



Division of Children and Family Services

State of Nebraska  
Pete Ricketts, Governor

September 9, 2015

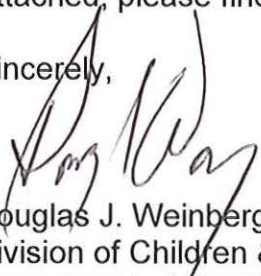
Patrick O'Donnell, Clerk of the Legislature  
State Capitol, Room 2018  
P.O. Box 94604  
Lincoln, NE 68509

Dear Mr. O'Donnell:

Nebraska Statute 43-4407 requires the Department of Health and Human Services to report to the Health and Human Services Committee of the Legislature by September 15<sup>th</sup>, a summary of satisfaction surveys administered to children, foster parents, judges, guardians ad litem, attorneys representing parents, and service providers involved with the child welfare system.

Attached, please find a report that provides the summary of this information.

Sincerely,



Douglas J. Weinberg, Director  
Division of Children & Family Services  
Department of Health and Human Services

Attachments

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

**REPORT FOR: LEGISLATURE**  
**REPORT DATE: AUGUST 10<sup>TH</sup>, 2015**  
**LEGISLATIVE BILL: LB 1160**  
**COMMITTEE NAME: HEALTH AND HUMAN SERVICES COMMITTEE**  
**CONTACT PERSON: DOUG WEINBERG, 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 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.**

**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 per our desire to hear from those receiving our services, the Division of Children and Family 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) 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 made a decision to change the survey questions and methodology of the survey process and we enlisted the support of 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.

## **Methodology**

The LB1160 surveys consisted of Likert scale questions to measure the respondent's satisfaction with regards to the categories listed above. Every survey, regardless of recipient, contained the same seven questions. The foster parents, 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 Foster parents, Judges, Attorneys and Service Providers:**

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

### **Responses Scale:**

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

The surveys for parents, foster 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 surveys for each of the three groups.

The Department administered the surveys for the Judges, Attorneys, Service Providers and Guardian ad litem through a web-based program. There were 71 survey invitations sent to Judges with 9 responses, 140 invites to Providers with 47 responses and 52 attorneys responded to 411 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 2015. 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 351 youth, 351 parents, and 353 foster parents for a total of 1055 phone surveys. The web-based surveys received responses from 9 judges, 47 providers, and 52 attorneys for a total of 108 web-based surveys. Due to the size of sample returned by those who responded who were judges, providers and attorneys; for reporting and tabulation purposes we grouped them as one group. Overall there were 108 responses to the survey.

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 = 1163:**

- The case manager keeps me informed:
  - The Foster Parents and the Youth rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
  - The Judges/Service Providers/Attorneys and Parents rated CFS the lowest with a common score of 3.3 out of a possible 5.

- The case manager resolves problems in a timely manner:
  - The Foster Parents rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
  - The Youth rated CFS the second highest with an average score of 3.8 out of a possible 5.
  - The Judges/Service Providers, Attorneys and Parents rated CFS the lowest with a 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 4.0 out of a possible 5.
  - The Foster Parent rated CFS the second highest with an average score of 3.9 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a score of 3.4 out of a possible 5.
  
- Adequate medical services are made available:
  - The Foster Parents rated CFS the highest of the survey recipients with an average score of 4.6 out of a possible 5.
  - The Youth rated CFS the second highest with an average score of 4.5 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a score of 4.0 out of a possible 5.
  
- Adequate behavioral health services are made available:
  - The Youth and Foster Parents rated CFS the highest of the survey recipients with an average score of 4.4 out of a possible 5.
  - The Parents rated CFS the second highest with an average score of 4.1 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a score of 3.5 out of a possible 5.
  
- The Case Manager schedules adequate parenting time visitation for children and their family:
  - The Foster Parents rated CFS the highest of the survey recipients with an average score of 4.4 out of a possible 5.
  - The Youth rated CFS the second highest with an average score of 4.1 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a 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 4.4 out of a possible 5.
  - The Foster Parents rated CFS the second highest with an average score of 4.1 out of a possible 5.
  - The Judges/Service Providers and Attorneys rated CFS the lowest with a score of 3.6 out of a possible 5.

**Additional questions answered by Judges, Providers and Attorneys; n = 108**

- Payment for services is made in a timely manner to service providers;
  - The Providers and the Judges rated CFS the highest of the survey recipients with an average score of 3.7 out of a possible 5 for both.
  - The Attorneys rated CFS the lowest with an average score of 3.1 out of a possible 5.
- The case manager provides supportive services to foster families.
  - The Judges rated CFS the highest of the survey recipients with an average score of 3.9 out of a possible 5.
  - The Service Providers rated CFS the lowest with an average score of 3.2 out of a possible 5.
- Foster parents are provided with adequate information regarding the foster children under their care.
  - The Judges rated CFS the highest of the survey recipients with an average score of 3.6 out of a possible 5.
  - The Providers rated CFS the lowest with an average score of 3.2 out of a possible 5.



