



2016 Neighbor To Family Stakeholders' Satisfaction Survey Summary of Findings

This summary is designed to provide highlights of this year's survey. The full survey and all responses follow.

Participation

A Stakeholders' Satisfaction Survey was distributed February 11, 2016 with a deadline of March 1, 2016. Surveys were sent to 220 individuals identified by staff at program sites as their primary stakeholders.

All surveys were sent through a series of emails that contained links to an online survey in SurveyMonkey. In spite of reminder emails, the response rate as of March 1 was only 15%. To solicit additional feedback, a follow-up email was sent with an extended deadline of March 11. As a result participation increased to 45 responses and the rate rose to 20%, which is in line with the 19% rate achieved in 2015.

Florida programs had the highest number of responses: Bartow's FIRST program with 38%, followed by Jacksonville's sibling program with 20%, and Daytona's FIRST and sibling programs tied at 18%.

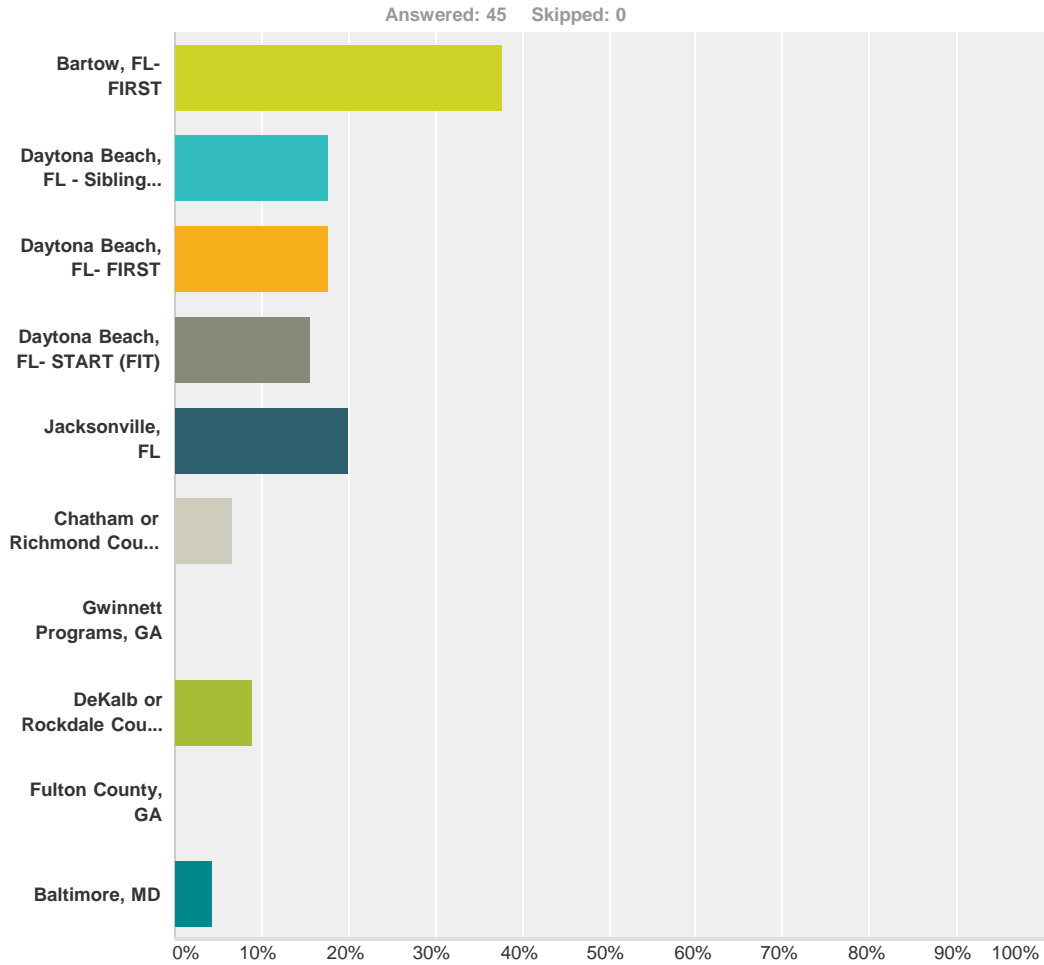
The highest number of respondents, at 22%, indicated that they represented child protective services, followed by government agencies at 18%.

Evaluation of Responses

The results of the rated responses shown below are based on the total of those items rated "somewhat agree" and "strongly agree" when "neutral" and "does not apply" responses were excluded.

