

NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

September 15, 2026

The Honorable Brian Hardin
Members of the Health & Human Services Committee
Nebraska Legislature
P.O. Box 94604
Lincoln, NE 68509

Subject: Summary of Child Welfare Survey Results Report

Dear Chairman Hardin:

Pursuant to Nebraska Revised Statute § 43-4407, the Department of Health and Human Services, Division of Children and Family Services, is submitting the following report, which includes a summary of satisfaction surveys administered to foster children, parents, foster parents, judges, attorneys, guardians ad litem, and service providers involved with the child welfare system.

Sincerely,

A handwritten signature in blue ink that reads "Alyssa Bish".

Alyssa Bish, Ph.D.
Director, Division of Children and Family Services

Attachment

Division of Children and Family Services

Summary of Child Welfare Survey Results Report

September 2026

Neb. Rev. Stat. § 43-4407

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Summary of Child Welfare Survey Results

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 provided to the stakeholders involved in the child welfare and juvenile justice systems. In accordance with state statute, CFS administered a customer satisfaction survey to the following stakeholders to measure their satisfaction with the support and services provided by CFS.

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

Customer Satisfaction Survey Methodology

The surveys used Likert-scale questions to measure respondents' service satisfaction across specific categories and recipients. Every survey, regardless of recipient, contained eight core questions.

Customer Satisfaction Core Survey Questions

- The case manager keeps me informed.
- The case manager resolves problems in a timely manner.
- The case manager schedules needed parenting time for children in foster care.
- The case manager fulfills his/her job responsibilities.
- Transportation services are available to children/families.
- Medical services are available to children/families.
- Dental health services are available to children/families.
- Mental/behavioral health services are available to children/families.

Responses Scale for all survey participants

All questions used the following Likert scale: 1 = Never, 2 = Rarely, 3 = Sometimes, 4 = Often, 5 = Always, and Don't know.

All participants were sent a web-based survey.

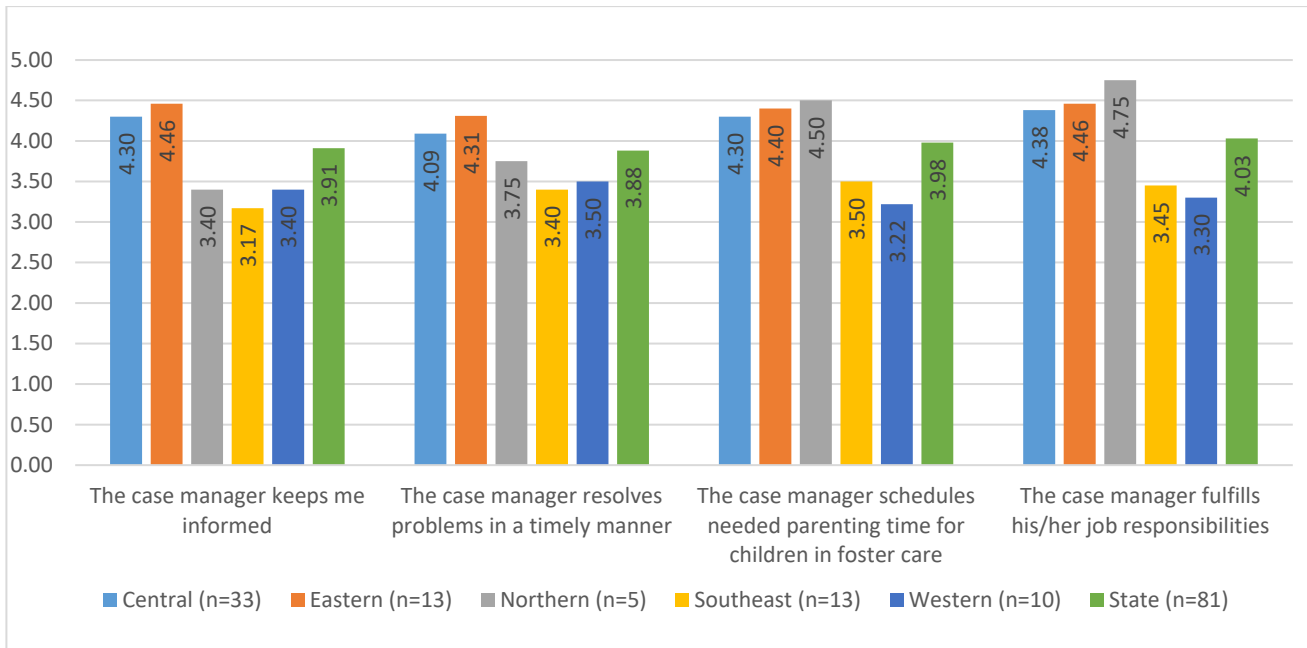
Summary of Statewide Survey Results

Questions answered by survey recipient

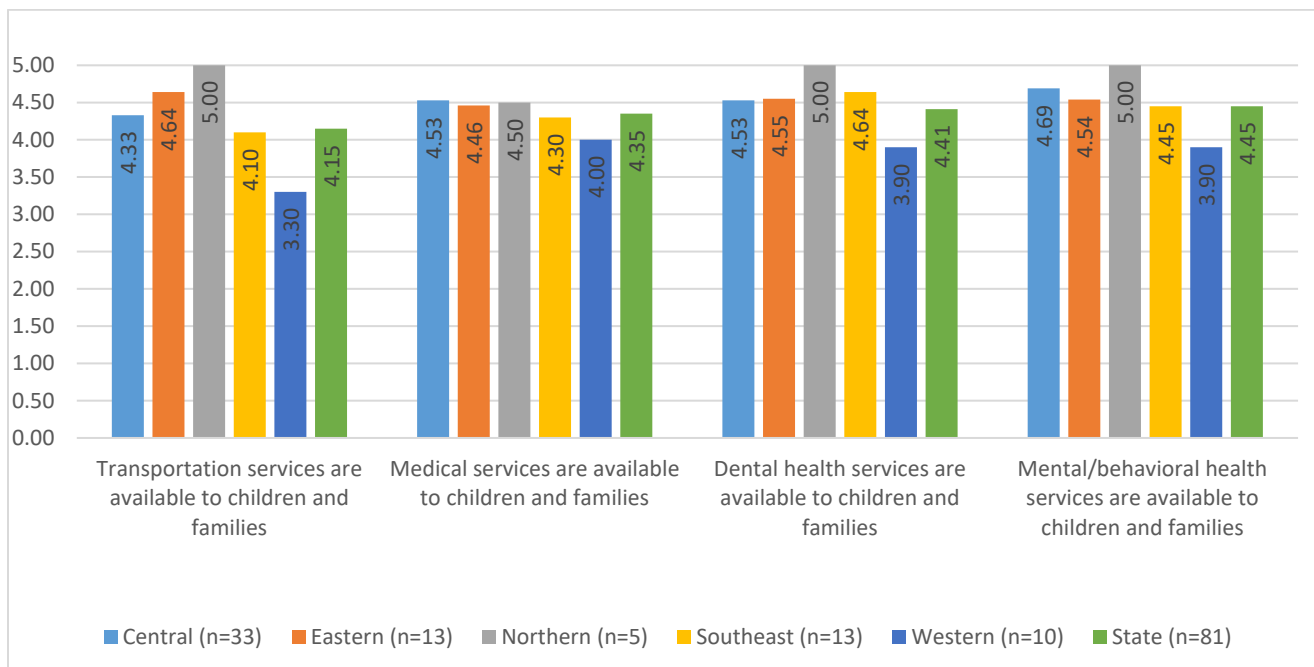
Survey Item	Highest Average Rating	Second-Highest Average Rating
The case manager keeps me informed.	Judges (4.1)	Foster Children (3.9)
The case manager resolves problems in a timely manner.	Foster Children & Judges (3.9)	Foster Parents (3.4)
The case manager schedules needed parenting time for children in foster care.	Judges (4.3)	Foster Children (4.0)
The case manager fulfills his/her job responsibilities.	Foster Children & Judges (4.0)	Foster Parents (3.7)
Transportation services are available to children and families.	Foster Children (4.2)	Judges (4.1)
Medical services are available to children and families.	Judges (4.5)	Foster Parents & Foster Children (4.4)
Dental health services are available to children and families.	Judges (4.5)	Foster Parents & Foster Children (4.4)
Mental/behavioral health services are available to children and families.	Foster Children (4.5)	Foster Parents (4.1)

