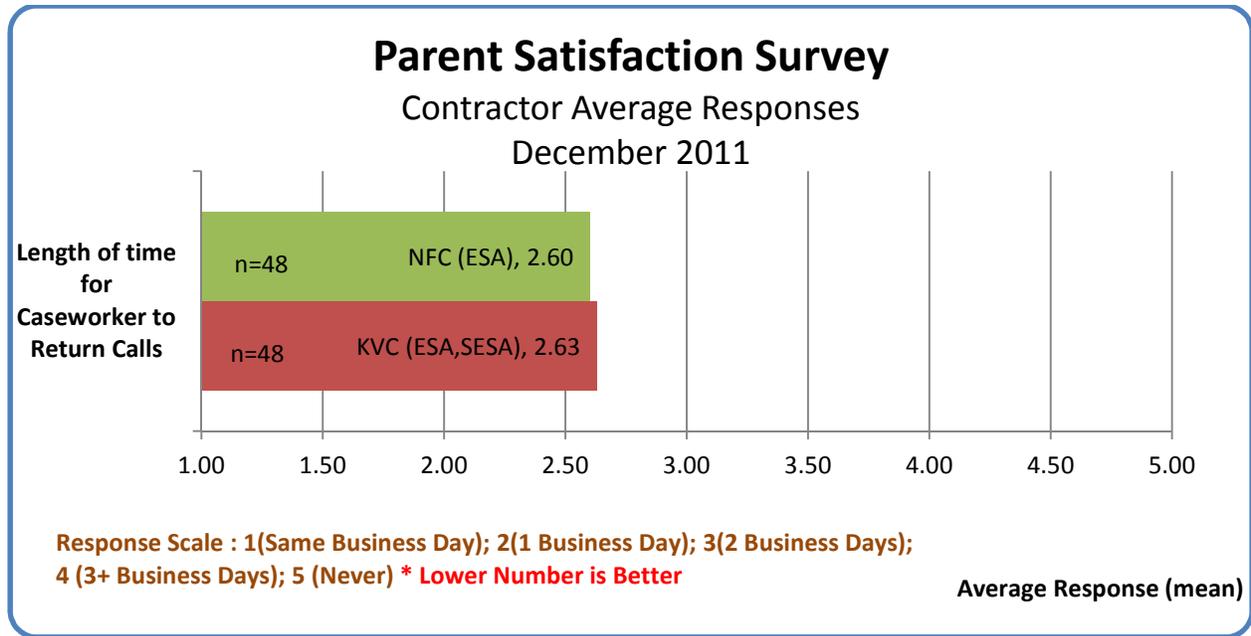


## Parent Survey

The highest average response (3.95) was seen in the respect category in surveys received from parents being served by KVC Behavioral Health Care 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 (2.60) for this question was seen in surveys received from parents being served by Nebraska Families Collaborative (NFC). The lowest average response (2.63) was seen in surveys from parents being served by KVC Behavioral Health Care Nebraska.



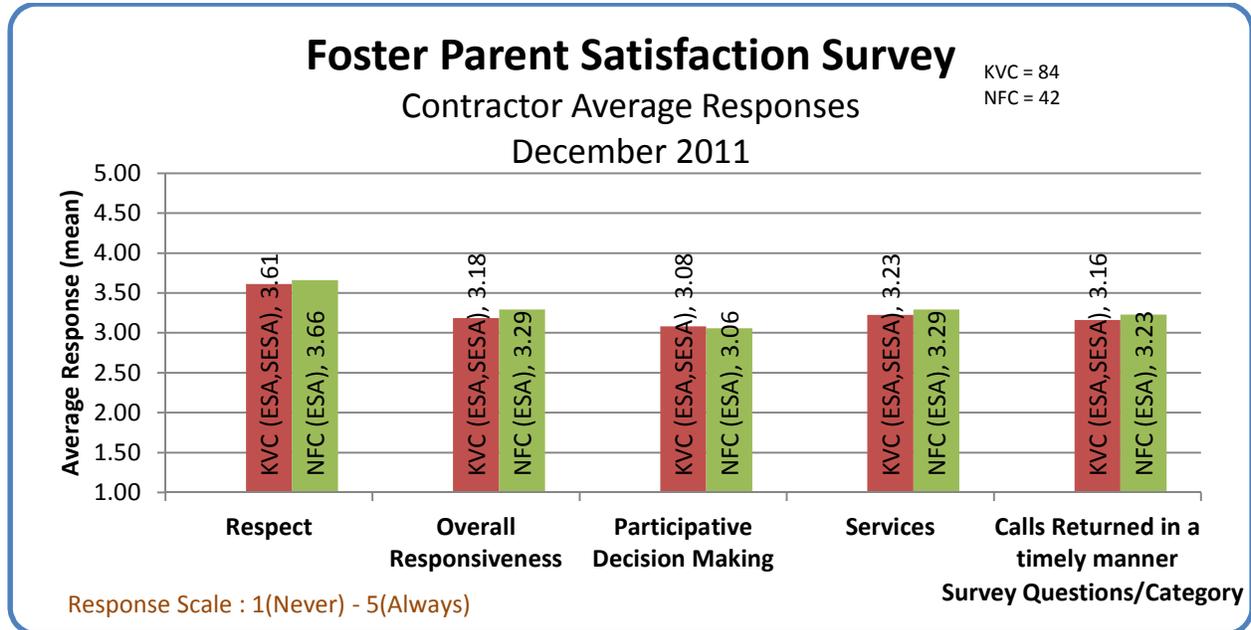
The responses by Contractor indicating the length of time for the caseworker to return phone calls is found in the following table:

**DECEMBER 2011 PARENT SURVEY - The caseworker returned my call in.....**

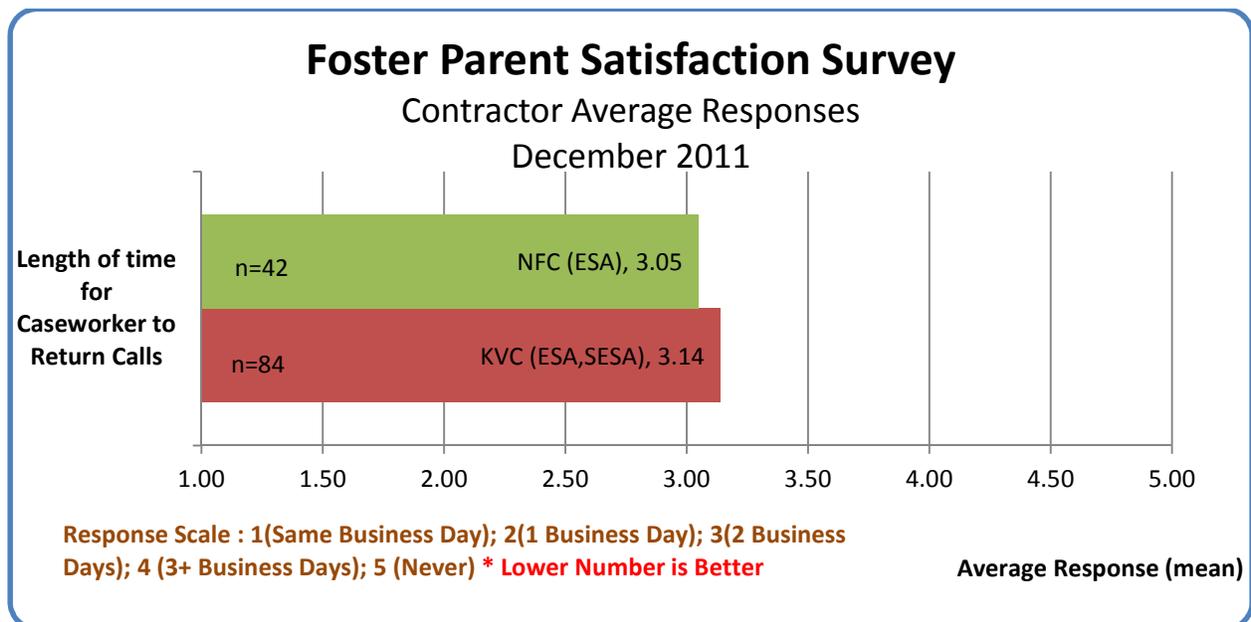
Contractor Information	Same day to 1 business day	2 or more business days	Never
KVC Behavioral Health Care Nebraska (n=89)	48%	52%	0%
Nebraska Families Collaborative (n=43)	51%	49%	0%

## Foster Parent Survey:

The highest average response (3.66) was seen in the respect category in surveys received from foster parents being served by Nebraska Families Collaborative (NFC). The lowest average response (3.06) was seen in the participative decision making category in the surveys received from foster parents being served by Nebraska Families Collaborative (NFC).



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 (3.05) for this question was seen in surveys received from foster parents being served by Nebraska Families Collaborative (NFC). The lowest average response (3.14) was seen in surveys from foster parents being served by KVC Behavioral Health Nebraska.



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

**DECEMBER 2011 FOSTER PARENT SURVEY - The caseworker returned my call in....**

<b>Contractor Information</b>	<b>Same day to 1 business day</b>	<b>2 or more business days</b>	<b>Never</b>
KVC Behavioral Health Care Nebraska (n=82)	45%	33%	22%
Nebraska Families Collaborative (n=39)	33%	49%	18%

## Appendices

- Appendix 1: December 2011 Number of Completed Surveys for each stakeholder group.
- Appendix 2: Common Questions – Statewide, Service Area & Contractor Survey Results
- Appendix 3: December 2011 Central Service Area Survey Results
- Appendix 4: December 2011 Northern Service Area Survey Results
- Appendix 5: December 2011 Western Service Area Survey Results
- Appendix 6: December 2011 Southeast Service Area Survey Results
- Appendix 7: December 2011 Eastern Service Area Survey Results
- Appendix 8: December 2011 Nebraska Families Collaborative (NFC) Survey Results
- Appendix 9: December 2011 KVC Behavioral Healthcare Nebraska Survey Results

**APPENDIX 1:  
December 2011: Actual Number of Surveys Completed**

<b>YOUTH SURVEY</b>	<b># of Surveys Completed</b>
Statewide	425
Central	72
Eastern - ALL	121
Eastern - KVC	53
Eastern - NFC	68
Northern	85
Southeast - KVC	71
Western	76
Nebraska Families Collaborative	68
KVC Behavioral Health Care	124

<b>PARENT SURVEY</b>	<b># of Surveys Completed</b>
Statewide	292
Central	56
Eastern - ALL	92
Eastern - KVC	45
Eastern - NFC	47
Northern	54
Southeast - KVC	51
Western	39
Nebraska Families Collaborative	47
KVC Behavioral Health Care	96

<b>FOSTER PARENT SURVEY</b>	<b># of Surveys Completed</b>
Statewide	319
Central	60
Eastern - ALL	82
Eastern - KVC	40
Eastern - NFC	42
Northern	63
Southeast - KVC	44
Western	70
Nebraska Families Collaborative	42
KVC Behavioral Health Care	84

