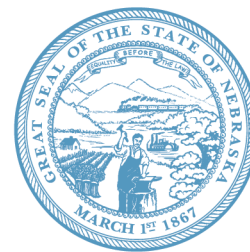


# NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

September 15, 2024

The Honorable Ben Hansen  
Members of the Health and Human Services Committee  
Nebraska Legislature  
P.O. Box 94604  
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 that reads "Kathleen M. Stolz".

Kathleen Stolz, JD  
Acting Director, Division of Children and Family Services

Attachment

# Division of Children and Family Services

## Summary of Child Welfare Survey Results Report

September 2024

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

Starting in 2012, CFS has been 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.

CFS has reported its survey results each year since the statute went into effect. In 2021, CFS began surveying foster parents after case manager visits using the Child Welfare Safety Solutions, LLC, Guardian Foster Parent Collaboration Survey Tool. In 2024, the Department directly surveyed all Parents, Youth, Foster Parents, Attorneys, Judges, and Service Providers through a web-based program.

## Customer Satisfaction Survey Methodology

The surveys consisted of Likert scale questions to measure each 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 schedules adequate parenting-time visitation plans for children.
4. The case manager adequately fulfills his/her job responsibilities.
5. Adequate transportation services are made available.
6. Adequate medical services are made available.
7. Adequate behavioral health services are made available.

## 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. Adequate information is provided to Foster Parents regarding children in 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 all participants were sent using a web-based survey.

## 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 4.1 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The foster parents' average response score was 3.8 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 4.3 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The foster parents' average response score was 3.8 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 4.5 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The foster parents’ average response score was 4.3 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 4.5 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The foster parents’ average response score was 4.0 on a 5-point scale, which was the second highest score among the survey respondent groups.

*Adequate transportation services are made available.*

- The average score in response to ‘Adequate transportation services are made available’ was 4.5 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The foster parents’ average response score was 4.1 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 4.7 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- The foster parents’ average response score was 4.4 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 4.6 on a 5-point scale among youth who responded. This was the highest rating among the survey respondent groups.
- Foster parents’ average response score was 4.1 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.*

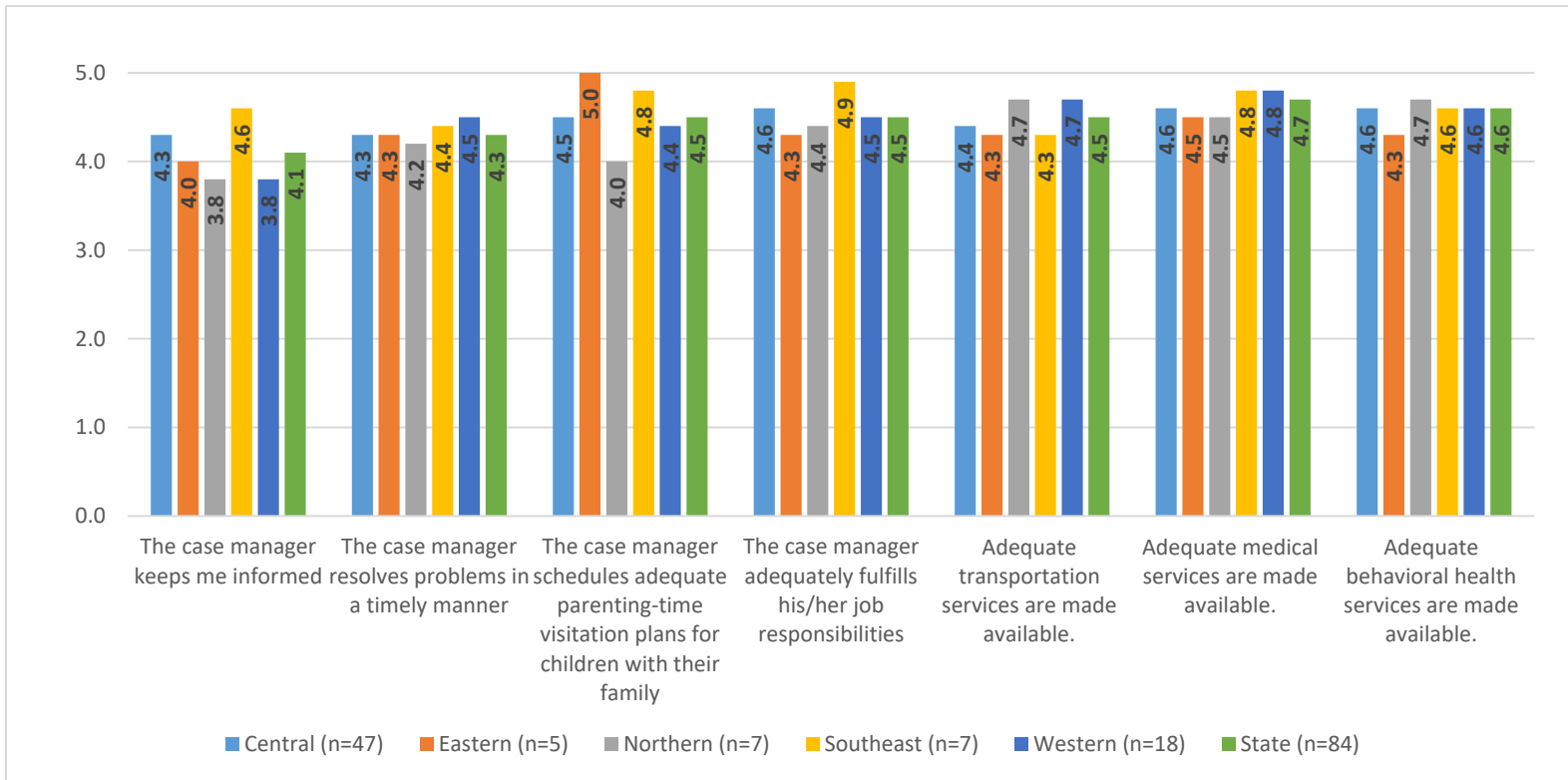
- In response to 'Payment for services is made in a timely manner to service providers', the average score among providers who responded was 3.6 on a 5-point scale. This was the highest among survey respondent groups.
- The respondent group with the next highest rating was among attorneys with an average of 2.2 on a 5-point scale.

