

# NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



Jim Pillen, Governor

September 15, 2025

The Honorable Brian Hardin  
Members of the Health & Human Services Committee  
Nebraska Legislature  
P.O. Box 94604  
Lincoln, NE 68509

Subject: Summary of Child Welfare Survey Results Report

Dear Chairman Hardin:

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 parents, foster children, foster 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 "Alyssa L. Bish".

Alyssa Bish, Ph.D.  
Director, Division of Children and Family Services

Attachment

# **Division of Children and Family Services**

## **Summary of Child Welfare Survey Results Report**

**September 2025**

**Neb. Rev. Stat. § 43-4407**

# Table of Contents

<b>Summary of Child Welfare Survey Results</b>	3
Introduction	2
Customer Satisfaction Survey Methodology	2
Customer Satisfaction Core Survey Questions	2
Responses Scale for parents, foster children, foster parents, judges, attorneys, guardians ad litem, and service providers	2
<b>Summary of Statewide Survey Results</b>	3
Questions answered by survey recipients	3
<b>Parent Satisfaction Survey Results by Region</b>	5
<b>Foster Child Satisfaction Survey Results by Region</b>	6
<b>Foster Parents Satisfaction Survey Results by Region</b>	7
<b>Judges, Attorneys, and Service Providers Satisfaction Survey Results</b>	8
<b>Statewide Satisfaction Survey Results</b>	9
<b>Central Service Area Satisfaction Survey Results</b>	10
<b>Eastern Service Area Satisfaction Survey Results</b>	11
<b>Northern Service Area Satisfaction Survey Results</b>	12
<b>Southeast Service Area Satisfaction Survey Results</b>	13
<b>Western Service Area Satisfaction Survey Results</b>	14
<b>Appendix A: Annual Survey Completion Numbers (Conducted March to July 2025)</b>	15

# 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

## Customer Satisfaction Survey Methodology

The surveys used Likert scale questions to measure the respondents' service satisfaction among specific categories and recipients. Every survey, regardless of recipient, contained eight core questions.

## Customer Satisfaction Core Survey Questions

- The case manager keeps me informed.
- The case manager resolves problems in a timely manner.
- The case manager schedules needed parenting time for children in foster care.
- The case manager fulfills his/her job responsibilities.
- Transportation services are available to children/families.
- Medical services are available to children/families.
- Dental health services are available to children/families.
- Mental/behavioral health services are available to children/families.

## Responses Scale for all survey participants

All questions used the following Likert scale: 1 = never, 2 = rarely, 3 = sometimes, 4 = often, 5 = always, and Don't know.

The surveys for all participants were sent using a web-based survey.

## Summary of Statewide Survey Results

### Questions answered by the survey recipients

*The case manager keeps me informed.*

- The foster children's average response score was 4.1 on a 5-point scale, which was the highest rating among the survey respondent groups.
- The judges' 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 foster children's average response score was 4.1 on a 5-point scale, which was the highest rating among the survey respondent groups.
- The judges' 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 needed parenting time for children in foster care.*

- The foster children's average response score was 4.3 on a 5-point scale, which 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.

*The case manager fulfills his/her job responsibilities.*

- The foster children's average response score was 4.4 on a 5-point scale, which was the highest rating among the survey respondent groups.
- The foster parents' and judges' average response score was 3.9 on a 5-point scale, which was the second highest score among the survey respondent groups.

*Transportation services are available to children and families.*

- The foster children's average response score was 4.6 on a 5-point scale, which was the highest rating among the survey respondent groups.
- The judges' and parents' average response score was 3.8 on a 5-point scale, which was the second highest score among the survey respondent groups.

*Medical services are available to children and families.*

- The foster children's average response score was 4.7 on a 5-point scale, which was the highest rating among the survey respondent groups.
- The foster parents' average response score was 4.6 on a 5-point scale, which was the second highest score among the survey respondent groups.

*Dental health services are available to children and families.*

- The foster children's average response score was 4.6 on a 5-point scale, which was the highest rating among the survey respondent groups.

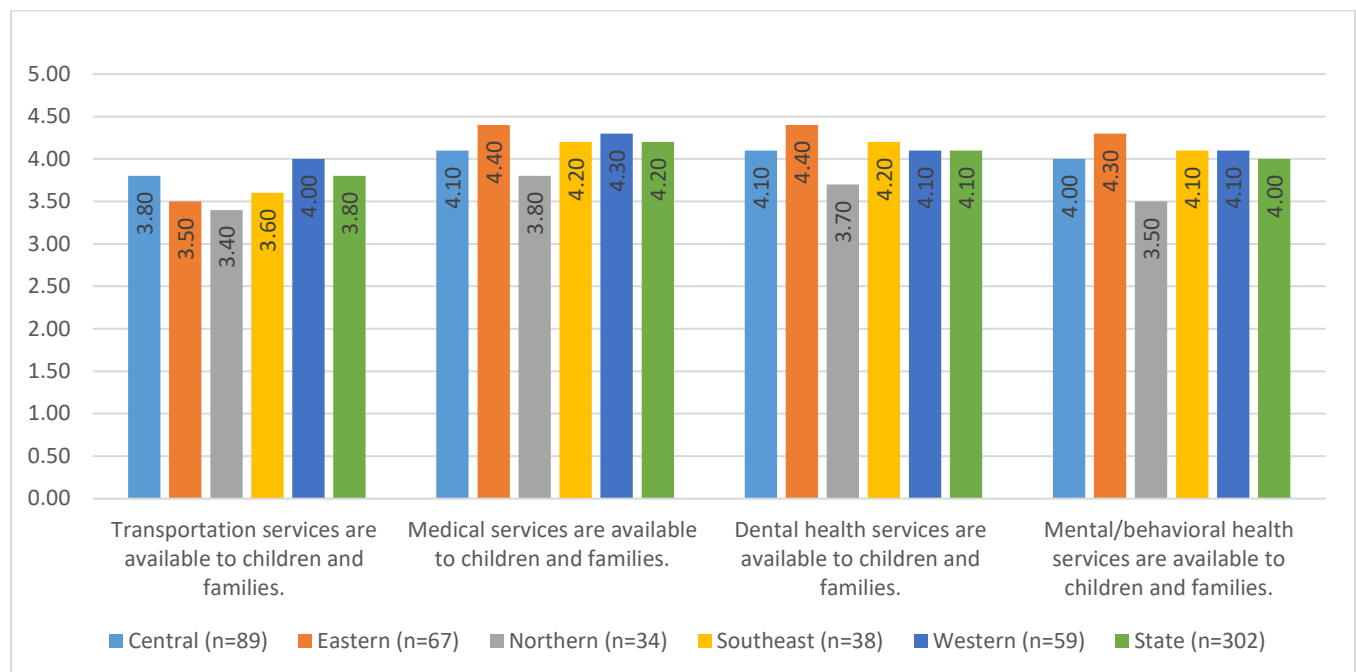
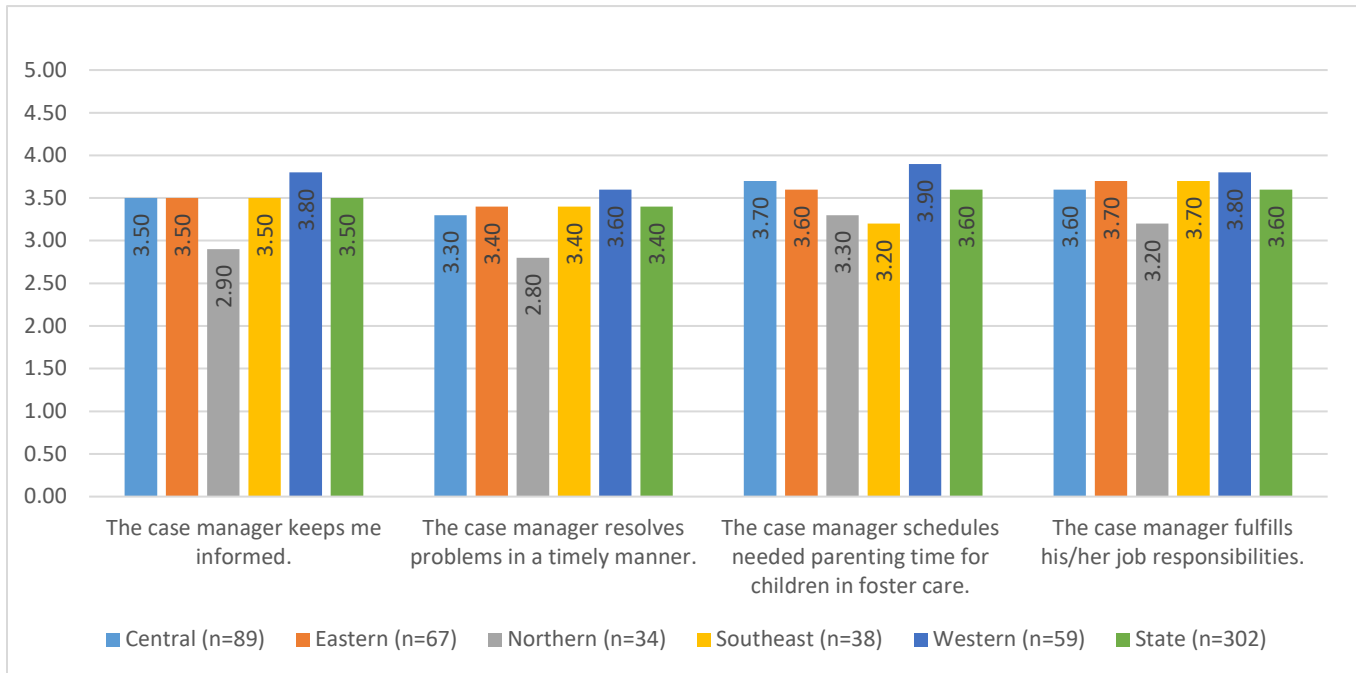
- The foster parents' average response score was 4.4 on a 5-point scale, which was the second highest score among the survey respondent groups.

