

September 15, 2016

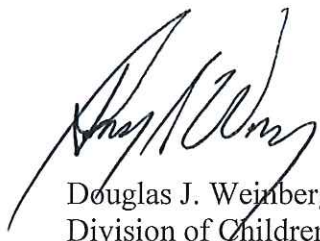
Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

Dear Mr. O'Donnell:

Nebraska Statute 43-4407 requires the Department of Health and Human Services, Division of Children and Family Services, to report to the Health and Human Services Committee of the Legislature by September 15, 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,



Douglas J. Weinberg, Director
Division of Children and Family Services
Department of Health and Human Services

Attachment

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

REPORT FOR: LEGISLATURE
REPORT DATE: AUGUST 10TH, 2016
COMMITTEE NAME: HEALTH AND HUMAN SERVICES COMMITTEE
CONTACT PERSON: DOUG WEINBERG, DIRECTOR
CHILDREN AND FAMILY SERVICES DIVISION

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 or more frequently if requested by the committee.

Introduction

The Nebraska Department of Health and Human Services (DHHS), 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:

- a) Parents**
- b) Foster Children**
- c) Foster parents**
- d) Judges**
- e) Guardians 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 the Youth Rehabilitation and Treatment Centers (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 YRTCs. In 2010, CFS made a decision to change the survey questions and methodology of the survey process and we enlisted the support of the 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.

DHHS is required by Nebraska Revised Statute 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.

In 2014, The Department hired the University of Nebraska - Lincoln (UN-L) Bureau of Sociological Research to perform outbound telephone interviews.

Methodology

The surveys consisted of Likert scale questions to measure the respondent's satisfaction with regard to the categories in Nebraska Statute 43-4407. Every survey, regardless of recipient, contained the same seven questions. The foster parents, judges, attorneys, and service provider surveys 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 Categories

Please note "case manager" is used in the questions to refer to both the Children and Family Services (CFS) Specialist and the Contractor Service Coordinators/ Family Preservation Specialists.

Category Requested to be Rated Using the Likert Scale 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 Categories for Foster Parents, Judges, Attorneys and Service Providers to Rate:

- 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 categories were rated using 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 UN-L. The survey recipients were randomly selected from a list of active wards of the State. DHHS anticipated completing 350 surveys for each of the three groups.

DHHS administered the surveys for the Judges, Attorneys, Service Providers and Guardians ad litem through a web-based program. There were 73 survey invitations sent to Judges with 14 responses, 70 invites to Providers with 22 responses and 63 attorneys responded to 408 invites that were sent out.

Summary of Statewide Survey Results

Below is a summary of the Customer Satisfaction Surveys conducted throughout the State in June and July 2016. 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 350 youth, 350 parents, and 352 foster parents for a total of 1052 phone surveys. The web-based surveys received responses from 14 judges, 22 providers, and 63 attorneys for a total of 99 web-based surveys. Due to the size of sample returned by those who responded who were judges, providers and attorneys; for reporting and tabulation purposes, we grouped responses as one group. Overall, there were 99 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.

Categories Rated by Survey Recipient (n = 1052)

- The case manager keeps me informed:
 - The Foster Parents and the Youth rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
 - The Judges/Service Providers/Attorneys and Parents rated CFS the lowest with a common score of 2.6 out of a possible 5.

- The case manager resolves problems in a timely manner:
 - The Foster Parents rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
 - The Youth rated CFS the second highest with an average score of 3.8 out of a possible 5.
 - The Judges/Service Providers, Attorneys and Parents rated CFS the lowest with an average score of 3.4 out of a possible 5.
 -

- The case manager effectively resolves transportation issues:
 - The Youth rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
 - The Foster Parent 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 an average score of 3.6 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 Youth 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 an average score of 4.0 out of a possible 5.

- Adequate behavioral health services are made available:
 - The Youth and Foster Parents rated CFS the highest of the survey recipients with an average score of 4.4 out of a possible 5.
 - The Parents rated CFS the second highest with an average score of 4.0 out of a possible 5.
 - The Judges/Service Providers and Attorneys rated CFS the lowest with an average 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 4.2 out of a possible 5.
 - The Youth 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 an average score of 3.8 out of a possible 5.

