

# Quarterly Satisfaction Survey

## Biological Parents

Name \_\_\_\_\_ Date of interview \_\_\_\_/\_\_\_\_/\_\_\_\_

Child(ren) in AGENCY program  
\_\_\_\_\_

- This is \_\_\_\_\_ from the AGENCY program, where [child's name] is placed.
- We conduct satisfaction surveys on a regular basis, to see how well we are doing.
- I'd like to ask you a few questions. This will take about 5 minutes. Is now a good time?
- I'm going to read some statements. These are things that you might say. Please tell me whether you agree with each one. You can answer on a scale from 1 to 5. 1 is "Agree completely," 2 is "Agree," 3 is "Agree slightly," 4 is "Disagree," and 5 is "Completely Disagree." So 1 is best and 5 is worst.
- If you want to, you can make comments or explain why you answered a certain way.

1. I can contact the AGENCY staff when I need to. 1 2 3 4 5
2. I am satisfied with the communication I have with the AGENCY staff. 1 2 3 4 5
3. The AGENCY staff responds to my requests quickly. 1 2 3 4 5
4. I receive cooperation and support from the AGENCY staff. 1 2 3 4 5
5. My child(ren) is (are) safe. 1 2 3 4 5
6. My child(ren) is (are) in a good home and is (are) well taken care of. 1 2 3 4 5
7. AGENCY is helping my child(ren). 1 2 3 4 5
8. The AGENCY staff treats me with respect. 1 2 3 4 5
9. I am satisfied overall with AGENCY Treatment Foster Care Services. 1 2 3 4 5
10. Do you have any opinions you'd like to share about how we could better help you or you child(ren)? Do you have any general comments about the staff or the program?