



# 2018 PromiseShip Annual Survey

September 1, 2018

## Executive Summary

PromiseShip 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 PromiseShip with input from members of the following PromiseShip advisory groups: Parents, Foster Parents, Youth, and Community.

In January 2018, PromiseShip piloted a new survey methodology, transitioning from a 10 week survey administration process to an annualized ongoing methodology. The new methodology ensures participants are offered the opportunity to participate in the survey year-round rather than during a short and specified timeframe. This pilot was determined to be successful and will operationalize to coincide with the state fiscal year for administration and data collection purposes. It should be noted, however, that the survey administration period began on January 1, 2018 but ended early so that the 2019 survey administration period could begin accounting for the decline in the total number of survey responses for 2018.

The survey questionnaire remained the same. All rating items used a 5-point Likert scale with 5 being 'Excellent' and 1 being 'Fail.'

Similar to past years' results, the top rating for the Youth survey continued to come from the item: *My FPS treats me with respect*. This item rating was 4.7, which is a 0.1 increase from last year. The item *My FPS schedules meetings that are convenient for my schedule*, rated highest on the Parent survey with a 4.3 rating. In addition, the Parent and Youth surveys included the most number of positive comments about PromiseShip and/or the specific Family Permanency Specialist (FPS) with whom they were working. Although the overall rating for parents was 0.2 lower than in 2017, there was a considerable amount of positive comments.

Foster Parent respondents included both licensed and unlicensed foster parents. Overall ratings averaged 4.0, which is 0.1 point less than 2017 survey results. Ratings of 4.0 or above were given for items related to: *FPS visits; Family team meetings; Monthly visits; and Professionalism of the FPS*. One kinship foster parent said:

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*"[PromiseShip Employee] was great to work with as FPS for foster kids in our home. She communicated with us very well in a timely manner & handled issues well as they arose. Hope to work with her again in the future"*

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Community Stakeholder ratings slightly decreased compared to the 3.5 rating in 2017, with an overall average rating of 3.3. Stakeholders included community members and professionals in education and the legal system (i.e., judges, attorneys, and GALs). PromiseShip continued to score highest on items of 'Collaboration' and 'Providing high quality programs and services to families.'

## Annual Survey Methodology

PromiseShip developed the original Annual Survey in 2014, which was used for the 2018 Annual Survey to allow for comparison of items over time. There are four participant groups surveyed:

1. Community Stakeholders—includes judges, guardian’s ad litem (GALs), attorneys, providers, and community members.
2. Foster Parents—includes licensed foster parents and relative/kinship families.
3. Parents of Youth—includes parents who are currently or previously receiving services from PromiseShip.
4. Youth—includes youth who are currently receiving services from PromiseShip and who are at least 9 years of age and older.

Survey questions focused on perceptions of PromiseShip, including professionalism, collaboration with others, and quality of services provided.

On January 2, 2018, PromiseShip launched a new pilot process to administer the Annual Survey with intent to successfully engage more families, in order to provide feedback at critical times in their cases. The initial segment of the pilot took place from January 2018 to March 2018 and consisted of 5 participating court and non-court teams. In April 2018, the pilot was implemented agency-wide. It was determined that the preferred method to administer the survey was by tablet. The mobile, e-mail, and paper method were offered as well.

New court families were surveyed at the 6-month mark, while existing court families were surveyed one year after their initial 6-month survey. Non-court families were surveyed at case-closure. Youth and Parent surveys were available in both English and Spanish.

All families were offered the opportunity to participate via a website link in June and July. 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 PromiseShip to contact them. If the respondent wanted someone from PromiseShip to contact him or her, the respondent could provide his or her contact information.

For further classification distinction, the Foster Parent survey requested information indicating whether the respondent was licensed or kinship, while the Community Stakeholder survey requested information regarding their stakeholder role (i.e., provider, court, community member, or education).

## Survey Results Summary

There was a decrease in total number of completed surveys compared to 2017 due to the change in survey administration. It is anticipated that the 2019 Survey will result in a significantly higher response rate as the survey will be administered over the course of a year, as opposed to the 7 month pilot.