- The case manager adequately fulfills his/her job responsibilities:
 - The Youth 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 4.2 out of a possible 5.
 - The Judges/Service Providers and Attorneys rated CFS the lowest with an average score of 3.6 out of a possible 5.

Additional Categories Rated by Judges, Providers and Attorneys (n = 108)

- Payment for services is made in a timely manner to service providers:
 - The Providers and the Judges rated CFS the highest of the survey recipients with an average score of 4.2 out of a possible 5 for both.
 - The Attorneys rated CFS the lowest with an average score of 2.9 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 3.9 out of a possible 5.
 - The Service Providers 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 3.4 out of a possible 5.
 - The Providers rated CFS the lowest with an average score of 3.2 out of a possible 5.

Results of 2016 Annual Survey

Telephone Survey (n = 1052)

- 350 Children (Categories 1-6,10)
- 350 Parents (Categories 1- 6,10)
- 352 Foster Parents (Categories 1-10)

Web-based Survey (n = 99)

14 Judges (73 invites, Categories 1-10)

22 Providers (70 invites, Categories 1-10)

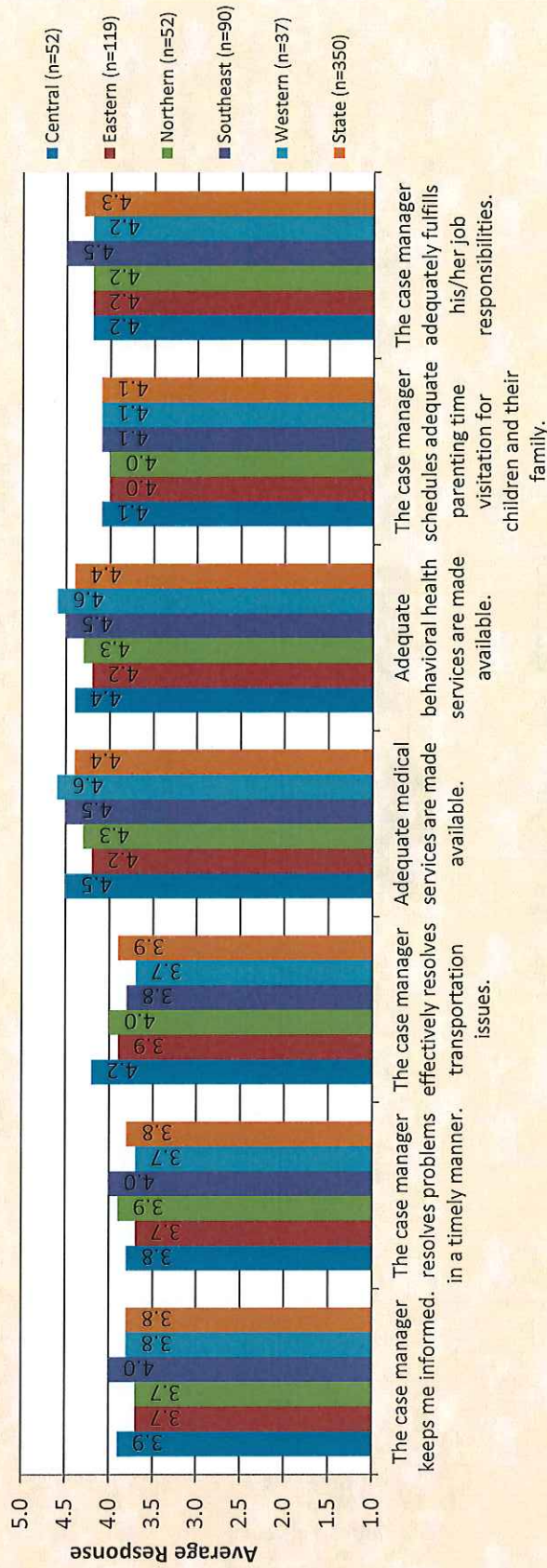
63 Attorneys, (408 invites, Categories 1-10)

Survey Categories:

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.

