



# Annual Survey Report 2017

September 1, 2017



## 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 from members of the following NFC advisory groups: Parents, Foster Parents, Youth, and Community.

In 2017, the number of Youth and Foster Parent survey responses increased compared to 2016. All rating items used a 5-point Likert scale with 5 being 'Excellent' and 1 being 'Fail.' Compared to 2016, all results remained the same except for the Parent survey, which decreased slightly by one-tenth (0.1) of a point.

Similar to past years' results, the top ratings for the Parent and Youth surveys continued to come from the item: *The NFC FPS treats me and my family with respect.* This item rating was 4.6 and 4.4 for Youth and Parent surveys, respectively. In addition, the Parent and Youth surveys included the most number of positive comments about NFC and/or the specific Family Permanency Specialist (FPS) with whom they were working.

Foster Parent respondents included both licensed and unlicensed foster parents. Overall ratings averaged 4.1, which is also consistent with 2016 survey results. A rating of 4.0 or above was given for items related to: *Staff ask for my ideas; FPS visits; Family team meetings; Monthly visits; and Professionalism of the FPS.* One kinship foster parent said:

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*"My workers have been awesome. They have shown genuine care and concern for my granddaughter. I feel they always listen and respond to my (our) needs and concerns."*

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Community Stakeholder ratings stayed consistent in more categories compared to 2016, with an overall average rating of 3.5. Stakeholders included community members and professionals in education and the legal system (i.e., judges, attorneys, and GALs). NFC continued to score highest on items of 'Collaboration' and 'Providing high quality programs and services to families.'

Overall ratings from the four groups in 2017 indicate consistency in satisfaction with NFC compared to previous years.

## Annual Survey Methodology

NFC developed the original Annual Survey in 2014, which was used for the 2017 Annual Survey to allow for comparison of items over time. There are four groups surveyed:

1. Community Stakeholders—includes judges, guardians ad litem (GALs), attorneys, providers, and community members.
2. Foster Parents—includes licensed foster parents and relative/kinship families.
3. Parents of Youth—includes parents who are currently or previously receiving services from NFC.
4. Youth—includes youth who are currently receiving services from NFC and who are at least 12 years of age and older.

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. Online surveys were distributed using SurveyGizmo. 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 respondent wanted someone from NFC to contact him or her, the respondent could provide his or her contact information.

For further classification distinction, the Foster Parent survey requested information indicating whether the respondent was licensed or kinship, while the Community Stakeholder survey requested information regarding their stakeholder role (i.e., provider, court, community member, or education).

NFC distributed the surveys over a 12-week timeframe from May 2017 through July 2017 using multiple methods to ensure all NFC service recipients and community stakeholders had an opportunity to participate. Survey distribution included paper surveys and web-based surveys. Youth and Parent surveys were available in both English and Spanish. Links to the surveys were provided on postcards sent to families and foster parents, in e-mail correspondence, on business cards, and a laptop was put in the main lobby of the NFC office building so guests could complete the survey when they came to NFC for meetings.

## Survey Results Summary

The total number of completed surveys increased for both Youth (n=222) and Foster Parents (n=319) compared to 2016 (see Fig. 1).

