



Community Based Care: Hardee, Highlands & Polk Counties

Relative/Non-Relative Satisfaction Survey Results

2015
March 2016

DEMOGRAPHIC INFORMATION

SURVEY RESPONSE RATE

RESPONSE RATE BY PLACEMENT TYPE

PERCENTAGE

Relative Placement	78%
Non-Relative Placement	22%

7%

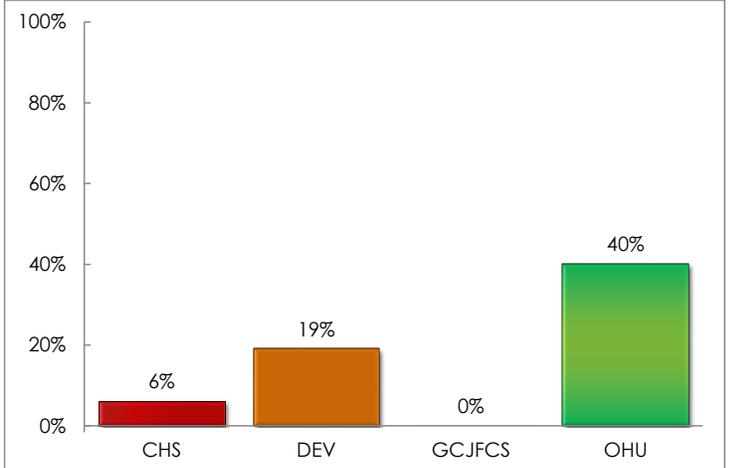
(45 Responses)

RESPONSE RATE BY CMO

PERCENTAGE

Children's Home Society of Florida	11%
Devereux	36%
Gulf Coast Jewish Family & Community Svcs	0%
One Hope United	53%

Percentage of CMO Clients Responding to Survey



RATING SCALE

A = Excellent	D = Poor
B = Good	F = Failing
C = Average	NA = Not Applicable

SATISFACTION RESPONSES

SATISFACTION QUESTIONS	2009	2010	2011	2012	2013	2014	2015
1. Did you participate in the GAP Program?	46%	58%	35%	41%	39%	53%	52%
2. Contacted by the GAP program staff within 28 days of child being placed in the home.	NA	NA	NA	NA	NA	NA	62%
3. Were the physical supports provided to you adequate to care for the child(ren)?	NA	NA	NA	NA	NA	NA	90%
4. Were you invited to participate in trainings?	NA	NA	NA	NA	42%	40%	48%
5. Were you invited to participate in face to face meetings to plan services?	62%	84%	34%	47%	39%	75%	83%
6. Is your Case Manager available and accessible?	NA	NA	NA	NA	NA	97%	98%
7. Were your phone calls answered or returned within 24 hours?	NA	NA	NA	NA	NA	94%	NA
8. Does your Case Manager provide you with information regarding court hearings and/or staffings?	NA	NA	NA	NA	NA	94%	95%
9. Did your Case Manager address your questions and/or concerns?	85%	100%	95%	92%	81%	NA	NA
10. Do you feel you are working in partnership with the Case Manager?	NA	NA	NA	NA	74%	96%	98%
11. Do you feel you are working in partnership with the GAL?	NA	NA	NA	NA	68%	65%	94%
12. Do you feel you are working in partnership with Children's Legal Services (CLS)?	NA	NA	NA	NA	29%	56%	85%
13. Do you feel you are working in partnership with the GAP Program?	NA	NA	NA	NA	26%	65%	91%
14. Were services provided to meet your family needs?	67%	69%	67%	65%	NA	NA	NA

