



## Summary of Findings

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

### ***Distribution Methodology***

Family Satisfaction Surveys were distributed March 14, 2016 with a deadline of April 8, 2016. Surveys were provided to NTF sibling programs to be completed by birth parents, relative caregivers, and non-relative caregivers.

Administrative Assistants in each program were tasked with managing the survey process. They were asked to solicit responses by the method deemed most appropriate for the client: by phone, during office visits, or by mail if necessary.

### ***Participation***

A total of 101 respondents were identified as potential respondents. Of those, 47 completed the survey. This represents a completion rate of 47% as compared to 40% in 2015. This particular survey has always been problematic because the clients do not keep NTF informed of changes in contact information. In some cases they no longer reside in the same home and in others they have changed phone numbers.

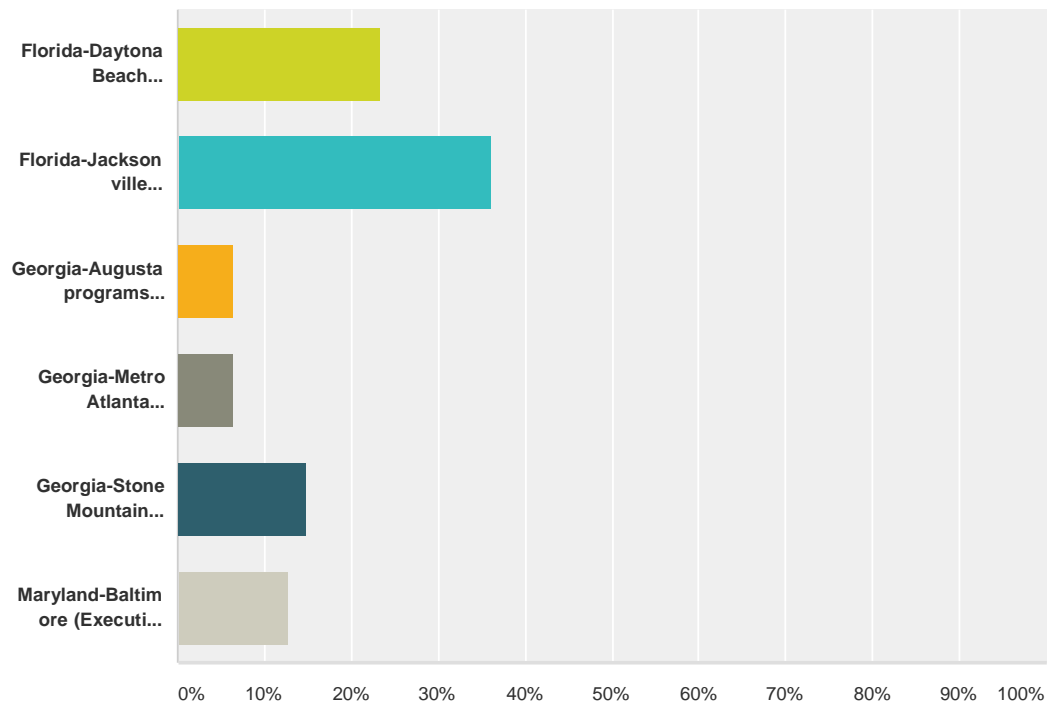
### ***Evaluation of Responses***

The most highly rated areas are shown below.

Statement	Rating
I am treated with dignity and respect by all NTF staff.	97.87%
I feel my children are in a safe and nurturing home.	95.65%
The NTF team provided support to help me complete the tasks on my case plan.	95.56%
Overall I am satisfied with the services I receive.	95.45%
A NTF staff member returns my calls within 24 hours.	93.18%
The team got to know me and my family for who we are, not just what the case file says about us.	91.11%

