



September 15, 2016

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", is written over a light blue horizontal line.

David P. Newell  
President & CEO

Enc.

Nebraska Families Collaborative  
§43-4407 Legislative Report  
September 15, 2016

## Executive Summary

Nebraska Families Collaborative (NFC) conducts an annual survey of youth, parents, foster parents, and community stakeholders in accordance with Neb. Rev. Stat. §43-4407. Survey questions include those required by statute, as well as those developed by NFC with input sought from members of the following NFC advisory groups: Parents, Foster Parents, Youth, and Community.

NFC experienced another year of increased survey responses. This year, the focus was on increasing the Parent and Youth responses. A 44% increase was observed for parent surveys and a 2% increase for the youth. All ratings used a 5 point Likert scale with five=Excellent and one=Fail. Compared to 2015, Parent results show a slight increase in ratings across the items with an overall rating of 4.3. Youth ratings showed a slight decrease in each of the items with an overall rating of 4.0.

The highest rated for both parent and youth responses came from “The NFC FPS treats me and my family with respect”. This was scored at 4.5 for both parents and youth. In addition, both parent and youth surveys included many comments speaking highly of both specific FPS staff as well as positive comments towards NFC as an agency.

Foster parent respondents included both licensed and unlicensed foster parents. Ratings averaged 4.1 overall, which is also consistent with 2015 survey results. A rating of 4.0 or above was given for items related to: FPS visits, family team meetings, and professionalism of the FPS. Comments made by foster parents consistently identified workers by name and were complimentary of their work. One foster parent said, “*NFC is great. They have really been a big help with making sure the kids have everything they needed and also made me feel as if I was family instead of “just” a foster parent.*”

Stakeholder ratings increased in all categories, with the average rating increasing from 3.3. to 3.5. Stakeholders include community members, professionals in education and the legal system (including judges, attorneys, and GALs). NFC continues to score highest in the area of collaboration and providing high quality programs and services to families.

## Annual Survey Methodology

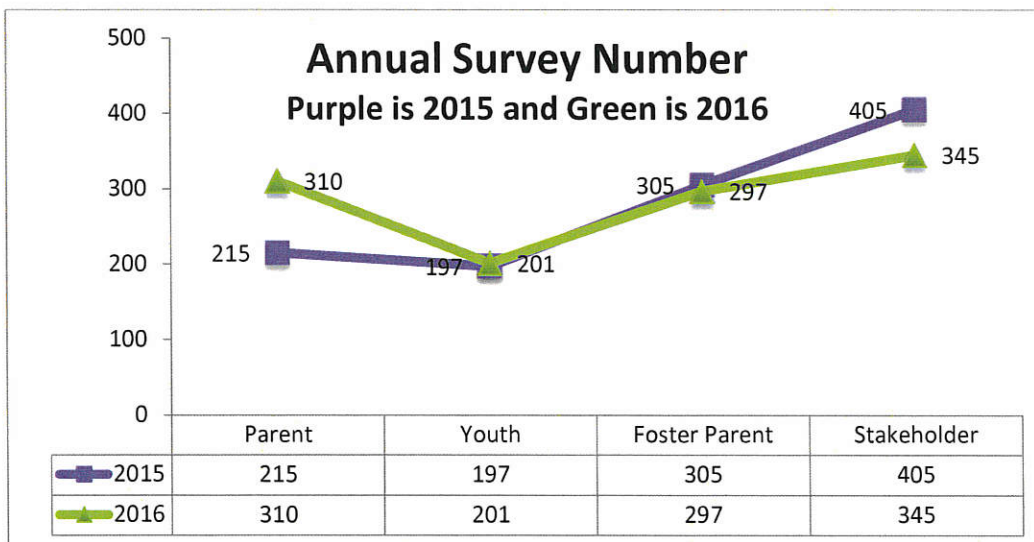
The surveys disseminated in 2016, were the same surveys developed in August 2014 and include four survey categories: Community Stakeholders, including judges, GALs, attorneys, providers, and community members; Parents of youth currently or previously receiving services from NFC; Youth currently receiving services from NFC who are 12 years of age and older; and Foster Parents, including licensed foster parents and relative/kinship families. Survey questions focused on perceptions of Nebraska Families Collaborative, including professionalism, collaboration with others, and quality of services provided.

