

September 13, 2013

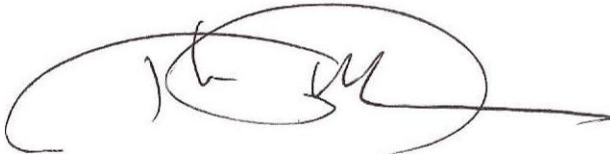
Patrick O'Donnell, Clerk of the Legislature  
State Capitol, Room 2018  
P.O. Box 94604  
Lincoln, NE 68509

Dear Mr. O'Donnell,

Nebraska 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<sup>th</sup>, a summary of satisfaction surveys administered to children, foster parents, judges, guardians ad litem, attorneys representing parents, and service providers involved with the child welfare system.

Attached, please find a report that provides the summary of this information.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Pristow', with a long horizontal flourish extending to the right.

Thomas D. Pristow, MSW, ACSW, Director  
Division of Children & Family Services  
Department of Health and Human Services

Attachments

**Department of Health and Human Services  
Legislative Report  
43-4407**

**REPORT FOR: LEGISLATURE**

**REPORT DATE: SEPTEMBER 15<sup>TH</sup>, 2013**

**LEGISLATIVE BILL: LB 1160**

**COMMITTEE NAME: HEALTH AND HUMAN SERVICES COMMITTEE**

**CONTACT PERSON: THOMAS PRISTOW, DIRECTOR**

**CHILDREN AND FAMILY SERVICES DIVISION**

**Section 7: (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 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.**

**A summary of the survey shall be reported to the Health and Human Services Committee of the Legislature on September 15, 2013 and each September 15 thereafter or more frequently if requested by the committee.**

## **Introduction**

The Nebraska Department of Health and Human Services, Division of Children and Family Services, 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, the Division of Children and Family 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) Guardians ad litem
- f) Attorneys representing parents
- g) Service providers

## **Background**

The Division of Children and Family Services (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 of 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 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 LB1160 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 LB1160 surveys consisted of Likert scale questions to measure the respondents' satisfaction regarding the categories listed above. Every survey, regardless of recipient, contained the same seven questions. The foster parents, judges, attorneys, and service providers 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 the University of Nebraska Medical Center (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 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 2013. 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 294 children, 285 parents, and 279 foster parents for a total of 858 phone surveys. The web-based surveys received responses from 9 judges, 16 providers, and 61 attorneys for a total of 86 web-based surveys. Due to the size of sample returned by judges, providers and attorneys, they were placed in one group for reporting and tabulation purposes. Overall, there were 944 responses to the survey.

The results indicate for all areas across the state, the average score 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.

### **Questions answered by survey recipient (n = 944):**

- The case manager keeps me informed;
  - The Children and Foster Parents rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
  - The Parents rated CFS the second highest with an average score of 3.5 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a common score of 3.2 out of a possible 5.
  
- The case manager resolves problems in a timely manner;
  - The Children and Foster Parents rated CFS the highest of the survey recipients with an average score of 3.8 out of a possible 5.
  - The Parents rated CFS the second highest with an average score of 3.4 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a score of 3.2 out of a possible 5.
  
- The case manager effectively resolves transportation issues;
  - The Children rated CFS the highest of the survey recipients with an average score of 3.8 out of a possible 5.
  - The Parents and Foster Parents rated CFS the second highest with an average score of 3.7 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a score of 3.2 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 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 4.0 out of a possible 5.
  
- Adequate behavioral health services are made available;
  - The Children and Foster Parents rated CFS the highest of the survey recipients with an average score of 4.3 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 3.3 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 4.3 out of a possible 5.
  - The Children 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 3.8 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 3.4 out of a possible 5.

**Additional questions answered by Judges, Providers and Attorneys; n = 86**

- 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 3.5 out of a possible 5.
  - The Judges rated CFS the lowest with an average score of 3.0 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 3.7 out of a possible 5.
  - The Service Providers rated CFS the lowest with an average score of 3.0 out of a possible 5.
- Foster parents are provided with adequate information regarding the foster children under their care.
  - The Judges and Attorneys rated CFS the highest of the survey recipients with an average score of 3.2 out of a possible 5.
  - The Service Providers rated CFS the lowest with an average score of 3.0 out of a possible 5.