Figure 1

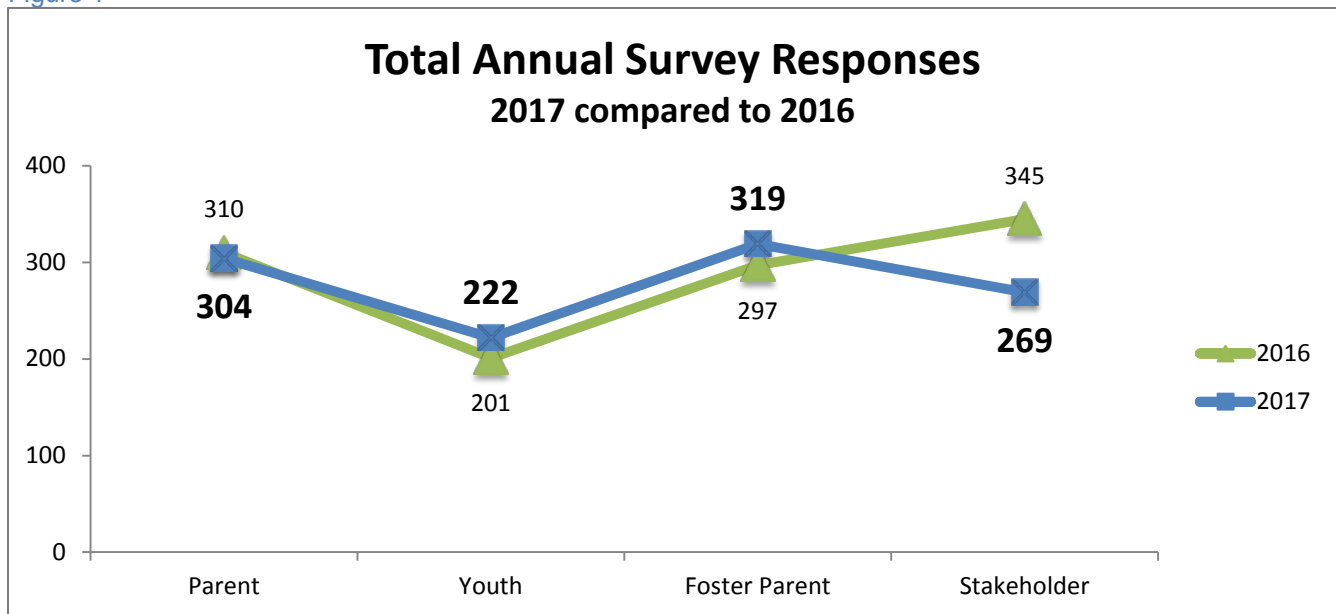


Figure 2 shows the breakdown of Community Stakeholder survey respondents by type compared to 2016.

