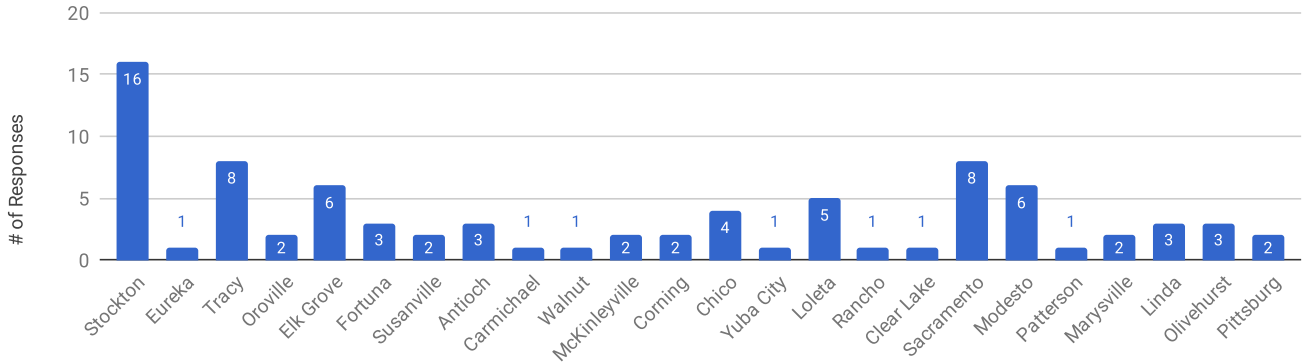


# FFA Client Satisfaction Survey 2020



This satisfaction survey consists of fourteen items, twelve of which are based on a 5-point Likert scale. The survey was administered via a SurveyMonkey link to EA FFA clients. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (n) of 85, up from 71 in 2019 (an increase of 19.7%).

## Q1: In what city do you live?

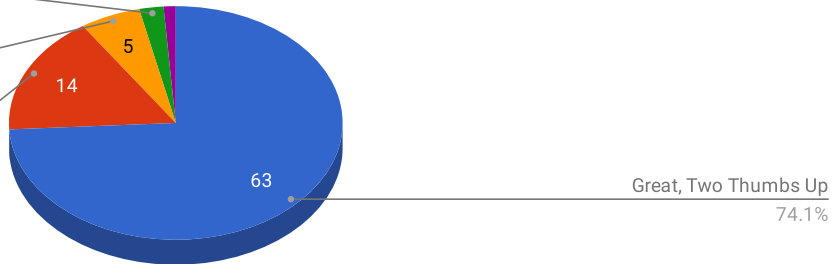


## Q2: My foster parents show a positive attitude, and treat me with respect.

Not Happy  
2.4%

Not Sure  
5.9%

Very Good  
16.5%

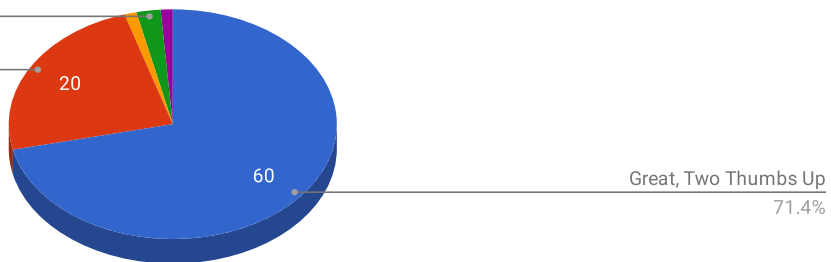


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	63	14	5	2	1
Item Mean	4.6				
2019 Mean	4.48				

