

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

September 15, 2021

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

Dear Mr. O'Donnell,

Pursuant to Nebraska Revised Statute §43-4407, the Department of Health and Human Services, Division of Children and Family Services is submitting the following report which includes a summary of satisfaction surveys administered to foster children, foster parents, parents, judges, guardians ad litem, attorneys representing parents, and service providers involved with the child welfare system.

Please feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Stephanie L. Beasley".

Stephanie L. Beasley
Director
Division of Children and Family Services

Attachment



Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

**Department of Health and Human Services
Legislative Report
LB 1160
Section 7**

REPORT FOR:	LEGISLATURE
REPORT DATE:	AUGUST 5 TH , 2021
LEGISLATIVE BILL:	LB 1160
COMMITTEE NAME:	HEALTH AND HUMAN SERVICES COMMITTEE
CONTACT PERSON:	STEPHANIE BEASLEY, DIRECTOR CHILDREN AND FAMILY SERVICES DIVISION

Section 7: (1) Each Service area administrator and any lead agency or the pilot project shall annually survey children, parents, foster parents, judges, guardian's ad litem, attorneys representing parents, and service providers involved with the child welfare system to monitor satisfaction regarding:

- (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, Division of Children and Family Services, 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 the department's desire to hear from those receiving services, the Division of Children and Family Services (CFS) administered a customer satisfaction survey to the following stakeholders to measure satisfaction with the support and services provided by CFS;

- a) Parents
- b) Foster Children
- c) Foster parents
- d) Judges
- e) Guardian ad litem
- f) Attorneys representing parents
- g) Service providers

Background

The Division of Children and Family Services (DCFS) began conducting surveys with parents in March 2005, with foster parents in April 2007 and with youth in YRTC in July 2007.

Up until June of 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 Youth Rehabilitation Center's (YRTC's). In 2010, CFS decided to change the survey questions and methodology of the survey process and 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 DCFS. The questions used during the second phase and methodology are similar to the steps taken for this survey.

In 2012, The Department was required by LB1160 to annually survey children, parents, foster parents, judges, guardian's 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 Bureau of Sociological Research (UN-L) to perform outbound telephone interviews.

In 2021, The Department began surveying Foster parents after case manager visits using the Child Welfare Safety Solutions, LLC, Guardian Foster Parent Collaboration Survey Tool, through a pilot program that allows for Foster Parents

to provide immediate responses to the Department of Children and Family Services (CFS) leadership directly after a case manager visit. The survey questions were selected by DCFS leadership.

Methodology for Youth, Parents, Attorneys, Judges, and Service providers.

The LB1160 surveys consisted of Likert scale questions to measure the respondent's satisfaction about the categories listed above. Every survey, regardless of recipient, contained the same seven questions. The judges, attorneys, and service provider survey 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 Questions/Categories

Please note the word case manager is used in the questions to refer to both the CFS Specialist and the Contractor Service Coordinators/Family Preservation Specialists.

Common Questions 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 questions for Judges, Attorneys, and Service Providers:

- 1) Payment for services is made in a timely manner to service providers.
- 2) The Case Manager schedules adequate parenting time visitation for children and families.

Responses Scale for parents, foster children, Judges, Attorneys, and Service Providers:

All questions used the following Likert scale (1=never, 2=rarely, 3=sometimes, 4=often, 5=always).

The surveys for parents and foster children were administered by an outbound telephone firm through a contract with the University of Nebraska-Lincoln (UN-L). The survey recipients were randomly selected from a list of active wards of the State. The department anticipated completing 317 for youth and 364 for parents.

The Department administered the surveys for the Judges, Attorneys, Service Providers, and Guardian ad litem through a web-based program. There were 69 survey invitations sent to Judges with 7 responses, 170 invites to Providers with 40 responses, and 91 attorneys responded to 766 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 2021. 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 317 youth and 364 parents, for a total of 681 phone surveys. The web-based surveys received responses from 7 judges, 40 providers, and 91 attorneys for a total of 138 web-based surveys. Due to the size of the sample returned by those who responded who were judges, providers, and attorneys; for reporting and tabulation purposes we grouped them as one group.

The results indicate for all areas across the state, the average score rated a 3 or above on a 5 point Likert scale. The scale is 1= never; 2 = rarely; 3 = sometimes; 4 = often; and 5 = always.

Questions answered by survey recipient; n = 819;

- The case manager keeps me informed;
 - The Youth rated CFS the highest of the survey recipients with an average score of 3.8 out of a possible 5.
 - Judges, Attorneys, and Service Providers rated the CFS the second highest with an average score of 3.2 out of a possible 5.
- The case manager resolves problems in a timely manner;
 - The Youth rated CFS the highest of the survey recipients with an average score of 3.7 out of a possible 5.

- Judges, Attorneys, and Service providers rated the CFS the second highest 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 3.6 out of a possible 5.
 - Judges, Attorneys, and Service providers rated CFS the second highest with an average score of 3.5 out of a possible 5.
- Adequate medical services are made available;
 - The Youth rated CFS the highest of the survey recipients with an average score of 4.3 out of a possible 5.
 - Judges, Attorneys, and Service providers rated CFS the second highest with an average score of 4.1.
- Adequate behavioral health services are made available;
 - The Youth rated CFS the highest of the survey recipients with an average score of 4.3 out of a possible 5.
 - Parents rated CFS the second highest with an average score of 3.7 out of a possible 5.
- The case manager schedules adequate parenting time visitation for children and their family.
 - The Youth rated the CFS the highest of the survey recipients with an average score of 4.1 out of 5.
 - Judges, Attorneys, and Service providers rated the CFS the second highest with an average score of 3.6 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 4.2 out of a possible 5.
 - Judges, Attorneys, and Service Providers rated CFS the second highest with an average score of 3.5 out of a possible 5.

Additional questions answered by Judges, Providers and Attorneys; n = 138

- Payment for services is made in a timely manner to service providers;
 - The Providers and Attorneys rated CFS the highest of the survey recipients with an average score of 3.3 out of a possible 5.
 - The Judges rated the CFS the second highest with an average score of 3.2 out of a possible 5.
- The case manager schedules adequate parenting time visitation for children and their family;
 - The Judges rated CFS the highest of the survey recipients with an average score of 3.7 out of a possible 5.
 - The Providers rated CFS the second highest with an average score of 3.3 out of a possible 5.