## Q1 What Neighbor To Family program is assisting your family?

Answered: 47 Skipped: 0



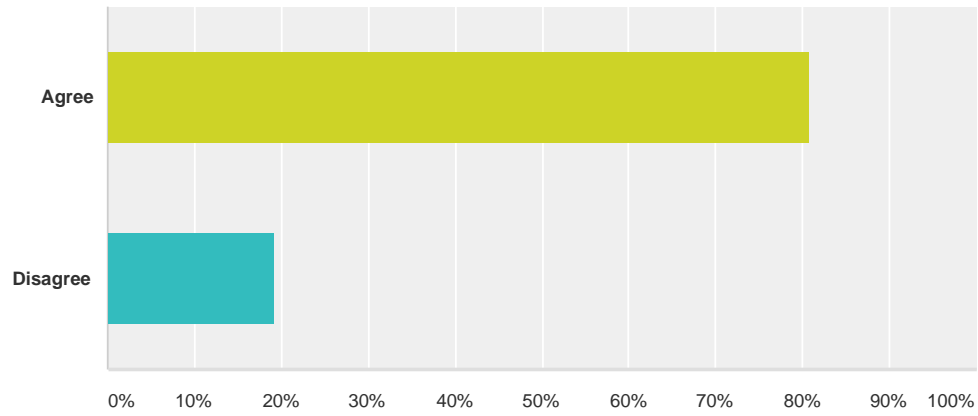
Answer Choices	Responses
Florida-Daytona Beach (Executive Director Rachael Gerow)	23.40% 11
Florida-Jacksonville (Executive Director Aida Seeraj)	36.17% 17
Georgia-Augusta programs (Executive Director Monique Brabham)	6.38% 3
Georgia-Metro Atlanta programs (Executive Director Oliver Harper)	6.38% 3
Georgia-Stone Mountain programs (Executive Director Keita Evans)	14.89% 7
Maryland-Baltimore (Executive Director Donna McCarter)	12.77% 6
<b>Total</b>	<b>47</b>



# 2016 NTF Family Satisfaction Survey

## Q2 I know everyone who is on my Neighbor To Family team and what they do.

Answered: 47 Skipped: 0

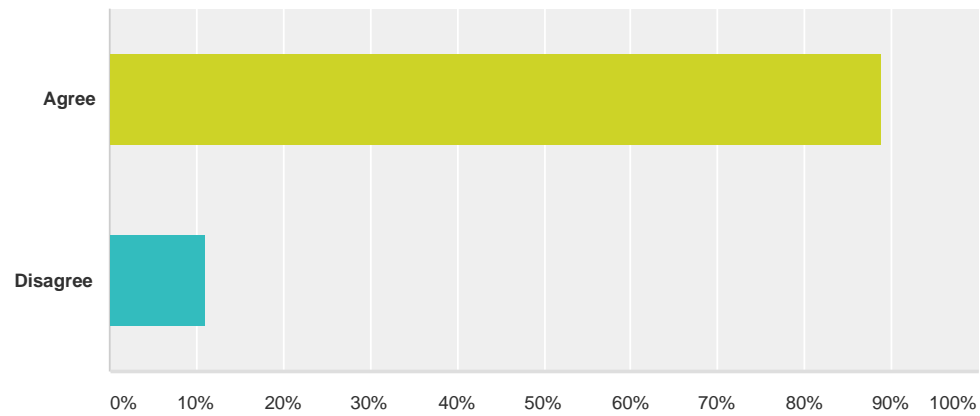


Answer Choices	Responses
Agree	80.85% 38
Disagree	19.15% 9
<b>Total</b>	<b>47</b>

#	Comment:
1	I only know a few staff members - not all.
2	Live out of state - speak to people on the phone.

## Q3 I participate in Family Team Meetings and I find the process helpful.

Answered: 45 Skipped: 2

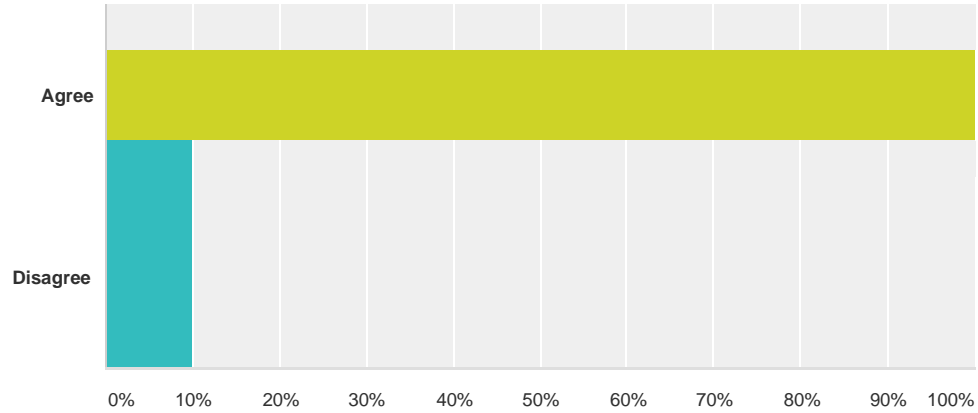


Answer Choices	Responses
Agree	88.89% 40
Disagree	11.11% 5
<b>Total</b>	<b>45</b>

