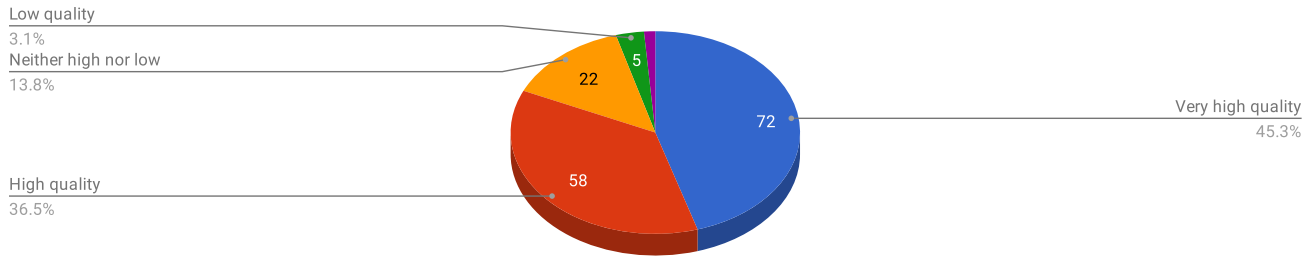


Foster Family Satisfaction Survey 2021



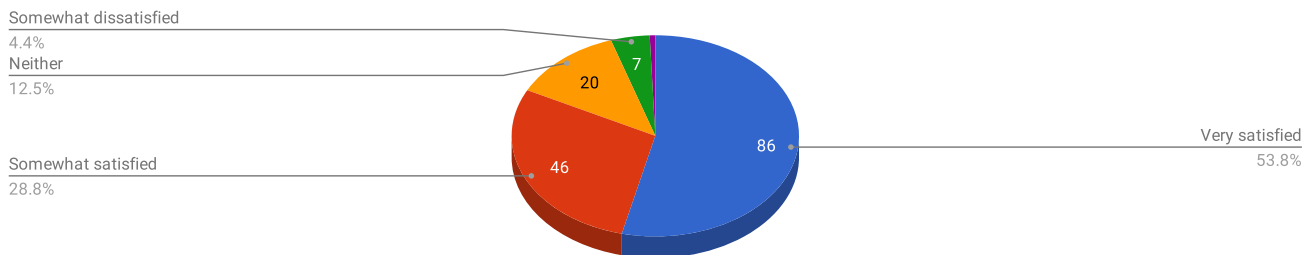
This survey was administered via a link provided to EA FFA parents. The satisfaction survey consists of fourteen items, nine of which are based on a 5-point Likert scale. Likert-scaled responses ranged from a high of five points to a low of one point (e.g., "Extremely satisfied" to "Not at all satisfied"). 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 161, up from 138 in 2020 (a 16.7% increase).

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



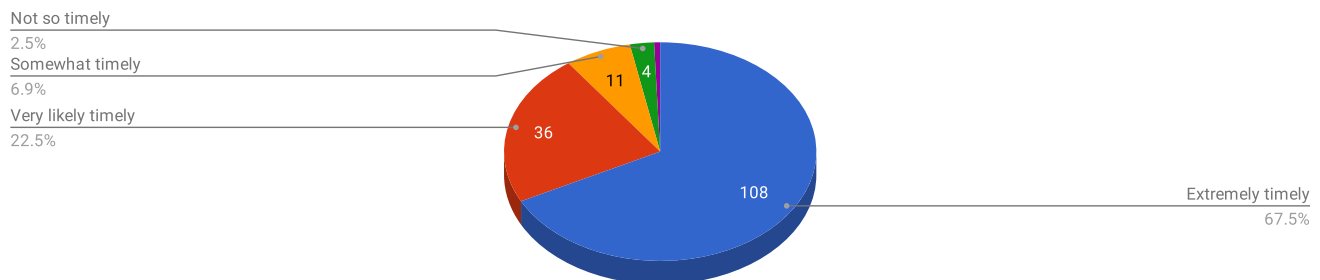
	Quality of Services				
	Very high quality	High quality	Neither high nor low	Low quality	Very low
# of Responses	72	58	22	5	2
Item Mean	4.21				
2020 Mean	3.97				