Results of LB1160 Section 7(1) Annual Survey

Telephone Survey n = 681

317 Children (Questions 1-6, 10)

364 Parents (Questions 1- 6, 10)

Web-based Survey n = 138

7 Judges (69 invites, Questions 1-10)

40 Providers (170 invites, Questions 1-10)

91 Attorneys, (766 invites, Questions 1-10)

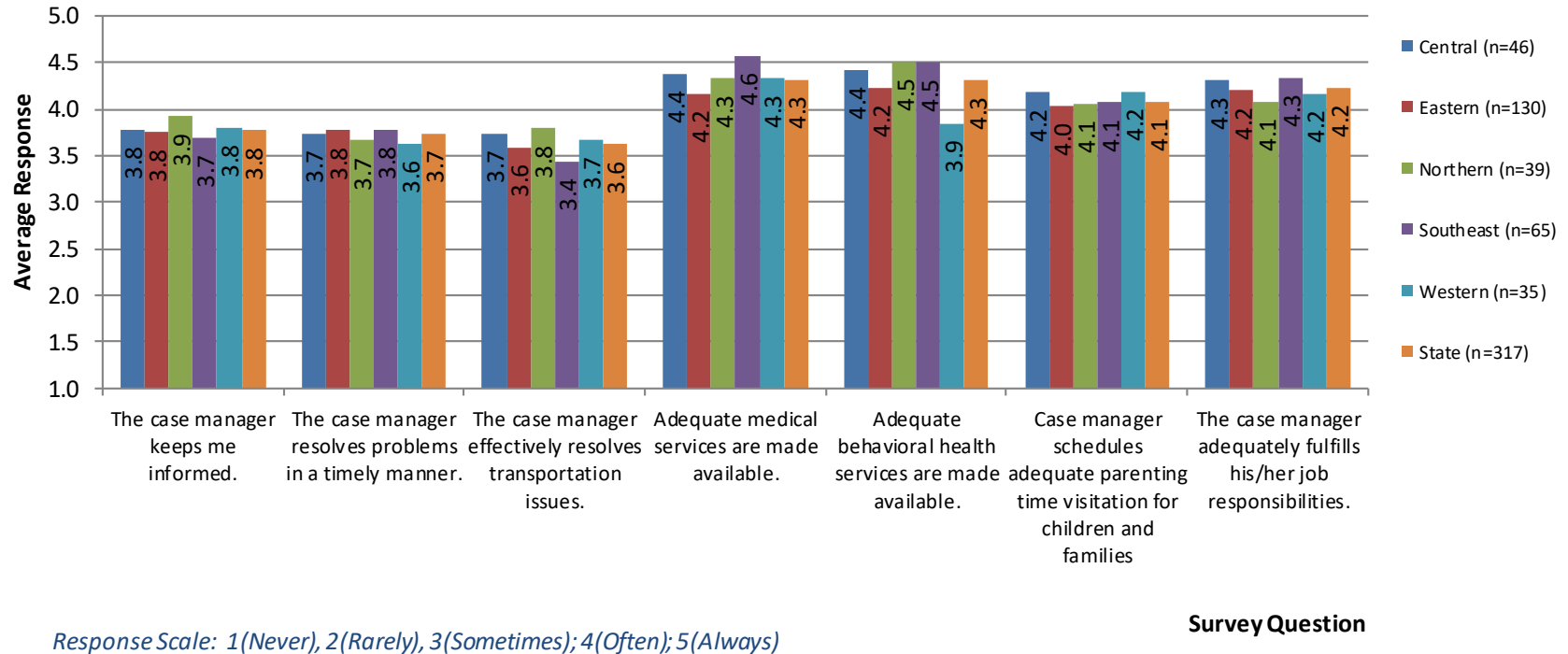
Surveys were conducted in June and July 2021

Survey Questions:

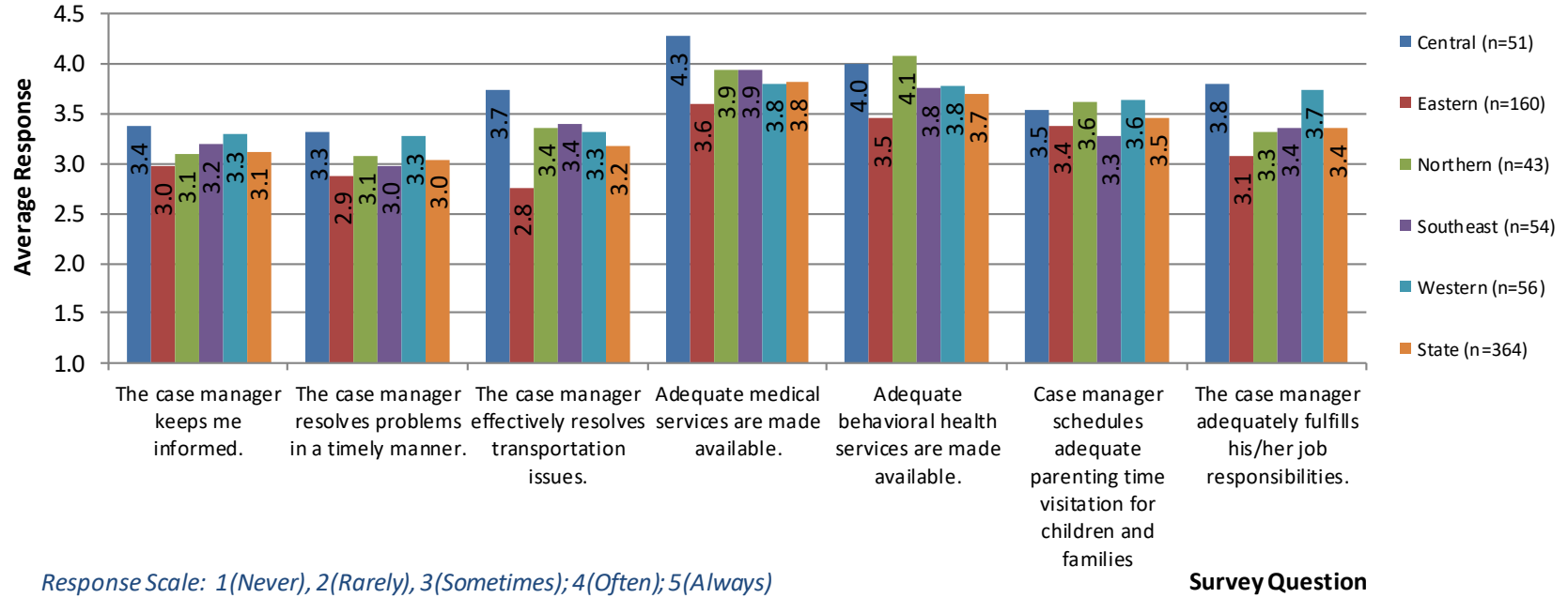
1. The case manager keeps me informed.
2. The case manager resolves problems in a timely manner.
3. The case manager effectively resolves transportation issues.
4. Adequate medical services are made available.
5. Adequate behavioral health services are made available.
6. The case manager schedules adequate 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