## **Results of LB1160 Section 7(1) Annual Survey**

### ***Telephone Survey n = 1105***

356 Children (Questions 1-6,10)  
355 Parents (Questions 1- 6,10)  
394 Foster Parents (Questions 1-10)

### ***Web-based Survey n = 86***

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 2013.***

### **Survey Questions:**

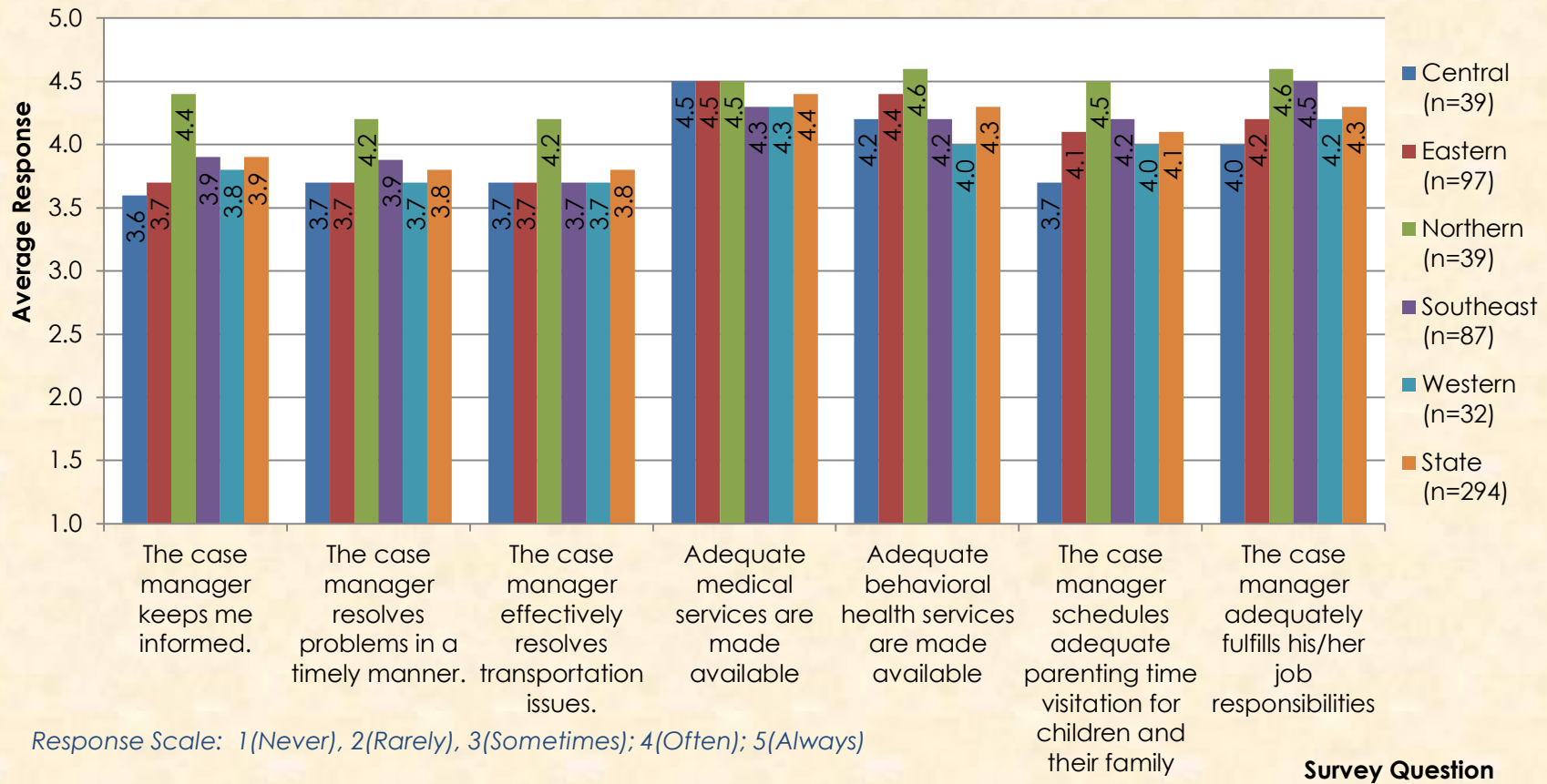
1. The case manager keeps me informed.
2. The case manager resolves problems in a timely manner.
3. The case manager effectively resolves transportation issues.
4. Adequate medical services are made available.
5. Adequate behavioral health services are made available.
6. The case manager schedules adequate 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, Refuse, Don't Know and N/A