## **Results of LB1160 Section 7(1) Annual Survey**

### ***Telephone Survey n = 1055***

351 Children (Questions 1-6,10)

351 Parents (Questions 1- 6,10)

353 Foster Parents (Questions 1-10)

### ***Web-based Survey n = 108***

9 Judges (71 invites, Questions 1-10)

47 Providers (140 invites, Questions 1-10)

52 Attorneys, (411 invites, Questions 1-10)

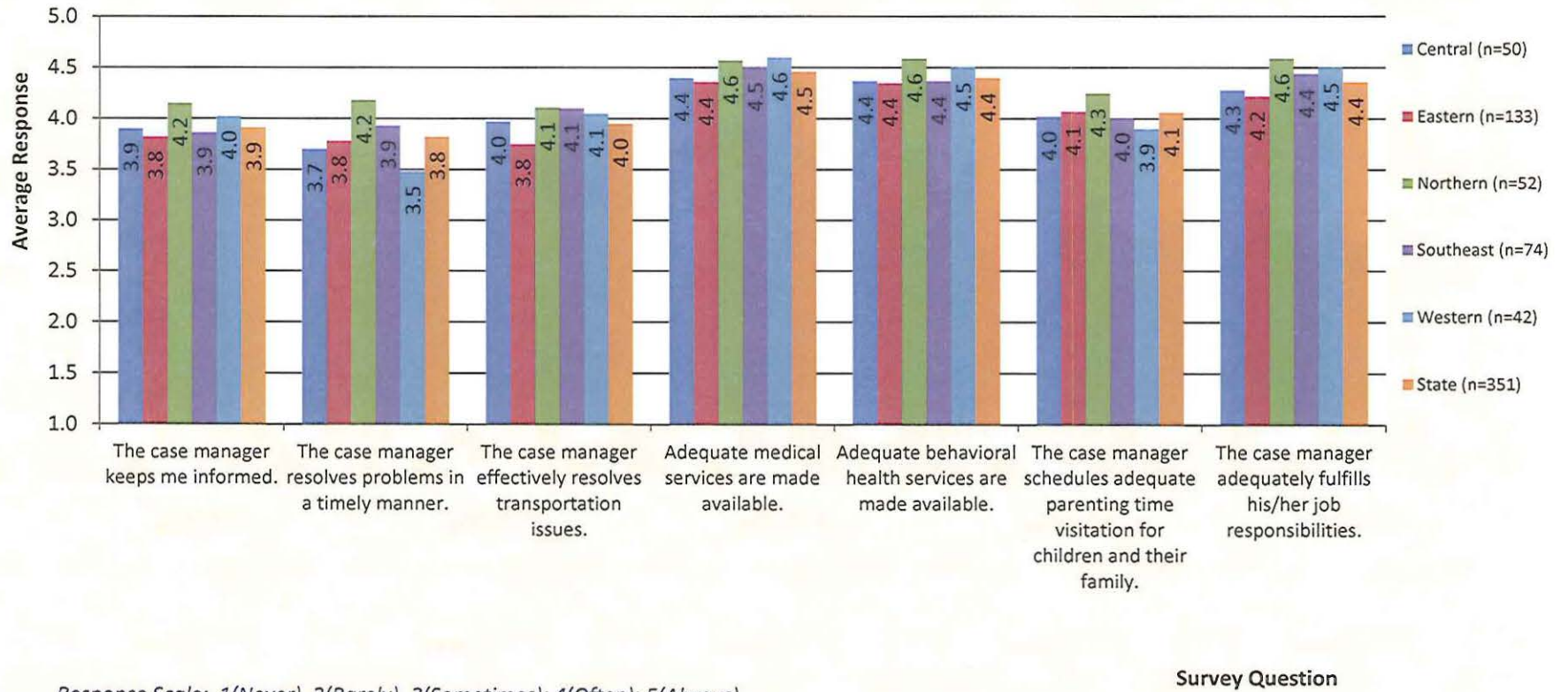
***Surveys were conducted in June and July 2015***

### **Survey Questions:**

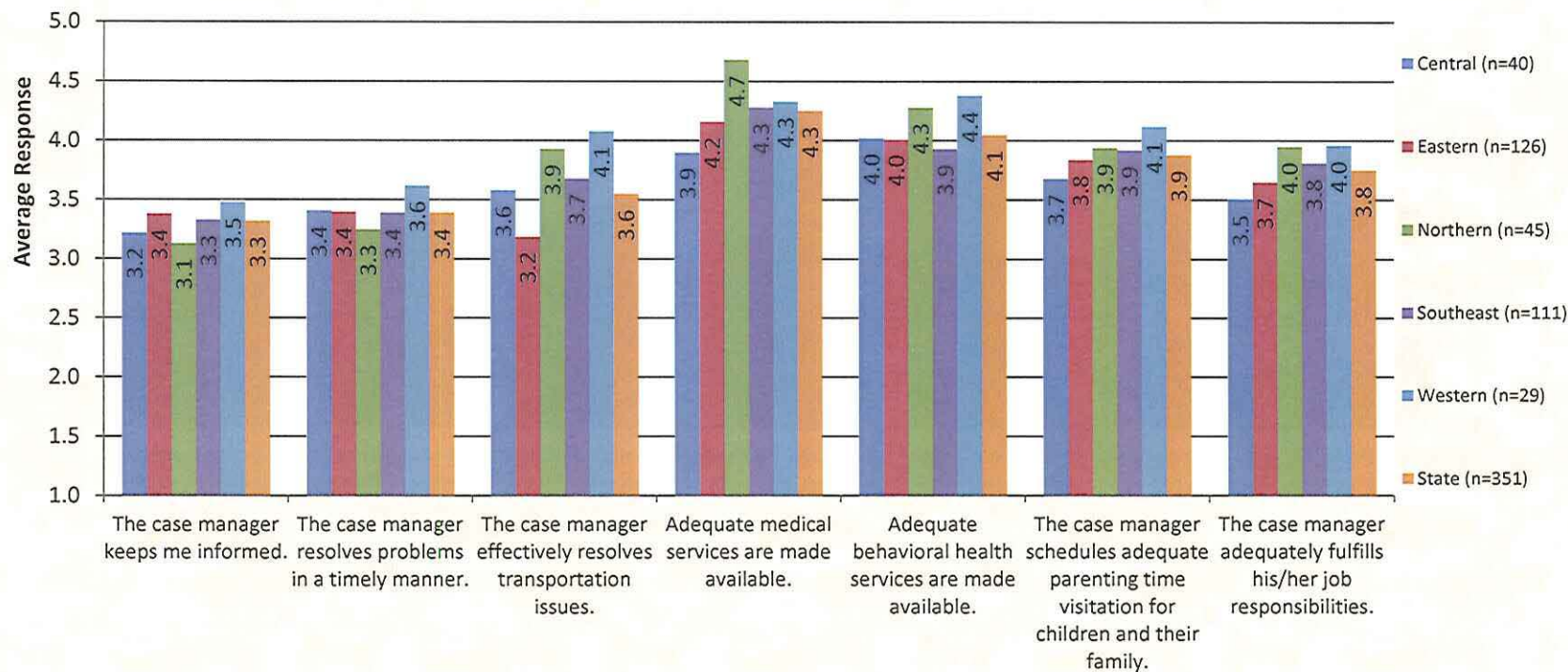
1. The case manager keeps me informed.
2. The case manager resolves problems in a timely manner.
3. The case manager effectively resolves transportation issues.
4. Adequate medical services are made available.
5. Adequate behavioral health services are made available.
6. The case manager schedules adequate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