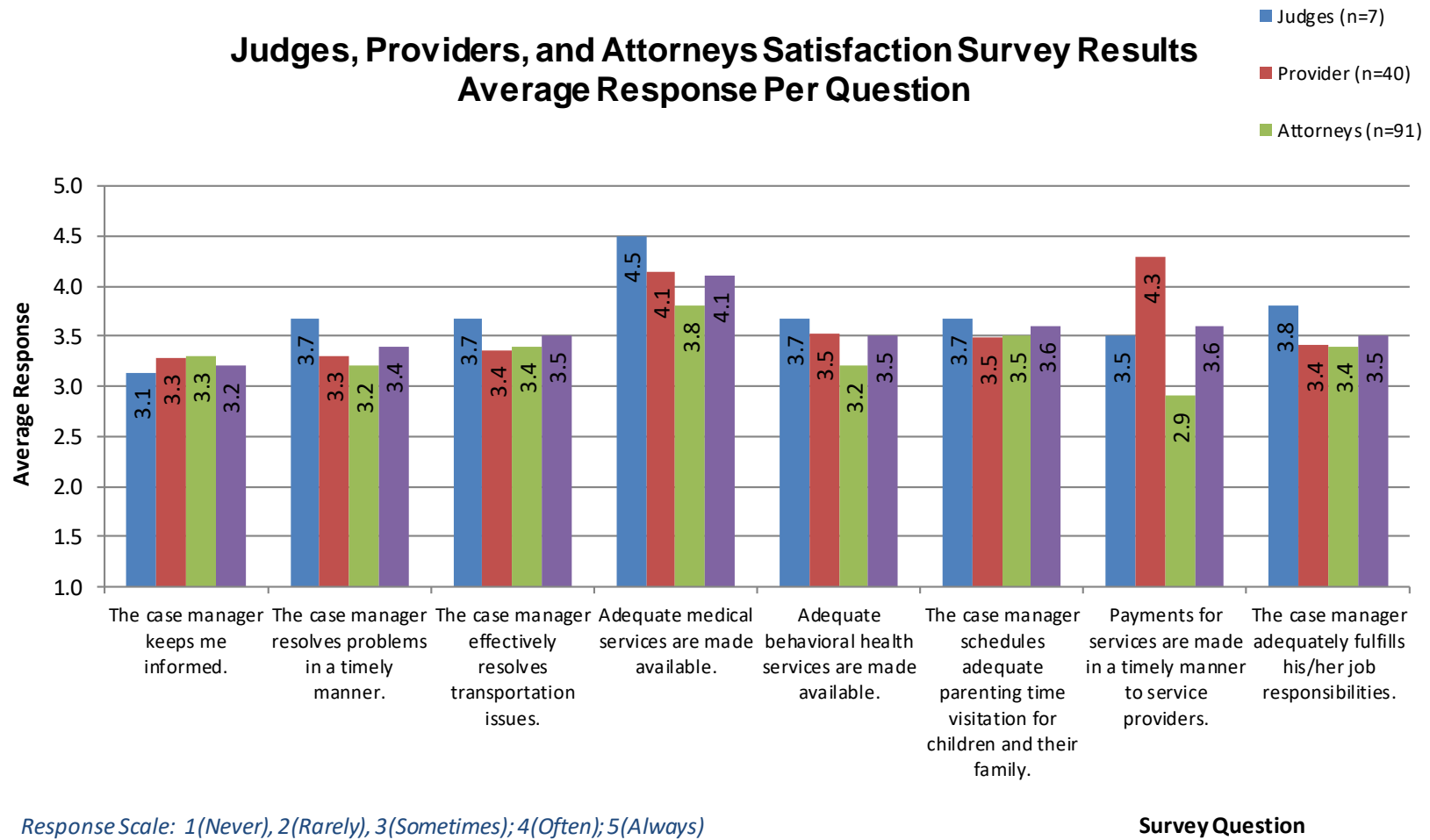
Child Satisfaction Survey Results Average Response Per Question



