

NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

September 15, 2023

The Honorable Ben Hansen
Members of the Health and Human Services Committee
Nebraska Legislature
State Capitol Room 1117
Lincoln, NE 68509

Subject: Summary of Child Welfare Survey Results Report

Dear Chairman Hansen:

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 blue ink, appearing to read "Tony Green".

Tony Green, Interim Director
Division of Children and Family Services

Attachment

Division of Children and Families Services

Summary of Child Welfare Survey Results Report

September 2023

Neb. Rev. Stat. § 43-4407

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Summary of Child Welfare Survey Results

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 provided to the stakeholders involved in the child welfare and juvenile justice systems. In accordance with state statute, 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 Youth Rehabilitation and Treatment Centers (YRTCs) in July 2007.

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 YRTCs. In 2010, CFS changed 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.

Beginning 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 in nine areas listed in the statute.

The Department has reported its survey results each year since the statute went into effect. 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 the CFS leadership team, including service area administrators, after a case manager visit. The survey questions were selected by CFS leadership. In this survey, the Department contracted with Child Welfare Safety Solutions to conduct the 2023 survey pursuant to Neb. Rev. Stat. § 43-4407(1).

Customer Satisfaction Survey Methodology

The surveys consisted of Likert scale questions to measure the respondent's service satisfaction among specific categories and recipients. 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.

Customer Satisfaction Core 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 families.
7. The case manager adequately fulfills his/her job responsibilities.

Customer Satisfaction Additional Survey Questions for Judges, Attorneys, and Service Providers

8. Payment for services is made in a timely manner to service providers.
9. The case manager provides supportive services to foster families.
10. Foster parents are provided with adequate information regarding the foster children under their care.

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 through e-mail and text messages by Child Welfare Safety Solutions, LLC. The survey recipients were randomly selected from a list of active state wards. The surveys were sent to 895 youth and 121 responded for a response rate of 13.6%. The surveys were sent to 5,461 parents and 445 responded for a rate of 8.1%.

The Department also administered surveys to judges, attorneys, and service providers. There were 972 attorneys invited to participate and 145 responded for a rate of 15%. There were 74 judges invited to participate and 24 responded for a rate of 32.4%. There were 172 service providers invited to participate and 77 responded to the survey for a rate of 44.8%. Survey response rates for judges, attorneys, and providers increased from the previous year.

Additionally, there were six anonymous responses from providers and 63 anonymous responses from youth.

Summary of Statewide Survey Results

Questions answered by survey recipient:

The case manager keeps me informed.

- The average score in response to 'The case manager keeps me informed' was 3.69 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The judges, attorneys, and service providers average response score was 3.24 on a 5-point scale, which was the second highest score among the survey respondent groups.

The case manager resolves problems in a timely manner.

- The average score in response to 'The case manager resolves problems in a timely manner' was 3.7 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The judges, attorneys, and service providers average response score was 3.3 on a 5-point scale, which was the second highest score among the survey respondent groups.

The case manager effectively resolves transportation issues.

- The average score in response to 'The case manager effectively resolves transportation issues' was 3.88 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The judges, attorneys, and service providers average response score was 3.34 on a 5-point scale, which was the second highest score among the survey respondent groups.

Adequate medical services are made available.

- The average score in response to 'Adequate medical services are made available' was 4.19 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The judges, attorneys, and service providers average response score was 3.9 on a 5-point scale, which was the second highest score among the survey respondent groups.

Adequate behavioral health services are made available.

- The average score in response to 'Adequate behavioral health services are made available' was 4.2 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- Parents average response score was 3.5 on a 5-point scale, which was the second highest score among the survey respondent groups.

The case manager schedules adequate parenting time visitation for children and their families.

- The average score in response to ‘The case manager schedules adequate parenting time visitation for children and their families’ was 3.87 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The judges, attorneys, and service providers average response score was 3.76 on a 5-point scale, which was the second highest score among the survey respondent groups.

The case manager adequately fulfills his/her job responsibilities.

- The average score in response to ‘The case manager adequately fulfills his/her job responsibilities’ was 4.02 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The judges, attorneys, and service providers average response score was 3.47 on a 5-point scale, which was the second highest score among the survey respondent groups.

Additional questions answered by Judges, Providers, and Attorneys

Payment for services is made in a timely manner to service providers.

- In response to ‘Payment for services is made in a timely manner to service providers, the average score among judges who responded was 3.89 on a 5-point scale. This was the highest among survey respondent groups.
- The respondent group with the next highest rating was among the providers with an average of 3.82 on a 5-point scale.

The case manager provides supportive services to foster families.

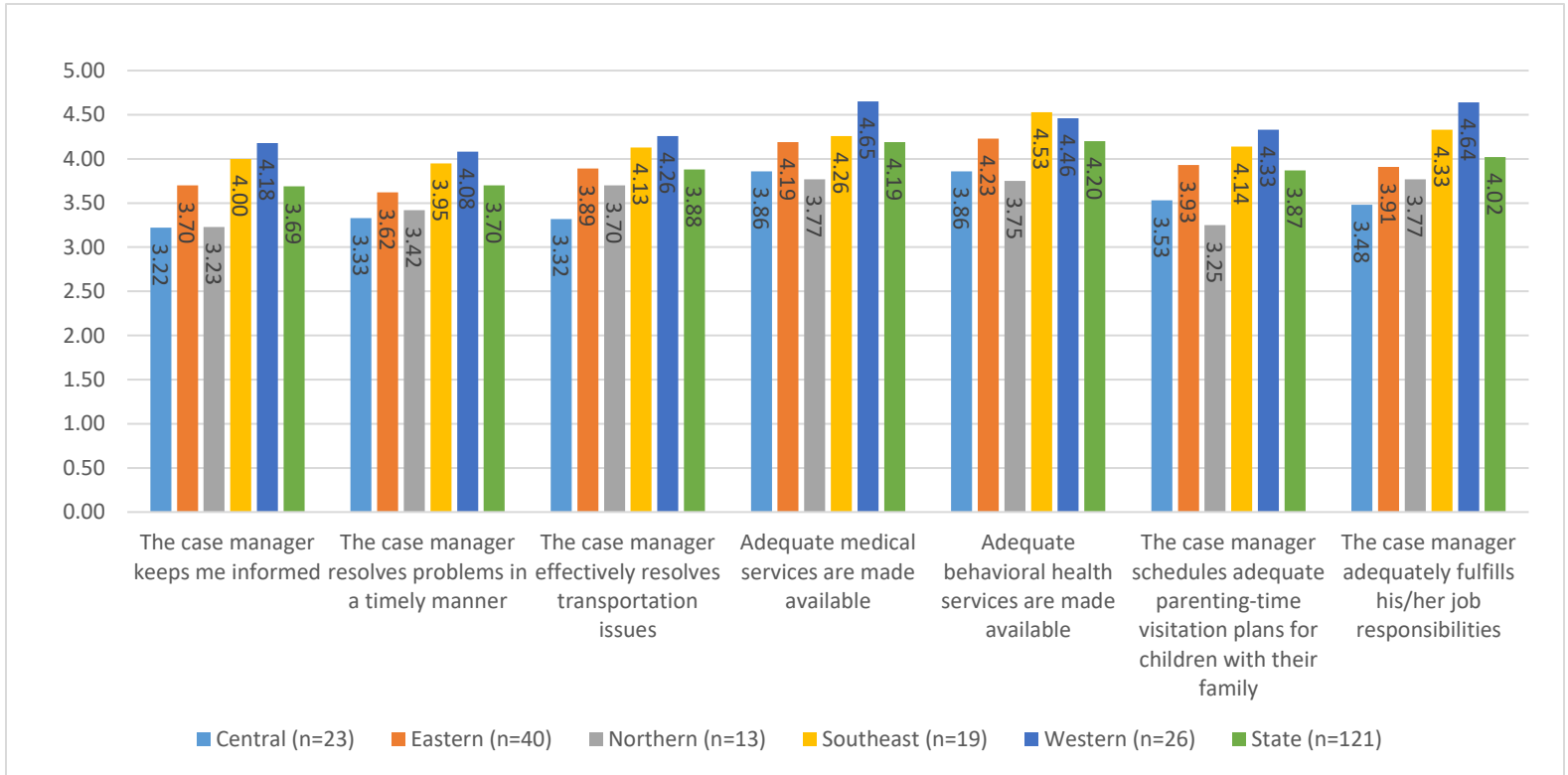
- In response to ‘The case manager provides supportive services to foster families’, the average score among judges who responded was 3.86 on a 5-point scale. This was the highest among survey respondent groups.
- The respondent group with the next highest rating was among the attorneys with an average of 3.62 on a 5-point scale.

Foster parents are provided with adequate information regarding the foster children under their care.

- In response to ‘Foster parents are provided with adequate information regarding the foster children under their care’, the average score among judges who responded was 3.46 on a 5-point scale. This was the highest among survey respondent groups.
- The respondent group with the next highest rating was among the attorneys with an average of 3.21 on a 5-point scale.