## APPENDIX 2

### Common Survey Questions - Service Area & Contractor Survey Results

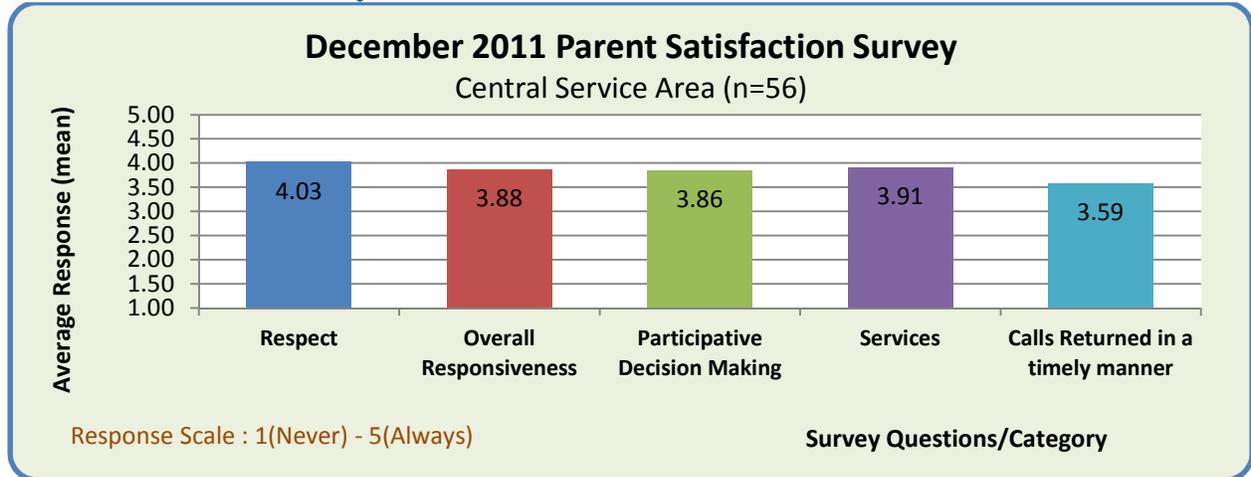
<b>Respect</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	4.29	3.97	3.74
Central	4.02	4.03	4.07
Eastern	4.26	3.74	3.67
Northern	4.55	4.02	4.08
Southeast	4.39	4.16	3.55
Western	4.18	3.88	3.60
KVC (ESA,SESA)	4.29	3.95	3.61
NFC (ESA)	4.35	3.76	3.66
<b>Overall Responsiveness</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	3.96	3.70	3.41
Central	3.90	3.88	3.94
Eastern	3.91	3.49	3.28
Northern	4.28	3.86	3.85
Southeast	3.92	3.76	3.11
Western	3.99	3.71	3.31
KVC (ESA,SESA)	3.85	3.67	3.18
NFC (ESA)	4.02	3.43	3.29
<b>Participative Decision Making</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	3.76	3.60	3.27
Central	3.56	3.86	3.74
Eastern	3.93	3.40	2.99
Northern	4.07	3.75	3.75
Southeast	3.61	3.72	3.23
Western	3.69	3.36	3.20
KVC (ESA,SESA)	3.78	3.59	3.08
NFC (ESA)	3.85	3.35	3.06
<b>Services</b>	<b>Youth</b>	<b>Parent</b>	<b>Foster Parent</b>
Statewide	4.09	3.74	3.46
Central	4.08	3.91	3.94
Eastern	4.09	3.49	3.27
Northern	4.38	3.89	3.94
Southeast	3.95	3.81	3.20
Western	4.22	3.79	3.54
KVC (ESA,SESA)	4.02	3.72	3.23
NFC (ESA)	4.08	3.37	3.29

