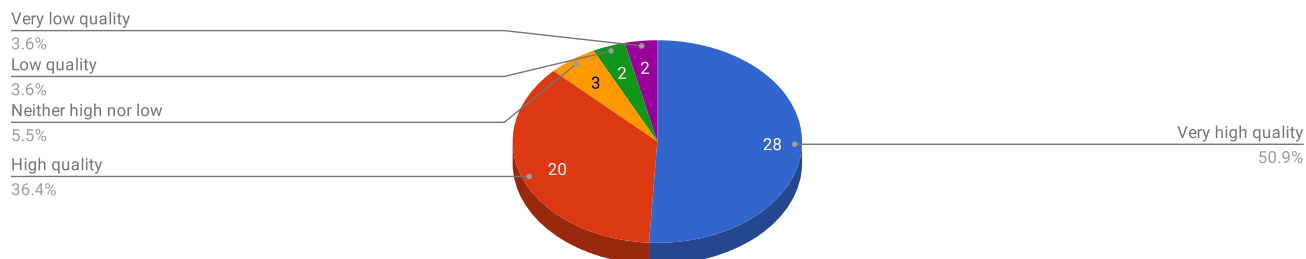


## Foster Family Satisfaction Survey 2022



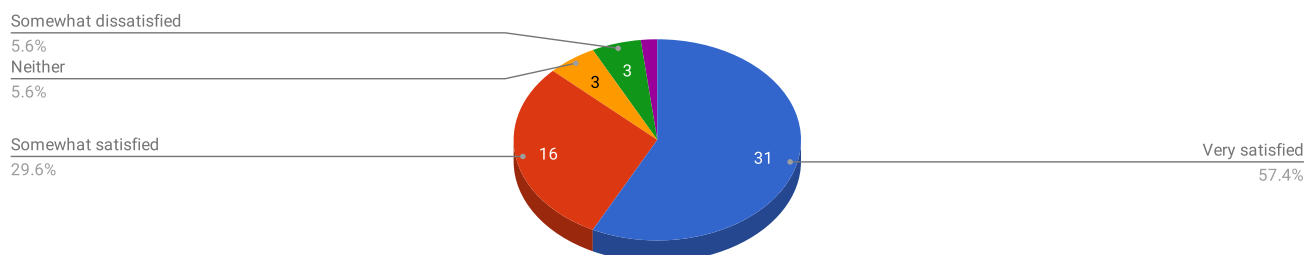
This survey was administered via a link provided to EA FFA parents. The satisfaction survey consists of fourteen items, nine of which are based on a 5-point Likert scale. Likert-scaled responses ranged from a high of five points to a low of one point (e.g., "Extremely satisfied" to "Not at all satisfied"). 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 55, down from 161 in 2021.

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



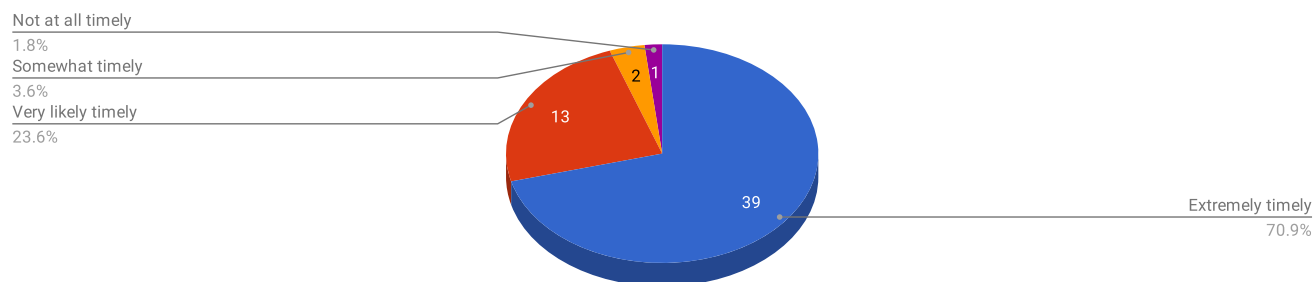
	Quality of Services				
	Very high quality	High quality	Neither high nor low	Low quality	Very low
# of Responses	28	20	3	2	2
Item Mean	4.27				
2021 Mean	4.21				