Child Satisfaction Survey Results by Region

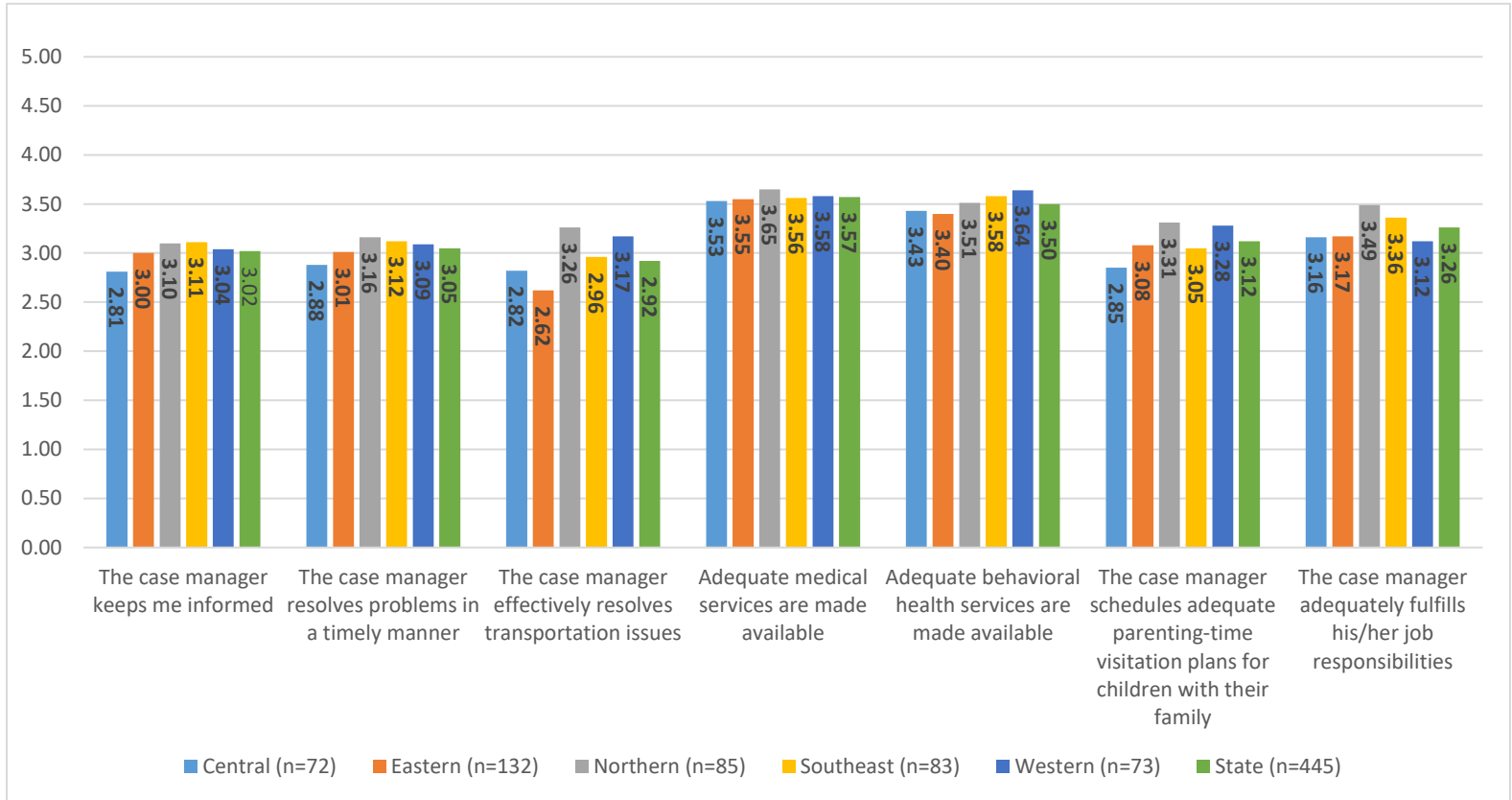
(Average Response per Question)



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

Parent Satisfaction Survey Results by Region

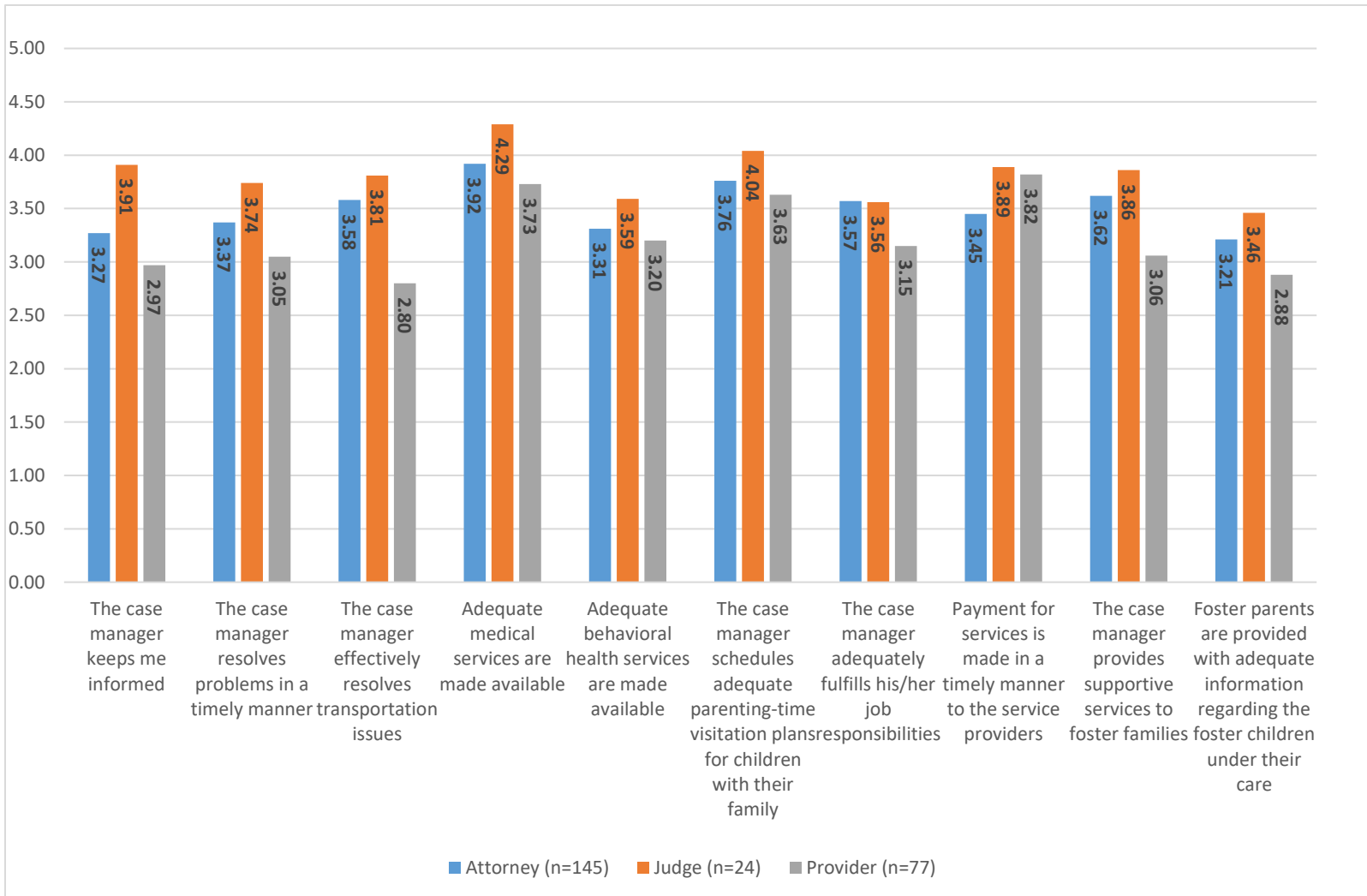
(Average Response per Question)



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

Judges, Providers, and Attorneys Satisfaction Survey Results

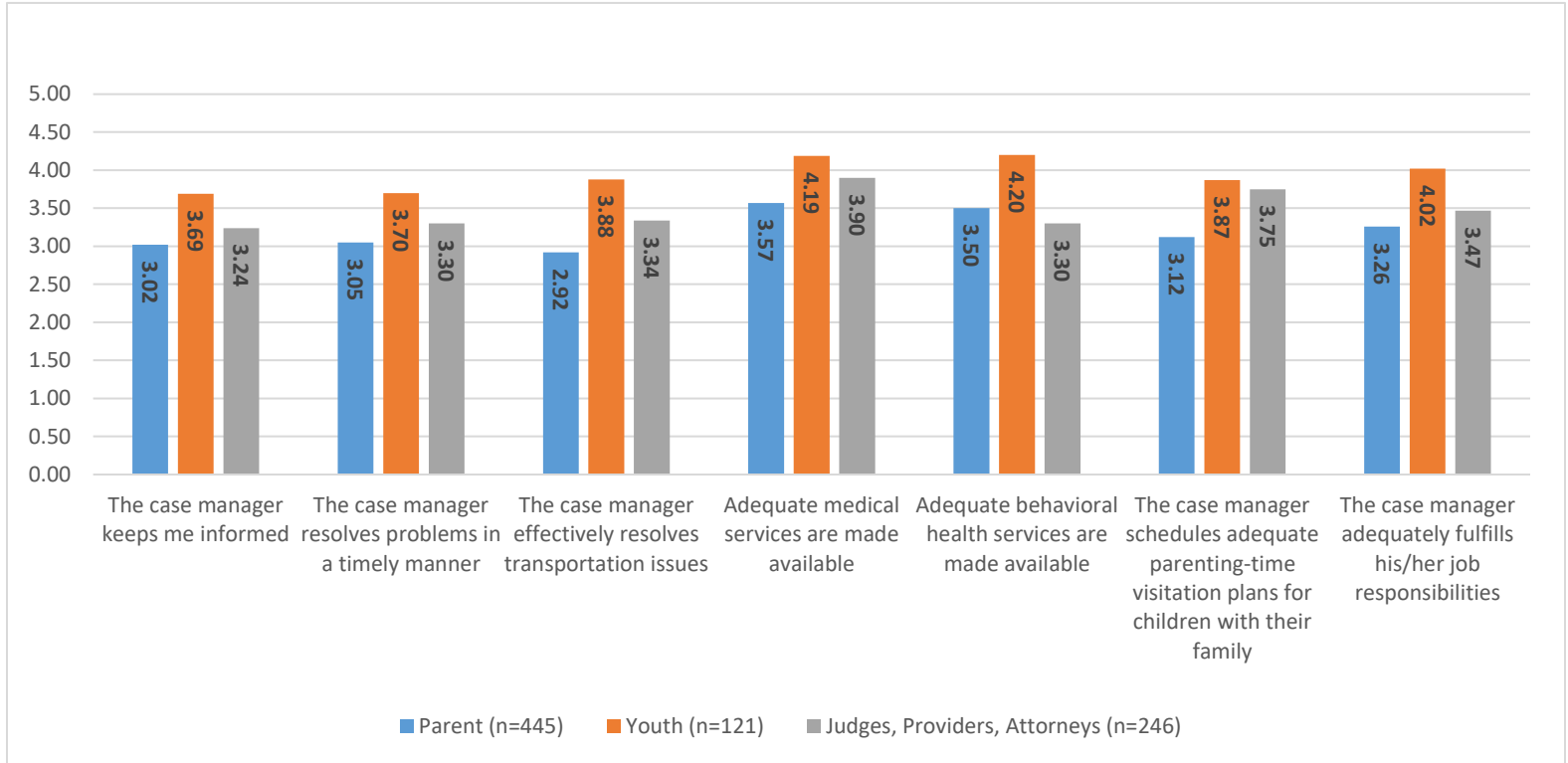
(Average Response per Question)



