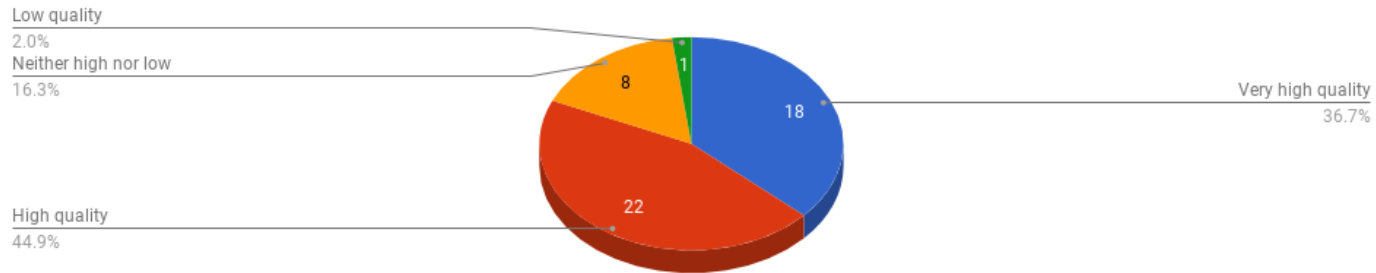


Foster Family Satisfaction Survey 2018



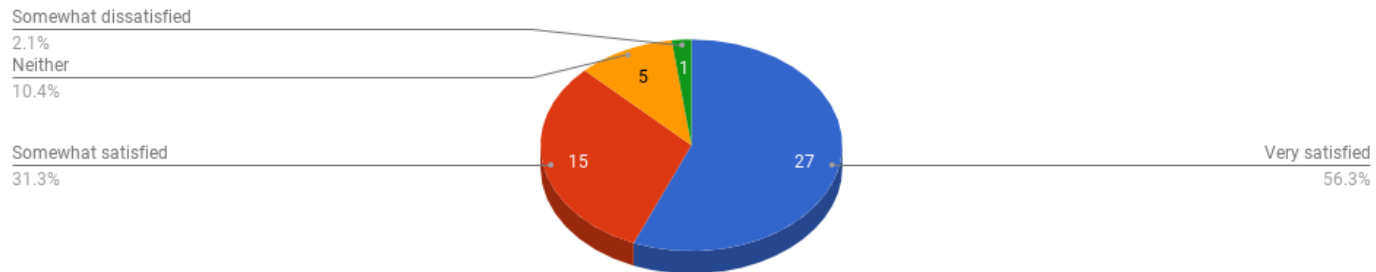
This survey was administered via a link provided to EA FFA parents. The satisfaction survey consists of fourteen items, nine of which are based on a 5-point Likert scale. Likert-scaled responses ranged from a high of five points to a low of one point (e.g., "Extremely satisfied" to "Not at all satisfied"). 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 49.

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



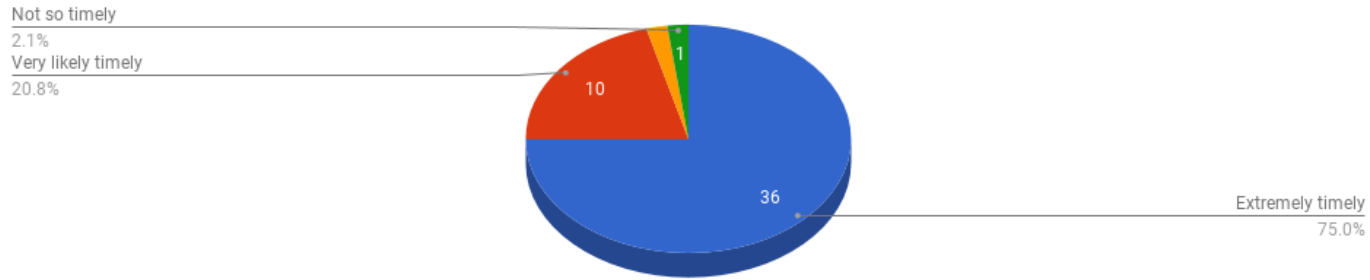
Quality of Services					
	Very high quality	High quality	Neither high nor low	Low quality	Very low
# of Responses	18	22	8	1	0
Item Mean	4.16				