#	Comment:
1	Not yet.
2	I have never been invited to a family team meeting.
3	Yes, as best as possible.
4	I haven't been to any meetings.

## Q4 The team got to know me and my family for who we are, not just what the case file says about us.

Answered: 45 Skipped: 2



Answer Choices	Responses
Agree	91.11% 41
Disagree	8.89% 4
<b>Total</b>	<b>45</b>

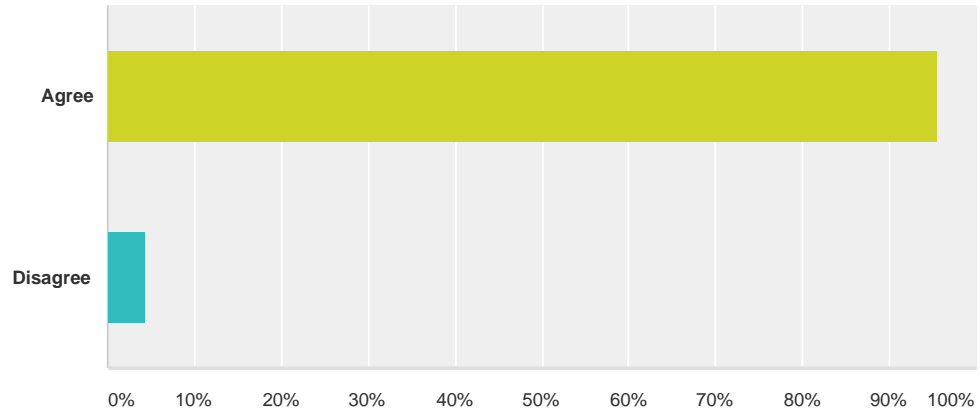
#	Comment:
1	The NTF staff have been very good to our family.
2	Yes I believe the NTF staff have not been judgmental and we think they have been very good to our family.
3	I feel I am being judged towards my case plan, not myself.
4	They help me in my search for employment.
5	I have not met everybody.



# 2016 NTF Family Satisfaction Survey

## Q5 The Neighbor To Family team provided support to help me complete the tasks on my case plan.

Answered: 45 Skipped: 2

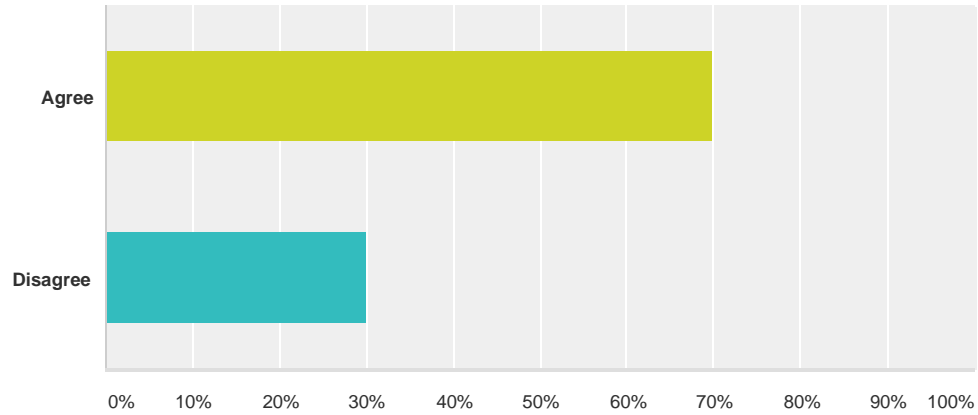


Answer Choices	Responses
Agree	95.56% 43
Disagree	4.44% 2
<b>Total</b>	<b>45</b>

#	Comment:
1	Somewhat.
2	I am a relative caregiver and I don't have a case plan.
3	No case plan yet.

### Q6 The foster caregiver met me soon after placement and shared information about his/her family with me.

Answered: 46 Skipped: 1



Answer Choices	Responses
Agree	69.57% 32
Disagree	30.43% 14
<b>Total</b>	<b>46</b>