*Adequate information is provided to foster parents regarding children in their care.*

- In response to 'Foster parents are provided with adequate information regarding the foster children under their care', the average score among attorneys who responded was 2.5 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 2.1 on a 5-point scale.

## Child Satisfaction Survey Results by Region

(Average Response per Question)

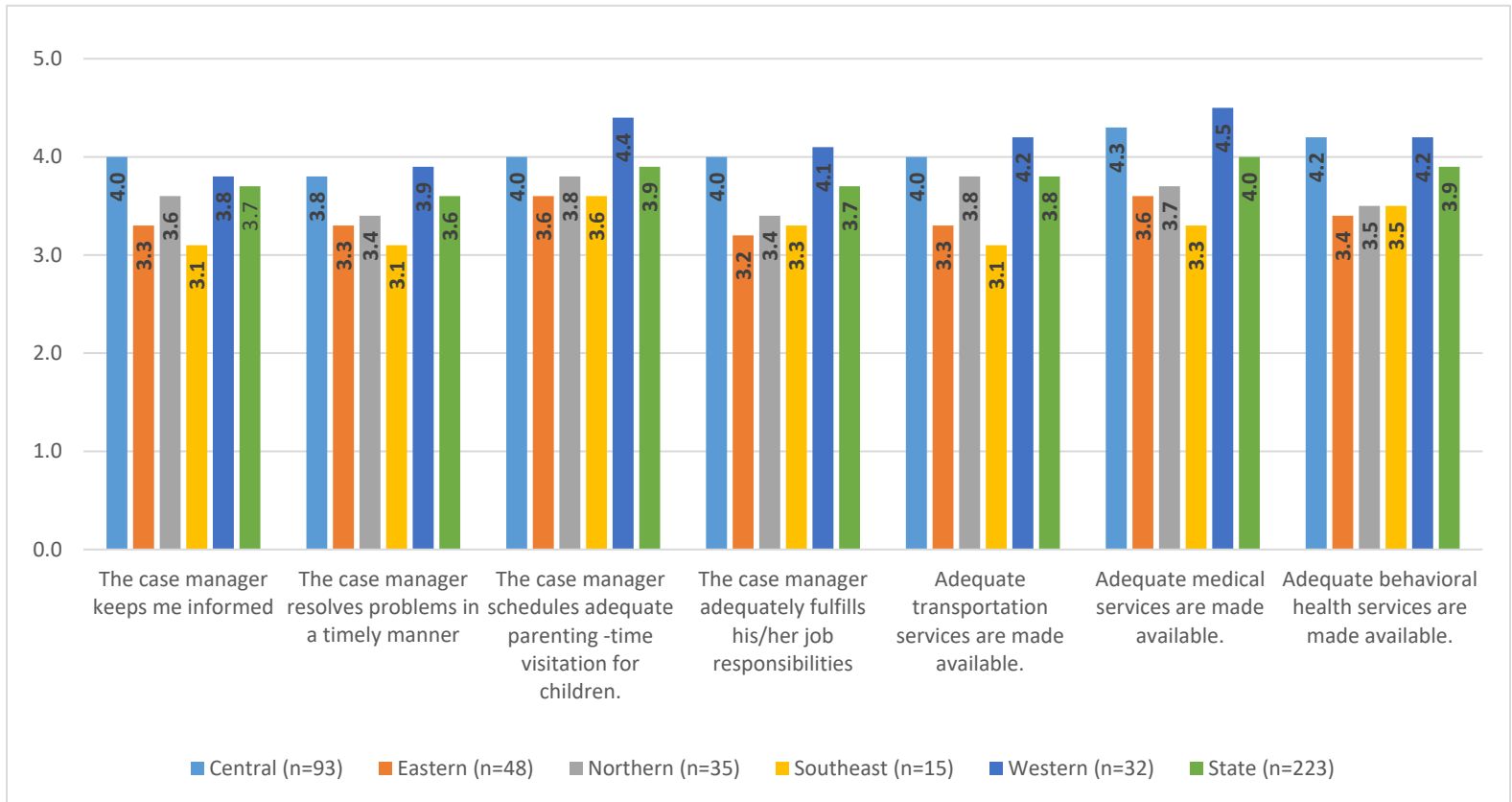


Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always)



