# Foster Family Satisfaction Survey 2023

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 Liekert scale. Liekert-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 59, up from 55 in 2022.

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



- Very high quality
- High quality
- Neither high nor low
- Low quality
- Very low quality
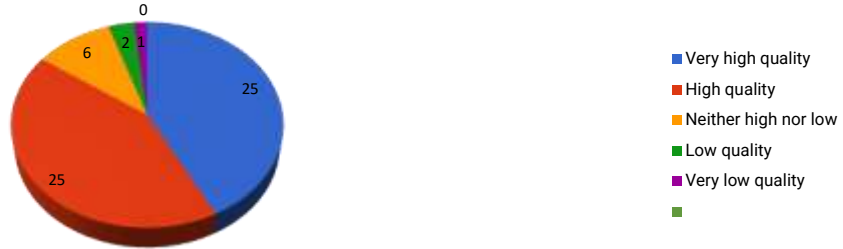
| | Quality of Services | | | | |
| --- | --- | --- | --- | --- | --- |
| | Very high quality | High quality | Neither high nor low | Low quality | Very low |
| # of Responses | 25 | 25 | 6 | 2 | 1 |

| | |
| --- | --- |
| Item Mean | 4.2 |
| 2022 Mean | 4.27 |

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



- Very satisfied
- Somewhat satisfied
- Neither
- Somewhat dissatisfied
- Very dissatisfied

| | Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied |
| --- | --- | --- | --- | --- | --- |
| # of Responses | 33 | 17 | 3 | 5 | 1 |

| | |
| --- | --- |
| Item Mean | 4.29 |
| 2022 Mean | 4.35 |

**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

| | Extremely timely | Very likely timely | Somewhat timely | Not so timely | Not at all timely |
| --- | --- | --- | --- | --- | --- |
| # of Responses | 40 | 16 | 1 | 1 | 1 |

| | |
| --- | --- |
| Item Mean | 4.58 |
| 2022 Mean | 4.62 |

**Q4: What is the social worker's approximate frequency of contact with you per month?**
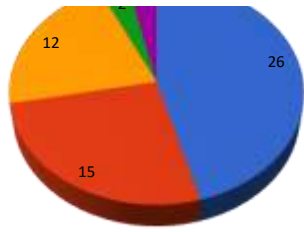
Legend:
- Extremely responsive
- Very responsive
- Follows plan/returns calls
- Somewhat responsive
- Not so responsive

| | 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 | 26 | 15 | 12 | 2 | 2 |

| | |
|---|---|
| Item Mean | 4.07 |
| 2022 Mean | 4.25 |

**Q5: How satisfied are you with the communication with other EA staff (issues with monthly checks, calling SW Supervisors/Administrators for assistance, etc)?**
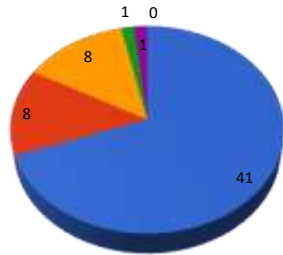


Legend:
- Very satisfied
- Somewhat satisfied
- Neither
- Somewhat dissatisfied
- Very dissatisfied

| | Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied |
|---|---|---|---|---|---|
| # of Responses | 41 | 8 | 8 | 1 | 1 |

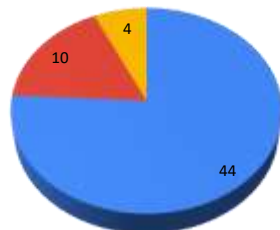| | |
|---|---|
| Item Mean | 4.47 |
| 2022 Mean | 4.47 |

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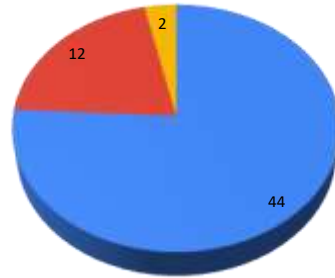


