

September 14, 2012

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
PO Box 94604
Lincoln, Nebraska 68509

Dear Mr. O'Donnell,

Nebraska Revised Statute 43-4407 requires the Department of Health and Human Services to report to the Health and Human Services Committee of the Legislature by September 15, 2012, with a summary of satisfaction surveys administered to children, parents, foster parents, judges, guardians ad litem, attorneys representing parents, and service providers involved with the child welfare system.

The attached report provides this summary.

Please contact me with any questions, 402-471-1878.

Respectfully,

A handwritten signature in black ink, appearing to read 'T. Pristow', enclosed within a large, loopy oval shape. A long horizontal line extends from the right side of the signature.

Thomas D. Pristow, MSW, ACSW
Director, Division of Children and Family Services

**Department of Health and Human Services
Division of Children and Family Services**

43-4407

**Prepared for the
Health and Human Services Committee of the Legislature**

September 15, 2012

43-4407: (1) Each Service area administrator and any lead agency or the pilot project shall annually survey children, parents, foster parents, judges, guardians ad litem, attorneys representing parents, and service providers involved with child welfare system to monitor satisfaction with

- (a) Adequacy of communication by the case manager,**
- (b) Response by the department, any lead agency or the pilot project to requests and problems,**
- (c) Transportation issues,**
- (d) Medical and psychological services for children and parents,**
- (e) Visitation schedules,**
- (f) Payments,**
- (g) Support services to foster parents,**
- (h) Adequacy of information about foster children provided to foster parents, and**
- (i) The case manager's fulfillment of his or her responsibilities.**

A summary of the survey shall be reported to the Health and Human Services Committee of the Legislature on September 15, 2012 and each September 15 thereafter.

Introduction

The Nebraska Department of Health and Human Services Division of Children and Family Services (CFS) believes it is important to understand the quality of the service being provided to the stakeholders involved in the child welfare and juvenile justice systems. In accordance with the Legislation and per our desire to hear from those receiving our services, CFS administered a customer satisfaction survey to the following stakeholders to measure their satisfaction with the support and services provided by CFS;

- a) Parents
- b) Foster Children
- c) Foster parents
- d) Judges
- e) Guardian ad litem
- f) Attorneys representing parents
- g) Service providers

Background

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

Up until June 2009, the Nebraska Continuous Quality Improvement (CQI) team reviewed the Customer Satisfaction Survey questionnaires that were used throughout the state to solicit stakeholder input, primarily from the youth in the Youth Rehabilitation and Treatment Centers (YRTCs). In 2010, CFS made a decision to change the survey questions and methodology of the survey process and enlisted the support of University of Nebraska Medical Center (UNMC) to

perform outbound telephone interviews. The survey recipients were expanded to include all youth ages 12 and older who were receiving services from CFS. The questions used during the second phase and methodology are similar to the steps taken for this survey.

In 2012, The Department was required by Nebraska Revised Statutes 43-4407 to annually survey children, parents, foster parents, judges, guardians ad litem, attorneys representing parents and service providers involved in the child welfare system to monitor satisfaction with:

- (a) Adequacy of communication by the case manager,
- (b) Response by the department, any lead agency or the pilot project to requests and problems,
- (c) Transportation issues,
- (d) Medical and psychological services for children and parents,
- (e) Visitation schedules,
- (f) Payments,
- (g) Support services to foster parents,
- (h) Adequacy of information about foster children provided to foster parents, and
- (i) The case manager's fulfillment of his or her responsibilities.

Methodology

The 43-4407 surveys consisted of Likert scale questions to measure the respondent's satisfaction with regards to the categories listed above. Every survey, regardless of recipient, contained the same seven questions. The foster parents, judges, attorneys, and service provider survey contained additional questions regarding payment for services to service providers, supportive services to foster families, and whether foster parents are provided with adequate information regarding the children placed in their care.

Survey Questions/Categories:

Please note the word case manager is used in the questions to refer to both the CFS Specialist and the Contractor Service Coordinators/Family Preservation Specialists

Common Questions in all Surveys:

1. The case manager keeps me informed.
2. The case manager resolves problems in a timely manner.
3. The case manager effectively resolves transportation issues.
4. Adequate medical services are made available.
5. Adequate behavioral health services are made available.
6. The case manager schedules adequate parenting-time visitation plans for children with their family.
7. The case manager adequately fulfills his/her job responsibilities.

Additional questions for foster parents, judges, attorneys and service providers:

- 1) Payment for services is made in a timely manner to service providers.
- 2) The case manager provides supportive services to foster families.
- 3) Foster parents are provided with adequate information regarding the foster children under their care.

Responses Scale:

All questions used the following Likert scale (1=never, 2=rarely, 3=sometimes, 4=often, 5=always).

The surveys for parents, foster parents and foster children were administered by an outbound telephone firm through a contract with UNMC. The survey recipients were randomly selected from a list of active wards of the State. The department anticipated completing 350 surveys for each of the three groups.

The Department administered the surveys for the judges, attorneys, service providers, and guardians ad litem through a web-based program. There were 69 survey invitations sent to judges with 10 responses, 63 invites to service providers with 25 responses and 36 attorneys responded to a link sent to the "Through the Eyes of the Child" teams across the state.

