

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey



Summary of Results

Foster caregiver satisfaction surveys were sent to all sibling programs for distribution in February 2016 and completed surveys were returned at the beginning of March 2016. One hundred one out of a possible 112 individuals completed the survey, representing a 90% response rate. This is a 3% increase over 2014 survey completions.

Response rates are as follows.

Programs	Eligible FCGs (possible respondents)	Surveys completed	Percentage completed
FL-Daytona Beach	13	13	100%
FL-Jacksonville	12	7	58%
MD-Baltimore	13	11	85%
GA-Metro Atlanta programs	37	30	81%
GA-Stone Mountain programs	27	30*	111%*
GA-Augusta programs	10	10	100%

* Completion numbers for surveys sometimes exceed the number of reported eligible respondents due to the addition of foster caregivers during the survey process or completion of surveys by secondary in addition to primary caregivers.

The most favorable ratings were assigned to case management and related support topics. The lowest ratings focused on the relationship between foster caregivers and birth parents.

All survey questions and responses appear on the following pages.

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q1 Please choose the name of the Neighbor To Family office with which you work.

Answered: 101 Skipped: 0

Answer Choices	Responses	
FLORIDA - Daytona Beach (Exec. Dir. Rachael Gerow)	12.87%	13
FLORIDA - Jacksonville (Exec. Dir. Aida Seeraj)	6.93%	7
MARYLAND - Baltimore (Exec. Dir. Donna McCarter)	10.89%	11
GEORGIA - Metro Atlanta (Exec. Dir. Oliver Harper)	29.70%	30
GEORGIA - Stone Mountain (Exec. Dir. Keita Evans)	29.70%	30
GEORGIA - Augusta (Exec. Dir. Monique Brabham)	9.90%	10
Total		101

Q2 How long have you been a Neighbor To Family Foster Caregiver?

Answered: 100 Skipped: 1

Answer Choices	Responses	
Less than 1 year	17.00%	17
1-2 years	13.00%	13
3-4 years	17.00%	17
5-6 years	19.00%	19
7-8 years	7.00%	7
More than 8 years	27.00%	27
Total		100

Q3 How many NTF foster children are currently in your home?

Answered: 100 Skipped: 1

Answer Choices	Responses	
None	3.00%	3
1-3 children	82.00%	82
4 or more children	15.00%	15
Total		100

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q4 How many different NTF foster children have you cared for in your home in the last year?

Answered: 101 Skipped: 0

Answer Choices	Responses	
None	5.94%	6
1-3 children	34.65%	35
4-7 children	27.72%	28
8-10 children	18.81%	19
11-15 children	2.97%	3
More than 15 children	9.90%	10
Total		101

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q5 CASE MANAGEMENT

Answered: 101 Skipped: 0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply	Total
I can contact my Case Manager whenever I want to.	76.00%	22.00%	2.00%	0.00%	0.00%	0.00%	100
	76	22	2	0	0	0	
My Case Manager has confidence in me and my decisions, and supports my decisions.	64.36%	29.70%	5.94%	0.00%	0.00%	0.00%	101
.	65	30	6	0	0	0	
My Case Manager either knows, or knows how to find, answers to difficult child-related problems.	66.34%	25.74%	4.95%	0.00%	1.98%	0.99%	101
.	67	26	5	0	2	1	
I receive cooperation, concern and support from my Case Manager.	67.33%	24.75%	5.94%	0.00%	1.98%	0.00%	101
	68	25	6	0	2	0	
My Case Managers asks me for my ideas and opinions, and acts on my suggestions.	52.00%	29.00%	15.00%	1.00%	1.00%	2.00%	100
	52	29	15	1	1	2	
My Case Manager recognizes and acknowledges my achievements.	57.58%	31.31%	10.10%	0.00%	1.01%	0.00%	99
	57	31	10	0	1	0	
My Case Manager shows concern for me and my NTF kid(s).	71.72%	19.19%	7.07%	1.01%	1.01%	0.00%	99
	71	19	7	1	1	0	
I am satisfied with how often my Case Manager makes home visits.	70.30%	24.75%	4.95%	0.00%	0.00%	0.00%	101
	71	25	5	0	0	0	
My Case Manager is good at working with individuals outside of NTF, like teachers and state agency workers.	66.34%	25.74%	4.95%	0.00%	0.99%	1.98%	101
	67	26	5	0	1	2	

Q6 (Optional) Other comments and/or thoughts I have about case management are...