## Q3: My foster parents are kind and helpful.

Not Happy  
2.4%

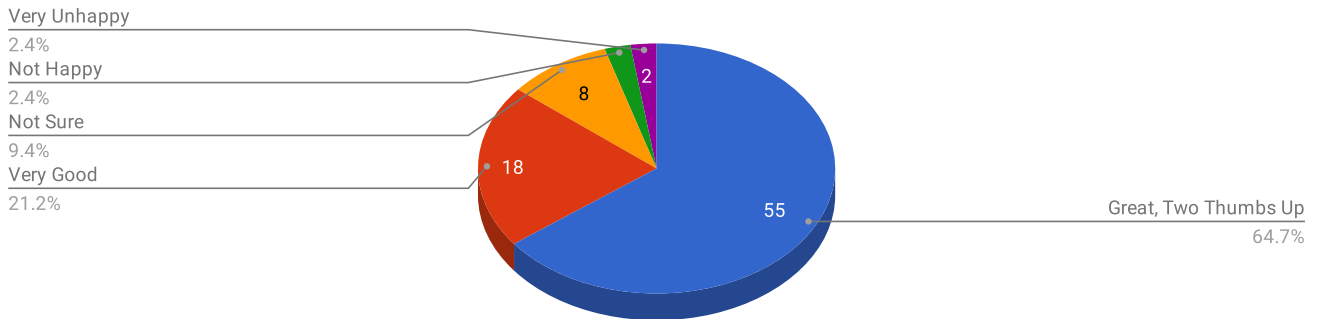
Very Good  
23.8%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	60	20	3	1	1
Item Mean	4.53				
2019 Mean	4.48				

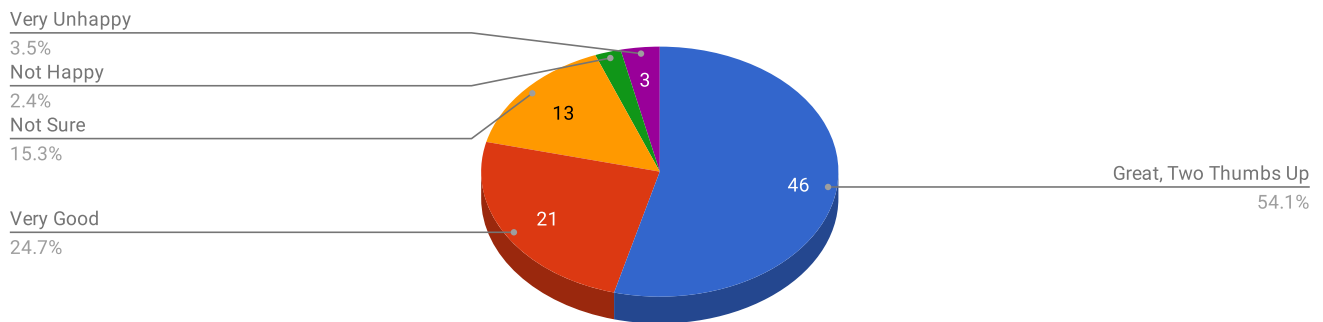
# of Responses	60	20	1	2	1
Item Mean	4.62				
2019 Mean	4.54				

#### Q4: My foster parents listen to me, talk with me, and help me calm down.



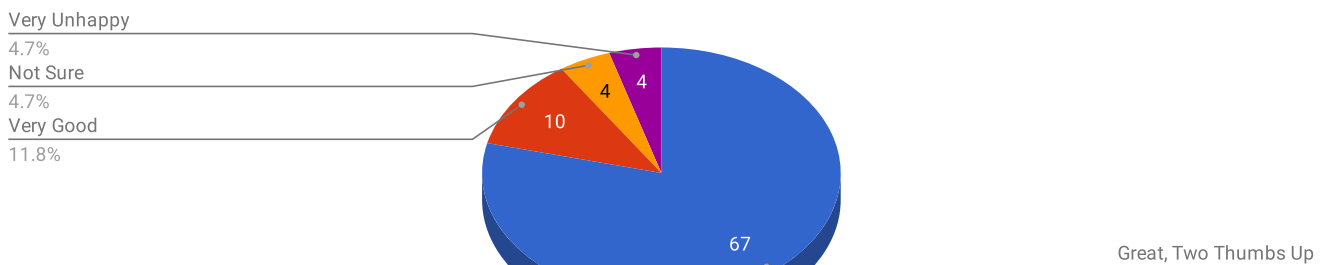
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	55	18	8	2	2
Item Mean	4.44				
2019 Mean	4.27				

