



# **2018-19 PromiseShip Annual Survey**

September 1, 2019

## 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 Stakeholders.

The reporting period for the 2018-2019 annual survey was from August 1, 2018-June 30, 2019. Surveys were completed on a rolling basis throughout the year. The survey period was designed to coincide with the state fiscal year for administration and data collection purposes. However, this reporting period was one month shy of 12 months; as surveys were completed during the months of August 2018 through June 2019.

The survey items remained the same from the previous year. 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 4.6.** The item *I see my FPS every month*, rated highest on the Parent survey with a 4.5 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. The overall parent rating was slightly higher by .3 points in 2019 and also included a considerable amount of positive comments.

Foster Parent respondents included both licensed and unlicensed foster parents as well as kinship providers. **Overall ratings averaged 3.9 in 2019.** Ratings of 4.0 or above were given for items related to: *I am usually invited to family team meetings; PromiseShip staff schedule home visits at times that are convenient for me and my family; The FPS visits with me monthly, in the home The FPS visits with the foster youth monthly, in the home.*

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***“[PromiseShip Employee] is a natural and is very fair.  
She makes it easy for me to voice my concerns”***

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Community Stakeholder ratings decreased minimally compared to the 3.3 rating in 2018, with an overall average rating of 3.2 this fiscal year. A total of 126 stakeholders completed the survey in 2019 compared to 157 in 2018. 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 “Professionalism”, “Collaboration”, and linking families to quality programs and services as well as informal supports.**

## Annual Survey Methodology

PromiseShip developed the original Annual Survey in 2014, which was used for the 2018-19 Annual Survey to allow for comparison of items over time. Survey questions focused on perceptions of PromiseShip, including professionalism, collaboration with others, and quality of services provided. Four participant groups have been surveyed:

1. Community Stakeholders—includes judges, guardian's ad litem (GALs), attorneys, providers, and community members. For classification purposes, respondents were asked to indicate their stakeholder role (i.e., provider, court, community member, or education)
2. Foster Parents—includes licensed foster parents and relative/kinship families.
3. Parents of Youth—includes parents who are currently or previously receiving services.
4. Youth—includes youth, ages 9 or older who are currently receiving services.

The 2018-19 PromiseShip Annual Survey was administered on a rolling basis with the intent of successfully engaging more families to participate in the survey, in an effort to receive feedback from clients at critical times in their cases. Previously, the survey was only completed in the months of May through July which decreased the ability of participants in closed cases to complete the survey. This revised process provides more opportunities for families to participate in the survey at case closure or midway through the time the DHHS case is open. We began this process as a pilot program beginning in SFY '19 and fully implemented the process across all supervisory teams in February 2019. As a result of the February implementation date we did not have a full 12-months of data collection across the entire case management team.

Specific time frames were assigned regarding when surveys were administered to families in an effort to maximize the number of responses we received. New court involved families were surveyed at the 6-month mark, while existing court involved families were surveyed one year after their initial 6-month survey. Non-court families were surveyed at case-closure to ensure they had an opportunity to participate as the average length of stay is under six months. This process ensures that every family has an opportunity to participate in the survey annually.

The preferred survey method was for participants to complete the online survey using the worker's tablet. This allowed for instant data collection and also provided a tracking mechanism to determine the number of the number of surveys completed by FPS Supervisory teams. Family Preservation Specialists (FPS) asked families to complete the survey during the course of a regularly scheduled meeting with the family using their tablet. If they were unable to complete the survey at the time of meeting, they were offered a paper copy or a website link to the survey. Youth and Parent surveys were available in both English and Spanish.

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 requested contact from PromiseShip, the respondent could provide his or her information. If an individual requested further contact from PromiseShip, a member of the Continuous Quality Improvement (CQI) Department would reach

out via their preferred method of contact (phone or email). CQI Specialists would gather any information and filter it to the appropriate parties. If a grievance was to be filed, CQI department directed them to our Program Audit department to file a formal grievance.