Answered: 21 Skipped: 80

#	Responses
1	My case manager is understanding and she knows her job and knows what to do.
2	Robots going through the motion.
3	My case manager is always professional, concerned about the kids in my care. I can talk to my case manager about any concerns at hand and the case manager will respond with positive suggestions. I feel truly blessed to have this case manager and the ones I have had in the past.
4	They are awesome and amazing.
5	My case worker is personable and patient with all the needs concerning my family. When asked questions she doesn't she doesn't have the answers to, she finds out and returns calls in a timely order. Her attitude is professional and appropriate at all times.
6	Over the last year I have felt like we have been second to anything going on in our case manager's life. We have been misled and overlooked on some important items that were needed to help the kids in our care obtain the treatments they need.
7	He is a good case manager and tries always to help.
8	My answers are based on my current case manager. I was under a different case manager for a couple of months.
9	We love our people we work with.
10	Very respectful of my home and family and genuinely care for her work and NTF youths.
11	I feel that they are doing an excellent job.
12	Too many case managers always rotating.
13	Friendly and supportive.
14	Our case manager is awesome! She cares about the children she places and especially the foster parent. She is very professional and does not take anything personal regarding her job. We have had several case managers and by far she is the best one we have had. We love her.
15	They work very hard.
16	Skilled and knowledgeable.
17	I am very pleased with the way my NTF manager and other case managers have treated me and the kids in care. Very professional and caring.
18	My manager is very efficient and is very good at follow-up with agencies.
19	Can't say anything bad about case manager.
20	She is very attentive and is very good at getting the info needed to take care of children. I am very pleased with her as a case manager,
21	She is on point. I have no problems with my case workers.

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q7 MANAGEMENT SUPPORT

Answered: 101 Skipped: 0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply	Total
If I need to, I can contact my Case Manager's Supervisor.	68.32%	30.69%	0.00%	0.00%	0.00%	0.99%	101
	69	31	0	0	0	1	
I am satisfied with the services and support provided by my Case Manager's Supervisor.	58.00%	31.00%	7.00%	1.00%	1.00%	2.00%	100
	58	31	7	1	1	2	
If I can't contact the Supervisor, I can contact the Executive Director or Vice President of Programs.	53.47%	30.69%	12.87%	0.00%	0.99%	1.98%	101
	54	31	13	0	1	2	

Q8 (Optional) Other comments and/or thoughts I have about Management Support are...

Answered: 13 Skipped: 88

#	Responses
1	Very available at all times. I am very confident with the staff and their availability.
2	I have updated my case worker all times of night with hospital information for I have two medically fragile children and never does she give me an attitude.
3	I feel that we can contact the supervisor, but it usually creates more problems with the case manager, which usually keeps us from reaching out to the supervisor. The supervisor has been beneficial in taking care of what was needed.
4	It is expected that you not contact corporate - that is my understanding.
5	Management will support me.
6	My experience was that they listen, they act, and got results in a timely manner.
7	Doesn't call at all nor return calls. Has someone else call in his place (executive director.) I can always get in touch with other top management staff.
8	They will respond if you call and need them in any way at any time.
9	The management support is satisfactory.
10	Strong supportive management.
11	They support me very well.
12	The staff is very attentive and always available.
13	I am happy with Neighbor To Family.

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q9 FAMILY TEAM MEETINGS AND CASE PLANNING

Answered: 101 Skipped: 0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Appl	Total
I actively participate in Family Team Meetings for each child in my home.	40.59%	38.61%	8.91%	2.97%	0.99%	7.92%	101
	41	39	9	3	1	8	
Family Team Meetings and home visits are scheduled to be convenient for me and my family.	45.45%	33.33%	11.11%	4.04%	1.01%	5.05%	99
	45	33	11	4	1	5	
I am actively involved in the planning process for each child in my home.	39.00%	43.00%	10.00%	4.00%	2.00%	2.00%	100
	39	43	10	4	2	2	
I am involved and kept informed of court hearings and outcomes that affect me and the children in my home.	41.58%	42.57%	9.90%	5.94%	0.00%	0.00%	101
	42	43	10	6	0	0	
I can follow up and ask questions of any of the Family Team Meeting members.	43.43%	46.46%	6.06%	1.01%	0.00%	3.03%	99
.	43	46	6	1	0	3	

Q10 (Optional) Other comments and/or thoughts I have about Family Team Meetings and Case Planning are...