Figure 1

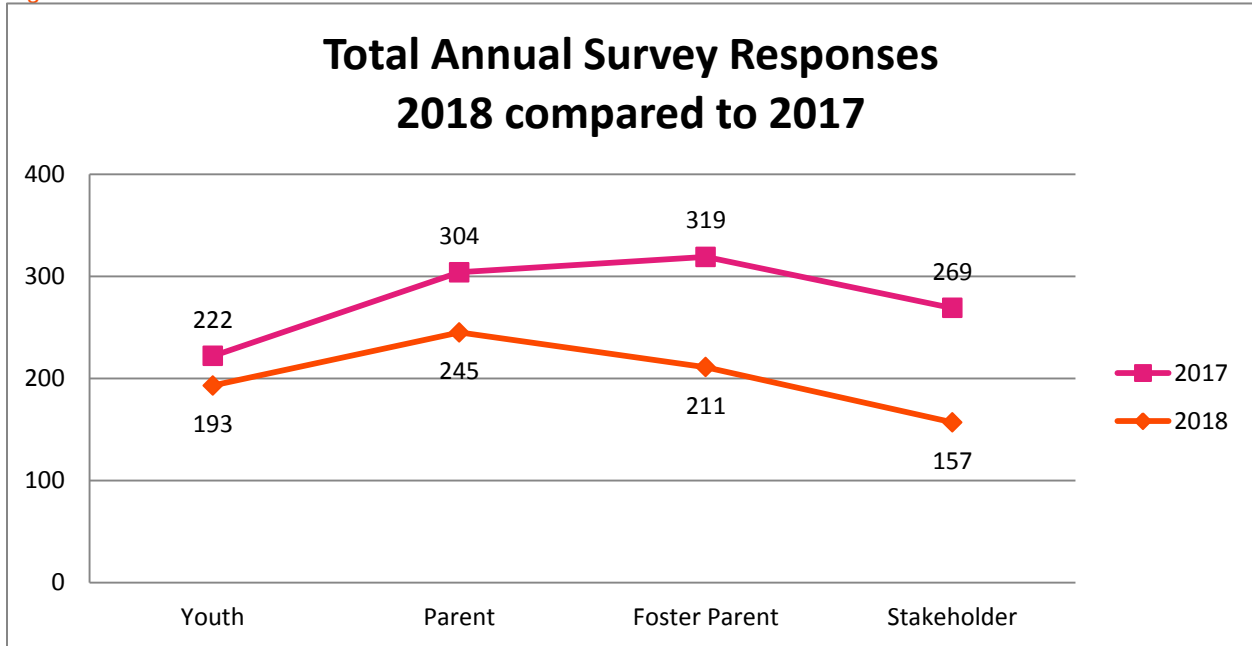


Figure 2 shows the breakdown of Community Stakeholder survey respondents by type compared to 2017.