## Survey Results Summary

There was an increase in total number of completed surveys compared to 2018. The largest increase was with parents, with 143 more parents participating in 2019 than in 2018. The largest decrease was with community stakeholders.

Figure 1

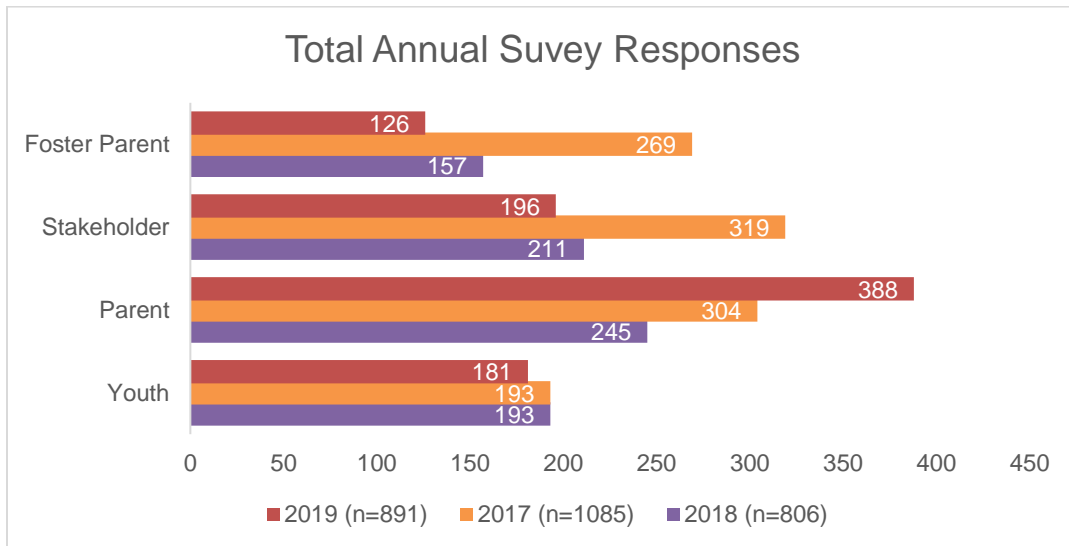
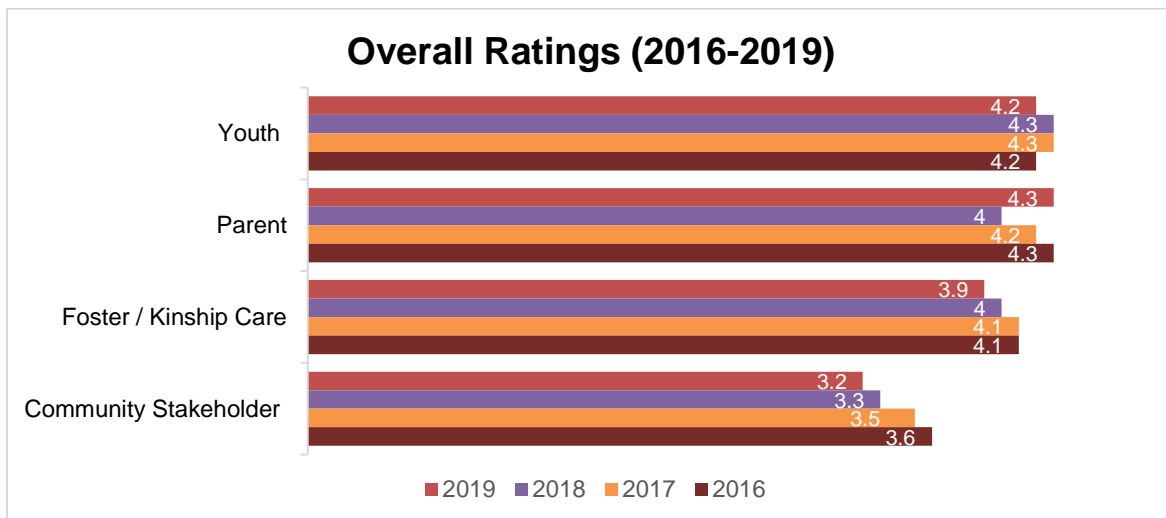


Figure 2 shows a comparison of average participant ratings across the four groups (i.e., Community Stakeholder, Foster/Kinship Care, Parent, and Youth) over the past four years. Overall ratings amongst the parent group increased slightly from previous years, with an average of 4.3 compared to 4.0 in 2018. Youth, foster care/kinship, and community stakeholder ratings all showed a negligible decrease of .1 points.