Answered: 10 Skipped: 91

#	Responses
1	In the past I have participated in team meetings and feel it was very positive.
2	Home visits have not always been convenient and feel like we were the last ones to be able to request a time that was convenient in order to fit into case manager's schedule.
3	Everybody comments and listens to each other.
4	Family team meetings are usually informative in planning what is best when serving our youths.
5	It would be beneficial to know more about the children in your home before something bad happens.
6	Well organized.
7	Sometimes I don't find out about court until after court.
8	No team member attended the last team meeting.- Only ED and myself. Very little help in the agency, not like my start date. Agency is less able to help in area(s).
9	They work very well.
10	This is a DCFS issue, not NTF.

Q11 BIRTH PARENT RELATIONSHIP

Answered: 101 Skipped: 0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply	Total
I can easily contact the birth parents for the children in my home.	17.82%	23.76%	13.86%	12.87%	8.91%	22.77%	101
	18	24	14	13	9	23	
I feel that my relationship with the birth parents is beneficial.	26.26%	30.30%	18.18%	2.02%	5.05%	18.18%	99
	26	30	18	2	5	18	
I am comfortable working with the birth parents in my home.	15.00%	11.00%	21.00%	13.00%	16.00%	24.00%	100
	15	11	21	13	16	24	
I am comfortable in working with the birth parents at a designated alternative location if necessary.	35.00%	31.00%	12.00%	1.00%	5.00%	16.00%	100
	35	31	12	1	5	16	

Q12 (Optional) Other comments and/or thoughts I have about the Birth Parent Relationship are...

Answered: 18 Skipped: 83

#	Responses
1	Irresponsible, disrespectful and no interest in reunification with children.
2	At this juncture there is no relationship between us and the birth parents. I believe when/if that is appropriate my NTF case manager will facilitate it.
3	It is very important that the foster parent has a workable relationship with the parents involved and is available at all times.
4	At this time, one birth parent is out of state, the other in treatment, so no home visits.
5	I do have contact with the bio sisters.
6	There could be more concrete rules when it comes to dealing with birth parents.
7	I am comfortable with current birth parents, but that is not always the case.
8	I do not have a problem with working with birth parents. I think it is healthy for the children. I prefer not in my home. The majority of birth parents I have worked with are negative and do not cooperate with me.
9	TPR
10	We work good together all the time.
11	Birth parent relationships are a vital element in these youths' lives and should remain if helpful.
12	Birth parents live in Mexico. The child in care is in college and age 20. She communicates on her own with the birth parents.
13	I used to invite some birth parents in my home. After all, I think that it would be better to designate another neutral location.
14	No birth parent involved.
15	Birth parents can be violent.

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

16	We always establish a relationship with the birth parents in order to better service the foster children.
17	I communicate very well with my children's birth parent. She is always willing to listen.
18	Some birth parents are sincere about their case plan and some are not trying.

Q13 RESPITE

Answered: 101 Skipped: 0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply	Total
When I need respite for my NTF youth, it is available.	28.00%	31.00%	18.00%	9.00%	4.00%	10.00%	100
	28	31	18	9	4	10	
When my NTF youth goes on respite, he or she is safe cared for.	41.00%	34.00%	10.00%	0.00%	0.00%	15.00%	100
	41	34	10	0	0	15	
Parents who provide respite receive the support they good respite providers.	37.00%	35.00%	15.00%	1.00%	1.00%	11.00%	100
	37	35	15	1	1	11	
The respite system is easy to use and reliable.	27.27%	22.22%	26.26%	12.12%	4.04%	8.08%	99
	27	22	26	12	4	8	

Q14 (Optional) Other comments and/or thoughts I have about Respite Care are...

Answered: 14 Skipped: 87

#	Responses
1	Never used respite before.
2	We have never utilized respite care.
3	Respite needs to be more flexible - not too flexible.
4	I provided my own respite care being told it is hard to find for four- plus.
5	In my experience I've had very positive response to respite.
6	Respite is a problem and has always been a problem.
7	We have never used respite.
8	We have never used the respite care - only provided it.
9	Respite always comes down to the last minute as it is very hard to get no matter how long before you request the respite most of the time you have to find your own.
10	Although they find me respite, it is always very difficult to find a provider and it is a dreaded process.
11	It would probably help if NTF worked with other outside agencies so that respite isn't hard to get for children. It takes an act of congress to get care.
12	Respite should be encouraged. That is a signal to the kids of what could happen if they continue to misbehave.
13	Not a problem for me.
14	Respite sometimes hard to find.