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

Statewide Satisfaction Survey Results

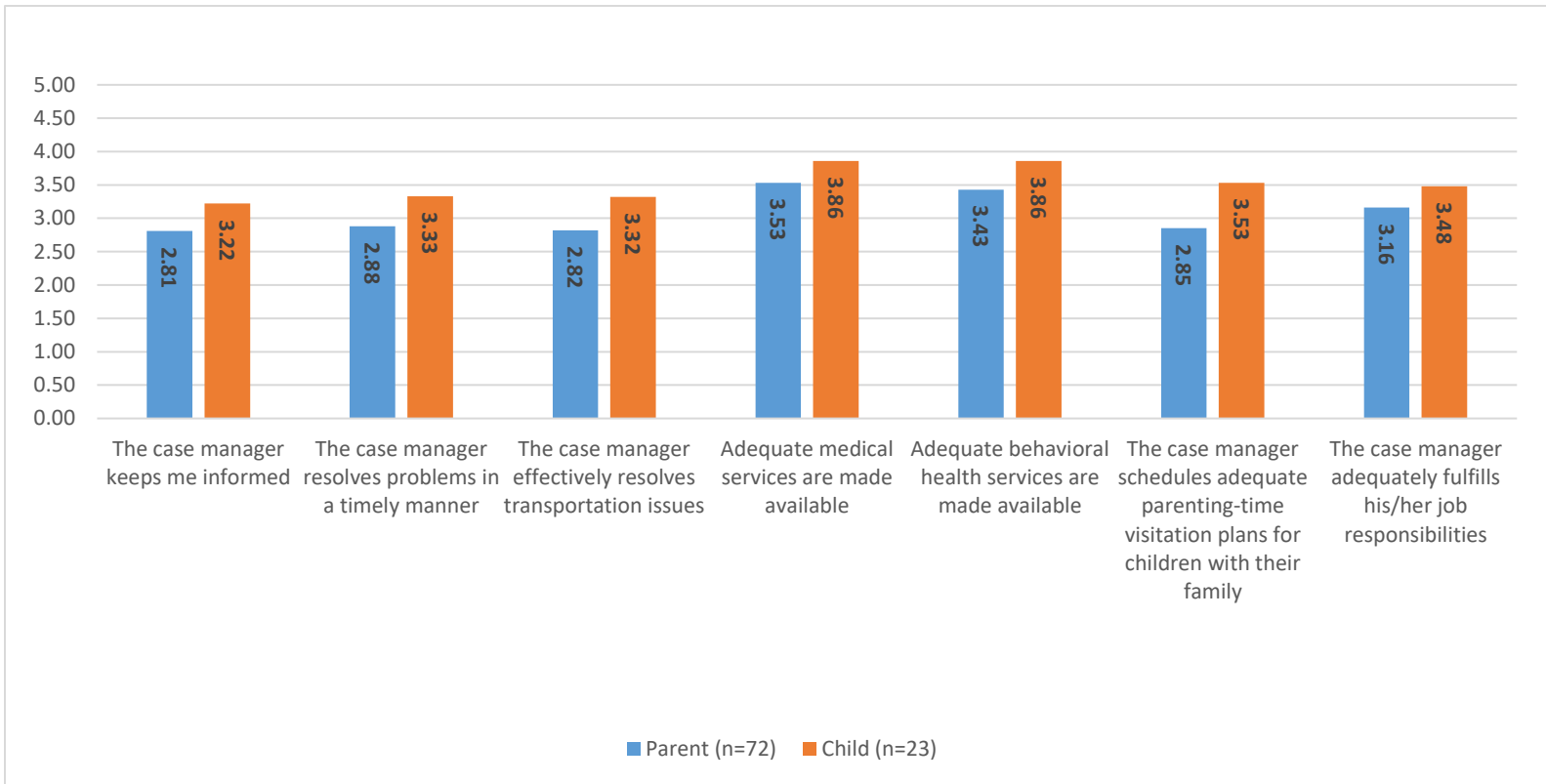
(Average Response per Question)



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

Central Service Area Satisfaction Survey Results

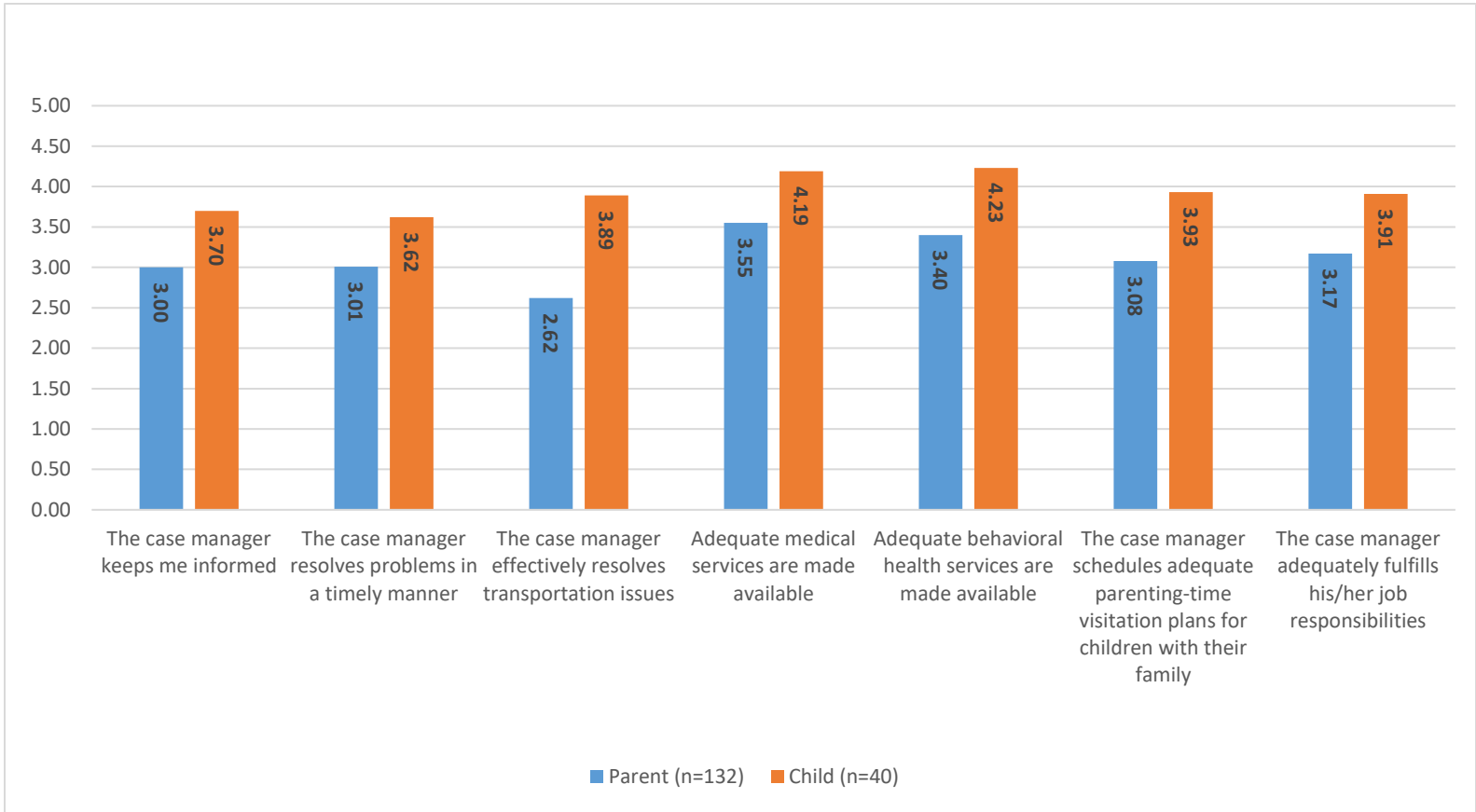
(Average Response per Question)