## Parent Satisfaction Survey Results by Region

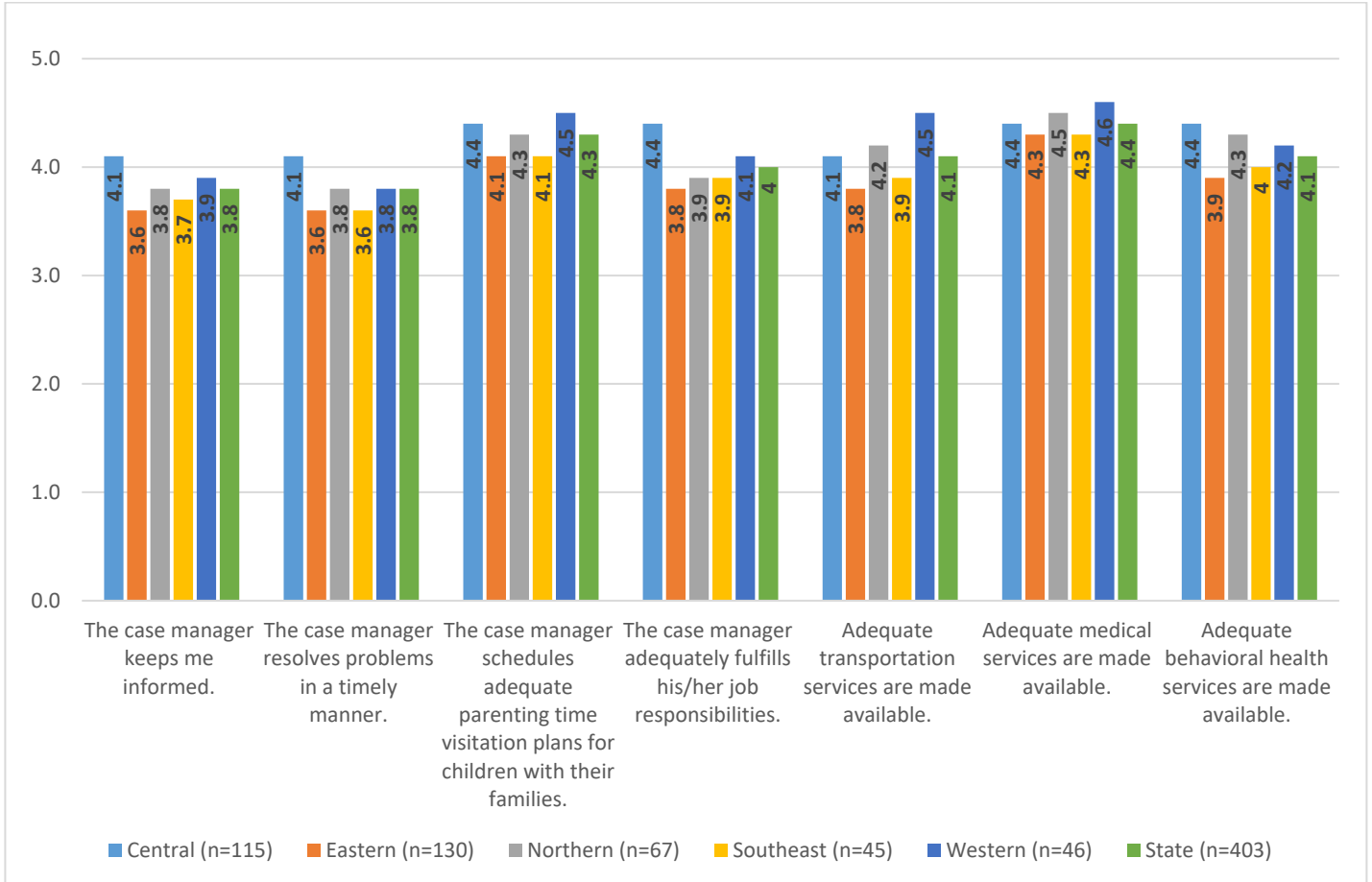
(Average Response per Question)