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q15 CRISIS SUPPORT

Answered: 99 Skipped: 2

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Appl	Total
When I call the NTF after-hours work phone, the staff member that responds knows, or knows how to find, answers to the problems I called about.	43.88%	29.59%	10.20%	0.00%	0.00%	16.33%	98
	43	29	10	0	0	16	
During a crisis, supports and services identified are available and accessible.	43.43%	34.34%	9.09%	0.00%	0.00%	13.13%	99
	43	34	9	0	0	13	

Q16 (Optional) Other comments and/or thoughts I have about crisis support are...

Answered: 9 Skipped: 92

#	Responses
1	Our case manager is available whenever I need her.
2	Have not used yet.
3	Neighbor To Family in my opinion always has someone available for their foster parents should the need arise.
4	We know how the crisis support for after hours works. We just have never had the need.
5	We never had to call crisis support.
6	I never had to call the after-hours phone line. I did have a crisis and support was available.
7	NTF gives us all the crisis support numbers and support and services.
8	We are satisfied with crisis support we have been receiving.
9	I never call - I can handle it!

Q17 RESPONSIVENESS AND FEEDBACK

Answered: 98 Skipped: 3

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply	Total
My annual performance evaluations accurately evaluate my performance.	28.87%	47.42%	16.49%	1.03%	0.00%	6.19%	97
	28	46	16	1	0	6	
My annual performance evaluations are completed on schedule.	34.74%	42.11%	16.84%	0.00%	0.00%	6.32%	95
	33	40	16	0	0	6	
I am given the opportunity to provide feedback to program staff.	32.99%	45.36%	13.40%	1.03%	2.06%	5.15%	97
	32	44	13	1	2	5	

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q18 (Optional) Other comments and/or thoughts I have about responsiveness and feedback are...

Answered: 4 Skipped: 97

#	Responses
1	Has not occurred.
2	My evaluation is given in a timely manner and I do have the opportunity to express my opinion concerning it.
3	I don't feel the respect that foster use to be given as far as their importance. I also feel with the staff it has become a nine to five job.
4	There again - NTF staff is well-organized and had responded in a timely manner.

Q19 OVERALL GENERAL IMPRESSION

Answered: 101 Skipped: 0

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply	Total
I believe my role as a Foster Caregiver is viewed as important to NTF staff.	64.36%	28.71%	5.94%	0.00%	0.99%	0.00%	101
	65	29	6	0	1	0	
I am happy with NTF services overall.	54.46%	36.63%	5.94%	2.97%	0.00%	0.00%	101
	55	37	6	3	0	0	
I would refer friends to become Foster Caregivers for Neighbor To Family.	59.41%	31.68%	4.95%	0.99%	2.97%	0.00%	101
	60	32	5	1	3	0	

Q20 (Optional) What is your biggest challenge working as a Neighbor To Family Foster Caregiver?

Answered: 19 Skipped: 82

#	Responses
1	Parent involvement and transporting the children.
2	Working with children that were sexually abused.
3	The system (not NTF).
4	Need more foster parents so it will be enough to cover respite.
5	Proper response and services for children. The GAL has been the most valuable and supportive resource. Also, the Lead Family Advocate is an asset to NTF.
6	At this time I really don't have any challenges that I can think of. My years at Neighbor To Family as a foster caregiver have been very rewarding. I enjoy watching kids return home better than they arrived The kids always tell me thanks and the

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

7	The biggest challenge has been finding times to fit my case manager's schedule into ours. The lack of follow-up on needed services has also been a major challenge in this last year.
8	Could do a better job for foster caregivers. The overall service has gone down over the years.
9	None, I love my work.
10	The amount of paperwork each month and most are repetitive.
11	I enjoy working with NTF. Been with them for 11 years now. I do feel they should have a better incentive for foster caregiver who has been there 10 years or longer. That is my biggest challenge at this time.
12	Past year: Getting back money I spend.
13	It is really a challenge - however, we have an excellent executive director. Under his administration, these challenges have been bearable.
14	I don't think you all realize how much we do.
15	Need more money to do everything the kids want to do.
16	Changes in case managers. Turnover is great among staff.
17	We are very pleased with the case manager and the support staff that come out to our home, but as far as the office staff requesting information at the last minute, if the request poses a challenge it creates an uneasy situation for us as foster parents. Also, parents that have jobs outside of NTF - When monthly meetings are called in the middle of the week and you are not able to attend.
18	No benefits because I am not an employee.
19	Requirements to keeping up with trainings and attending meetings while trying to foster children full time and provide a normal lifestyle for them. There needs to be more flexibility with training.

