

NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

September 15, 2022

Health and Human Services Committee of the Legislature
State Capitol, Room 1117
P.O. Box 94604
Lincoln, NE 68509

Dear Health and Human Services Committee of the Legislature,

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 cursive script that reads "Stephanie Beasley".

Stephanie L. Beasley
Director
Division of Children and Family Services

Attachment

**Department of Health and Human Services
Legislative Report
Neb. Rev. Stat. §43-4407 Summary of Child Welfare Survey Results Report**

REPORT FOR: LEGISLATURE
REPORT DATE: JULY 26, 2022
NEB. REV. STAT.: §43-4407
COMMITTEE NAME: HEALTH AND HUMAN SERVICES COMMITTEE
CONTACT PERSON: STEPHANIE BEASLEY, DIRECTOR
CHILDREN AND FAMILY SERVICES DIVISION

Section 7: (1) Each Service area administrator 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 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 (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 CFS's desire to hear from those receiving services, CFS administered a customer satisfaction survey to the following stakeholders to measure their satisfaction with the support and services provided by CFS.

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

Background

The Division of Children and Family Services (CFS) 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 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 Centers (YRTCs). 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 CFS.

In 2012, the Department was required by Neb. Rev. Stat. §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 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 Foster Parents to provide

immediate responses to CFS leadership directly after a case manager visit. The survey questions were selected by CFS leadership.

Methodology for Youth, Parents, Attorneys, Judges, and Service Providers

The surveys consisted of Likert scale questions to measure the respondent's satisfaction with regard to the categories listed above. Every survey, regardless of recipient, contained the same seven questions. The judges, attorneys, and service providers 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 Child and Family Services Specialist (CFSS) and the Contractor's 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 350 youth and 350 parent surveys. However, only 137 youth surveys and 342 parent surveys were completed due to an overall reduction in responses to phone calls and the participant's willingness to complete the phone surveys. The Department will be exploring other survey methods to ensure increased participation in the next survey cycle.

The Department administered the surveys for the judges, attorneys, service providers, and guardians ad litem through a web-based program. There were 67 survey invitations sent to judges with 9 responses; 64 invitations sent to service providers with 23 responses; and 859 invitations sent to attorneys with 90 responses.

Summary of Statewide Survey Results

Below is a summary of the Customer Satisfaction Surveys conducted throughout the State in June and July 2022. The "Refuse", "Don't Know" and "N/A" Responses were removed from the analysis because these responses are non-responsive. The telephone surveys collected responses from 137 youth and 342 parents, for a total of 479 phone surveys. The web-based surveys received responses from 9 judges, 23 providers, and 90 attorneys for a total of 122 web-based surveys. Due to the sample size of responses from judges, providers, and attorneys, for reporting and tabulation purposes, they were grouped together.

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

- 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 CFS the second highest with an average score of 3.5 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 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 3.5 out of a possible 5.
 - Judges, attorneys, and Service providers rated CFS the second highest with an average score of 3.4 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 4.5 out of a possible 5.
 - Judges, attorneys, and Service providers rated CFS the second highest with an average score of 3.9.

- Adequate behavioral health services are made available.
 - The Youth rated CFS the highest of the survey recipients with an average score of 4.2 out of a possible 5.
 - Parents rated CFS the second highest with an average score of 3.4 out of a possible 5.

- The case manager schedules adequate parenting time visitation for children and their family.
 - The Youth rated CFS the highest of the survey recipients with an average score of 4.1 out of 5.
 - Judges, attorneys, and Service providers rated CFS the second highest 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 4.1 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 = 122

- Payment for services is made in a timely manner to service providers.
 - The Providers rated CFS the highest of the survey recipients with an average score of 4.1 out of a possible 5.
 - The Judges rated CFS the second highest with an average score of 3.3 out of a possible 5.
- The case manager schedules adequate parenting time visitation for children and their family.
 - The Providers rated CFS the highest of the survey recipients with an average score of 4.0 out of a possible 5.
 - The Judges rated CFS the second highest with an average score of 3.8 out of a possible 5.

Results of Neb. Rev. Stat. §43-4407 Child Welfare Survey

Telephone Survey n = 479

137 Children (Questions 1-6, 10)

342 Parents (Questions 1-6, 10)

Web-based Survey n = 122

9 Judges (67 invites, Questions 1-10)

23 Providers (64 invites, Questions 1-10)

90 Attorneys (859 invites, Questions 1-10)

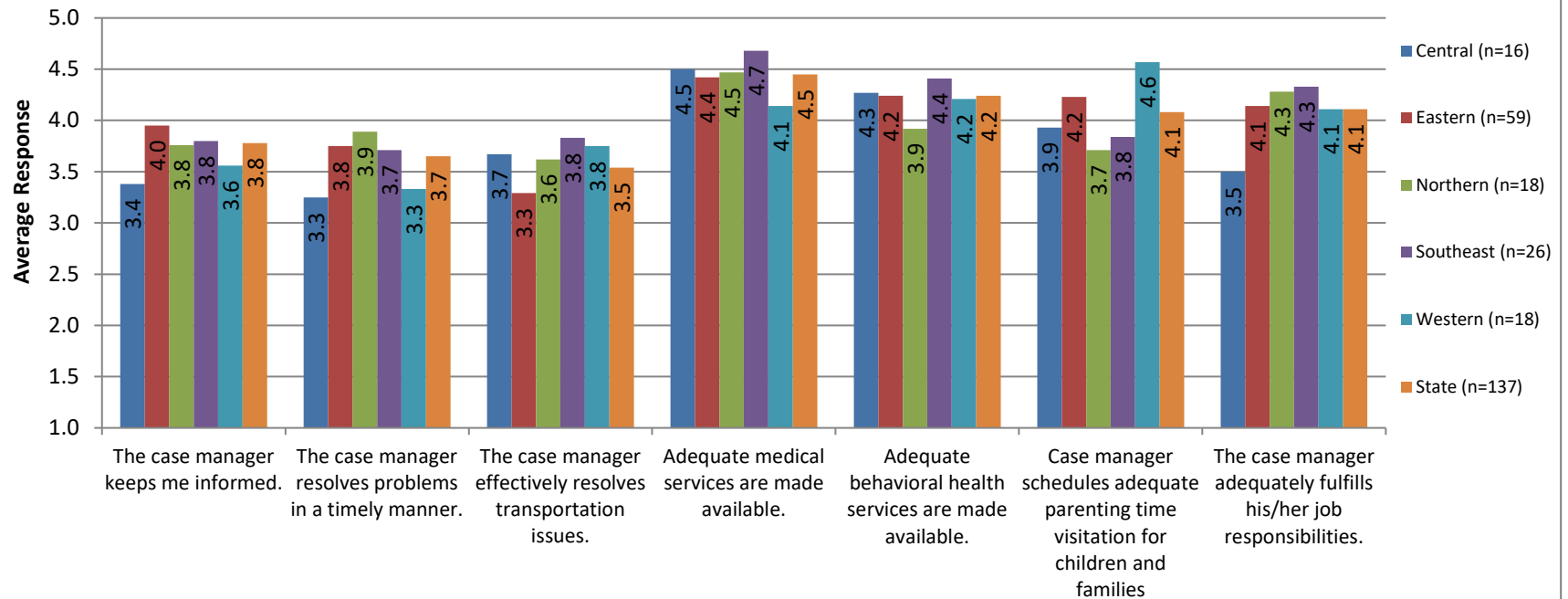
Surveys were conducted in June and July 2022

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.