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

# Foster Parent Satisfaction Survey Results by Region

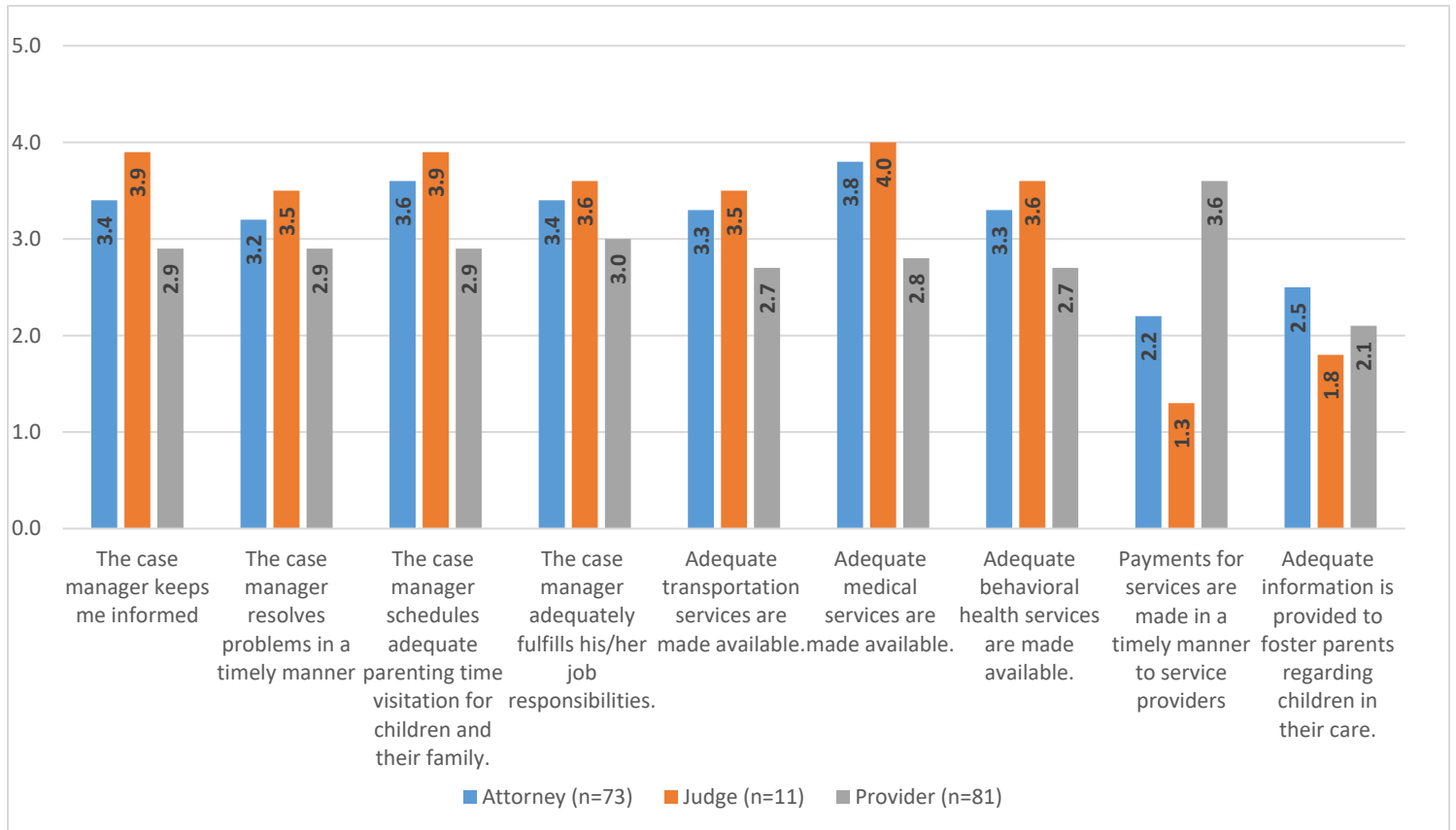
(Average Response per Question)



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

# Judges, Providers, and Attorneys Satisfaction Survey Results

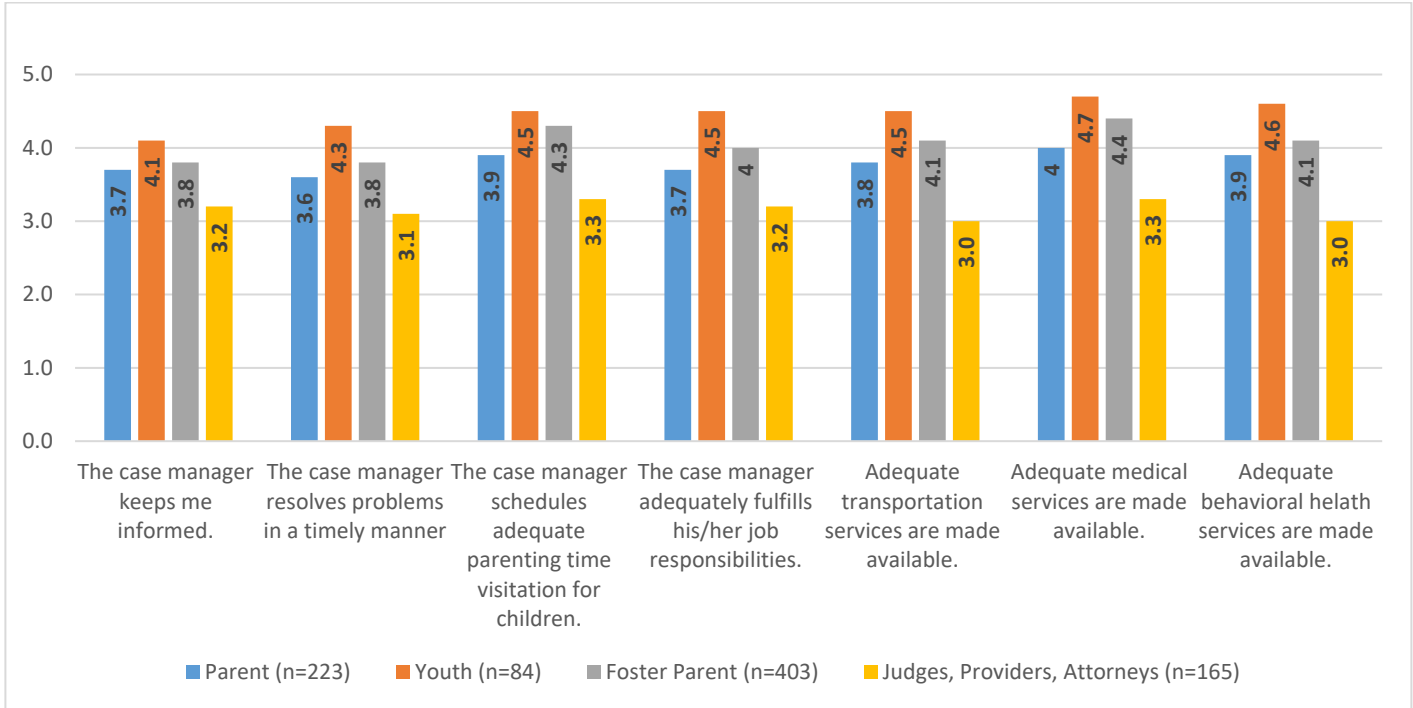
(Average Response per Question)