Parent Satisfaction Survey Results Average Response Per Question

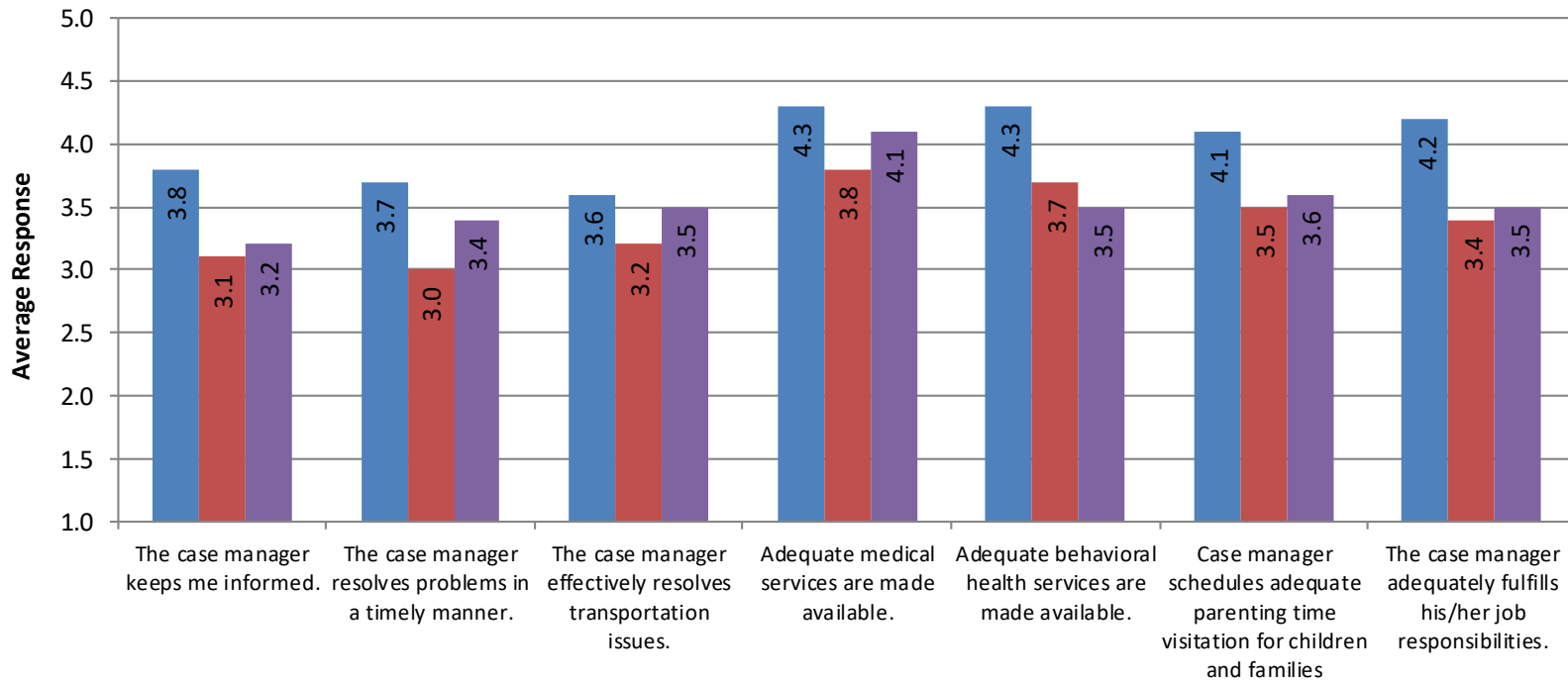


Judges, Providers, and Attorneys Satisfaction Survey Results Average Response Per Question



Statewide Satisfaction Survey Results - Average Response Per Question

■ Child (n=317)
■ Parent (n=364)
■ (Judges, Providers, Attorneys (n=138)

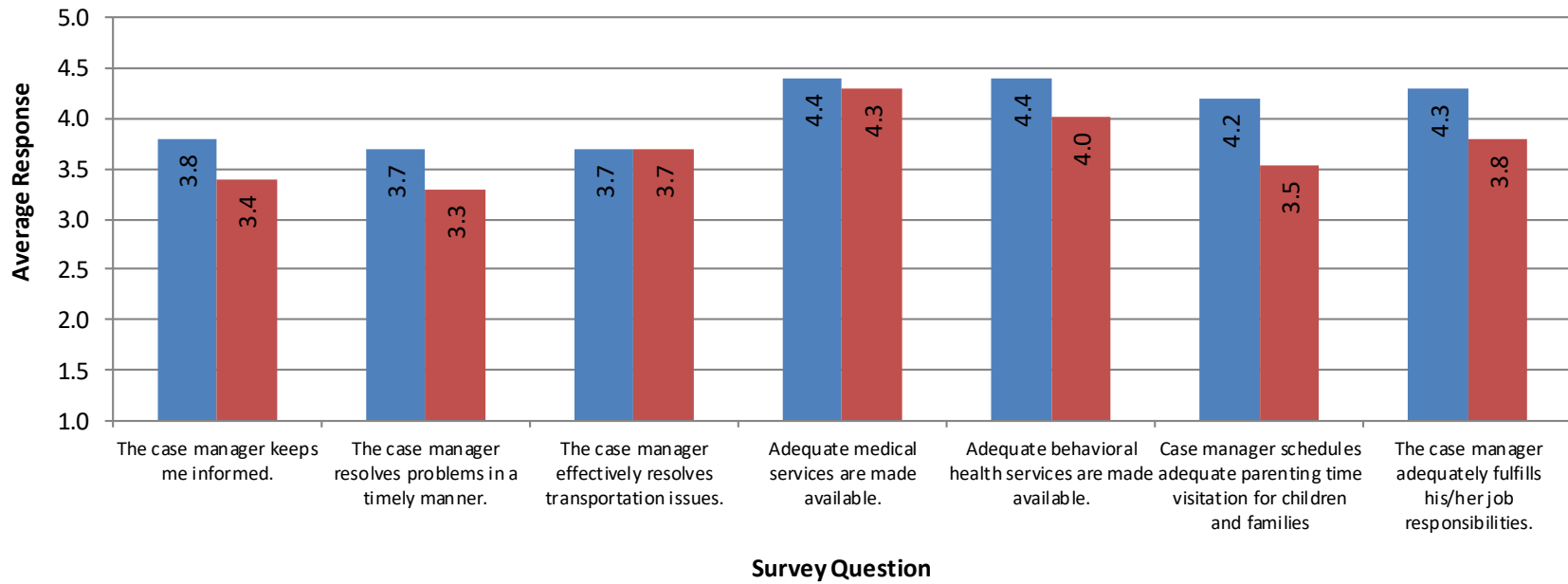


Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)