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



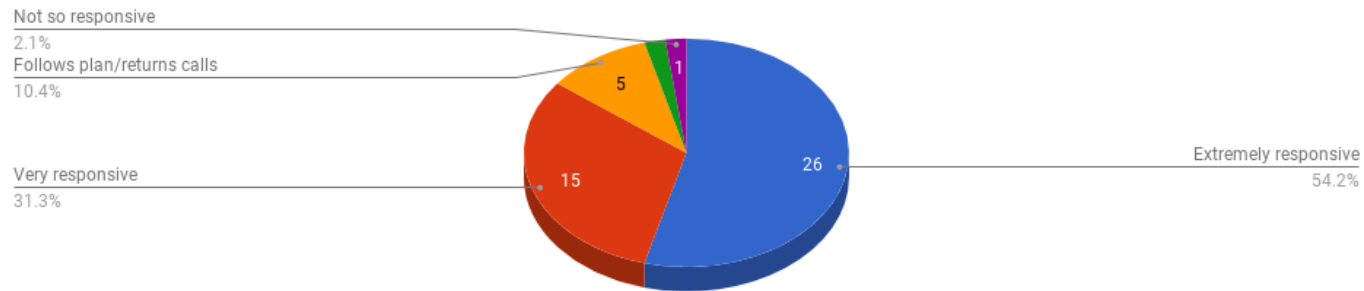
	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	27	15	5	1	0
Item Mean	4.42				

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



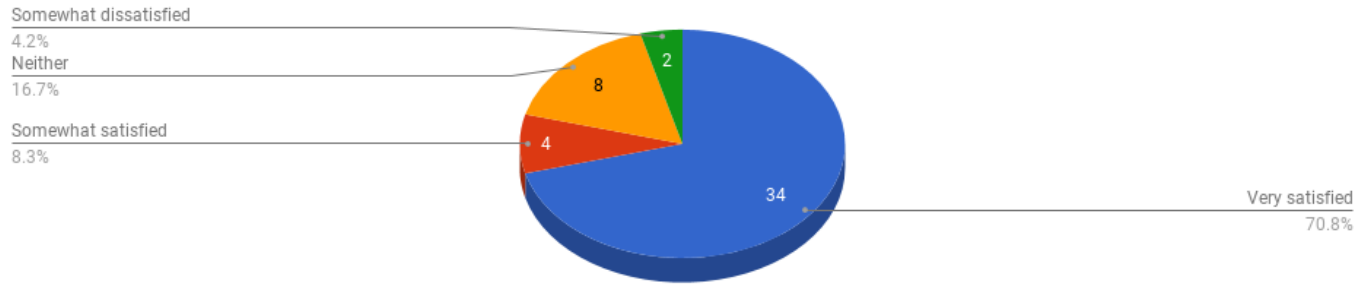
	Extremely timely	Very likely timely	Somewhat timely	Not so timely	Not at all timely
# of Responses	36	10	1	1	0
Item Mean	4.69				