Statement	Rating
NTF staff members are courteous and knowledgeable in their interactions with me.	95%
I believe that the services that children and families receive from NTF help them address their identified needs.	91%
NTF staff members are easily accessible and respond to my telephone calls, emails, and letters in a timely	91%
NTF staff demonstrated overall knowledge of the children and families' needs.	91%
NTF staff engaged the family and demonstrated respect for family members.	84%
NTF staff listened to my ideas and supported my area of expertise.	84%

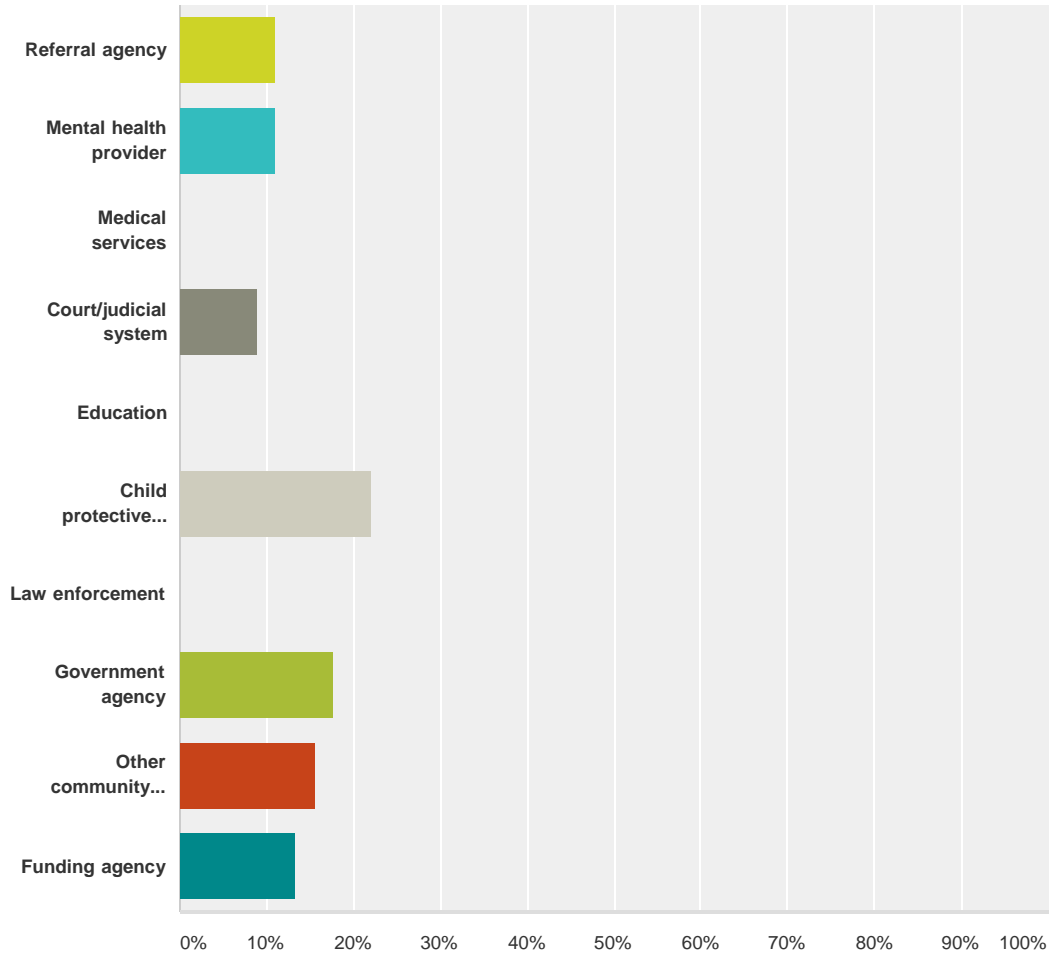
Q1 Please indicate which program you interact with.



Answer Choices	Responses
Bartow, FL- FIRST	37.78% 17
Daytona Beach, FL - Sibling Foster Care	17.78% 8
Daytona Beach, FL- FIRST	17.78% 8
Daytona Beach, FL- START (FIT)	15.56% 7
Jacksonville, FL	20.00% 9
Chatham or Richmond County Programs, GA	6.67% 3
Gwinnett Programs, GA	0.00% 0
DeKalb or Rockdale County Programs, GA	8.89% 4
Fulton County, GA	0.00% 0
Baltimore, MD	4.44% 2
Total Respondents: 45	

Q2 Please indicate your role.