Foster Children Satisfaction Survey Results by Region

Average Response per Question



*Statewide number includes responses that were not assigned to a service area

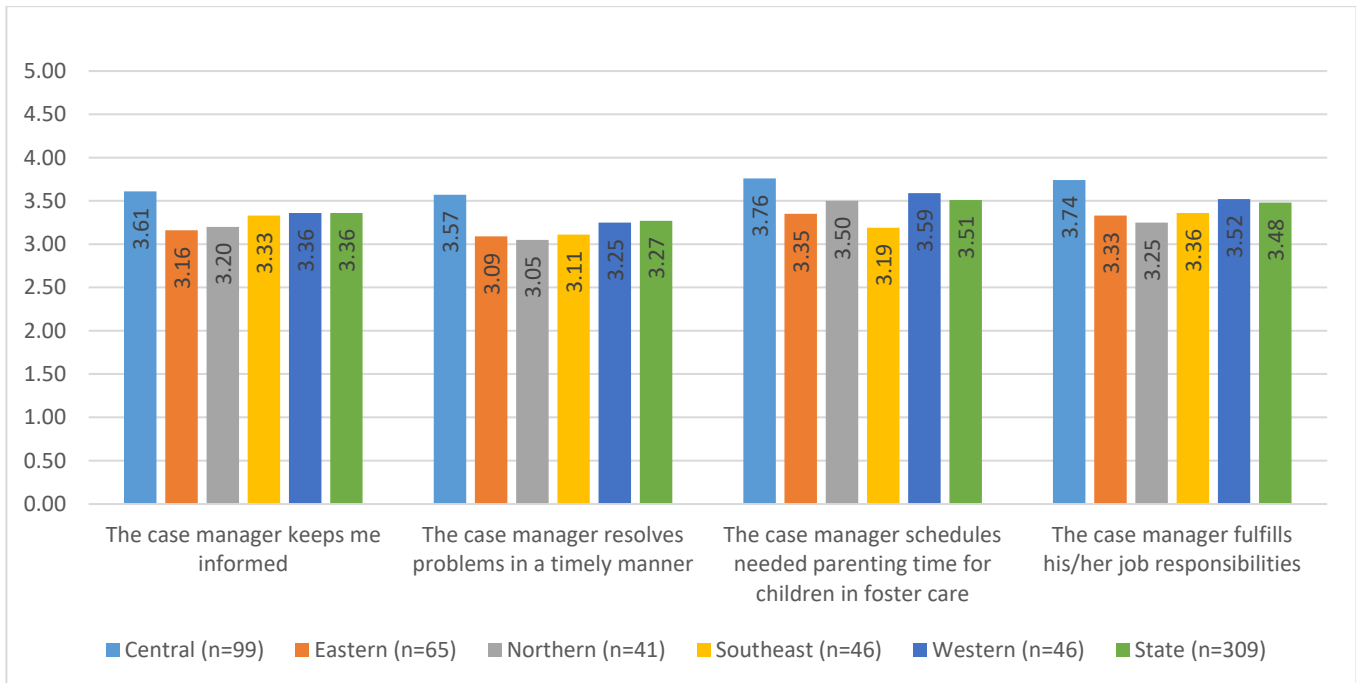


*Statewide number includes responses that were not assigned to a service area

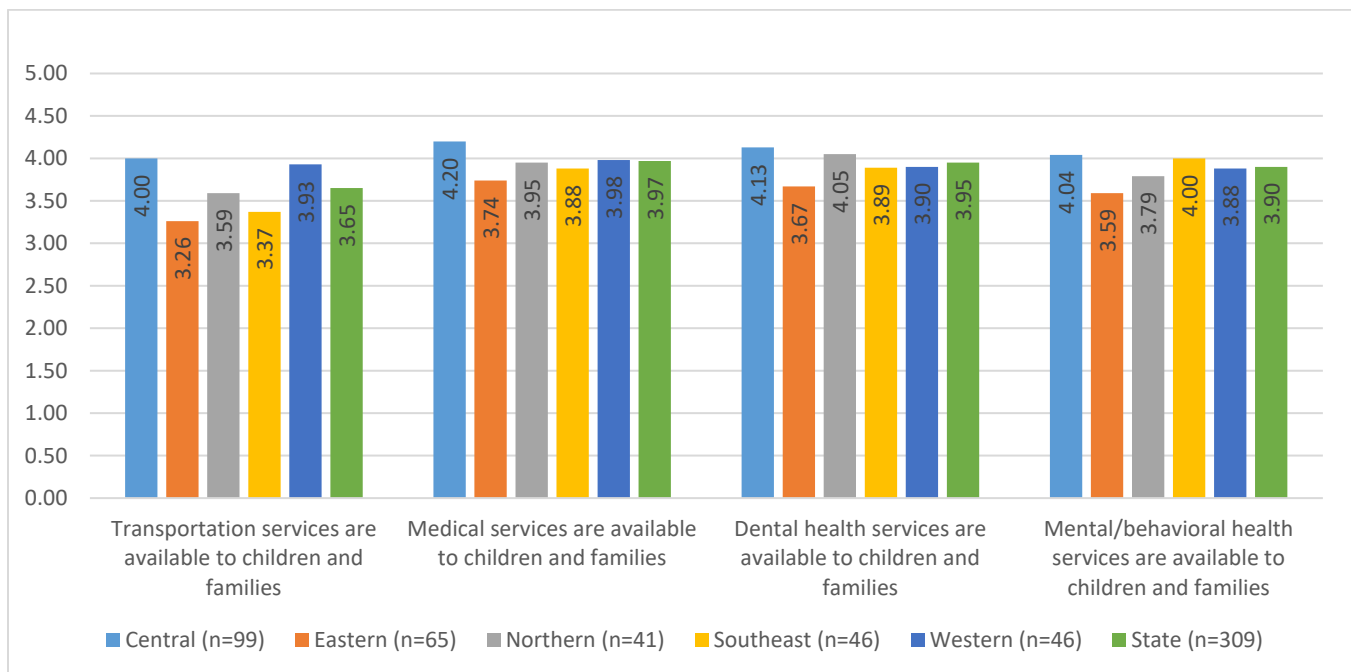
Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always)