Summary of Statewide Survey Results

Below is a summary of the customer satisfaction surveys conducted throughout the state in July and August 2012. The "Refuse", "Don't Know" and "N/A" responses were removed from the analysis because these responses are considered to be non-responsive. The telephone surveys collected responses from 356 children, 355 parents, and 394 foster parents for a total of 1105 phone surveys. The web-based surveys received responses from 10 judges, 25 providers, and 36 attorneys for a total of 71 web-based surveys. For reporting and tabulation purposes due to the small size of sample returned by the judges, service providers, and attorneys; we grouped them together. Overall, there were 1,176 responses to the survey.

For all areas across the state, the average scores rated 3 or above on a 5 point Likert scale. The scale used was; 1= never, 2 = rarely, 3 = sometimes, 4 = often, and 5 = always.



Questions answered by survey recipient (n = 1,176)

The two highest and the two lowest scores are highlighted below.

- The case manager keeps me informed.
 - The children rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
 - The foster parents rated CFS the second highest with an average score of 3.7 out of a possible 5.
 - The parents and judges, service providers, and attorneys rated CFS the lowest with a common score of 3.3 out of a possible 5.

- The case manager resolves problems in a timely manner.
 - The children rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
 - The foster parents rated CFS the second highest with an average score of 3.8 out of a possible 5.
 - The judges, service providers, and attorneys rated CFS the lowest with a score of 3.4 out of a possible 5.

- The case manager effectively resolves transportation issues.
 - The foster parents rated CFS the highest of the survey recipients with an average score of 4.6 out of a possible 5.
 - The parents rated CFS the second highest with an average score of 4.1 out of a possible 5.
 - The judges, service providers, and attorneys rated CFS the lowest with a score of 3.5 out of a possible 5.

- Adequate medical services are made available.
 - The foster parents rated CFS the highest of the survey recipients with an average score of 4.7 out of a possible 5.
 - The children and parents rated CFS the second highest with an average score of 4.5 out of a possible 5.
 - The judges, service providers, and attorneys rated CFS the lowest with a score of 4.0 out of a possible 5.

- Adequate behavioral health services are made available.
 - The foster parents rated CFS the highest of the survey recipients with an average score of 4.6 out of a possible 5.
 - The children rated CFS the second highest with an average score of 4.4 out of a possible 5.
 - The judges, service providers, and attorneys rated CFS the lowest with a score of 3.6 out of a possible 5.

- The Case Manager schedules adequate parenting time visitation for children and their family.
 - The foster parents rated CFS the highest of the survey recipients with an average score of 4.7 out of a possible 5.
 - The children rated CFS the second highest with an average score of 4.4 out of a possible 5.
 - The judges, service providers, and attorneys rated CFS the lowest with a score of 3.8 out of a possible 5.

- The case manager adequately fulfills his/her job responsibilities.
 - The children rated CFS the highest of the survey recipients with an average score of 4.3 out of a possible 5.
 - The foster parents rated CFS the second highest with an average score of 4.1 out of a possible 5.
 - The judges, service providers, and attorneys rated CFS the lowest with a score of 3.5 out of a possible 5.

Additional questions answered by Judges, Providers and Attorneys (n = 71)

- Payment for services is made in a timely manner to service providers.
 - The providers rated CFS the highest of the survey recipients with an average score of 3.7 out of a possible 5.
 - The judges, service providers, and attorneys rated CFS the lowest with an average score of 2.0 out of a possible 5.

- The case manager provides supportive services to foster families.
 - The judges rated CFS the highest of the survey recipients with an average score of 3.8 out of a possible 5.
 - The service providers and attorneys rated CFS the lowest with an average score of 3.5 out of a possible 5.

- Foster parents are provided with adequate information regarding the foster children under their care.
 - The judges rated CFS the highest of the survey recipients with an average score of 3.7 out of a possible 5.
 - The service providers rated CFS the lowest with an average score of 3.2 out of a possible 5.