Figure 2



## Parent Survey Results

Parents represented the largest group of respondents in the 2018-19 survey period. **The overall average rating for the Parent survey in 2019 was 4.3, which was slightly higher than last year** (see Table 1). 15 of the 16 items were rated slightly higher than the previous year, with one item remaining the same. Overall, parents appear to be satisfied with the FPS and the services provided.

Comments from parents included the following:

- *[PromiseShip employee] has been great to work with and has really pushed for things to happen for our family. We have been really appreciative of her time with us. She has made things happen that others haven't strived to make happen. We just wish that some of the other services that have been put into place showed as much caring and compassion as [PromiseShip employee] has. She is an excellent employee for your company!*
- *There was someone available to assist me whenever i needed assistance and i really appreciated it Thanks*
- *[PromiseShip employee] was very Nice. I feel like he has done a good job in making me feel like I can make the Changes I need to make.*
- *[PromiseShip employee] was a fantastic worker in helping my family and I. She provided me with many resources and offered excellent advice. We thoroughly enjoyed the time she spent with us. I really appreciate [PromiseShip employee], PromiseShip, and all the things they have done to reconnect my family and point us in a more positive direction. Thank you, from the bottom of my heart. I will forever be grateful.(sic)*
- *She has always been 100% in to helping us in completing our goals. She has been very easy working with our schedule and we couldn't have asked for anyone better to work with*

## Parent Responses

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

Table 1

	2019 (n=388)	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.	4.3	4.1	4.3	4.3	4.1	4.5
I had involvement in the development of my case plan and goals.	4.2	3.9	4.1	4.2	4.1	4.4
I have been offered choices about the services my family receives.	4.2	3.9	4.1	4.2	4.1	4.2
My FPS returns my call within 24-hours, excluding weekends and holidays.	4.3	4.0	4.2	4.2	4.0	4.4
We have monthly discussions regarding my family's strengths and needs.	4.3	4.1	4.3	4.4	4.2	4.5
My FPS assists my family in locating people who help support me.	4.2	3.9	4.2	4.2	4.1	4.3
The FPS adequately communicates with me.	4.3	4.0	4.2	4.3	4.1	4.5
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.3	4.1	4.3	4.3	4.2	4.5
My FPS does what s/he says they will do.	4.3	4.0	4.2	4.3	4.1	4.4

	2019 (n=388)	2018 (n=245)	2017 (n=304)	2016 (n=310)	2015 (n=215)	2014 (n=153)
I see my FPS every month.	4.5	4.2	4.4	4.4	4.3	4.7
The PromiseShip FPS treats me and my family with respect.	4.4	4.2	4.4	4.4	4.3	4.6
My FPS schedules meetings that are convenient for my schedule.	4.4	4.3	4.4	4.5	4.3	4.4
The FPS advocates for me and my family.	4.3	4.0	4.2	4.3	4.2	4.4
Overall, things are going better at home.	4.2	4.2	4.1	4.3	4.2	4.5
Overall, I feel the services provided to me and my family has been helpful.	4.2	3.9	4.1	4.2	4.1	4.4
PromiseShip responds to my requests and concerns	4.2	4.0	4.1	4.2	4.1	4.4
<b>Overall Average Rating</b>	<b>4.3</b>	<b>4.0</b>	<b>4.2</b>	<b>4.3</b>	<b>4.2</b>	<b>4.4</b>