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

# Statewide Satisfaction Survey Results

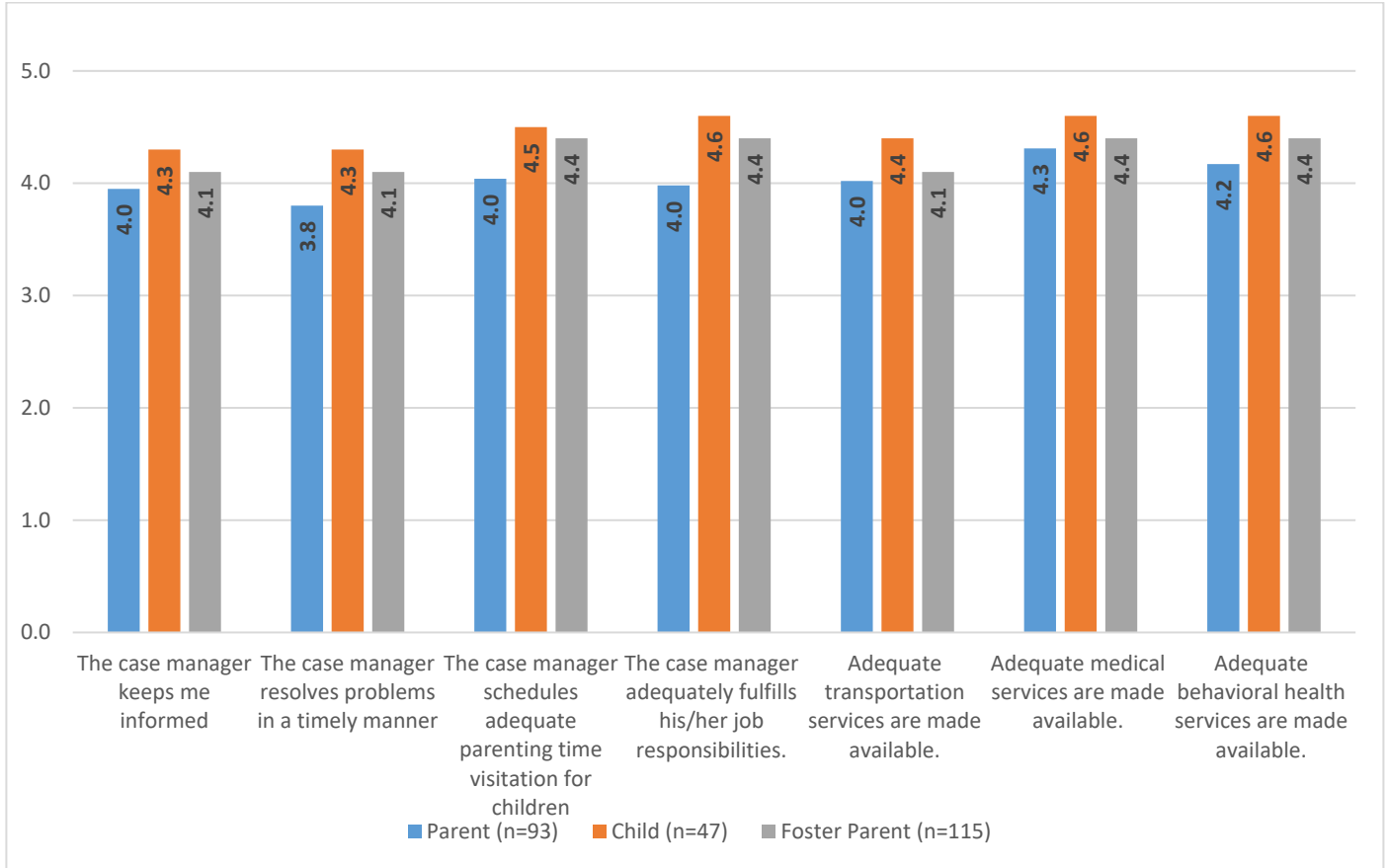
(Average Response per Question)