Results of 43-4407 Annual Survey

Telephone Survey n = 1105

356 Children (Questions 1-7)

355 Parents (Questions 1- 7)

394 Foster Parents (Questions 1-10)

Web-based Survey n = 71

10 Judges (69 invites, Questions 1-10)

25 Providers (63 invites, Questions 1-10)

36 Attorneys, (Questions 1-10)

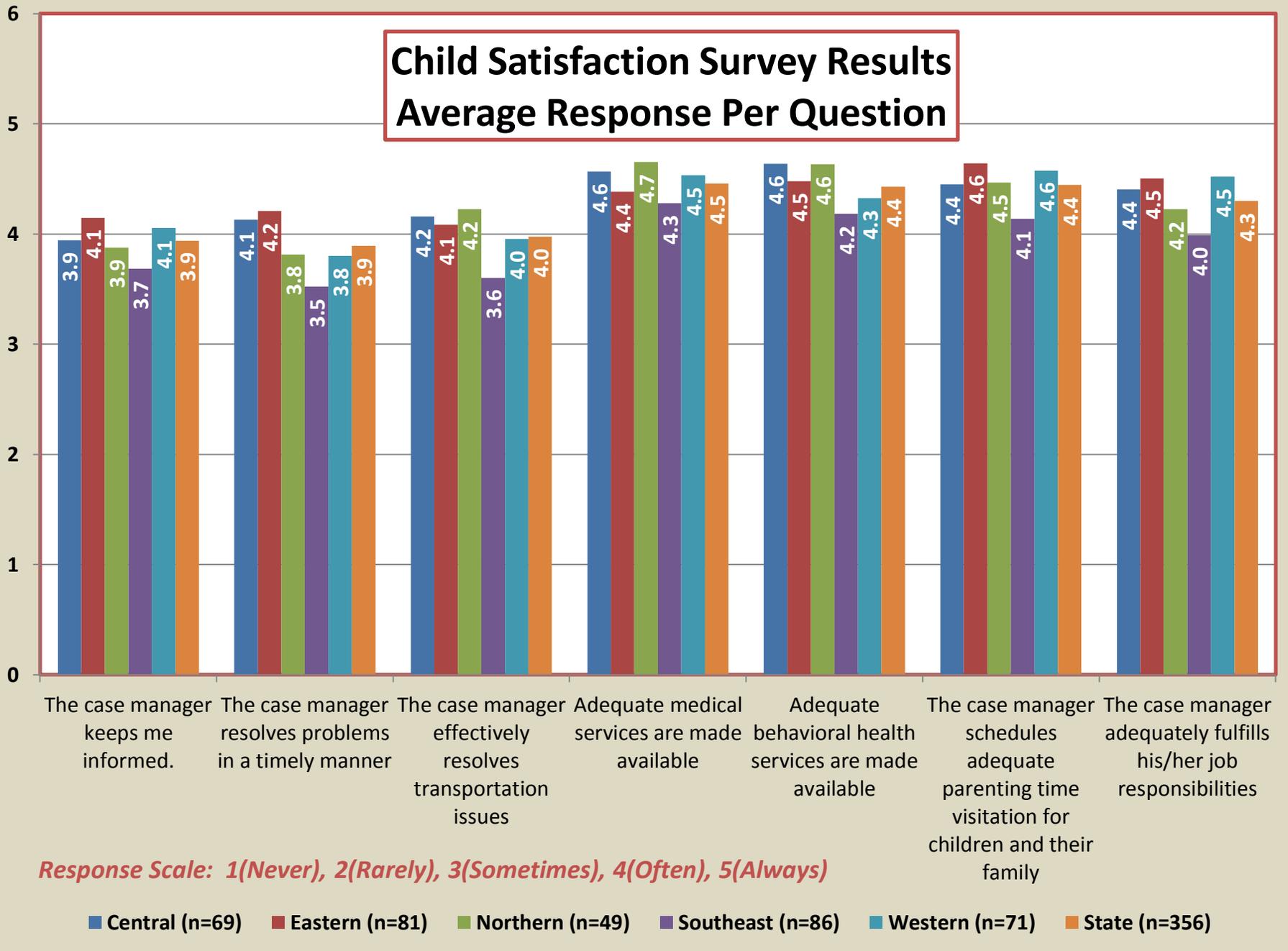
Surveys were performed during July and August 2012.

Survey Questions:

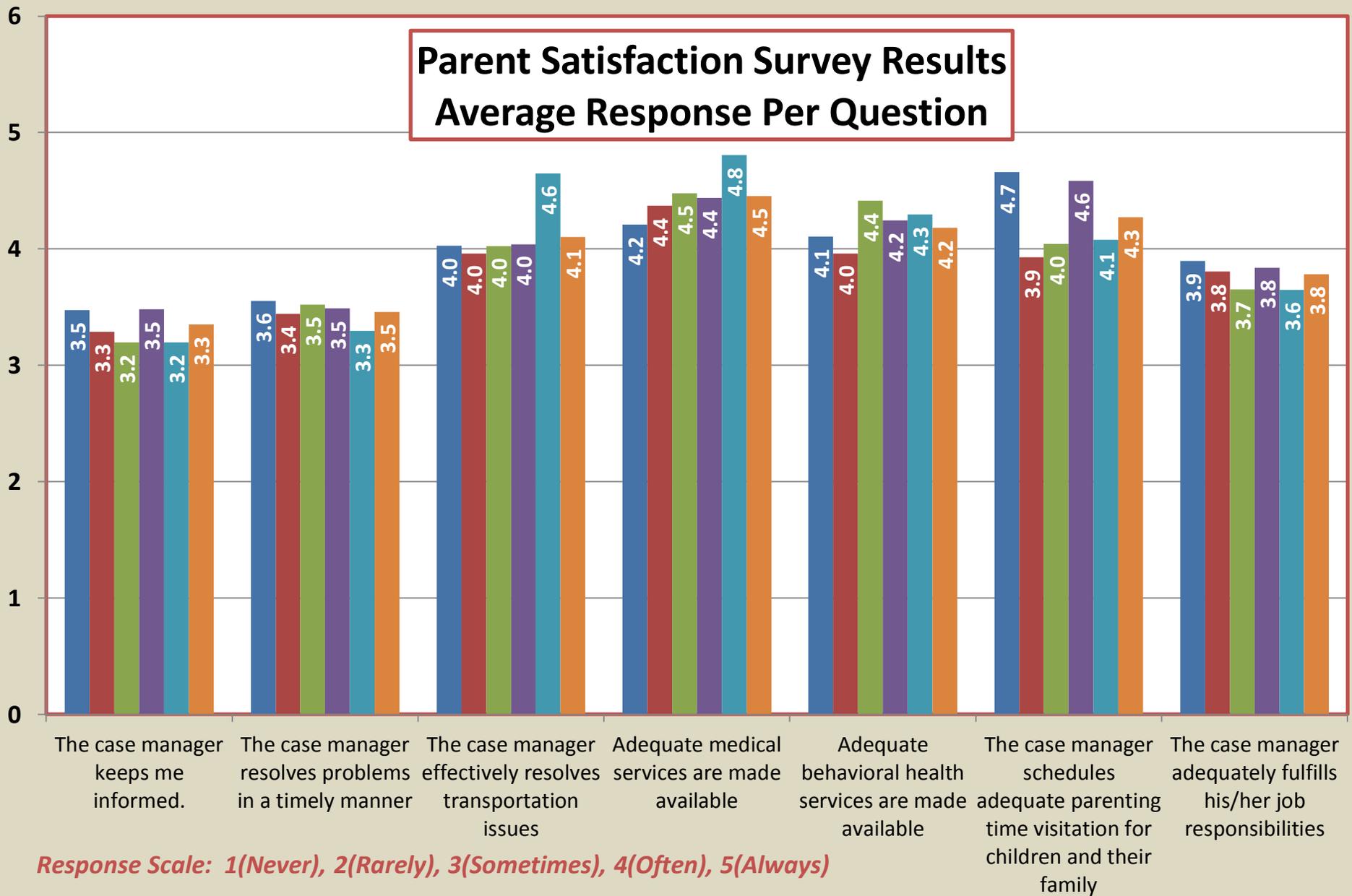
1. The case manager keeps me informed.
2. The case manager resolves problems in a timely manner.
3. The case manager effectively resolves transportation issues.
4. Adequate medical services are made available.
5. Adequate behavioral health services are made available.
6. The case manager schedules adequate parenting-time visitation plans for children with their family.
7. Payment for services is made in a timely manner to service providers.
8. The case manager provides supportive services to foster families.
9. Foster parents are provided with adequate information regarding the foster children under their care.
10. The case manager adequately fulfills his/her job responsibilities.