## Youth Survey Results

PromiseShip received survey responses from 181 Youth ages 9 and older. Overall ratings indicate there was high satisfaction with their FPS with an overall rating of 4.2. This represents a slight decrease of .1 from the four years prior (see Table 2). The highest scoring items were:

***“My FPS treats me with respect”***

*and*

***“My FPS explains things to me in a way I can understand”***

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

- *He is very good at his job he is helpful he helps our family and talks to one of us at a time and helps our to try to get better at things and he is so so so so so nice to us and he works with very well AND he smiles a lot*
- *you guys did a good job at keeping us safe think you guys so much have a good day*

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***“My fps was very good she was so nice and helpful and respectful”***

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## Youth Responses

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

Table 2

	2019 (n=181)	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	4.3	4.1
I am getting along better with my family now than I did before.	3.9	4.0	4.1	3.9	4.0	4.0
My FPS talks with me about my strengths and needs.	4.2	4.3	4.2	4.2	4.2	4.0
MY FPS returns my call.	4	4.1	4.1	4.1	4.0	3.8

	2019 (n=181)	2018 (n=193)	2017 (n=222)	2016 (n=201)	2015 (n=197)	2014 (n=120)
My FPS treats me with respect.	4.6	4.7	4.6	4.5	4.6	4.5
My FPS does what s/he says they will do.	4.2	4.3	4.2	4.3	4.2	4.1
My FPS keeps me connected with my brothers and sisters.	4.2	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	4.4	4.5	4.4	4.3
My FPS responds to my requests and/or concerns.	4.2	4.4	4.3	4.4	4.4	4.2
<b>Overall Average Rating</b>	<b>4.2</b>	<b>4.3</b>	<b>4.3</b>	<b>4.3</b>	<b>4.3</b>	<b>4.1</b>

## Community Stakeholder Survey Results

PromiseShip received 126 Community Stakeholder surveys. The overall average rating by Community Stakeholders was 3.2 compared to 3.1 in 2018 and is consistent with previous years rating (see Table 3). PromiseShip scored highest on the following item:

***“Providing high quality programs and services to families”***

Comments from this group included the following:

- *PromiseShip provides the at-risk community with preventative and innovative care to meet their needs.*
- *I primarily work with Licensing of homes, so I don't see much of the direct support from PromiseShip. The licensing info I've worked with through PromiseShip has been good, and PromiseShip's support has been good with me in this area.*

## Community Stakeholder Responses

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

Table 3

	2019 (n=126)	2018 (n=157)	2017 (n=269)	2016 (n=345)	2015 (n=405)	2014 (n=222)
Overall, PromiseShip staff members demonstrate professional skills in the fulfillment of his/her responsibilities.	3.3	3.4	3.6	3.6	3.4	3.5
PromiseShip collaborates with others.	3.2	3.4	3.6	3.7	3.5	3.5
PromiseShip works with local providers that offer high quality programs and services for children and families.	3.5	3.6	3.8	3.8	3.6	3.6
PromiseShip families are linked to informal supports and formal services that best meet the family's needs.	3.1	3.4	3.6	3.6	3.4	3.5
The PromiseShip Family Permanency Specialist adequately communicates with me (as applicable).	2.8	2.9	3.2	3.2	3.1	3.2
PromiseShip provides adequate information about foster children prior to placement.	2.9	2.9	3.1	3.2	3.0	3.1
PromiseShip responds to my requests and/or concerns.	3.1	3.3	3.4	3.5	3.3	3.3
<b>Overall Average Rating</b>	<b>3.1</b>	<b>3.2</b>	<b>3.5</b>	<b>3.5</b>	<b>3.3</b>	<b>3.3</b>