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

Eastern Service Area Satisfaction Survey Results

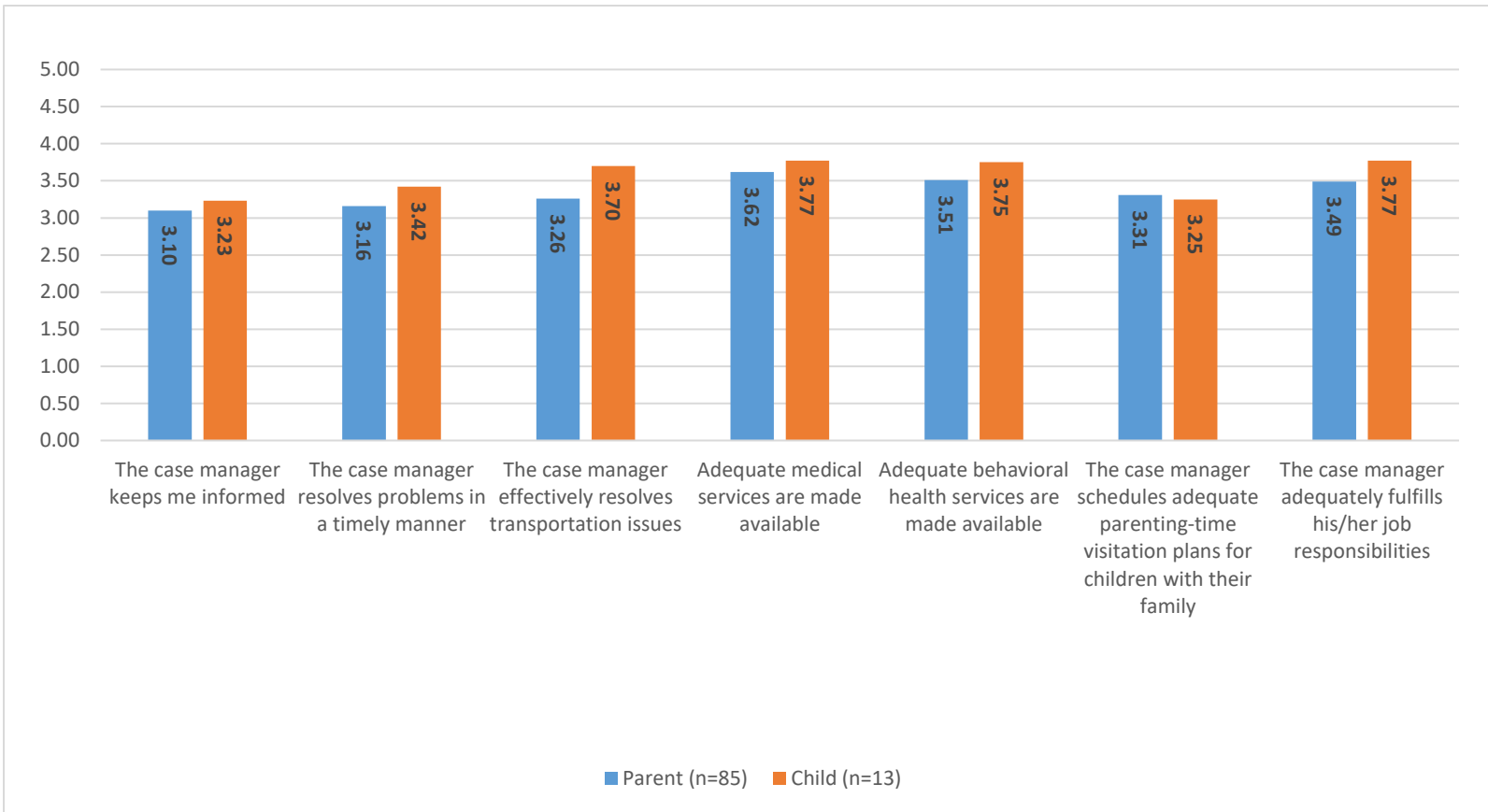
(Average Response per Question)



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

Northern Service Area Satisfaction Survey Results

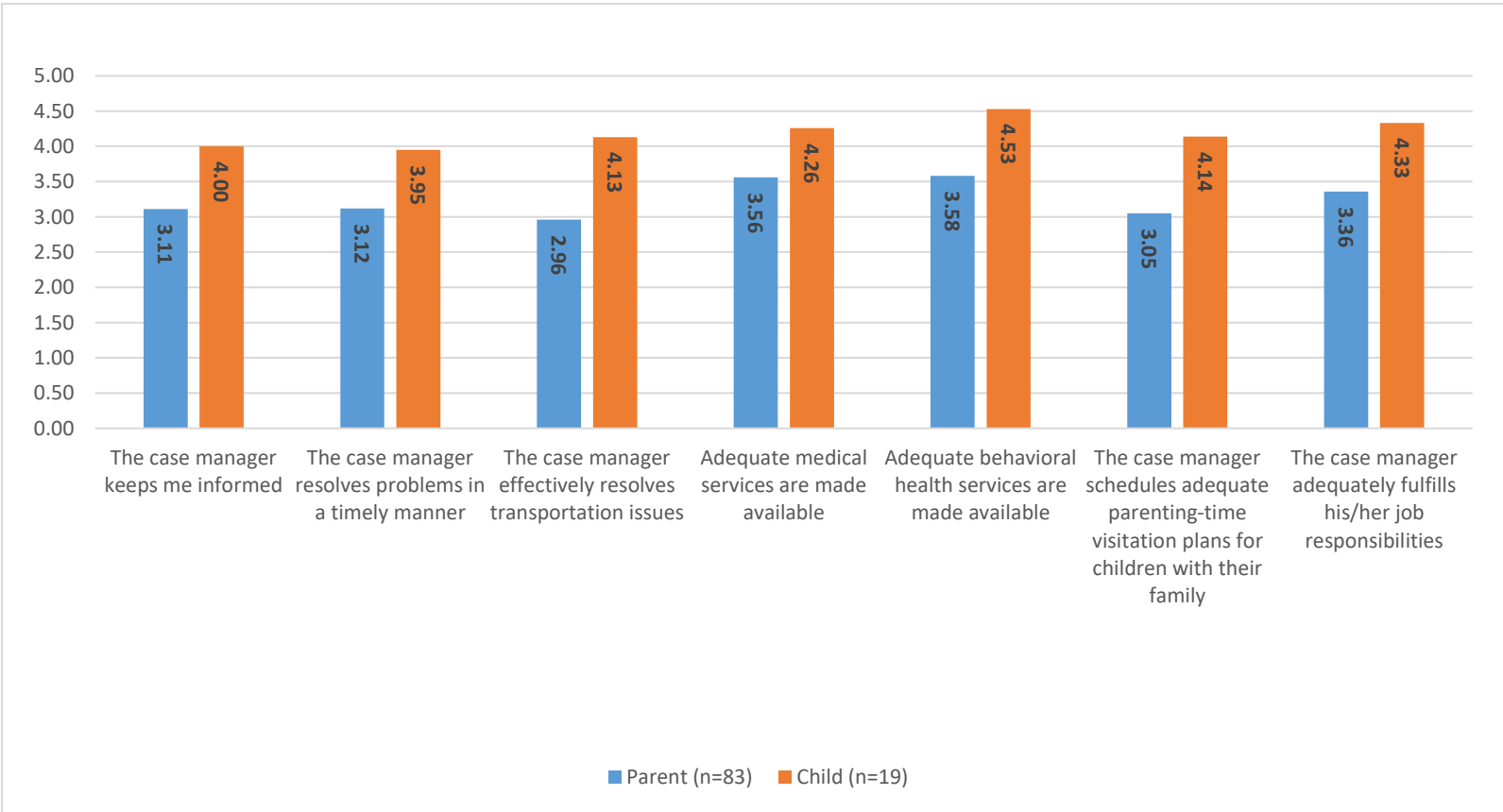
(Average Response per Question)