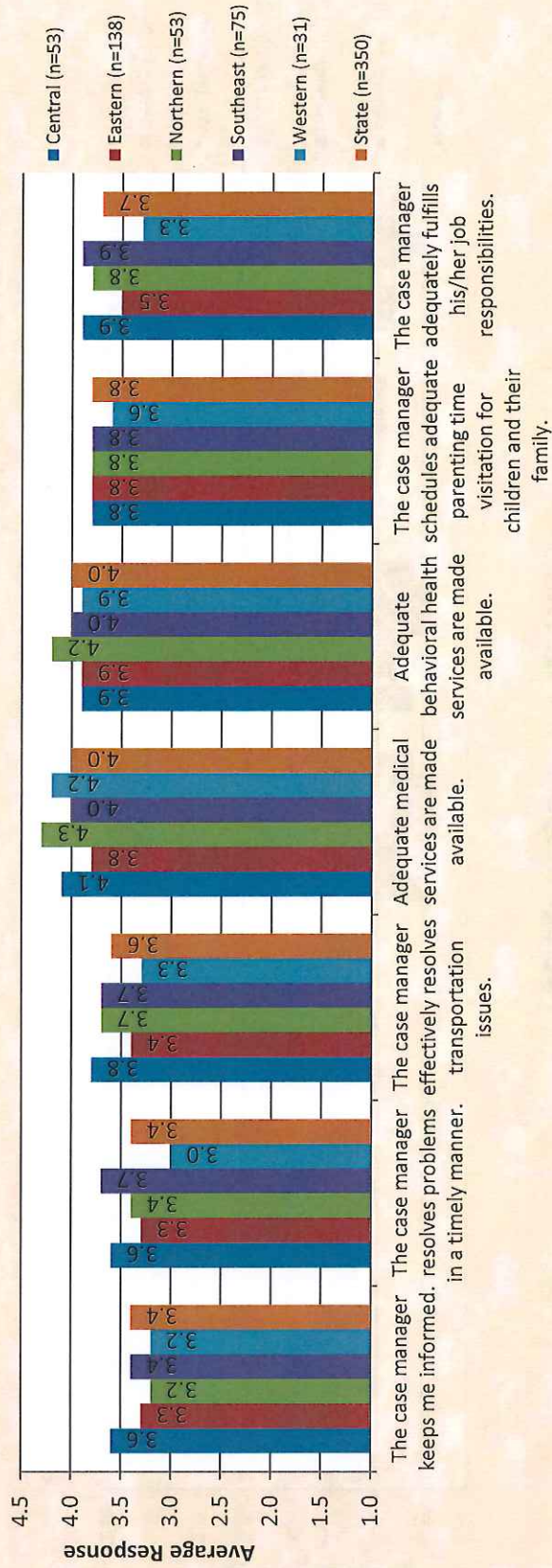
Responses included: Never, Rarely, Sometimes, Often, Always, Refuse, Don't Know and N/A