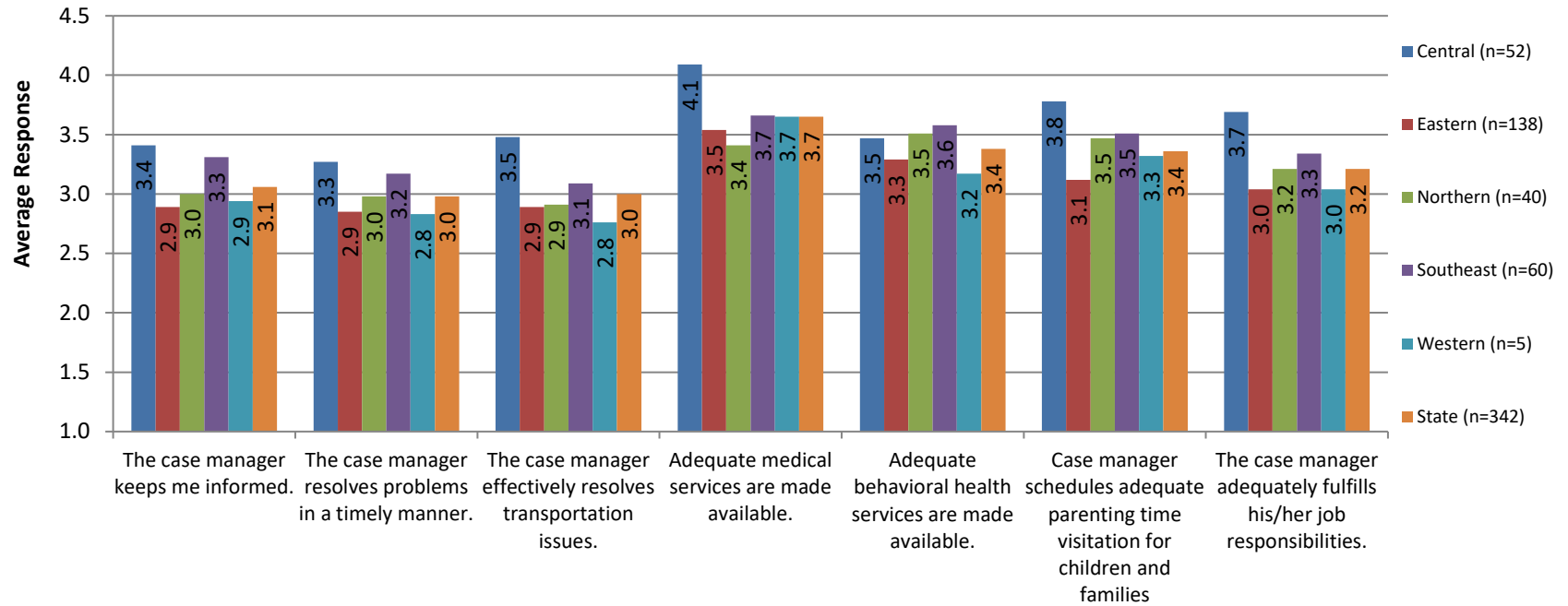
Responses included: Never, Rarely, Sometimes, Often, Always, Refuse, Don't Know, and N/A

Child Satisfaction Survey Results Average Response Per Question



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

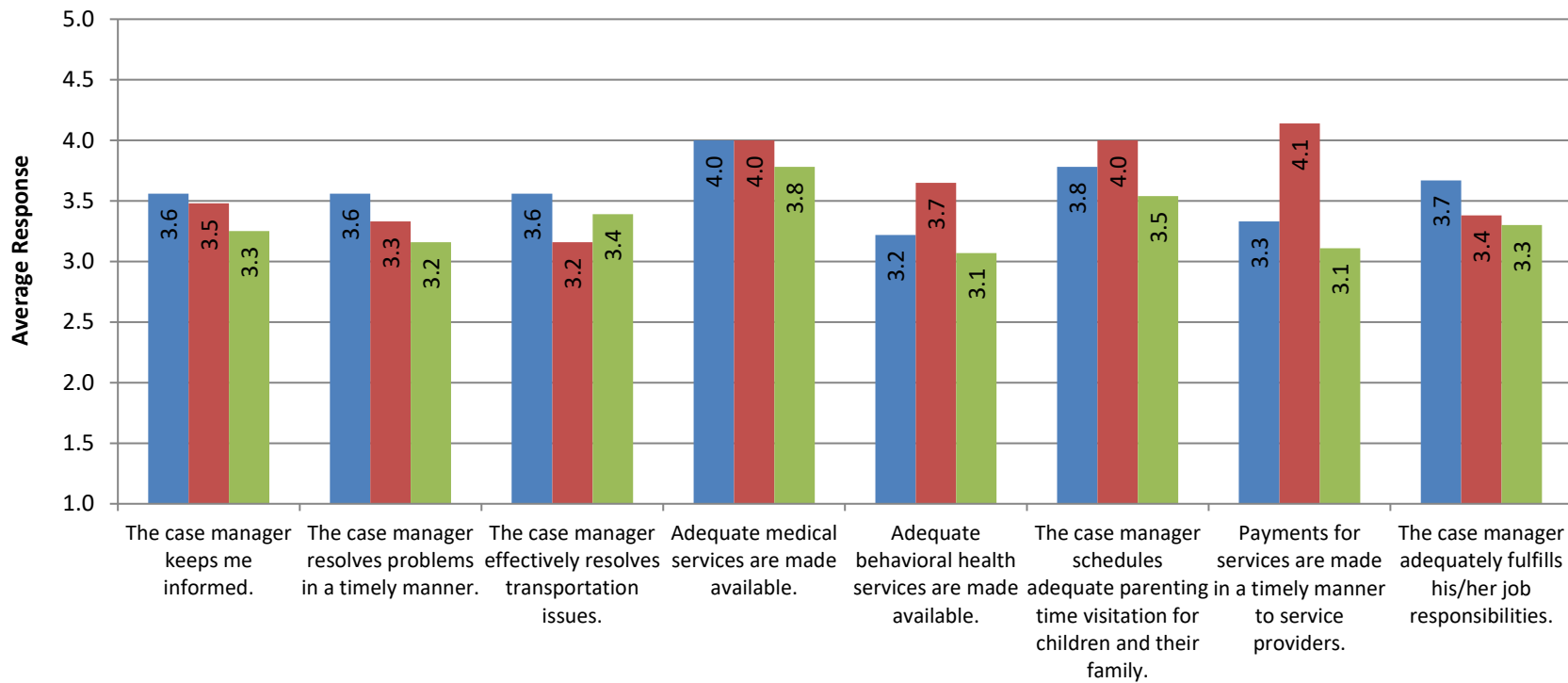
Parent Satisfaction Survey Results Average Response Per Question