## APPENDIX 3 December 2011 **Central Service Area** Survey Results

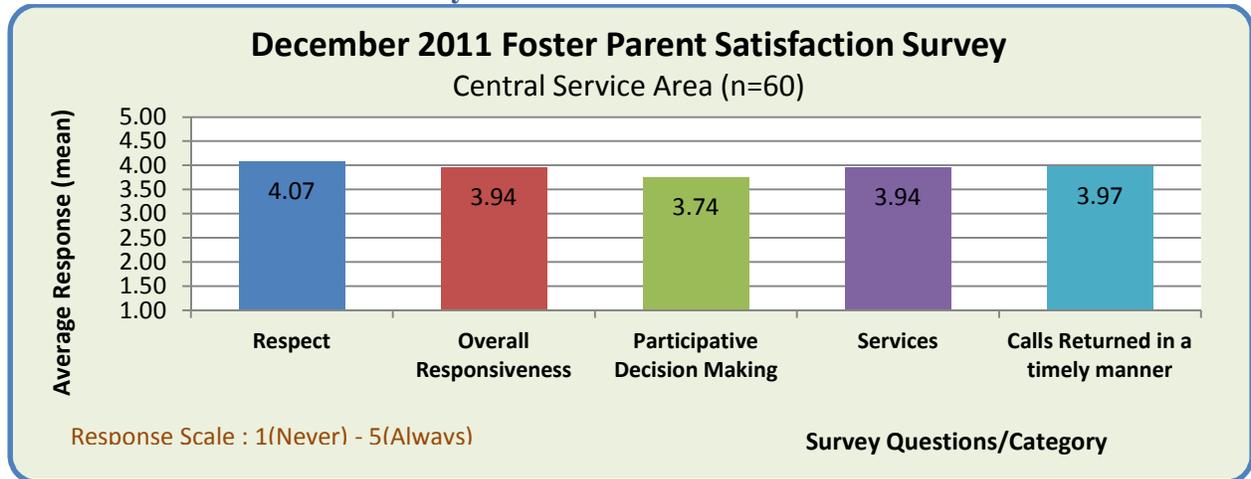
### Youth Satisfaction Survey



### Parent Satisfaction Survey

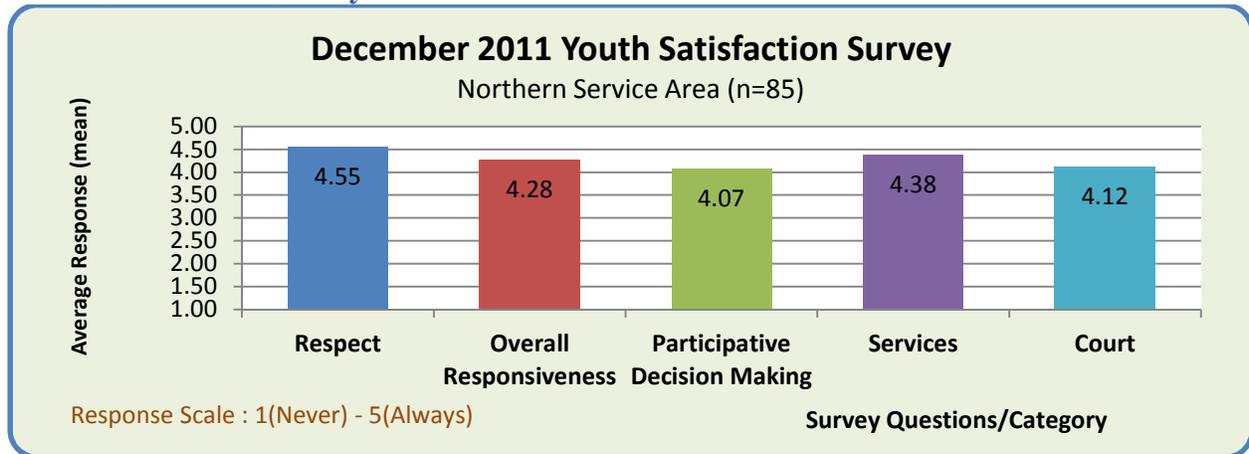


### Foster Parent Satisfaction Survey

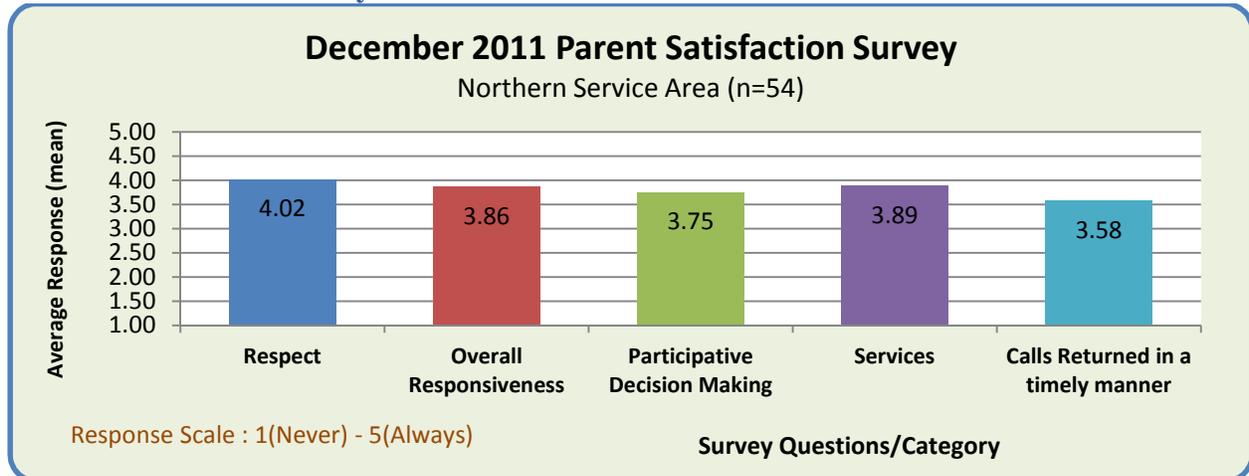


## APPENDIX 4 December 2011 Northern Service Area Survey Results

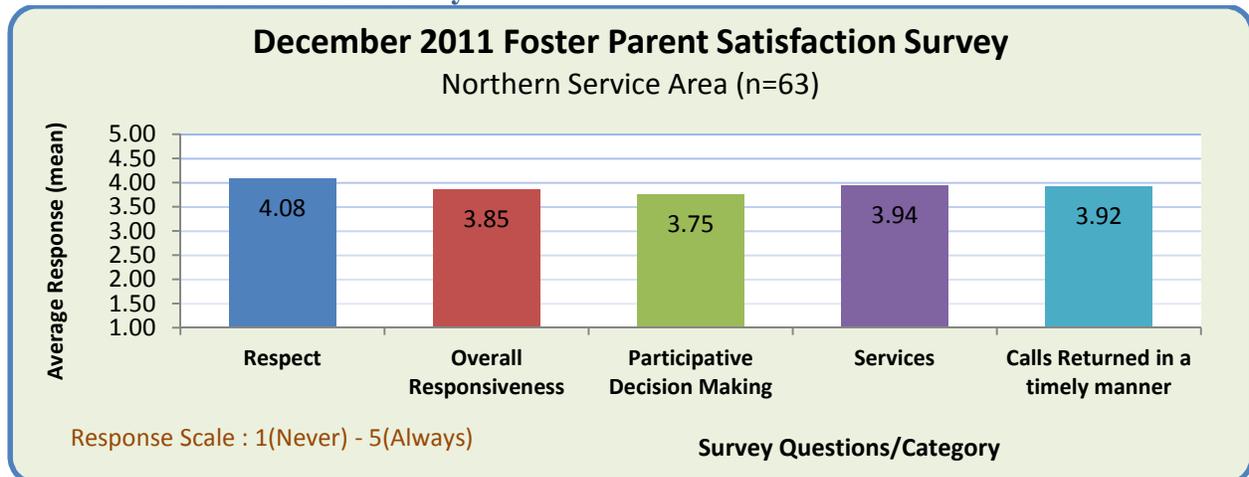
