



September 15, 2015

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

RE: Summary of Survey Results

Dear Mr. O'Donnell:

Pursuant to Neb. Rev. Stat. Sec. 43-4407(1), attached please find the summary of annual community stakeholder surveys conducted by Nebraska Families Collaborative, the case management lead agency model pilot project in the Eastern Service Area.

Sincerely,

A handwritten signature in black ink, appearing to read "David P. Newell".

David P. Newell
President & CEO

Enc.



Nebraska Families Collaborative
§43-4407 Legislative Report
September 15, 2015

Executive Summary

Nebraska Families Collaborative (NFC) 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 NFC with input sought from members of the following NFC advisory groups: Parents, Foster Parents, Youth, and Community.

NFC experienced another year of increased survey responses with over 1,100 responses received. Compared to 2014, the number of responses nearly doubled, resulting in NFC receiving input from a larger population of parents, youth aged 12 and over, foster parents, and community stakeholders. Summary data indicates that ratings from the 2015 survey are consistent with the high satisfaction results from 2014 for the four groups surveyed. All ratings used a 5 point Likert scale with 5=Excellent and 1=Fail. Compared to 2014, youth results show a slight increase in ratings across the items with an overall rating of 4.3. Parent ratings showed a slight decrease in each of the items with an overall rating of 4.0.

The highest rated item by both parents and youth was, *"My FPS treats me with respect,"* with youth ratings averaging 4.6 and parent ratings averaging 4.3. Nearly all youth comments were very positive and often identified the FPS by name and made comments similar to this one: *"I have a really good FPS. I'm really happy with the work she's done everything she said she could."* The majority of parent comments were also positive, with comments regarding the support and guidance from FPSs such as, *"We would not have made the progress we have so far without her help and guidance. She is always two steps ahead of our next two steps."*

Foster parent respondents included both licensed and unlicensed foster parents. Ratings averaged 4.0 overall, which is also consistent with 2014 survey results. A rating of 4.0 or above was given for items related to FPS visits, family team meetings, and professionalism of the FPS. Comments made by foster parents consistently identified workers by name and were complimentary of their work. *"A great superb system available to answer any questions. A great group to work with."*

Stakeholder ratings were also consistent with 2014 survey results. Overall ratings in both 2014 and 2015 were 3.3. Stakeholders included community members, professionals in education and the legal system (including judges, attorneys, and GALs). NFC continues to score high in the area of collaboration and providing high quality programs and services to families. Overall ratings from the four groups indicate consistency in satisfaction with NFC for the past two years

Annual Survey Methodology

The surveys disseminated in 2015 were the same surveys developed in August 2014 and include four survey categories: Community Stakeholders, including judges, GALs, attorneys, providers, and community members; Parents of youth currently or previously receiving services from NFC; Youth currently receiving services from NFC and 12 years of age and older; and Foster Parents, including licensed foster parents and relative/kinship families. Survey questions focused on perceptions of Nebraska Families Collaborative, including professionalism, collaboration with others, and quality of services provided.

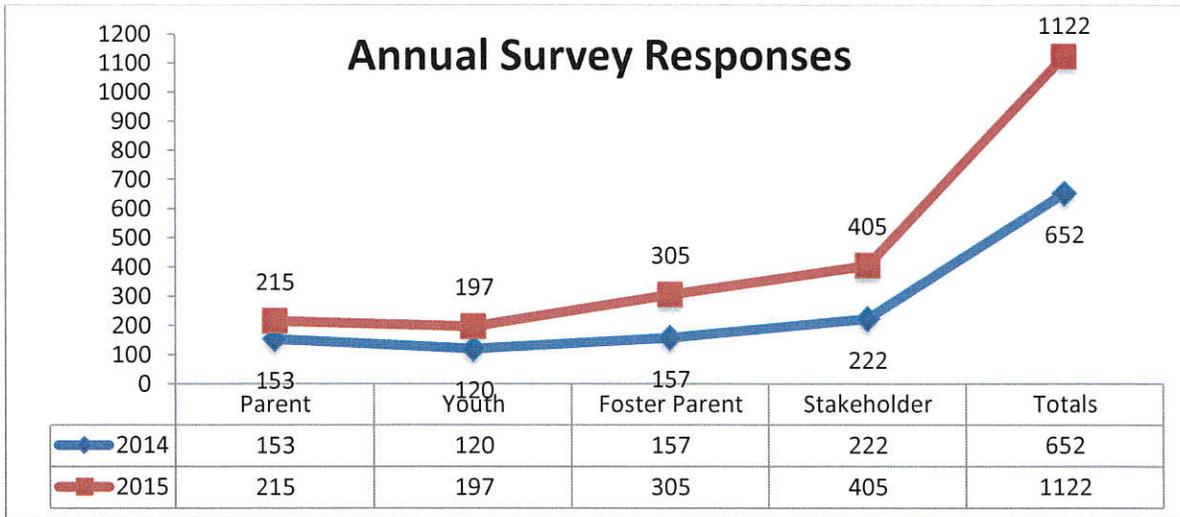
NFC provided online and paper versions for all four surveys. Respondents were asked to indicate the extent of their agreement with each statement using a 5-point Likert scale (5=Excellent, 4=Very Good, 3=Average, 2=Poor, and 1=Fail). All survey responses were anonymous and no identifying information was obtained about the person completing the survey unless the respondent indicated they would like someone from NFC to contact them. If the participant wanted someone from NFC to contact him or her, the respondent could provide his or her contact information. Classification information was obtained from the Foster Parent Survey indicating if he/she was licensed or kinship; the Stakeholder Survey also requested classification information regarding their stakeholder role: (provider, court, community member, education, etc.)