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

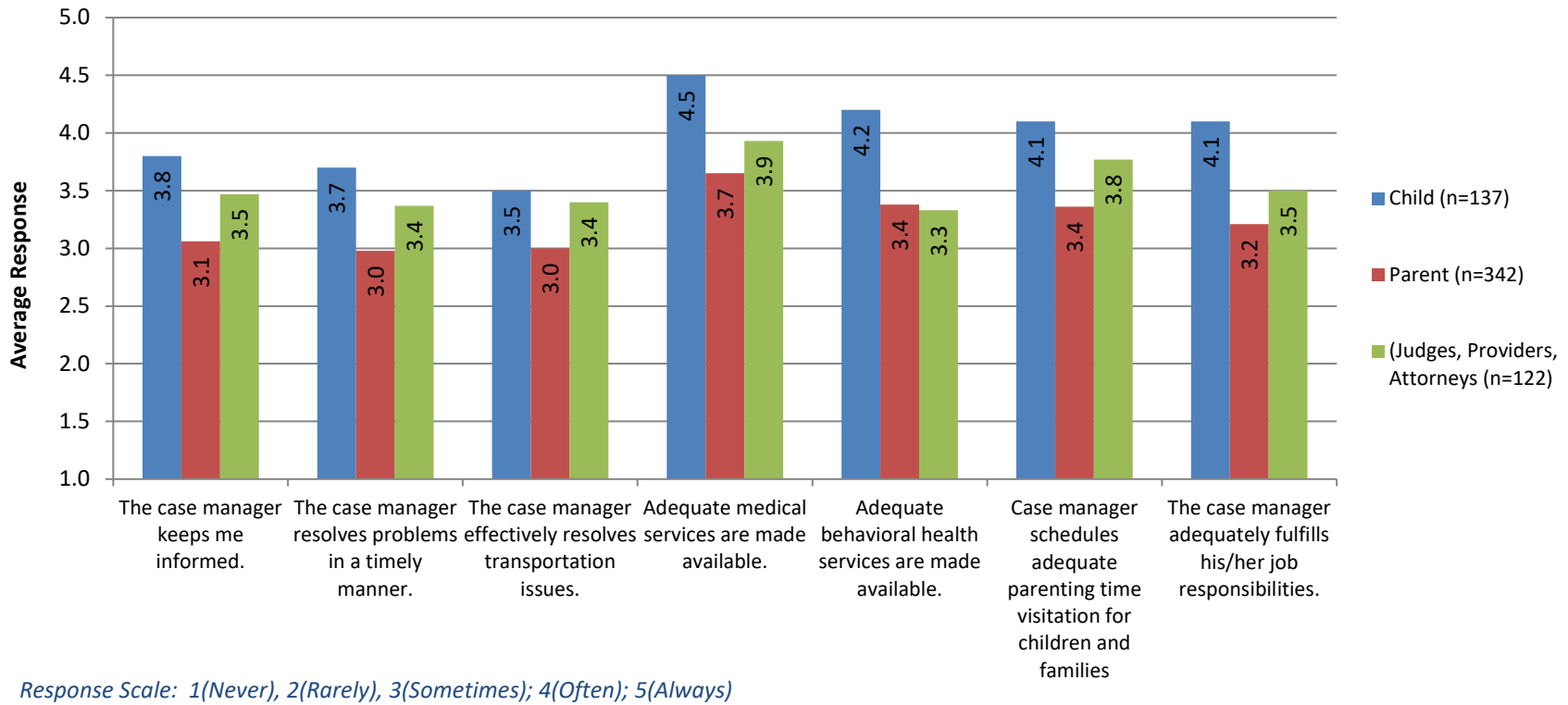
Judges, Providers, and Attorneys Satisfaction Survey Results Average Response Per Question

■ Judges (n=9)
 ■ Provider (n=23)
 ■ Attorneys (n=90)



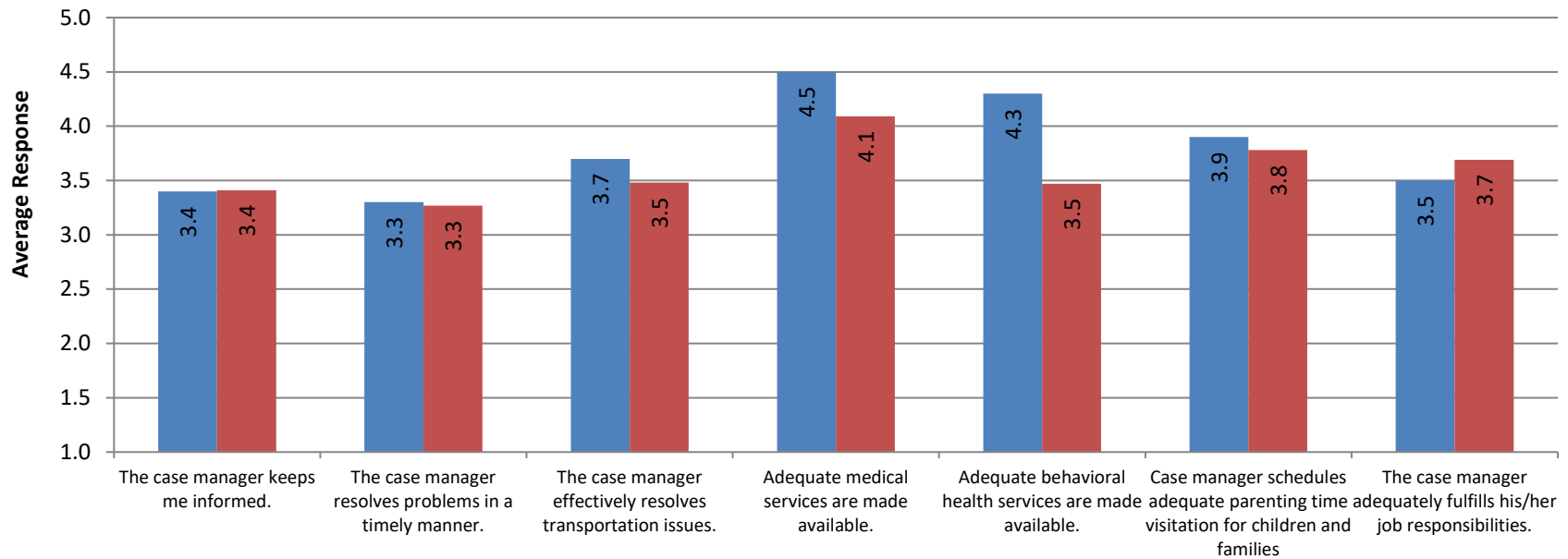
Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)

Statewide Satisfaction Survey Results - Average Response Per Question



Central Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=16)
 ■ Parent (n=52)

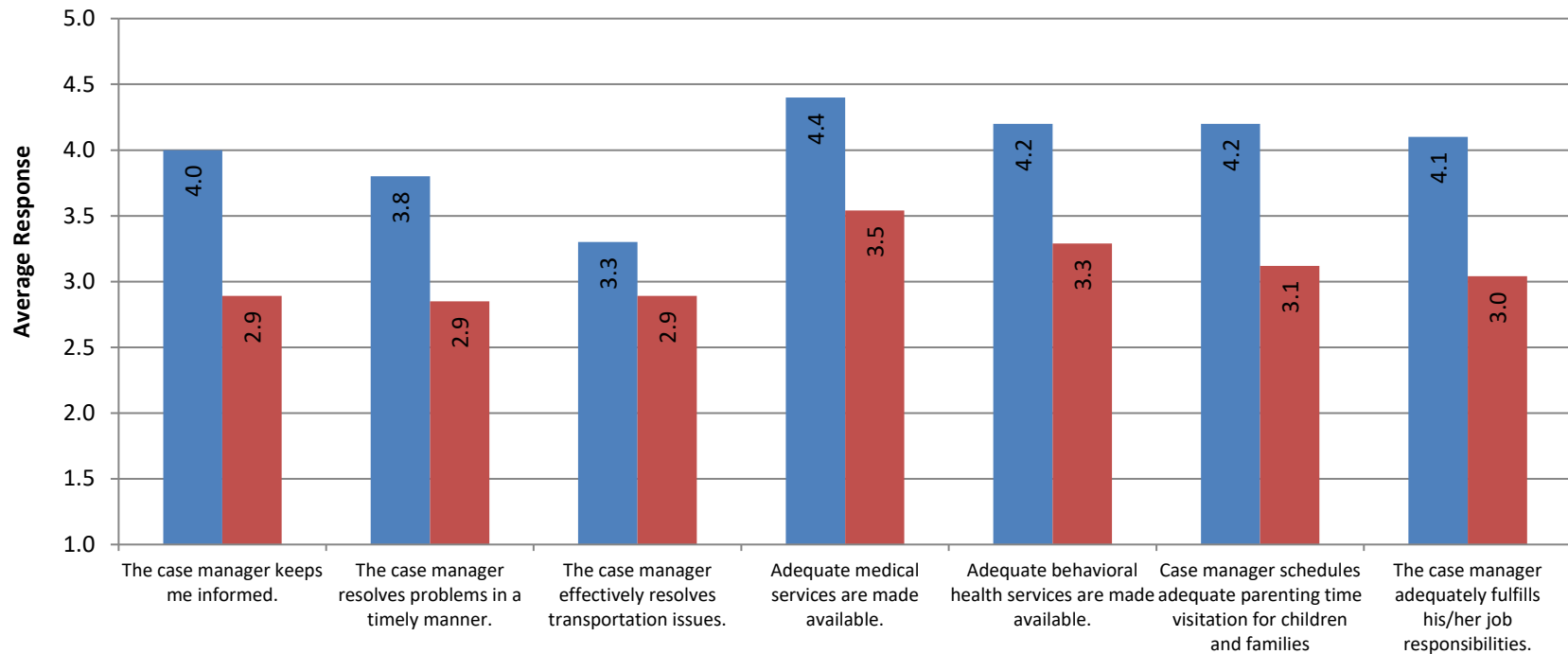


Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)