Child Satisfaction Survey Results Average Response Per Question



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

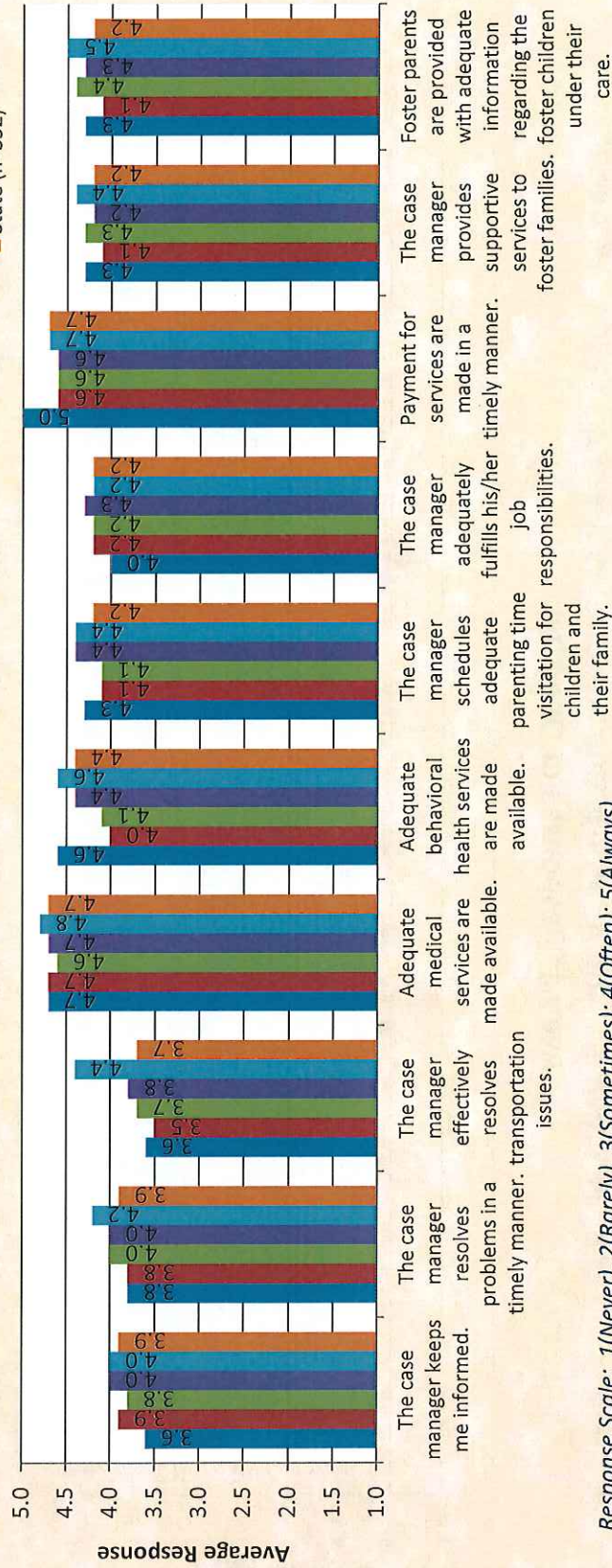
Parent Satisfaction Survey Results Average Response Per Question



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

Foster Parent Satisfaction Survey Results Average Response Per Question

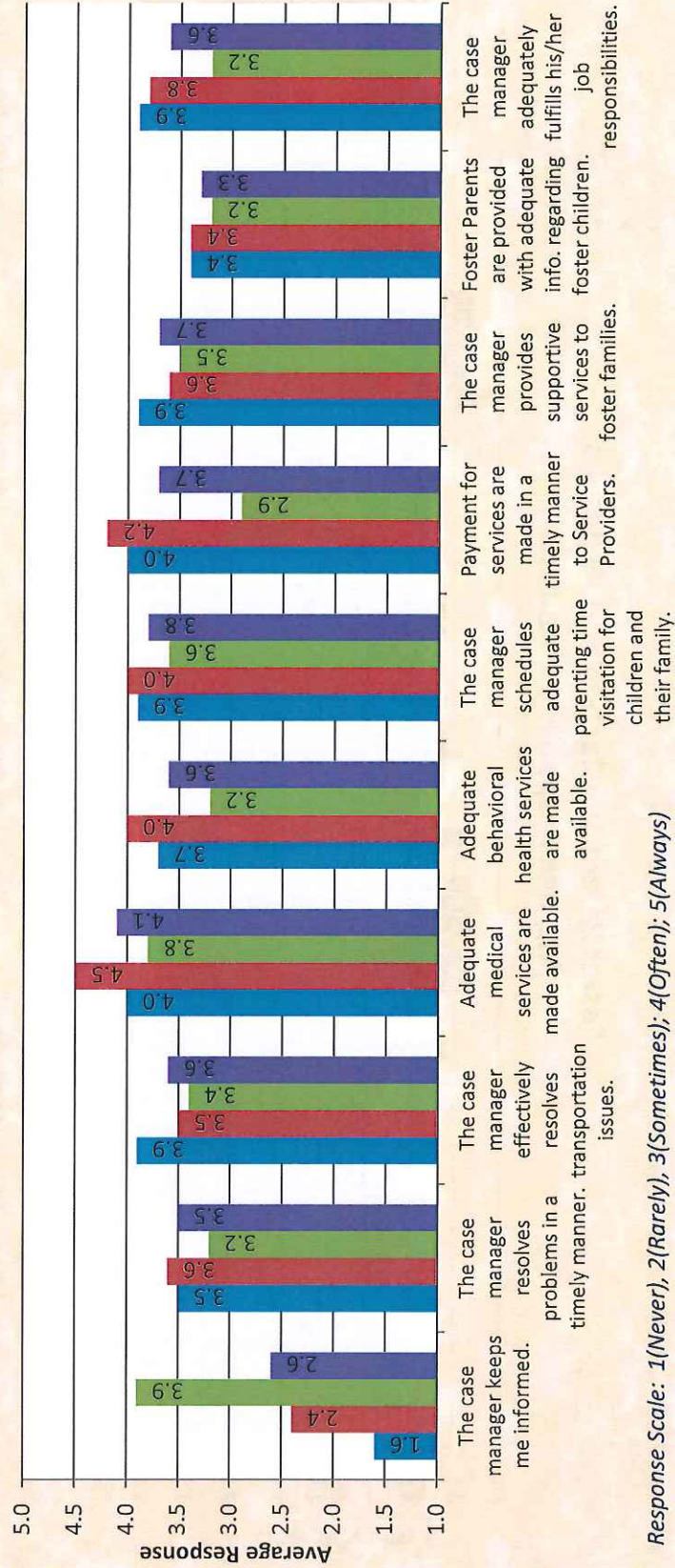
■ Central (n=33)
■ Eastern (n=136)
■ Northern (n=40)
■ Southeast (n=112)
■ Western (n=31)
■ State (n=352)