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

Southeast Service Area Satisfaction Survey Results

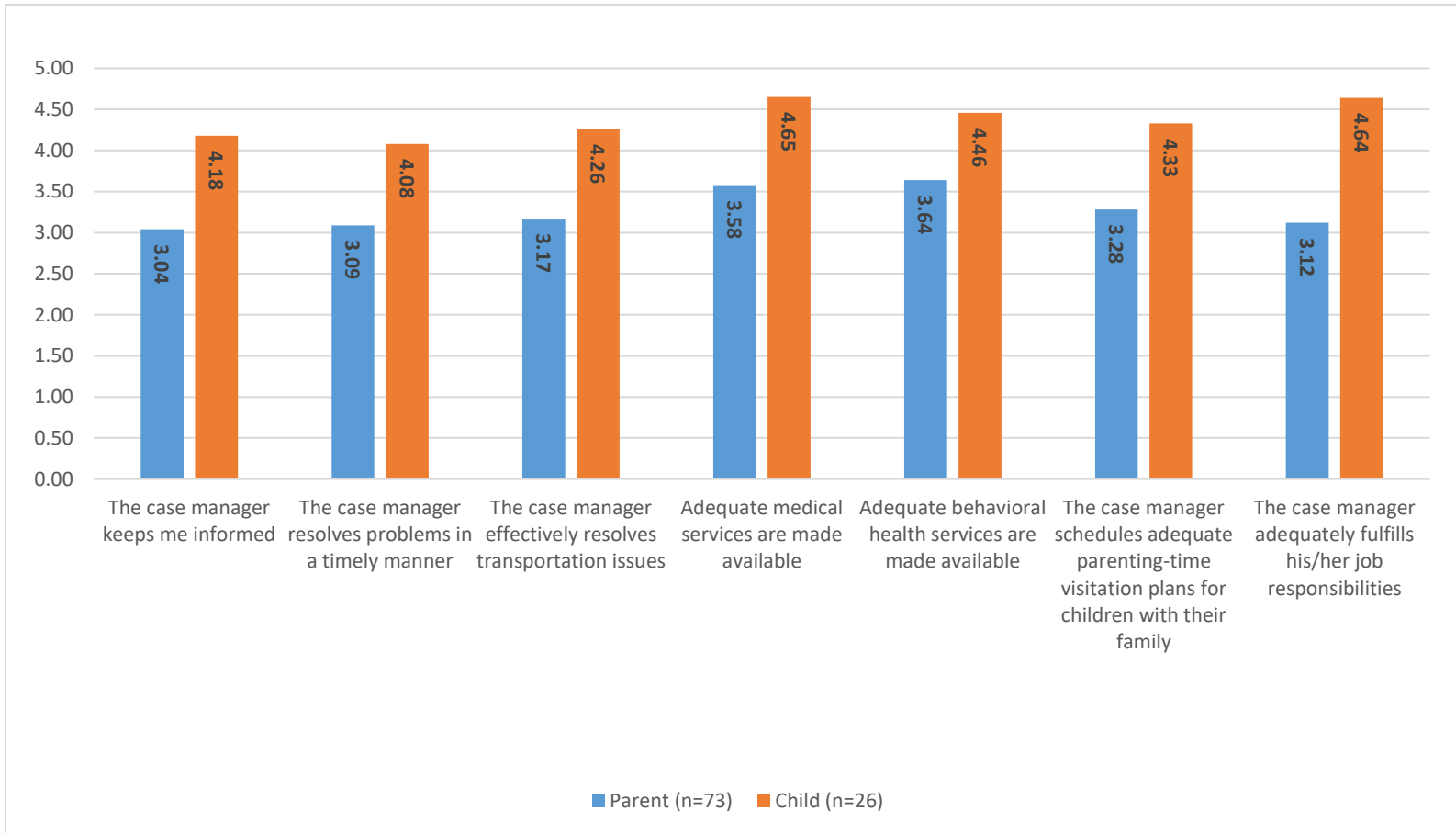
(Average Response per Question)



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

Western Service Area Satisfaction Survey Results

(Average Response per Question)



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 questions that are similar to the survey questions for the youth, parents, providers, attorneys, and judges.

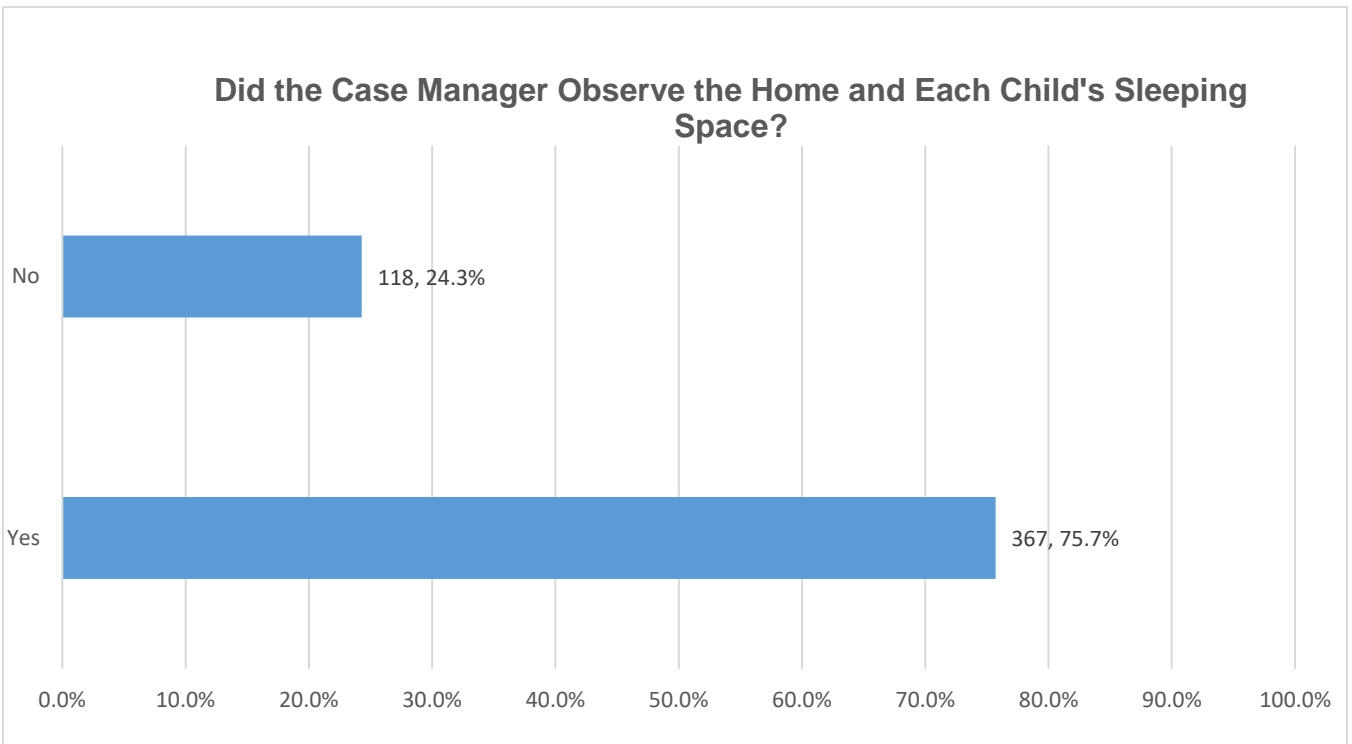
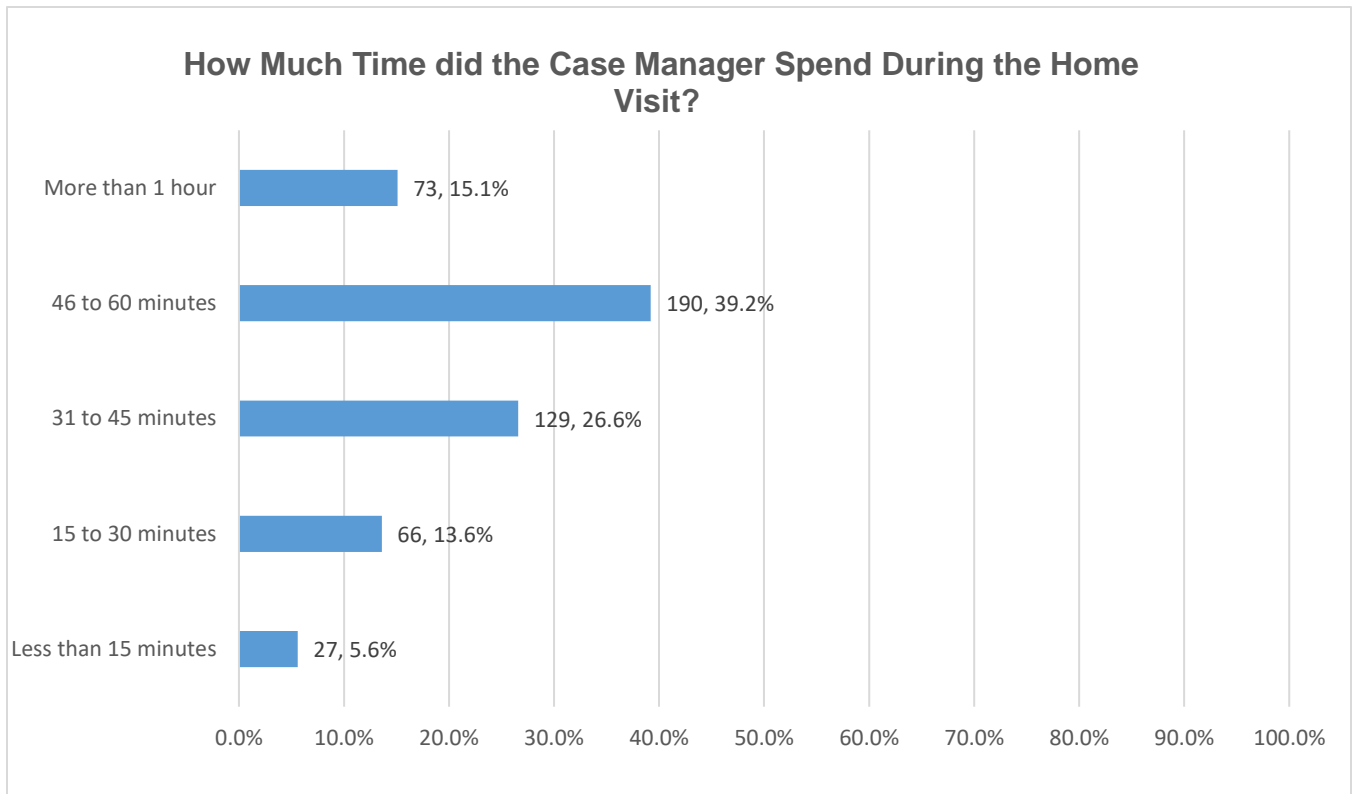
1. How much time did the Case Manager spend during the home visit?
2. Did the Case Manager observe the home and each child's sleeping space?
3. Did the Case Manager privately interview any children in the home who are verbal?
4. Did the Case Manager discuss upcoming court hearings or provide information on how you can submit the Foster Parent Questionnaire?
5. 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?
6. Did the Case Manager discuss the child service plan for each child, including recent and upcoming appointments?
7. Did the Case Manager inquire about any behavioral issues or behavioral changes for each child?
8. Did the Case Manager ask about any school-related issues, such as attendance or behavior problems?
9. Was the Case Manager responsive to any concerns or issues that you raised during the visit?
10. I was treated with respect by the Case Manager?
11. I feel valued and part of the team?