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	86	46	20	7
Item Mean	4.31				
2020 Mean	3.93				

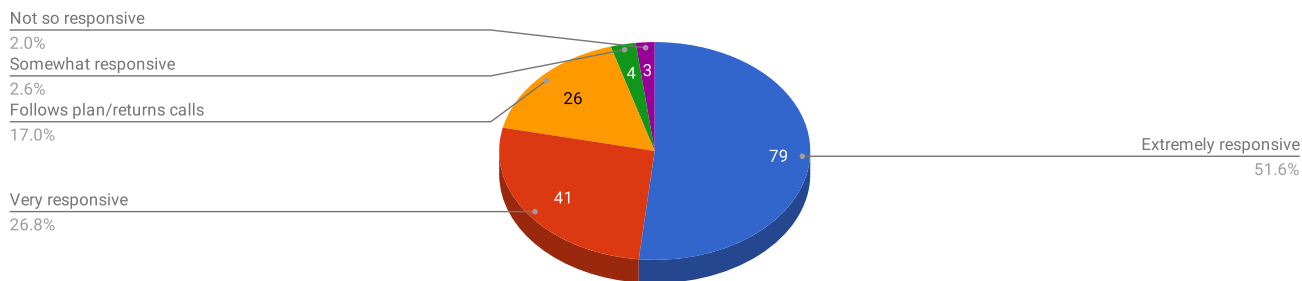
Q3: Have our social workers been available in a timely fashion to assist you?



Extremely timely	Very likely timely	Somewhat timely	Not so timely	Not at all timely
------------------	--------------------	-----------------	---------------	-------------------

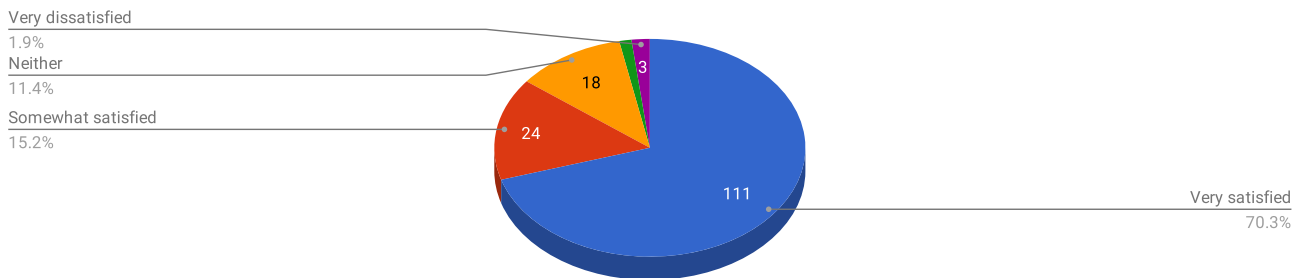
# of Responses	108	36	11	4	1
Item Mean	4.54				
2020 Mean	4.36				

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



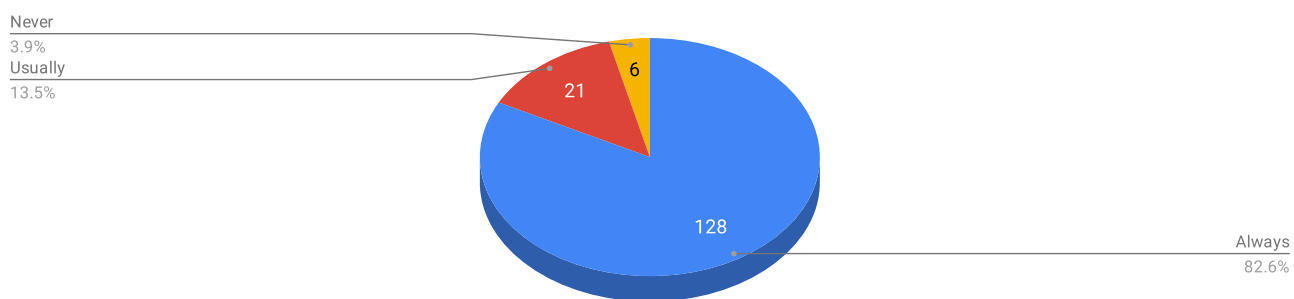
	Extremely responsive, one home visit per week and always returns my calls	Very responsive, visits home biweekly, and always returns my calls	Follows case plans for home visits and returns phone calls	Somewhat responsive, inconsistent home visits, eventually returns my calls	Not so responsive, rarely does home visits, difficulty reaching by phone
# of Responses	79	41	26	4	3
Item Mean	4.24				
2020 Mean	4.17				