Answered: 45 Skipped: 0



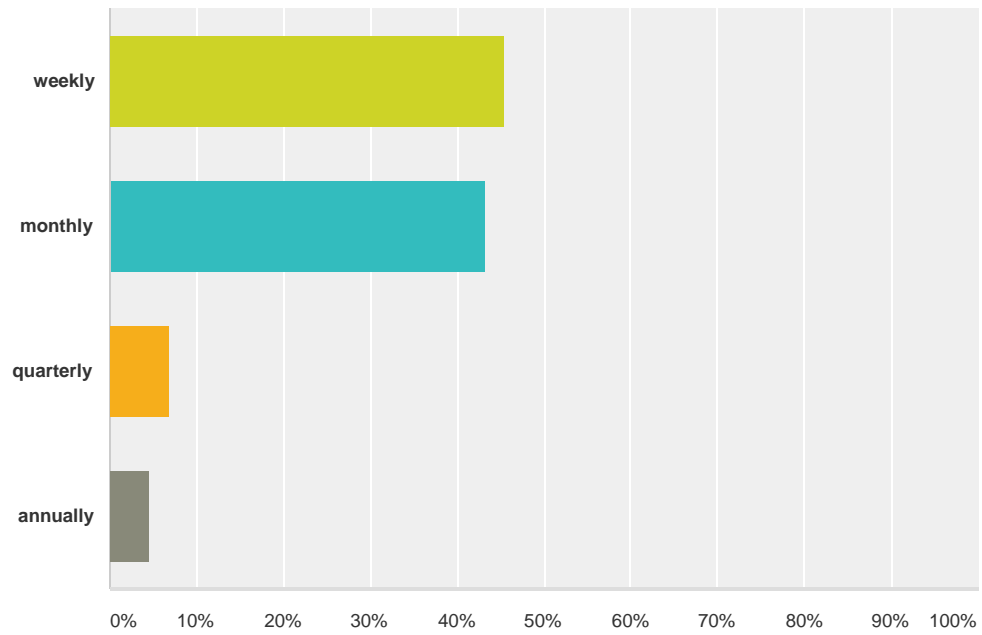
Answer Choices	Responses	Count
Referral agency	11.11%	5
Mental health provider	11.11%	5
Medical services	0.00%	0
Court/judicial system	8.89%	4
Education	0.00%	0
Child protective services	22.22%	10
Law enforcement	0.00%	0
Government agency	17.78%	8
Other community agency	15.56%	7
Funding agency	13.33%	6
Total		45

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#	Other, please specify	Date
1	Behavior Analysis	3/4/2016 8:41 AM
2	Nurse Coordinator	3/3/2016 12:53 PM
3	Child Protection Team/CAC	2/29/2016 11:26 AM
4	CASA	2/27/2016 10:27 AM
5	Agency for Persons with Disabilities	2/18/2016 9:52 AM
6	Staffing Agency	2/11/2016 5:45 PM
7	Court Appointed Special Advocates (CASA)	2/11/2016 11:17 AM
8	Child Advocacy Center	2/11/2016 10:32 AM

Q3 How frequently do you interact with NTF?