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



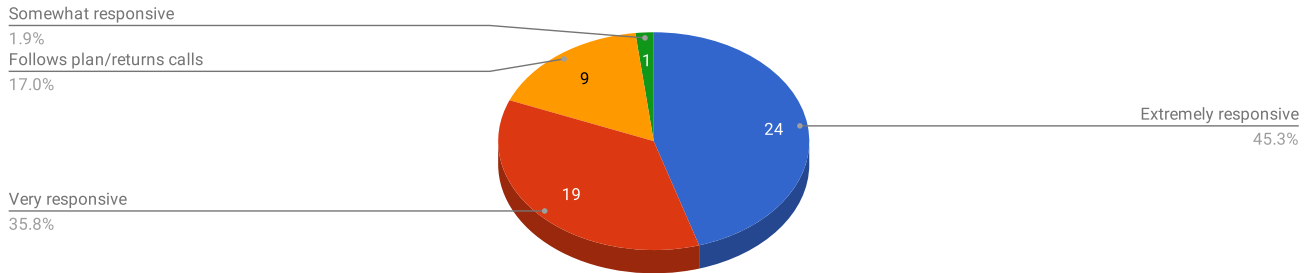
	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
	# of Responses	31	16	3	3
Item Mean	4.35				
2021 Mean	4.31				

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



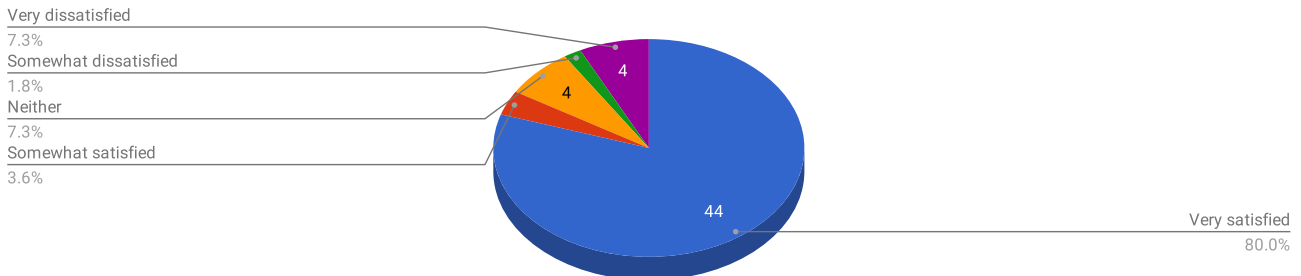
	Extremely timely	Very likely timely	Somewhat timely	Not so timely	Not at all timely
# of Responses	39	13	2	0	1
Item Mean	4.62				
2021 Mean	4.54				

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



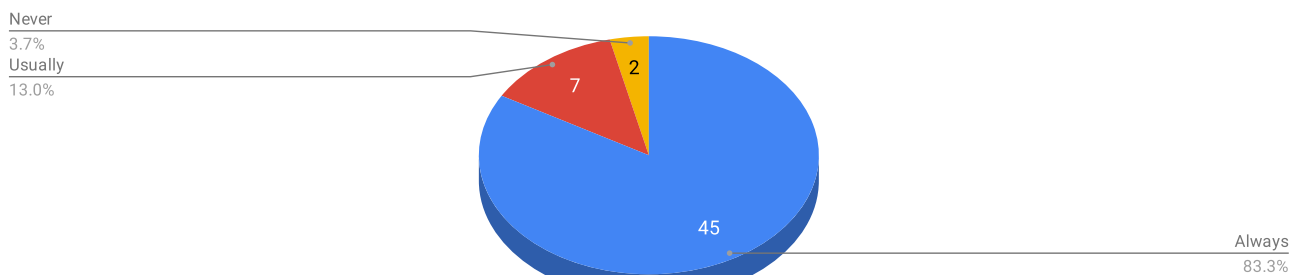
	Extremely responsive, one home visit per week and always returns my calls	Very responsive, visits home biweekly, and always returns my calls	Follows case plans for home visits and returns phone calls	Somewhat responsive, inconsistent home visits, eventually returns my calls	Not so responsive, rarely does home visits, difficulty reaching by phone
# of Responses	24	19	9	1	0
Item Mean	4.25				
2021 Mean	4.24				