Survey Question

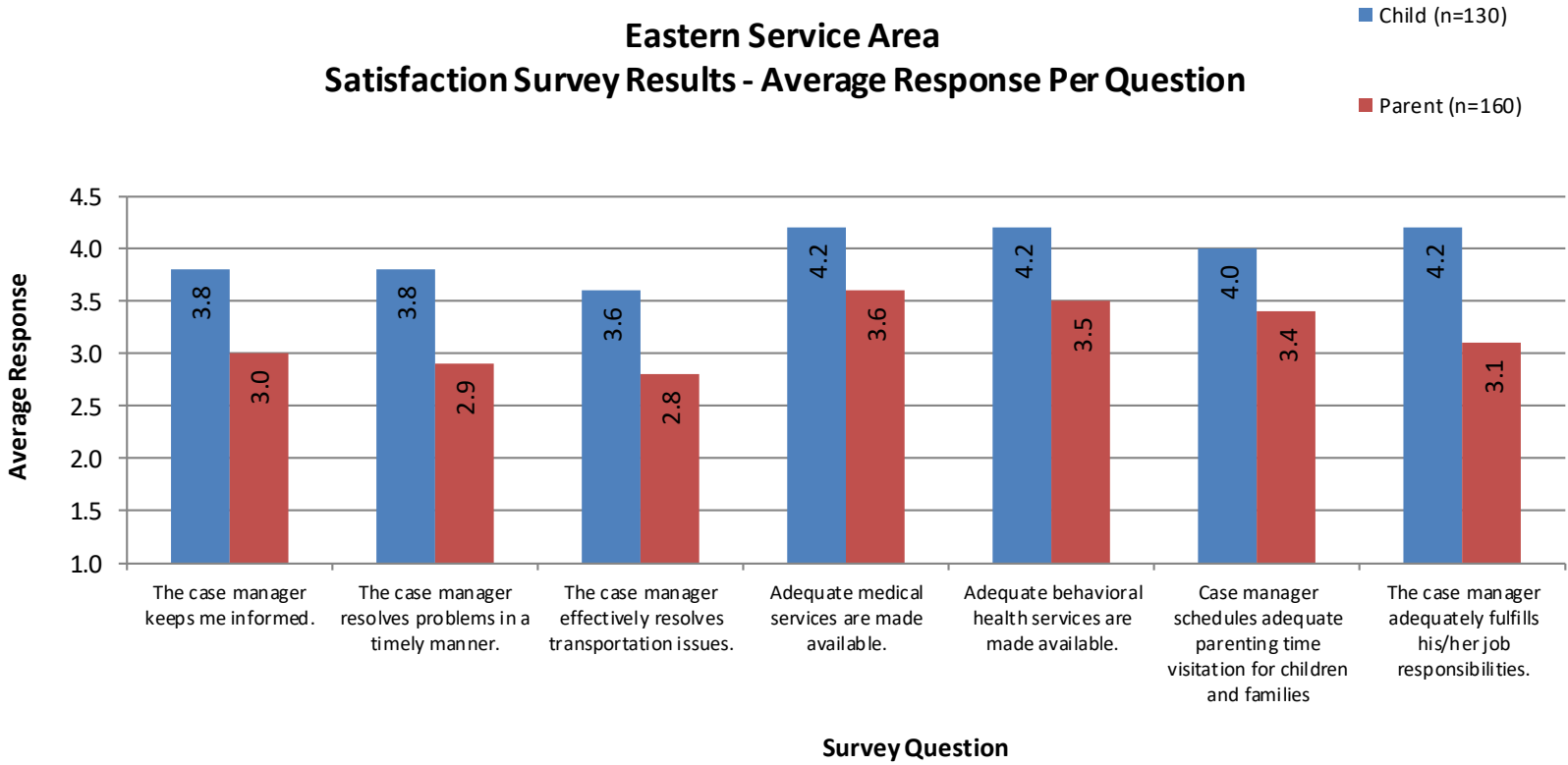
Central Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=46)
■ Parent (n=51)



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

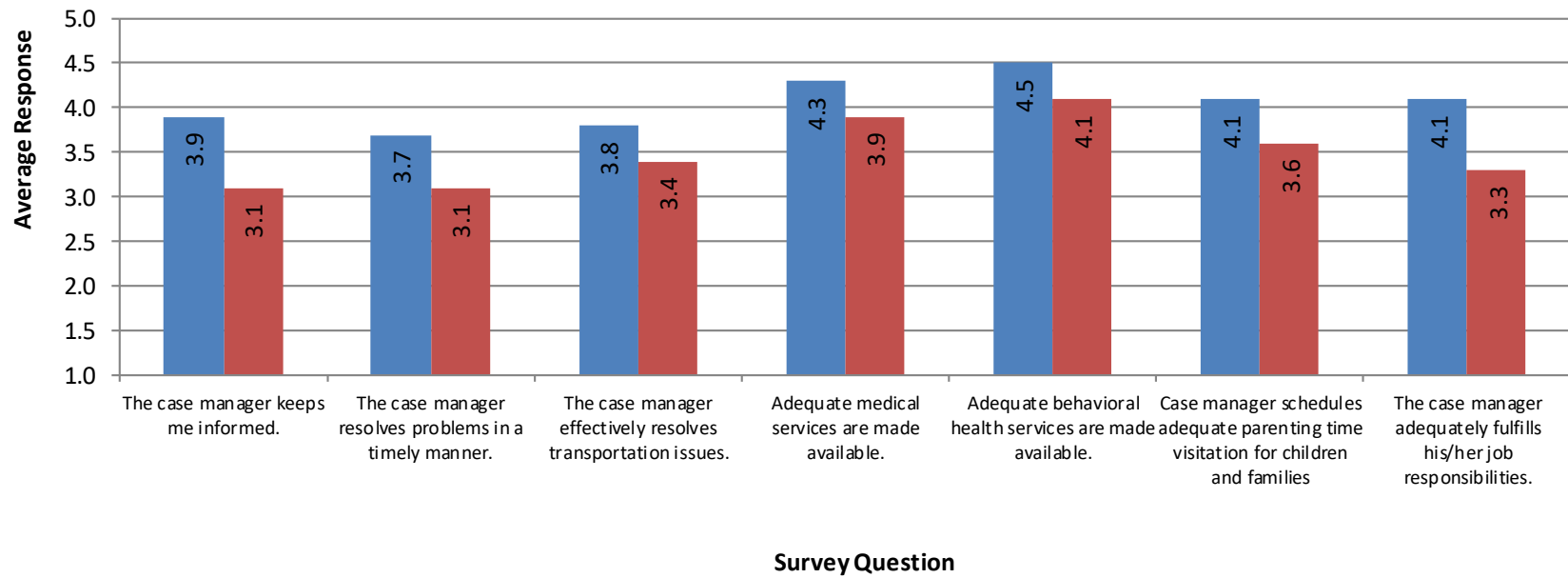
Eastern Service Area Satisfaction Survey Results - Average Response Per Question