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



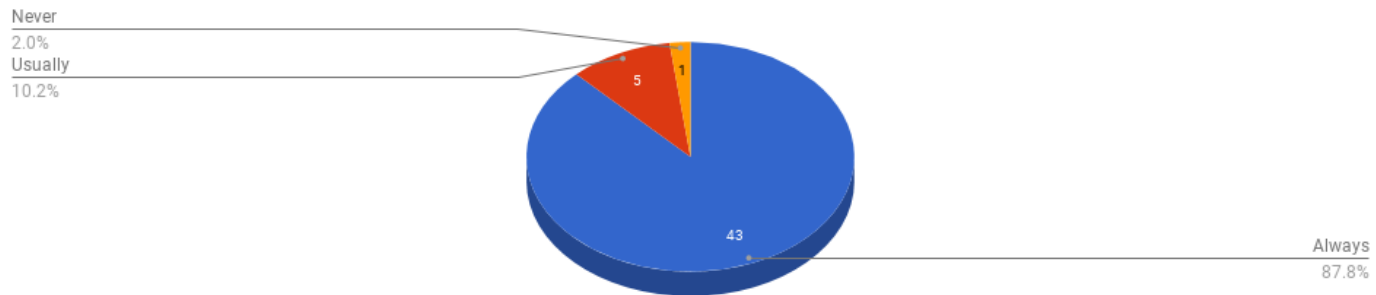
	Extremely responsive, one home visit per week and always returns my calls	Very responsive, visits home biweekly, and always returns my calls	Follows case plans for home visits and returns phone calls	Somewhat responsive, inconsistent home visits, eventually returns my calls	Not so responsive, rarely does home visits, difficulty reaching by phone
# of Responses	26	15	5	1	1
Item Mean	4.33				

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



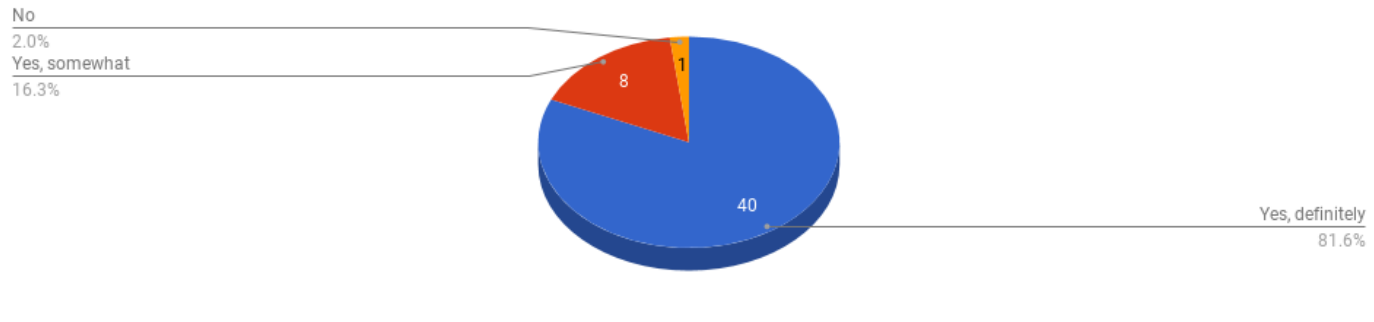
	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	34	4	8	2	0
Item Mean	4.46				

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



	Always	Usually	Never
# of Responses	43	5	1
Item Mean	2.86		

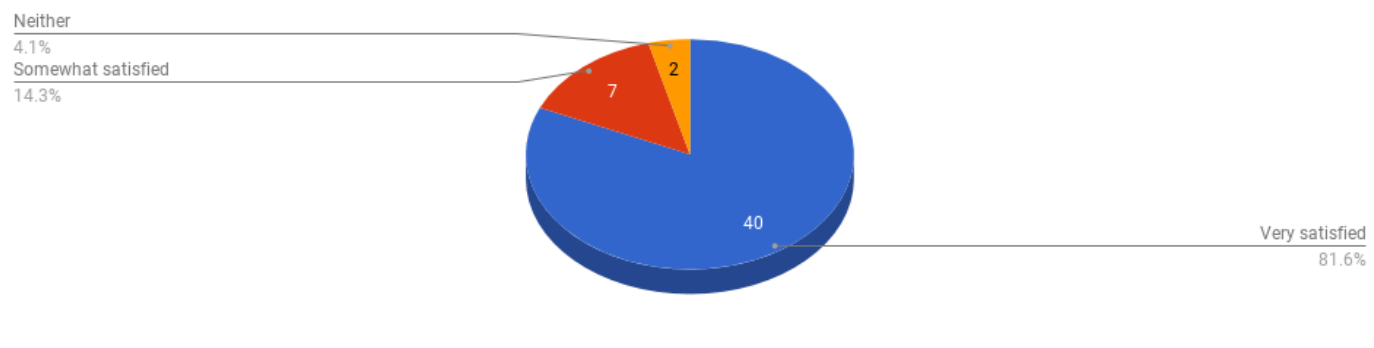
Q7: I feel my role as a foster parent is viewed as important to EA staff.