Parents Satisfaction Survey Results by Region

Average Response per Question



*Statewide number includes responses that were not assigned to a service area

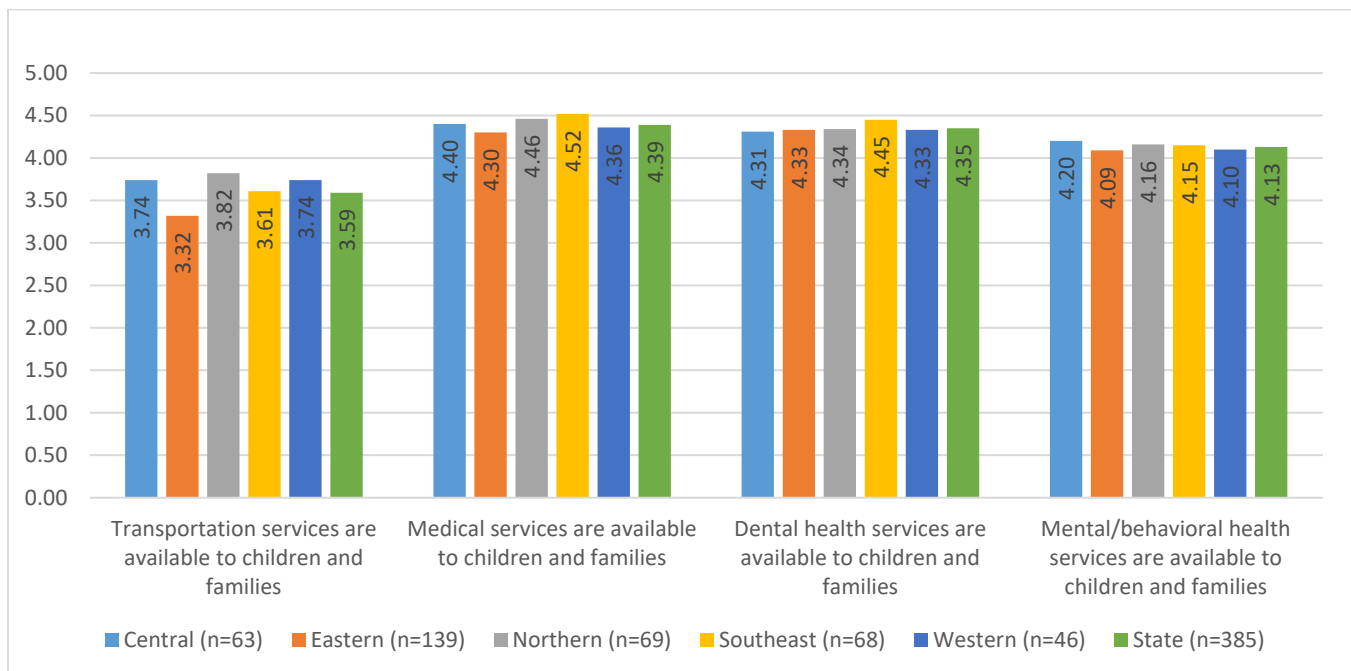
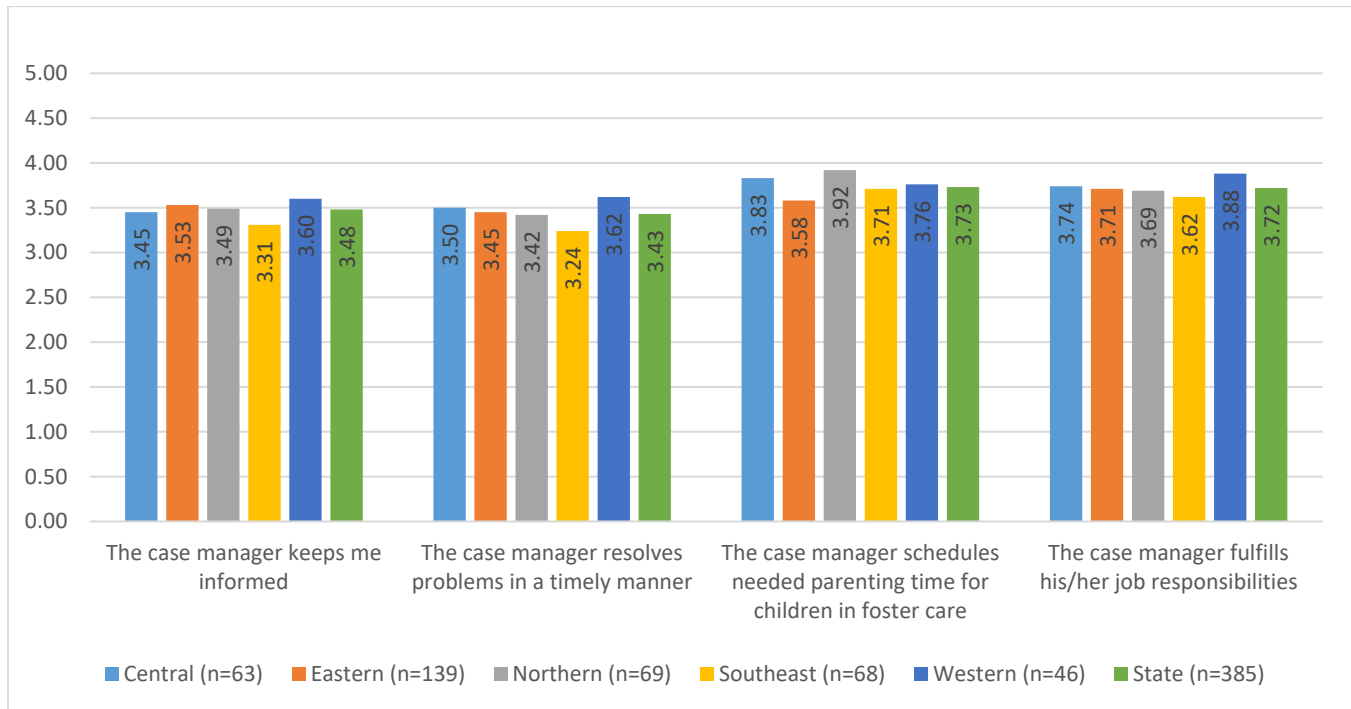


*Statewide number includes responses that were not assigned to a service area

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

Foster Parents Satisfaction Survey Results by Region

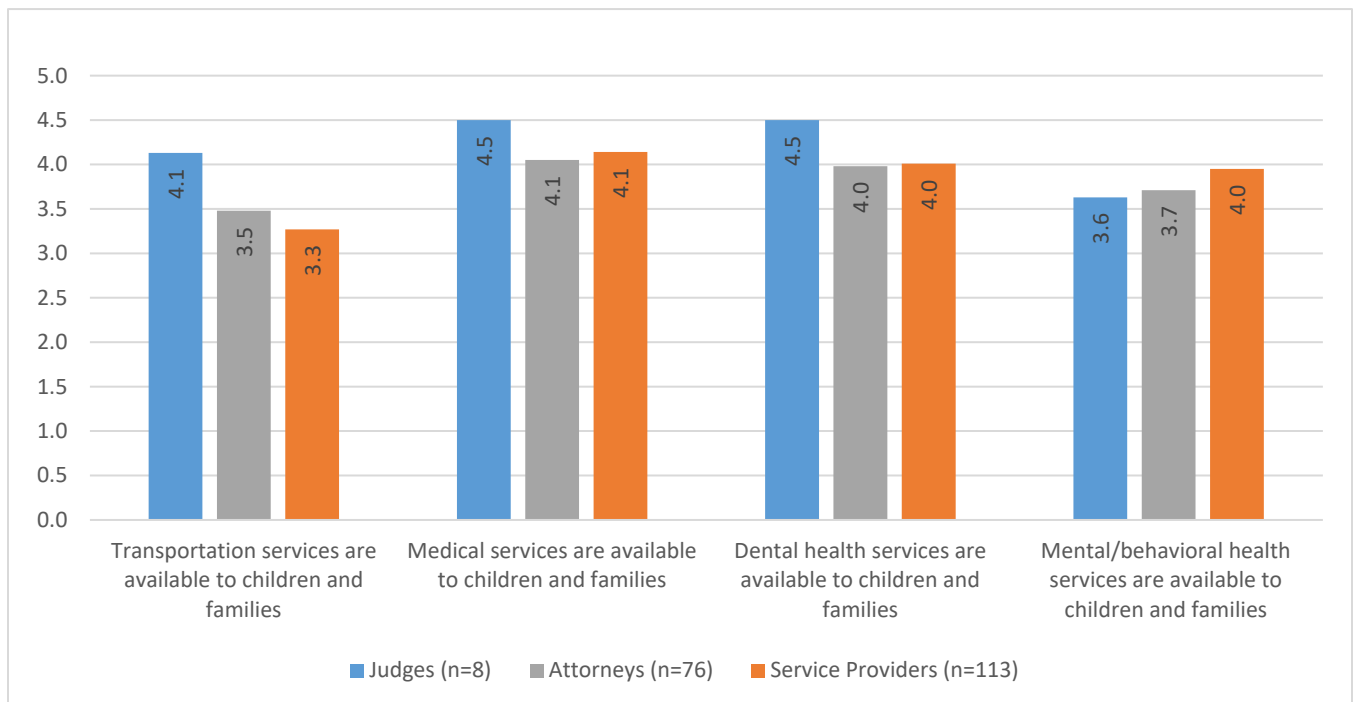
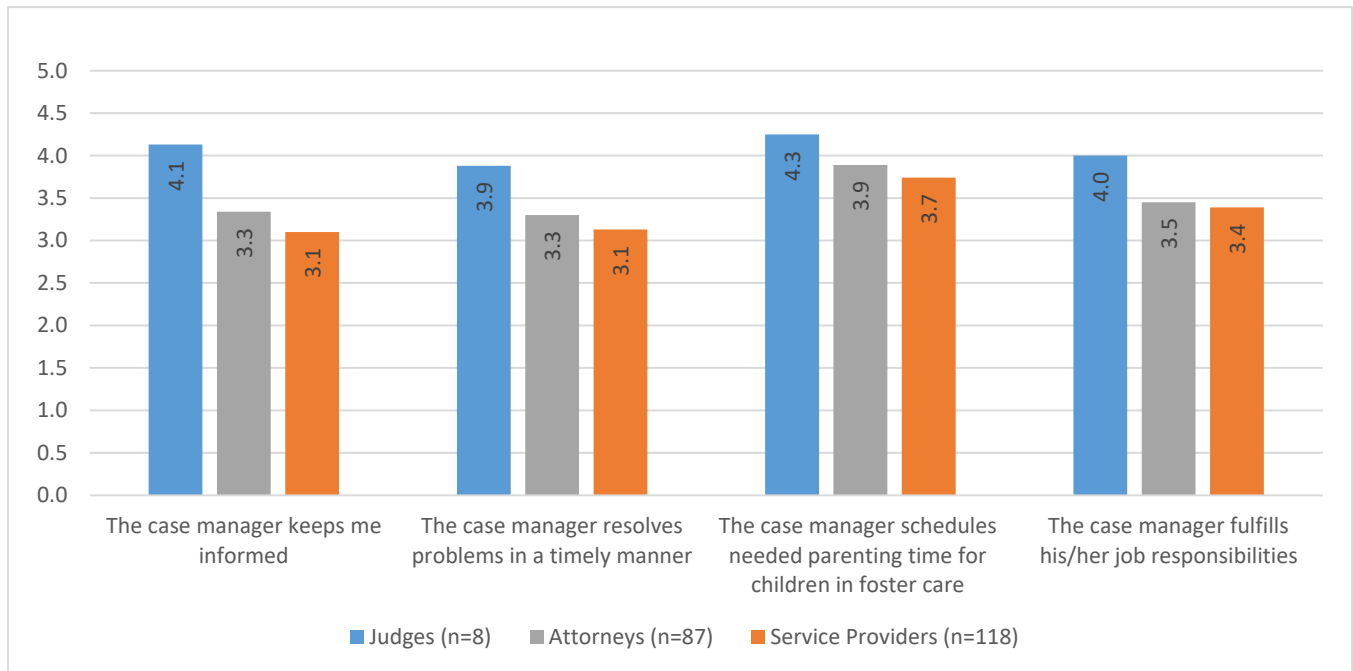
Average Response per Question