Answered: 44 Skipped: 1

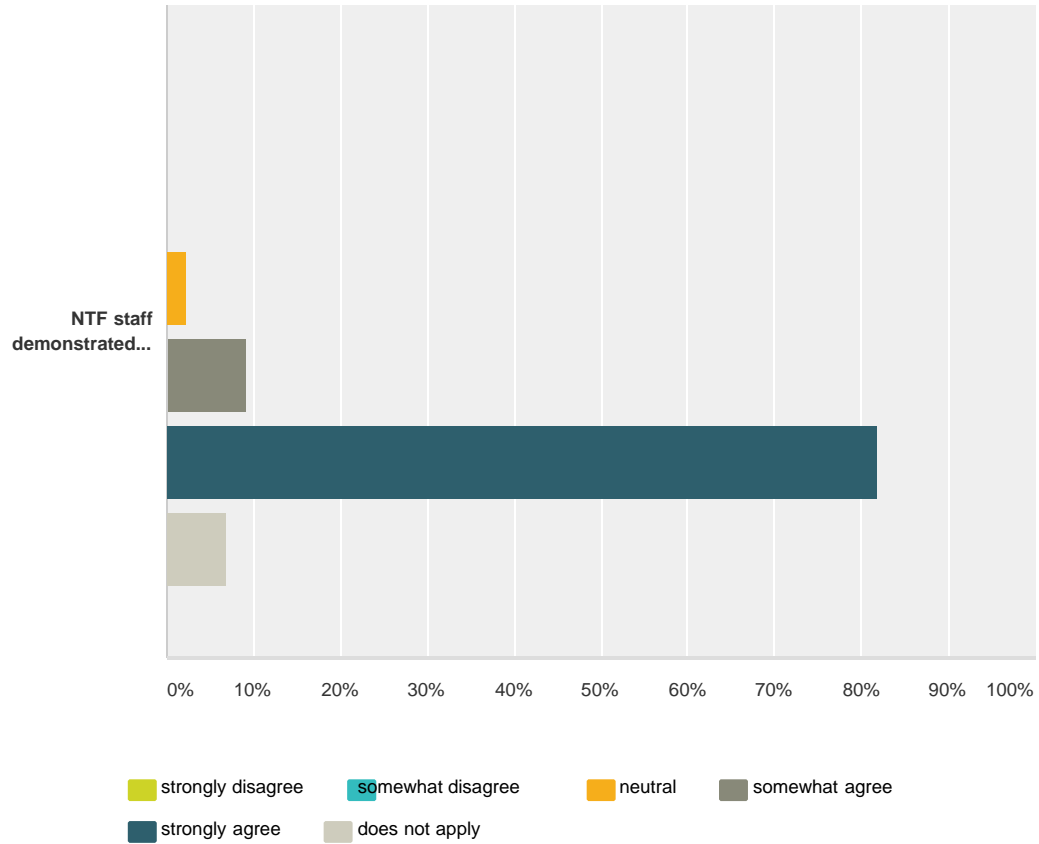


Answer Choices	Responses
weekly	45.45% 20
monthly	43.18% 19
quarterly	6.82% 3
annually	4.55% 2
Total	44

#	Other (please specify)	Date
1	As needed for new cases	2/26/2016 2:18 PM
2	On an as needed basis	2/18/2016 9:53 AM
3	As needed	2/11/2016 11:18 AM

Q4 Knowledge

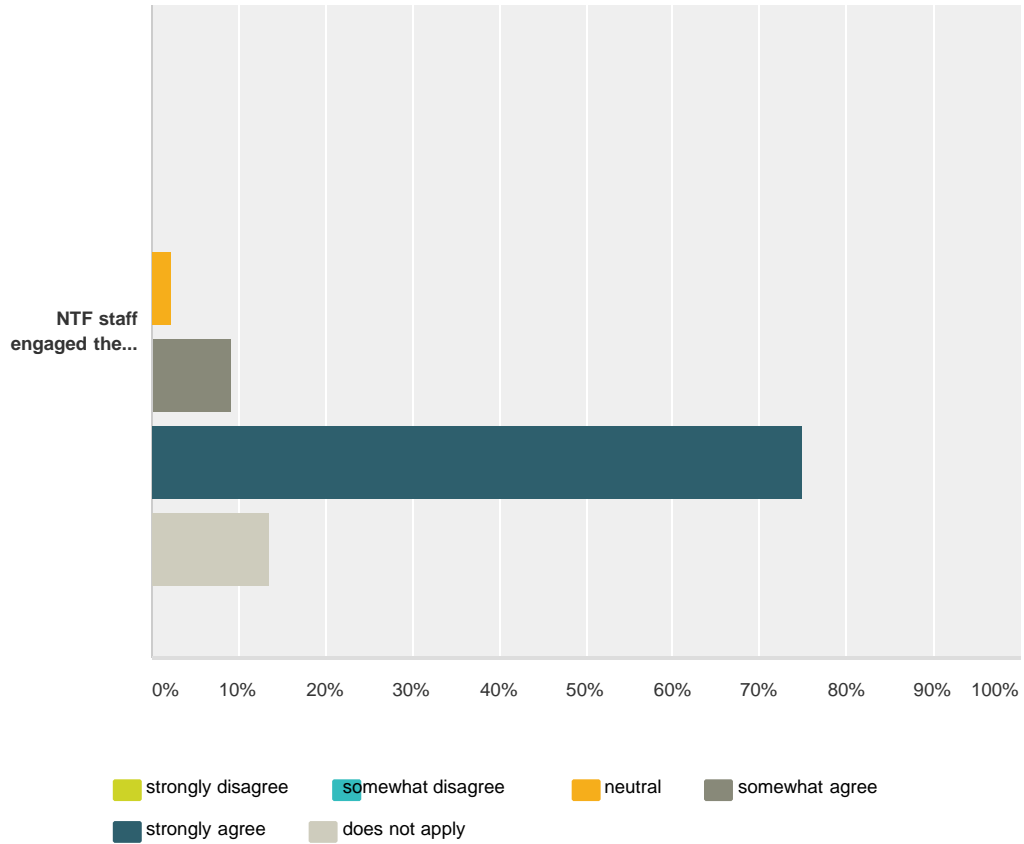
Answered: 44 Skipped: 1



	strongly disagree	somewhat disagree	neutral	somewhat agree	strongly agree	does not apply	Total
NTF staff demonstrated overall knowledge of the children and families' needs.	0.00% 0	0.00% 0	2.27% 1	9.09% 4	81.82% 36	6.82% 3	44