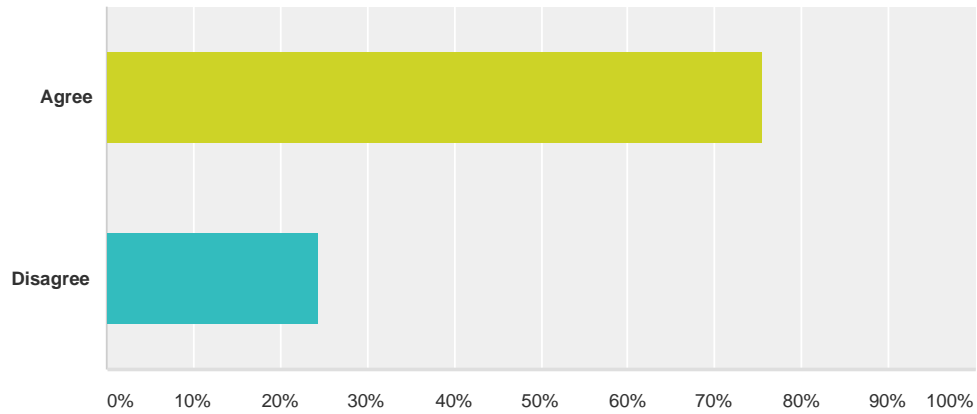
#	Comment:
1	The foster caregivers have been a God sent to our family.
2	Yes, the foster caregivers are wonderful people.
3	Not much about their family, just introduction and names.



# 2016 NTF Family Satisfaction Survey

## Q7 The foster caregiver keeps me informed of my children's progress and adjustment.

Answered: 45 Skipped: 2



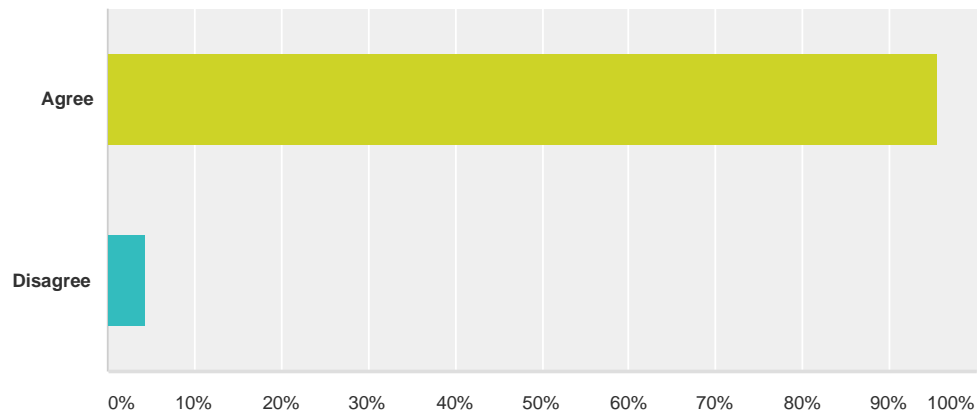
Answer Choices	Responses
Agree	75.56% 34
Disagree	24.44% 11
<b>Total</b>	<b>45</b>

#	Comment:
1	The foster caregiver always keeps us informed on all our children.
2	Always - the foster caregivers always tell us what is going on with the kids.
3	The advocate informs me.
4	The case manager tries to stay on top of making sure I know.
5	I have been able to attend most appointments with my children.