	Yes, definitely	Yes, somewhat	No
# of Responses	40	8	1

Item Mean	2.8
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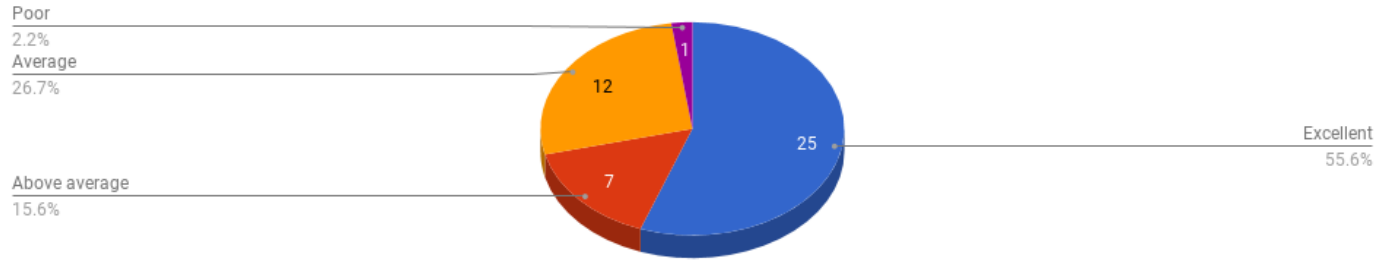
Q8: I feel adequately trained to be an effective foster parent.



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	40	7	2	0	0

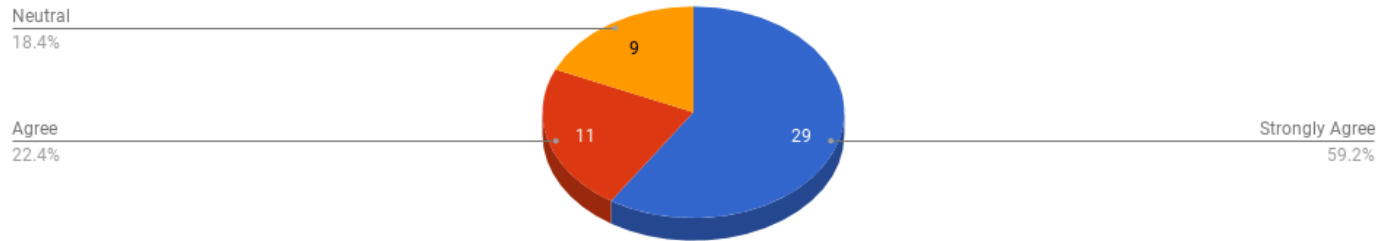
Item Mean	4.78
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Q9: The EA emergency/after hours on-call system is effective and efficient?



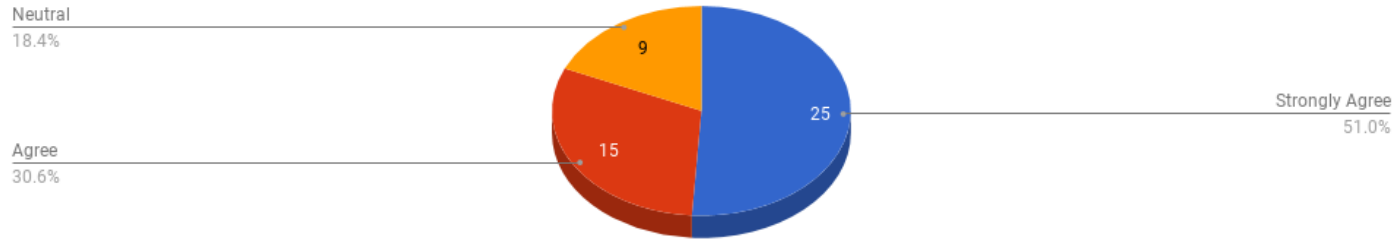
	Excellent	Above average	Average	Below average	Poor
# of Responses	25	7	12	0	1
Item Mean	4.22				