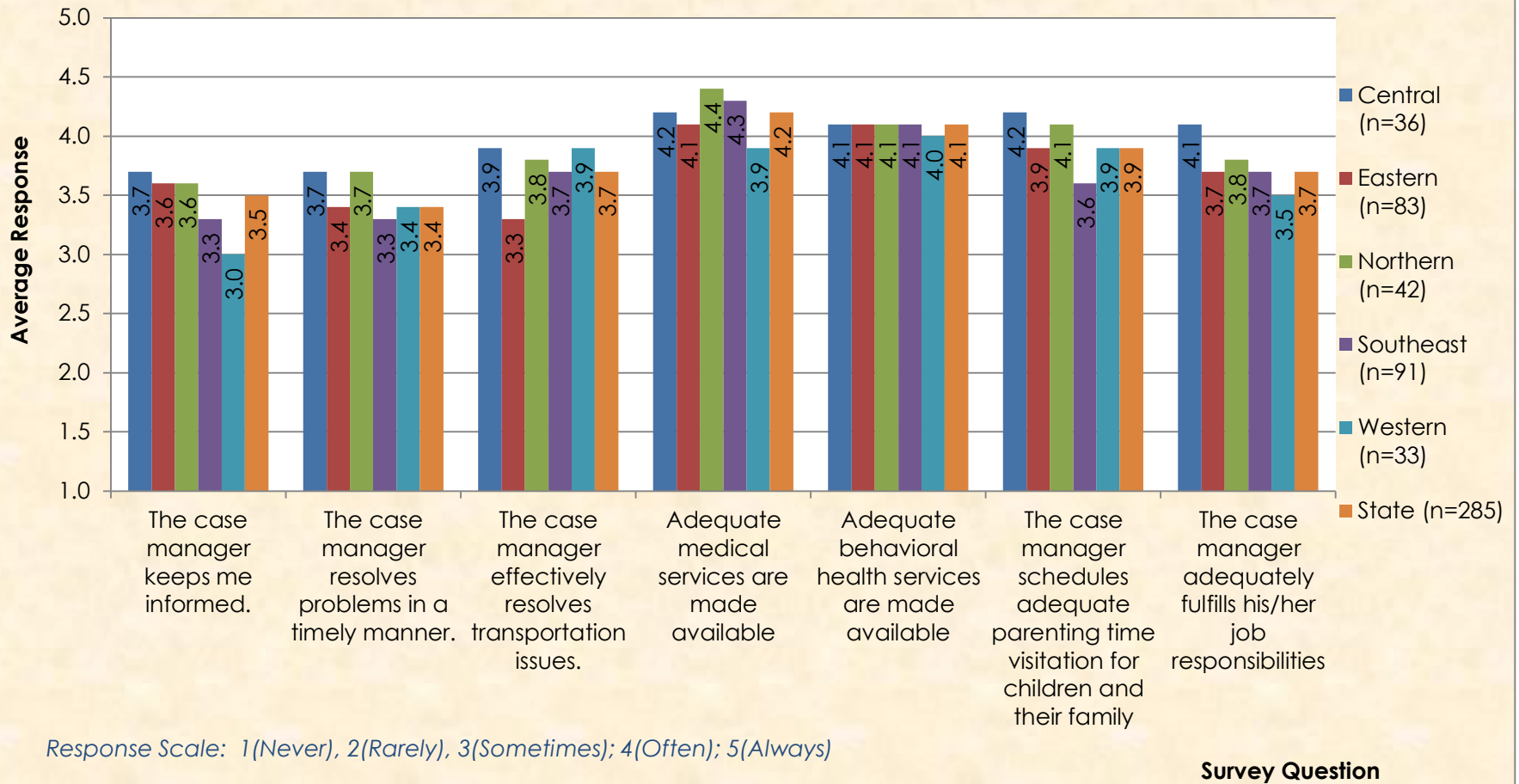




## Child Satisfaction Survey Results Average Response Per Question



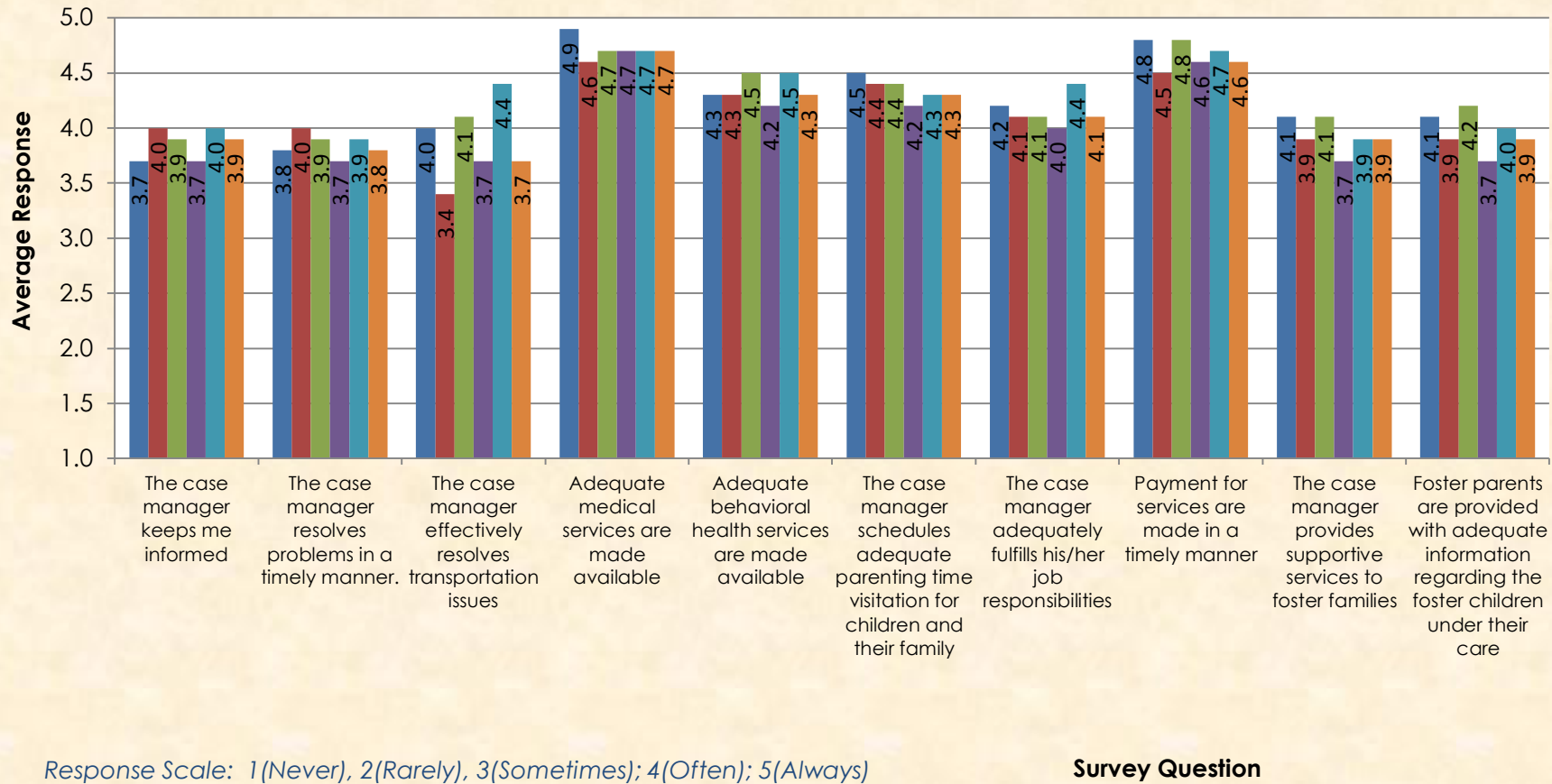
## Parent Satisfaction Survey Results Average Response Per Question