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

Judges, Attorneys, and Service Providers Satisfaction Survey Results

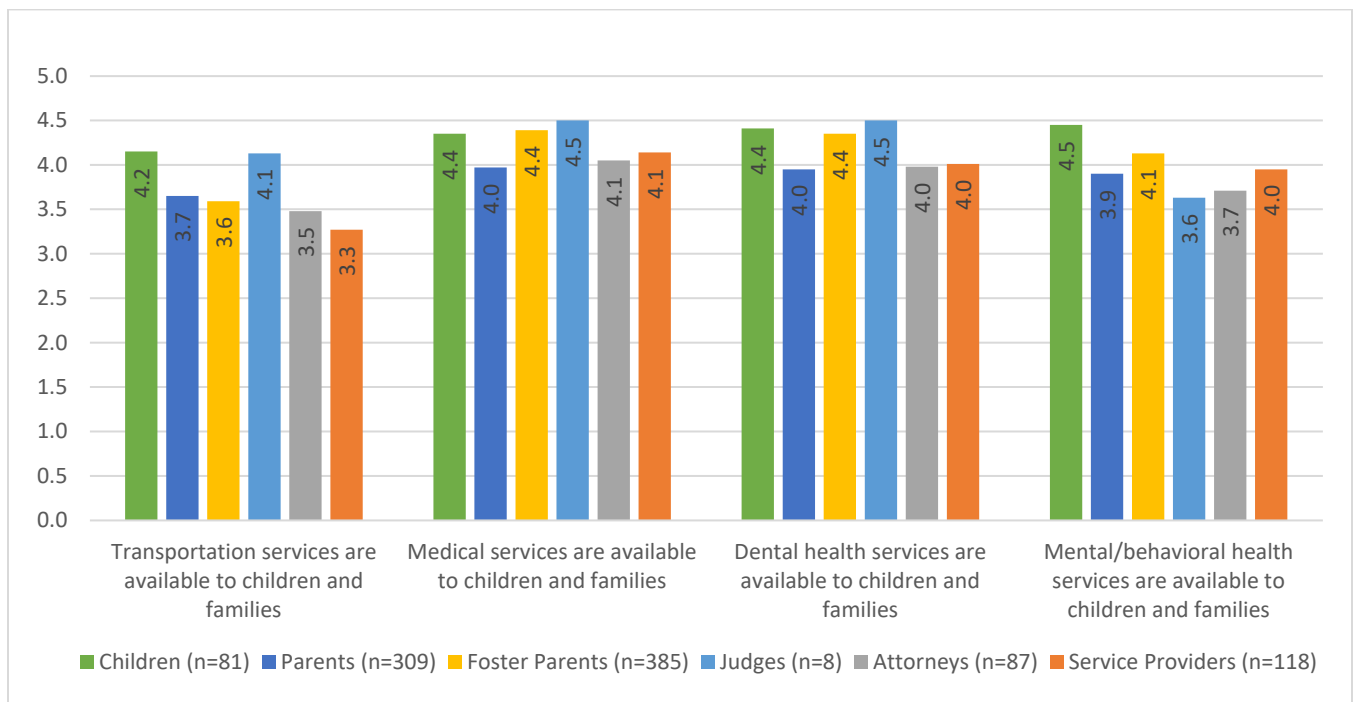
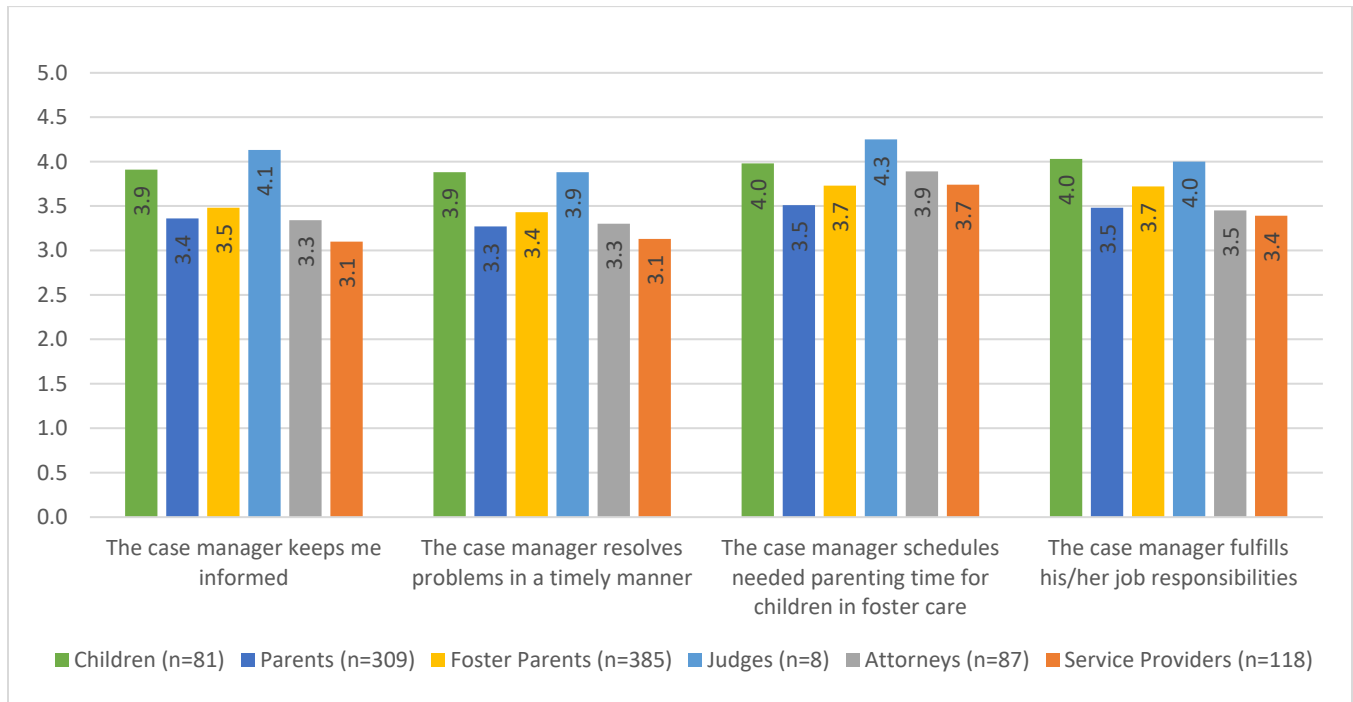
Average Response per Question