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



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	111	24	18	2	3
Item Mean	4.51				
2020 Mean	4.32				

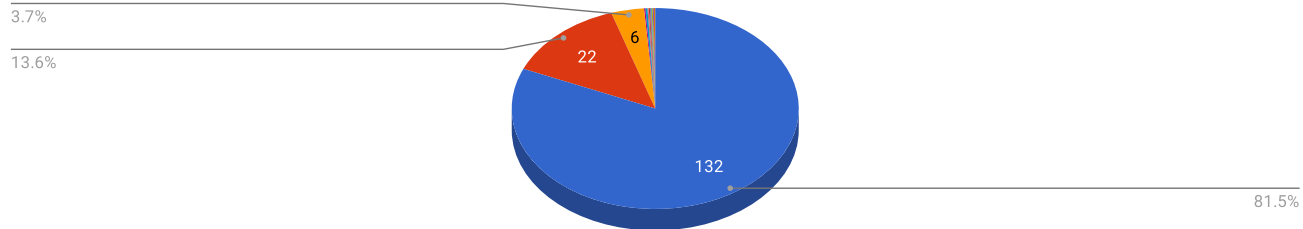
Q6: The EA social worker involves me in the planning process for each child in my home?



	Always	Usually	Never
# of Responses	128	21	6
Item Mean	4.51		
2020 Mean	4.32		

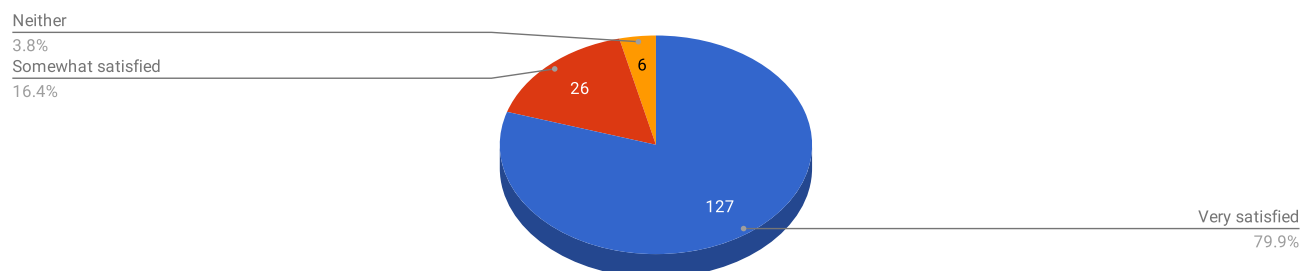
# of Responses	128	21	6
Item Mean	2.79		
2020 Mean	2.73		

Q7: I feel my role as a foster parent is viewed as important to EA staff.