*Mental/behavioral health services are available to children and families.*

- The foster children's average response score was 4.7 on a 5-point scale, which 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.

## Parent Satisfaction Survey Results by Region

Average Response per Question

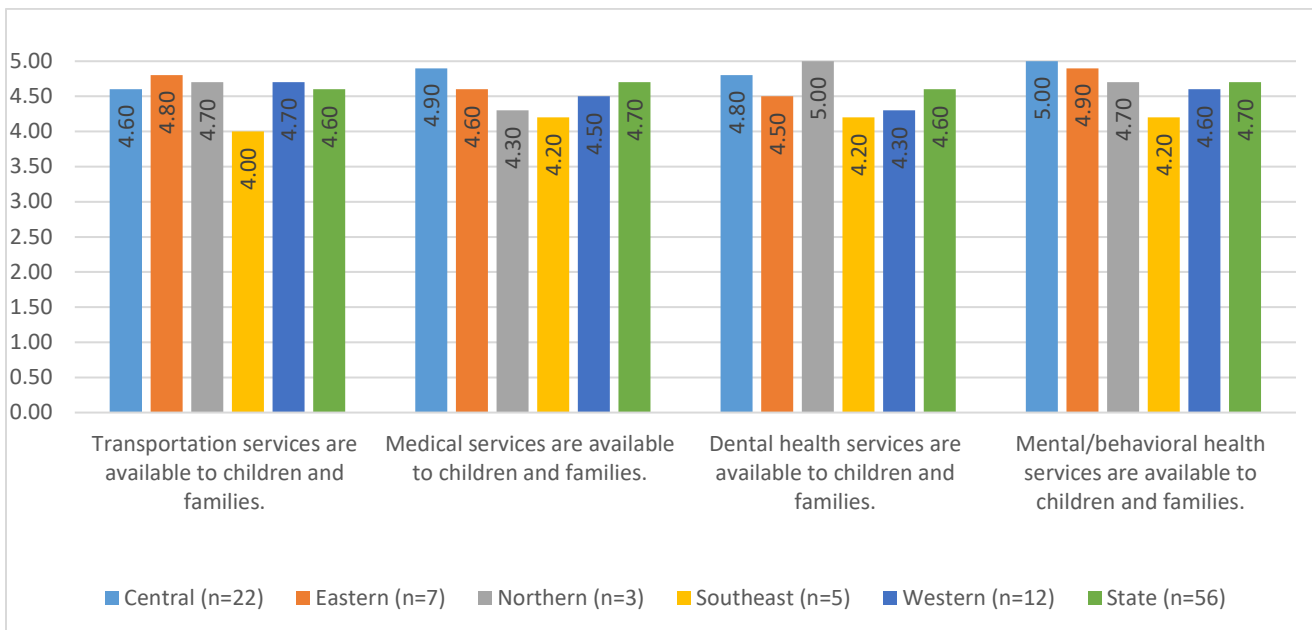
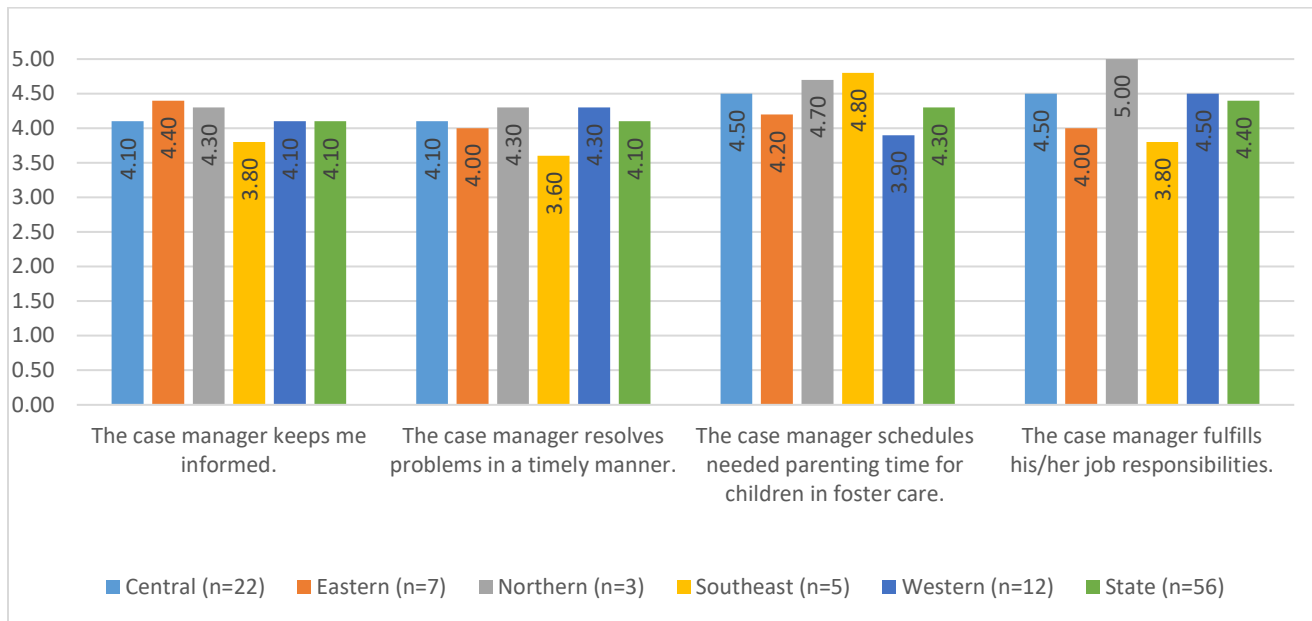


