



September 16, 2013

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

RE: Summary of Survey Results

Dear Mr. O'Donnell:

Pursuant to Neb. Rev. Stat. Sec. 43-4407(1), attached please find the summary of annual community stakeholder surveys conducted by Nebraska Families Collaborative, the case management lead agency model pilot project in the Eastern Service Area.

Sincerely,

A handwritten signature in black ink, appearing to read "David P. Newell".

David P. Newell
President & CEO

Enc.





NFC conducts an annual survey with youth, parents, foster parents and community stakeholders in accordance with Nebraska Statute 43-4407. Survey questions included the questions required by statute and additional questions that were suggested by focus groups held with youth, parents, and providers during the summer of 2013.

Focus Groups

During the summer of 2013, NFC conducted consumer focus groups with key stakeholders including foster parents, legal parties, providers, parents, and youth involved in the child welfare system. The purpose of the focus groups was to gain better and understanding and insight from individuals that have firsthand experience with NFC. Based on these responses NFC identified additional questions to include in the survey. A total of four focus groups were conducted in partnership at various Omaha community agencies. Focus groups were facilitated by Concord Center facilitators who are experienced in engaging participants while remaining neutral in soliciting input. As a result of the focus groups, the following questions were added to the parent and youth survey:

- Would you recommend NFC to a friend?
- Overall, rate the quality of case management services you received.
- My FPS and I discussed my family's strengths?
- My FPS and I discussed my family's needs?

Annual Survey

Three surveys were developed and disseminated in August 2013 to the following groups: *Key Stakeholders*, including foster parents associated with local CPA's, judges, GALs, attorneys, providers, and community members; *Parents* of current youth receiving services from NFC; and *Youth* receiving services from NFC.

Stakeholders were invited to participate in a web based survey. Survey questions were the same for all stakeholders and responses were anonymous although one item asked respondents to identify which community group they affiliated themselves with as a way to differentiate among the different stakeholders. Survey questions focused on perceptions of Nebraska Families Collaborative including professionalism, collaboration with others, and quality of services provided. Respondents were asked to indicate the extent of their agreement with each statement using a 5-point Likert scale (Strongly Agree to Strongly Disagree).

Parents were asked to complete the **Parent Survey** regarding their experiences with NFC through a phone survey or via a paper survey. Phone surveys were conducted by a family advocacy organization, Families Inspiring Families. Parents also received a paper survey and asked to complete and return them in a sealed envelope that was provided. All survey responses were anonymous and no information was obtained regarding the person completing the survey. Parent surveys were available in both English and Spanish.

Youth were asked to complete the Youth Survey regarding their experiences with NFC. Youth were provided paper surveys and asked to complete and return in a sealed envelope which was provided. All survey responses were anonymous and no information was obtained regarding the person completing the survey. Youth surveys were available in both English and Spanish.

Both youth and parents were asked to provide feedback about services provided by NFC. Survey focused primarily on staff professionalism, the NFC network, community supports and services, barriers and family-centered practices. Questions were developed to identify attitudes and reactions, to measure satisfaction and to gauge opinions about various areas of NFC's overall performance as identified by the community, the youth and the families served. Parents and youth were asked to rate their satisfaction with their FPS on a 5-point scale where 1 is "poor" and 5 is "excellent".

Results

There were a total of 322 responses to the NFC surveys. Community stakeholder response was the greatest (n=158); followed by parents (n=134) and then youth (n=30). Results from the survey provide NFC with critical information regarding what consumers and stakeholders are experiencing with NFC administration, services, and the network.

Stakeholder Survey

Below is summary of the responses received by the stakeholder community. Four categories were created from these respondents: All responses combined (n=158); Provider with NFC; Foster Parent; Other with includes Community Providers (n=9); Legal (n=6); NFC Employees (N=5); Other (n=47). Tables 1 and 2 below provide a summary of the information by each of these categories. Average ratings were generally at 3 or above with a few exceptions.