NFC distributed the surveys over a 10-week timeframe from May – July, 2015 using multiple methods to ensure all NFC service recipients and community stakeholders had an opportunity to participate. Survey distribution included paper surveys (Youth and Parent surveys were available in both English and Spanish) and web based surveys. Links to the surveys were provided through e-mail correspondence and by a business card containing the customized survey address. .

Survey Results Summary

2015 responses were nearly double the response rate compared to 2014 (n=1,122 compared to n=652 surveys). Increases were observed for each of the four surveyed groups: 40% for youth, 64% for parent, 97% for foster parent and 85% for stakeholders (see Figure 1)

Figure 1



Below is the breakdown of survey respondents for the stakeholder group. The largest change in survey respondents were with community members, which increased by 9%,

Figure 2

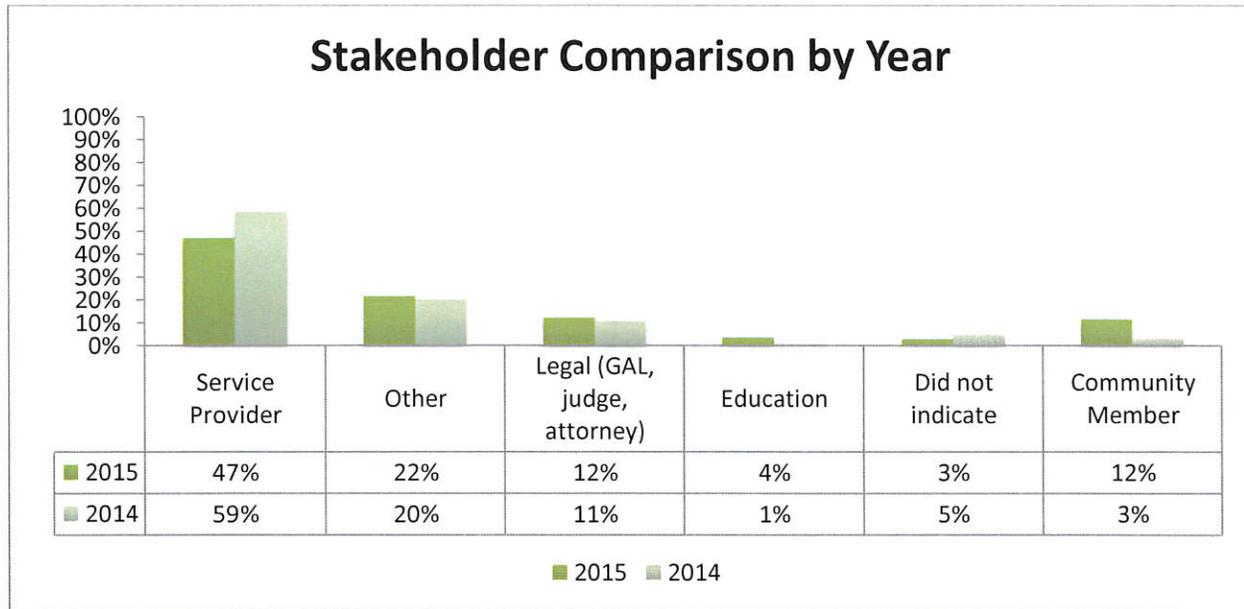
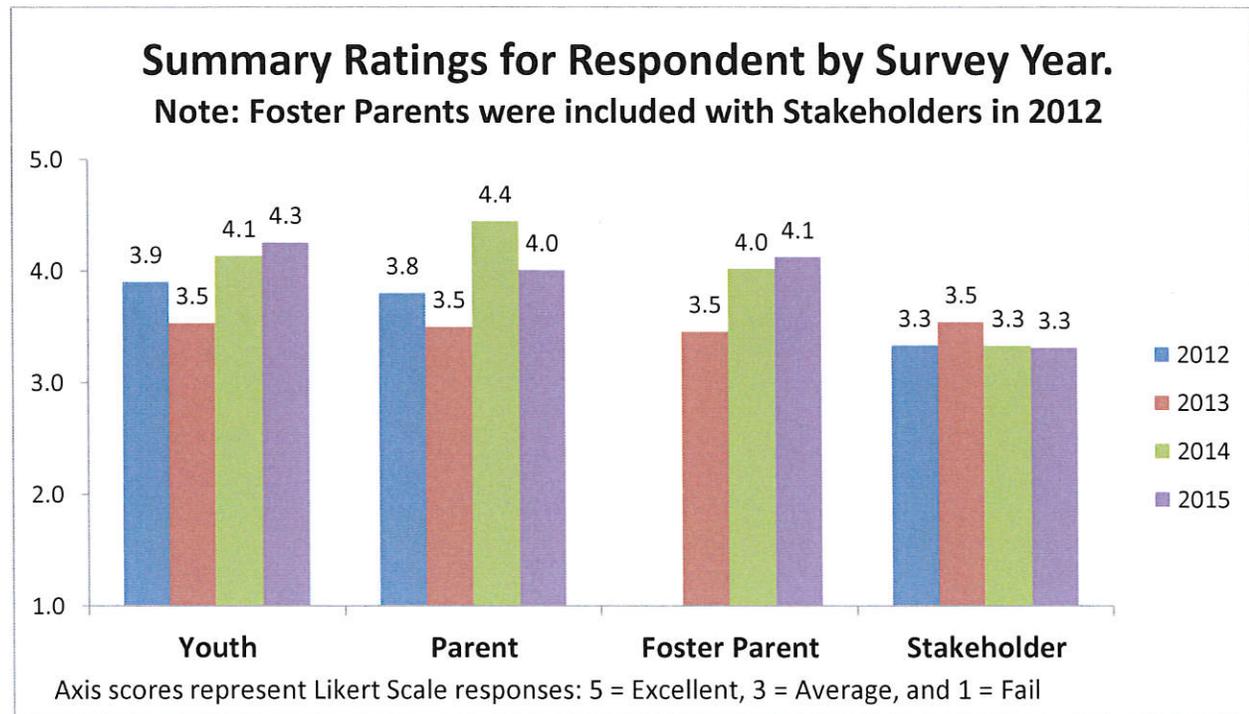


Figure 3 shows a comparison of summary ratings for the past four years that NFC has conducted an annual survey. Youth, parent and foster parent rating have consistently been around the 4.0 range for the last two years. Stakeholder ratings have consistently been around the 3.3 range all four years.

Figure 3



Stakeholder Survey Results

Figure 4 below is a comparison between 2014 and 2015 stakeholder responses. Although the number of respondents nearly doubled there was little to no change in ratings. Figure 4 provides a table of the items and the comparison between 2014 and 2015 responses. NFC continues to score high on the areas of collaboration and providing high quality programs and services to families. NFC's overall score was 3.3, which is consistent with the 2014 result. The fact that this rating stayed the same while doubling the response rate speaks highly of how stakeholders view the work NFC is doing.

Community Stakeholder Responses 5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 4

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

Stakeholders were also asked to rate services. For these items, many respondents chose not to respond, as these items did not apply to them. Many of these ratings also stayed the same as reporting in 2014 with both transportation services and payments to providers increasing 1/10th of a point.