\*Statewide number includes responses that were not assigned to a service area

Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

## Foster Child Satisfaction Survey Results by Region

Average Response per Question



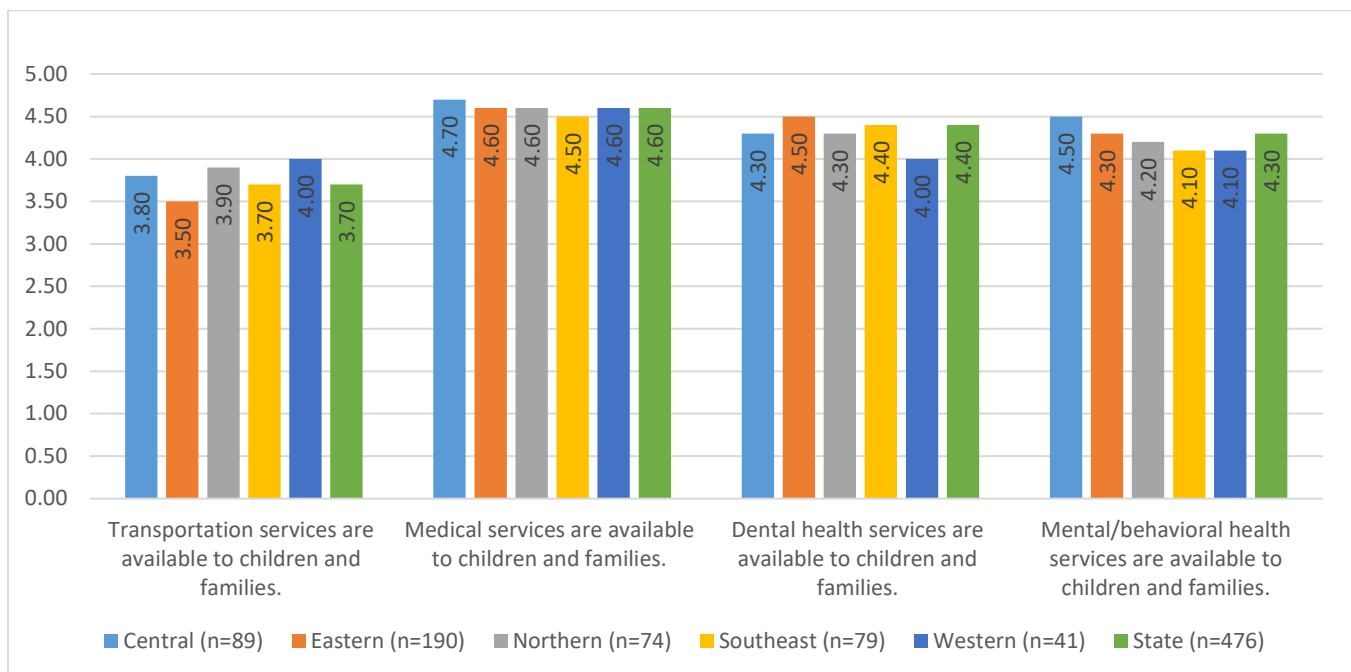
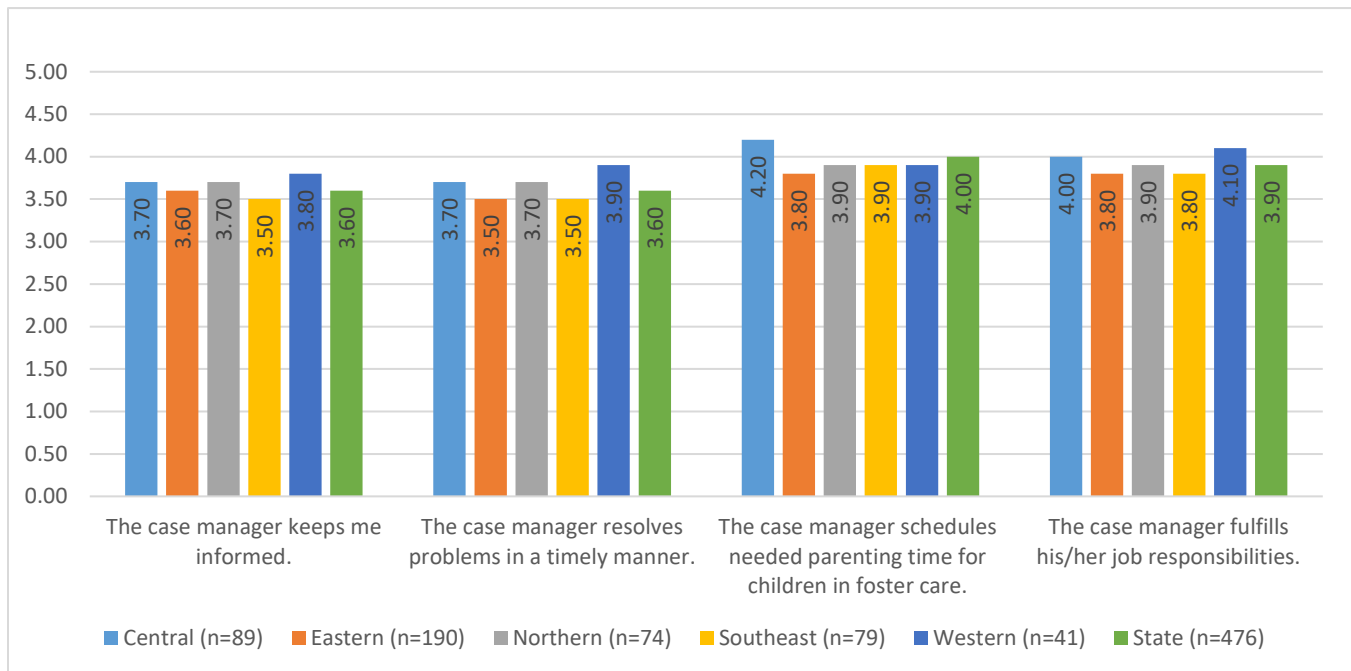
\*Statewide number includes responses that were not assigned to a service area

Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know



## Foster Parent Satisfaction Survey Results by Region

Average Response per Question

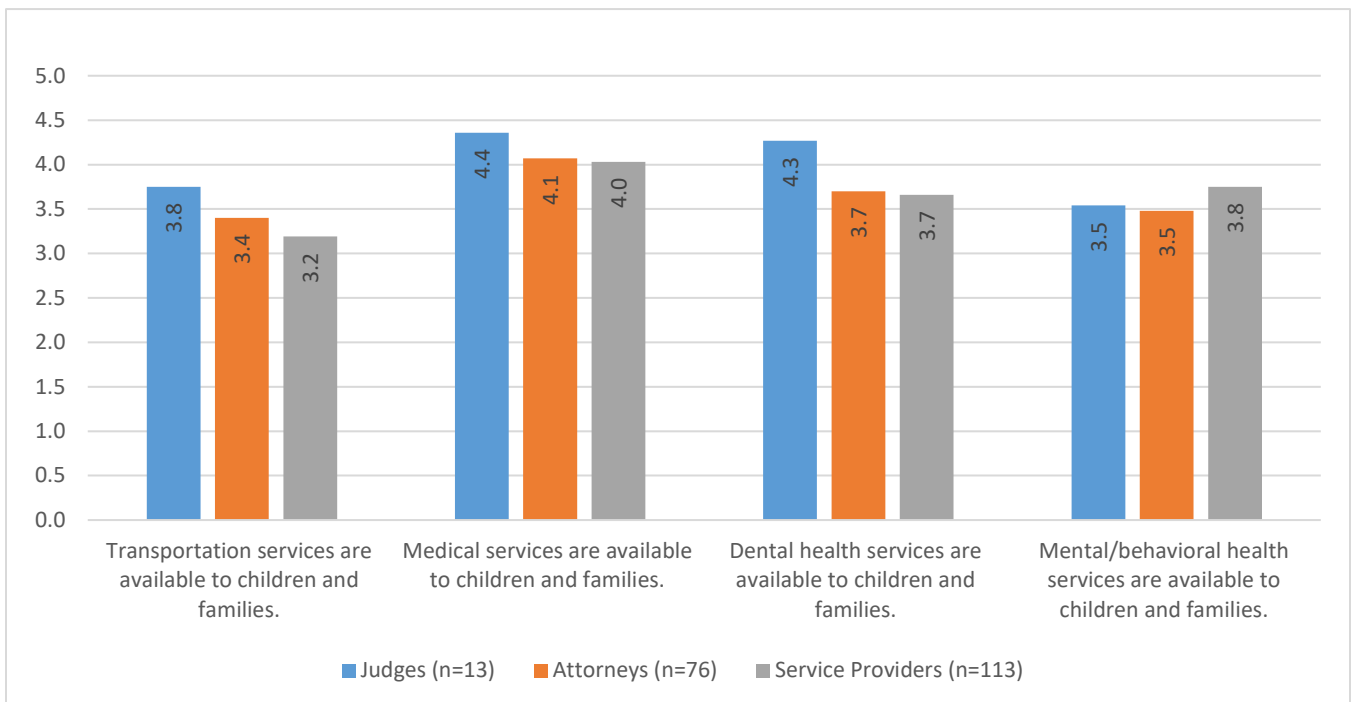
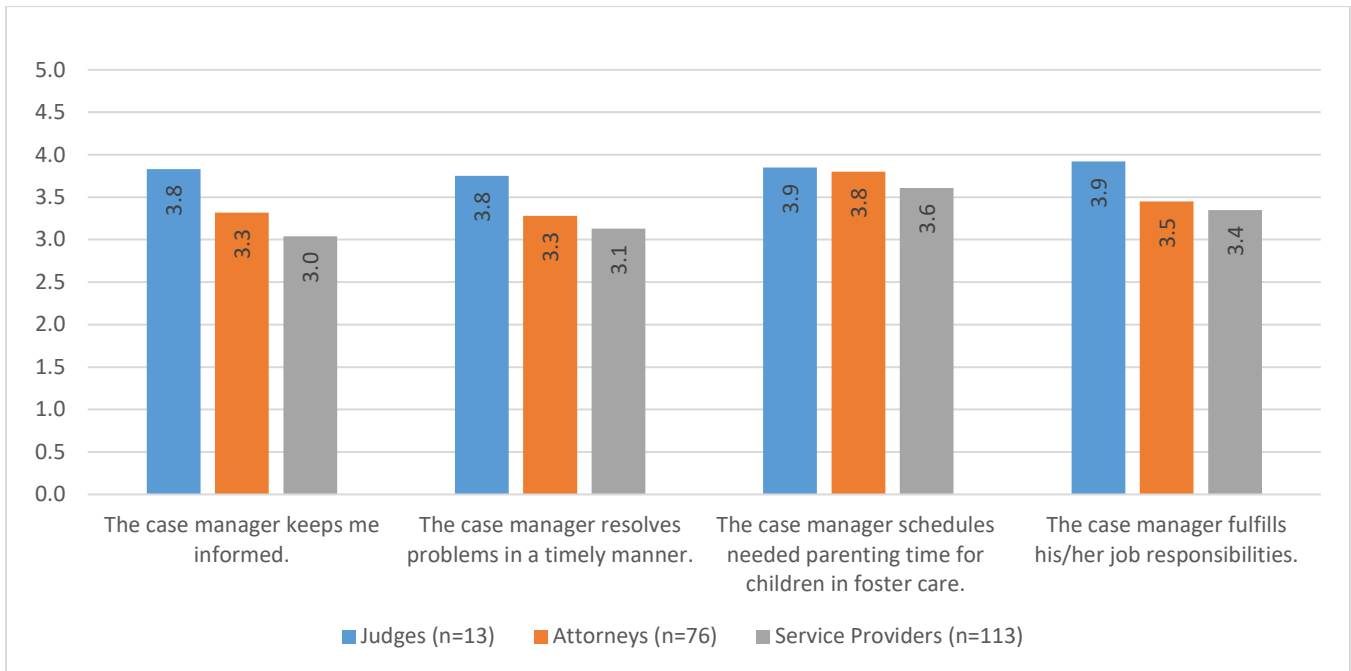