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

Statewide Satisfaction Survey Results

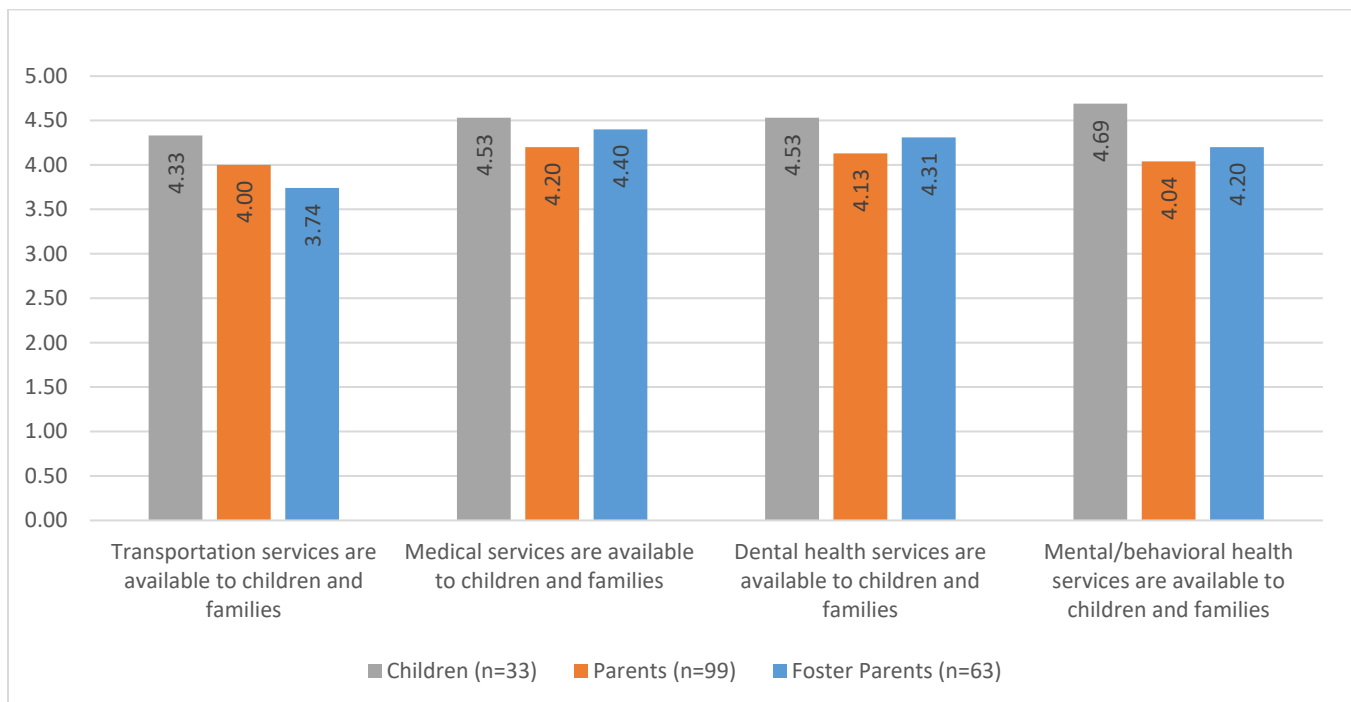
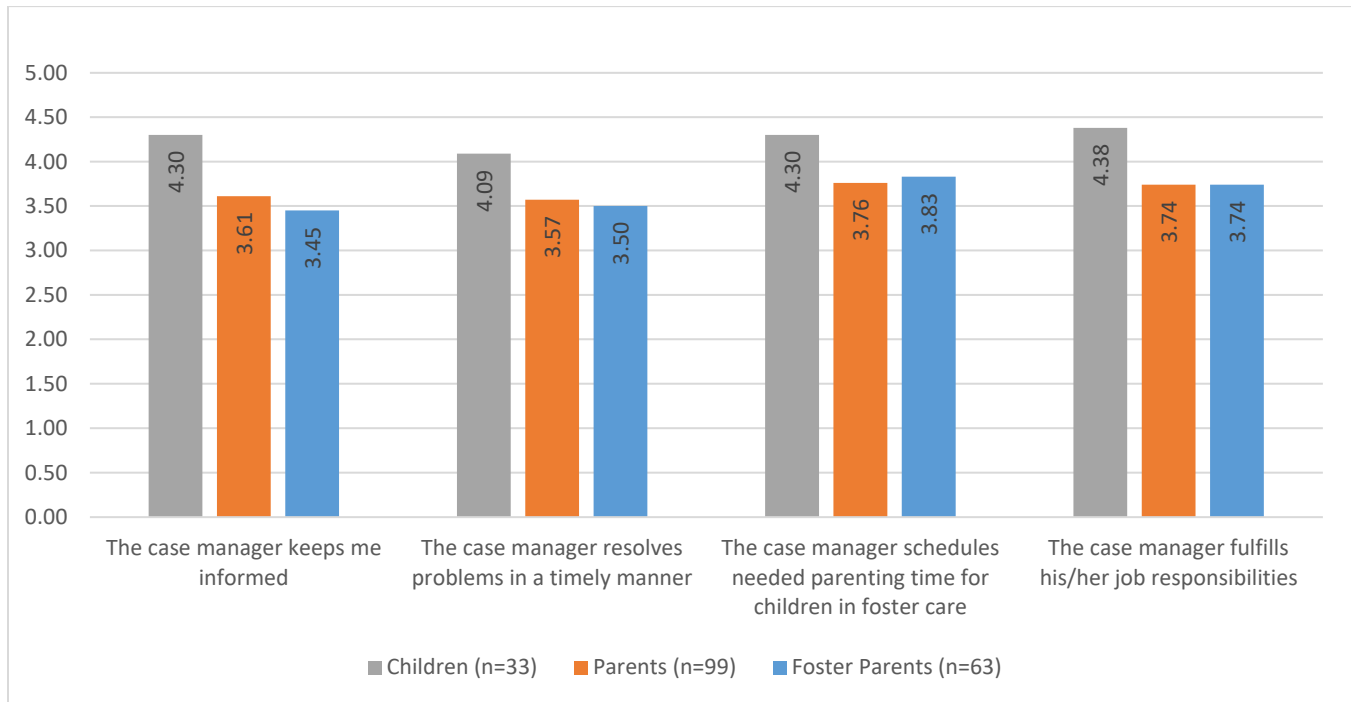
Average Response per Question