#### 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	44	2	4	1	4
Item Mean	4.47				
2021 Mean	4.51				

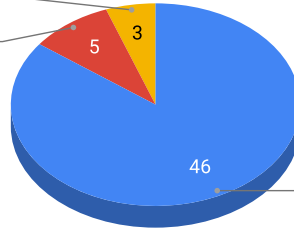
#### Q6: The EA social worker involves me in the planning process for each child in my home?



	Always	Usually	Never
# of Responses	45	7	2
Item Mean	2.8		
2021 Mean	2.79		

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

No  
5.6%  
Yes, somewhat  
9.3%

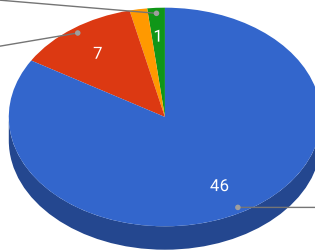


Yes, definitely  
85.2%

	Yes, definitely	Yes, somewhat	No
# of Responses	46	5	3
Item Mean	2.8		
2021 Mean	2.79		

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

Somewhat dissatisfied  
1.8%  
Somewhat satisfied  
12.7%

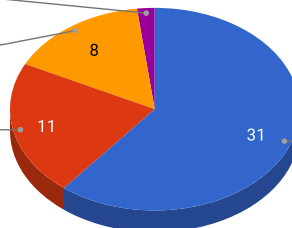


Very satisfied  
83.6%

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	46	7	1	1	0
Item Mean	4.78				
2021 Mean	4.76				

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

Poor  
2.0%  
Average  
15.7%  
Above average  
21.6%

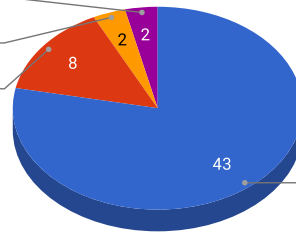


Excellent  
60.8%

	Excellent	Above average	Average	Below average	Poor
# of Responses	31	11	8	0	1
Item Mean	4.39				
2021 Mean	4.3				