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

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

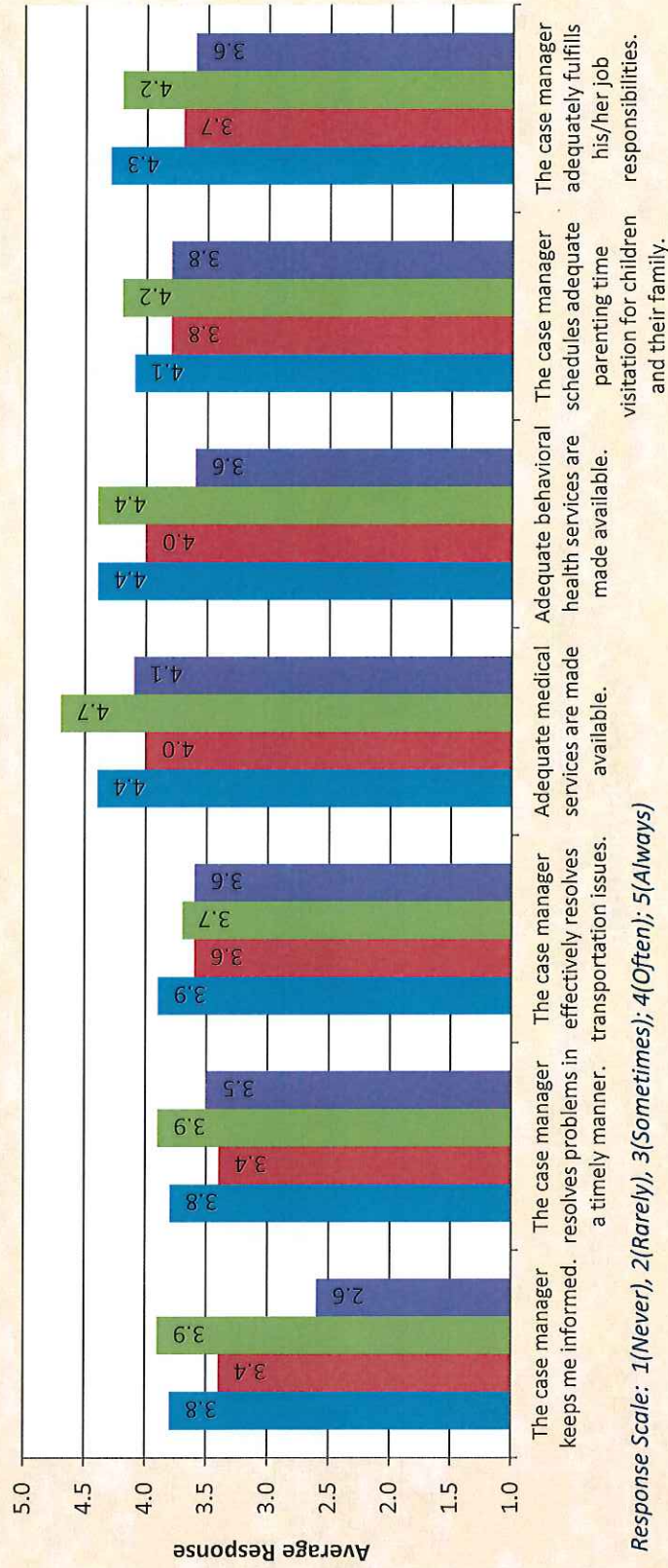
Judges (n=14)
 Provider (n=22)
 Attorneys (n=63)