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



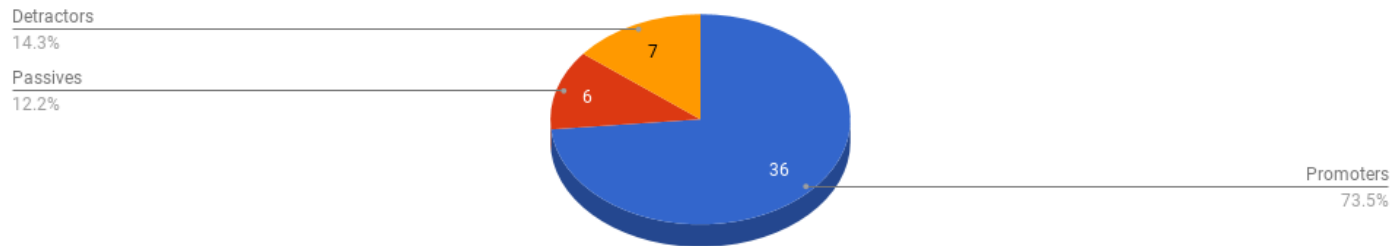
	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	29	11	9	0	0
Item Mean	4.41				

Q11: EA works to reduce barriers to promote personal growth and success.



	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	25	15	9	0	0
Item Mean	4.33				

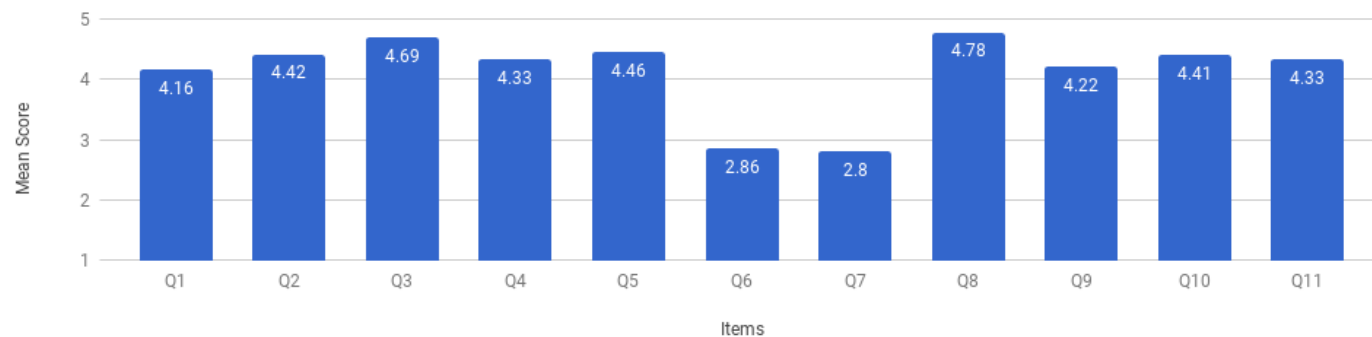
Q12: How likely is it that you would recommend EA to a friend or colleague?



	Promoters (9-10)	Passives (7-8)	Detractors (0-6)
# of Responses	36	6	7

Means

Item Means



Lowest Item Mean	4.16	How satisfied are you as a foster family with the overall services from EA?
Highest Item Mean	4.78	I feel adequately trained to be an effective foster parent.
** 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 **		