## Foster Parent Satisfaction Survey Results Average Response Per Question

- Central (n=36)
- Eastern (n=100)
- Northern (n=35)
- Southeast (n=88)
- Western (n=20)
- State (n=279)

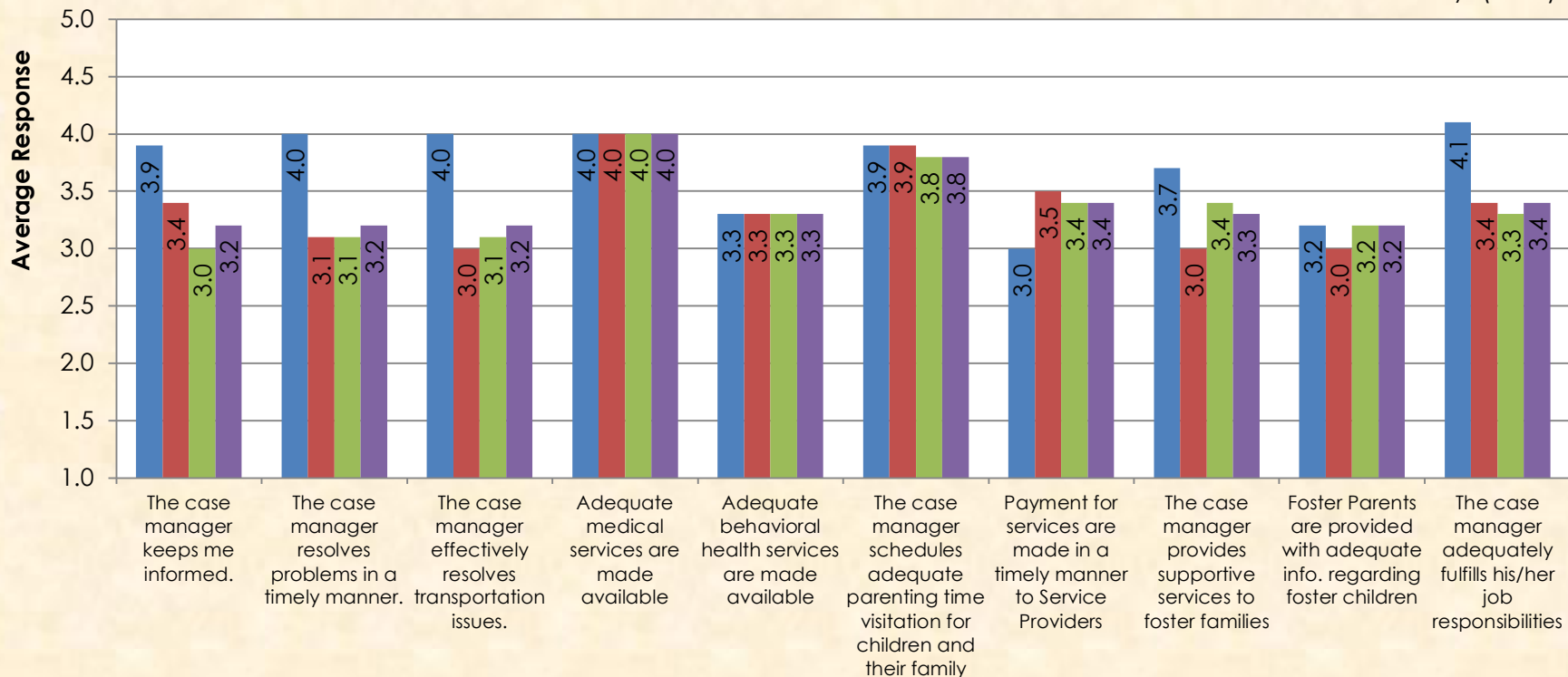




# Judges, Providers, and Attorneys Satisfaction Survey Results

## Average Response Per Question

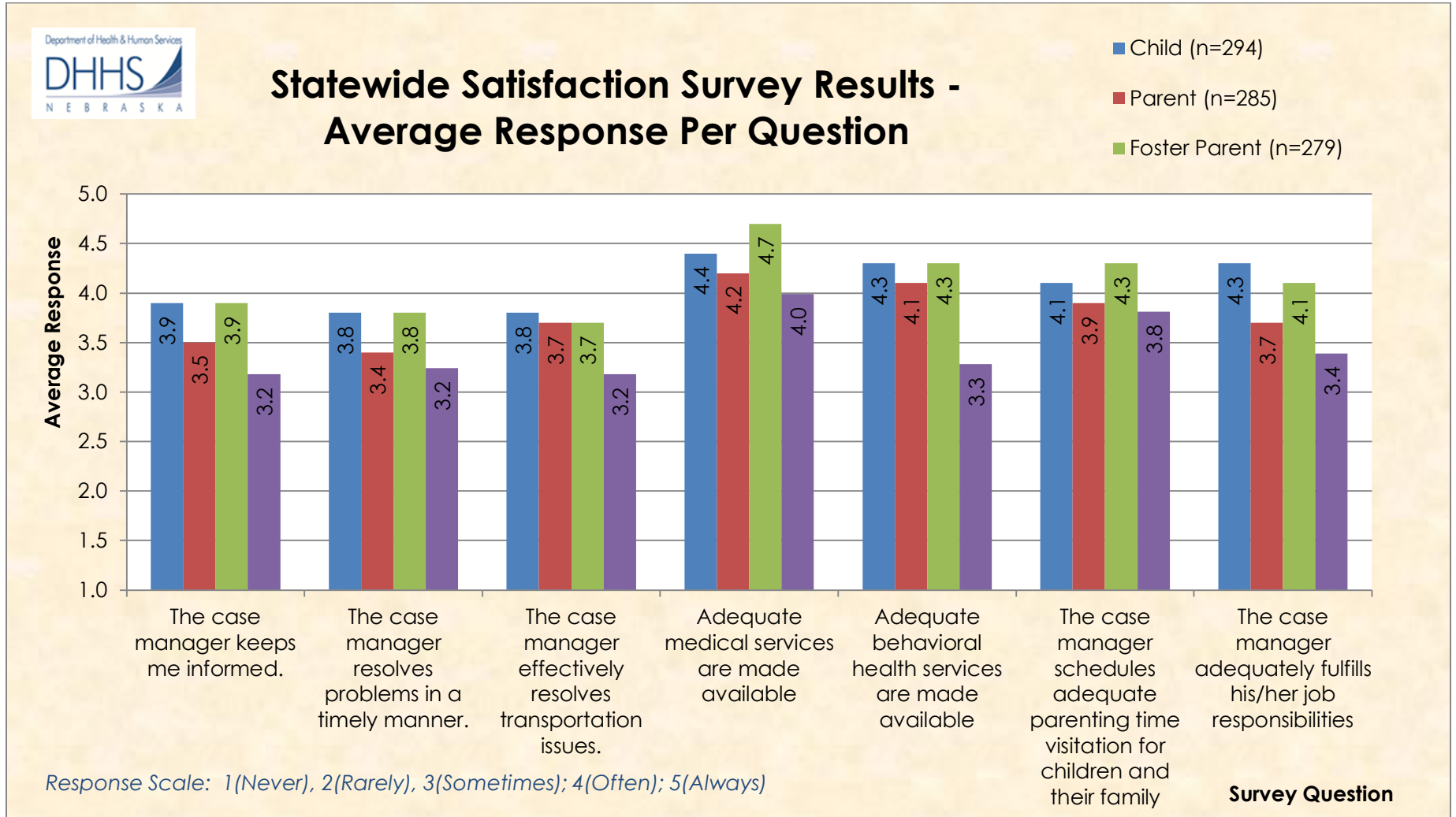
- Judges (n=9)
- Providers(n=16)
- Attorneys(n=61)
- (Judges, Providers, Attorneys (n=86))