Q5 Engagement

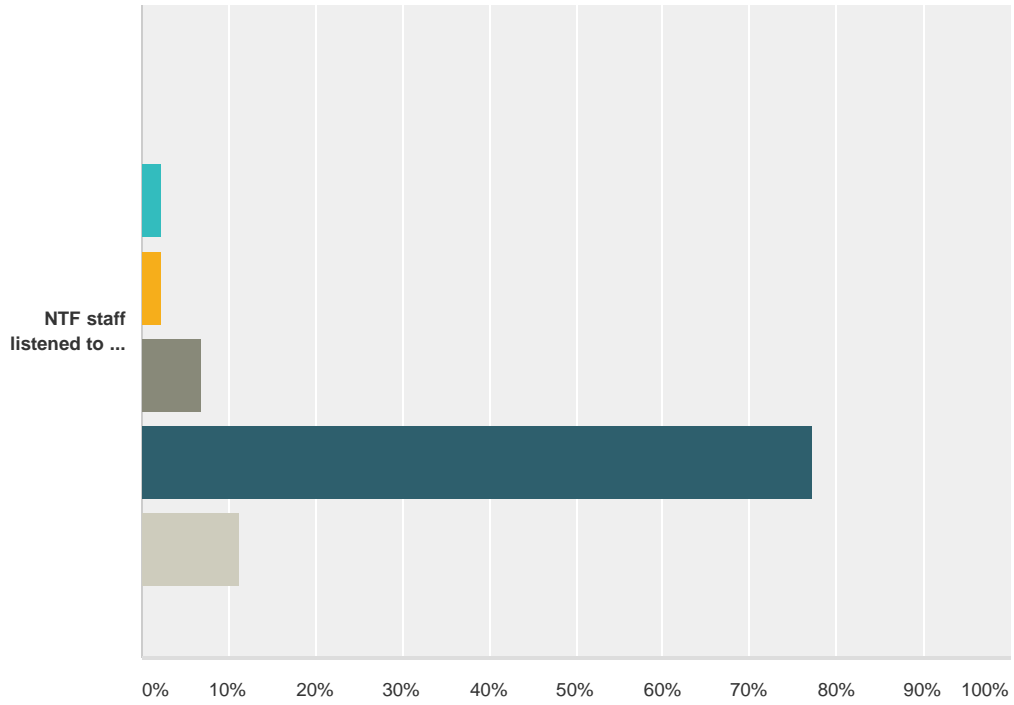
Answered: 44 Skipped: 1



	strongly disagree	somewhat disagree	neutral	somewhat agree	strongly agree	does not apply	Total
NTF staff engaged the family and demonstrated respect for family members.	0.00% 0	0.00% 0	2.27% 1	9.09% 4	75.00% 33	13.64% 6	44