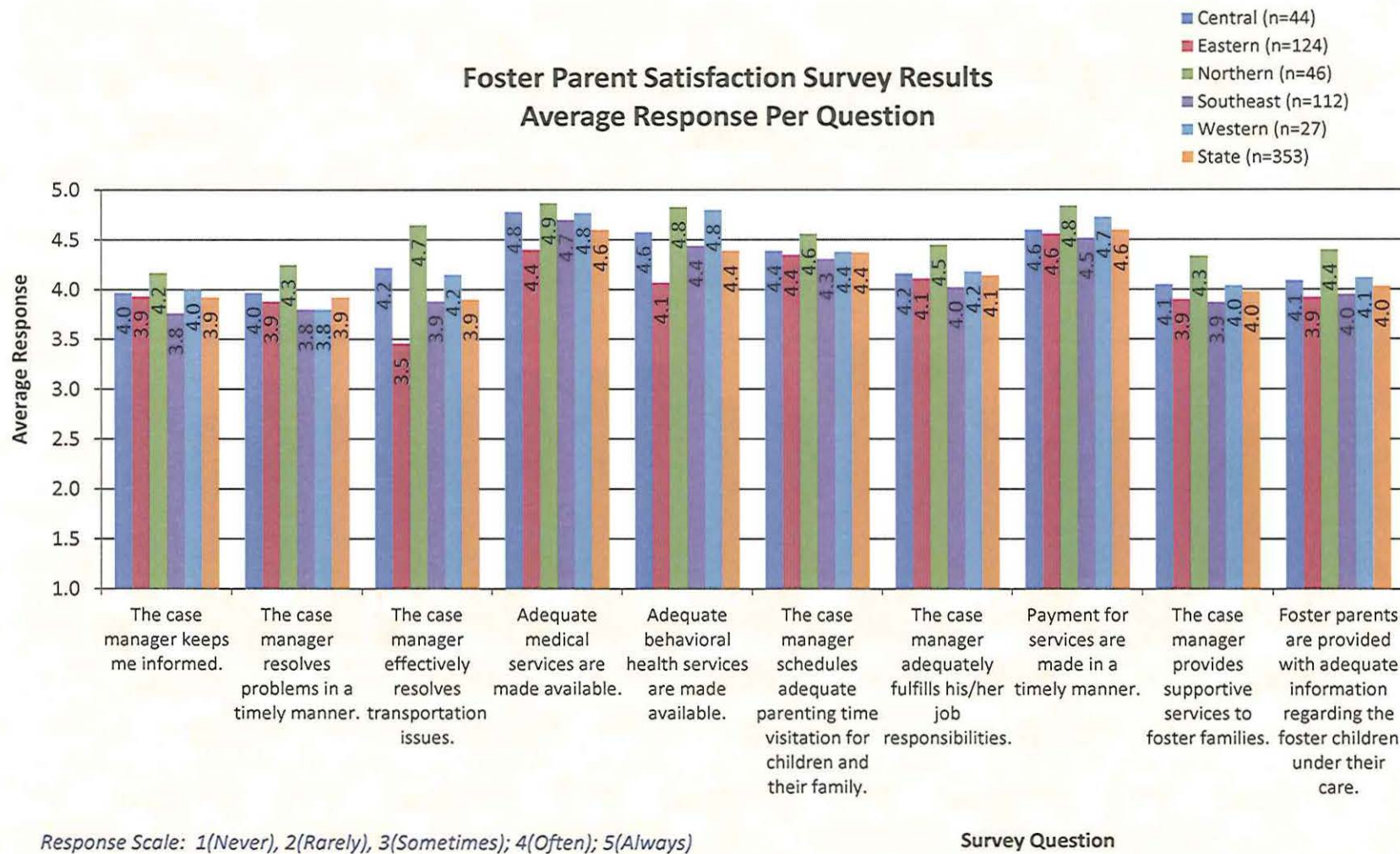
## Parent Satisfaction Survey Results Average Response Per Question



