



Community Based Care: Hardee, Highlands & Polk Counties

## 2015 Parent Survey Results March 2016

### DEMOGRAPHIC INFORMATION

Return Rate: 7%

N=68

#### Response by CMO

#### Percentage of CMO's Clients

CHS	9%		2%
DEV	26%		7%
GCJFCS	28%		6%
OHU	37%		14%
Unknown	0%		n/a

#### Age

#### Number of Children

Under 24	11.9%	1	30%
25-34	55.2%	2	32%
35-54	29.9%	3	20%
55+	3.0%	4	7%
		5	6%
		6	3%
		7	2%

#### Length of Time Receiving PS

#### Race/Ethnicity

Less than 1 year	58.8%	White	70.3%
1-2 years	25.0%	African American	10.9%
Over 2 years	10.3%	Hispanic	14.1%
I don't know	5.9%	Asian	0.0%
		Other	4.7%

### Removal Information

Parent with my children currently removed from my home	57.4%
Parent reunited with my children	20.6%
Parent with my children in my home and they were not removed from my care	13.2%
Other/No Response	8.8%

### GRADING SYSTEM

Grade	Percent	Grade	Percent	Grade	Percent
A+	97-100	B+	87-89	C+	77-79
A	94-96	B	84-86	C	74-76
A-	90-93	B-	80-83	C-	70-73

Grade	Percent	Grade	Percent
D+	67-69	F	0-59
D	64-66		
D-	60-63		

<b>Satisfaction with Case Management</b>		<b>2014</b>	<b>2015</b>
1	My Case Manager visits with me at least every 30 days.	A	A
2	My Case Manager is available and accessible.	A	A+
3	My phone calls are answered or returned within 24 hours.	A	A
4	My Case Manager treats me with courtesy & respect.	A	A+
5	My Case Manager is honest and straightforward with me.	A-	A+
6	My Case Manager is sensitive to my feelings.	A	A
7	My Case Manager is reliable.	A-	A
8	My Case Manager is supportive of me.	A-	A
9	My Case Manager is on top of case details for me and my children.	A	A+
10	I feel that my Case Manager spends sufficient time with me.	A	A+
11	I feel comfortable, safe, and respected when visiting the Case Management offices, speaking to my Case Manager, and working with my service provider.	A	A+
<b>Parent's Experiences</b>		<b>2014</b>	<b>2015</b>
12	My Case Manager asks me about my family's traditions and beliefs & uses this to provide us help.	A-	A-
13	I participated in the creation of the case plan and my opinions and recommendations were heard and included in the case plan.	B+	A-
14	I know what a Family Team Conference or Family Group Decision Meeting is and my family has been asked to participate in at least one of these meetings.	A-	A-
15	When I participate in Staffings, Family Team Conferences, Family Group Decision Meetings, etc. I am able to talk about what I know and what I want to happen.	A-	A
16	I know who to contact if I have questions or concerns.	A	A
17	When I attend court hearings I am able to tell the court what is happening and what I need.	B+	A-
18	I am satisfied with my attorney.	B+	A-
19	I am informed of events and information that affect me and my family.	A-	A-
20	The services that my children have received help them to do better in school, at home or with their friends.	A-	A
21	My Case Manager talks to me about how my past trauma may be affecting my current life.	B	A-
22	I have received help that addresses my own trauma.	B+	B+
23	Services are available to me.	A-	A
24	Services have helped me.	B+	A