Q6 Support

Answered: 44 Skipped: 1

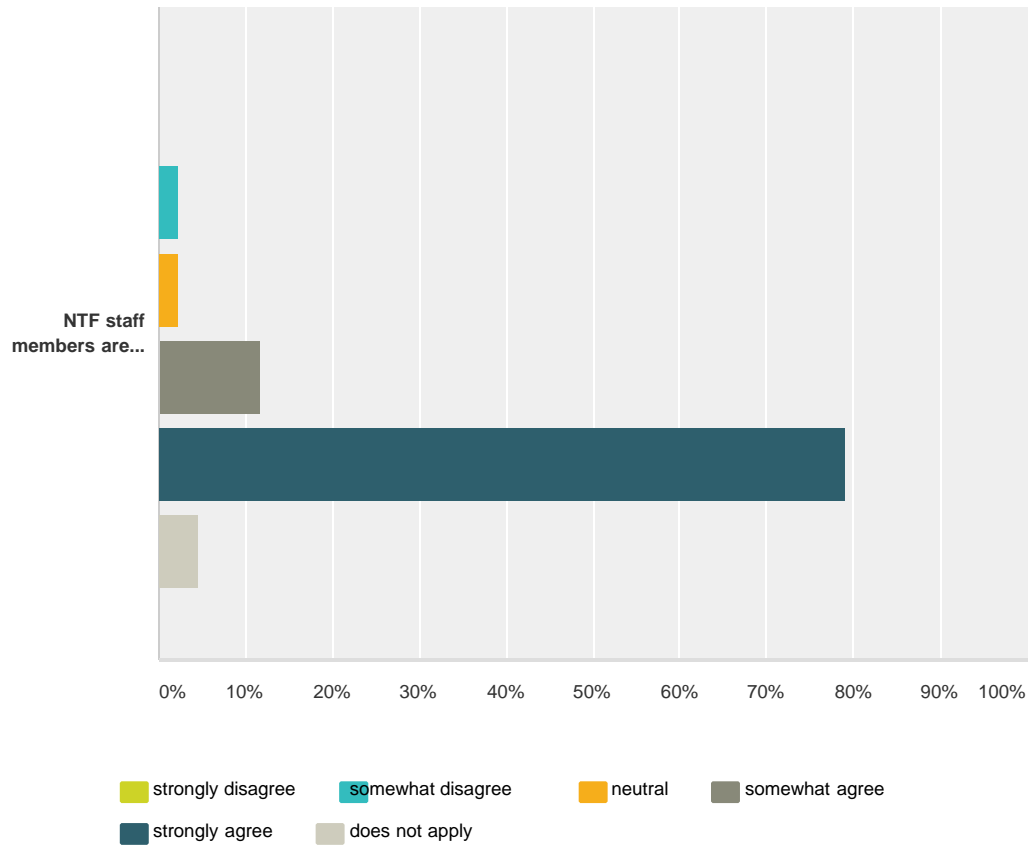


■ strongly disagree
 ■ somewhat disagree
 ■ neutral
 ■ somewhat agree
■ strongly agree
 ■ does not apply

	strongly disagree	somewhat disagree	neutral	somewhat agree	strongly agree	does not apply	Total
NTF staff listened to my ideas and supported my area of expertise.	0.00% 0	2.27% 1	2.27% 1	6.82% 3	77.27% 34	11.36% 5	44

Q7 Timeliness

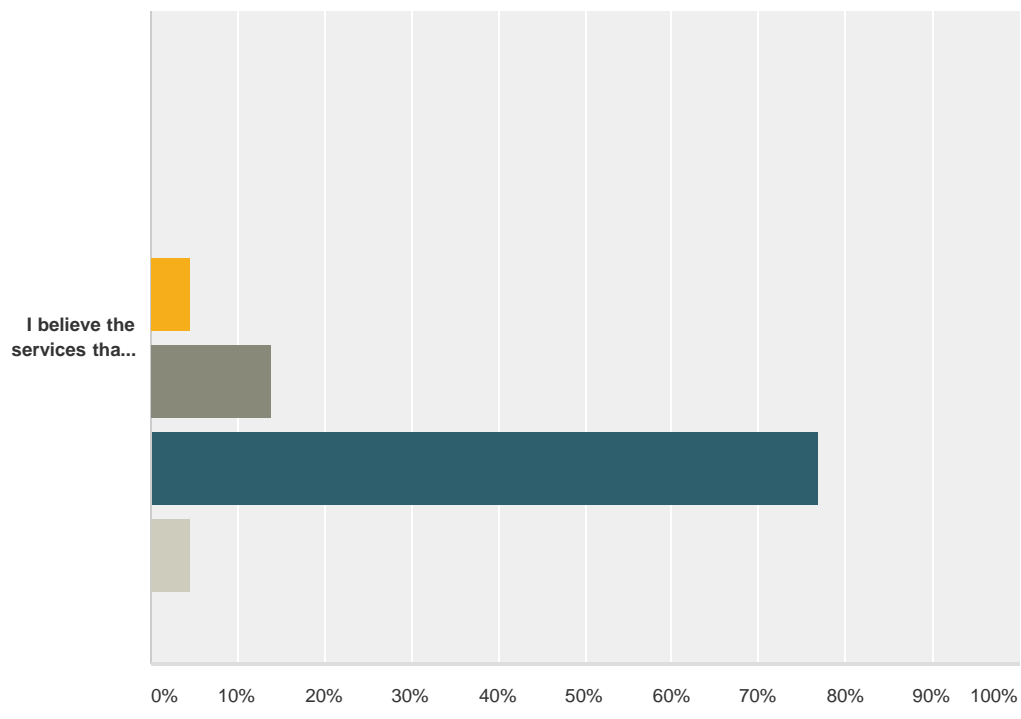
Answered: 43 Skipped: 2



	strongly disagree	somewhat disagree	neutral	somewhat agree	strongly agree	does not apply	Total
NTF staff members are easily accessible and respond to my telephone calls, emails, and letters in a timely manner.	0.00% 0	2.33% 1	2.33% 1	11.63% 5	79.07% 34	4.65% 2	43