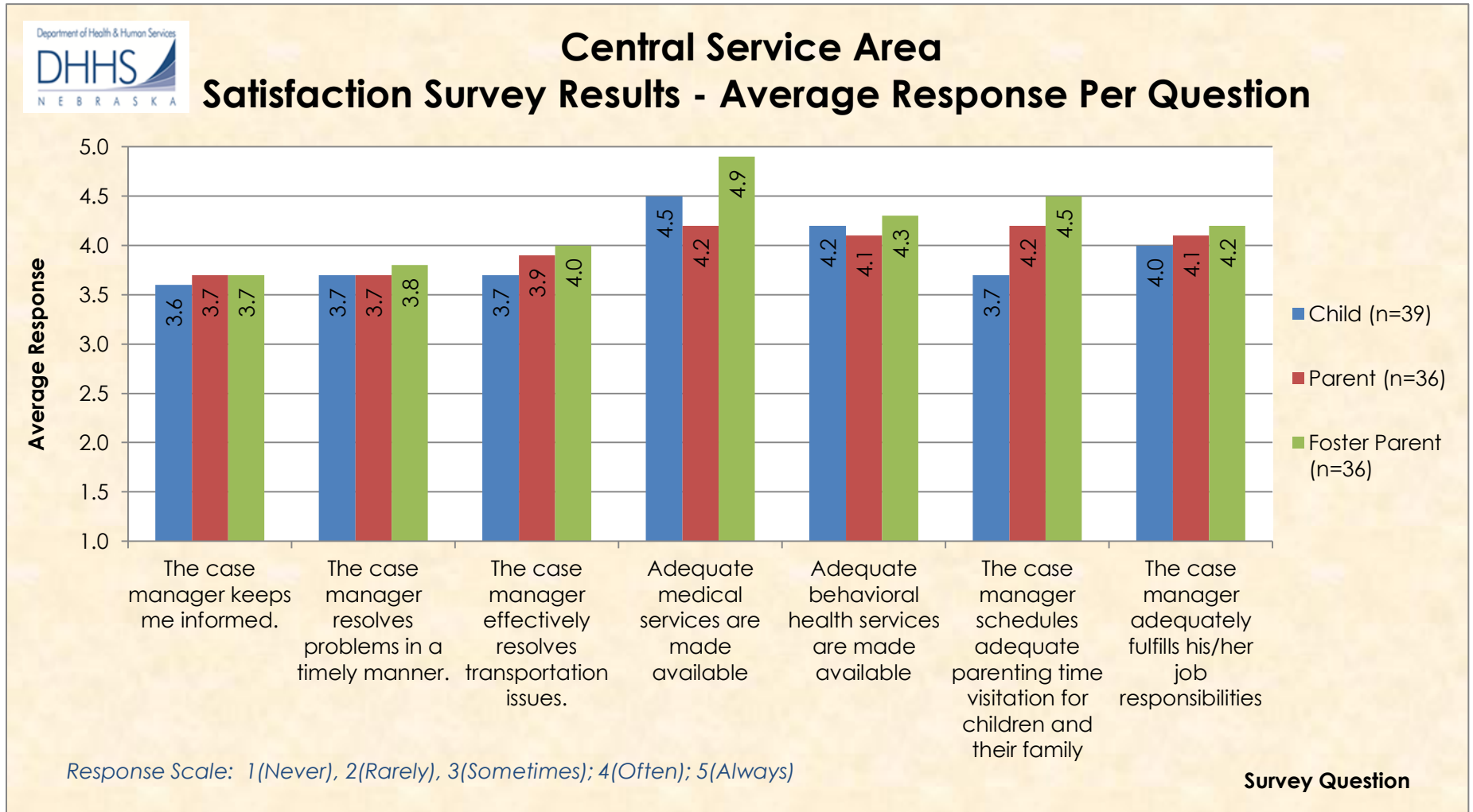
Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)

Survey Question

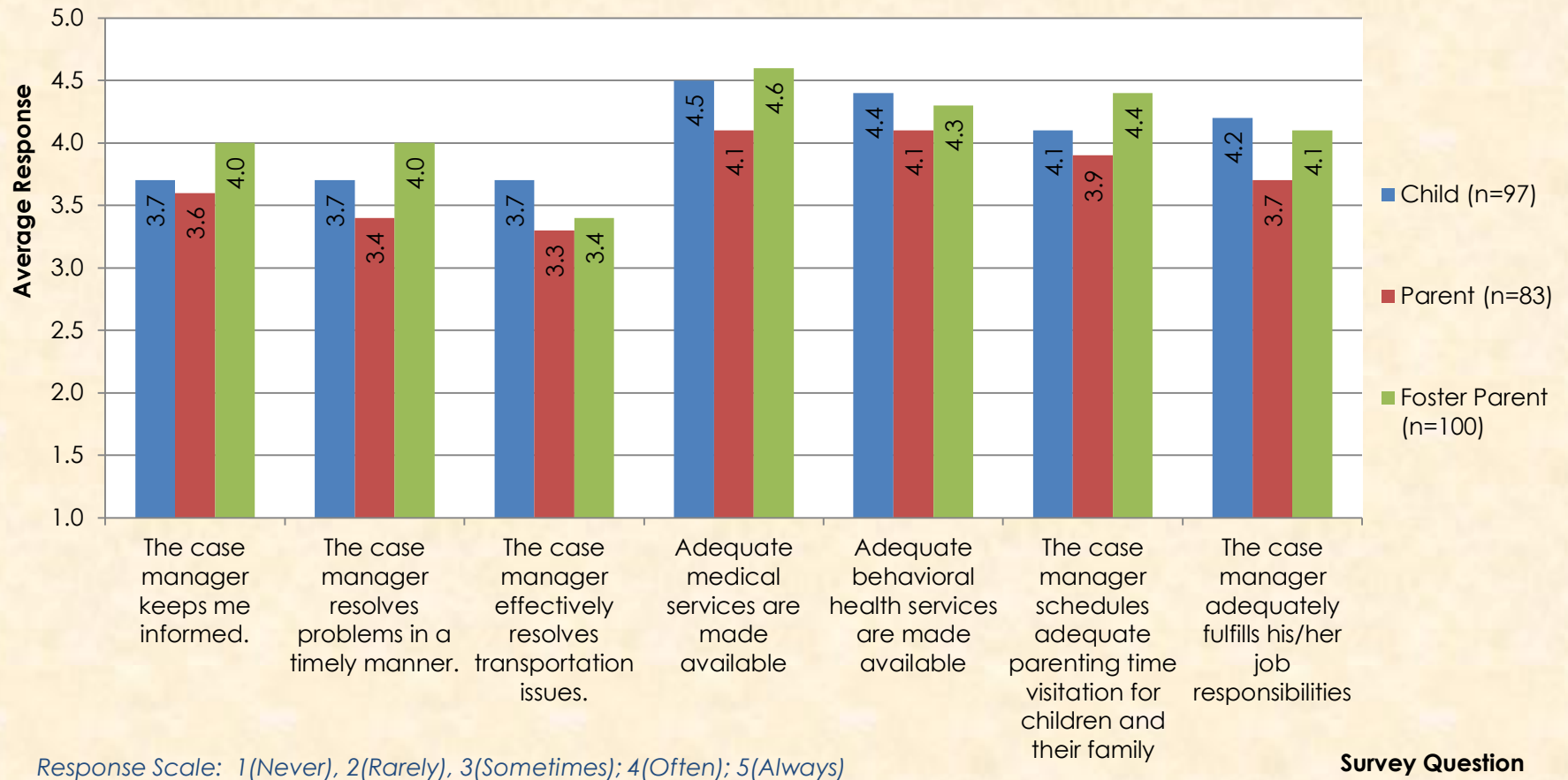
The following chart compares the average response per question per survey recipient for the State. Questions include those common on all survey types: Questions 1-7 and 10.