### Youth Satisfaction Survey



### Parent Satisfaction Survey



### Foster Parent Satisfaction Survey

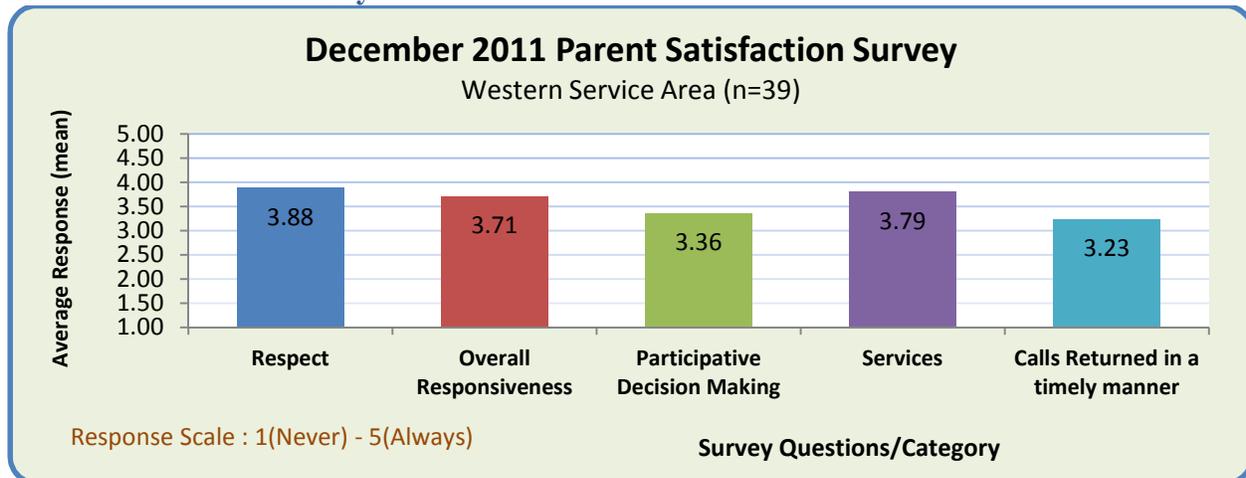


## APPENDIX 5 December 2011 **Western Service Area** Survey Results

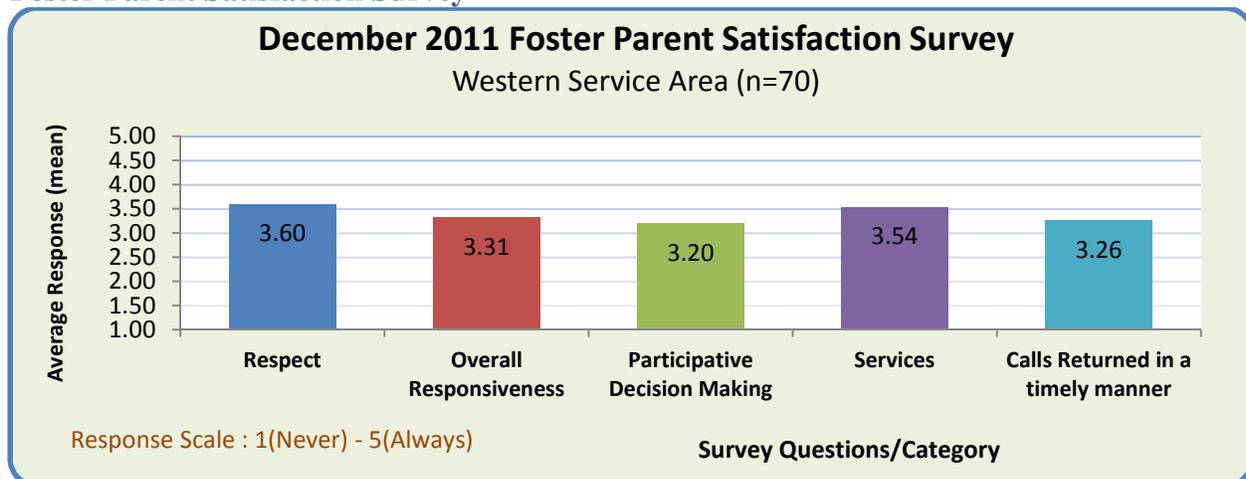
### Youth Satisfaction Survey



### Parent Satisfaction Survey



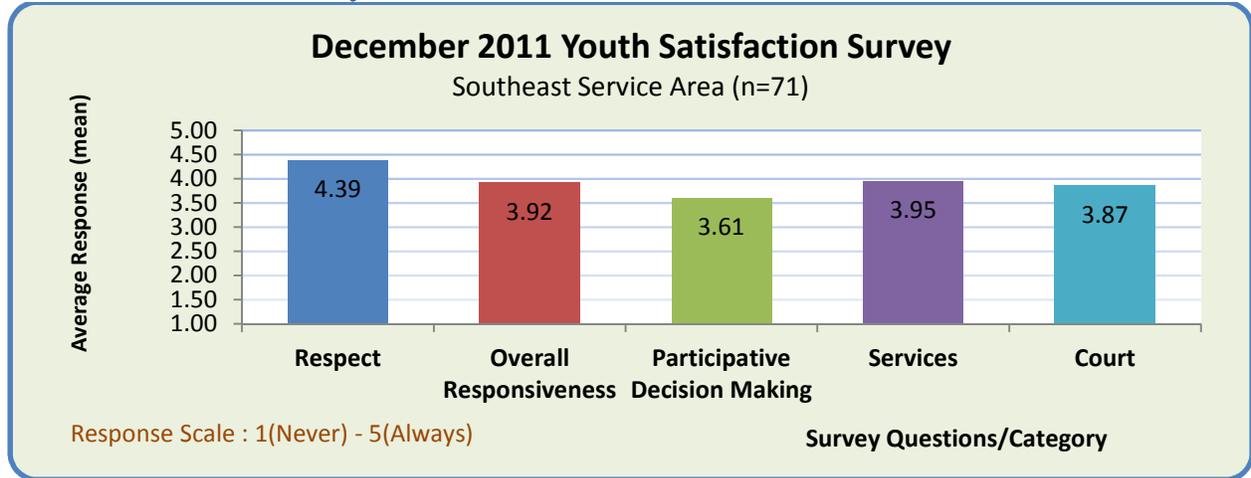
### Foster Parent Satisfaction Survey



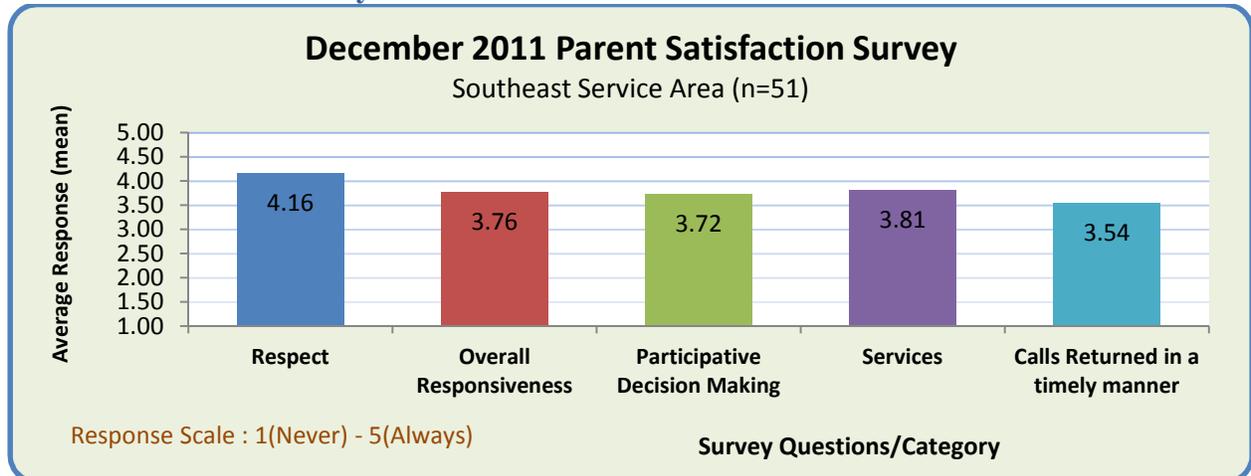