SERVICE QUESTIONS	2009	2010	2011	2012	2013	2014	2015
15. Medical services provided to the child	B	B	B	C	A	A	A
16. Mental Health provided for the child	B	C	C	D	B	A	B
17. Dental provided for the child	C	C	C	C	B	A	B
18. Educational services provided for the child	B	B	C	C	B	A	B
19. Child care provided for the child	A	B	C	C	A	A	A
20. Overall, how satisfied are you with the services provided?	C	B	D	C	NA	NA	NA
SATISFACTION QUESTIONS	2009	2010	2011	2012	2013	2014	2015
21. Case Manager's willigness to share information	C	B	C	B	B	A	A
22. Professionalism displayed by the Case Manager	B	B	C	B	B	A	NA
23. Courtesy and helpfulness of the Case Manager	NA	NA	NA	NA	NA	NA	A
24. Timeliness of returned calls by the Case Manager	C	B	D	C	B	A	A
25. Child Protective Investigator's willigness to share information	NA	NA	NA	NA	B	A	A
26. Professionalism displayed by the Child Protective Investigator	NA	NA	NA	NA	B	A	NA
27. Courtesy and helpfulness of the Child Protective Investigator	NA	NA	NA	NA	NA	NA	A
28. GAL's willigness to share information	NA	NA	NA	NA	A	A	A
29. Professionalism displayed by the GAL	NA	NA	NA	NA	A	A	NA
30. Courtesy and helpfulness of the GAL	NA	NA	NA	NA	NA	NA	A

COMMENTS BY QUESTION

GAP

- 1 Haven't received this.
- 2 We asked for GAP and still waiting on processing and returns calls from XXX with Devereux.
- 3 Still waiting for call
- 4 Never told about the program.
- 5 She gets SSI

How long did it take for you to be contacted by the GAP program staff after the child was placed in your home?

- 6 Don't remember.
- 7 Children were placed on 11/10/15 and still waiting.

Were the physical supports provided to you adequate to care for the child(ren)?

- 8 OTI
- 9 Still waiting.

Were requests for additional supports fulfilled in a timely manner by either the GAP team or the CMO?

- 10 The in home counseling was to start 3 days before they went home
- 11 OTI
- 12 Thanks Dawn!

Training

- 13 Adoption class.
- 14 OTI
- 15 Never told about.

Face to Face Meetings to plan services

- 16 OTI

Is your Case Manager available and accessible?

- 17 Always.
- 18 At times, I've sent emails and not received any responses for financial assistance or therapy for the children in our home.

Does your Case Manager provide you with information regarding court hearings and/or staffings?

- 19 OTI

Working in partnership with Case Manager

- 20 No, but all agencies have been quick to respond to any inquiries/concerns I have had.

Working in partnership with GAL

- 21 That was the best part. She was amazing.
- 22 We love Casey Johnson.
- 23 Our GAL Roberta has been incredible, she's only a phone call away. She see's our children in our home on a regular basis. She's been apart of big moments in our childs life and that is an encouragement to her. We really value her support to our family.
- 24 I am a GAL.

Working with Children's Legal Services

- 25 Outside of court on the 24th of November we have not heard from CLS personally.

Working with GAP Program

- 26 Still waiting to hear from them.

Services provided to meet your family's needs

- 27 This is due to the court order needing moms approval. Not to case worker. She was great.