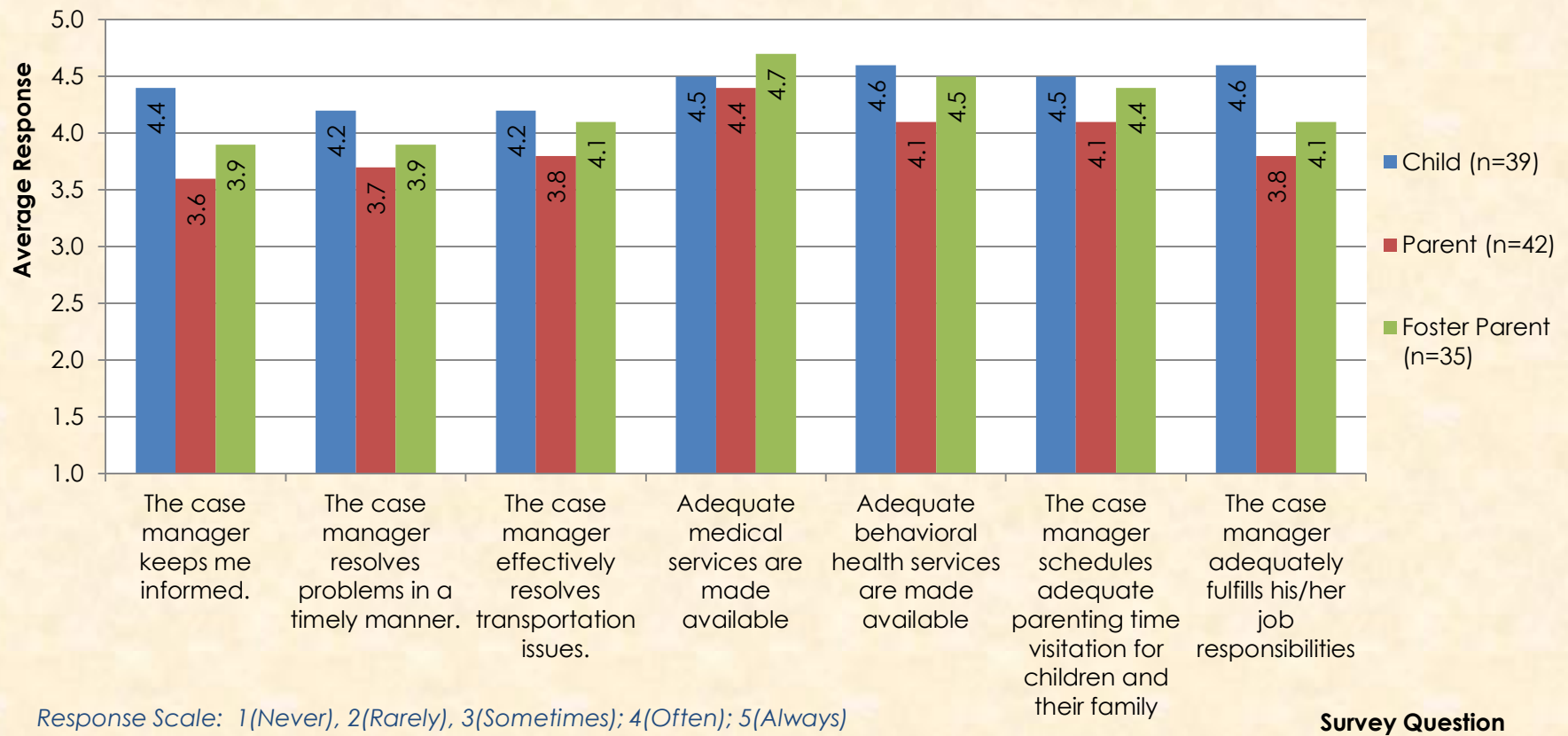
The following charts compare the average response per question for the Child, Parent and Foster Parent surveys for each Service Area. Questions included are those common on all survey types: Questions 1-7 and 10. Survey results for the Judges, Providers and Attorneys are not stratified by service area due to low response rate.