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

Central Service Area Satisfaction Survey Results

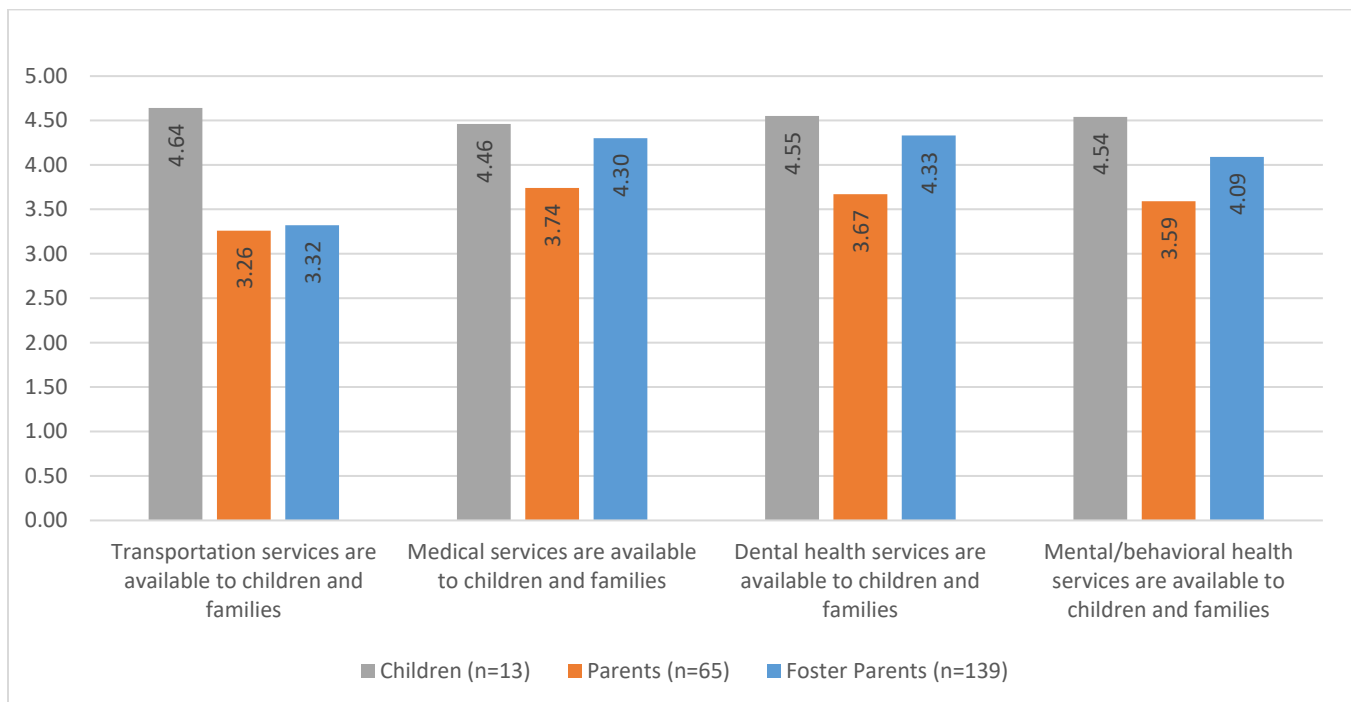
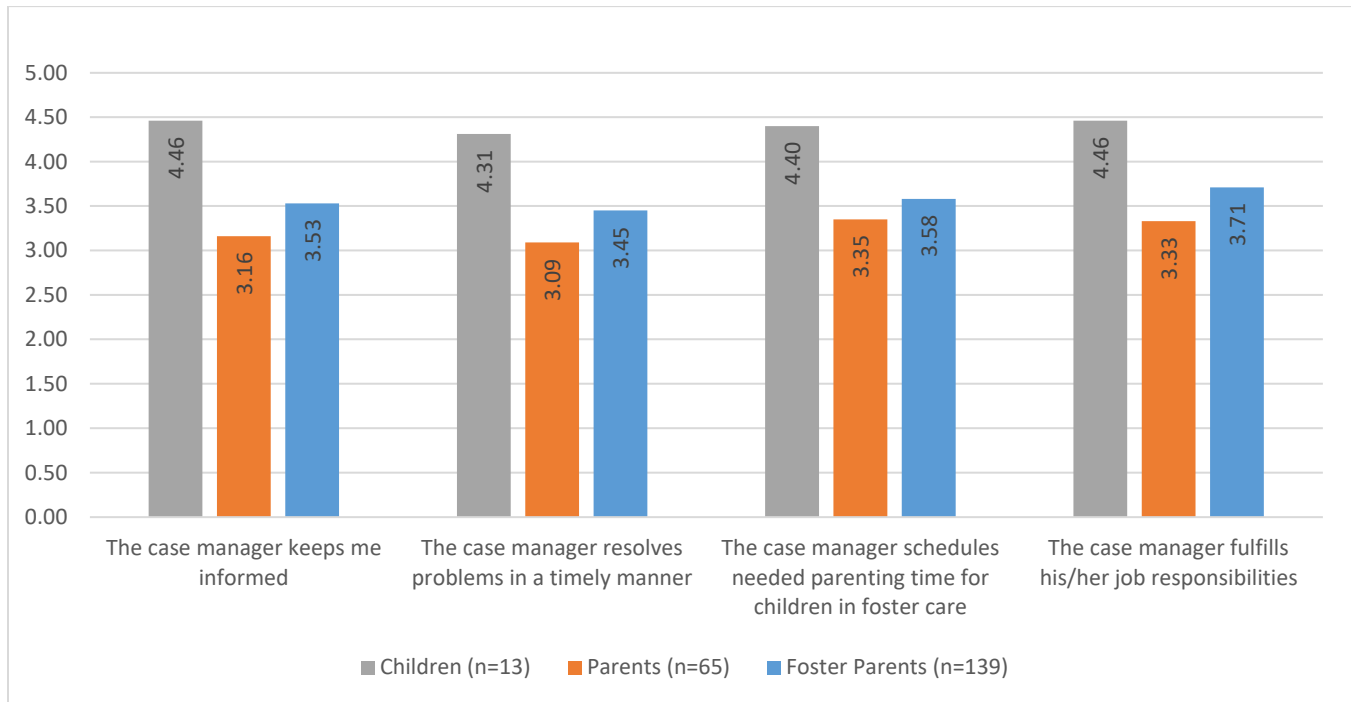
Average Response per Question