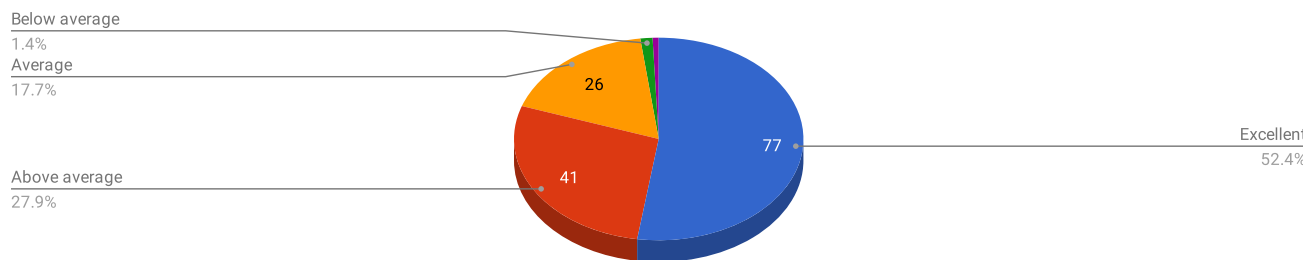
	Yes, definitely	Yes, somewhat	No
# of Responses	132	22	6
Item Mean	2.79		
2020 Mean	2.65		

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



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	127	26	6	0	0
Item Mean	4.76				
2020 Mean	4.63				

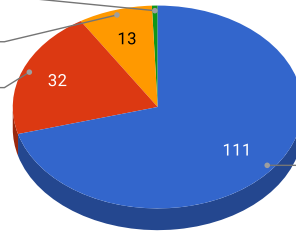
Q9: The EA emergency/after hours on-call system is effective and efficient?



	Excellent	Above average	Average	Below average	Poor
# of Responses	77	41	26	2	1
Item Mean	4.3				
2019 Mean	4.1				

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

Disagree
0.6%
Neutral
8.3%
Agree
20.4%



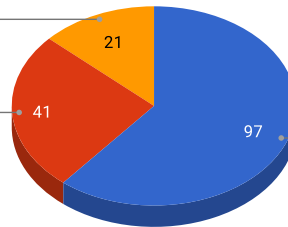
Strongly Agree
70.7%

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	111	32	13	1	0

Item Mean	4.61
2020 Mean	4.45

Q11: EA works to promote personal growth and success.

Neutral
13.2%
Agree
25.8%



Strongly Agree
61.0%

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	97	41	21	0	0

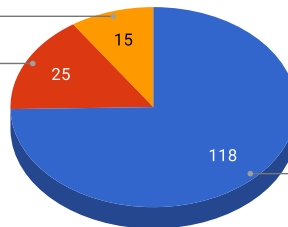
Item Mean	4.48
2020 Mean	4.2

Comments

I've done more growing in the 3 years being affiliated with EA than the 5years at a Cal State University.

Q12: How likely is it that you would recommend EA to a friend or colleague?

Detractors
9.5%
Passives
15.8%

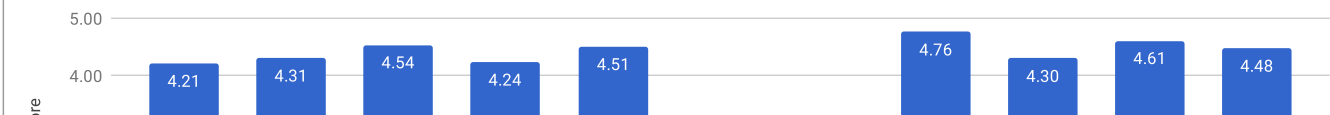


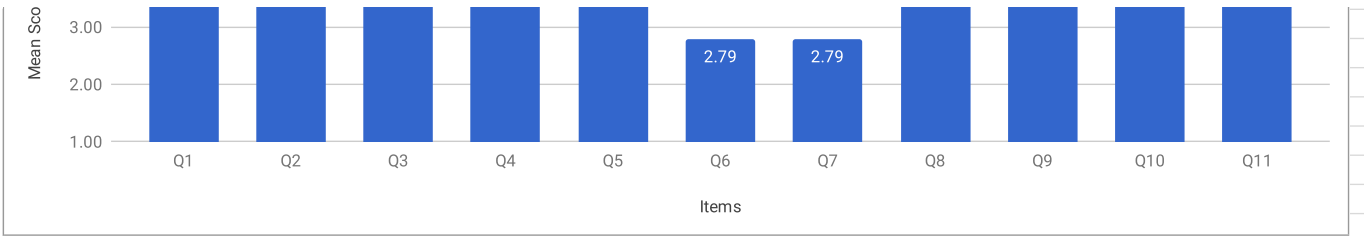
Promoters
74.7%

	Promoters (9-10)	Passives (7-8)	Detractors (0-6)
2021 Responses	118	25	15
2020 Responses	91	16	29