## Q8 I feel my children are in a safe and nurturing home.

Answered: 46 Skipped: 1



Answer Choices	Responses
Agree	95.65% 44
Disagree	4.35% 2
<b>Total</b>	<b>46</b>

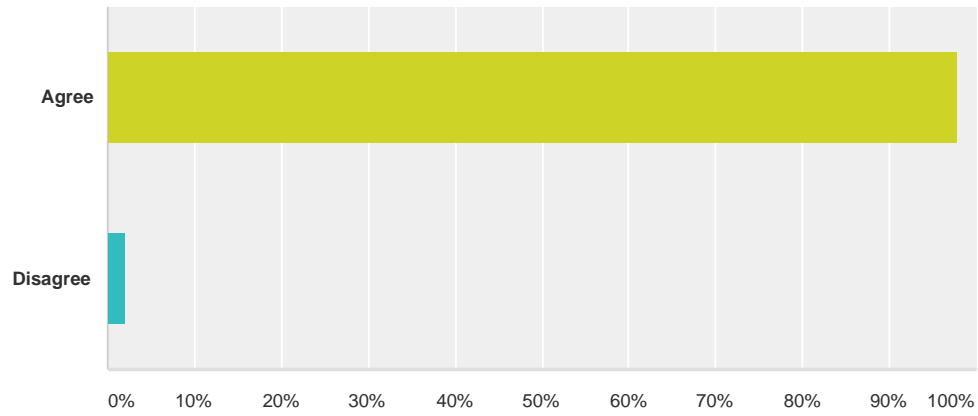
#	Comment:
1	I strongly agree they are.
2	Yes, I strongly agree with this statement.



# 2016 NTF Family Satisfaction Survey

## Q9 I am treated with dignity and respect by all Neighbor To Family staff.

Answered: 47 Skipped: 0

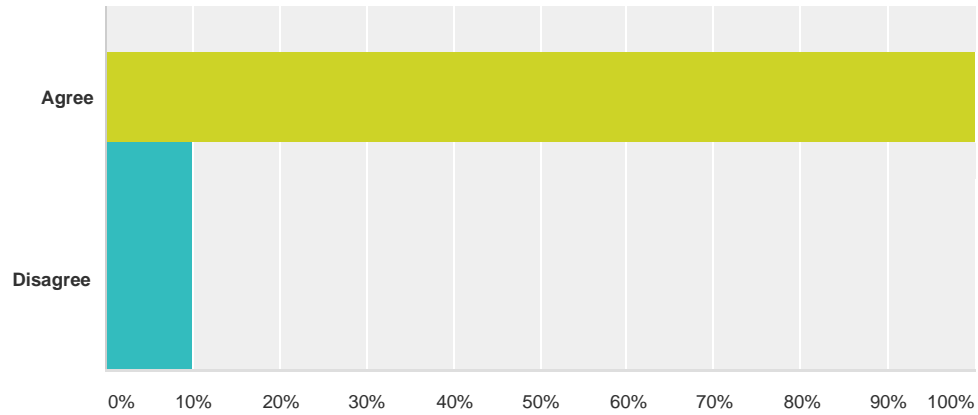


Answer Choices	Responses
Agree	97.87% 46
Disagree	2.13% 1
<b>Total</b>	<b>47</b>

#	Comment:
1	Most of the time.
2	Very good.

## Q10 Neighbor To Family staff is available and if not there is an emergency contact number I can call.

Answered: 47 Skipped: 0



Answer Choices	Responses
Agree	91.49% 43
Disagree	8.51% 4
<b>Total</b>	<b>47</b>

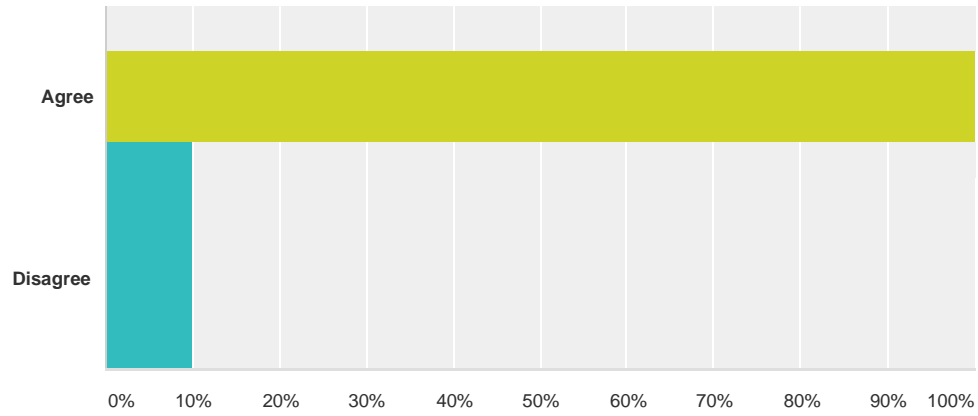
#	Comment:
1	I don't have an emergency contact to call.
2	Case manager is always available.