From August 1, 2022, to July 24, 2023, responses from 303 unique providers, 485 total responses, to the survey were received for a response rate of 21% (1,463 foster parents).

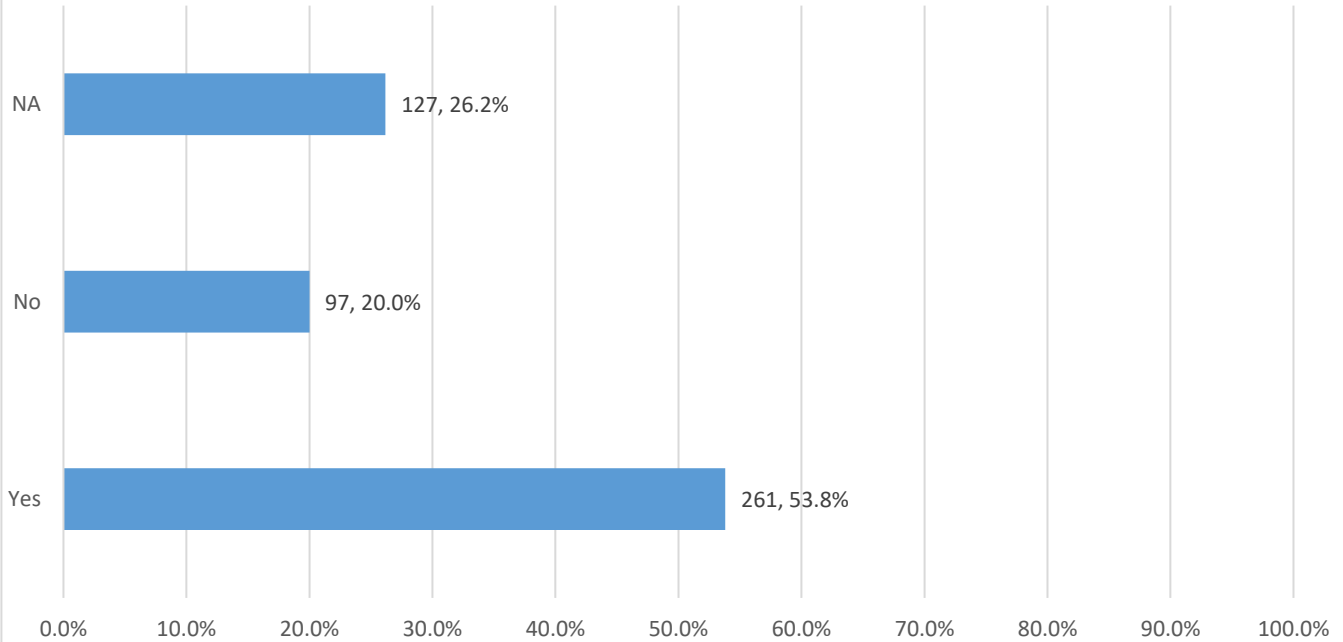
Highlights

- 54.3% of visits are more than 45 minutes.
- 75.7% of the respondents say the case manager observed the home and each child's sleeping space.
- 73% of the respondents say the case manager privately interviews the respective children.
- 86% of the respondents feel the case manager is responsive.
- 89% feel they were treated with respect.
- 83% feel a valued part of the team.
- 45 requests were made for contact regarding concerns or problems.

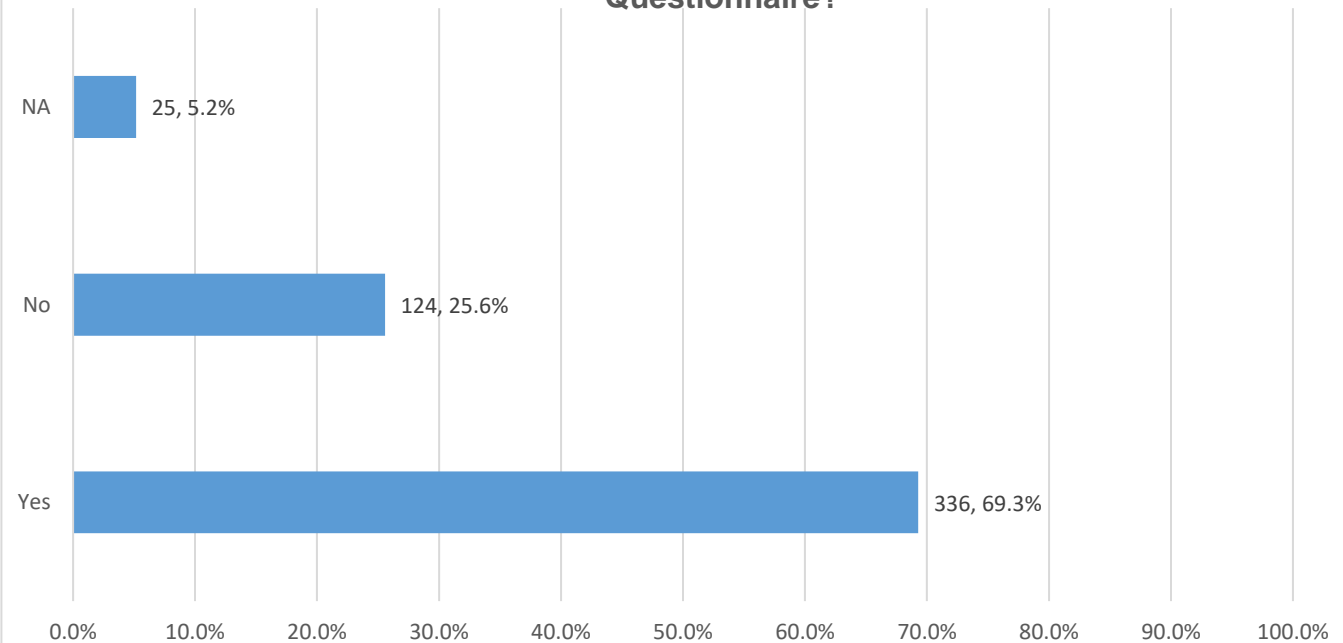
Foster Parent Survey Results



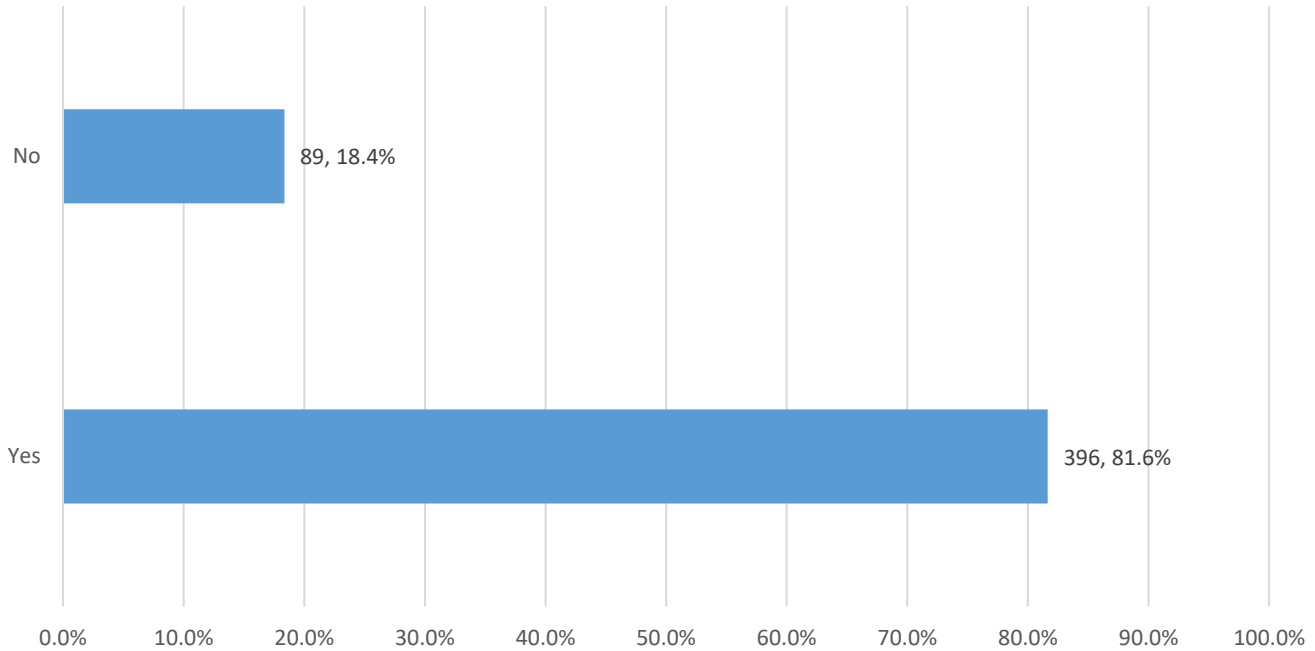
Did the Case Manager Privately Interview any Children in the Home who are Verbal?