#### Q5: I can talk to my foster parents about myself and what is happening in my life.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	46	21	13	2	3
Item Mean	4.24				
2019 Mean	4.07				

#### Q6: I trust my foster parents to keep things safe.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	67	10	4	0	4
Item Mean	4.6				
2019 Mean	4.61				

### Q7: My foster parents keep their promises.

Very Unhappy

3.5%

Not Happy

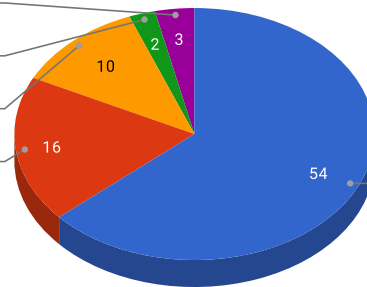
2.4%

Not Sure

11.8%

Very Good

18.8%



Great, Two Thumbs Up  
63.5%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	54	16	10	2	3
Item Mean	4.36				
2019 Mean	4.32				

### Q8: My foster parents participate in activities with me and others.

Very Unhappy

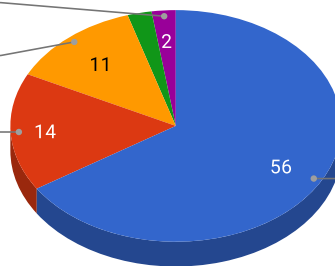
2.4%

Not Sure

12.9%

Very Good

16.5%



Great, Two Thumbs Up  
65.9%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	56	14	11	2	2
Item Mean	4.41				
2019 Mean	4.15				

### Q9: This is how I feel about my foster parents.

Very Unhappy

2.4%

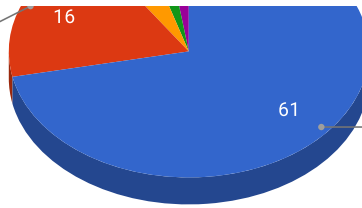
Not Sure

4.7%

Very Good



Very Good  
18.8%



Great, Two Thumbs Up  
71.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	61	16	4	2	2
Item Mean	4.55				
2019 Mean	4.48				

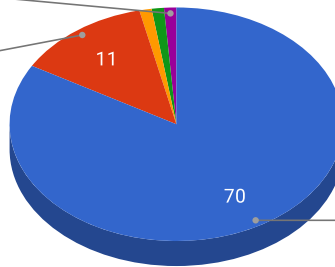
### Q10: I feel safe.

Very Unhappy

1.2%

Very Good

13.1%



Great, Two Thumbs Up  
83.3%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	70	11	1	1	1
Item Mean	4.76				
2019 Mean	4.51				