Figure 5

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system		
Numbers in parentheses refer to 2015 responses	2015	2014
Transportation (n=276):	3.0	2.9
Medical services (n=279):	3.5	3.6
Mental health and substance abuse services (n=311):	3.3	3.4
Parenting Time (n=272):	3.3	3.2
Support to Foster Families (n=259):	3.2	3.2
Payments to providers are made in a timely manner (n=181):	3.4	3.3

Foster Parent Survey Results

Foster parents represented the second largest group of respondents. Of the 305 foster parents, 153 identified themselves as licensed foster parents, 89 as kinship/relative providers and 62 did not identify. The overall average rating for foster parents was 4.0, which is consistent with 2014 ratings. Figure 6 shows the items and the 2015 ratings compared to 2014. Marginal differences can be seen when comparing 2014 and 2015

Foster Parent Responses
5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 6

	2015 n=305	2014 n=144
I feel supported by the FPS.	3.9	3.8
NFC staff ask for my ideas and opinions.	3.8	3.7
The FPS adequately communicates with me.	3.8	4
NFC Staff return my call within 24 hours, excluding weekends and holidays.	3.8	3.9
NFC provides adequate information about foster children prior to placement.	3.6	3.5
NFC responds to my requests and/or concerns.	3.7	3.8
I am usually invited to Family Team Meetings.	4.1	4.4
NFC staff schedule home visits at times that are convenient for me and my family.	4.4	4.6
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.1	4.1
The FPS visits with me monthly, in the home.	4.4	4.5
The FPS visits with the foster youth monthly, in the home.	4.4	4.5

Foster Parents were also asked to rate services. For these items, many respondents chose not to respond, as these items did not apply to them.

Figure 7

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system		
	2015	2014
Transportation (n=212 for 2015):	3.7	3.7
Medical services (n=253 for 2015):	4.2	4.2
Mental health and substance abuse services (n=201 for 2015):	4.0	3.8
Parenting Time (n=214 for 2015):	3.8	4
Support to Foster Families (n=276 for 2015):	3.8	3.7
Payments to providers are made in a timely manner (n=247 for 2015):	4.2	4.1

Parent Survey Results

The 2015 parent survey saw a positive increase in the number of respondents resulting in a stronger representation of the parents NFC serves. Figure 8 depicts the items and the ratings for both 2015 and 2014. Small differences were observed in these ratings with many of the ratings showing a slight decrease. Many parents also provided written comments which were generally positive. Although the overall rating declined, parents rated NFC 4.0 overall NFC's overall rating in 2014 was 4.4

Comments from parents included the following:

- *"We would not have made the progress we have so far without her help and guidance. She is always two steps ahead of our next two steps."*
- *"Though I have had 2 FPS I am pleased overall with services and would like to thank you for your efforts."*
- *"My FPS worker has been very good at helping my family. She definitely goes above and beyond!"*

Parent Responses
5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 8

	2015 n=215	2014 n=153
At my initial meeting, I received the new family packet.	4.1	4.5
I had involvement in the development of my case plan and goals.	4.1	4.4
I have been offered choices about the services my family receives.	4.1	4.2
My FPS returns my call within 24-hours, excluding weekends and holidays.	4.0	4.4
We have monthly discussions regarding my family's strengths and needs.	4.2	4.5
My FPS assists my family in locating people who help support me.	4.1	4.3
The FPS adequately communicates with me.	4.1	4.5
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.2	4.5
My FPS does what s/he says they will do.	4.1	4.4
I see my FPS every month.	4.3	4.7
The NFC FPS treats me and my family with respect.	4.3	4.6
My FPS schedules meetings that are convenient for my schedule.	4.3	4.4
The FPS advocates for me and my family.	4.2	4.4
Overall, things are going better at home.	4.2	4.5
Overall, I feel the services provided to me and my family has been helpful.	4.1	4.4
NFC responds to my requests and concerns	4.1	4.4

Youth Survey Results

This year, NFC surveyed 197 youth age 12 and older. Figure 9 illustrates the items and their ratings. The vast majority of the ratings increased and 2 items remained the same, none of the items had a decline in ratings. The overall youth rating increased from 4.1 to 4.3.

Surveys completed by youth also provided comments, with many compliments to specific FPS staff.

- *"{name withheld} is a very good caseworker. She [is] nice and awesome ask[ing] questions and she always says is there anything else? I love when she say that"*
- *"My FPS, {name withheld} is one of the most dedicated caring and hardworking people I know. She is a pleasure to work with and she is a good friend to have"*

Youth Responses 5-point Likert Scale (5 = Excellent & 1 = Fail)

Figure 9

	2015 n=197	2014 n=120
My FPS asked for my ideas and opinions.	4.3	4.1
I am getting along better with my family now than I did before.	4.0	4.0
My FPS talks with me about my strengths and needs.	4.2	4.0
MY FPS returns my call.	4.0	3.8
My FPS treats me with respect.	4.6	4.5
My FPS does what s/he says they will do.	4.2	4.1
My FPS keeps me connected with my brothers and sisters.	4.2	4.2
My FPS explains things to me in a way I can understand.	4.4	4.3
My FPS responds to my requests and/or concerns.	4.4	4.2