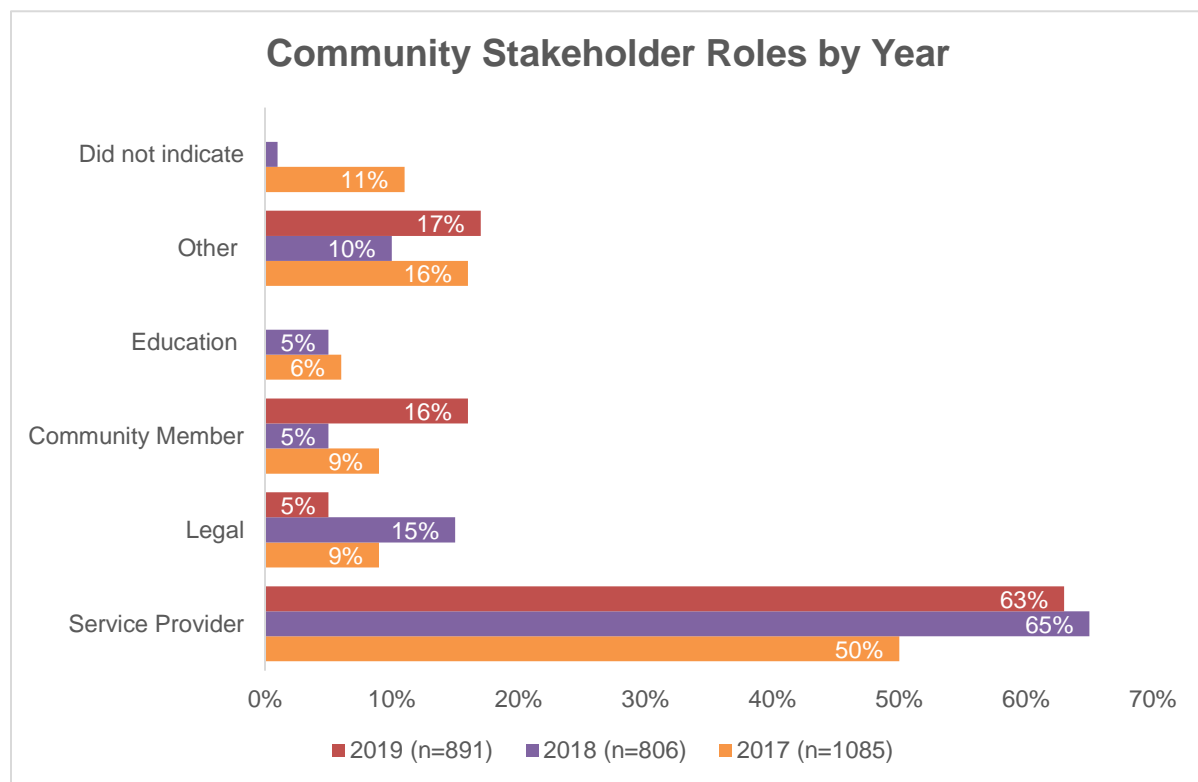
Community Stakeholders were also asked to rate specific services. Many respondents did not respond since these items did not apply to them (see Table 4). Overall, ratings of services were consistent with previous years.

Table 4

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system:						
	2019 (n=126)	2018 (n=157)	2017 (n=269)	2016 (n=345)	2015 (n=405)	2014 (n=222)
<b>Transportation</b>	3.1	3.2	3.1	3.1	3.0	2.9
<b>Medical services</b>	3.5	3.6	3.7	3.7	3.5	3.6
<b>Mental health and substance abuse services</b>	3.4	3.3	3.5	3.5	3.3	3.4
<b>Parenting Time</b>	3.4	3.2	3.6	3.4	3.3	3.2
<b>Support to foster families</b>	3.1	3.2	3.4	3.4	3.2	3.2
<b>Payments to providers are made in a timely manner</b>	3.6	3.5	3.7	3.7	3.4	3.3
<b>Overall Services Rating</b>	<b>3.4</b>	<b>3.3</b>	<b>3.5</b>	<b>3.5</b>	<b>3.5</b>	<b>3.5</b>

Community Stakeholders were asked to classify their role by selecting one of six options. Figure 3 shows the roles of community stakeholders from 2017-2019. The majority tend to be service providers, which is consistent across previous years.