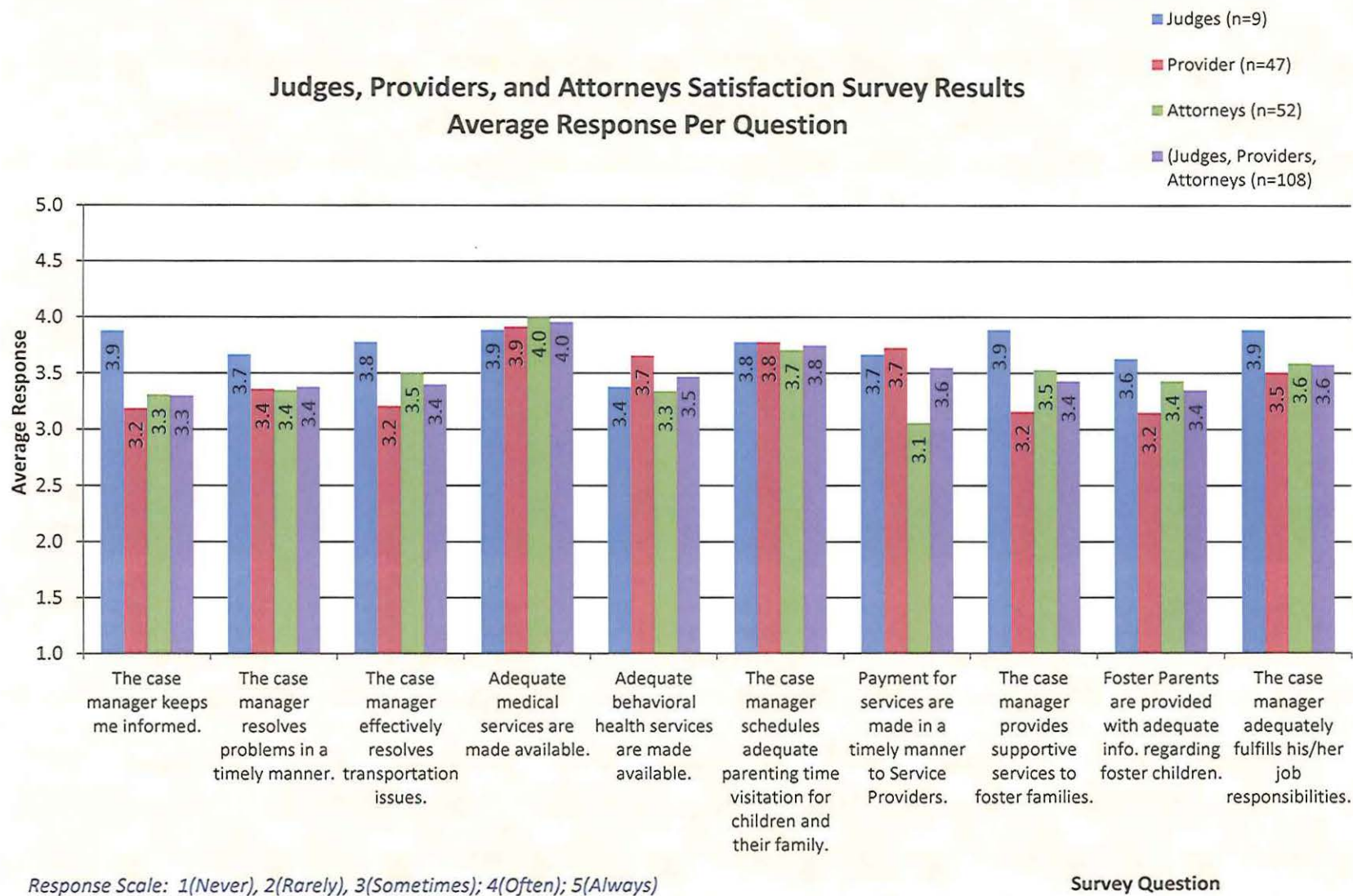
Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)