Q8 Services

Answered: 43 Skipped: 2

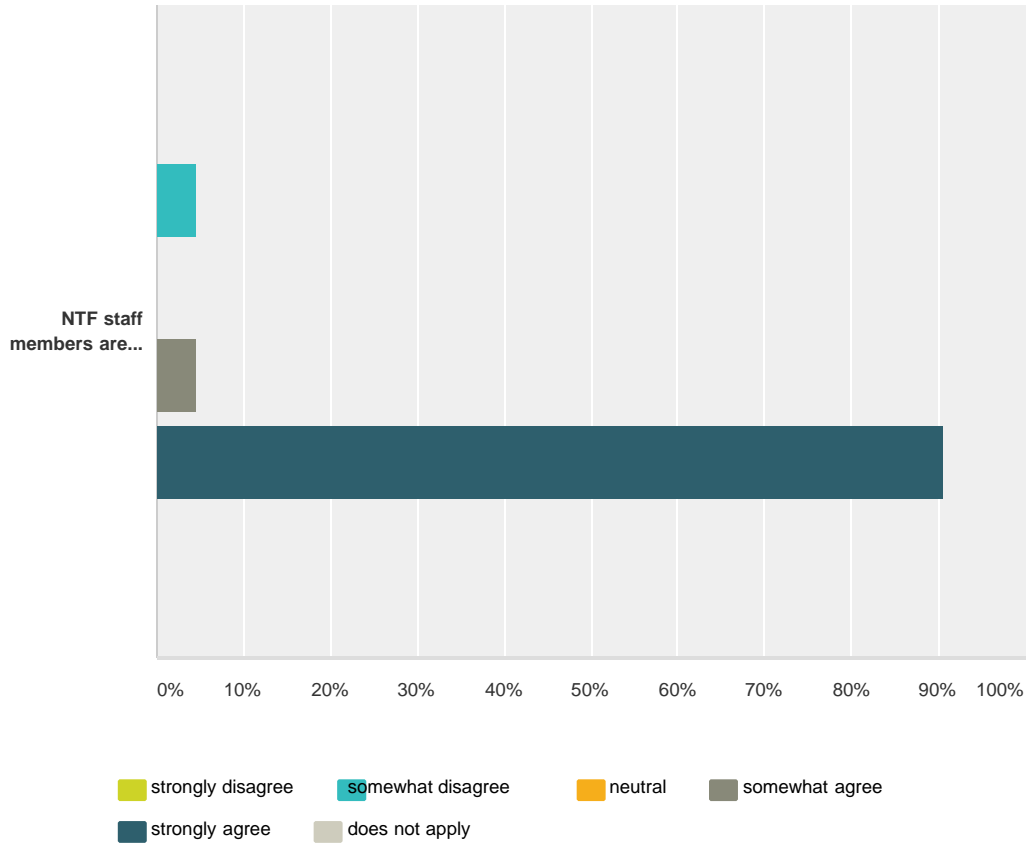


■ strongly disagree
 ■ somewhat disagree
 ■ neutral
 ■ somewhat agree
■ strongly agree
 ■ does not apply

	strongly disagree	somewhat disagree	neutral	somewhat agree	strongly agree	does not apply	Total
I believe the services that children and families receive from NTF help them address their identified needs.	0.00% 0	0.00% 0	4.65% 2	13.95% 6	76.74% 33	4.65% 2	43

Q9 Knowledge

Answered: 43 Skipped: 2



	strongly disagree	somewhat disagree	neutral	somewhat agree	strongly agree	does not apply	Total
NTF staff members are courteous and knowledgeable in their interactions with me.	0.00% 0	4.65% 2	0.00% 0	4.65% 2	90.70% 39	0.00% 0	43

2016 NTF Stakeholders' Satisfaction Survey

Q10 Please tell us the things we are doing well.

Answered: 22 Skipped: 23

#	Responses	Date
1	Easy to contact and quick to respond to concerns	3/4/2016 11:26 AM
2	too many to list!	3/3/2016 3:50 PM
3	Excellent communication	3/3/2016 2:50 PM
4	NTF is one of the best case management organizations I work with for truly serving children the best they can.	3/3/2016 12:55 PM
5	I have only interacted with the case manager. She is very professional and helpful. She truly cares about the well being of the children/families we work with.	3/3/2016 12:19 PM
6	Communication w/families & community partners; collaboration with community partners	2/29/2016 11:28 AM
7	I feel that Neighbor to Family does a great job communicating the needs of their families and the resources available within the dependency system. The expansion of Prevention services that they provide has been an asset to families.	2/29/2016 10:24 AM
8	they engage with families and make the process easy	2/29/2016 10:01 AM
9	Demonstrating a sincere interest in the well-being and safety of the children that are in situations that seriously need help.	2/27/2016 10:33 AM
10	You have very strong leadership in this area. One of the best managers I've encountered in this work. Her staff are always knowledgeable and courteous.	2/26/2016 4:09 PM
11	The managers are great assets. We can discuss cases quickly, efficiently and with a minimum of fuss.	2/26/2016 2:19 PM
12	The staff appear to be very knowledgeable of their job responsibilities and are very knowledgeable of community resources for their individuals.	2/18/2016 9:55 AM
13	Very nice staff. Good parent coach instructors	2/16/2016 3:18 PM
14	knocking down barriers to help children remain in their homes with their family	2/16/2016 9:09 AM
15	Appreciate the responsiveness of the Director when there is a need or request.	2/12/2016 12:15 PM
16	I personally work with the director. She is very responsive, and understanding.	2/11/2016 5:46 PM
17	The director has been tremendous in rolling this program out in our counties. She works so well with the funder and other partners. She shares positive stories about families that have benefitted from services.	2/11/2016 2:21 PM
18	Great preventative services, and have brought ingenuity with the services provided to the system.	2/11/2016 2:06 PM
19	COMMUNITY SERVICES	2/11/2016 2:06 PM
20	great documentation in terms of progress notes and when issues are noted that investigations needs to be made aware of	2/11/2016 1:57 PM
21	The Foster Parent Trainer is phenomenal. She is very knowledgeable of policies and procedures, ethics, laws, and is overall very courteous and professional. She informed our organization of specifics about NTF that we never knew, but were very impressed with. We support the NTF mission. It is much needed.	2/11/2016 11:23 AM
22	NTF is a great resource in our community. They really go above and beyond to ensure their foster parents are receiving the training and support needed to help the children they serve.	2/11/2016 10:33 AM