## APPENDIX 6 December 2011 Southeast Service Area Survey Results

Southeast Service Area's results reflect its contractor, KVC Behavioral Health Care Nebraska.

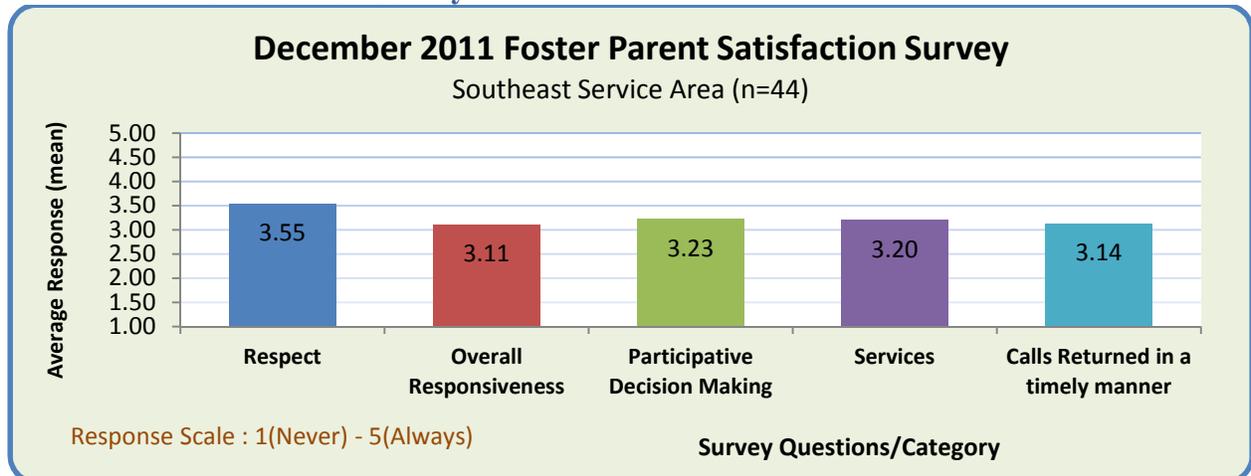
### Youth Satisfaction Survey



### Parent Satisfaction Survey



### Foster Parent Satisfaction Survey



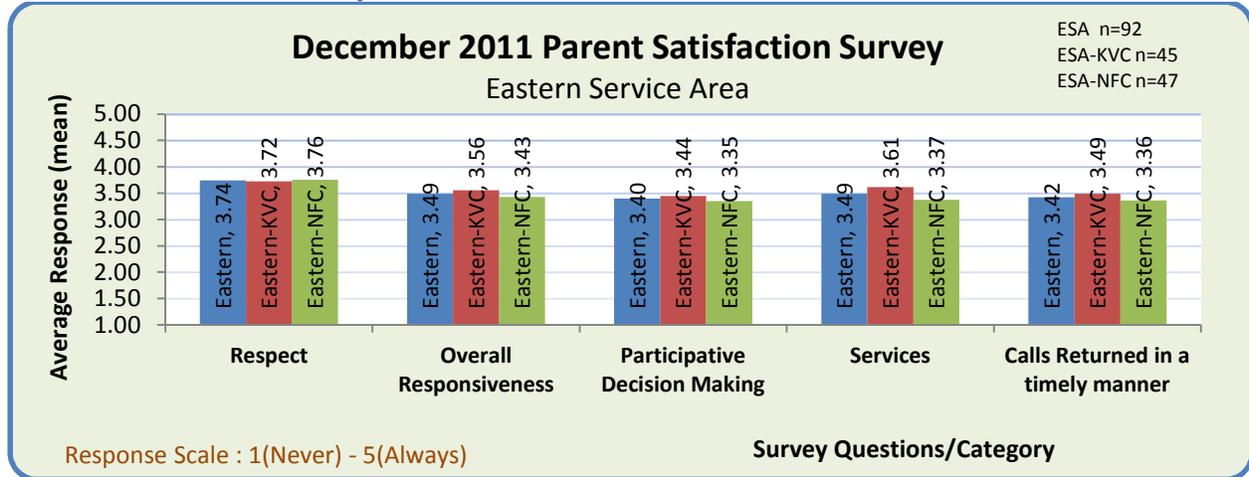
## APPENDIX 7 December 2011 Eastern Service Area Survey Results