Legend:
- Always
- Usually
- Never

| | Always | Usually | Never |
|---|---|---|---|
| # of Responses | 44 | 12 | 2 |

| | |
|---|---|
| Item Mean | 2.72 |
| 2022 Mean | 2.8 |

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



Legend:
- Yes, definitely
- Yes, somewhat
- No

| Yes, definitely | Yes, somewhat | No |
|---|---|---|

| # of Responses | 44 | 10 | 4 |
|---|---|---|---|

| Item Mean | 2.65 |
|---|---|
| 2022 Mean | 2.8 |

### 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 | 44 | 13 | 2 | 0 | 0 |

| Item Mean | 4.71 |
|---|---|
| 2022 Mean | 4.78 |

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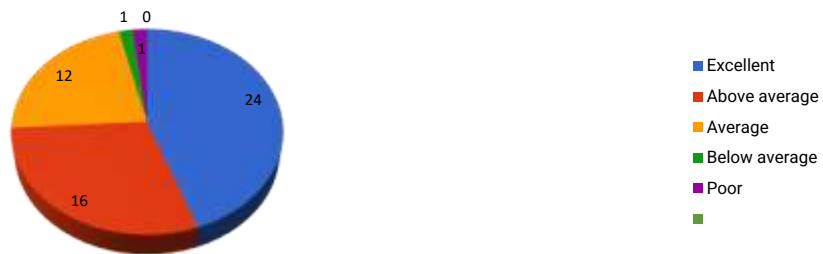


| | Excellent | Above average | Average | Below average | Poor |
|---|---|---|---|---|---|
| # of Responses | 24 | 16 | 12 | 1 | 1 |

| Item Mean | 4.13 |
|---|---|
| 2022 Mean | 4.39 |

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



| | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| # of Responses | 37 | 13 | 7 | 0 | 1 |

| Item Mean | 4.47 |
|---|---|
| 2022 Mean | 4.64 |

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

|  | Strongly Agree | Agree | Neither Agree Nor Disagree | Disagree | Strongly Disagree |
|---|---|---|---|---|---|
| # of Responses | 35 | 12 | 10 | 1 | 1 |

| | |
|---|---|
| Item Mean | 4.34 |
| 2022 Mean | 4.53 |

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



| | Promoters (9-10) | Passives (7-8) | Detractors (0-6) |
|---|---|---|---|
| 2023 Responses | 44 | 7 | 8 |
| 2022 Responses | 40 | 10 | 5 |

**Means**
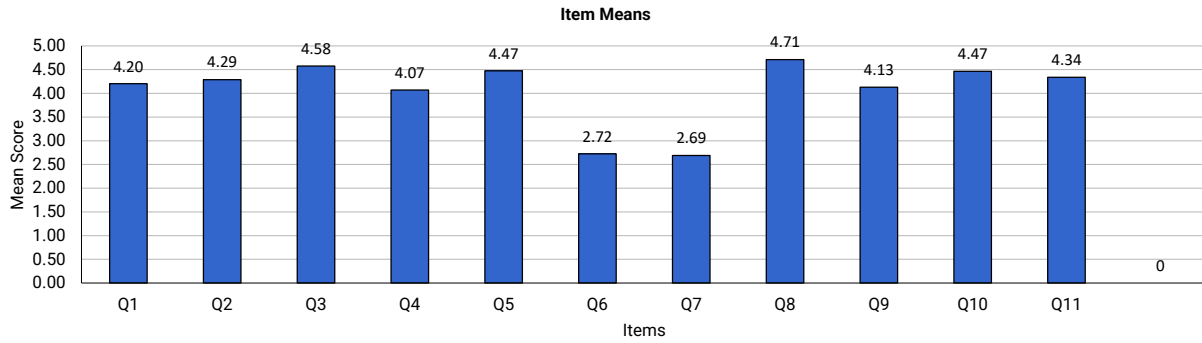
**Item Means**



| | | |
|---|---|---|
| Lowest Item Mean | 4.07 | What is the social worker's approximate frequency of contact with you per month? (same in 2022) |
| Highest Item Mean | 4.71 | I feel adequately trained to be an effective foster parent? (same in 2021 & 2022) |

**\*\* 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 \*\***