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

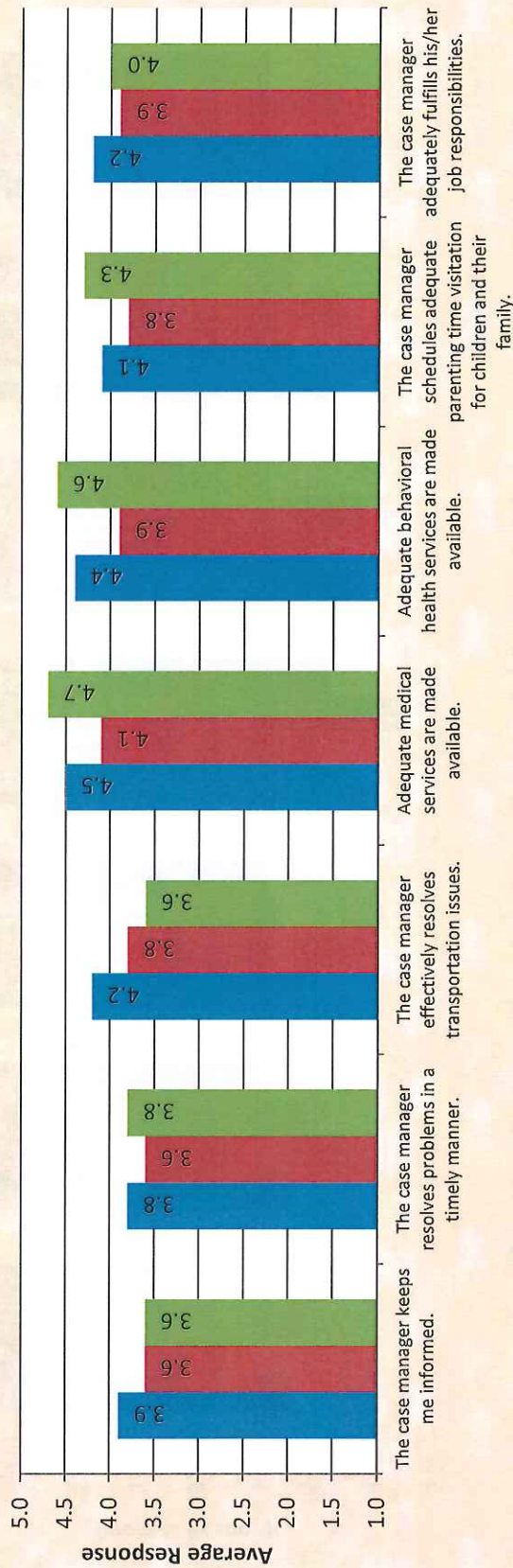
Statewide Satisfaction Survey Results - Average Response Per Question

■ Child (n=350)
■ Parent (n=350)
■ Foster Parent (n=352)
■ (Judges, Providers, Attorneys (n=99)