Survey Question

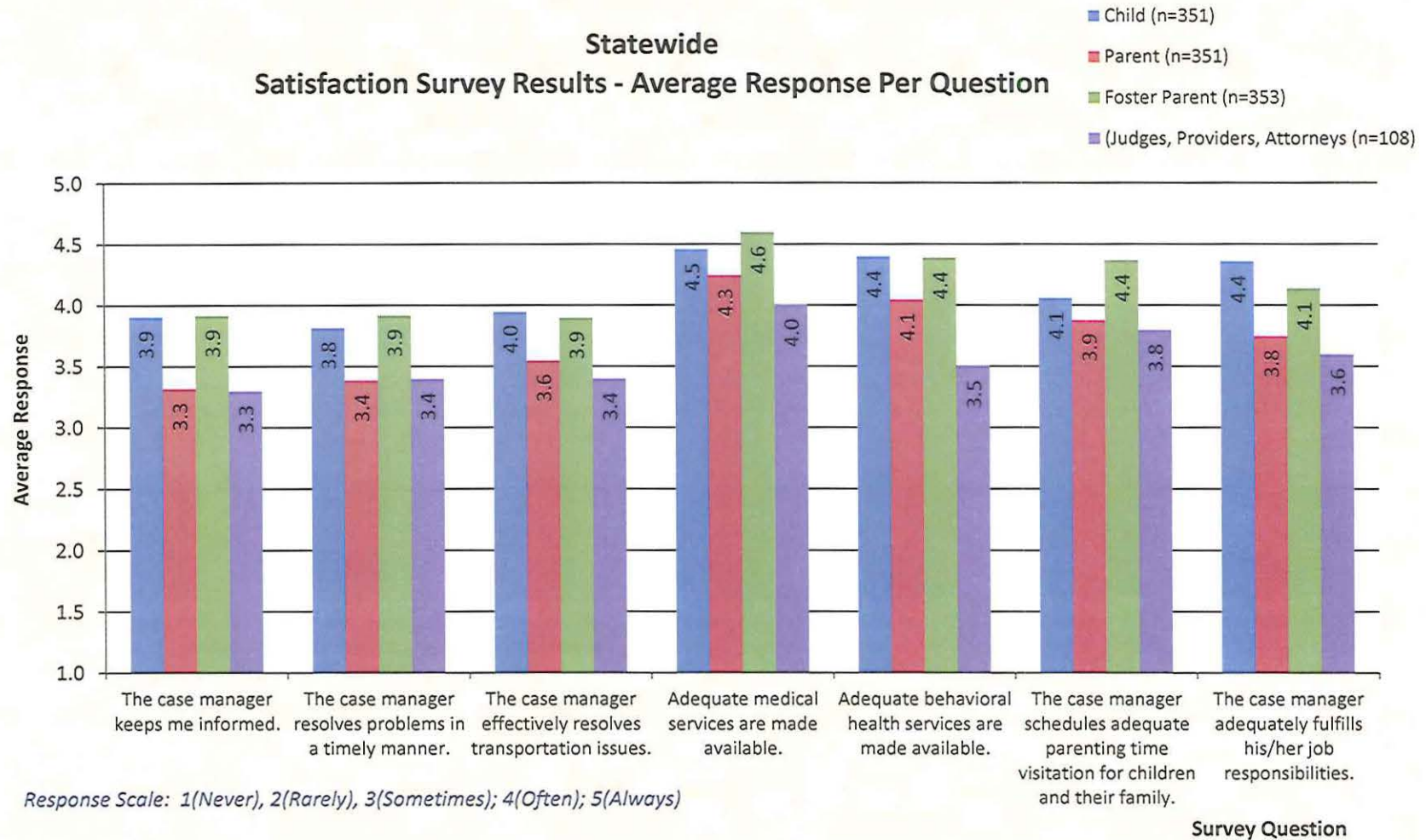
## Foster Parent Satisfaction Survey Results Average Response Per Question



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

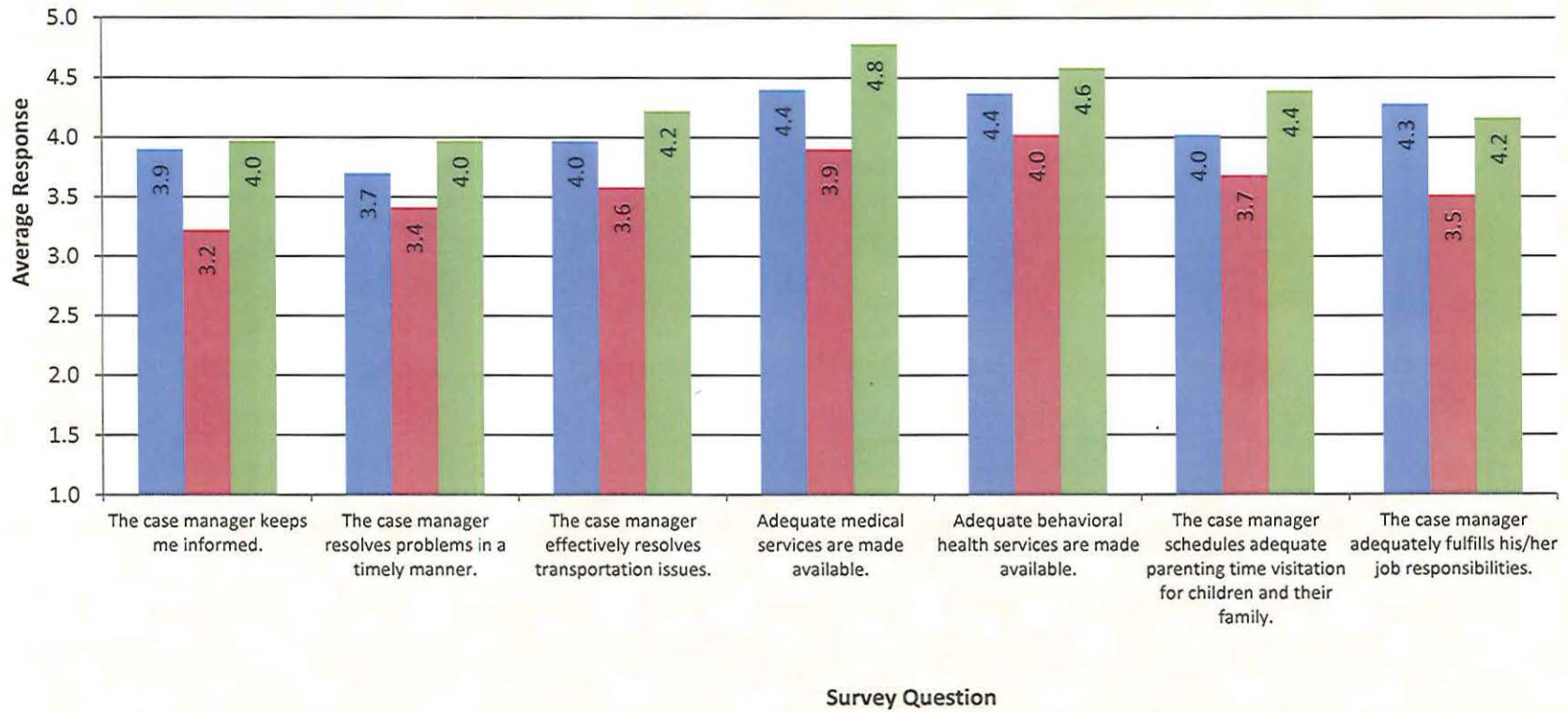


The following charts compares the average response per question per survey recipient for the state. Questions include those common on all survey types: Questions 1-7 and 10.