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

Eastern Service Area Satisfaction Survey Results

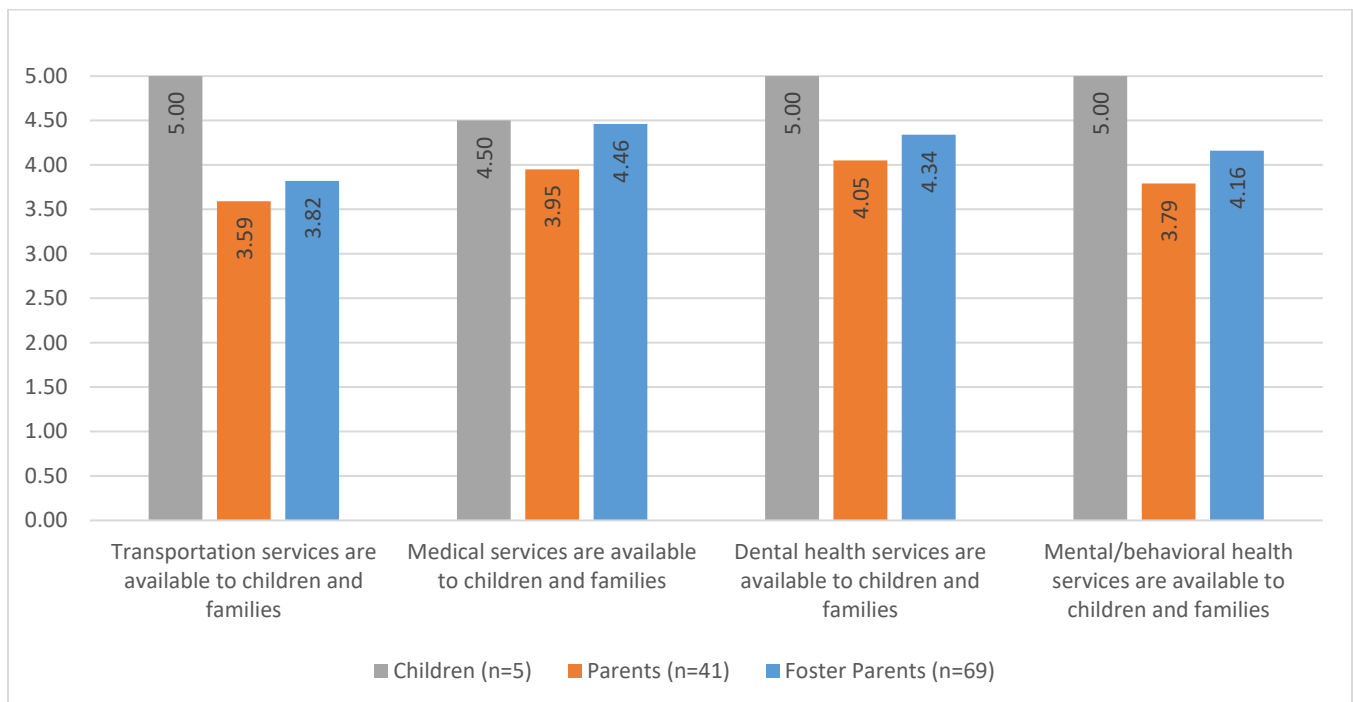
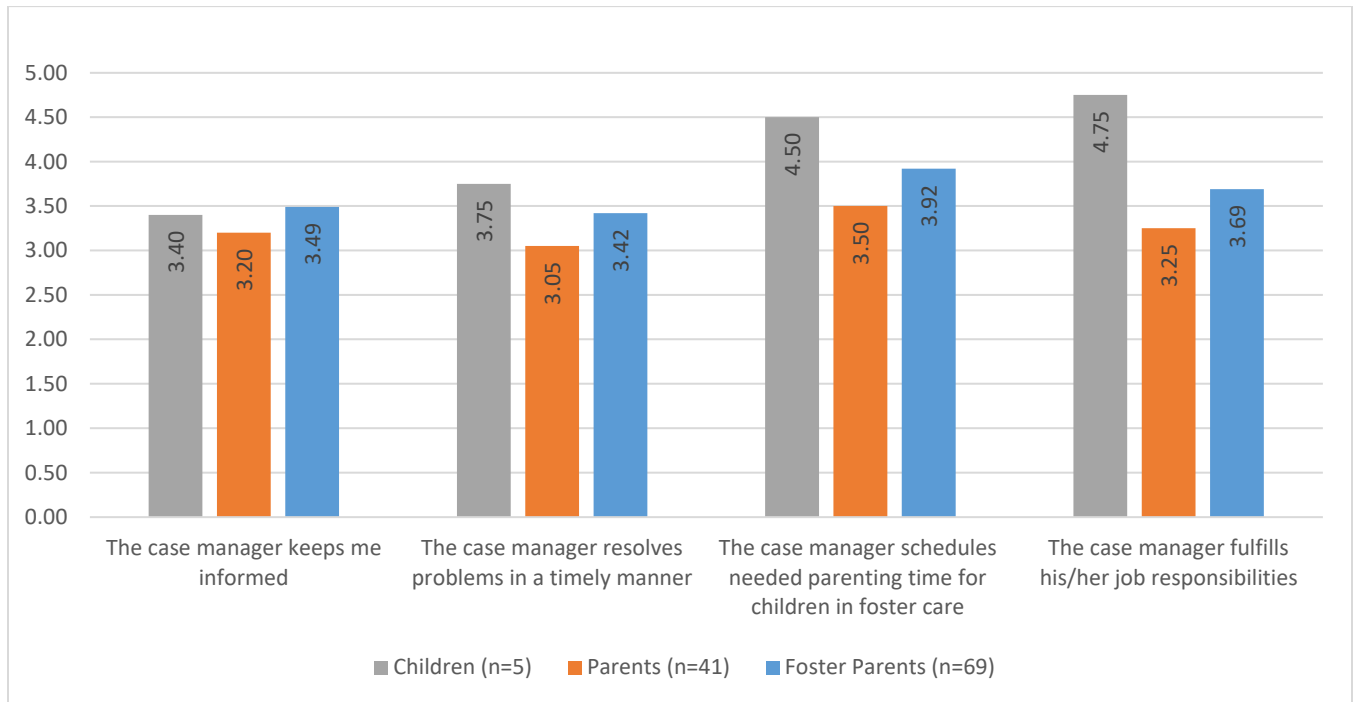
Average Response per Question



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

Northern Service Area Satisfaction Survey Results

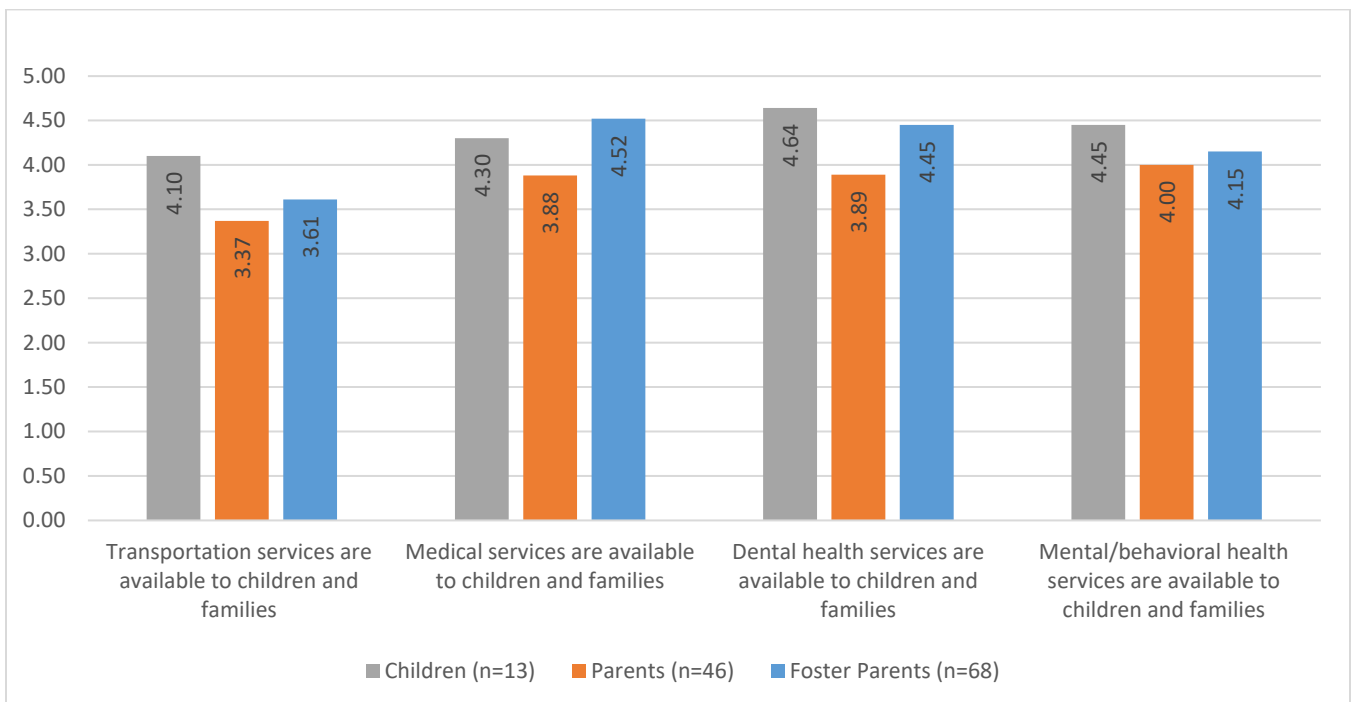
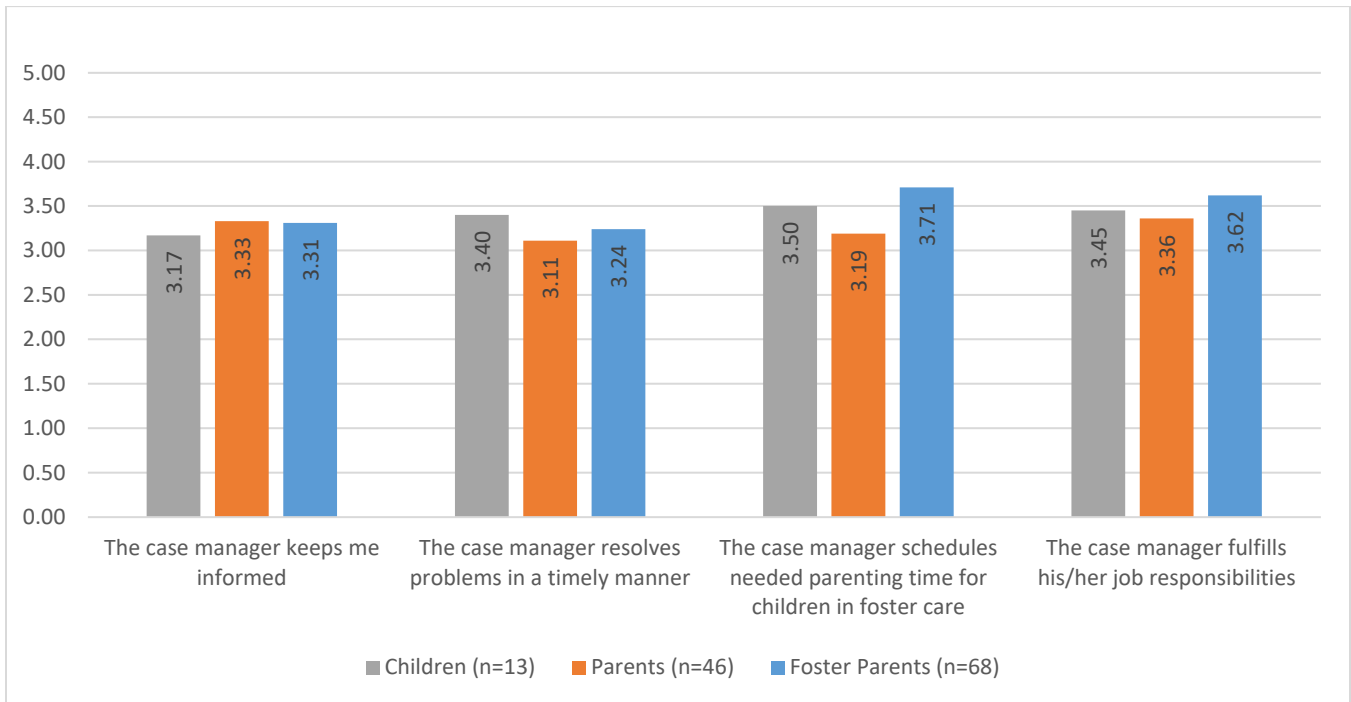
Average Response per Question