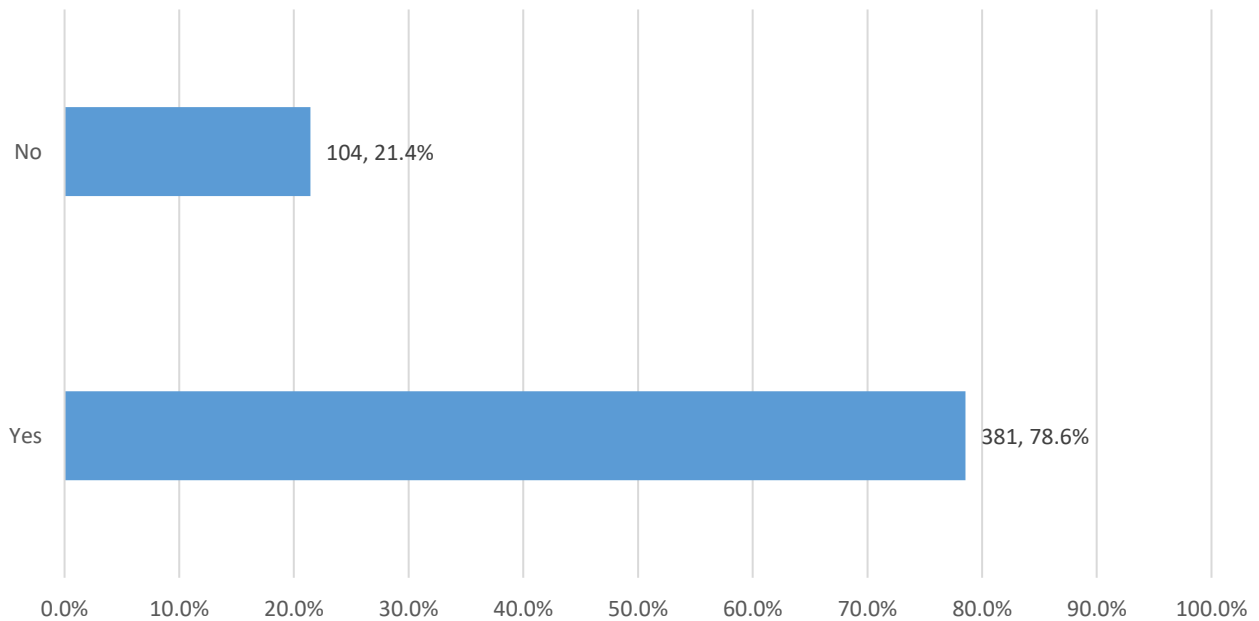
Did the Case Manager Discuss Upcoming Court Hearings or Provide Information on How You can Submit the Foster Parent Questionnaire?



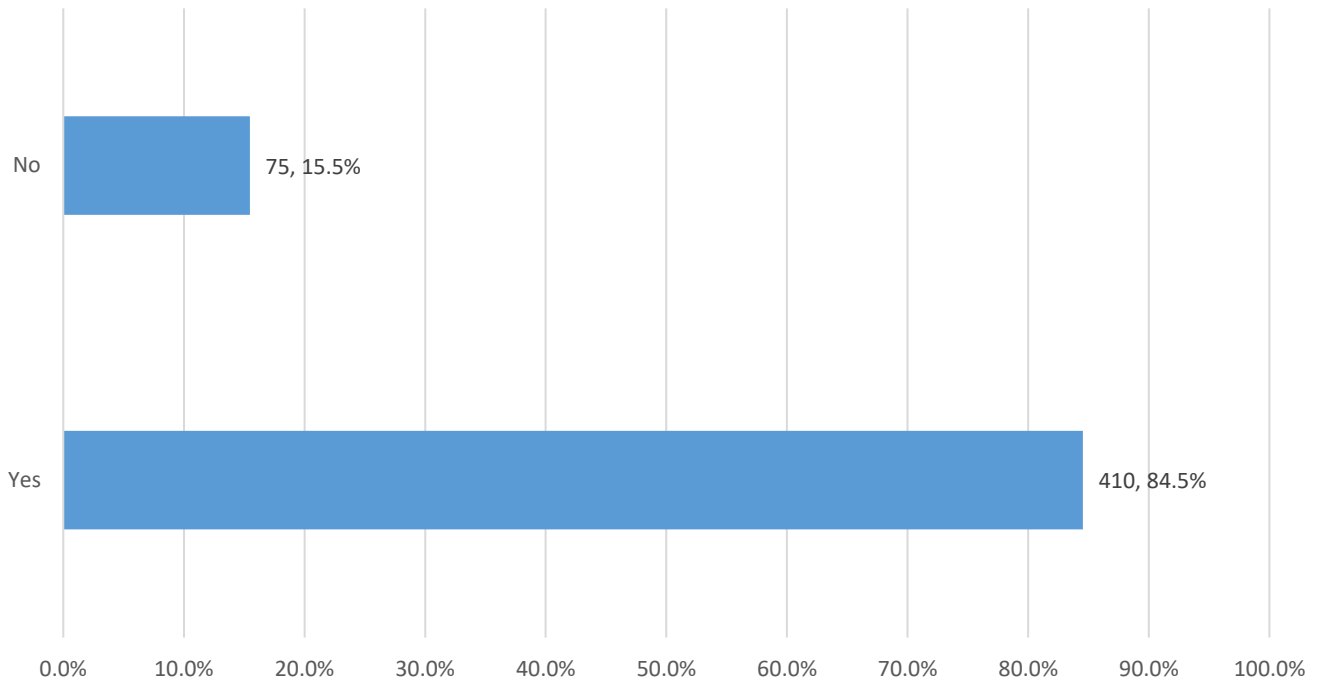
Did the Case Manager Discuss any Upcoming Medical, Vision and/or Dental Appointments, Change in Medications, and any Related Follow up Treatment for Each Child?



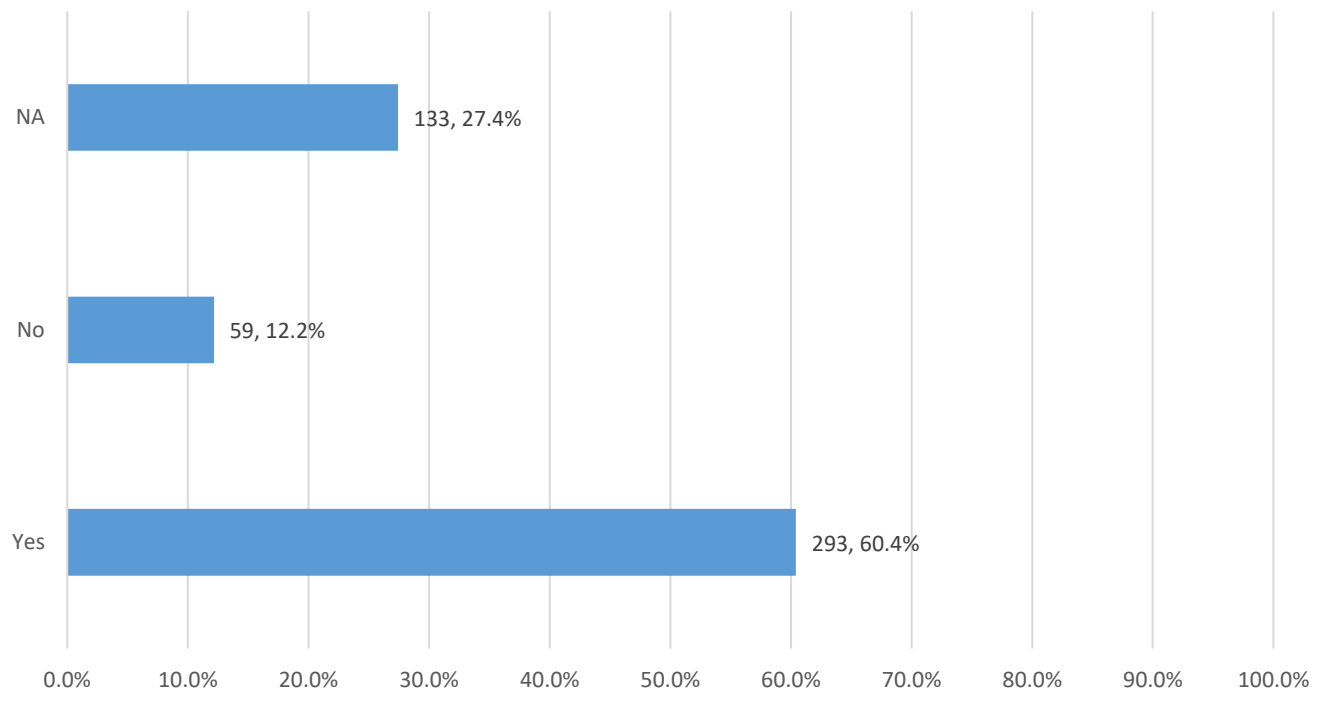
Did the Case Manager Discuss the Child Service Plan for Each Child, Including Recent and Upcoming Appointments?