Figure 2

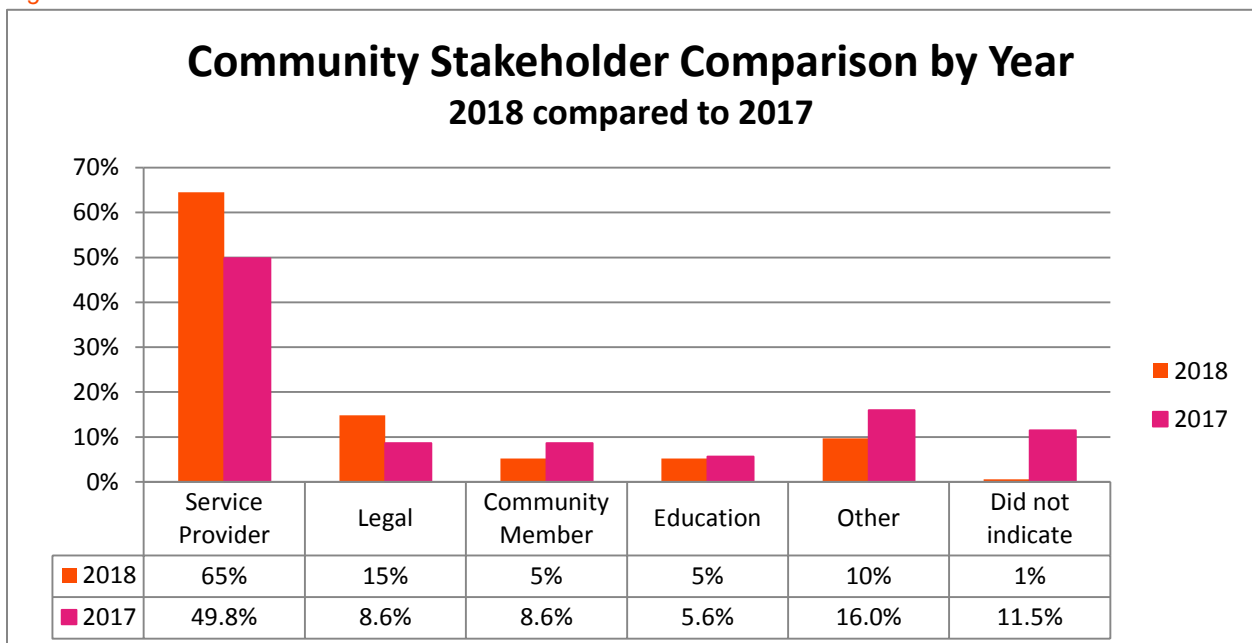
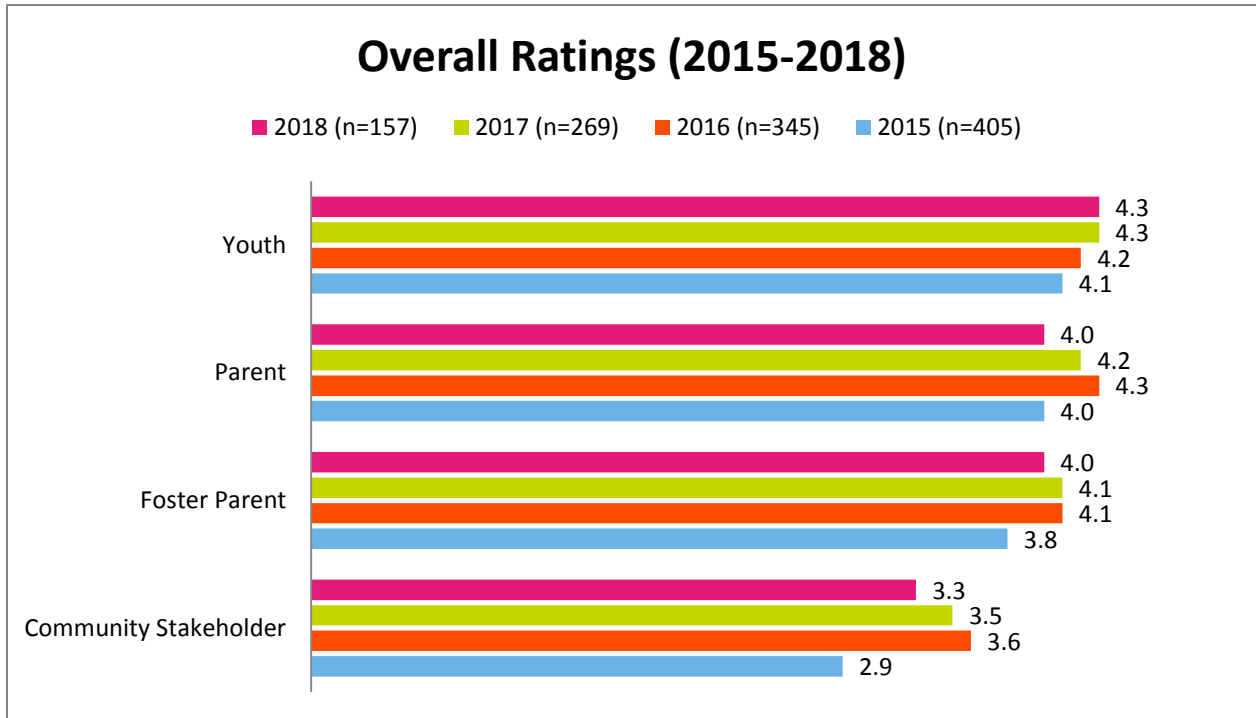


Figure 3 shows a comparison of average participant ratings for all four survey groups (i.e., Youth, Parents, Foster Parents, and Community Stakeholders) for the past five years.

Figure 3



## Parent Survey Results

Parents represented the largest group of respondents in the 2018 pilot. The overall average rating for the Parent survey in 2018 was 4.0 (see Fig. 4).