NFC provided online and paper versions for all four surveys. Respondents were asked to indicate the extent of their agreement with each statement using a 5-point Likert scale (5=Excellent, 4=Very Good, 3=Average, 2=Poor, and 1=Fail). All survey responses were anonymous and no identifying information was obtained about the person completing the survey, unless the respondent indicated they would like someone from NFC to contact them. If the participant wanted someone from NFC to contact him or her, the respondent could provide his or her contact information. Classification information was obtained from the Foster Parent Survey indicating if he/she was licensed or kinship; the Stakeholder Survey also requested classification information regarding their stakeholder role: (provider, court, community member, education, etc.)

NFC distributed the surveys over a 12-week timeframe from May – July 2016 using multiple methods to ensure all NFC service recipients and community stakeholders had an opportunity to participate. Survey distribution included paper surveys (Youth and Parent surveys were available in both English and Spanish) and web based surveys. Links to the surveys were provided through postcards sent to families and foster parents, e-mail correspondence, and business cards. Additionally, a laptop was provided in the NFC main lobby so guests could complete the survey if they came to NFC for a meeting.

## Survey Results Summary

2016 responses increased for both parent and youth. Figure 1



Below is the breakdown of survey respondents for the stakeholder group compared to 2015. The largest increase was seen with community members.

Figure 2

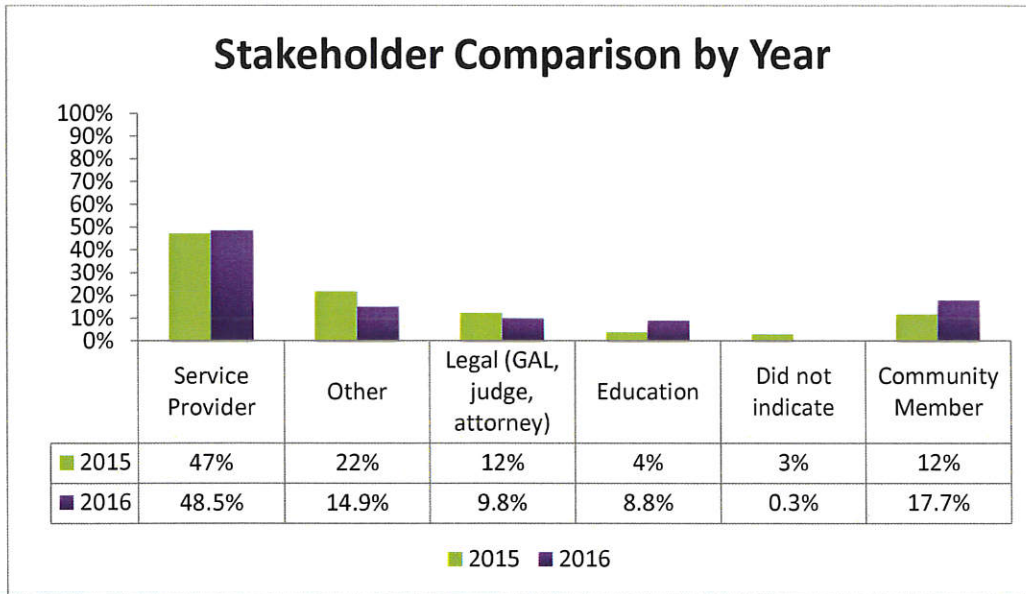


Figure 3 shows a comparison of summary ratings for the past five years that NFC has conducted an annual survey. The results show consistent responses across the four consumer groups for the past 5 years.