## Eastern Service Area Satisfaction Survey Results - Average Response Per Question

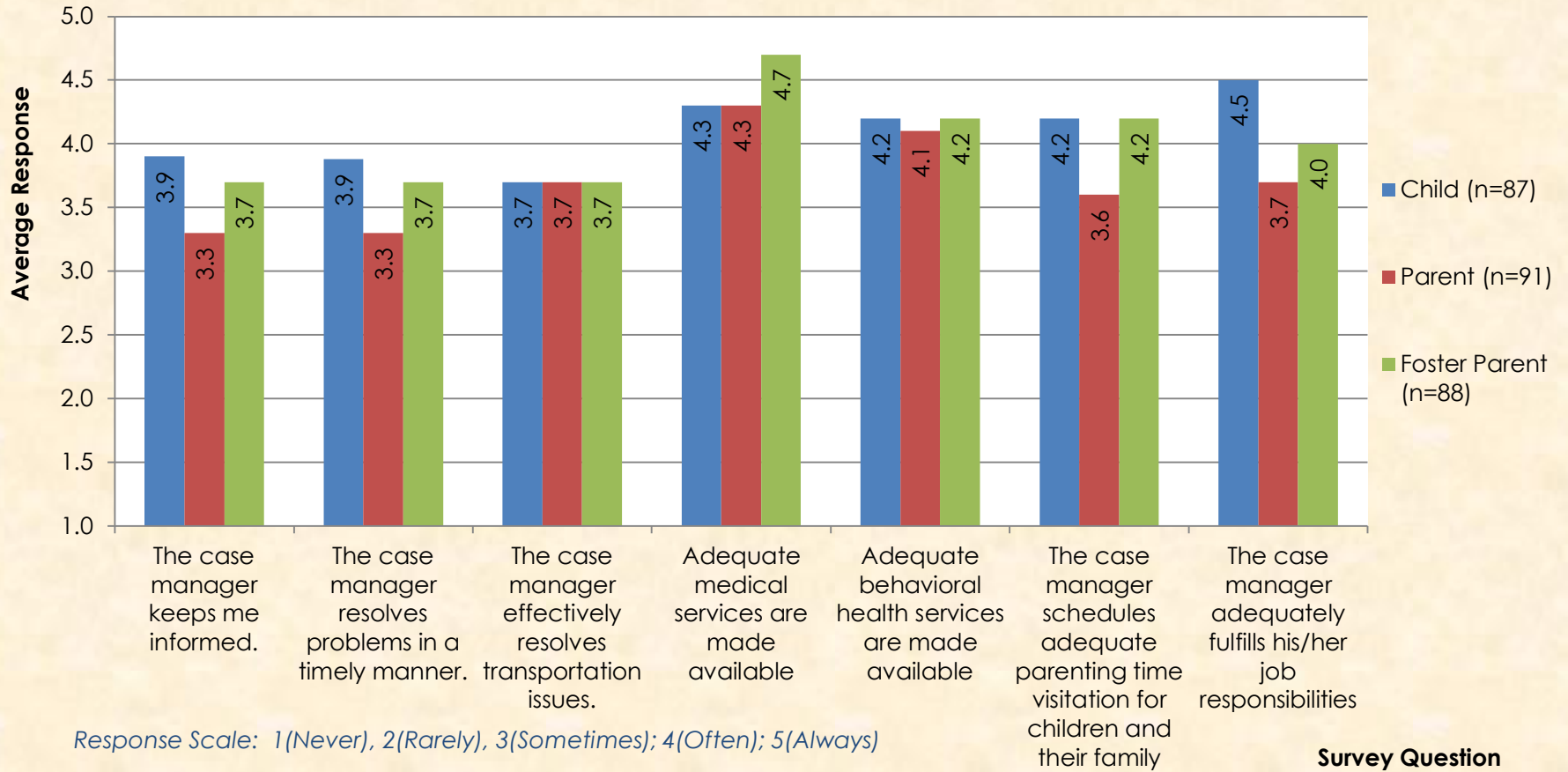


## Northern Service Area Satisfaction Survey Results - Average Response Per Question





## Southeast Service Area Satisfaction Survey Results - Average Response Per Question



## Western Service Area Satisfaction Survey Results - Average Response Per Question