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

Northern Service Area Satisfaction Survey Results - Average Response Per Question

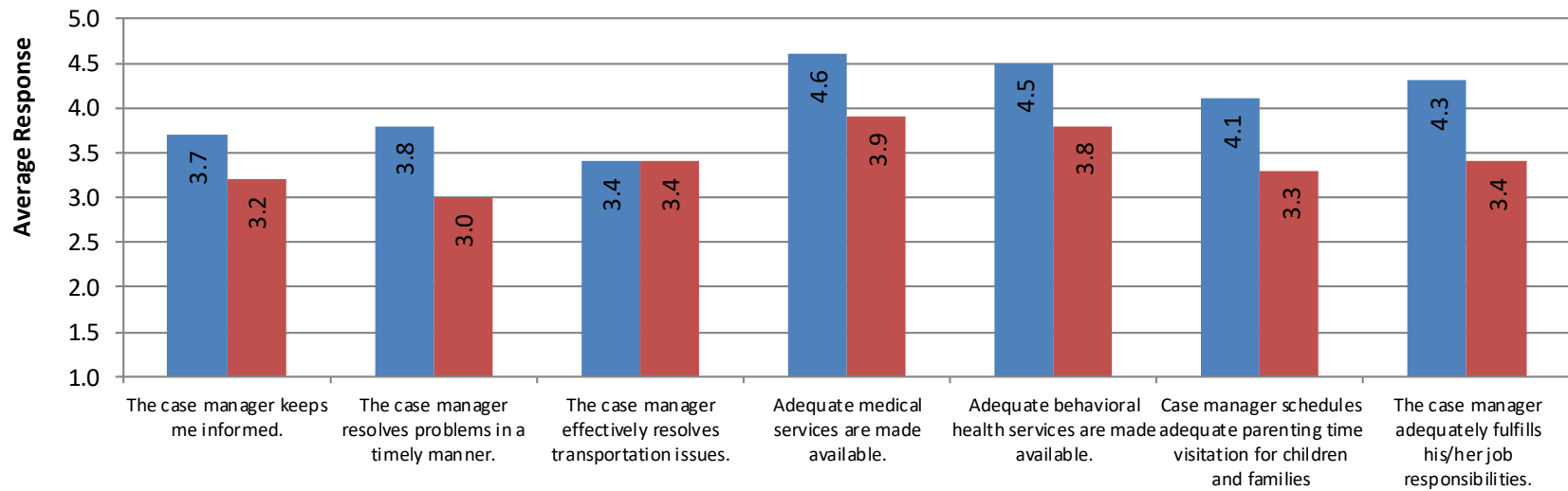
■ Child (n=39)
■ Parent (n=43)



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

Southeast Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=65)
■ Parent (n=54)



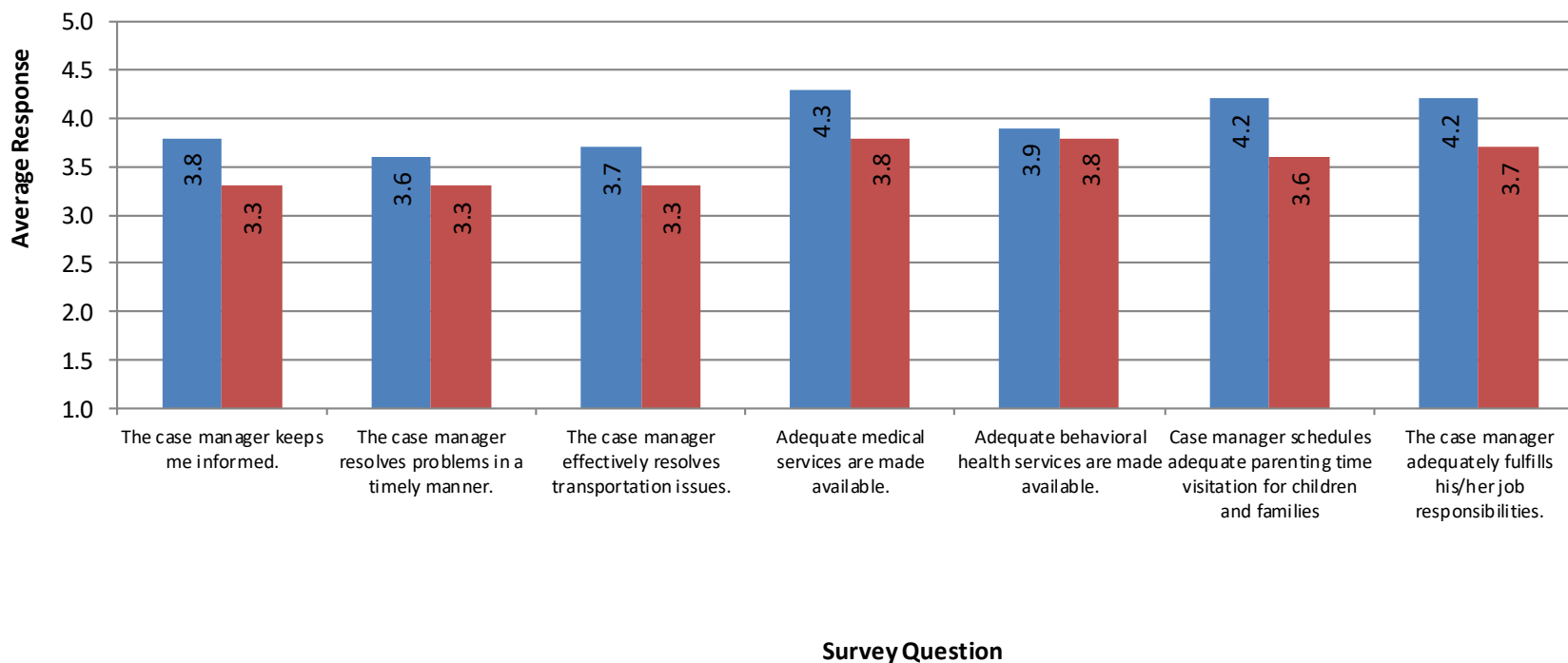
Survey Question

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

Western Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=35)

■ Parent (n=56)