Comments	
1	Sarah Heston is who I would recommend as a case manager to anyone. She is extremely compassionate, honest, and supportive. She has great communication skills (she talks to me, not at me or down to me). She never makes me feel like she is judging me. I was so scared, confused, hurt, and most of all angry in the beginning. Ms. Sarah gained my trust immediately. I was so comfortable with her that for the first time in forever, I felt like I could tell her anything and everything. Thanks to her I was able to set my bad feelings aside and stay calm and cooperate 100%. I felt like my whole world ended but she gave me hope that I could do this and set things right. I am eternally grateful for her support. She is an amazing person. I also love how she has given me adequate space to comply with my case plan at my pace.
2	She is a good person (Amanda Land - OHU).
3	Feel okay with Anna . . . Not with XXX.
4	Mrs. Ruby (OHU) is always polite and nice. She tries to assist with finding the answers to questions even if she doesn't know the answer.
5	They have been helping me out now since people have changed hands over now.
6	Ms. Cleveland (OHU) is a very nice lady and has been very helpful thru this all.
7	My case manager is VERY supportive of me (Bruce - OHU). Mr. Bruce has been the most efficient case worker that has been provided for me thru Kids Hope United. I'm very pleased w/the services he has provided our family! These survey ratings only apply to Mr. Bruce, not other case managers.
8	Ruby (OHU) is very nice and informative.
9	We love Samantha B. (Devereux)!
10	I am very happy with the services I receive from my case manager (William Smith; Gulf Coast) and the FIT team. I've learned a lot from my mistakes. My case manager is reliable for resources for my family.
11	Maria is very nice and respectful. I am so thankful for everything she has done for myself and my family.
12	Chasity (CHS) is an amazing case manager who clearly cares about the families.
13	Very nice person, great worker.
14	Lakesha has been great w/all information and with information on referrals and options.
15	He is very good with my child.
16	She (Sara Beth Edwards) is doing a great job.
17	I wish I could change to a different agency that really cares on behalf of my children & my self not just someone that is only there for a paycheck. He can't get nothing done right for me or for the Dad of where my children are at. Not reliable . . . and careless.
18	He sucks. Will not return calls or text messages. Is not reliable. Is never on time with kids dr. visit.
19	A majority of my case plan has been focused at Tri-County Human Services. I'm on the Color Code program which has taught me a lot about accountability. I always get a copy of my drug screen results. It makes me proud to look back and see that all but 2 of my screens were 100% clean. The 2 that I failed just make me more determined to stay clean. I didn't think I had a problem but now I know and can admit without shame that I need their help. I have a long road to go. But I'll never give up. Triad Group not only teaches but also gives you support to reach out to people. My counselor Ms. Faye really makes you feel like your story (no matter how horrific), it's ok to share. In my group I have met classmates who I now consider friends. Friends who don't judge, who have given me a shoulder to cry on. Ms. Faye has taught me so much about domestic violence and PTSD. Because of her I have started controlling my anxiety/panic so that it doesn't disable me mentally. I haven't had a full panic attack in 1 whole month! I'm not afraid to say "no" or to express myself and demand what I deserve in a relationship. I wish I never had to stop, I LOVE this class/program.
20	She help me don't let her leave me (Amanda - OHU).
21	Thanks for the help.
22	My last two case workers wasn't helping me and wasn't doing what they say they were going to help me with. Mr. Bruce has been an excellent caseworker (OHU).
23	We are the guardians of our child therefore many of the questions in this section did not relate to me. We wish that our case manager was more informed about the adoption process but completely understandable.
24	I am very thankful and excited to continue with this program.
25	Thank you!
26	No court
27	My child's behavior Dr.'s asst cannot even get in touch with XXX nor are any of my children's dr visits being made.

<b>Comments - Family Mentor</b>	
28	Ms. Jamie is my mentor. She is amazing. She is very helpful. I don't know where I would be without her.
29	Jamie is helpful, supportive and available when needed.
30	Satisfied.
31	I am very satisfied with Jamie. She is so nice and I'm thankful for everything.
32	Great job.
<b>Comments - Suggestions for Improvement</b>	
33	So far I have NO complaints!!
34	Case manager needs to answer phone call more.
35	By keeping Amanda Land with the agency.
36	Listen to what parents think and feel. And don't go off of the family's past interactions esp. if they ain't involved.
37	We've been involved in the case for 1 year now and there has been some confusion as we were originally told that at this point we'd only have visits every couple of months.
38	To not switch up case workers so often w/clients.
39	Better communication
40	Foster parents should be forced to allow children and parents to communicate.
41	Better organized.
42	Nothing at all. I am completely satisfied with everything.
43	Have more case workers like mine.
44	Suggest AA/NA meetings to parents who struggle with addiction.
45	My experience w/Gulf Coast has been life changing in a positive way.
46	Try not to keep coming to family's over & over if they pass and keep getting calls then don't come back.
47	You guys are doing well.
48	Train better
49	Train your employees better on how to communicate with the familys.
<b>Comments - What We Are Doing Well</b>	
50	Providing services & support. Extremely easy to understand case plans. Amazing & compassionate case managers and supervisors. Keep up the amazing work y'all do!
51	Communication.
52	Only some case workers are good.
53	Case worker stays in contact, makes all scheduled visits to home. Always calls when she is running behind. Very courteous.
54	Checking in to make sure the child is doing well. This is needed in many situations so it's great to see.
55	Providing services.
56	Making sure referrals are provided for our family's needs.
57	Keeping me informed and updated.
58	Everything.
59	The FIT team is a great service. I'm very grateful to have such a service to help me and my family. Had I had services like this before I don't think I would have made the mistakes I did.
60	Reading peoples needs and giving them the help needed.
61	Everyone is respectful.
62	Everything. I enjoy meeting with Maria, Danielle, and Jamie. They are benefiting my life dramatically.
63	Case Manager (Maria Weber, CHS) has excellent communication skills.

64	Everything so far. Ms. Washington is the bomb!
65	Keep doing what you are doing.
66	Information on status of case. Help/information on what can help in benefiting my child.
67	Everything.
68	Great.
69	Everything.
70	Nothing. Not happy with these people.
71	Nothing.
<b>Additional Comments</b>	
72	My visitation supervisor, Ms. Nicole, has been a rock of support for me in the last few months. She's funny, smart, and always knows the right words to say. She's always got something positive to say and gives the best advice. My kids showed they liked her and were comfortable with her right away. Made me like her too.
73	I really appreciate the financial assistance that has been provided when needed.
74	Ms. Lakesha Braitwaite was an awesome case manager.