Figure 2

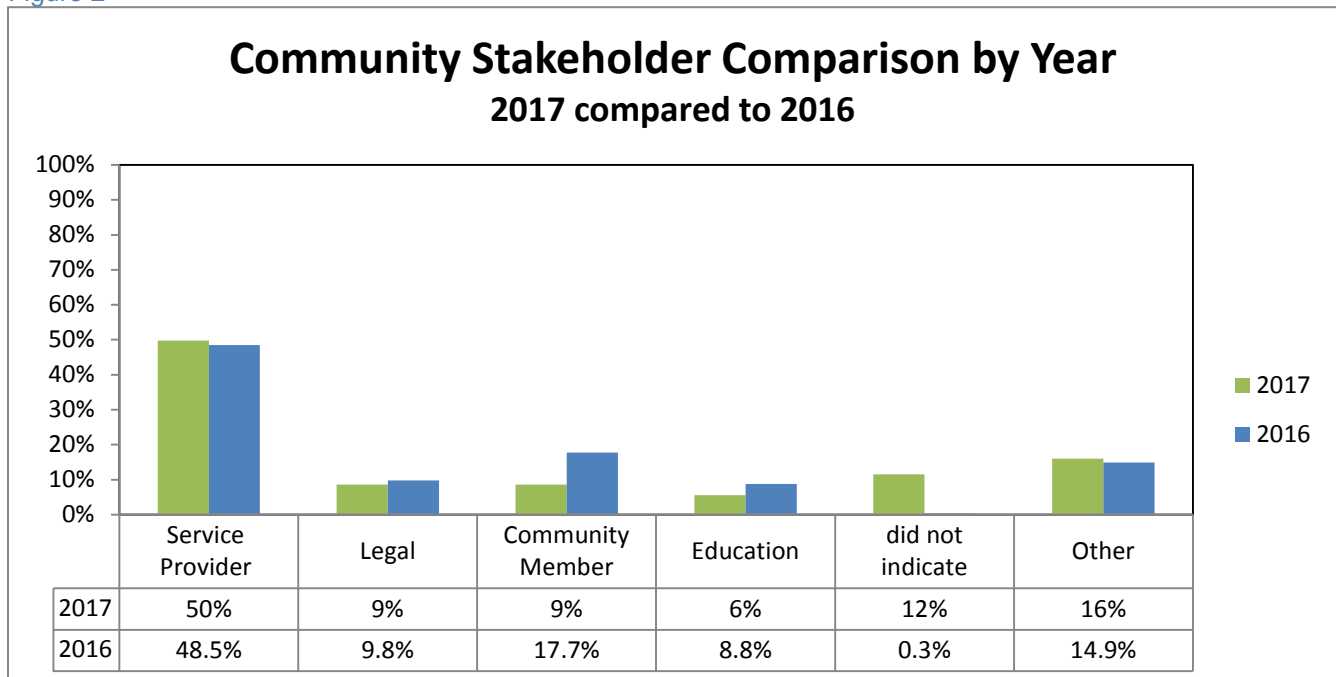
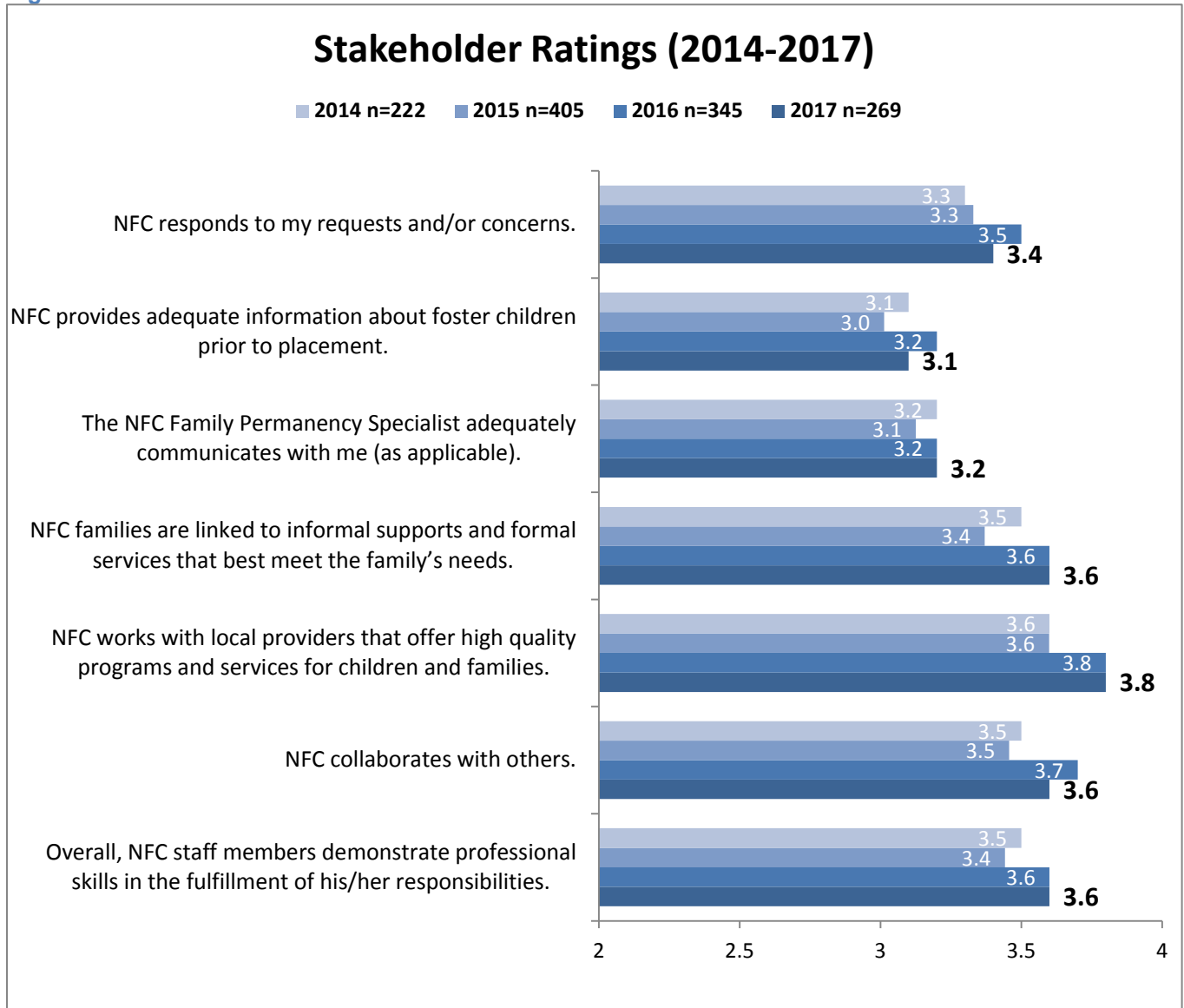


Figure 3 shows a comparison of summary ratings for all four survey groups (i.e., Youth, Parents, Foster Parents, and Community Stakeholders) for the past four years. In general, ratings stayed consistent in 2017 compared to previous years.