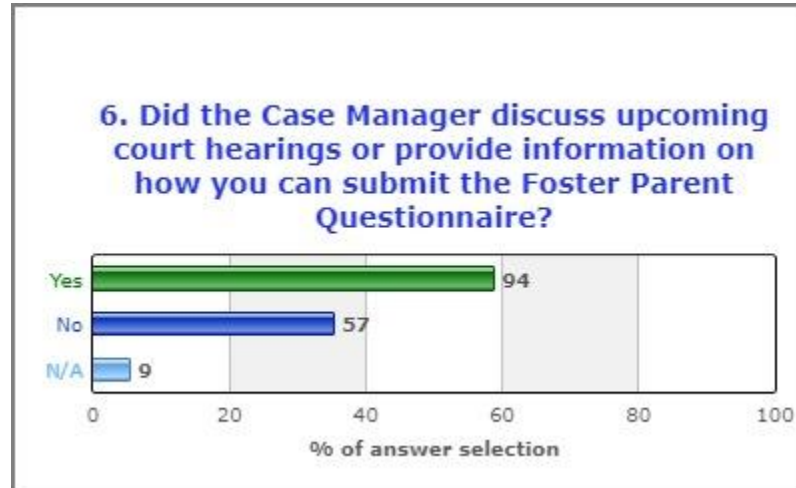
Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)

Methodology for the Foster Parent Surveys:

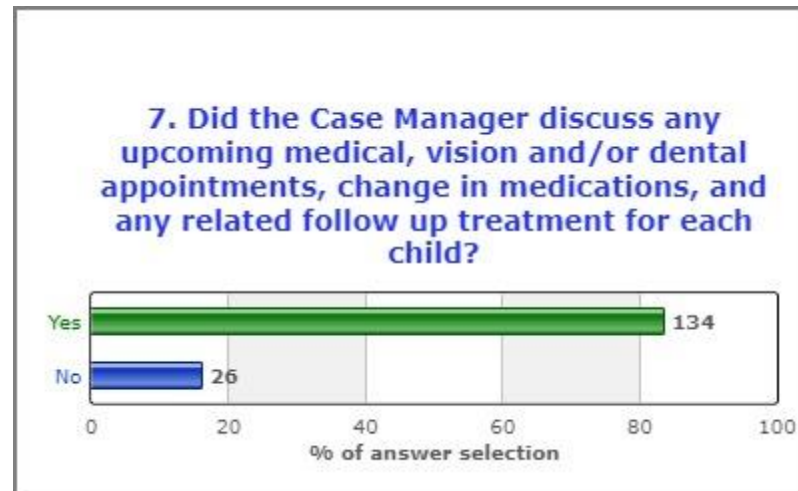
This survey consisted of Likert scale questions to measure the foster parents satisfaction. Every survey consisted of the same questions. 159 Foster parents were surveyed between April and July of 2021. There is not Service Area specific data for this survey. The case manager is used in the questions to refer to both the CFS Specialist and the Contractor Service Coordinator/Family Preservation Specialists.

Common questions for Foster parents included:

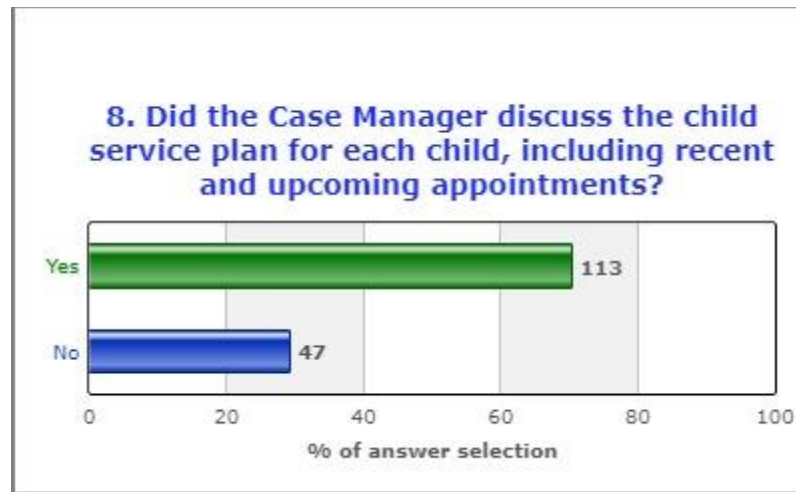
- 1) Did the Case Manager discuss the upcoming court hearings or provide information on how you can submit the Foster parent questionnaire.
- 2) Did the Case Manager discuss any upcoming medical, vision, and or dental appointments, change in medications, and any related follow up treatment for each child.
- 3) Did the Case Manager discuss the child service plan for each child, including recent and upcoming appointments.
- 4) Did the Case Manager inquire about any behavioral issues or behavioral changes for each child.
- 5) Did the Case Manager ask about any school related issues, such as attendance or behavior problems.
- 6) Was the Case manager responsive to any concerns or issues that you raised during the visit.
- 7) I (we) was treated with respect by the Case Manager.
- 8) I (we) feel valued and part of the team.



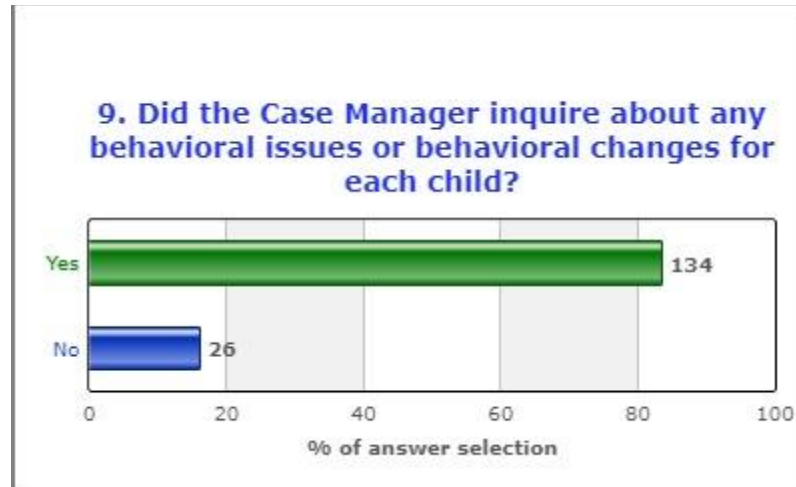
In 62% of the visits, case managers discussed upcoming court hearings or how to provide information in submitting the Foster Parent questionnaire.