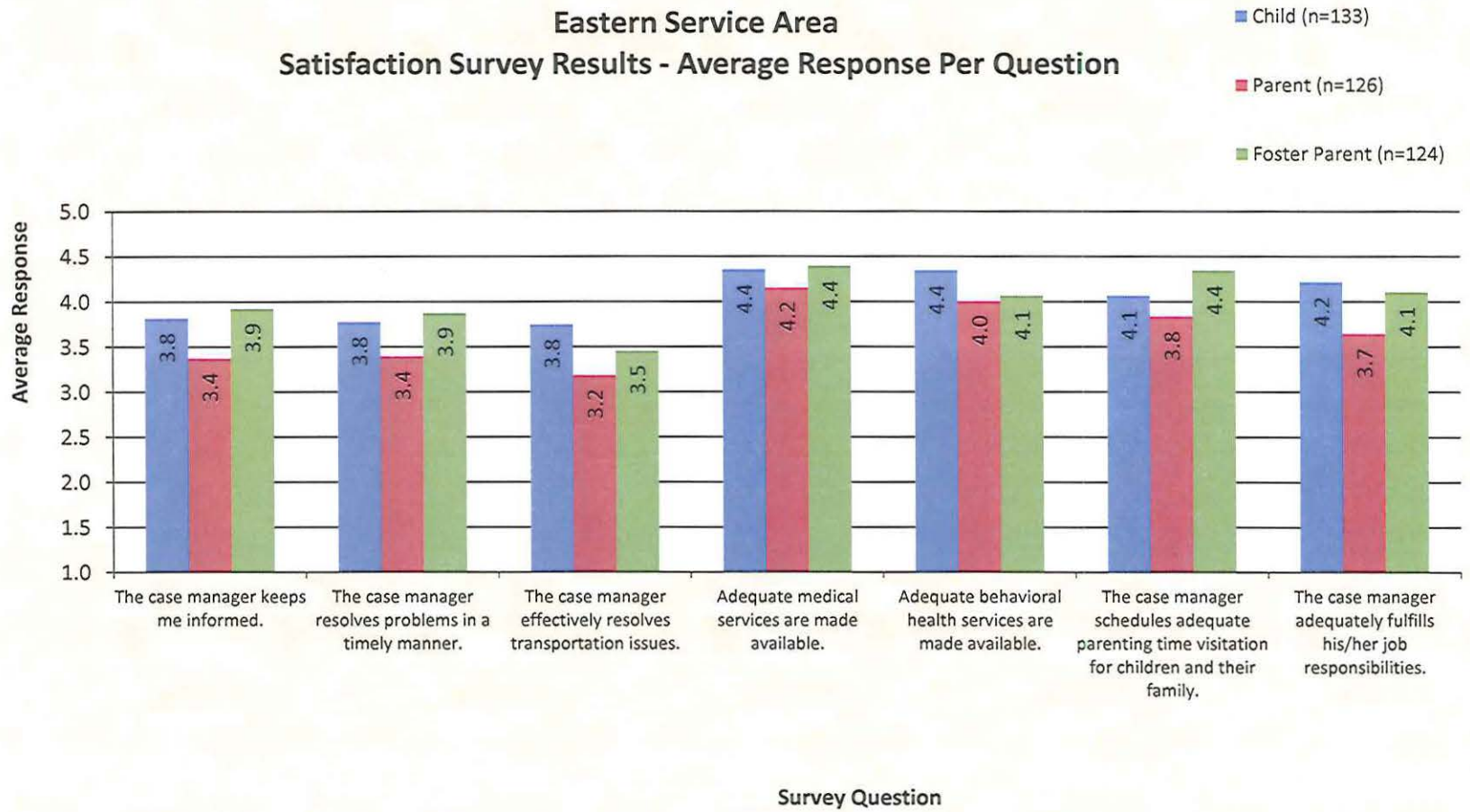
## Central Service Area Satisfaction Survey Results - Average Response Per Question

■ Child (n=50)  
■ Parent (n=40)  
■ Foster Parent (n=44)