### Q11: My foster parents help me.

Very Unhappy

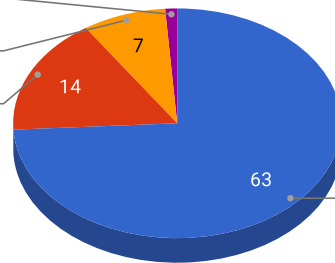
1.2%

Not Sure

8.2%

Very Good

16.5%

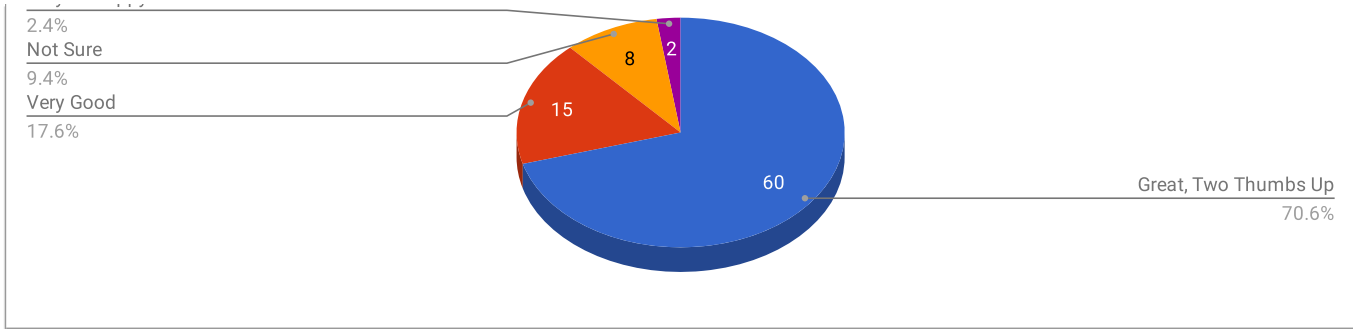


Great, Two Thumbs Up  
74.1%

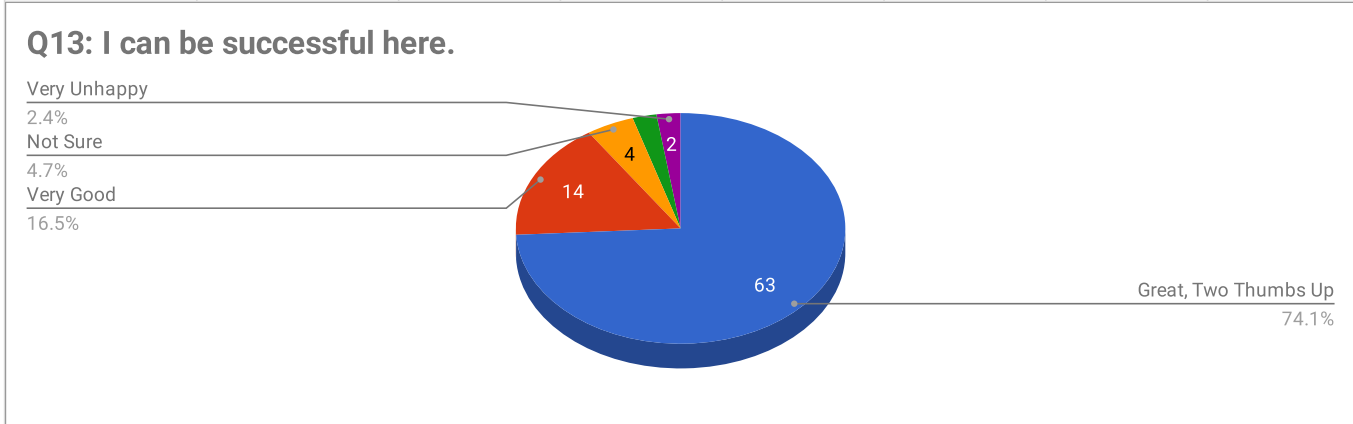
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	63	14	7	0	1
Item Mean	4.62				
2019 Mean	4.59				