Eastern Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=59)

■ Parent (n=138)

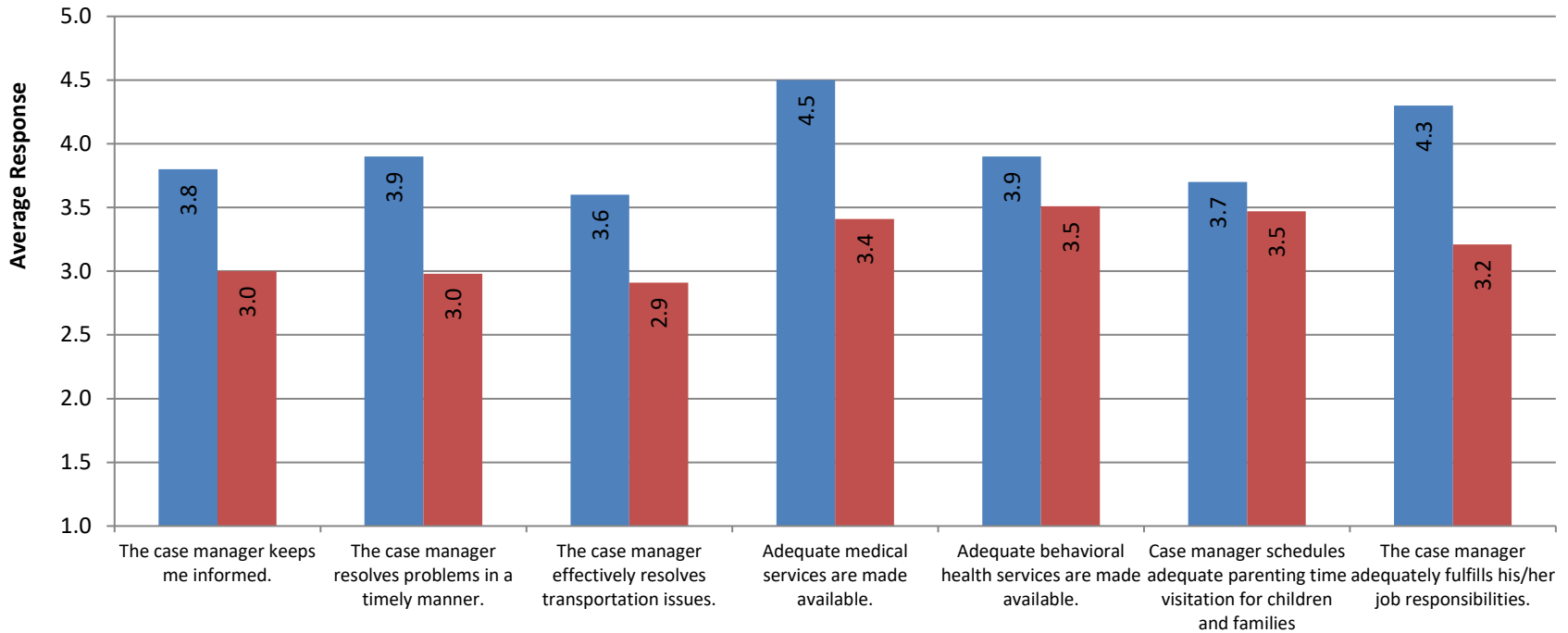


Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)

Northern Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=18)

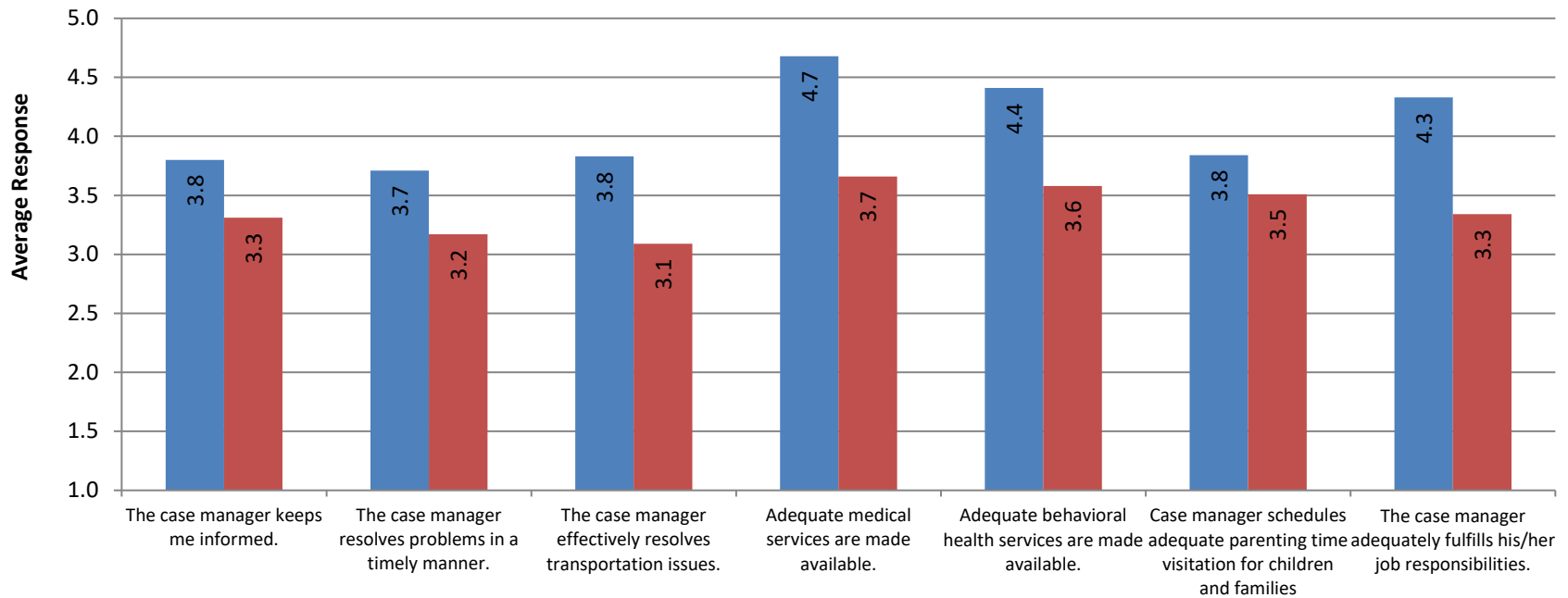
■ Parent (n=40)



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

Southeast Service Area Satisfaction Survey Results - Average Response Per Question