Figure 3





## Foster Parent Survey Results

There was a slight decrease in Foster and Kinship provider responses this year (n=196) compared to 2018 (n=211). The overall average rating by Foster Parents was 3.9 (compared to 4.0 in 2018). High ratings of 4.4 continued to be observed for the following items (see Table 5).

***“PromiseShip staff schedule home visits at times that are convenient for me and my family”***

***“The FPS visits with me monthly, in the home”***

and

***“The FPS visits with the foster youth monthly, in the home”***

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*“[PromiseShip Employee] is a natural and is very fair. She makes it easy for me to voice my concerns.”*

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### Foster Parent Responses

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

Table 5

	2019 (n=196)	2018 (n=211)	2017 (n=319)	2016 (n=297)	2015 (n=305)	2014 (n=144)
I feel supported by the FPS.	3.8	3.9	3.9	3.9	3.9	3.8
PromiseShip staff ask for my ideas and opinions.	3.7	3.7	4.0	3.9	3.8	3.7
The FPS adequately communicates with me.	3.7	3.9	3.9	3.9	3.8	4.0
PromiseShip Staff return my call within 24 hours, excluding weekends and holidays.	3.9	3.8	4.0	4.0	3.8	3.9
PromiseShip provides adequate information about foster children prior to placement.	3.5	3.7	3.7	3.7	3.6	3.5
PromiseShip responds to my requests and/or concerns.	3.7	3.8	3.9	3.8	3.7	3.8
I am usually invited to Family Team Meetings.	4.0	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.	4.4	4.3	4.5	4.4	4.4	4.6
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	3.9	4.0	4.1	4.1	4.1	4.1
The FPS visits with me monthly, in the home.	4.4	4.5	4.5	4.5	4.4	4.5
The FPS visits with the foster youth monthly, in the home.	4.4	4.5	4.5	4.5	4.4	4.5
<b>Overall Average Rating</b>	<b>3.9</b>	<b>4.0</b>	<b>4.1</b>	<b>4.1</b>	<b>4.0</b>	<b>4.1</b>

Foster Parents were also asked to rate specific services. Many respondents did not respond since these items did not apply to them. The highest rated items were the following (see Table 6):

***‘Support to Foster Families’***

*and*

***‘Payments to providers’***

*Table 6*

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system:						
	2019	2018	2017	2016	2015	2014
<b>Transportation</b>	3.4	3.6	3.7	3.7	3.7	3.7
<b>Medical services</b>	3.9	4.3	4.2	4.2	4.2	4.2
<b>Mental health and substance abuse services</b>	3.7	3.9	4.0	4.1	4.0	3.8
<b>Parenting Time</b>	3.5	3.9	4.0	3.9	3.8	4.0
<b>Support to Foster Families</b>	3.6	3.8	3.9	3.9	3.8	3.7
<b>Payments to providers are made in a timely manner</b>	4.2	4.3	4.4	4.3	4.2	4.1
<b>Overall Services Rating</b>	<b>3.7</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>

**Conclusion**

Ratings were consistent from previous years. Differences were negligible for most of the survey groups (parents, youth, foster/kinship providers and community stakeholders). The greatest difference observed was among parent ratings (2019=4.3 compared to 2018=4.0). Youth, foster/kinship providers, and community stakeholder’s responses were consistent with 2018.

Overall, the continuous survey method we implemented this year proved to be effective in capturing a snapshot of satisfaction among participants and stakeholders. The total number of individuals surveyed increased slightly during this reporting period. The design of the survey provides every family to participate in the survey on an annual basis; as such, it is more likely to be more representative of the population. This method also allowed for continuous feedback to the permanency teams about adjustments that needed to be made in case-management practices as well as provided praise for areas of excellence. As individuals had an option to be contacted by a member of the Continuous Quality Improvement department, any immediate needs that they had could be addressed or evaluated. As such, the annual survey not only provided information for our organization and stakeholders, but also provided a service to families.