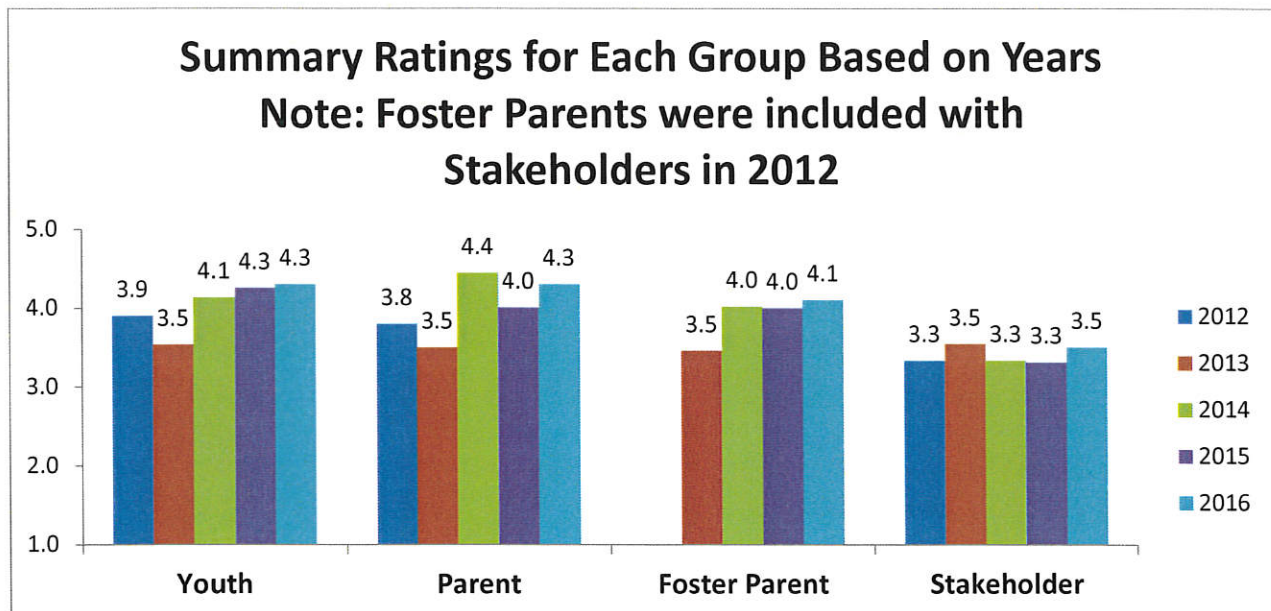


Figure 3

## Stakeholder Survey Results

Figure 4 below is a comparison between 2014 through 2016 stakeholder responses. NFC continues to score high on the areas of collaboration and providing high quality programs and services to families. NFC's overall score was 3.5, which is higher than the previous 2 years.

Community Stakeholder Responses  
5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 4

	2016 n=345	2015 n=405	2014 n=222
Overall, NFC staff members demonstrate professional skills in the fulfillment of his/her responsibilities.	3.6	3.4	3.5
NFC collaborates with others.	3.7	3.5	3.5
NFC works with local providers that offer high quality programs and services for children and families.	3.8	3.6	3.6
NFC families are linked to informal supports and formal services that best meet the family's needs.	3.6	3.4	3.5
The NFC Family Permanency Specialist adequately communicates with me (as applicable).	3.2	3.1	3.2
NFC provides adequate information about foster children prior to placement.	3.2	3.0	3.1
NFC responds to my requests and/or concerns.	3.5	3.3	3.3
Overall Summary	3.5	3.3	3.3

Stakeholders were also asked to rate services. For these items, many respondents chose not to respond, as these items did not apply to them. Each of these items increased slightly in the last 3 years.

Figure 5

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system	2016	2015	2014
Transportation	3.1	3.0	2.9
Medical services	3.7	3.5	3.6
Mental health and substance abuse services	3.5	3.3	3.4
Parenting Time	3.4	3.3	3.2
Support to Foster Families	3.4	3.2	3.2
Payments to providers are made in a timely manner	3.7	3.4	3.3

## Foster Parent Survey Results

Foster parents represented the second largest group of respondents. Of the 297 foster parents, 43% identified themselves as licensed foster parents, 34% as kinship/relative providers and 22% did not identify. The overall average rating for foster parents was 4.1, which is consistent with the previous years. Figure 6 shows the item ratings from 2014 to 2016.