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

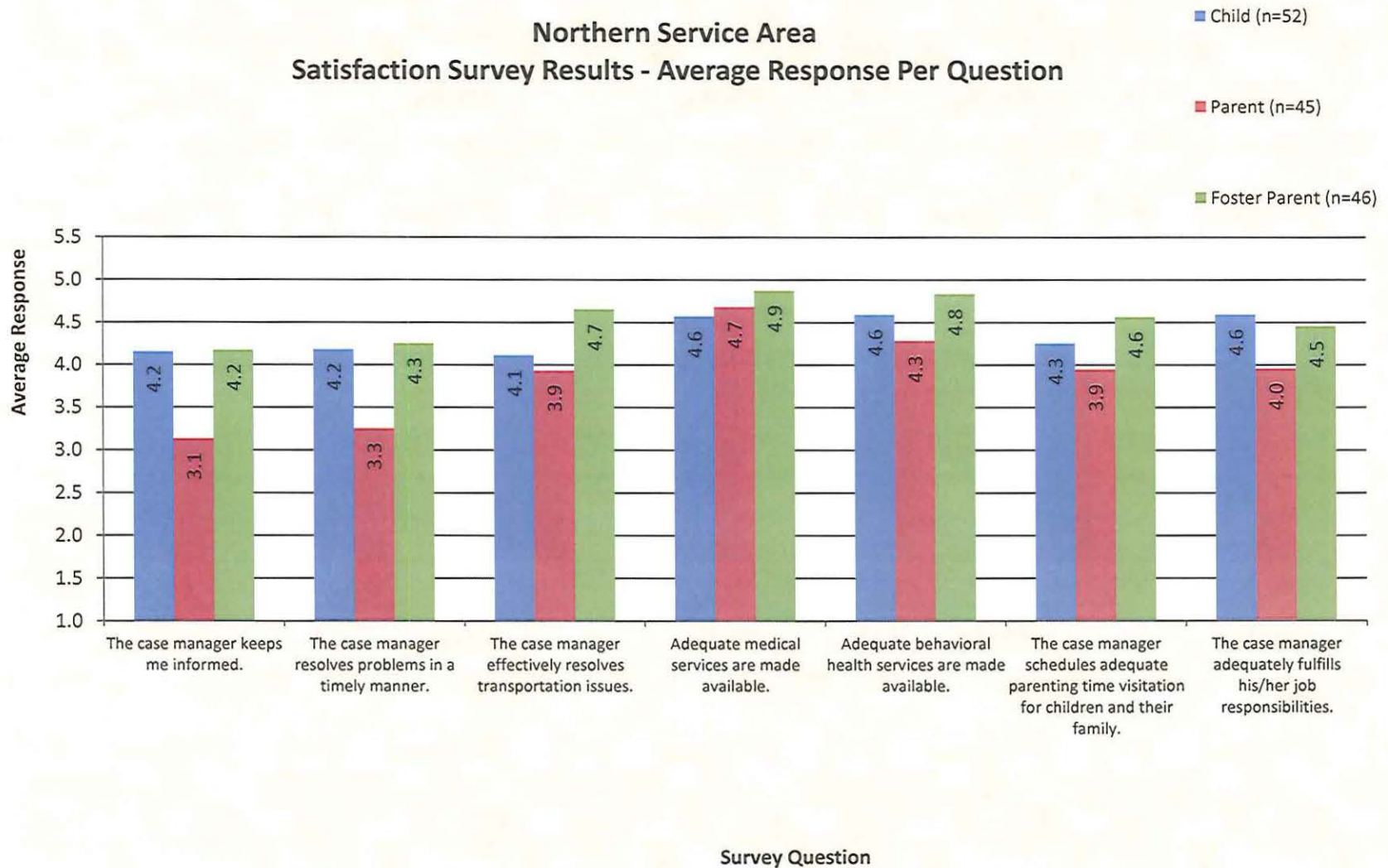
## Eastern Service Area Satisfaction Survey Results - Average Response Per Question