Responses included: Never, Rarely, Sometimes, Often, Always, and N/A

Child Satisfaction Survey Results Average Response Per Question



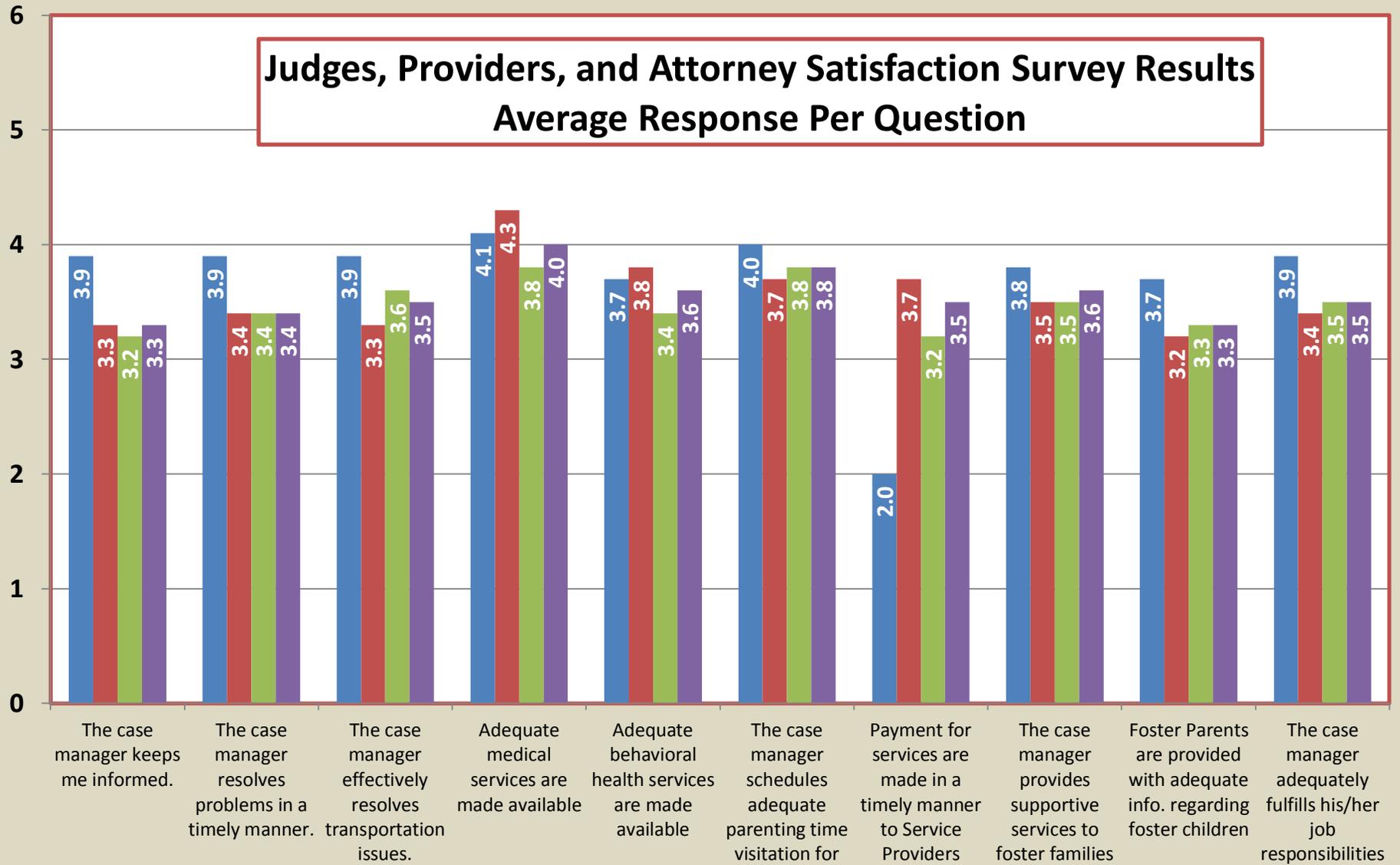
Parent Satisfaction Survey Results Average Response Per Question