Figure 3



## Community Stakeholder Survey Results

In 2017, NFC received 269 Community Stakeholder completed surveys. The overall average rating by Community Stakeholders was 3.5, which was consistent with last year's rating (see Fig. 4). NFC scored highest on 'Providing high quality programs and services to families' (3.8).

### Community Stakeholder Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 4

	2017 (n=269)	2016 (n=345)	2015 (n=405)	2014 (n=222)
<b>Overall, NFC staff members demonstrate professional skills in the fulfillment of his/her responsibilities.</b>	3.6	3.6	3.4	3.5
<b>NFC collaborates with others.</b>	3.6	3.7	3.5	3.5
<b>NFC works with local providers that offer high quality programs and services for children and families.</b>	<b>3.8</b>	3.8	3.6	3.6
<b>NFC families are linked to informal supports and formal services that best meet the family's needs.</b>	3.6	3.6	3.4	3.5
<b>The NFC Family Permanency Specialist adequately communicates with me (as applicable).</b>	3.2	3.2	3.1	3.2
<b>NFC provides adequate information about foster children prior to placement.</b>	3.1	3.2	3.0	3.1
<b>NFC responds to my requests and/or concerns.</b>	3.4	3.5	3.3	3.3
<b>Overall Average Rating</b>	<b>3.5</b>	<b>3.5</b>	<b>3.3</b>	<b>3.3</b>

Community Stakeholders were also asked to rate specific services. Many respondents did not respond since these items did not apply to them. All but one item was rated the same as last year, with Parenting Time increasing by two-tenths (0.2) of a point.

Figure 5

<b>Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system:</b>				
	2017	2016	2015	2014
<b>Transportation</b>	3.1	3.1	3.0	2.9
<b>Medical services</b>	3.7	3.7	3.5	3.6
<b>Mental health and substance abuse services</b>	3.5	3.5	3.3	3.4
<b>Parenting Time</b>	<b>3.6</b>	3.4	3.3	3.2
<b>Support to foster families</b>	3.4	3.4	3.2	3.2
<b>Payments to providers are made in a timely manner</b>	3.7	3.7	3.4	3.3
<b>Services Rating</b>	<b>3.5</b>	<b>3.5</b>	<b>3.5</b>	<b>3.5</b>

## Foster Parent Survey Results

Foster Parents represented the largest group of respondents. Of the 319 Foster Parents who completed the survey, 131 identified themselves as licensed foster parents, 112 as kinship/relative providers, and 80 did not self-identify. The overall average rating by Foster Parents in 2017 was 4.1, which is consistent with previous years (see Fig. 6).

### Foster Parent Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 6

	2017 (n=319)	2016 (n=297)	2015 (n=305)	2014 (n=144)
I feel supported by the FPS.	3.9	3.9	3.9	3.8
NFC staff ask for my ideas and opinions.	4.0	3.9	3.8	3.7
The FPS adequately communicates with me.	3.9	3.9	3.8	4.0
NFC Staff return my call within 24 hours, excluding weekends and holidays.	4.0	4.0	3.8	3.9
NFC provides adequate information about foster children prior to placement.	3.7	3.7	3.6	3.5
NFC responds to my requests and/or concerns.	3.9	3.8	3.7	3.8
I am usually invited to Family Team Meetings.	4.3	4.1	4.1	4.4
NFC staff schedule home visits at times that are convenient for me and my family.	4.5	4.4	4.4	4.6
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.1	4.1	4.1	4.1
The FPS visits with me monthly, in the home.	4.5	4.5	4.4	4.5
The FPS visits with the foster youth monthly, in the home.	4.5	4.5	4.4	4.5
<b>Overall Average Rating</b>	<b>4.1</b>	<b>4.1</b>	<b>4.0</b>	<b>4.1</b>

Foster Parents were also asked to rate specific services. Many respondents did not respond since these items did not apply to them. 'Payments to providers' (4.4) and 'Medical services' (4.2) continued to be the highest rated items among the 2017 survey responses (see Fig. 7).