Eastern Service Area's results reflect its contractors, KVC Behavioral Health Care and Nebraska  
Nebraska Families Collaborative (NFC).

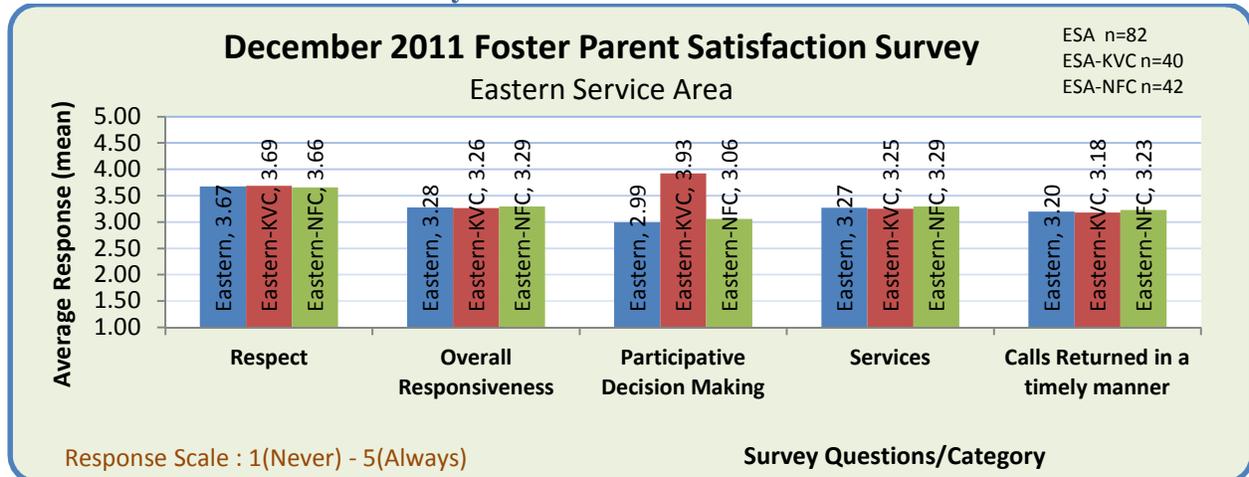
### Youth Satisfaction Survey



### Parent Satisfaction Survey



### Foster Parent Satisfaction Survey



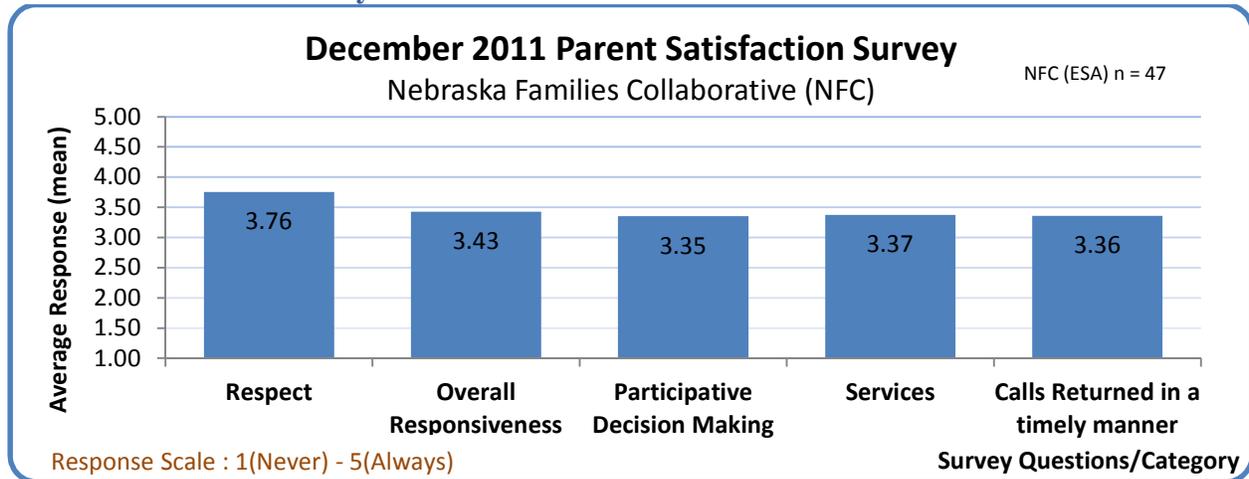
## APPENDIX 8

### December 2011 Nebraska Families Collaborative Survey Results

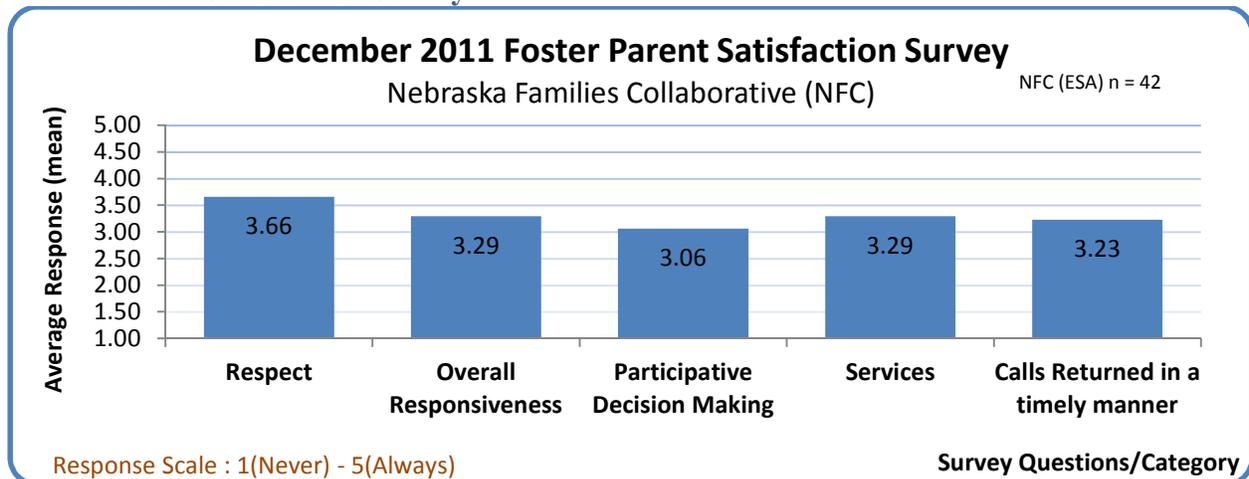