Central Service Area Satisfaction Survey Results - Average Response Per Question

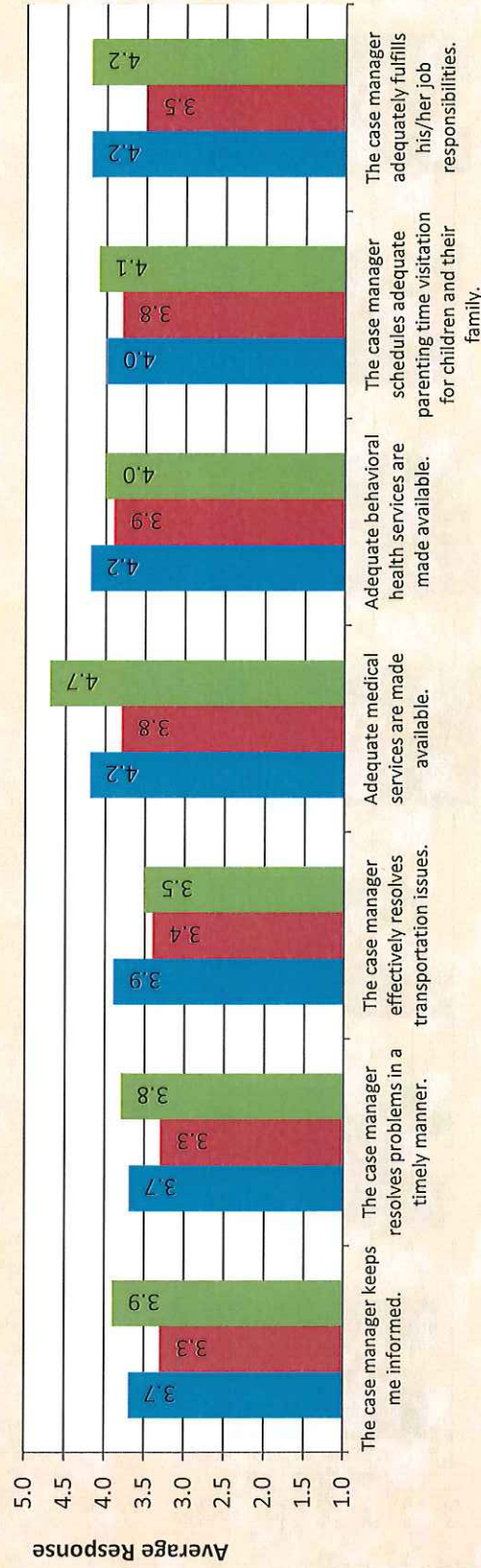
■ Child (n=52)
■ Parent (n=53)
■ Foster Parent (n=33)



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

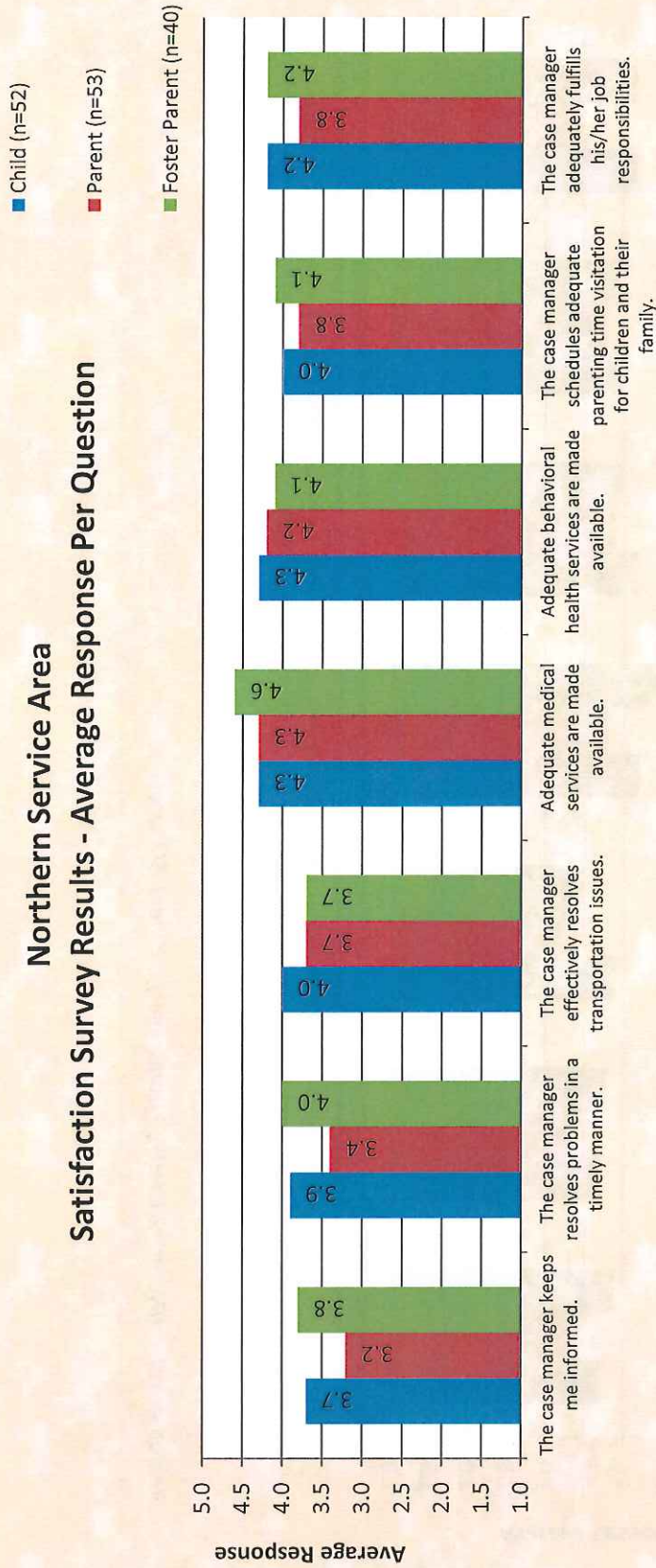
Eastern Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=119)
■ Parent (n=138)
■ Foster Parent (n=136)