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

# Central Service Area Satisfaction Survey Results

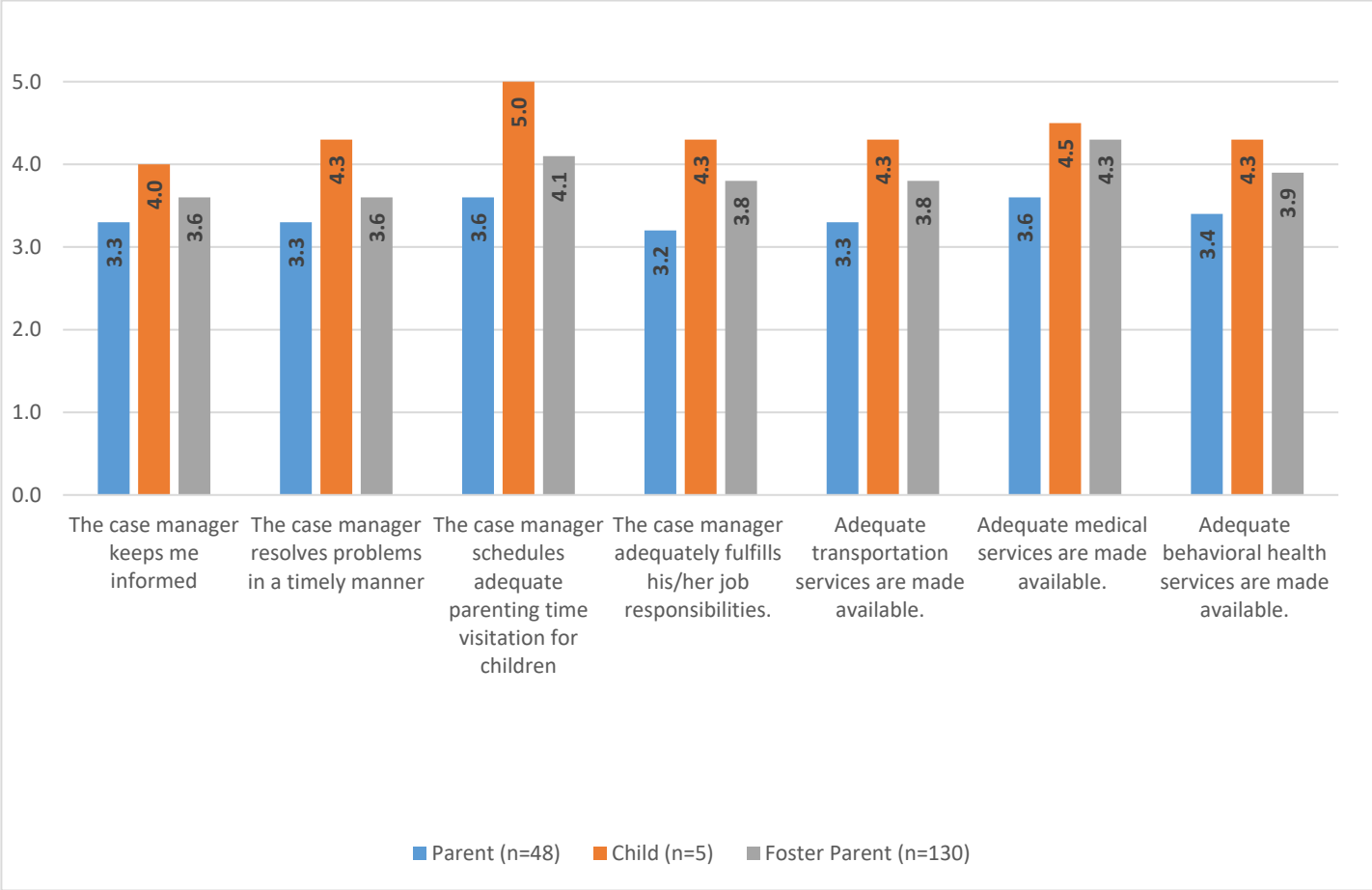
(Average Response per Question)