■ Central (n=38)
 ■ Eastern (n=97)
 ■ Northern (n=46)
 ■ Southeast (n=123)
 ■ Western (n=51)
 ■ State (n=355)

Note: The following chart represents survey results from the Judges, Providers and Attorneys. Results are not stratified by service area

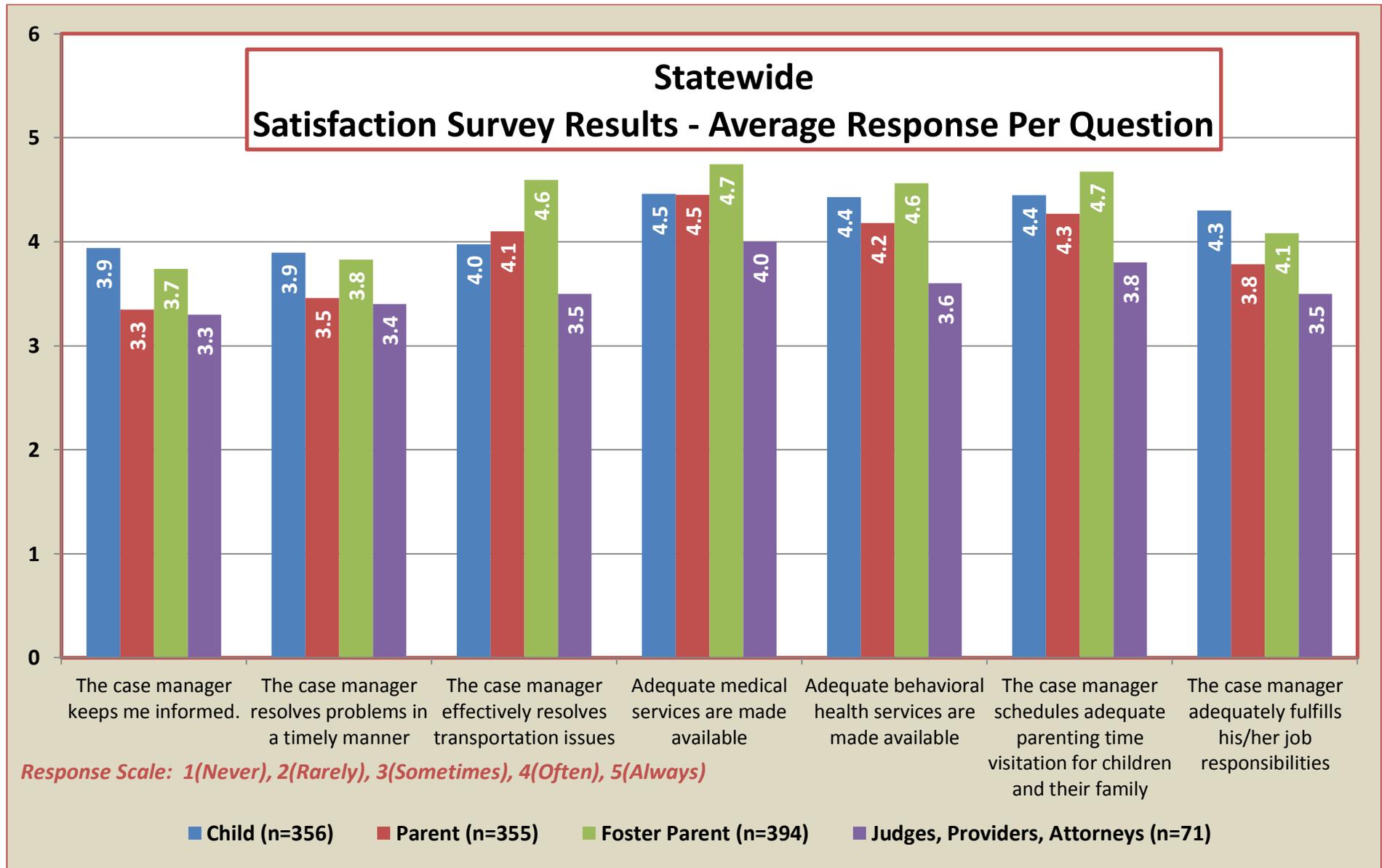
Judges, Providers, and Attorney Satisfaction Survey Results Average Response Per Question



