

Quarterly Satisfaction Survey Foster Parents

Parent name _____ Date of interview ____/____/____

- This is _____ from AGENCY
 - I'd like to ask you some questions for a satisfaction survey. This will take about 10 minutes. Is now a good time?
 - I'm going to read some sentences. 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 my CASEWORKER whenever I want to. 1 2 3 4 5
 2. My CASEWORKER has confidence in me and my decisions. 1 2 3 4 5
 3. My CASEWORKER supports my decisions. 1 2 3 4 5
 4. My CASEWORKER either knows, or knows how to find, answers to difficult kid-related problems. 1 2 3 4 5
 5. My CASEWORKER either knows, or knows how to find, answers to most of the other problems connected with being a AGENCY parent. 1 2 3 4 5
 6. The information I provide is used to help my AGENCY youth. 1 2 3 4 5
 7. I receive cooperation, concern and support from my CASEWORKER. 1 2 3 4 5
 8. I am free to discuss my feelings about being a AGENCY parent with my CASEWORKER. 1 2 3 4 5
 9. The AGENCY staff asks me for my ideas and opinions. 1 2 3 4 5
 10. My CASEWORKER listens to my ideas and acts on my suggestions. 1 2 3 4 5
 11. I can question suggestions and requirements conveyed by my CASEWORKER. 1 2 3 4 5
 12. My CASEWORKER responds to my requests quickly. 1 2 3 4 5
 13. My CASEWORKER recognizes and acknowledges my achievements. 1 2 3 4 5
 14. My CASEWORKER is pleasant. 1 2 3 4 5
 15. My CASEWORKER gives me the information and support I need to improve. 1 2 3 4 5
 16. My CASEWORKER gives me enough independence in making decisions. 1 2 3 4 5
 17. My CASEWORKER considers other points of view, and then makes firm decisions. 1 2 3 4 5
 18. My CASEWORKER shows concern for me and my AGENCY kid(s). 1 2 3 4 5
 19. I am satisfied with how often my CASEWORKER makes home visits. 1 2 3 4 5
 20. My CASEWORKER is good at working with individuals outside of AGENCY , like teachers and case managers. 1 2 3 4 5
 21. I am satisfied with the overall effectiveness of my CASEWORKER. 1 2 3 4 5
 22. If I need to, I can contact my CASEWORKER's supervisor, _____[name]. 1 2 3 4 5
 23. I am satisfied with the services and support provided by _____ [program supervisor name]. 1 2 3 4 5

Quarterly Satisfaction Survey Foster Parents

24. I can contact the Treatment Services Director, John Smith, when I need to. 1 2 3 4 5
25. I am satisfied with the services and support provided by the Treatment Services Director. 1 2 3 4 5
26. When I need respite for my AGENCY youth, it is available. 1 2 3 4 5
27. When my AGENCY youth goes on respite, s/he is safe and well cared-for. 1 2 3 4 5
28. Parents who provide respite receive the support they need to be good respite providers. 1 2 3 4 5
29. The respite system is easy to use. 1 2 3 4 5
30. The respite system is reliable. 1 2 3 4 5
- Now I'm going to read you some statements about the 24-hour crisis hotline.
31. The hotline is responsive. 1 2 3 4 5
32. The hotline is effective. 1 2 3 4 5
33. When I call the hotline, they know, or know how to find, answers to the problems I call about. 1 2 3 4 5
- Now, just two more items.
34. I am happy with the AGENCY services overall. 1 2 3 4 5
35. Do you have any opinions or general comments you'd like to share?