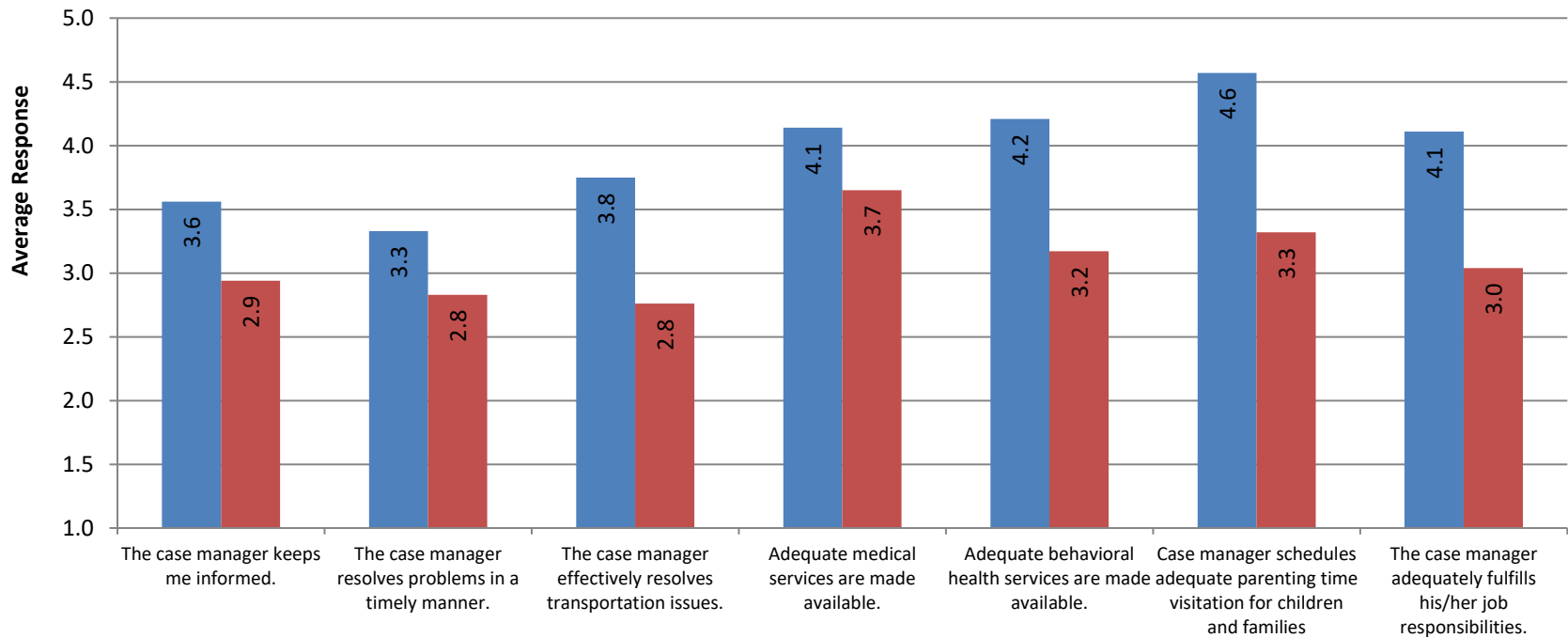
■ Child (n=26)
■ Parent (n=60)



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

Western Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=18)
 ■ Parent (n=52)



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

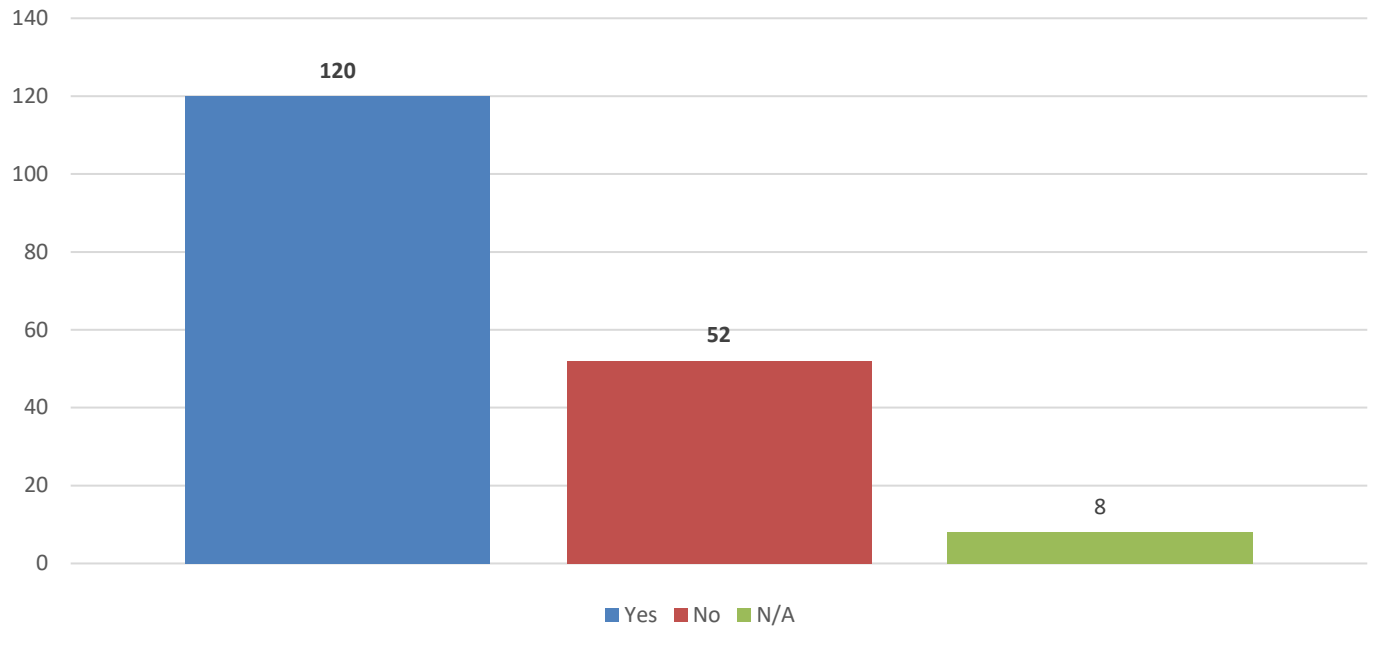
Methodology for the Foster Parent Surveys

In April 2021, the Department of Health and Human Services, Division of Children and Family Services (CFS), began surveying foster Parents after case manager visits using the Child Welfare Safety Solutions, LLC, (CWSS) Guardian Foster Parent Collaboration Survey Tool, through a pilot program that allows for foster parents to provide immediate responses to CFS leadership directly after a case manager visit. The Guardian Tool also allows foster parents to provide detailed comments related to the visit and comments for certain selected questions are immediately received and reviewed by CFS. The comments are immediately accessible by CFS leadership staff through the portal that was created as part of this project. The survey questions were all selected by CFS leadership and include the following eight questions that are similar to the survey questions for the youth, parent, provider, attorneys, and judges.

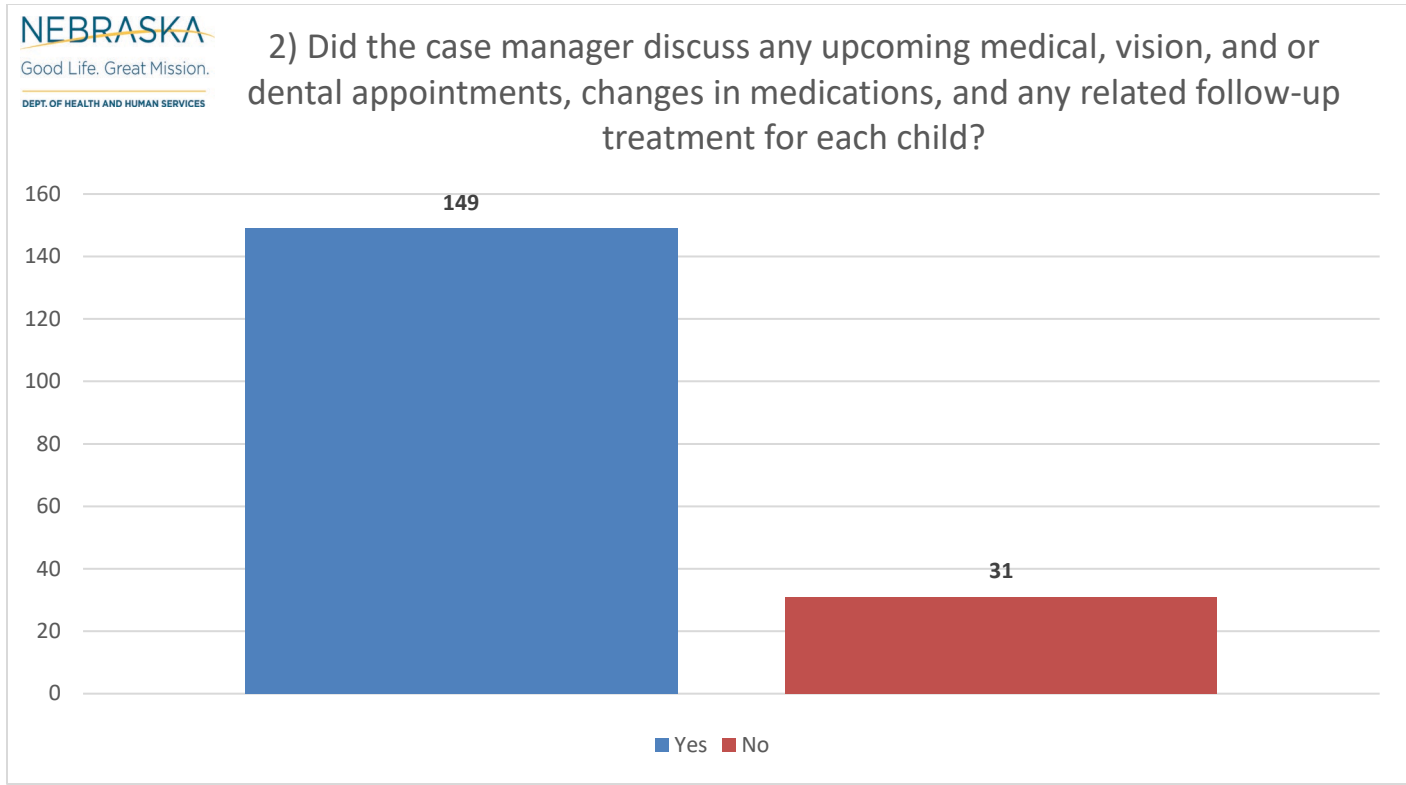
- 1) Did the case manager discuss the upcoming court hearings or provide information on how you can submit the foster parent questionnaire?
- 2) Did the case manager discuss any upcoming medical, vision, and or dental appointments, changes in medications, and any related follow-up treatment for each 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.