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

Strongly Disagree  
3.6%  
Neutral  
3.6%  
Agree  
14.5%



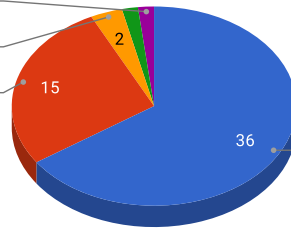
Strongly Agree  
78.2%

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	43	8	2	0	2

Item Mean	4.64
2021 Mean	4.61

**Q11: EA works to promote personal growth and success.**

Strongly Disagree  
1.8%  
Neutral  
3.6%  
Agree  
27.3%



Strongly Agree  
65.5%

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	36	15	2	1	1

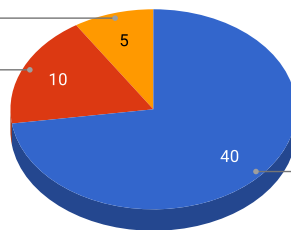
Item Mean	4.53
2021 Mean	4.48

**Comments**

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

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

Detractors  
9.1%  
Passives  
18.2%

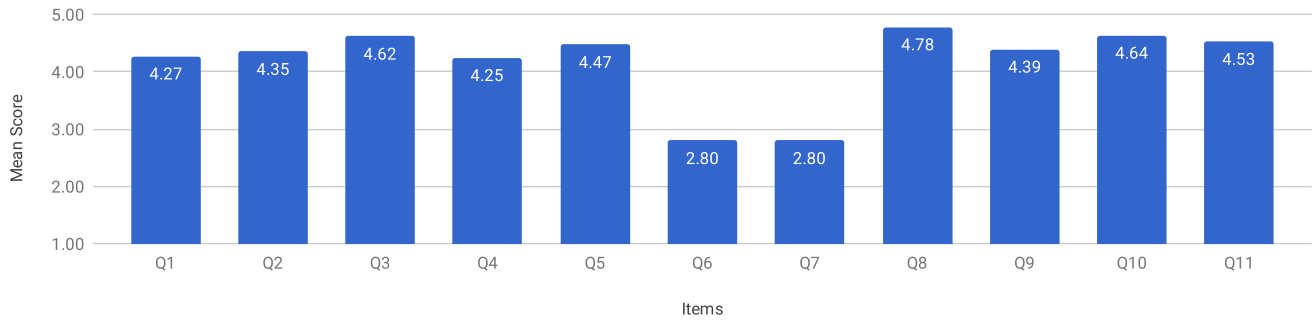


Promoters  
72.7%

	Promoters (9-10)	Passives (7-8)	Detractors (0-6)
2022 Responses	40	10	5
2021 Responses	118	25	29

Means

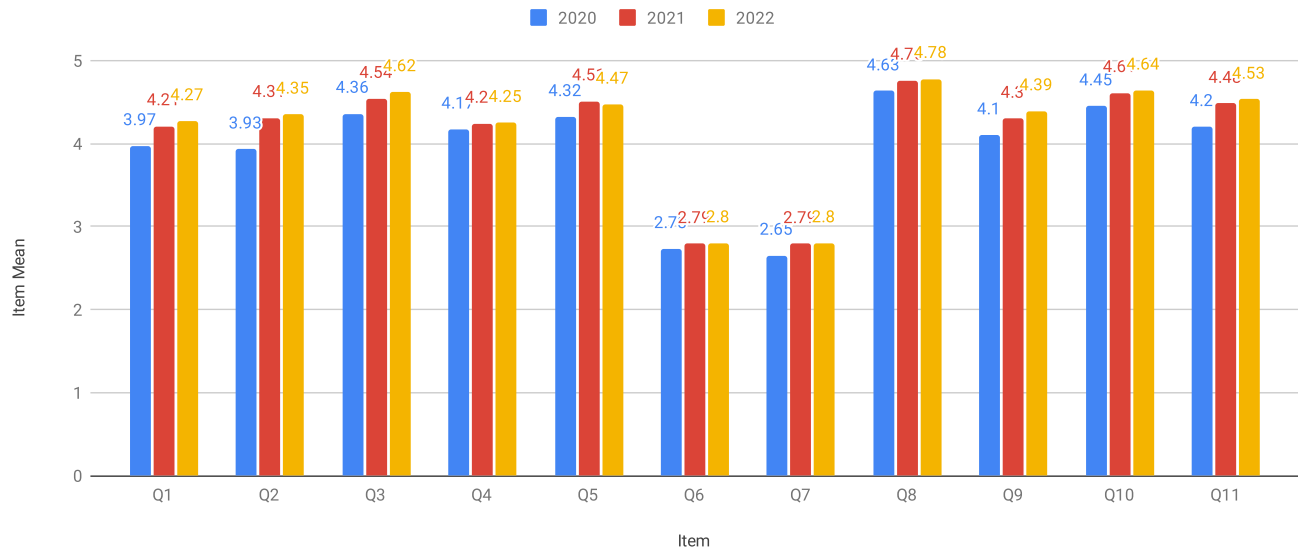
Item Means



Lowest Item Mean	4.25	What is the social worker's approximate frequency of contact with you per month?
Highest Item Mean	4.78	I feel adequately trained to be an effective foster parent? (same in2021)

\*\* 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 \*\*

Item Means Comparative Analysis (2020 - 2022)



Greatest positive change	.09	The EA emergency/after hours on-call system is effective and efficient.
Greatest negative change	-0.04	How satisfied are you with the communication with other EA staff (i.e. issues with monthly checks, calling SW Supervisors/Administrators for assistance, etc.)?

\*\* 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 \*\*