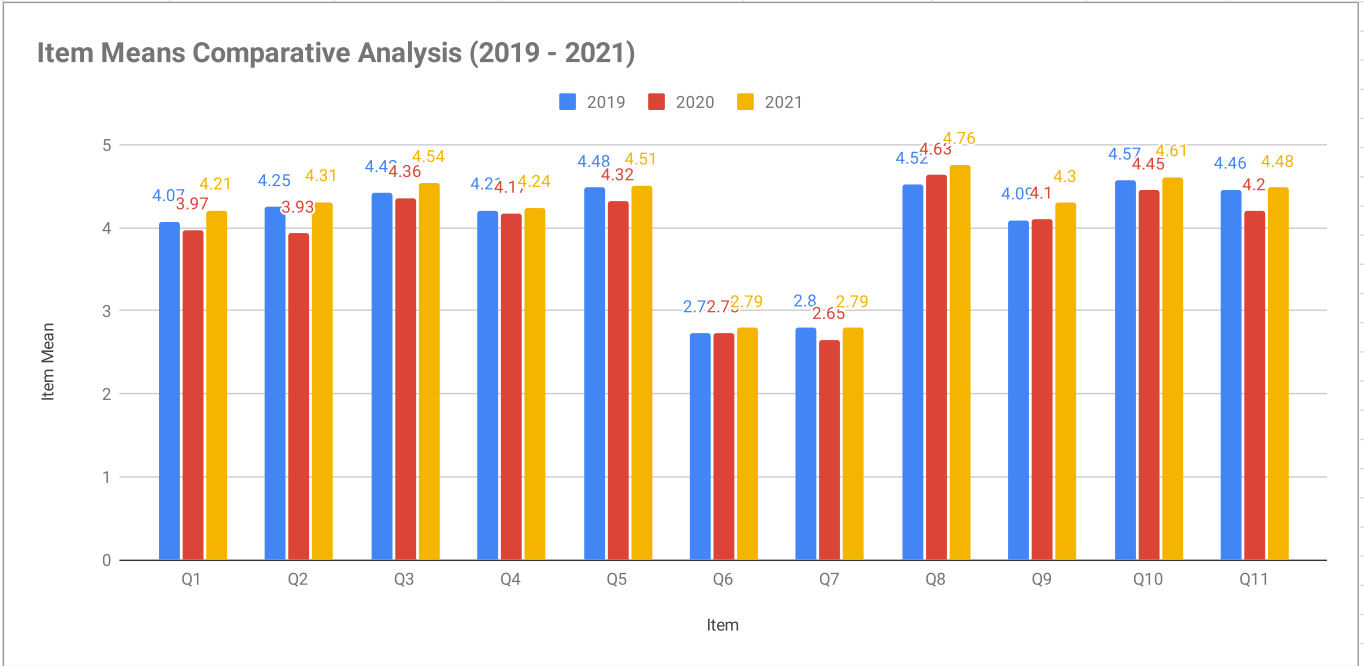
Means

Item Means





Lowest Item Mean	4.21	How satisfied are you as a foster family with the overall services from EA? (2020 - How satisfied are you with the support you and your family have received from EA staff?)
Highest Item Mean	4.76	I feel adequately trained to be an effective foster parent? (same in 2020)
** 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	.38	How satisfied are you with the support you and your family have received from EA staff? (2020 - I feel adequately trained to be an effective foster parent.)
Greatest negative change	N/A	Nothing declined from 2020 to 2021. (2020 - 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 **		