Comments from parents included the following:

- *[PromiseShip employee] has gone above and beyond for my son. I know his caseload must be very full, but he always makes us feel like my son is his only case. He really wants to see my son be successful and finds unique ways to scaffold him toward independence. Thank you so much!*
- *[PromiseShip employee] has been awesome to our family; a lot of support and motivational goals.*
- *[PromiseShip employee] was very professional and encouraging. She quickly understood our family situation and tailored services to fit our specific needs. She was a delight to work with. Thank you!*

## Parent Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 4

	2018 (n=245)	2017 (n=304)	2016 (n=310)	2015 (n=215)	2014 (n=153)
At my initial meeting, I received the new family packet.	4.1	4.3	4.3	4.1	4.5
I had involvement in the development of my case plan and goals.	3.9	4.1	4.2	4.1	4.4
I have been offered choices about the services my family receives.	3.9	4.1	4.2	4.1	4.2
My FPS returns my call within 24-hours, excluding weekends and holidays.	4.0	4.2	4.2	4.0	4.4
We have monthly discussions regarding my family's strengths and needs.	4.1	4.3	4.4	4.2	4.5
My FPS assists my family in locating people who help support me.	3.9	4.2	4.2	4.1	4.3
The FPS adequately communicates with me.	4.0	4.2	4.3	4.1	4.5
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.1	4.3	4.3	4.2	4.5
My FPS does what s/he says they will do.	4.0	4.2	4.3	4.1	4.4
I see my FPS every month.	4.2	4.4	4.4	4.3	4.7
The PromiseShip FPS treats me and my family with respect.	4.2	4.4	4.4	4.3	4.6
My FPS schedules meetings that are convenient for my schedule.	4.3	4.4	4.5	4.3	4.4
The FPS advocates for me and my family.	4.0	4.2	4.3	4.2	4.4
Overall, things are going better at home.	4.2	4.1	4.3	4.2	4.5
Overall, I feel the services provided to me and my family has been helpful.	3.9	4.1	4.2	4.1	4.4
PromiseShip responds to my requests and concerns	4.0	4.1	4.2	4.1	4.4
<b>Overall Average Rating</b>	<b>4.0</b>	<b>4.2</b>	<b>4.3</b>	<b>4.2</b>	<b>4.4</b>

## Youth Survey Results

In 2018, PromiseShip received survey responses from 193 Youth ages 12 and older. Although there were slight fluctuations in the individual item ratings (i.e., increases and decreases), there was no difference in the overall rating compared to previous years (see Fig. 5).

Surveys completed by Youth also included comments, with many compliments to specific Family Permanency Specialist (FPS) staff. Below are a few of the comments:

- *[PromiseShip employee] has always been an amazing caseworker.*
- *She is the best caseworker! She is very helpful in many ways. She truly wants the best for me and I respect her for that.*
- *Very awesome. Going to miss her so much! She has taken a lot of stress off my shoulders.*

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***“I want to go home. Thank you for helping me go home.”***

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## Youth Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 5

	2018 (n=193)	2017 (n=222)	2016 (n=201)	2015 (n=197)	2014 (n=120)
My FPS asked for my ideas and opinions.	4.3	4.3	4.3	4.3	4.1
I am getting along better with my family now than I did before.	4.0	4.1	3.9	4.0	4.0
My FPS talks with me about my strengths and needs.	4.3	4.2	4.2	4.2	4.0
MY FPS returns my call.	4.1	4.1	4.1	4.0	3.8
My FPS treats me with respect.	4.7	4.6	4.5	4.6	4.5
My FPS does what s/he says they will do.	4.3	4.2	4.3	4.2	4.1
My FPS keeps me connected with my brothers and sisters.	4.3	4.2	4.2	4.2	4.2
My FPS explains things to me in a way I can understand.	4.4	4.4	4.5	4.4	4.3
My FPS responds to my requests and/or concerns.	4.4	4.3	4.4	4.4	4.2
<b>Overall Average Rating</b>	4.3	4.3	4.3	4.3	4.1

## Community Stakeholder Survey Results

In the 2018 Pilot, PromiseShip received 157 Community Stakeholder completed surveys. The overall average rating by Community Stakeholders was 3.2 (see Fig. 6). PromiseShip scored highest on 'Providing high quality programs and services to families' (3.6).