28	Mental health: Not many located in Highlands County.
29	No child care for caregivers working shift work.
30	Have asked for therapy for over a month and still waiting for referral to be put in for services for the in-home therapy with a therapist that has experience with Trauma, Verbal Abuse, Sexual Abuse, and process changes in family environment.
31	Receiving ID cards for dental/medical not good. Been waiting for new dental ID cards for about 2-3 months! They change your plan/dr. without notice!
32	Hard to get apts. on Medicaid.
Satisfaction with Case Manager	
33	Ruby Huntley (OHU) is not the primary case manager. Ruby comes to visit on a regular basis and is responsive to our inquiries.
34	Ana Cruz - Excellent.
35	Ladasha Studimeire is awesome.
36	I haven't called often, but I have emailed a few times and did not get any response.
Satisfaction with Child Protective Investigator	
37	Mr. Moore was wonderful to our family. We appreciated his time with our case and the clear communication with the child in our home.
Satisfaction with GAL	
38	Awesome
39	We are so thankful for her. She is a tremendous support to each of us.
What can we do to better support relative and non-relative caregivers to keep children stable in their homes?	
40	The companies that give counseling should come quicker
41	We have courtesy officers, our main manager isn't always available but we use our courtesy officers for our location. We are still owed bathroom money!
42	Better communication cross counties (from Polk to Hillsborough) to keep caregivers informed.
43	More support.
44	Keep same case workers, lower their work load so they can spend more time helping child & caregivers. Give caregivers more support and help them help the child(ren). Please contact me - would like to explain more. Ana Cruz has done the best job she can with what situation Broward County put her in.
45	Include them in transition planning and/or return to home plans.
46	mas entrenamiento a lo que ellos han vivido psicologicamente. (More psychological training)
47	As the children get older listen to what they have to say and judge fairly.
48	Not draw out the process so long after parents have not done what they need to do. And they miss visits and don't supply anything or go to important dr.'s visits.
49	Relatives should have more financial support. Just because family takes them, support should be the same as non-relatives. The statement of family/relatives should have more weight in court than anyone because family knows 1st hand what's going on.
50	What would be helpful is not to have our case manager to change every 3 to 4 months. Since dealing with DCF we have had 4 case managers. The child that I care for already has security issues and to have that many case managers in just over a year is not a stability for any child.
51	We need the referrals complete timely for the in-home therapy and financial assistance. Clear understanding as to what type of services are available. It was explained that we could apply for food stamps through the child because she has a newborn baby, but we have not received guidance on how to make that happen since her current food stamps are going to her maternal grandmother.
52	Have continual checks on children.
53	So far things have gone real well. At this time I have no complaints.
54	Dental care for the baby.
55	Resolve cases faster for benefit of child! Taking too long to resolve/close case! The children cannot have a "normal" life while waiting for cases to resolve. I understand parents should be given every opportunity to work case plan but continuance after continuance on parent(s) who have done nothing is a waste of time. Let the child be able to move on with their life.
56	By helping me give them a better Christmas but also every other holiday.
57	I have no suggestions to better support relative and non-relative caregivers. I am very satisfied with how everyone is helping out.

58	When receiving child somebody should explain everything it entails. What to expect and what to do. Nobody talked to us. When parents are not able to care for child it should be less than a year. So if caregiver wants to adopt they can and get on with their life.
59	A consultation at the time of taking a child into the home of what to expect in the short term as well as long term. What is expected to be done in the short & long term. It appears that in many cases the caregiver is left hanging and being overwhelmed by the requirements needed to meet all that is needed to be done.
Additional Comments	
60	We currently need legal paperwork for custody & her Medicaid card, all information needed for her to be in our home lost in car accident.
61	Courtesy worker (OHU) was wonderful! Only issues were change in court dates and Hillsborough CM did not notify me.
62	More counseling for children in Highlands County.
63	The system for children is very broken. Case workers can only do so much. Ana Cruz has been great. She has done everything within her control to help. It's an out of county case so there is only so much she could do.
64	The HMO Medicaid is horrible. I have only had the kids since July 2, 2015 and both the kids' HMO providers have changed.
65	One Hope United has been extremely helpful in my case.
66	I think Ana Cruz (OHU) is a great case worker, very professional, courtesy, and very helpful.
67	I can't wait until he is ours forever.
68	I'm interested in being a certified foster parent. And would appreciate a call or any info on the matter. But I was told that if you receive food stamps that you cant be. Well I didn't receive them until about 3 months ago and they gave them to me one he was added. But I know families who receive them and are foster parents.
69	We are trying to be patient with all the parts of the process but we are having a difficult time with the lack of therapy supports and the urgency that it needs. We have a 15 year old teenager that just had a child two months ago dealing with moderate to severe depression that we need therapy services to help her process that. We see great potential for her to be successful but every step we move forward is lost with triggers that we as her non relative caregivers are unable to help her move past. We desire to be given the tools to assist in this journey for her. We have been told that she needs to be through the arraignment in the courts before some of the services can go into effect. We just do not see why therapy should be one of those services. Thank you.

Services Needed (20 responses; multiple services)	PERCENTAGE
Child Care/Respite	15%
Mentoring	5%
Counseling	30%
Support Group	15%
Financial	30%
Tutoring	45%
Medicaid	20%
Training on Child Welfare System	10%
Training on Impact of Trauma on children	5%
Other	10%