### Q12: I feel like I can be myself.

Very Unhappy

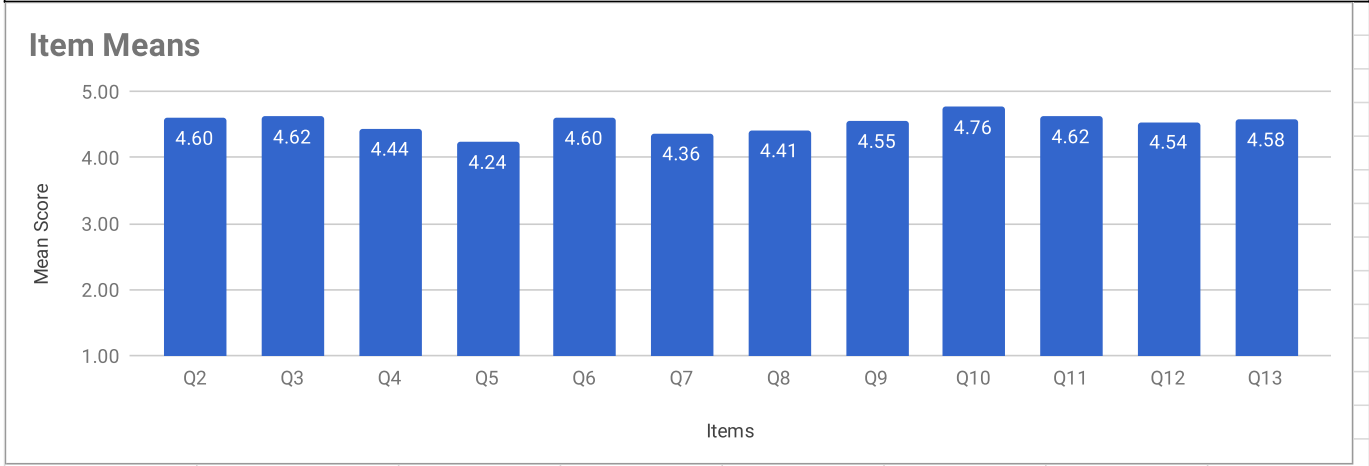


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	60	15	8	0	2
Item Mean	4.54				
2019 Mean	4.41				



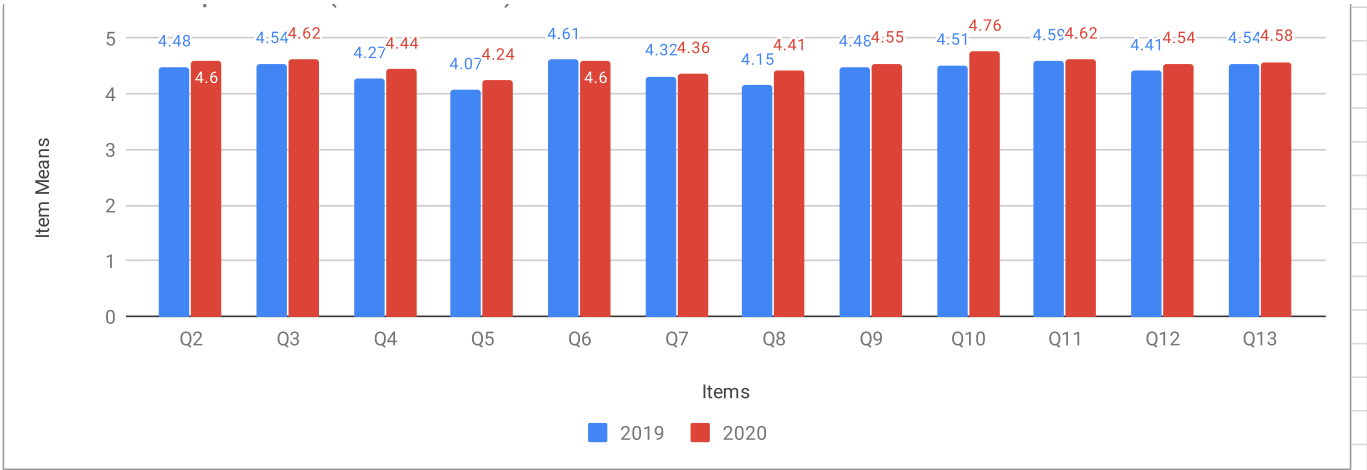
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	63	14	4	2	2
Item Mean	4.58				
2019 Mean	4.54				

**Means**



Lowest Item Mean	4.24	I can talk to my foster parents about myself and what is happening in my life. (2019 - My foster parents listen to me, talk with me and help me calm down.)
Highest Item Mean	4.76	I feel safe. (2019 - I trust my foster parents to keep things safe.)

**Means Comparative (2019 - 2020)**



Greatest positive change	.26	My foster parents participate in activities with me and others.
Greatest negative change	0.01	I trust my foster parents to keep my belongings safe.