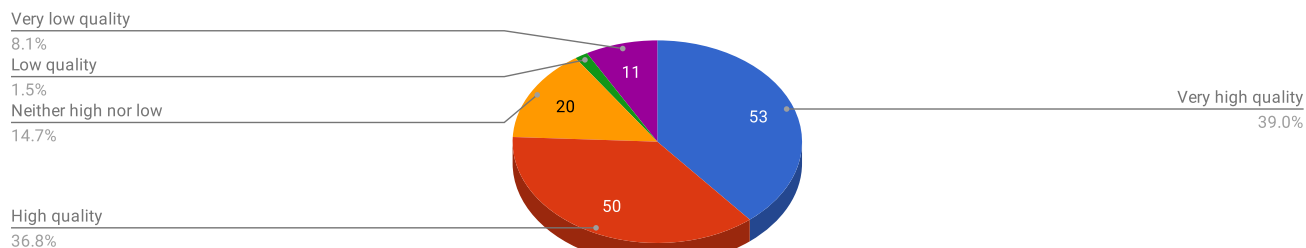


## Foster Family Satisfaction Survey 2020



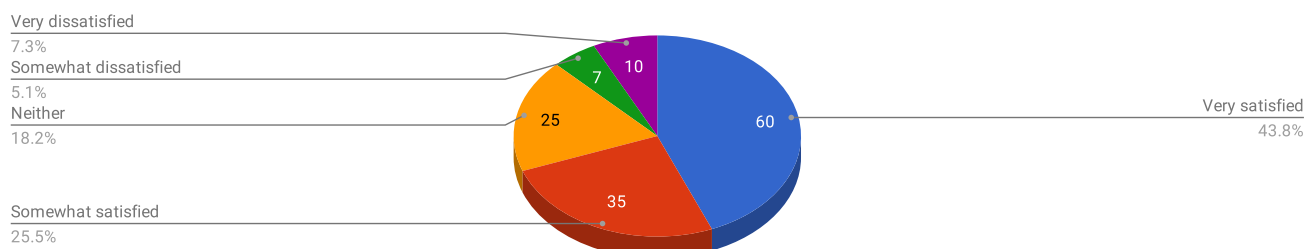
This survey was administered via a link provided to EA FFA parents. The satisfaction survey consists of fourteen items, nine of which are based on a 5-point Likert scale. Likert-scaled responses ranged from a high of five points to a low of one point (e.g., "Extremely satisfied" to "Not at all satisfied"). Two items were scored on a 3-point scale (e.g., "Yes, definitely" to "No"). Item 12 (Q12) is measured on a 0 - 10 rating system, which then defines answers into categories. These categories are as follows: Detractors (scores of 0-6), Passives (scores of 7-8), and Promoters (scores of 9-10). This survey ended with a sample size (*n*) of 138, up from 85 in 2019 (a 62.4% increase).

### Q1: How satisfied are you as a foster family with the overall services from EA?



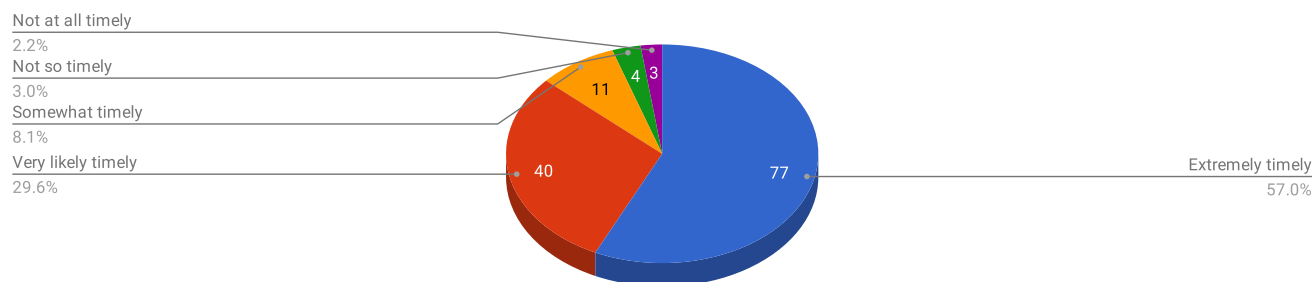
	Quality of Services				
	Very high quality	High quality	Neither high nor low	Low quality	Very low
# of Responses	53	50	20	2	11
Item Mean	3.97				
2019 Mean	4.07				

### Q2: How satisfied are you with the support you and your family have received from EA staff?



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	60	35	25	7	10
Item Mean	3.93				
2019 Mean	4.25				

### Q3: Have our social workers been available in a timely fashion to assist you?



	Extremely timely	Very likely timely	Somewhat timely	Not so timely	Not at all timely
# of Responses	77	40	11	4	3

Item Mean	4.36
2019 Mean	4.42

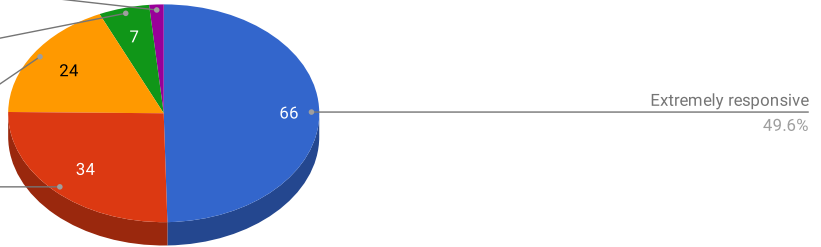
#### Q4: What is the social worker's approximate frequency of contact with you per month?

Not so responsive  
1.5%

Somewhat responsive  
5.3%

Follows plan/returns calls  
18.0%

Very responsive  
25.6%



	Extremely responsive, one home visit per week and always returns my calls	Very responsive, visits home biweekly, and always returns my calls	Follows case plans for home visits and returns phone calls	Somewhat responsive, inconsistent home visits, eventually returns my calls	Not so responsive, rarely does home visits, difficulty reaching by phone
# of Responses	66	34	24	7	2

Item Mean	4.17
2019 Mean	4.21

#### Q5: How satisfied are you with the communication with other EA staff (issues with monthly checks,

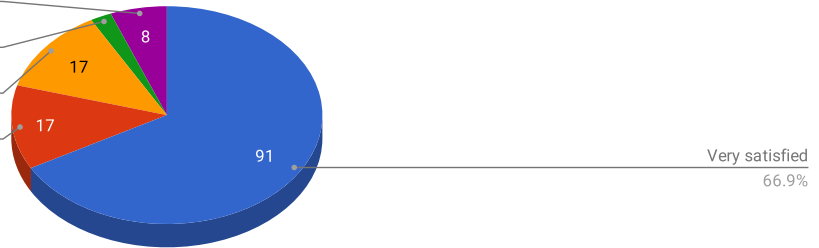
Very dissatisfied  
5.9%

Somewhat dissatisfied  
2.2%

Neither  
12.5%

Somewhat satisfied  
12.5%

Very satisfied  
66.9%



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	91	17	17	3	8

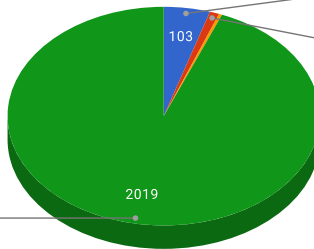
Item Mean	4.32
2019 Mean	4.48

#### Q6: The EA social worker involves me in the planning process for each child in my home.

Always  
4.8%

Usually  
1.0%

93.9%



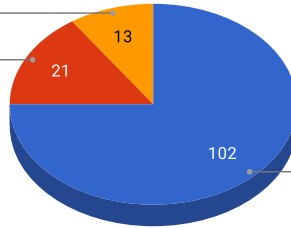
	Always	Usually	Never
# of Responses	103	21	7

Item Mean	2.73
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2019 Mean	2.73
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**Q7: I feel my role as a foster parent is viewed as important to EA staff.**

No  
9.6%  
Yes, somewhat  
15.4%

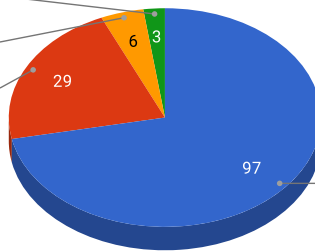


Yes, definitely  
75.0%

	Yes, definitely	Yes, somewhat	No
# of Responses	102	21	13
Item Mean	2.65		
2019 Mean	2.8		

**Q8: I feel adequately trained to be an effective foster parent.**

Somewhat dissatisfied  
2.2%  
Neither  
4.4%  
Somewhat satisfied  
21.5%

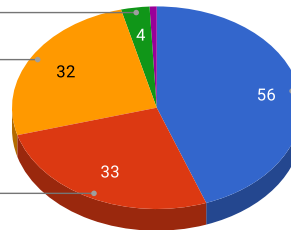


Very satisfied  
71.9%

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	97	29	6	3	0
Item Mean	4.63				
2019 Mean	4.52				

**Q9: The EA emergency/after hours on-call system is effective and efficient?**

Below average  
3.2%  
Average  
25.4%



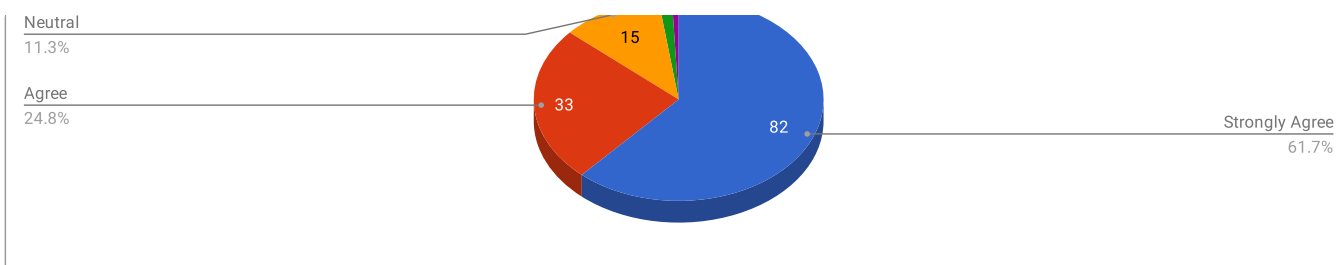
Excellent  
44.4%

	Excellent	Above average	Average	Below average	Poor
# of Responses	56	33	32	4	1
Item Mean	4.1				
2019 Mean	4.09				

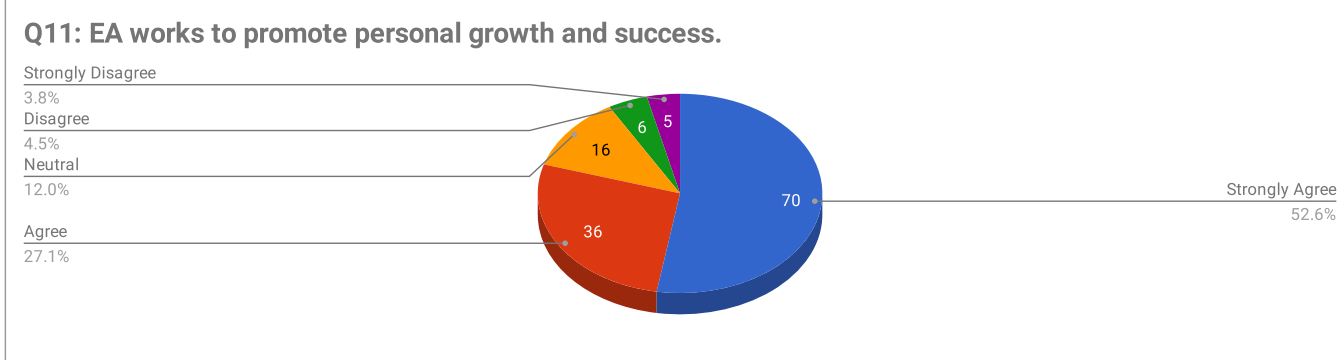
**Q10: I feel cultural concerns and preferences (race, spirituality, identity, etc.) are respected by EA.**

Disagree  
1.5%

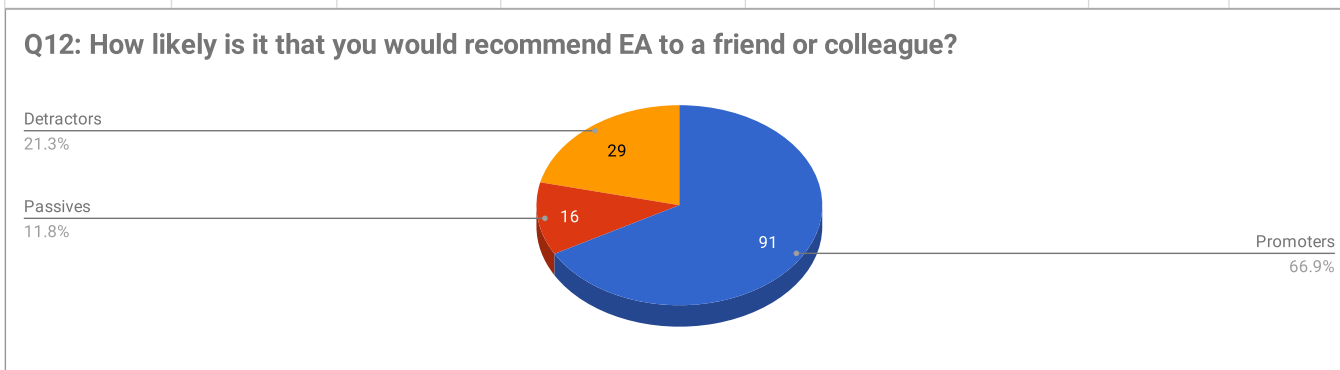




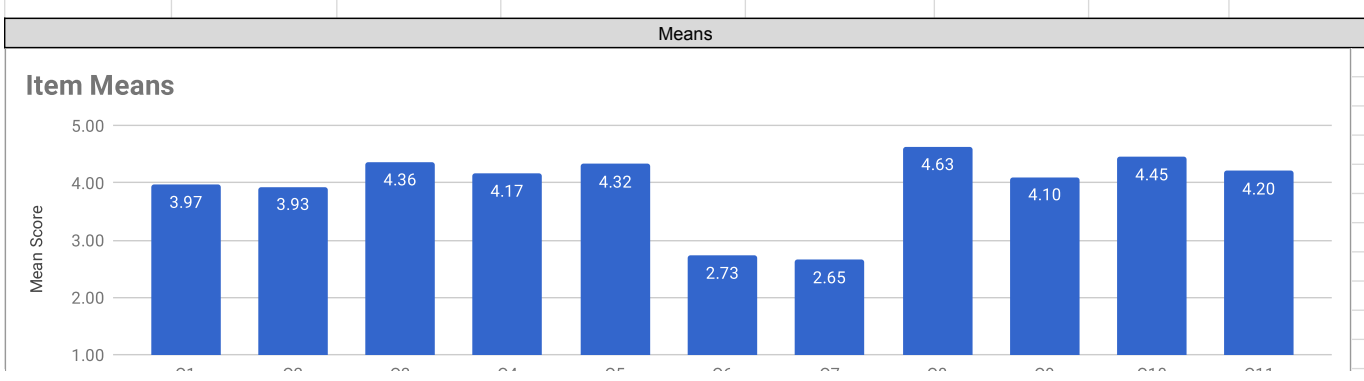
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	82	33	15	2	1
Item Mean	4.45				
2019 Mean	4.57				



	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	70	36	16	6	5
Item Mean	4.2				
2019 Mean	4.46				



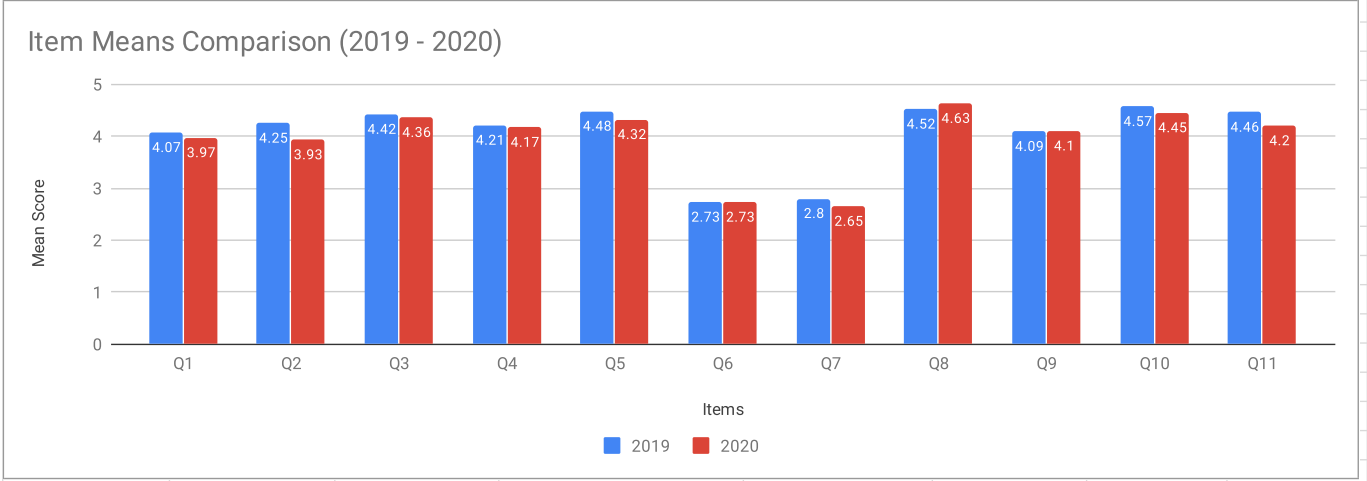
	Promoters (9-10)	Passives (7-8)	Detractors (0-6)
2020 Responses	91	16	29
2019 Responses	57	17	9



	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
	Items										

Lowest Item Mean	3.93	How satisfied are you with the support you and your family have received from EA staff? (2019 - How satisfied are you as a foster family with the overall services from EA?)
Highest Item Mean	4.63	I feel adequately trained to be an effective foster parent? (2019 - I feel cultural concerns and preferences are respected by EA?)

\*\* Items 6 & 7 are not included in "Lowest Item Mean" or "Highest Item Mean" as they are on a 3-point scale, rather than a 5-point scale \*\*



Greatest positive change	.11	I feel adequately trained to be an effective foster parent.
Greatest negative change	-0.32	How satisfied are you with the support you and your family have received from EA staff?

\*\* Items 6 & 7 are not included in "Lowest Item Mean" or "Highest Item Mean" as they are on a 3-point scale, rather than a 5-point scale \*\*