# 2016 NTF Family Satisfaction Survey

## Q11 A Neighbor To Family staff member returns my telephone calls within 24 hours.

Answered: 44 Skipped: 3



Answer Choices	Responses
Agree	93.18% 41
Disagree	6.82% 3
<b>Total</b>	<b>44</b>

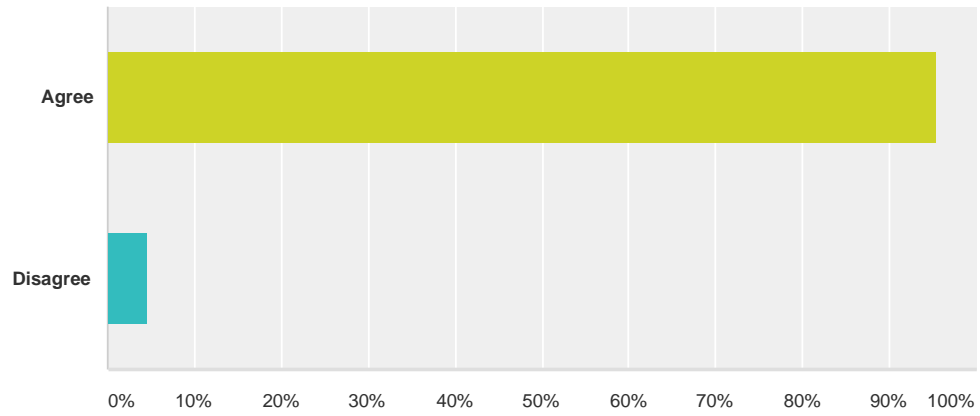
#	Comment:
1	The NTF staff member is always on time when she says something.
2	Most times.



# 2016 NTF Family Satisfaction Survey

## Q12 Overall I am satisfied with the services I receive.

Answered: 44 Skipped: 3



Answer Choices	Responses
Agree	95.45% 42
Disagree	4.55% 2
<b>Total</b>	<b>44</b>

#	Comment:
1	Can't answer, just started.



## 2016 NTF Family Satisfaction Survey

### Q13 (Optional) What is Neighbor To Family doing well?

Answered: 14 Skipped: 33

#	Responses
1	They help me keep my mind.
2	Everything. My meetings were set up immediately. They are helping me with every stepping stone I need to take. They show that they are here for the better good for me and my boys.
3	The case manager is working hard to reunify kids with mom. She has really been there for me.
4	Everything! Very satisfied!
5	I think that I haven't been given an opportunity to get to know my child, nor do I feel Neighbor to Family is doing enough concerning meeting with a therapist so a phone call can be completed between me and my child. What they do well is make sure I get a urine test!
6	Everything. Everyone is very open, honest and friendly.
7	They keep me well informed about court dates/send pictures of my son. Also keep my mother updated on all accounts!
8	The Family Advocate was a great person and kind. She was happy to help me with all my concerns.
9	Everything. Especially taking care of the overall well-being of my children and also myself. As well as attending to my children's needs, they attend to mine as well.
10	Treat me with respect.
11	None
12	Calling me back
13	They treat me well.
14	Trying to get me to have contact with my children.



## 2016 NTF Family Satisfaction Survey

### Q14 (Optional) What can Neighbor To Family do to improve?

Answered: 9 Skipped: 38

#	Responses
1	Maintain the amazing staff that they have. Maybe make toys in the playroom for different ages.
2	Nothing!
3	They can look more at the person and less about the issues that have no substance.
4	Help me get closer to home so my son can visit me more regularly. This would help me and my son maintain a father/son relationship.
5	Need assistance with housing.
6	I need more help with furniture and rent.
7	More activities so that me and my children can bond.
8	All the money they're giving to the foster parent they could give me some.
9	Maybe explain to me who they are and tell me what I can do to get my kids back. They are my life and I need them back.