#### Youth Satisfaction Survey



#### Parent Satisfaction Survey:



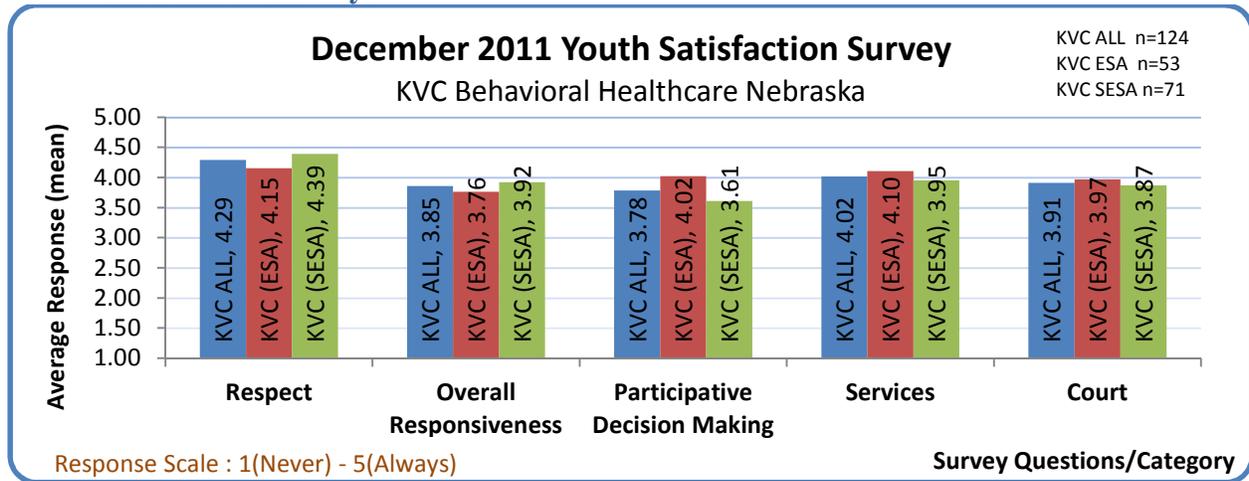
#### Foster Parent Satisfaction Survey:



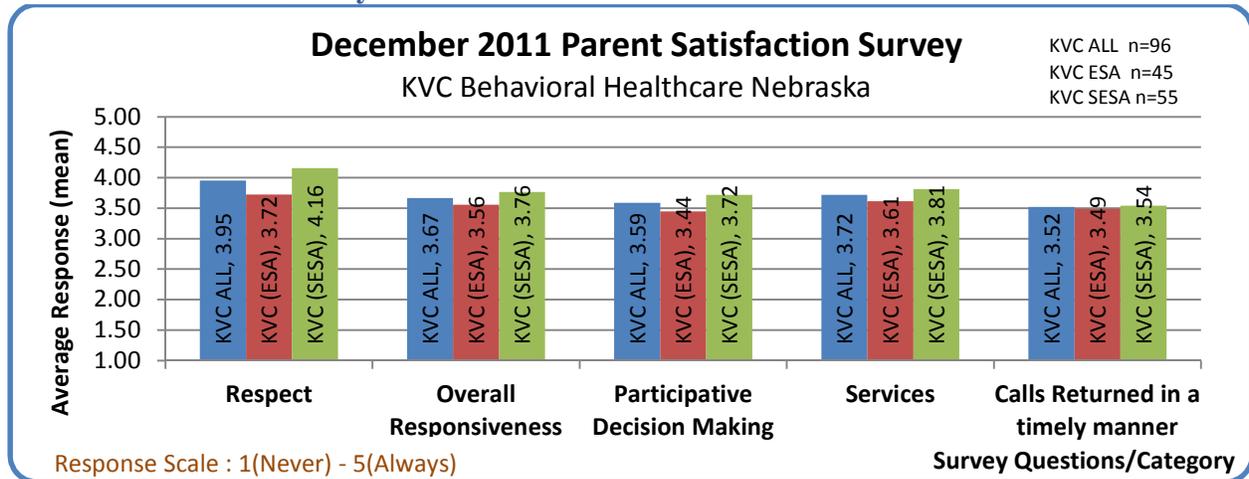
## APPENDIX 9

### December 2011 KVC Behavioral Healthcare Nebraska Survey Results

#### Youth Satisfaction Survey:



#### Parent Satisfaction Survey:



#### Foster Parent Satisfaction Survey:

