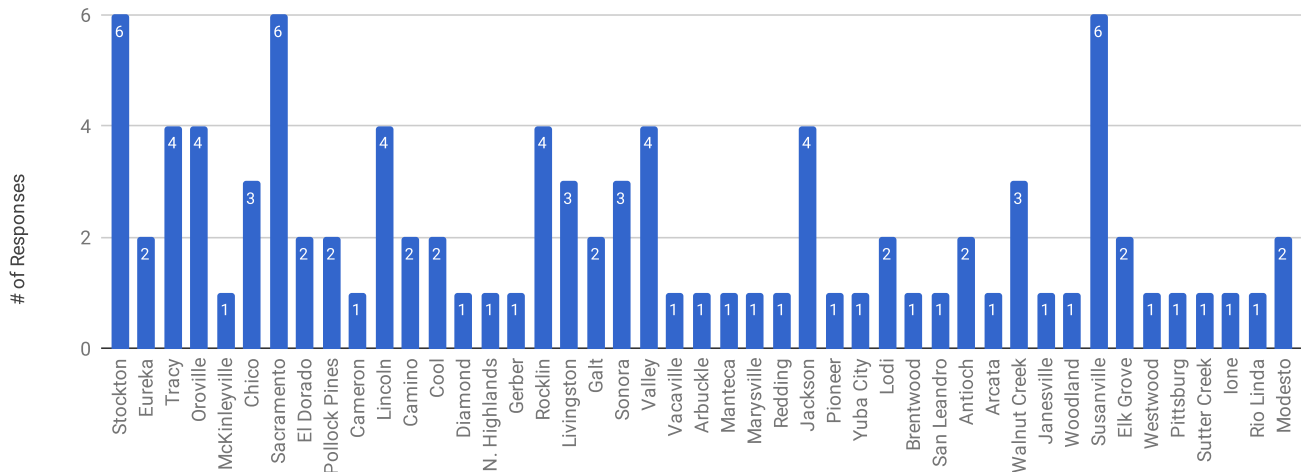


# FFA Client Satisfaction Survey 2021

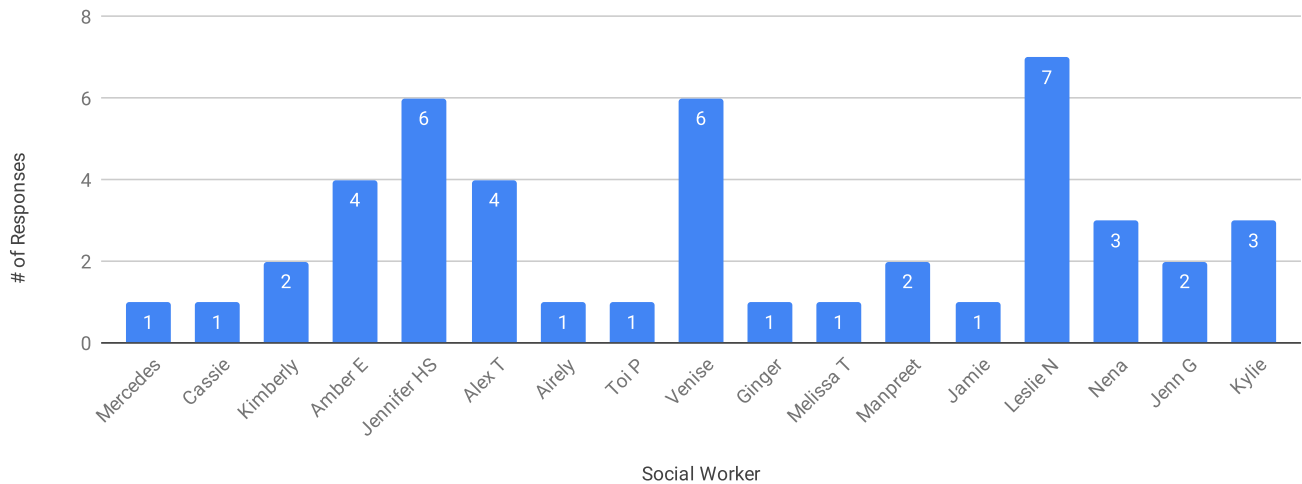


This satisfaction survey consists of fourteen items, twelve of which are based on a 5-point Likert scale. The survey was administered via a SurveyMonkey link to EA FFA clients. Likert-scaled responses ranged from "Great, Two thumbs up" to "Very Unhappy!" This survey ended with a sample size (*n*) of 99, up from 85 in 2020 (an increase of 16.5%).

## Q1: In what city do you live?



## Q2: Social Worker

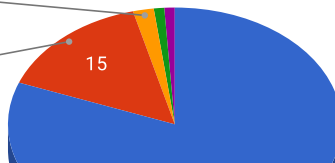


**\*This item was added only in version 2.0 of this survey. n = 46**

## Q3: My foster parents show a positive attitude, and treat me with respect.

Not Sure  
2.0%

Very Good  
15.2%



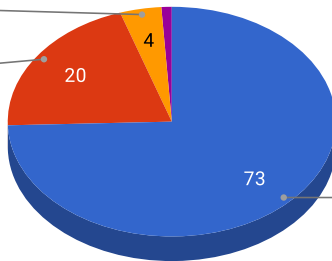


Great, Two Thumbs Up  
80.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	80	15	2	1	1
Item Mean	4.74				
2020 Mean	4.6				

#### Q4: My foster parents are kind and helpful.

Not Sure  
4.1%  
Very Good  
20.4%

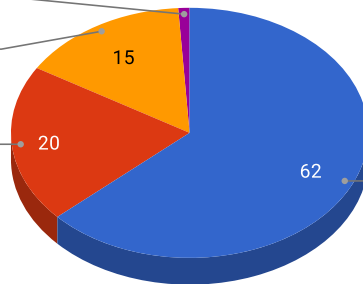


Great, Two Thumbs Up  
74.5%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	73	20	4	0	1
Item Mean	4.67				
2020 Mean	4.62				

#### Q5: My foster parents listen to me, talk with me, and help me calm down.

Very Unhappy  
1.0%  
Not Sure  
15.3%  
Very Good  
20.4%



Great, Two Thumbs Up  
63.3%

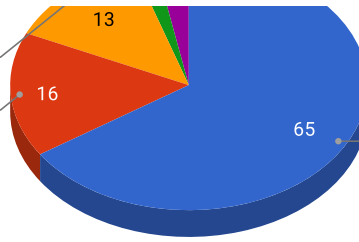
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	62	20	15	0	1
Item Mean	4.45				
2020 Mean	4.44				

#### Q6: I can talk to my foster parents about myself and what is happening in my life.

Very Unhappy  
3.0%  
Not Happy



2.0%  
Not Sure  
13.1%  
Very Good  
16.2%

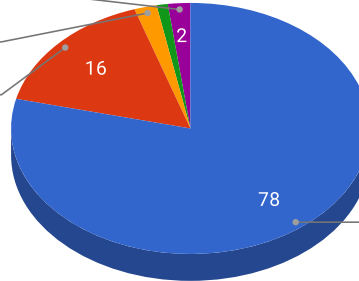


Great, Two Thumbs Up  
65.7%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	65	16	13	2	3
Item Mean	4.39				
2020 Mean	4.24				

### Q7: I trust my foster parents to keep things safe.

Very Unhappy  
2.0%  
Not Sure  
2.0%  
Very Good  
16.2%

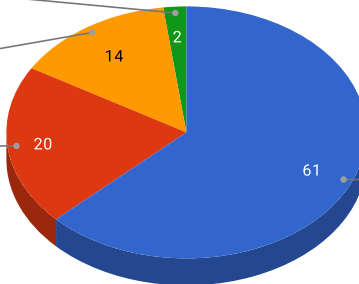


Great, Two Thumbs Up  
78.8%

	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	78	16	2	1	2
Item Mean	4.69				
2020 Mean	4.6				

### Q8: My foster parents keep their promises.

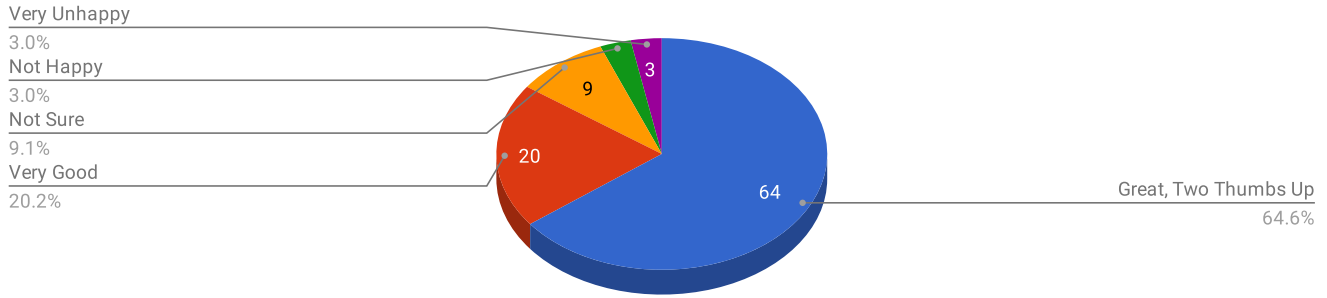
Not Happy  
2.1%  
Not Sure  
14.4%  
Very Good  
20.6%



Great, Two Thumbs Up  
62.9%

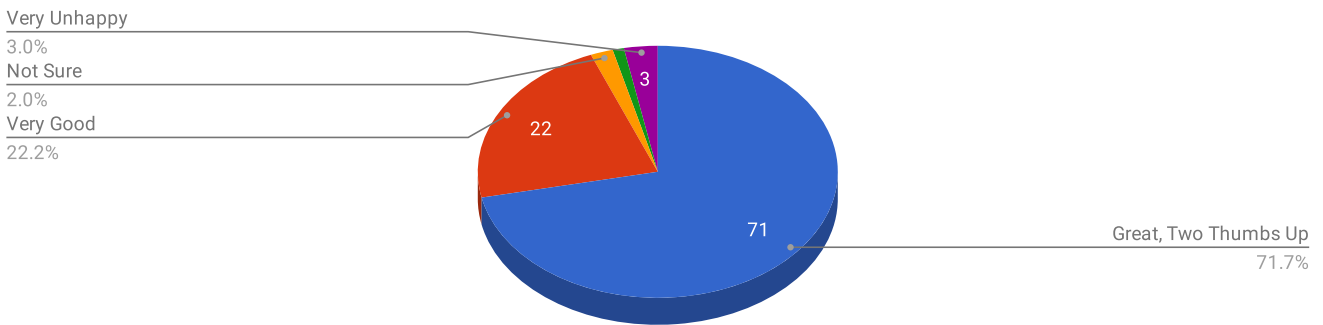
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	61	20	14	2	0
Item Mean	4.44				
2020 Mean	4.36				

### Q9: My foster parents participate in activities with me and others.



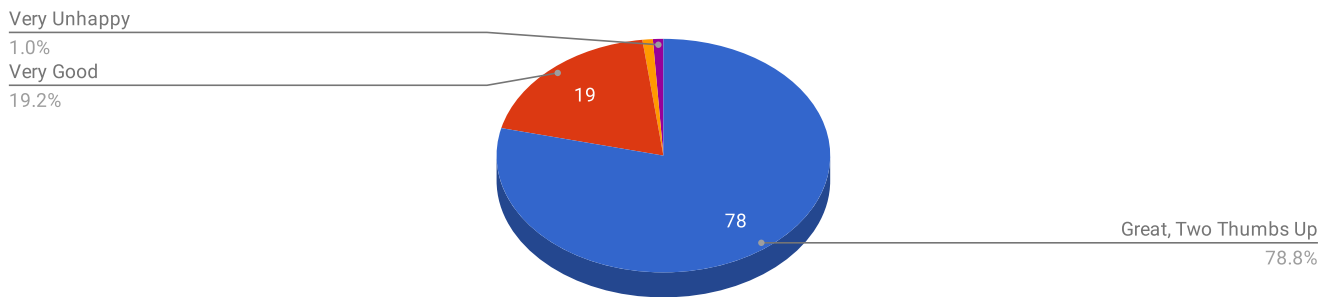
	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	64	20	9	3	3
Item Mean	4.4				
2020 Mean	4.41				

### Q10: This is how I feel about my foster parents.



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	71	22	2	1	3
Item Mean	4.59				
2020 Mean	4.55				

### Q11: I feel safe.

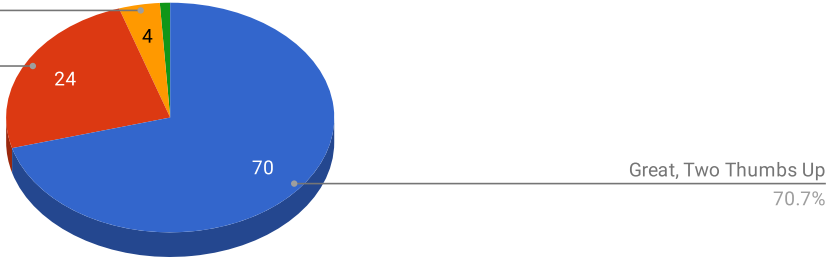


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	78	19	1	0	1

Item Mean	4.75
2020 Mean	4.76

**Q12: My foster parents help me.**

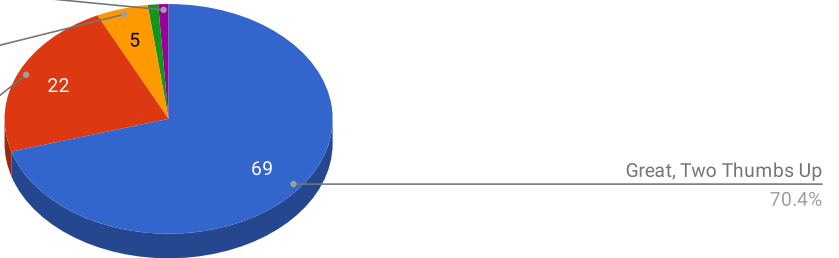
Not Sure  
4.0%  
Very Good  
24.2%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	70	24	4	1	0
Item Mean	4.65				
2020 Mean	4.62				

**Q13: I feel like I can be myself.**

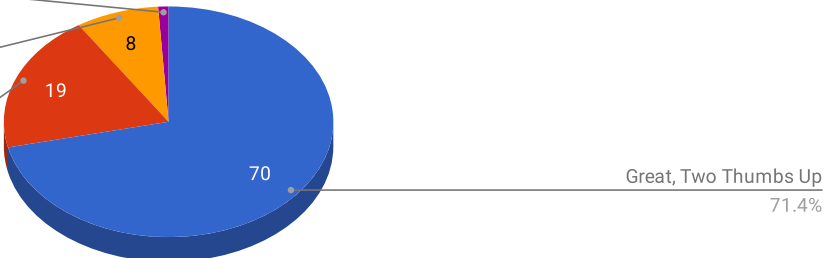
Very Unhappy  
1.0%  
Not Sure  
5.1%  
Very Good  
22.4%



	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	69	22	5	1	1
Item Mean	4.6				
2020 Mean	4.54				

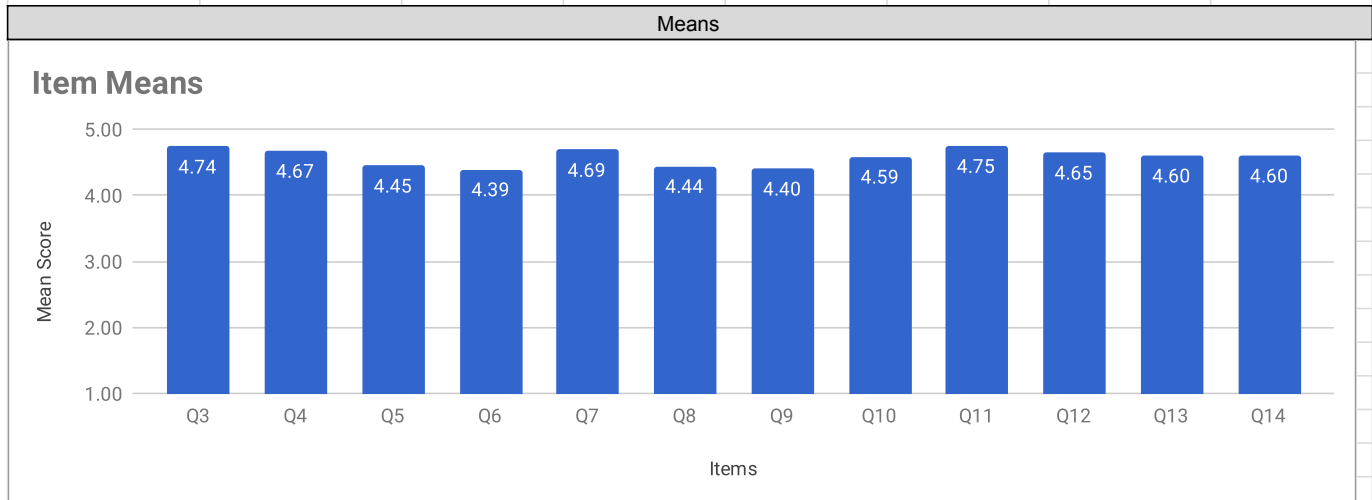
**Q14: I can be successful here.**

Very Unhappy  
1.0%  
Not Sure  
8.2%  
Very Good  
19.4%

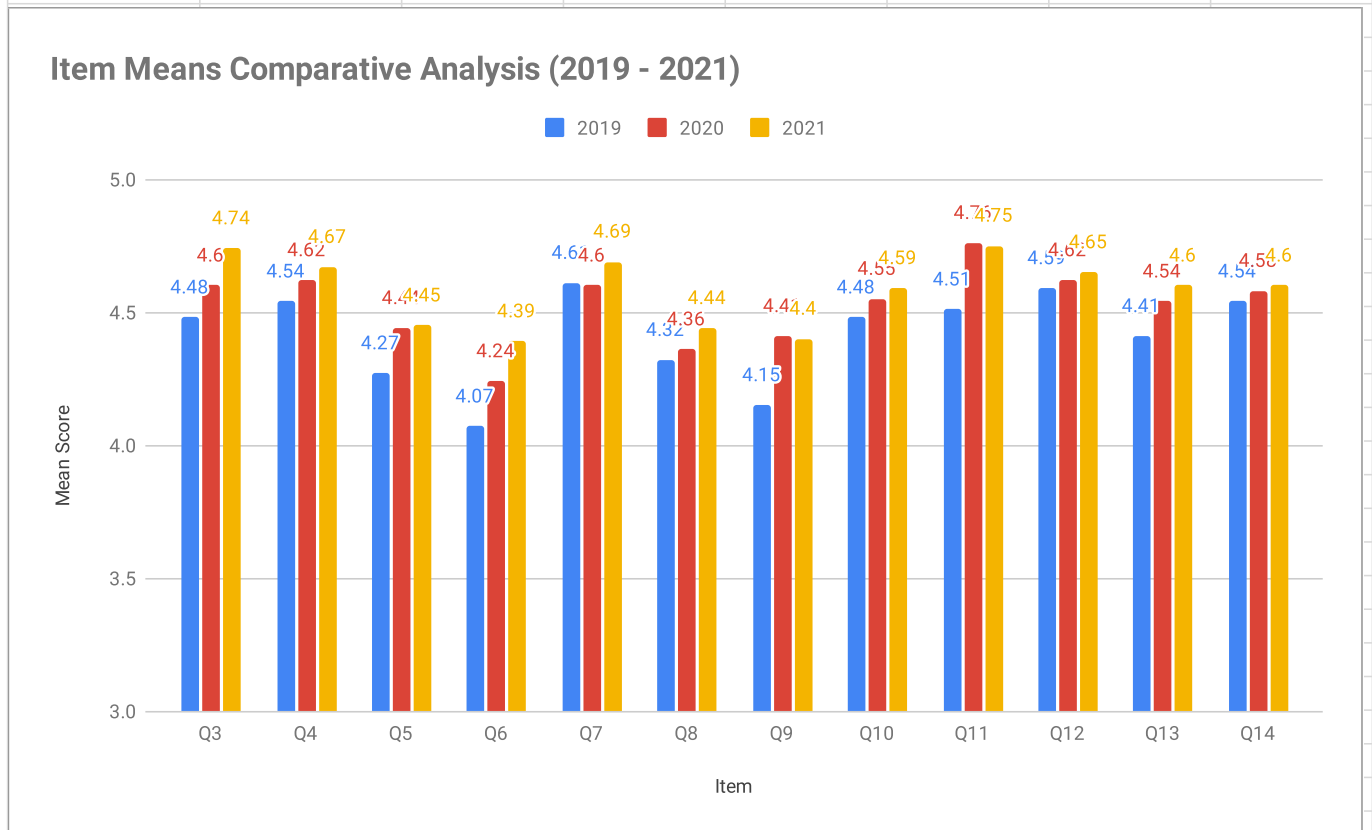


	Great, 2 Thumbs Up	Very Good	Not Sure	Not Happy	Very Unhappy
# of Responses	70	19	8	1	0
Item Mean	4.65				
2020 Mean	4.62				

# of Responses	70	19	8	0	1
Item Mean	4.6				
2020 Mean	4.58				



Lowest Item Mean	4.39	My foster parents listen to me, talk with me and help me calm down. (2020 - I can talk to my foster parents about myself and what is happening in my life.)
Highest Item Mean	4.75	I feel safe. (same in 2019)



Greatest positive change	.15	I can talk to my foster parents about myself and what is happening in my life.
Greatest negative change	-0.01	T - My foster parents participate in activities with me and others. & I feel safe.