Table 1

Average Response by Question and Respondent 5-point Likert Scale (5=Strongly Agree & 1= Strongly Disagree)				
	All	Foster Parents	Provider with NFC	Other ¹
Number of Respondents	158	44	47	67
Overall, NFC staff demonstrate excellent professional skills	3.4	2.8	3.3	3.7
NFC collaborates well with others	3.5	3.0	3.5	3.8
NFC works with local providers that offer high quality programs and services for children and families	3.8	3.5	4.0	3.8
NFC families are linked to necessary community supports and services that help ensure each child's safety, permanency, and well-being	3.4	3.0	3.6	3.4

Table 2

Average Response by Question and Respondent 5-point Likert Scale (5=Strongly Agree & 1= Strongly Disagree)				
Rate the extent to which you agree that the following areas are appropriately provided to youth and families in the child welfare system:	All	Foster Parents	Provider with NFC	Other ²
Number of Respondents	158	44	47	67
Transportation	2.9	3.0	2.78	2.9
Medical Services	3.8	3.9	3.8	3.7
Mental health and substance abuse services	3.3	3.4	3.3	3.3
Parenting time	3.5	3.3	3.6	3.6
Support to foster families	3.2	3.1	3.0	3.3
Payments to providers are made in a timely manner	3.9	4.2	3.8	3.5
I am familiar with the NFC grievance/complaint process	3.5	2.9	4.1	3.3

Parent Survey

Below is summary of the responses received by parents. Survey questions and the average score are provided in Table 3. Overall, parents appear to be satisfied with NFC staff and services. The two highest rated items were those related to respectfulness of families and scheduling meetings and appointments at convenient times and locations. The majority of parents indicated that things are better at home; that services have been helpful, and that they would refer NFC to a friend.

¹Other includes respondents that identified themselves as “other” as well as respondent groups that had fewer than 10 responses. This includes the following groups: Legal Community (n=5); Legislature (N=1); Community Member (N=9); and NFC Employee (N=5).

²Same as above

Table 3

Parent Responses 5-point Likert Scale (5=Excellent & 1= Poor)	
In the statements that follow, please select the answer that best tells us how you rate us. If you are unfamiliar with the FPS's performance in area, select "Cannot Rate."	All
Number of Respondents	134
The contents in the new family packet and the initial meeting provided me with an understanding of my role	3.4
My involvement in the development of case plan and goals	3.3
I have been offered choices about the services my family receives	3.3
The NFC Family Permanency Specialist returns my call within 24-hours	3.4
Discussions regarding my family's strengths and needs	3.4
Assisting my family in locating people who help support me	3.2
Follow through and frequency of contact with NFC staff	3.4
The NFC Family Permanency Specialist has been polite and respectful to me and my family	3.9
Meetings and appointments are scheduled at times that are convenient for me and my family	3.9
Overall, things are going better at home	3.7
Overall, I feel the care provided to me and my family so far has been helpful	3.5
I would recommend NFC to a friend	3.4

Youth Survey

Below is summary of the responses received by youth. Survey questions and the average score are provided in Table 4. The majority of youth indicated that staff respected their values and opinions.

Table 4

Youth Responses 5-point Likert Scale (5=Excellent & 1= Poor)	
We would like to know how we are doing. In the statements that follow, please select the answer that best tells how you rate us. If you are unfamiliar with the FPS's performance in area, select "Cannot Rate."	All
Number of Respondents	30
I have family, friends and community resources that will be there for me and my family if we need them	3.4
Overall grade of NFC at this time	3.5
My Family Permanency Specialist:	
asked for my thoughts and input into my case plan & goals	3.5
understands me, my values, beliefs and culture	3.6
listens to my ideas and opinions	3.5
follows through with what he/she says	3.3
discusses and understands my strengths and needs	3.6
introduces me to new activities in my community	2.6
is available to talk at times that are convenient for me	3.2
treats me with respect	3.8
has provided services to me and my family that have been helpful	3.3

Next Steps

NFC has identified action steps to continuously evaluate youth, parents, foster parents, providers and stakeholders to stay abreast of emerging challenges. NFC has developed strategies to improve areas that were identified needing attention as a result of the feedback from youth, families and stakeholders. Instead of an annual survey, NFC will begin surveying all respondents at least twice/year and we will be creating advisory groups in a number of central areas as a result of survey feedback. NFC will monitor and share results with stakeholders and work with the NFC Community Advisory Board, NFC board of directors and employees to improve consumer satisfaction in all categories.