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

Southeast Service Area Satisfaction Survey Results

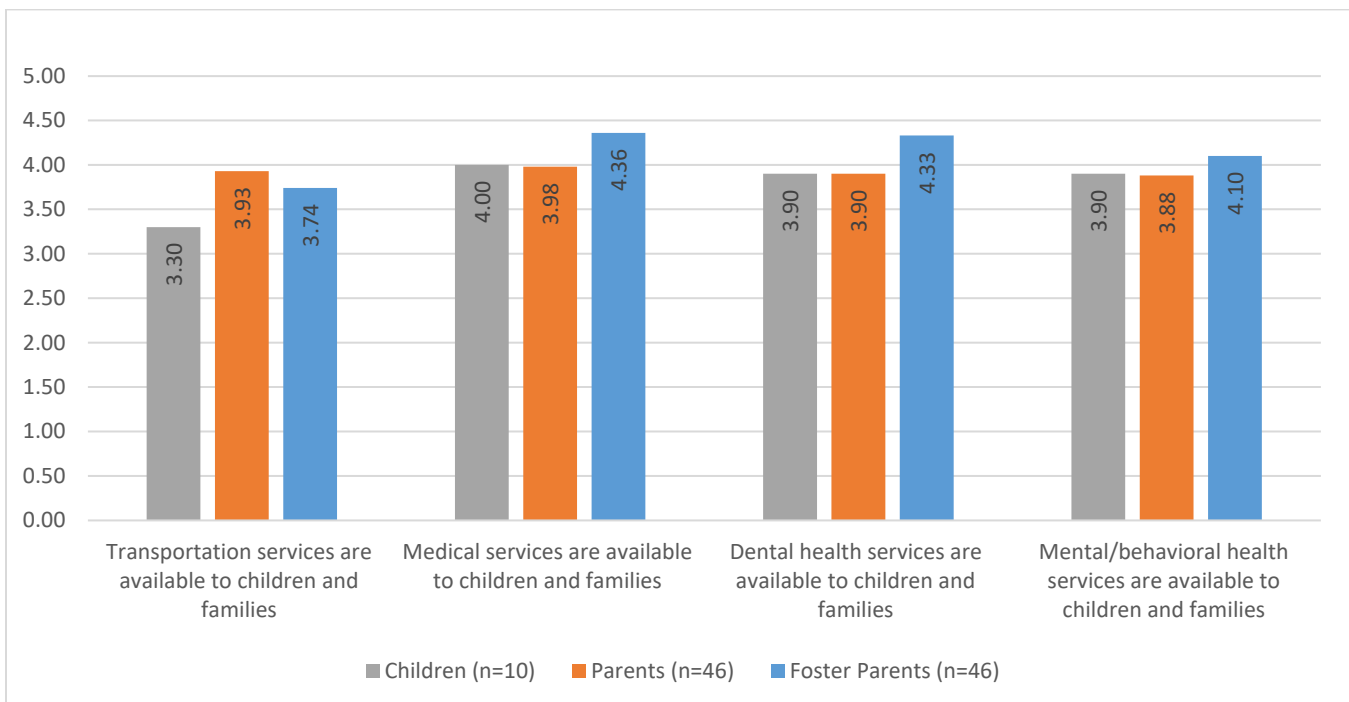
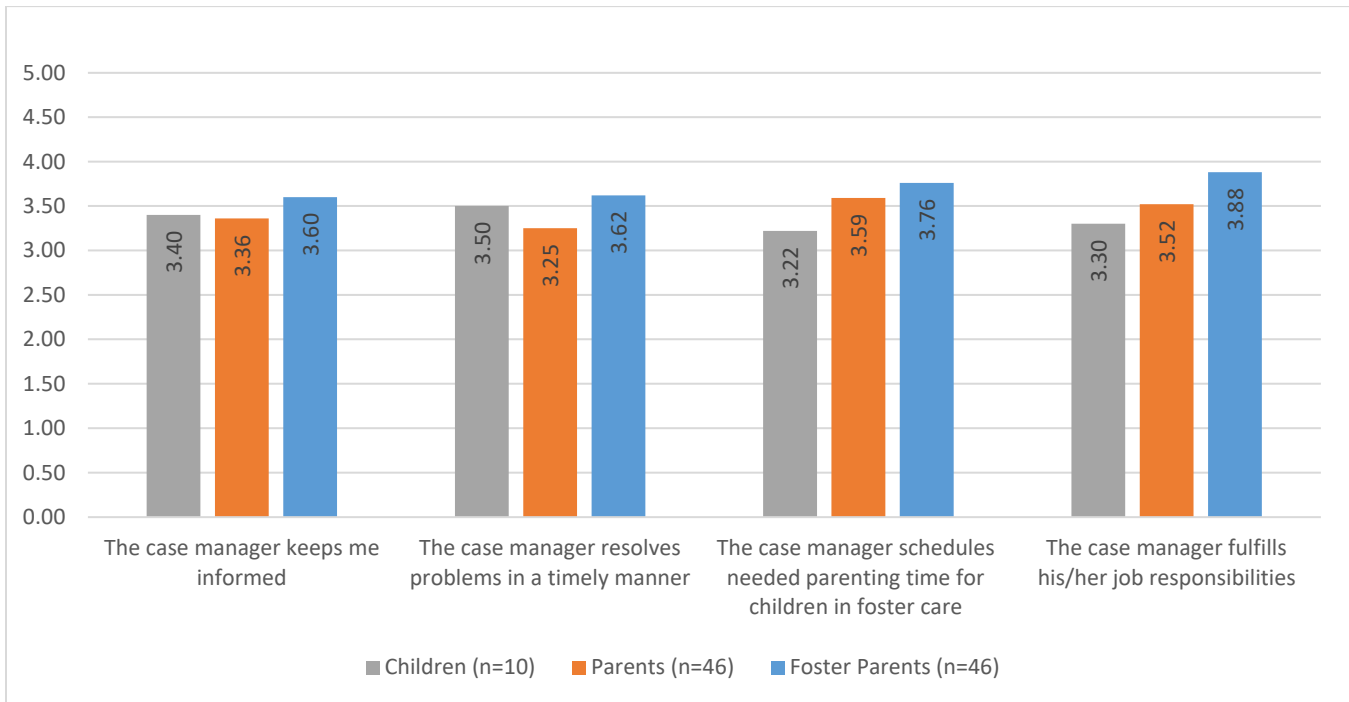
Average Response per Question



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

Western Service Area Satisfaction Survey Results

Average Response per Question



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



Appendix A: Annual Survey Completion Numbers (Conducted April to May 2026)

Web-based Survey (Foster Children, Parents, and Foster Parents):

- 81 Foster Children
- 309 Parents
- 385 Foster Parents

Web-based Survey (Judges, Attorneys, and Providers):

- 8 Judges
- 87 Attorneys
- 118 Service Providers