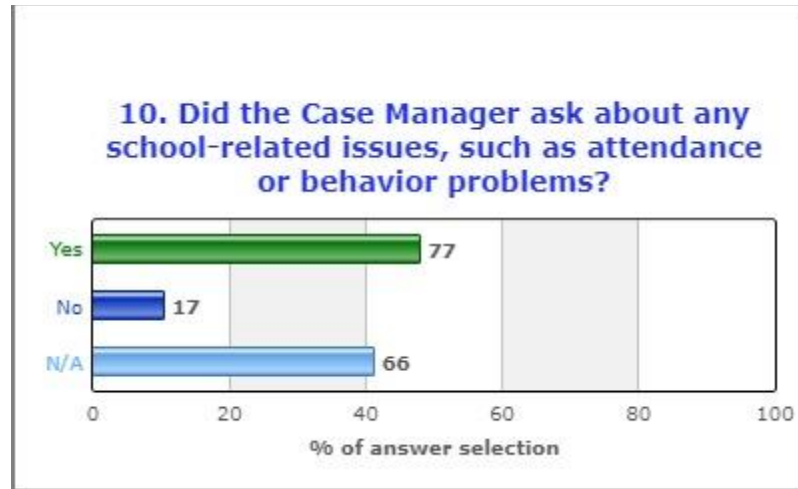
In 84% of the visits, case managers discussed upcoming medical, vision and/or dental appointments, changes in medications, and any related follow up treatment for each child.



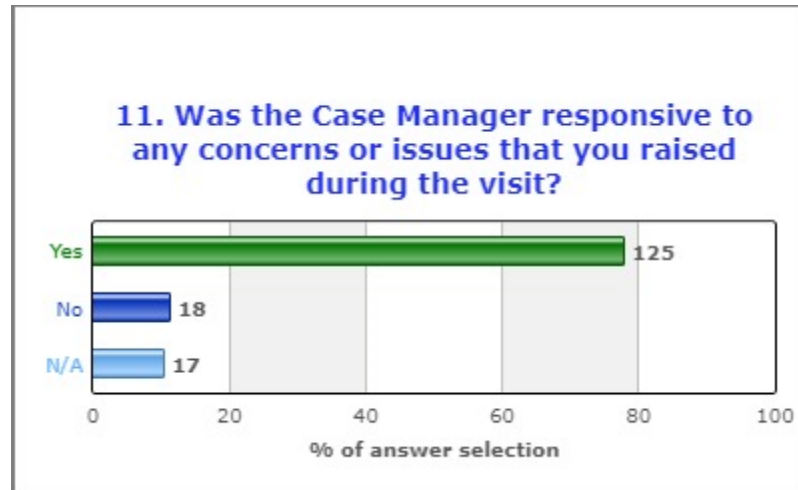
In 71% of the visits, case managers discussed the child service plan for each child, including recent and upcoming appointments.



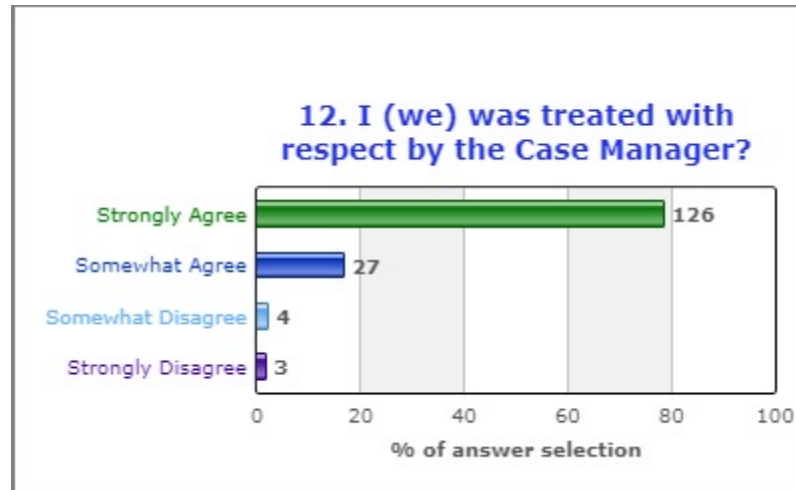
In 84% of the visits, the case manager inquired about behavioral issues or behavioral changes for each child.



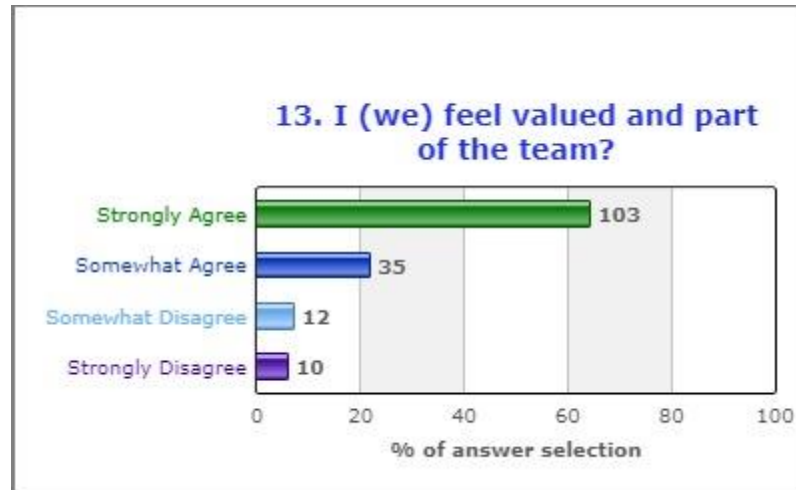
In 82% of the visits, foster parents indicated that case managers did inquire about school-related issues, such as attendance or behavior problems.



In 87% of the cases foster parents felt that the case managers were responsive to their concerns or issues raised during the visit.



In 96% of the visits, foster parents either strongly or somewhat agreed that they were treated with respect by case managers. In over 79% of the cases they strongly agreed.



In 86% of the case manager visits, foster parents either strongly agreed, or somewhat agreed, that they felt valued and part of a team.