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

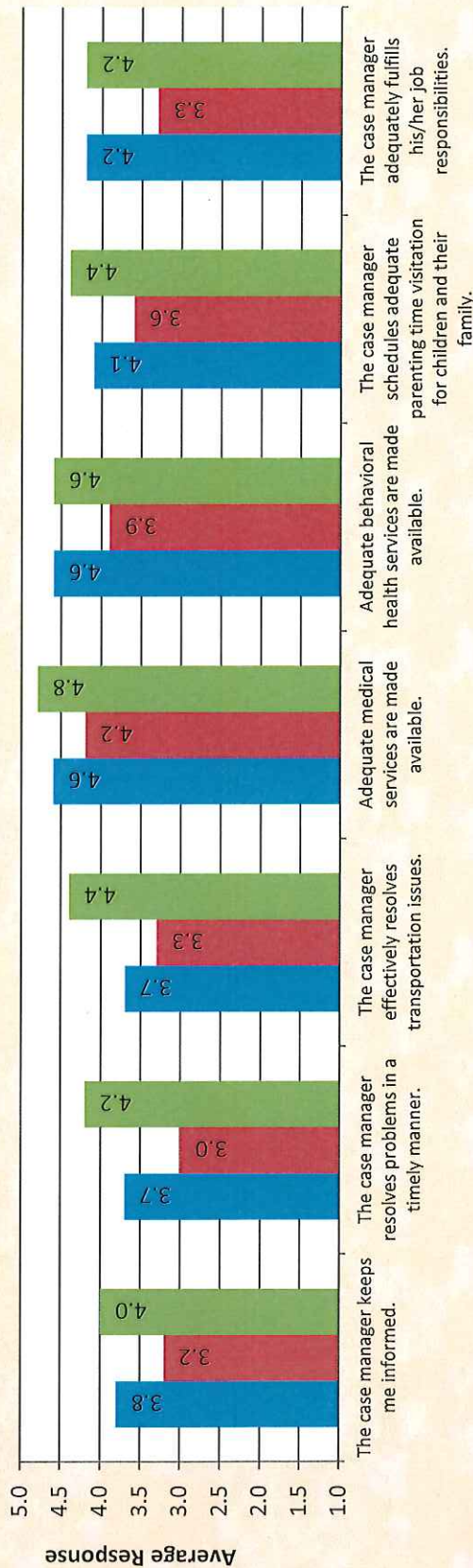
Northern Service Area Satisfaction Survey Results - Average Response Per Question



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

Western Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=37)
■ Parent (n=31)
■ Foster Parent (n=31)



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