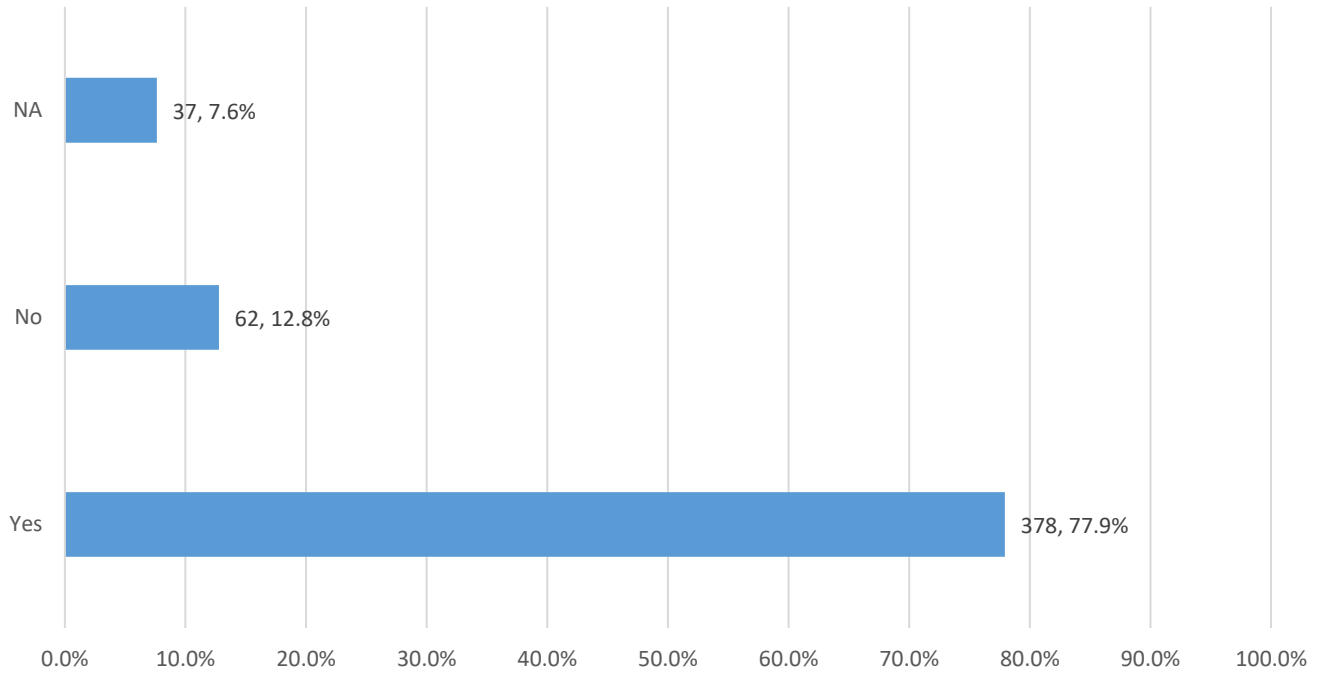
Did the Case Manager inquire About any Behavioral Issues or Behavioral Changes for Each Child?



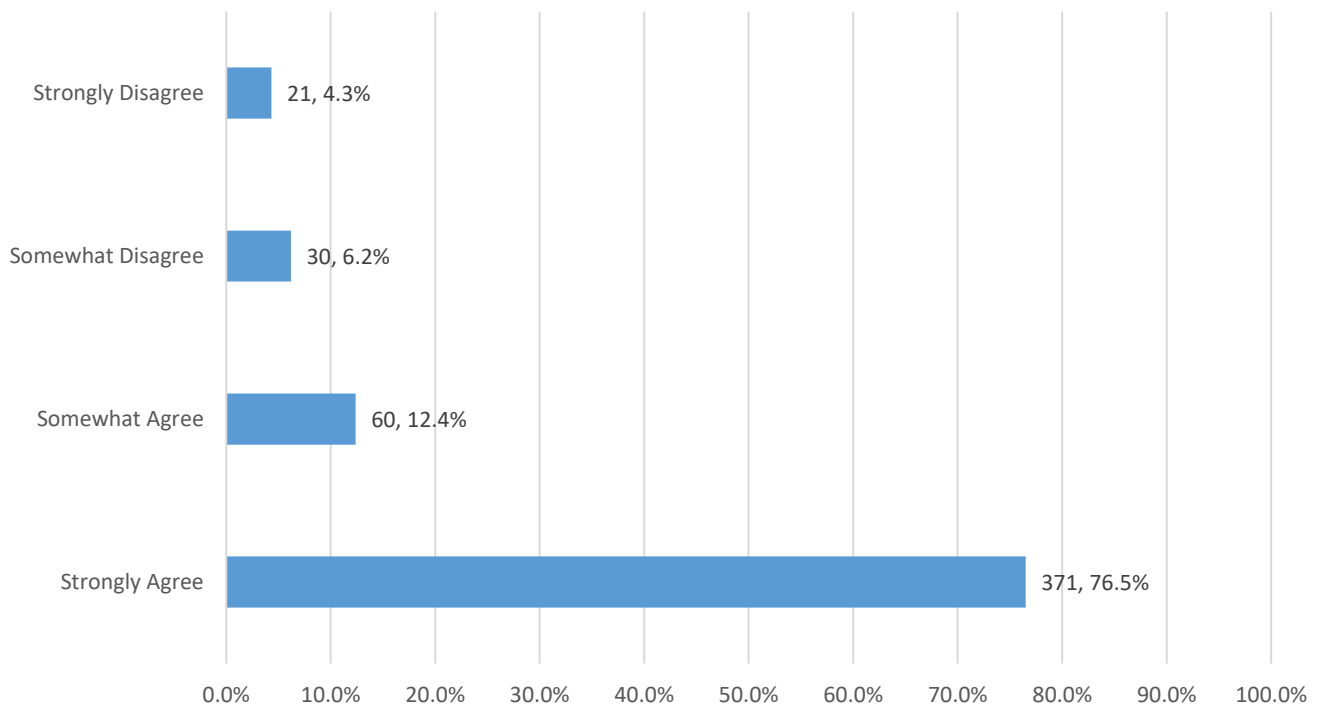
Did the Case Manager ask About any School-Related Issues, Such as Attendance or Behavior Problems?



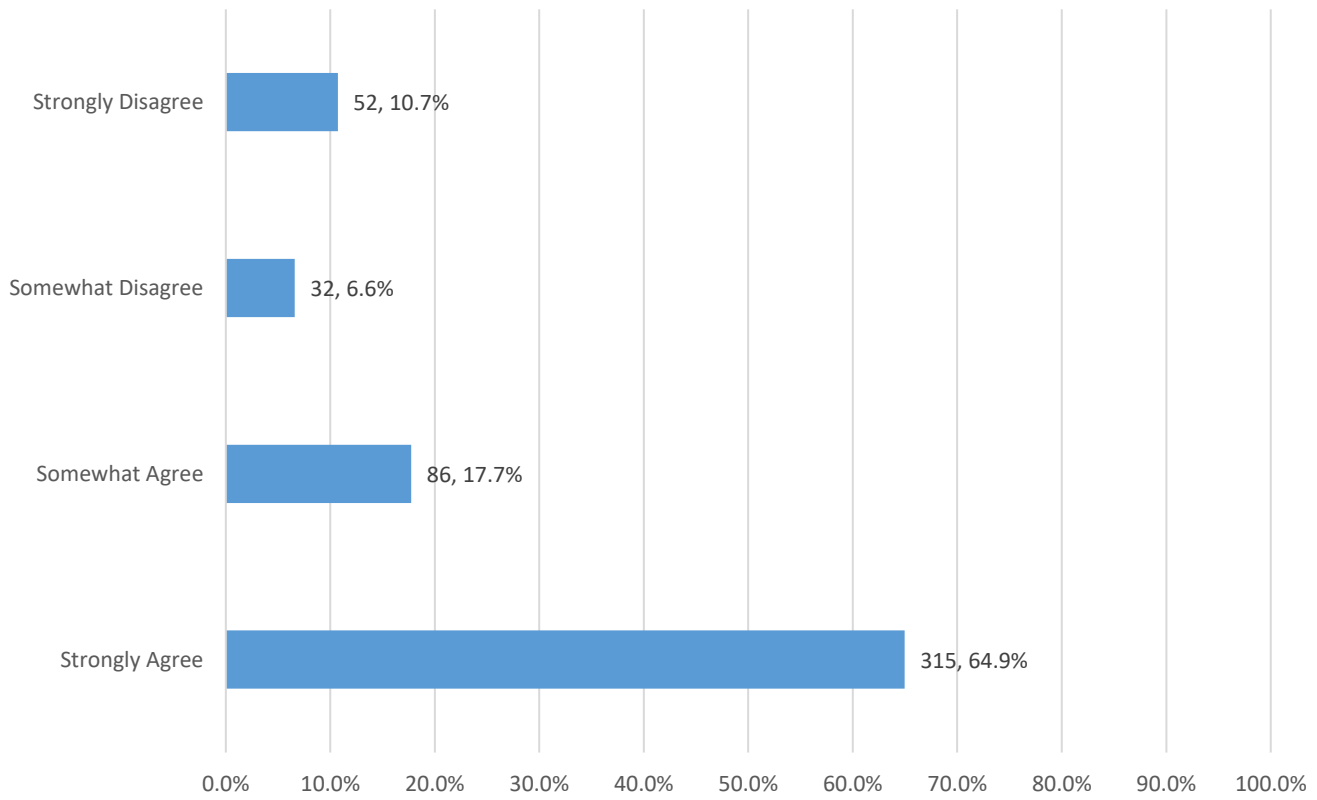
Was the Case Manager Responsive to any Concerns or Issues That you Raised During the Visit?



I was Treated With Respect by the Case Manager.



I Feel Valued and Part of the Team.



Appendix A: Annual Survey Completion Numbers (Conducted April 18 - July 19, 2023)

Web-based Survey (Judges, Providers, and Attorneys):

- 24 Judges (74 invites, questions 1-10)
- 77 Providers (172 invites, questions 1-10)
- 145 Attorneys (972 invites, questions 1-10)

Web-based Survey (Parents, Youth):

- 445 Parents (5,461 invites, questions 1-7)
- 121 Youth (895 invites, questions 1-7)

Anonymous Respondents:

- 6 Providers
- 63 Youth

Responses included:

- Never
- Rarely
- Sometimes
- Often
- Always
- Refuse
- Don't Know
- N/A