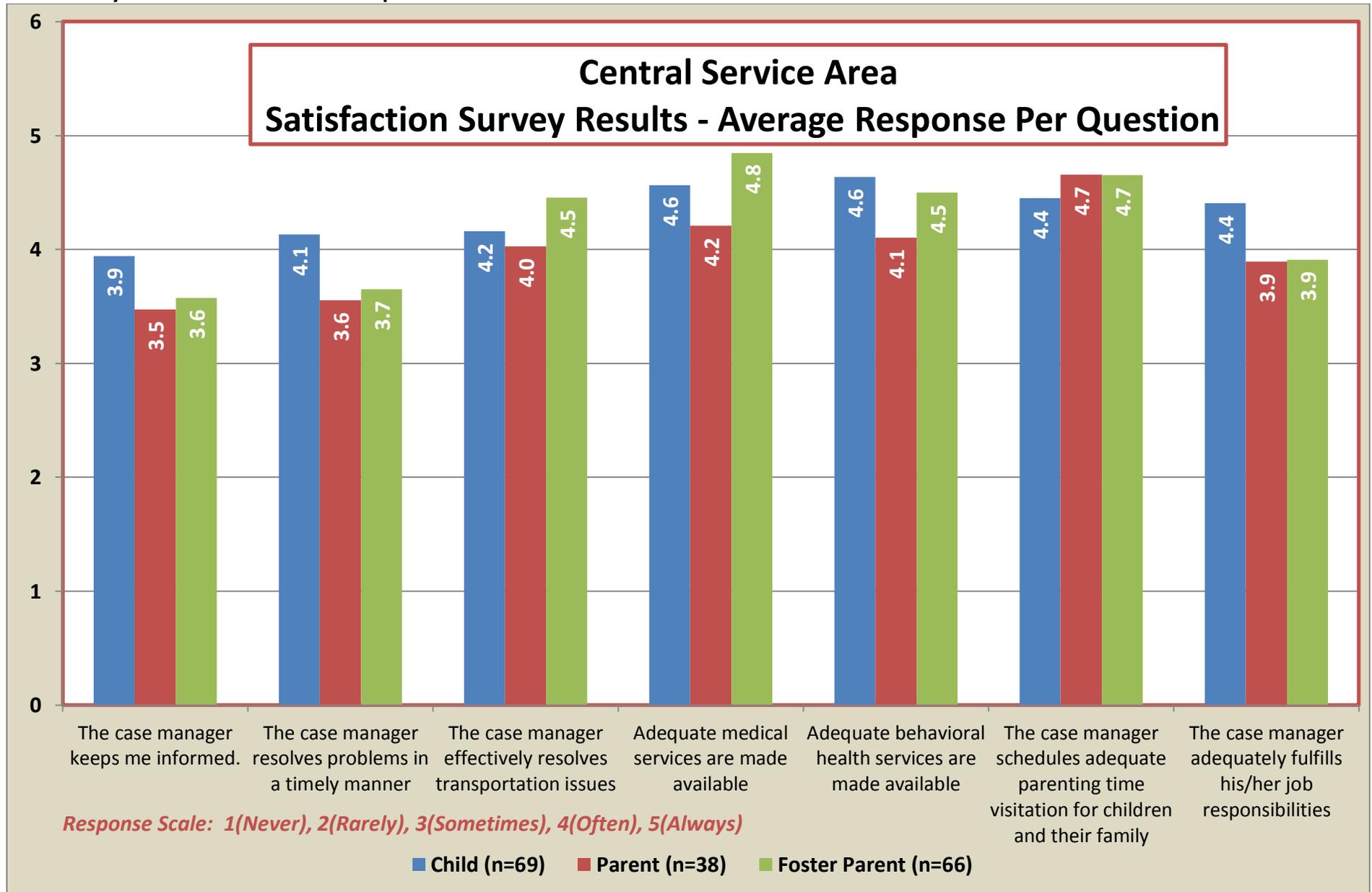
Response Scale: 1(Never), 2(Rarely), 3(Sometimes), 4(Often), 5(Always)

■ Judges (n=10) ■ Providers (n=25) ■ Attorneys (n=36) ■ Judges, Providers, Attorneys (n=71)