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

# Eastern Service Area Satisfaction Survey Results

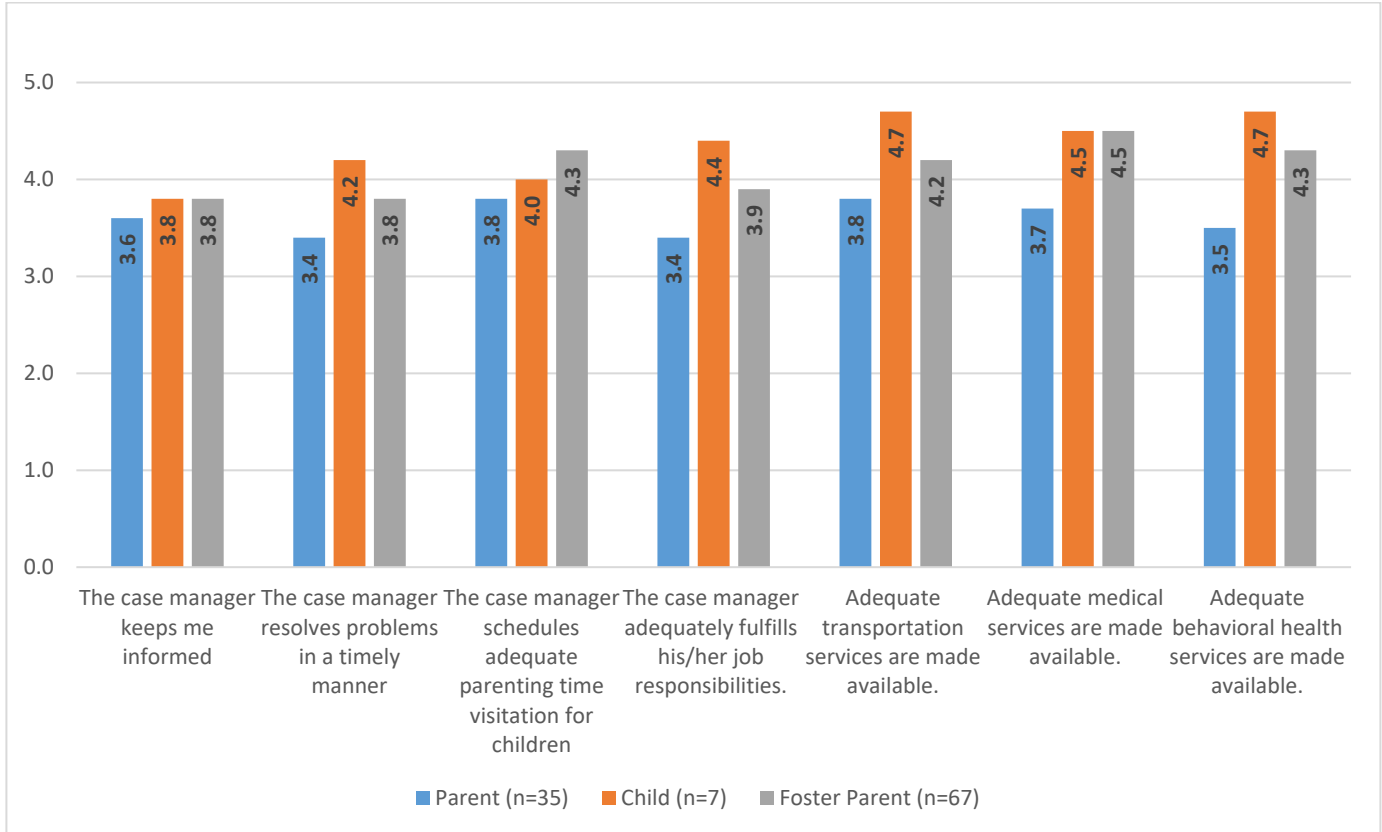
(Average Response per Question)



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

# Northern Service Area Satisfaction Survey Results

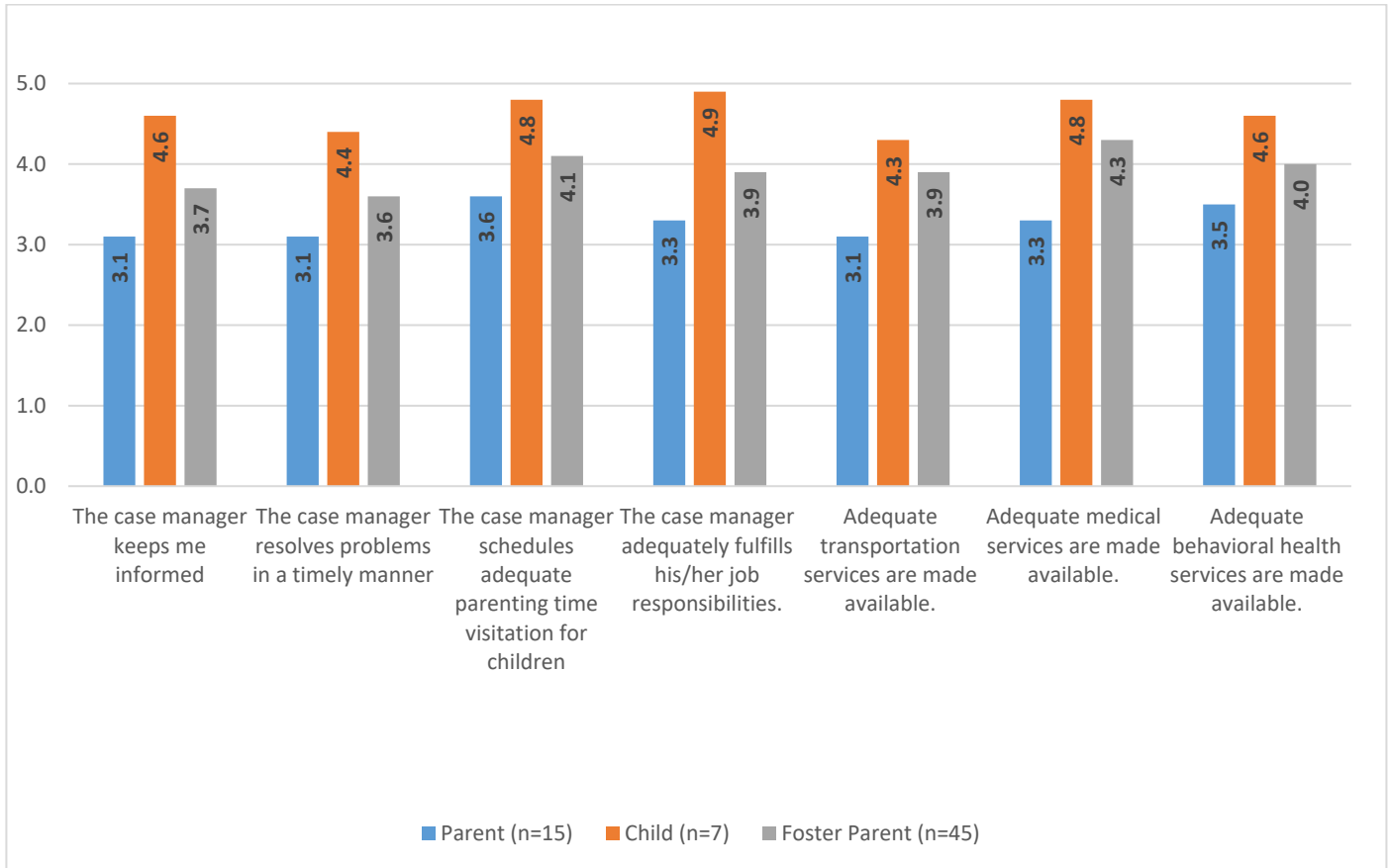
(Average Response per Question)



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

## Southeast Service Area Satisfaction Survey Results

(Average Response per Question)

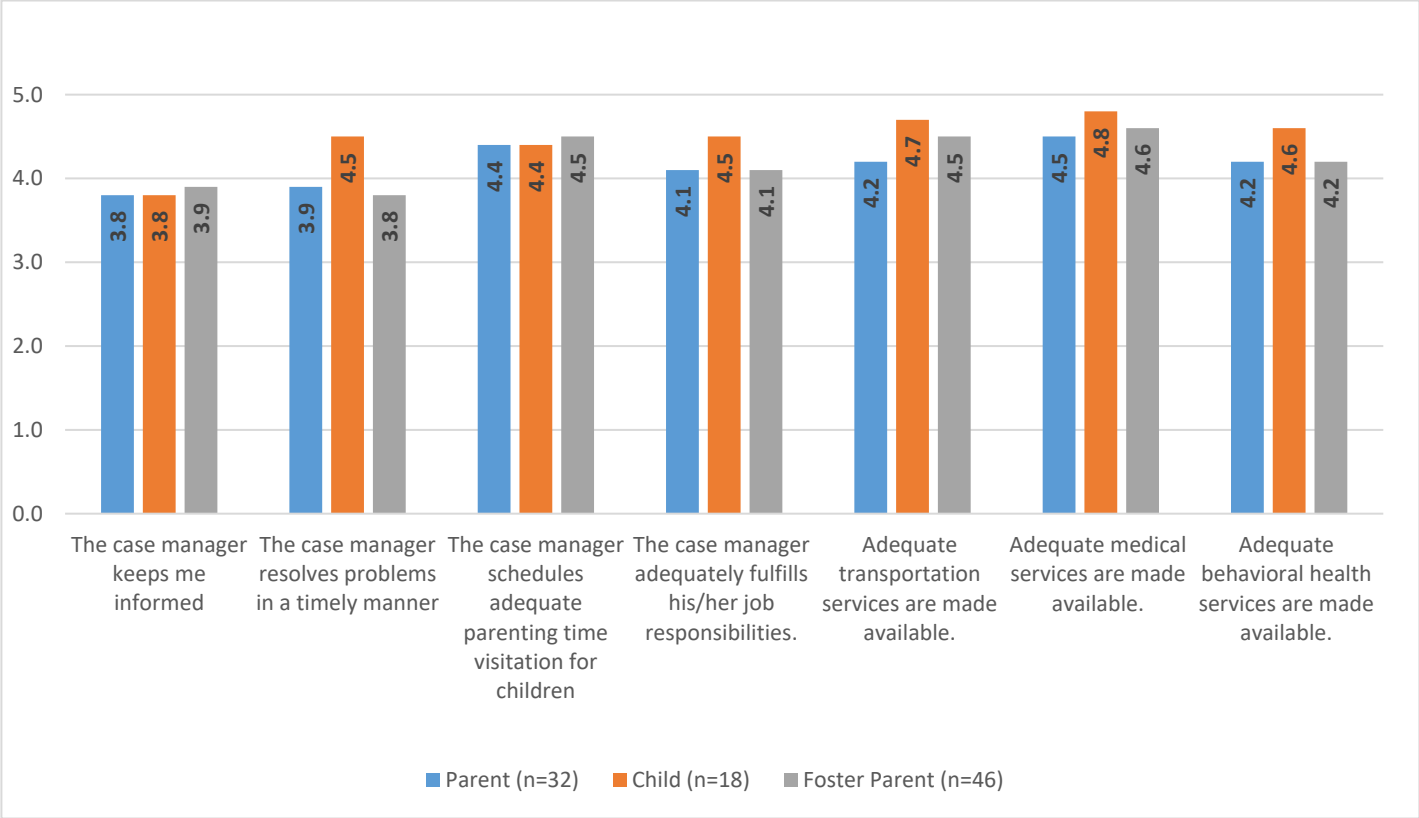


Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always)



# Western Service Area Satisfaction Survey Results

(Average Response per Question)



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

# Appendix A: Annual Survey Completion Numbers (Conducted May - July 2024)

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

- 11 Judges
- 81 Providers
- 73 Attorneys

Web-based Survey (Parents, Youth, Foster Parents):

- 223 Parents
- 84 Youth
- 403 Foster Parents

Responses included:

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