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Q11 Please tell us how we could improve.

Answered: 21 Skipped: 24

#	Responses	Date
1	expand the program size	3/3/2016 3:50 PM
2	More Foster Parent Recruitment	3/3/2016 12:19 PM
3	n/a	2/29/2016 11:28 AM
4	Increase the amount of families that receive the services you provide.	2/29/2016 10:25 AM
5	nothing that I know of	2/29/2016 10:01 AM
6	No suggestions	2/27/2016 10:34 AM
7	I think you're doing just fine.	2/26/2016 4:10 PM
8	More staff - FIRST case workers are overwhelmed. They also need to stop thinking "safety" focus, and think more "behavior change"	2/26/2016 2:20 PM
9	Family engagement is very strong	2/26/2016 2:00 PM
10	Would suggest more community awareness activities for the agency.	2/18/2016 9:56 AM
11	Respond to calls & emails in a timely fashion. Select a better group of foster parents. Two homes are not good places for children. Very concerning.	2/16/2016 3:18 PM
12	nothing I can think of	2/16/2016 9:09 AM
13	Continue to work to build relationships in the community and with other agencies. Collaboration and transfer of information is key to advocating for the families we collectively serve.	2/12/2016 2:13 PM
14	Staff have reported having difficulty getting reports on the services being provided to clients. Whenever this occurs, the Director is always prompt in addressing.	2/12/2016 12:17 PM
15	The foster care recruitment and supervision component may need closer supervision	2/12/2016 10:32 AM
16	N/A	2/11/2016 5:46 PM
17	The director has always tweaked processes to improve the program based on the needs identified. No other suggestions but just keep doing what you are doing.	2/11/2016 2:22 PM
18	N/A	2/11/2016 2:07 PM
19	MORE OUTLETS FOR CUSTOMER TO REACH OUT TO YOU.	2/11/2016 2:06 PM
20	more services and interventions	2/11/2016 1:57 PM
21	Contact me immediately when there is a problem with a placement. This is so helpful.	2/11/2016 10:48 AM

2016 NTF Stakeholders' Satisfaction Survey

Q12 Do you have any comments you would like to share about your feelings or experience with NTF?

Answered: 15 Skipped: 30

#	Responses	Date
1	none other than Great partners.	3/3/2016 3:50 PM
2	Always a first class experience with interacting with leadership.	3/2/2016 5:39 PM
3	The staff has been most gracious/supportive/helpful since our program has been newly assigned in this catchment area	2/29/2016 11:29 AM
4	no	2/29/2016 10:02 AM
5	Just words of encouragement to continue to keep the children's welfare foremost in their hearts.	2/27/2016 10:35 AM
6	Very professional organization and one of our most respected providers.	2/26/2016 4:10 PM
7	Need to up the recruitment of foster homes	2/26/2016 2:01 PM
8	I have always been treated respectfully by the staff at NTF.	2/18/2016 9:57 AM
9	Nice staff but naive.	2/16/2016 3:19 PM
10	Enjoy the working relationship with NTF and the services they provide. Their parenting program and foster homes for sibling groups are extremely important and beneficial. Would love to see them expand and capable of more homes and classes.	2/12/2016 12:18 PM
11	So far, I have a great experience working with the director and I hope to continue working with her in future.	2/11/2016 5:47 PM
12	Nothing but great thoughts and feelings! Great program!	2/11/2016 2:23 PM
13	The staff at our location are super and go out of their way to make a customer at ease. We do receive positive feedback about them.	2/11/2016 2:08 PM
14	N/A	2/11/2016 2:07 PM
15	I feel that NTF is one of my favorite foster agencies to work with. I always know my concerns will be heard and steps will be made to improve services	2/11/2016 10:35 AM