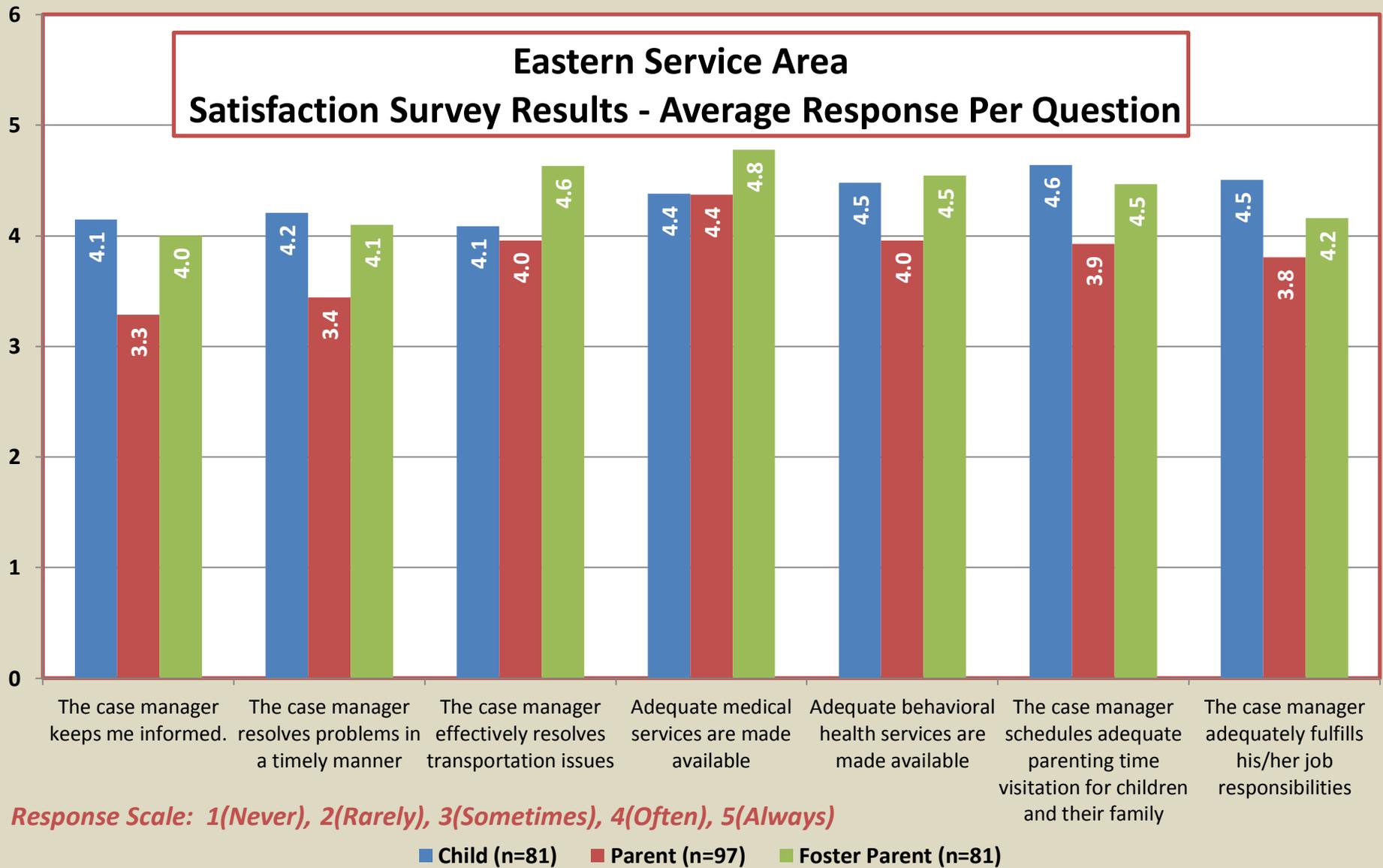
Note: The following charts compare the average response per question per survey recipient for the state. Questions include those common on all survey types: Questions 1-6 and 10.



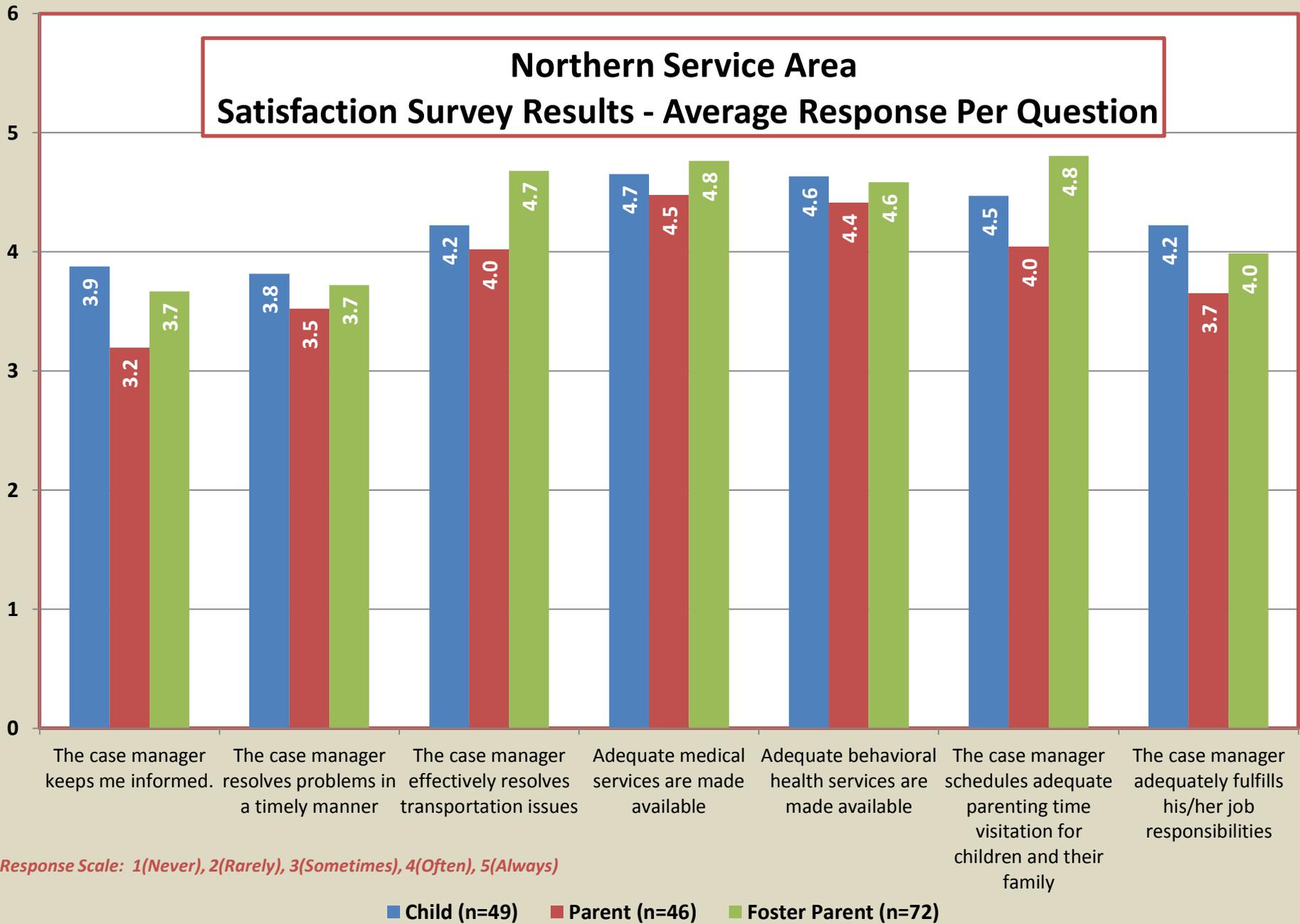
Note: The following charts compare the average response per question for the parent, foster parent and child surveys for each Service Area. Questions included are those common on all survey types: Questions 1-6 and 10. Survey results for the Judges, Providers and Attorneys are not stratified by service area due to low response rates.