Comments from this group included the following:

- *The UM team is an incredible asset to the organization. They are responsive, solution focused and constantly helpful to providers.*
- *Working with the aftercare group like [PromiseShip Employee] and all of the transportation providers like [PromiseShip Employees] are extraordinary! Each of them shows a true passion for what they do and it shows in the services provided.*

## Community Stakeholder Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 6

	2018 (n=157)	2017 (n=269)	2016 (n=345)	2015 (n=405)	2014 (n=222)
<b>Overall, PromiseShip staff members demonstrate professional skills in the fulfillment of his/her responsibilities.</b>	3.4	3.6	3.6	3.4	3.5
<b>PromiseShip collaborates with others.</b>	3.4	3.6	3.7	3.5	3.5
<b>PromiseShip works with local providers that offer high quality programs and services for children and families.</b>	3.6	3.8	3.8	3.6	3.6
<b>PromiseShip families are linked to informal supports and formal services that best meet the family's needs.</b>	3.4	3.6	3.6	3.4	3.5
<b>The PromiseShip Family Permanency Specialist adequately communicates with me (as applicable).</b>	2.9	3.2	3.2	3.1	3.2
<b>PromiseShip provides adequate information about foster children prior to placement.</b>	2.9	3.1	3.2	3.0	3.1
<b>PromiseShip responds to my requests and/or concerns.</b>	3.3	3.4	3.5	3.3	3.3
<b>Overall Average Rating</b>	3.2	3.5	3.5	3.3	3.3

Community Stakeholders were also asked to rate specific services. Many respondents did not respond since 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:					
	2018	2017	2016	2015	2014
Transportation	3.2	3.1	3.1	3.0	2.9
Medical services	3.6	3.7	3.7	3.5	3.6
Mental health and substance abuse services	3.3	3.5	3.5	3.3	3.4
Parenting Time	3.2	3.6	3.4	3.3	3.2
Support to foster families	3.2	3.4	3.4	3.2	3.2
Payments to providers are made in a timely manner	3.5	3.7	3.7	3.4	3.3
<b>Services Rating</b>	3.3	3.5	3.5	3.5	3.5



## Foster Parent Survey Results

Of the 211 Foster Parents who completed the survey, 69 identified themselves as licensed foster parents, 134 as kinship/relative providers, and 8 did not self-identify. The overall average rating by Foster Parents in 2018 was 4.0, which is consistent with previous years (see Fig. 8).

*"We have received excellent service and partnership from our case worker."*

### Foster Parent Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 8

	2018 (n=211)	2017 (n=319)	2016 (n=297)	2015 (n=305)	2014 (n=144)
I feel supported by the FPS.	3.9	3.9	3.9	3.9	3.8
PromiseShip staff ask for my ideas and opinions.	3.7	4.0	3.9	3.8	3.7
The FPS adequately communicates with me.	3.9	3.9	3.9	3.8	4.0
PromiseShip Staff return my call within 24 hours, excluding weekends and holidays.	3.8	4.0	4.0	3.8	3.9
PromiseShip provides adequate information about foster children prior to placement.	3.7	3.7	3.7	3.6	3.5
PromiseShip responds to my requests and/or concerns.	3.8	3.9	3.8	3.7	3.8
I am usually invited to Family Team Meetings.	4.1	4.3	4.1	4.1	4.4
PromiseShip staff schedule home visits at times that are convenient for me and my family.	4.3	4.5	4.4	4.4	4.6
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.0	4.1	4.1	4.1	4.1
The FPS visits with me monthly, in the home.	4.5	4.5	4.5	4.4	4.5
The FPS visits with the foster youth monthly, in the home.	4.5	4.5	4.5	4.4	4.5
<b>Overall Average Rating</b>	4.0	4.1	4.1	4.0	4.1

Foster Parents were also asked to rate specific services. Many respondents did not respond since these items did not apply to them. 'Payments to providers' (4.3) and 'Medical services' (4.3) continued to be the highest rated items among the 2018 survey responses (see Fig. 9).

Figure 9

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system:					
	2018	2017	2016	2015	2014
Transportation	3.6	3.7	3.7	3.7	3.7
Medical services	4.3	4.2	4.2	4.2	4.2
Mental health and substance abuse services	3.9	4.0	4.1	4.0	3.8
Parenting Time	3.9	4.0	3.9	3.8	4.0
Support to Foster Families	3.8	3.9	3.9	3.8	3.7
Payments to providers are made in a timely manner	4.3	4.4	4.3	4.2	4.1
<b>Services Rating</b>	4.0	4.0	4.0	4.0	4.0