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

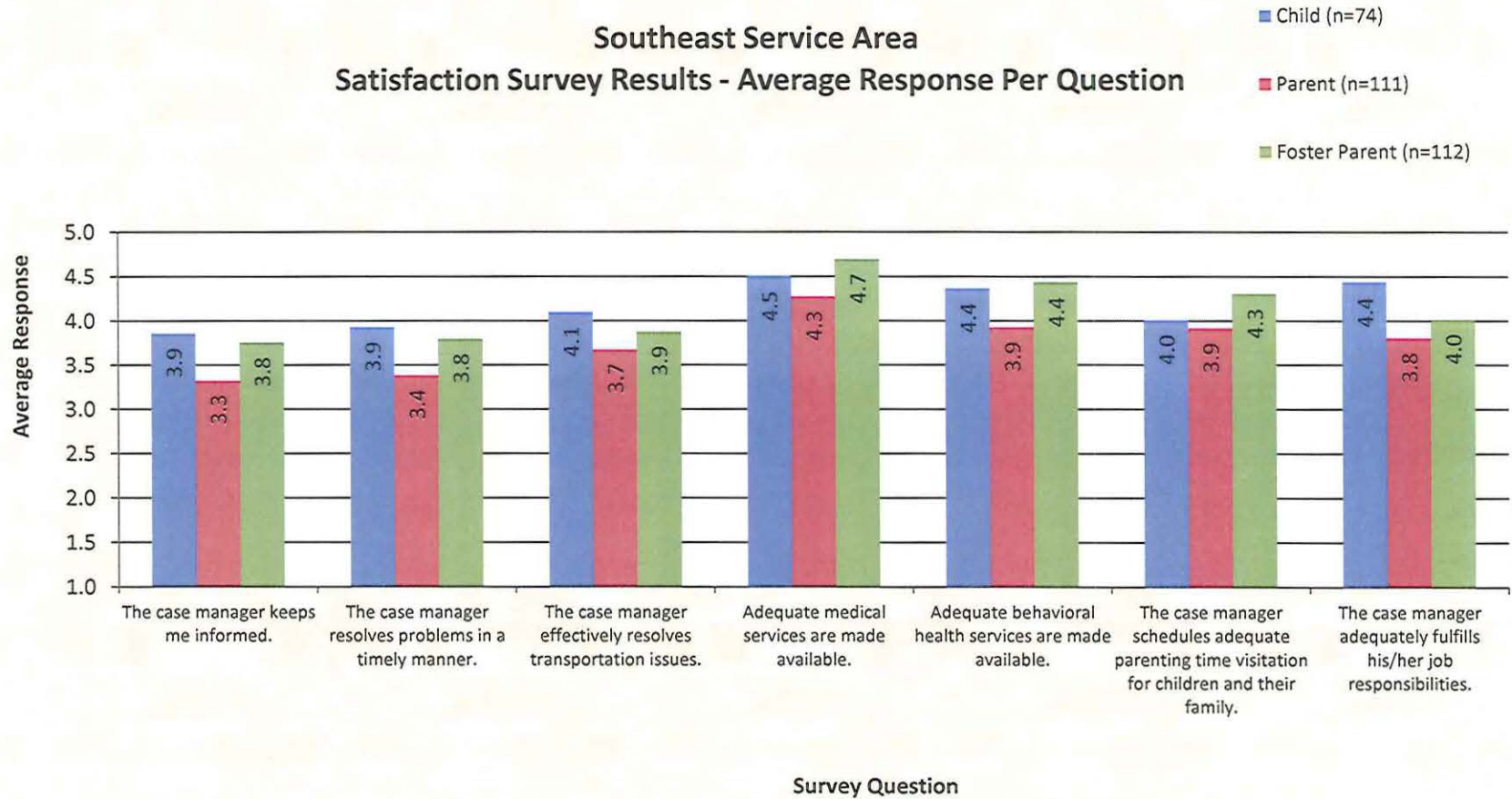


## Northern Service Area Satisfaction Survey Results - Average Response Per Question



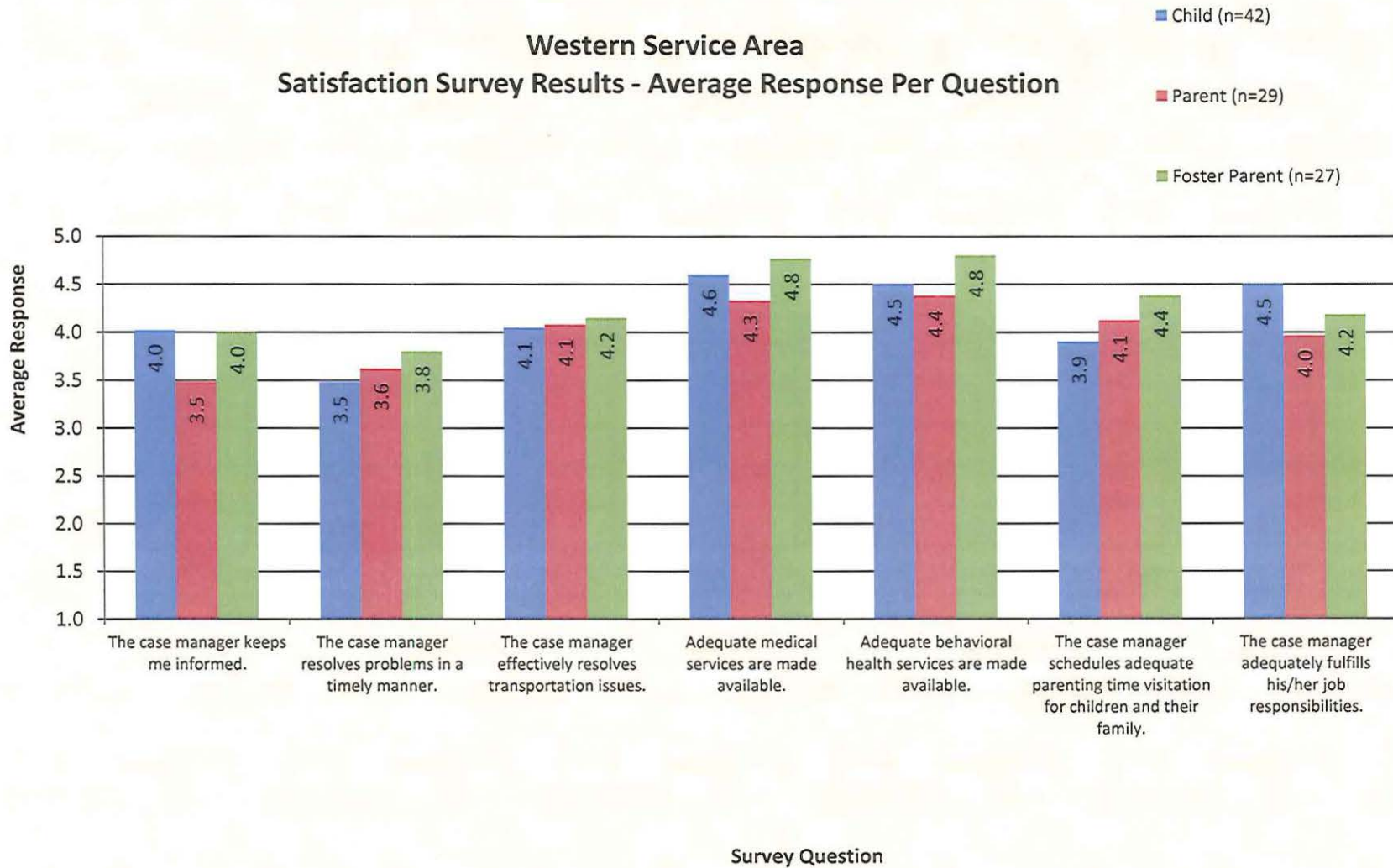
*Response Scale: 1(Never), 2(Rarely), 3(Sometimes); 4(Often); 5(Always)*

## 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)*