\*Statewide number includes responses that were not assigned to a service area

Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

# Judges, Attorneys, and Service Providers Satisfaction Survey Results

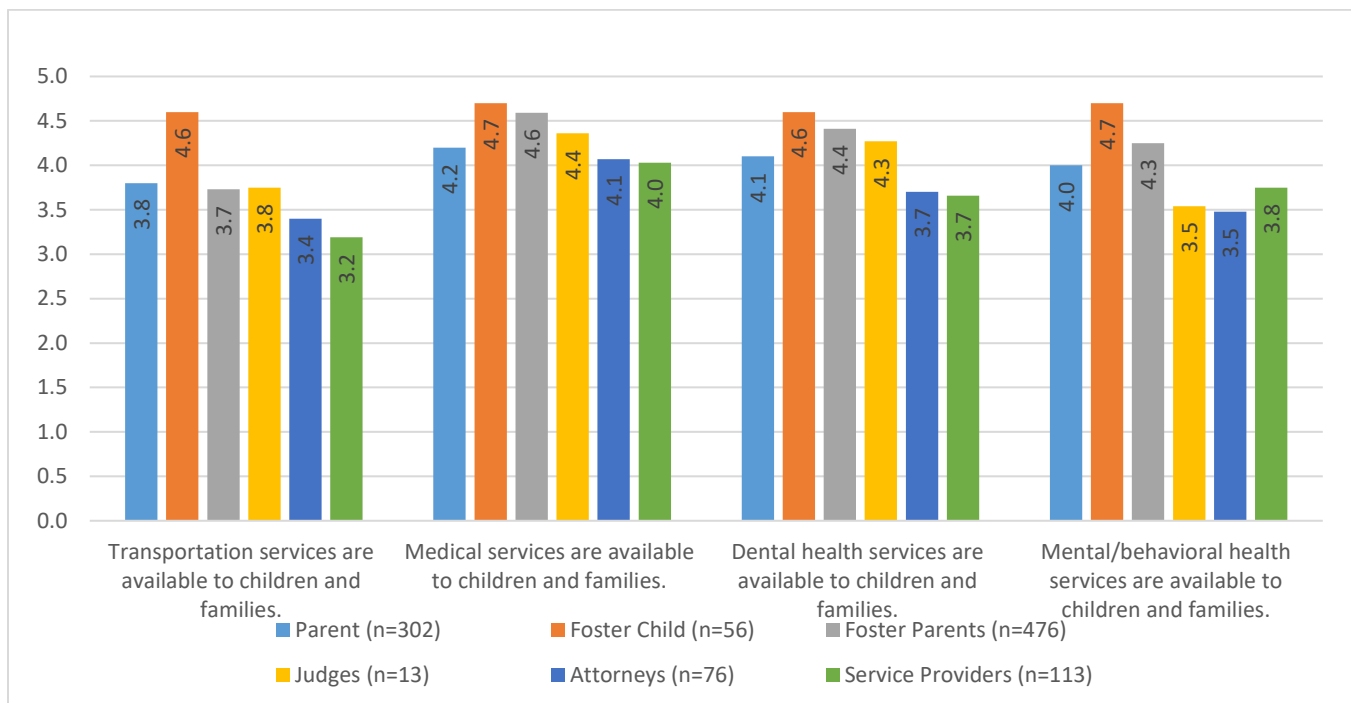
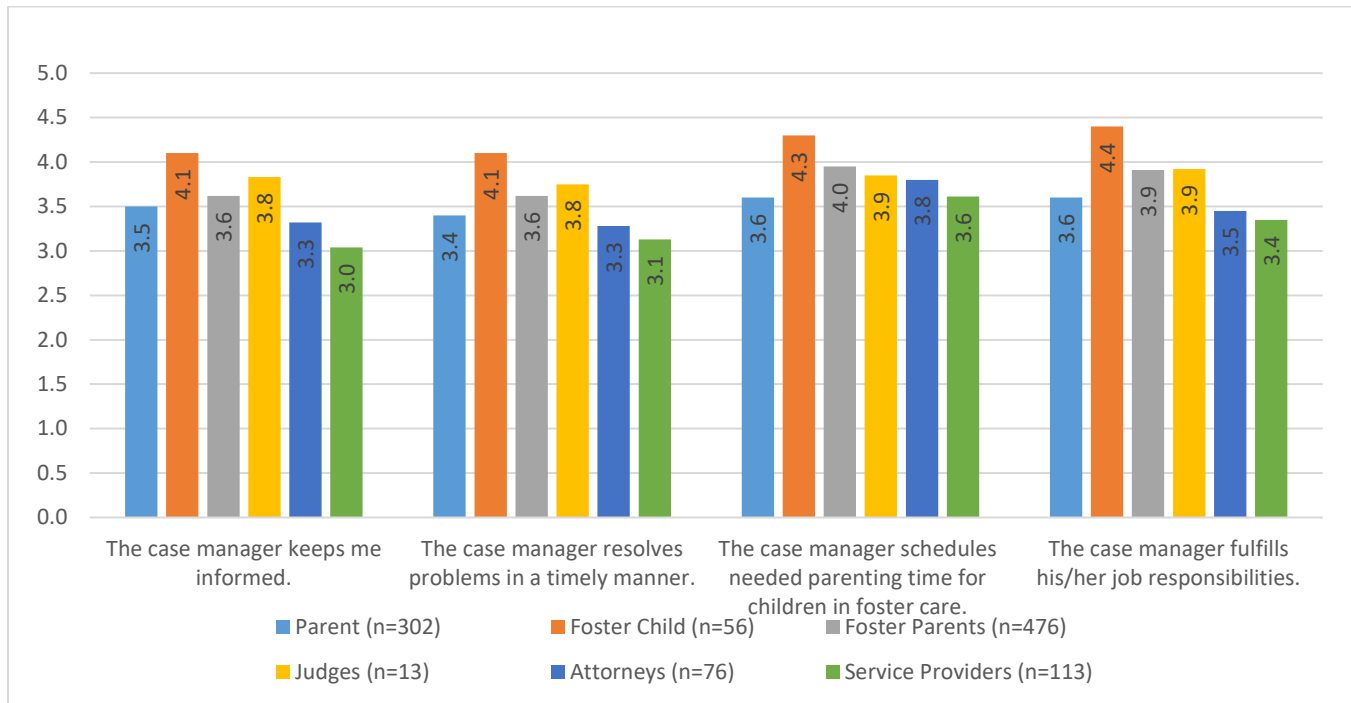
Average Response per Question



Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

## Statewide Satisfaction Survey Results

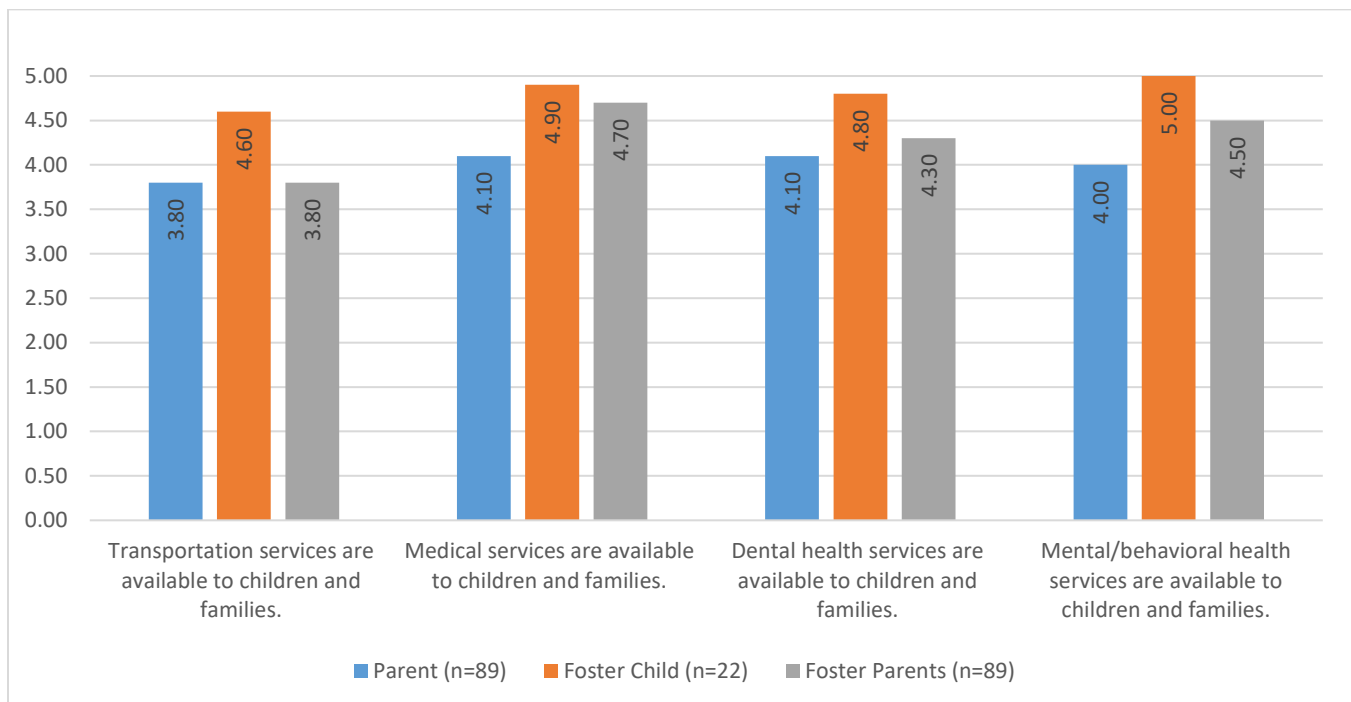
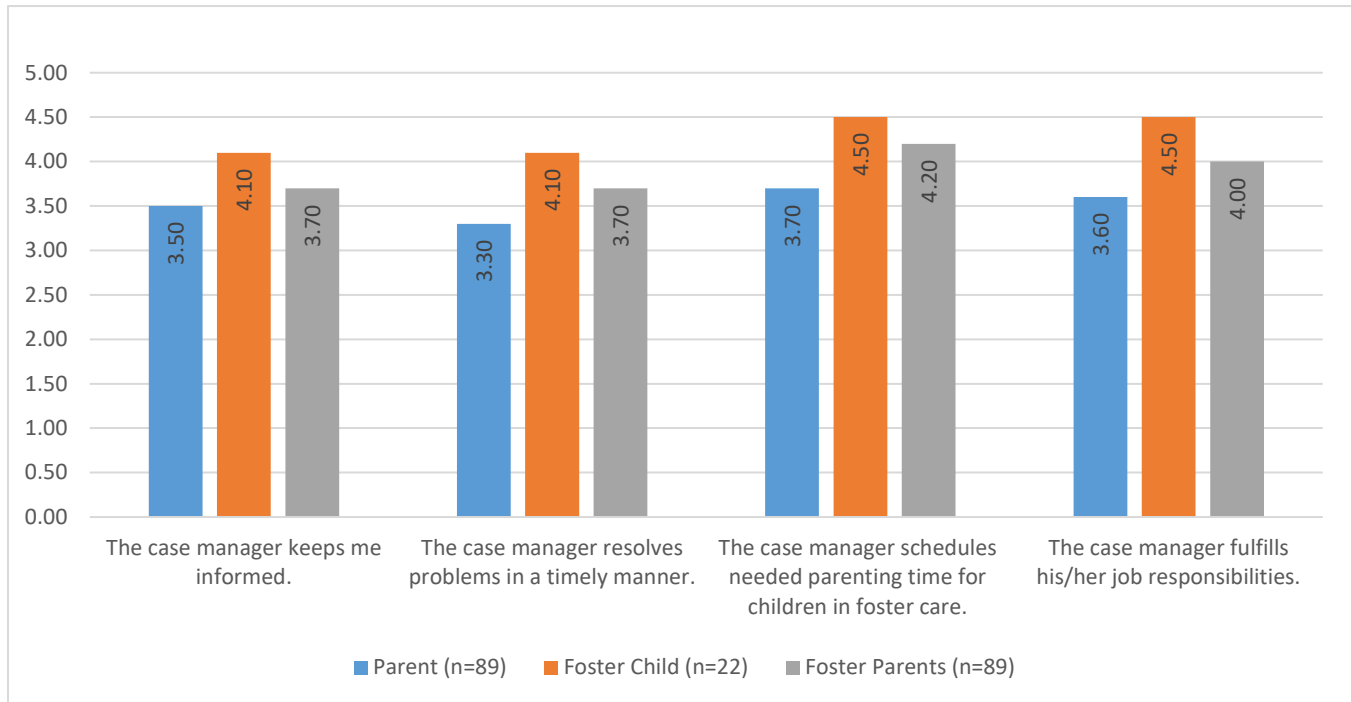
Average Response per Question



Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

## Central Service Area Satisfaction Survey Results

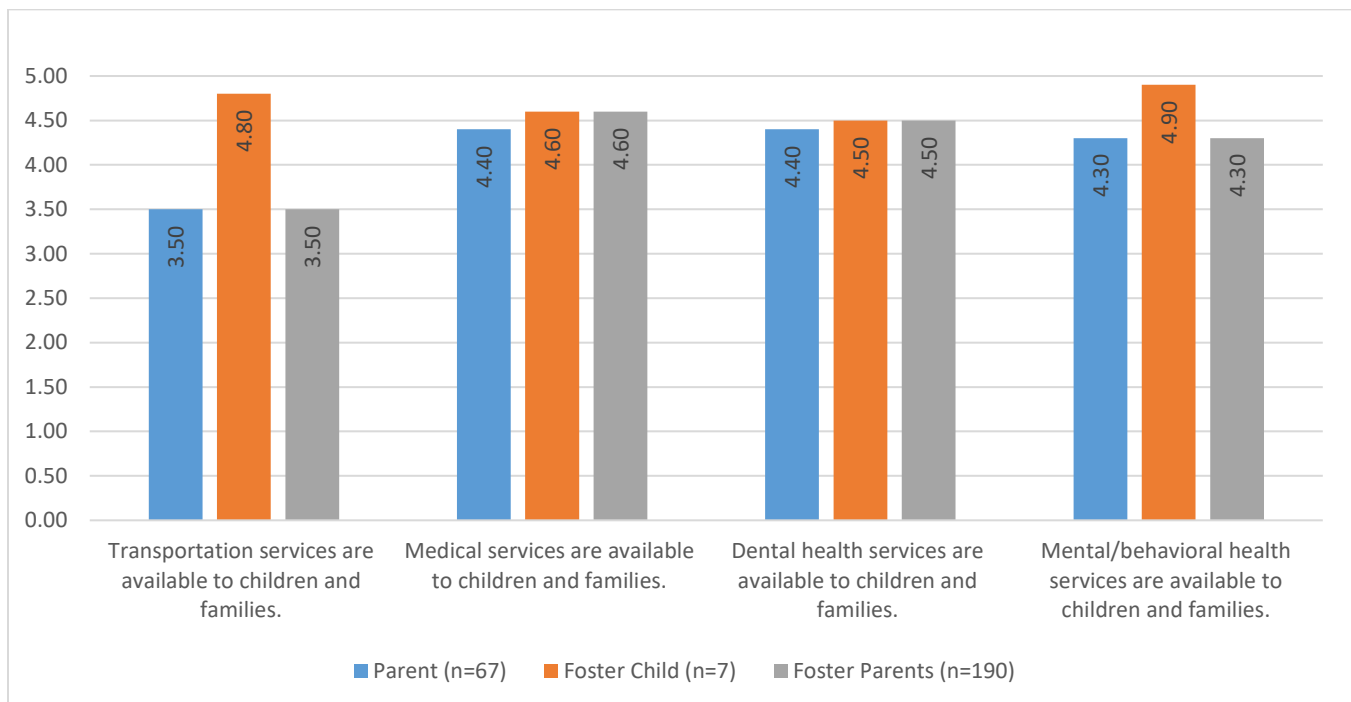
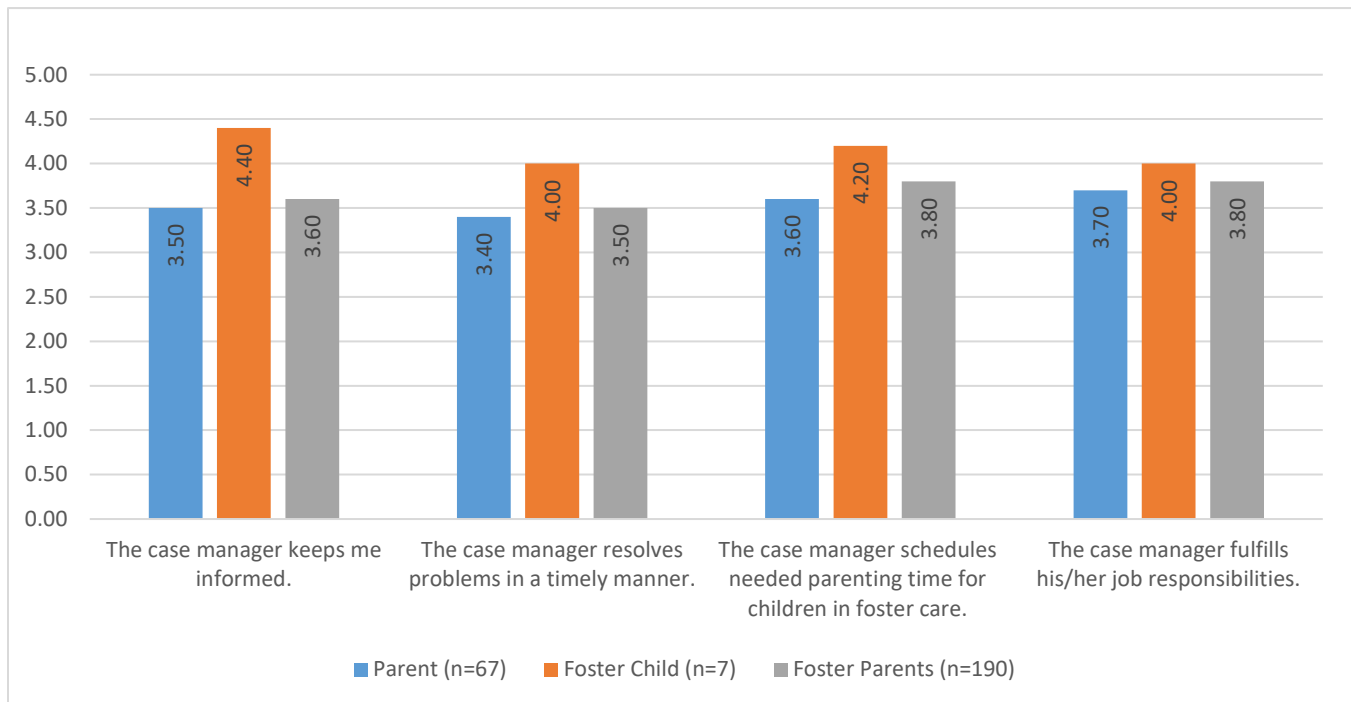
Average Response per Question



Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

## Eastern Service Area Satisfaction Survey Results

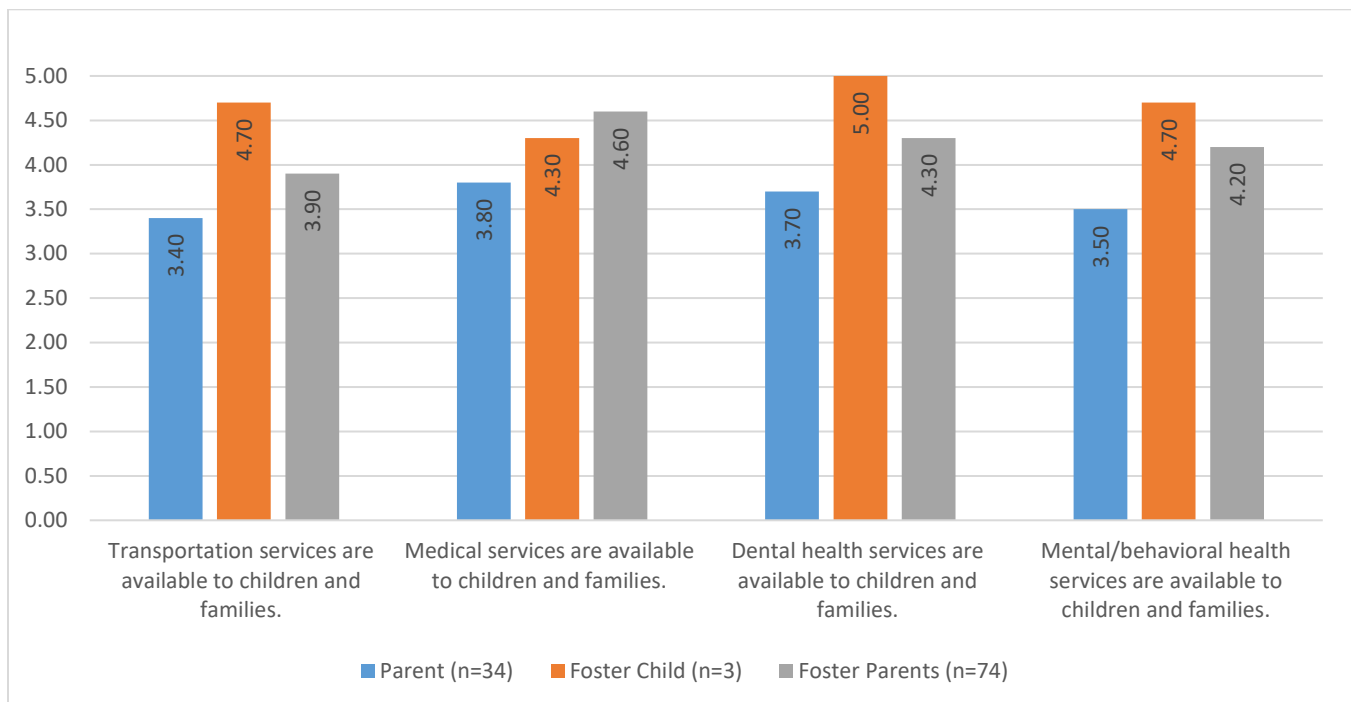
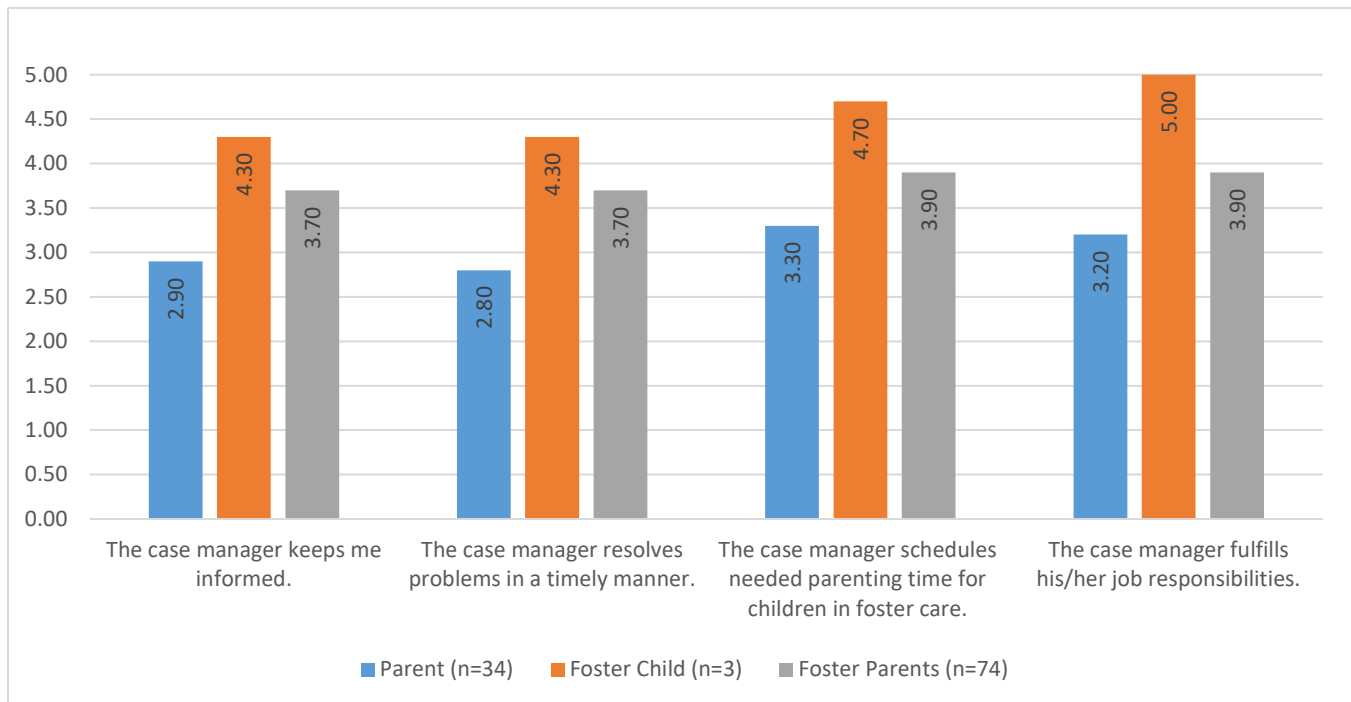
Average Response per Question



Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

## Northern Service Area Satisfaction Survey Results

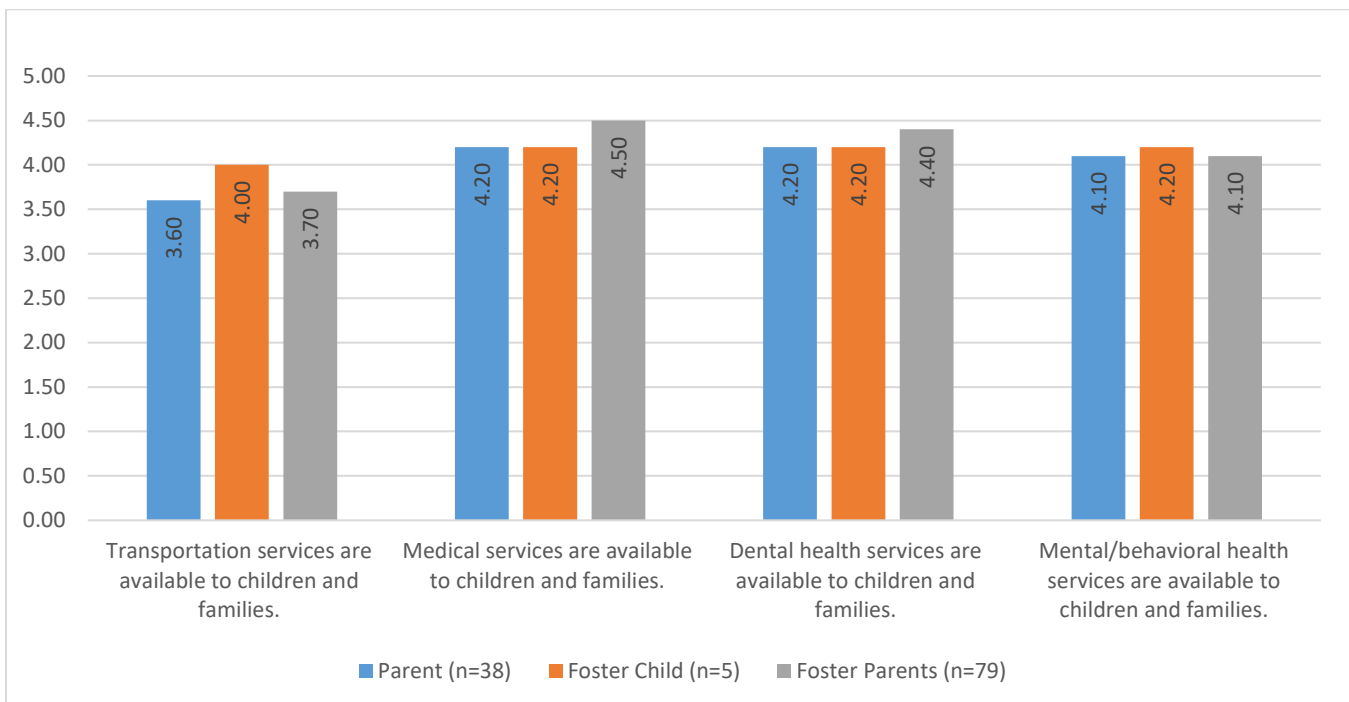
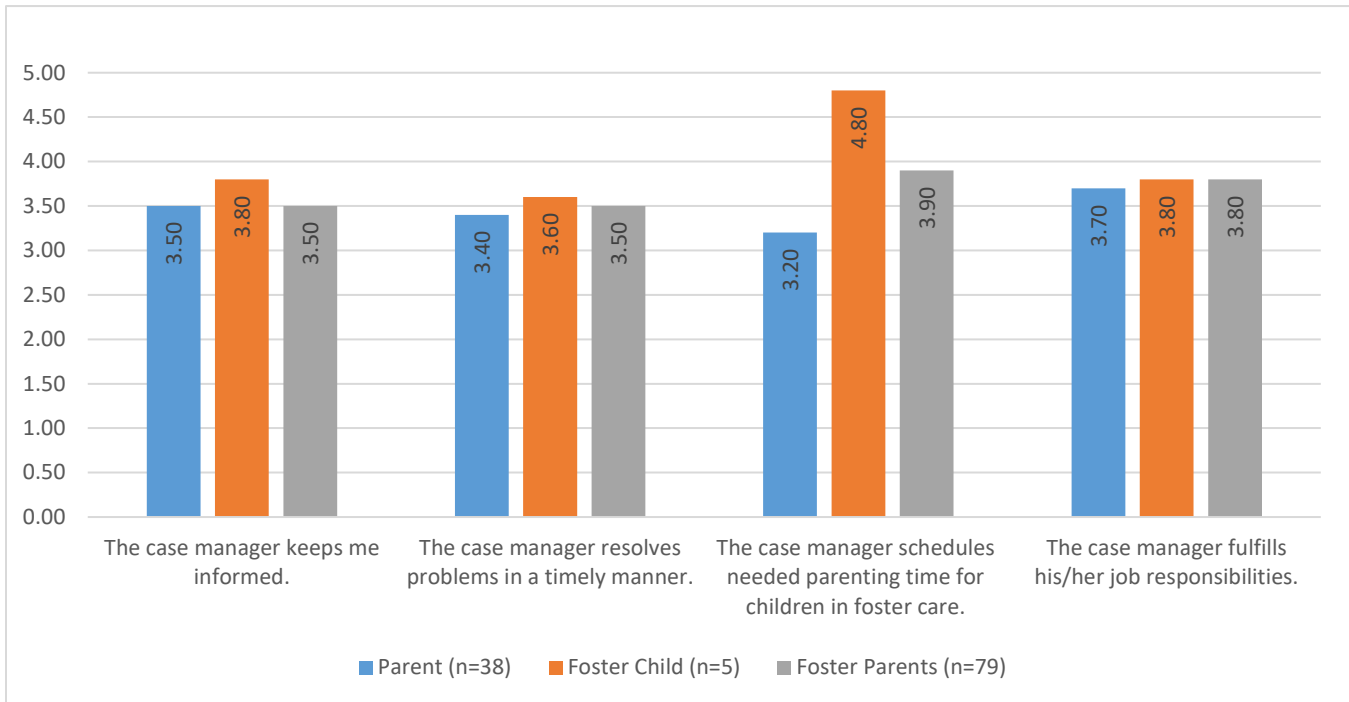
Average Response per Question



Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

## Southeast Service Area Satisfaction Survey Results

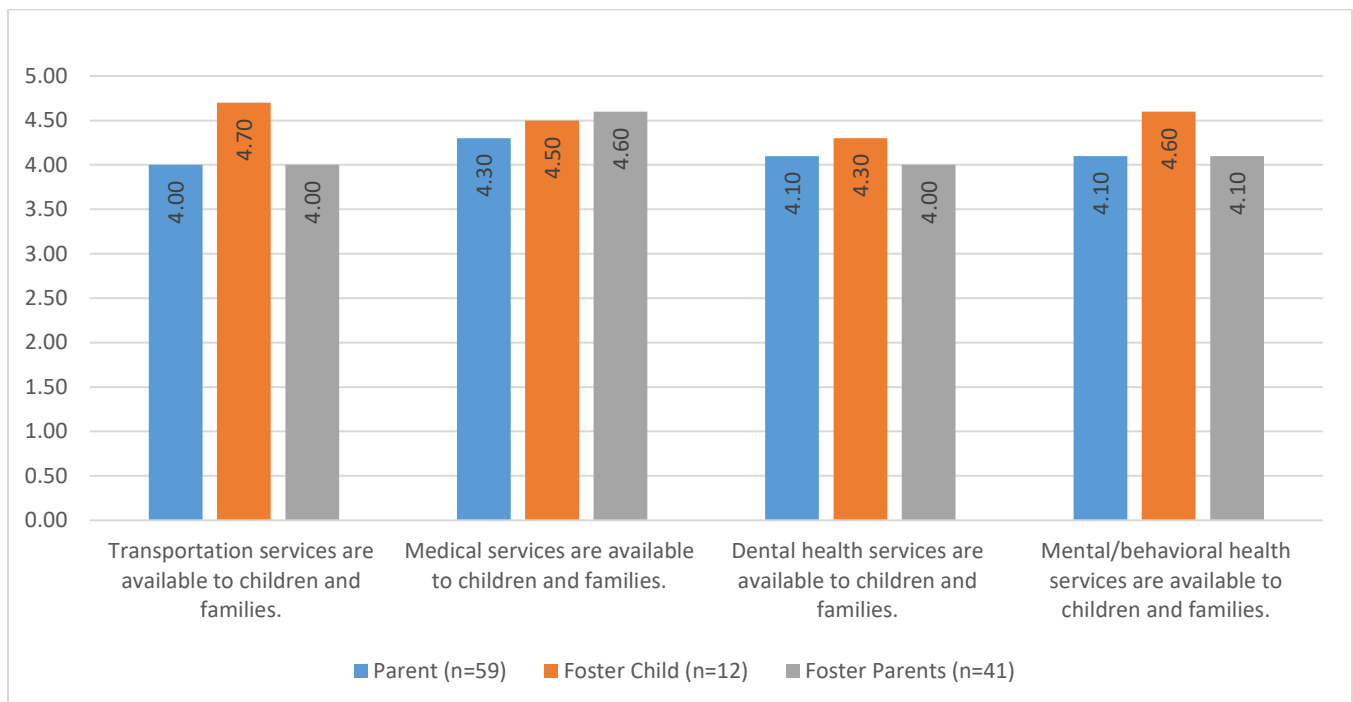
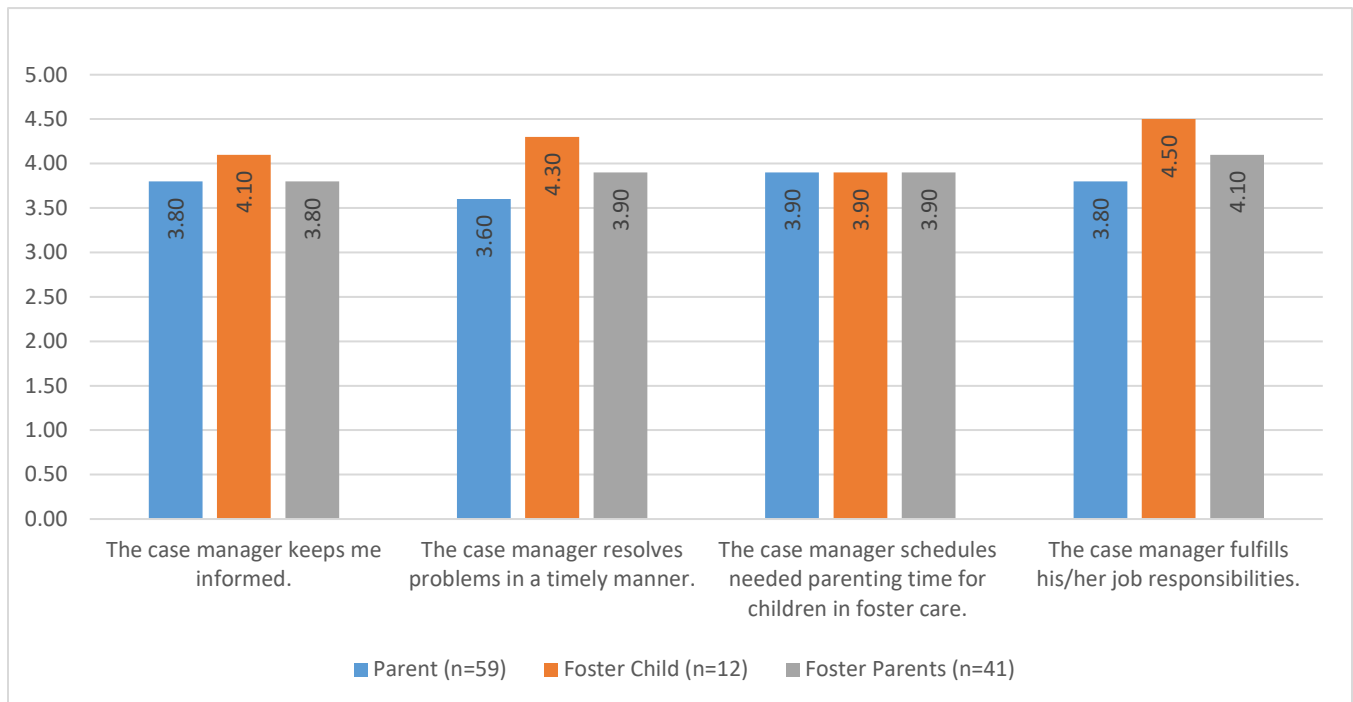
Average Response per Question



Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know

## Western Service Area Satisfaction Survey Results

Average Response per Question



Response Scale: 1 (Never), 2 (Rarely), 3 (Sometimes), 4 (Often), 5 (Always), Don't Know





## **Appendix A: Annual Survey Completion Numbers (Conducted March to July 2025)**

### Web-based Survey (Parents, Foster Children, Foster Parents):

- 302 Parents
- 56 Foster Children
- 476 Foster Parents

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

- 13 Judges
- 76 Attorneys
- 113 Service Providers