There were 180 survey responses from foster parents from February 1, 2022, to July 31, 2022. The Guardian Foster Parent Collaboration Survey Tool does not break down the survey results by Service Area. The case manager is used in the survey questions to refer to both the Child & Family Services Specialist (CFSS) and the Contractor's Service Coordinators/Family Preservation Specialists. Below is a summary of the foster parent survey results. The percentages calculated exclude the N/A responses.

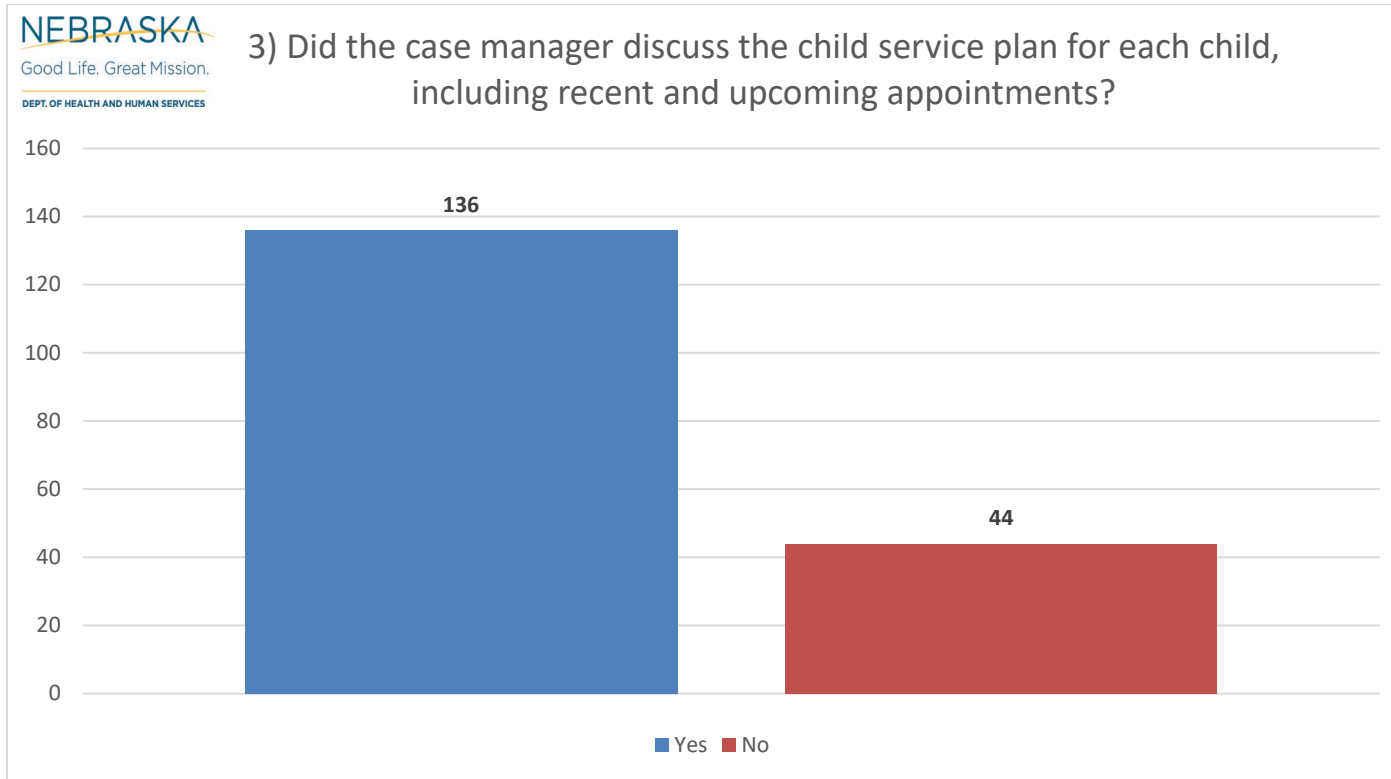
1) Did the case manager discuss the upcoming court hearings or provide information on how you can submit the foster parent questionnaire?



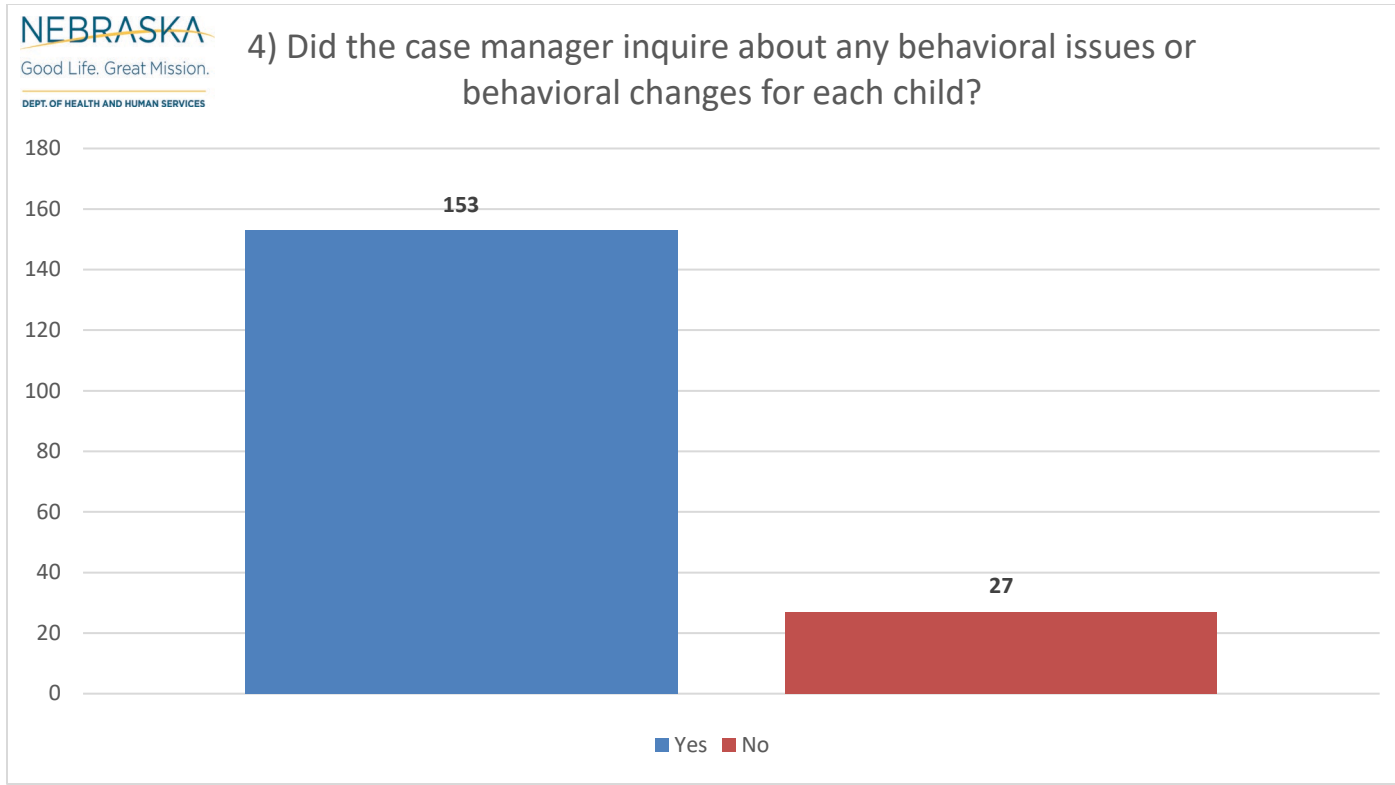
In 70% of the visits, the case manager discussed upcoming court hearings and/or provided the foster parent(s) with information on how the foster parents can submit the Foster Parent questionnaire.