Foster Parent Responses  
5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 6

	2016 N=297	2015 n=305	2014 n=144
I feel supported by the FPS.	3.9	3.9	3.8
NFC staff ask for my ideas and opinions.	3.9	3.8	3.7
The FPS adequately communicates with me.	3.9	3.8	4
NFC Staff return my call within 24 hours, excluding weekends and holidays.	4	3.8	3.9
NFC provides adequate information about foster children prior to placement.	3.7	3.6	3.5
NFC responds to my requests and/or concerns.	3.8	3.7	3.8
I am usually invited to Family Team Meetings.	4.1	4.1	4.4
NFC staff schedule home visits at times that are convenient for me and my family.	4.4	4.4	4.6
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.1	4.1	4.1
The FPS visits with me monthly, in the home.	4.5	4.4	4.5
The FPS visits with the foster youth monthly, in the home.	4.5	4.4	4.5

Foster Parents were also asked to rate services. For these items, many respondents chose not to respond, as these items did not apply to them.

Figure 7

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system			
	2016	2015	2014
Transportation	3.7	3.7	3.7
Medical services	4.2	4.2	4.2
Mental health and substance abuse services	4.1	4.0	3.8
Parenting Time	3.9	3.8	4
Support to Foster Families	3.9	3.8	3.7
Payments to providers are made in a timely	4.3	4.2	4.1

## Parent Survey Results

The 2016 parent survey saw a 44% increase in the number of parents participating in the survey, which resulted in a stronger representation of the parents NFC serves. Figure 8 depicts the items and the ratings from 2014-2016. Small differences were observed in these ratings with all of the ratings showing a slight increase. NFC also saw an increase in the overall rating.

Comments from parents included the following:

- *Great Job! I appreciate someone taking the time and effort to check in with me and my family through what has been otherwise an extremely difficult time. Kudos to {name withheld}.*

### Parent Responses 5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 8

	2016 N=310	2015 n=215	2014 n=153
At my initial meeting, I received the new family packet.	4.3	4.1	4.5
I had involvement in the development of my case plan and goals.	4.2	4.1	4.4
I have been offered choices about the services my family receives.	4.2	4.1	4.2
My FPS returns my call within 24-hours, excluding weekends and holidays.	4.2	4.0	4.4
We have monthly discussions regarding my family's strengths and needs.	4.4	4.2	4.5
My FPS assists my family in locating people who help support me.	4.2	4.1	4.3
The FPS adequately communicates with me.	4.3	4.1	4.5
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.3	4.2	4.5
My FPS does what s/he says they will do.	4.3	4.1	4.4
I see my FPS every month.	4.4	4.3	4.7
The NFC FPS treats me and my family with respect.	4.4	4.3	4.6
My FPS schedules meetings that are convenient for my schedule.	4.5	4.3	4.4
The FPS advocates for me and my family.	4.3	4.2	4.4
Overall, things are going better at home.	4.3	4.2	4.5
Overall, I feel the services provided to me and my family has been helpful.	4.2	4.1	4.4
NFC responds to my requests and concerns	4.2	4.1	4.4

## Youth Survey Results

This year 201 youth, age 12 and older, participated in the survey. Figure 9 illustrates the items and their ratings, which shows some fluctuations among the items. Overall the average remained the same as 2015.

Surveys completed by youth also provided comments, with many compliments to specific FPS staff.

- My FPS worker is a great woman to have work with you and families. She returns calls and messages as soon as possible when she can get to you. I loved having my FPS worker {name withheld}
- {Name withheld} helps me let my feelings out with her and I know I can trust her with my life
- {Name withheld} has helped my case go very smoothly and is very helpful with all my questions and concerns

### Youth Responses 5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 9

	2016 n=201	2015 n=197	2014 n=120
My FPS asked for my ideas and opinions.	4.3	4.3	4.1
I am getting along better with my family now than I did before.	3.9	4.0	4.0
My FPS talks with me about my strengths and needs.	4.2	4.2	4.0
MY FPS returns my call.	4.1	4.0	3.8
My FPS treats me with respect.	4.5	4.6	4.5
My FPS does what s/he says they will do.	4.3	4.2	4.1
My FPS keeps me connected with my brothers and sisters.	4.2	4.2	4.2
My FPS explains things to me in a way I can understand.	4.5	4.4	4.3
My FPS responds to my requests and/or concerns.	4.4	4.4	4.2