Figure 7

Rate the extent to which the following areas are appropriately provided to youth and families in the child welfare system:				
	2017	2016	2015	2014
Transportation	3.7	3.7	3.7	3.7
Medical services	4.2	4.2	4.2	4.2
Mental health and substance abuse services	4.0	4.1	4.0	3.8
Parenting Time	4.0	3.9	3.8	4.0
Support to Foster Families	3.9	3.9	3.8	3.7
Payments to providers are made in a timely manner	4.4	4.3	4.2	4.1
<b>Services Rating</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>	<b>4.0</b>

## Parent Survey Results

The number of Parents taking the survey in 2017 (n=304) was slightly lower than in 2016 (n=310). However, many of the individual item ratings stayed the same. The overall average rating for the Parent survey in 2017 was 4.2 compared to 4.3 in 2016 (see Fig. 8).

Comments from parents included the following:

- *Very helpful and helped me get everything in my life in place.*
- *[The NFC employee] is very polite and pleasant to work with.*
- *[The NFC employee] has been an excellent support for my family and I am very grateful to have her on my side!*
- *Satisfied with services provided to myself and my family to help us succeed and be better parents and a stronger family.*

## Parent Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 8

	2017 (n=304)	2016 (n=310)	2015 (n=215)	2014 (n=153)
At my initial meeting, I received the new family packet.	4.3	4.3	4.1	4.5
I had involvement in the development of my case plan and goals.	4.1	4.2	4.1	4.4
I have been offered choices about the services my family receives.	4.1	4.2	4.1	4.2
My FPS returns my call within 24-hours, excluding weekends and holidays.	4.2	4.2	4.0	4.4
We have monthly discussions regarding my family's strengths and needs.	4.3	4.4	4.2	4.5
My FPS assists my family in locating people who help support me.	4.2	4.2	4.1	4.3
The FPS adequately communicates with me.	4.2	4.3	4.1	4.5
The FPS demonstrates excellent professional skills in the fulfillment of his/her responsibilities.	4.3	4.3	4.2	4.5
My FPS does what s/he says they will do.	4.2	4.3	4.1	4.4
I see my FPS every month.	4.4	4.4	4.3	4.7
The NFC FPS treats me and my family with respect.	4.4	4.4	4.3	4.6
My FPS schedules meetings that are convenient for my schedule.	4.4	4.5	4.3	4.4
The FPS advocates for me and my family.	4.2	4.3	4.2	4.4
Overall, things are going better at home.	4.1	4.3	4.2	4.5
Overall, I feel the services provided to me and my family has been helpful.	4.1	4.2	4.1	4.4
NFC responds to my requests and concerns	4.1	4.2	4.1	4.4
<b>Overall Average Rating</b>	<b>4.2</b>	<b>4.3</b>	<b>4.2</b>	<b>4.4</b>

## Youth Survey Results

In 2017, NFC received survey responses from 222 Youth ages 12 and older, which represents



a 21% increase in Youth responses compared to 2016. Although there were slight fluctuations in the individual item ratings (i.e., increases and decreases), there was no difference in the overall rating compared to previous years (see Fig. 9).

Surveys completed by Youth also included comments, with many compliments to specific Family Permanency Specialist (FPS) staff. Below are a few of the comments:

- *Thanks for caring about me and my family and being my case worker.*
- *You're the best.*
- *Thank you for being my case worker, [NFC employee]. I really like you.*
- *Thank You for all you've done for us.*

## Youth Responses

5-point Likert Scale (5 = Excellent; 1 = Fail)

Figure 9

	2017 (n=222)	2016 (n=201)	2015 (n=197)	2014 (n=120)
<b>My FPS asked for my ideas and opinions.</b>	4.3	4.3	4.3	4.1
<b>I am getting along better with my family now than I did before.</b>	4.1	3.9	4.0	4.0
<b>My FPS talks with me about my strengths and needs.</b>	4.2	4.2	4.2	4.0
<b>MY FPS returns my call.</b>	4.1	4.1	4.0	3.8
<b>My FPS treats me with respect.</b>	4.6	4.5	4.6	4.5
<b>My FPS does what s/he says they will do.</b>	4.2	4.3	4.2	4.1
<b>My FPS keeps me connected with my brothers and sisters.</b>	4.2	4.2	4.2	4.2
<b>My FPS explains things to me in a way I can understand.</b>	4.4	4.5	4.4	4.3
<b>My FPS responds to my requests and/or concerns.</b>	4.3	4.4	4.4	4.2
<b>Overall Average Rating</b>	<b>4.3</b>	<b>4.3</b>	<b>4.3</b>	<b>4.1</b>