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q21 (Optional) Please let us know how we can improve:

Answered: 23 Skipped: 78

#	Responses
1	Communicate more regarding parent status.
2	Pay more.
3	Raising our pay.
4	Continue building relationships w/DFCS, families, attorneys, etc. to increase ease and clarity for kids in care and foster parents.
5	You need case workers that actually show up to school meetings and participate in resolving problems or obtaining necessary resources in a timely and efficient manner. I would describe most case workers as pencil pushers and robotic. The behaviorist and tutoring resources are inadequate and ineffective. Be honest when it is known that children are "therapeutic" before placing!
6	I have no idea how you can improve on perfection.
7	Having more programs for the children through NTF.
8	Improvement is in the works.
9	I believe foster should be able to get respite more often without it being such a burden.
10	You already do an outstanding job.
11	The previous staff were much warmer in personality and took the time to understand the children and the dynamics of the home. I often talked to my executive director. She really understood how everything worked for me and my family. I don't think my ED knows my first name by memory.
12	It would be nice if we could go back to getting paid every two weeks - would be a great improvement.
13	NTF should just let foster parents know there is a 90% chance of getting back money you spend on the kids and it's not annual: clothing related. Therefore, the advice should be if you live or do without that money, spend it on the children. Do not expect anything in return from DFCS.
14	Respite availability.
15	Check the background and provide therapies faster.
16	Stop case managers from leaving. They are not leaving because of the job. They are leaving because of low pay and only getting paid once a month. That is not fair. Who can live on that?
17	Like it better when we were staff.
18	Staff turnover does not give stability. Meeting are called without at least 48 hours notice.
19	More activities for youth. More social skills groups for teens. Pay raises/funds for tutors.
20	Place children in the homes according to their age range/profile. When the parents/foster parents request that the children be removed, honor the request without opposition.
21	I believe that NTF staff is doing a great job. Keep doing what you are doing.
22	Cut back on some of the reports. Make them shorter and or less redundant. Allow us to write more freely on the reports so we can give a better picture about what happens during the month in our home with each child. Sometimes these questions won't allow for what happened.
23	Increase our pay.

Neighbor To Family 2015/2016 Foster Caregiver Satisfaction Survey

Q22 (Optional) Please let us know what we are doing well:

Answered: 24 Skipped: 77

#	Responses
1	Paying
2	Employing the best case workers who know what they are doing.
3	My case manager is supportive and validating! She is reassuring and so calm in "crisis." Her experience and competence is very encouraging. She answers questions without judgment and provides feedback with grace. The kids love the Assistant Director. She gives them the time they deserve.
4	Providing a safe home for the children.
5	Training is good, but can be excessive. The lead family advocate is an asset and was helpful, but truly the one most concerned and supportive was the GAL.
6	Open communication, positive motivation, constant availability. Professional staff. A very caring environment with a focus on transparency.
7	Work hard to reunite siblings with their bio family even when it takes longer than expected.
8	Communication, training and upcoming events are great.
9	I am very happy with my case manager. She has been one of the best professional case workers that I have had. I hope to continue to work with her.
10	I feel confident in going to any NTF employee for help or advice for anything. Our needs are always met.
11	Taking care of siblings, keeping them together. To me, the best agency in town.
12	I think the support for the foster caretaker is great. The monthly meeting really works and helps. Knowing that you care about what we do means a lot, and the annual luncheon is really the best!!
13	NTF is doing everything well. We are happy and proud to work with this agency.
14	The staff is nice and friendly (everyone). They're just overworked and underpaid . One day I rode past the office on a Sunday afternoon and Ed and Tiffany were in there working. That is too much.
15	Longevity.
16	Working extremely hard to help foster parents but limited services are available.
17	Teamwork.
18	The staff works well together.
19	All is well with the way things are done, the respond to situation on time, etc.
20	Most things.
21	The service is excellent.
22	You guys are great helpers and listeners. I like that I can call any time and I feel safe as a foster parent. I'm never alone. We are all responsible for the care of the children.
23	NTF is doing a great job in keeping siblings together and working along with the foster parents in getting the job done.
24	NTF continues to strive to do well in every area in my opinion. Most of all the resources provided for the children and support services are great.