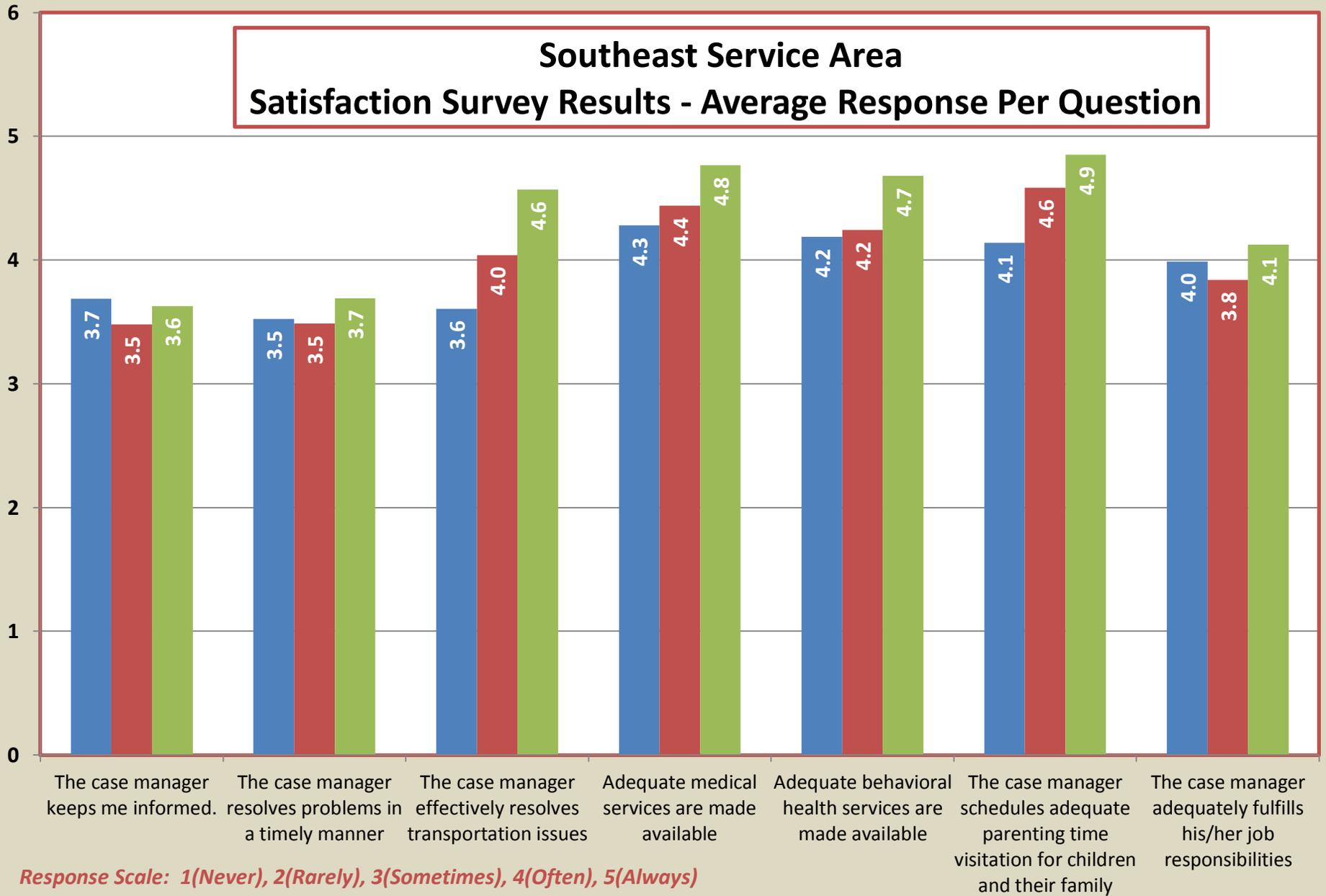
Eastern Service Area Satisfaction Survey Results - Average Response Per Question



Northern Service Area Satisfaction Survey Results - Average Response Per Question



Southeast Service Area Satisfaction Survey Results - Average Response Per Question



■ Child (n=86) ■ Parent (n=123) ■ Foster Parent (n=81)

Western Service Area Satisfaction Survey Results - Average Response Per Question