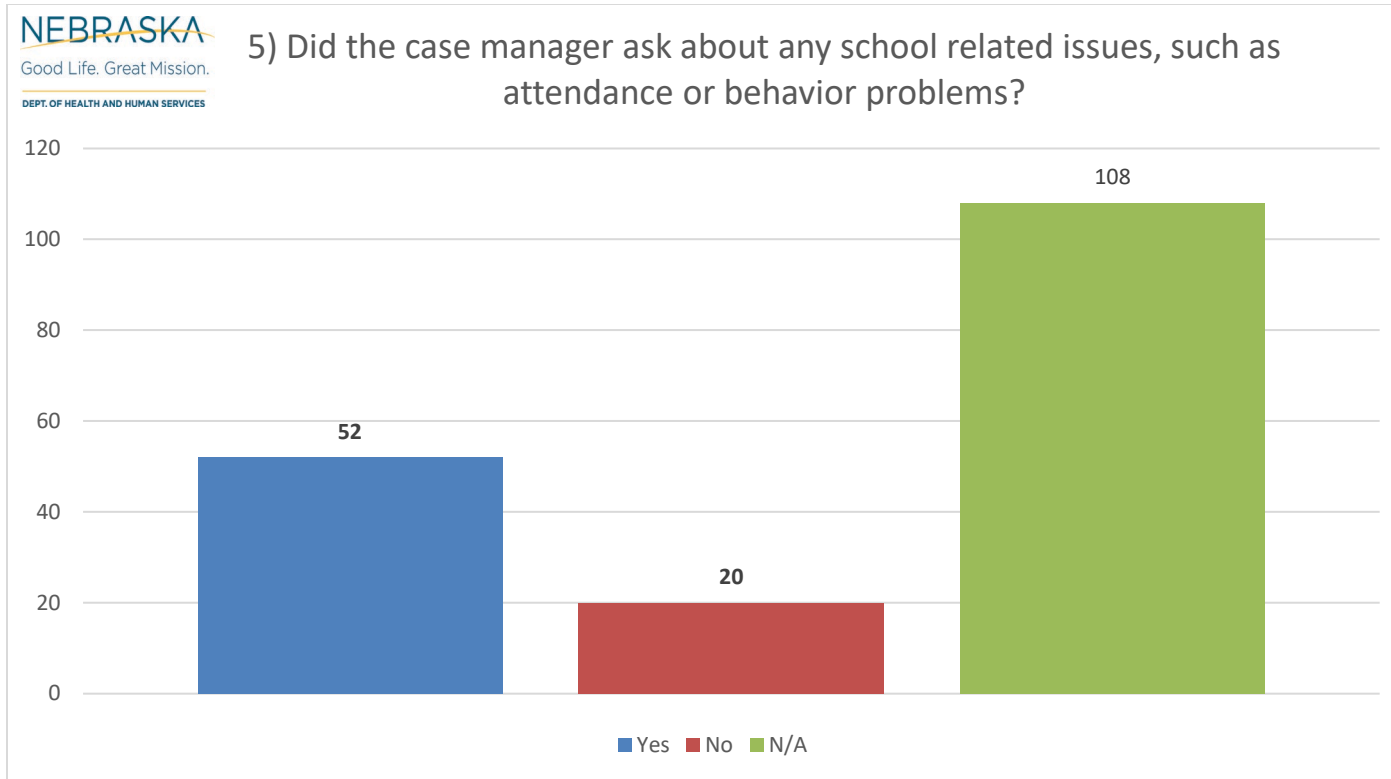
In 83% of the visits, case managers discussed the upcoming medical, vision, and/or dental appointments, changes in medications, and any related follow-up treatment for each child.



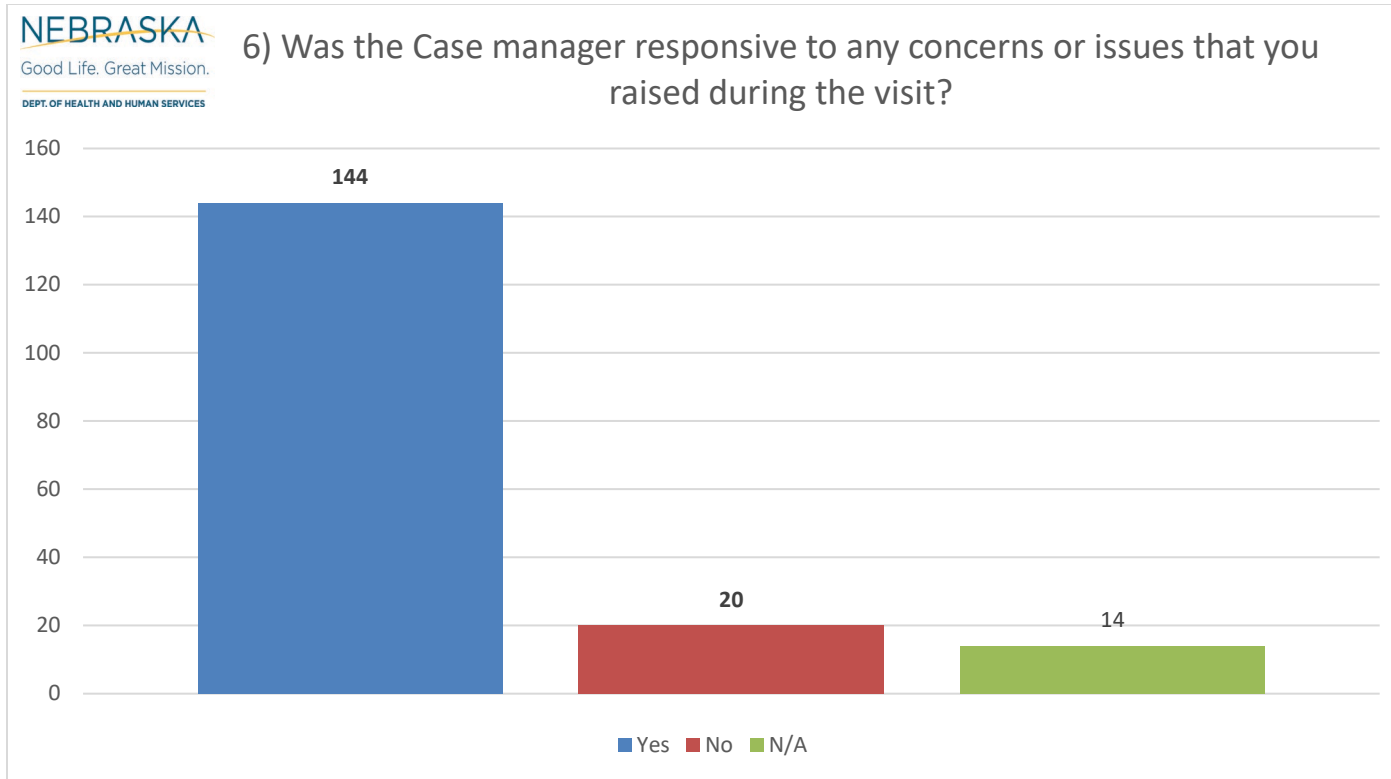
In 76% of the visits, case managers discussed the child service plan for each child, including recent and upcoming appointments.



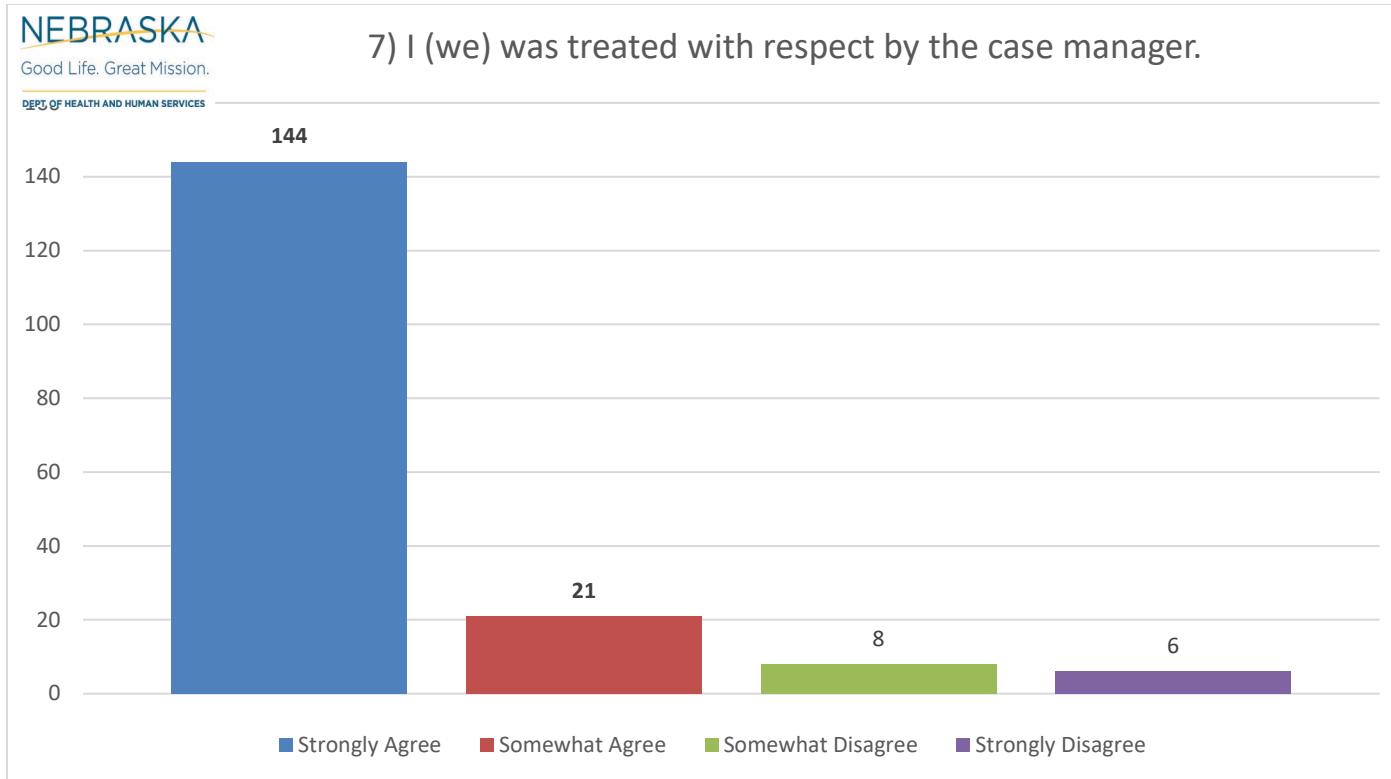
In 85% of the visits, the case manager inquired about behavioral issues or behavioral changes for each child.



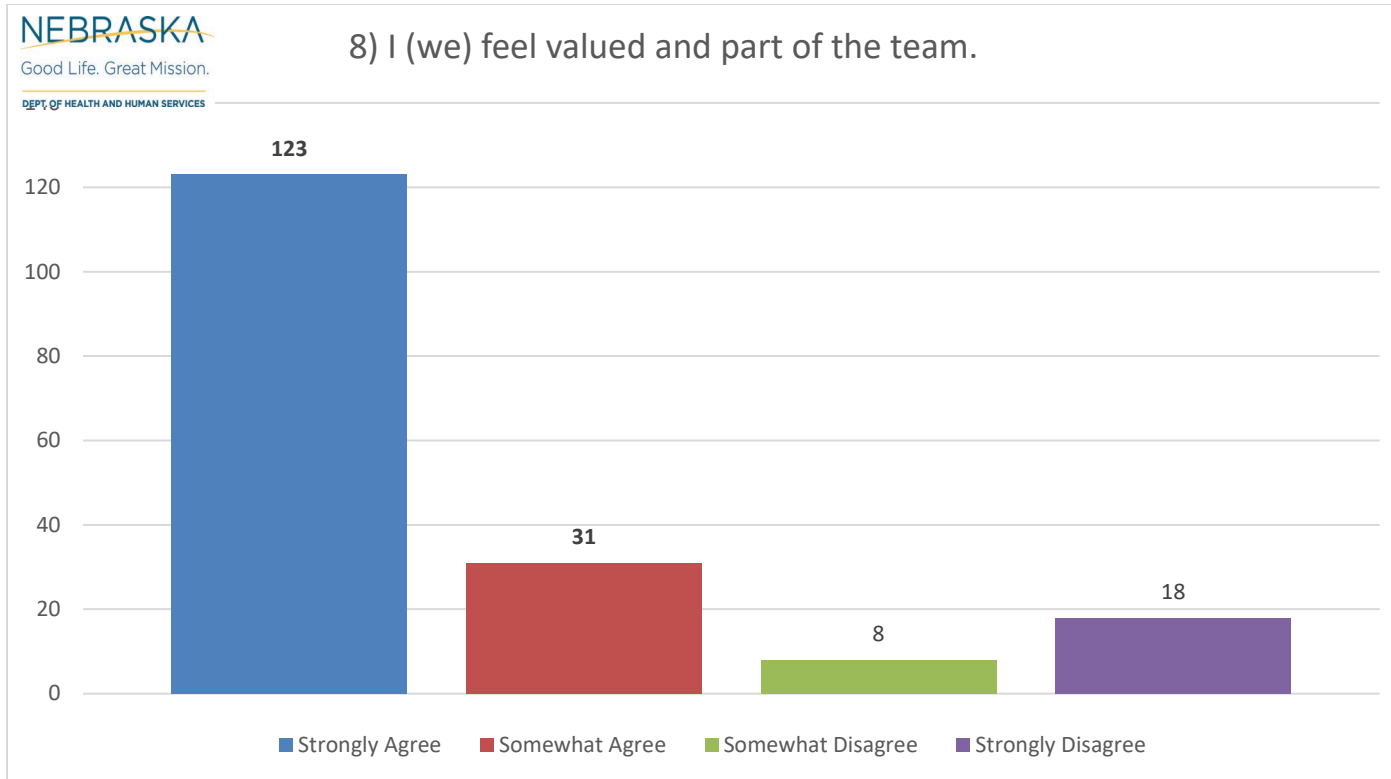
In 73% of the visits, foster parents indicated that case managers did inquire about school-related issues, such as attendance or behavior problems.



In 88% of the visits, the foster parents felt that the case managers were responsive to their concerns or issues raised during the visit.



In 92% of the visits, the foster parents either strongly or somewhat agreed that they were treated with respect by case managers. The foster parent strongly agreed with this statement in 80% of these visits.



In 86% of the visits, foster parents either strongly agreed or somewhat agreed, that they felt valued and part of a team. The foster parents strongly agree with this statement in 69% of the visits.