



Community Based Care: Hardee, Highlands & Polk Counties

Relative/Non-Relative Satisfaction Survey Results

2017
Reported in 2018

DEMOGRAPHIC INFORMATION

SURVEY RESPONSE RATE

RESPONSE RATE BY PLACEMENT TYPE

PERCENTAGE

Relative Placement	73%
Non-Relative Placement	27%

17%

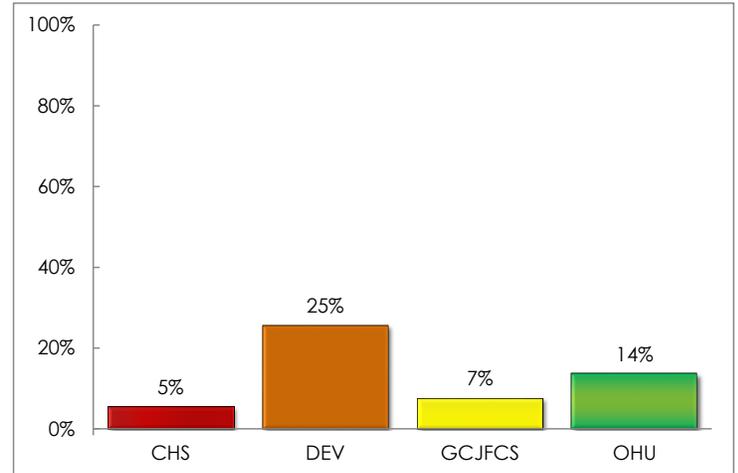
(67 Responses)

RESPONSE RATE BY CMO

PERCENTAGE

Children's Home Society of Florida	11%
Devereux	57%
Gulf Coast Jewish Family & Community Svcs	16%
One Hope United	16%

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	2011	2012	2013	2014	2015	2016	2017
1. Did you participate in the GAP Program?	35%	41%	39%	53%	52%	77%	94%
2. Contacted by the GAP program staff within 28 days of child being placed in the home.	NA	NA	NA	NA	62%	64%	75%
3. Were the resources provided to you adequate to care for the child(ren)?	NA	NA	NA	NA	90%	81%	79%
4. Requests for additional supports fulfilled in a timely manner by either the GAP team or the CMO.	NA	NA	NA	NA	NA	79%	81%
5. If Caregiver participated in a caregiver support group, satisfied with the support received?	NA	NA	NA	NA	NA	94%	93%
6. Were you invited to participate in trainings?	NA	NA	42%	40%	48%	53%	68%
7. Were you invited to participate in face to face meetings to plan services?	34%	47%	39%	75%	83%	73%	67%
8. Were you invited to participate in the Family Team Conference process?	NA	NA	NA	NA	NA	55%	58%
9. Is your Case Manager available and accessible?	NA	NA	NA	97%	98%	89%	78%
10. Does your Case Manager provide you with information regarding court hearings and/or staffings?	NA	NA	NA	94%	95%	85%	80%
11. Did your Case Manager address your questions and/or concerns?	95%	92%	81%	NA	NA	NA	NA
12. Do you feel you are working in partnership with the Case Manager?	NA	NA	74%	96%	98%	82%	80%
13. Do you feel you are working in partnership with the GAL?	NA	NA	\$64.00	65%	94%	90%	78%

14. Do you feel you are working in partnership with Children's Legal Services (CLS)?	NA	NA	\$29.00	65%	85%	66%	50%
15. Do you feel you are working in partnership with the GAP Program?	NA	NA	\$26.00	65%	91%	84%	96%

SERVICE QUESTIONS	2011	2012	2013	2014	2015	2016	2017
16. Medical services provided to the child	B	C	A	A	A	NA	NA
17. Sunshine Health Plan	NA	NA	NA	NA	NA	A	A
18. Access to primary health care	NA	NA	NA	NA	NA	A	A
19. Access to mental health services	NA	NA	NA	NA	NA	B	B
20. Timeliness of mental health services	NA	NA	NA	NA	NA	C	C
21. Effectiveness of mental health services	NA	NA	NA	NA	NA	C	A
22. Communication and engagement with the mental health provider during the treatment of the child	NA	NA	NA	NA	NA	B	B
23. Mental Health provided for the child	C	D	B	A	B	NA	NA
24. Access to dental care	NA	NA	NA	NA	NA	B	A
25. Dental provided for the child	C	C	B	A	B	NA	NA
26. Educational services provided for the child	C	C	B	A	B	B	A
27. Child care provided for the child	C	C	A	A	A	B	B
28. Overall, how satisfied are you with the services provided?	D	C	NA	NA	NA	NA	NA
SATISFACTION QUESTIONS	2011	2012	2013	2014	2015	2016	2017
29. Case Manager's willigness to share information	C	B	B	A	A	B	B
30. Professionalism displayed by the Case Manager	C	B	B	A	NA	NA	NA
31. Courtesy and helpfulness of the Case Manager	NA	NA	NA	NA	A	B	A
32. Timeliness of returned calls by the Case Manager	D	C	B	A	A	B	A
33. Child Protective Investigator's willigness to share information	NA	NA	B	A	A	C	A
34. Professionalism displayed by the Child Protective Investigator	NA	NA	B	A	NA	NA	NA
35. Courtesy and helpfulness of the Child Protective Investigator	NA	NA	NA	NA	A	B	A
36. GAL's willigness to share information	NA	NA	A	A	A	B	A
37. Professionalism displayed by the GAL	NA	NA	A	A	A	NA	NA
38. Courtesy and helpfulness of the GAL	NA	NA	NA	NA	A	A	A

COMMENTS BY QUESTION

GAP: Did you participate in the GAP program?

Extremely helpful.

Awesome lady Ms. Debbie.

Great information.

Very helpful with applying for assistance to food and clothes. Great program.

Still waiting for relative care giver funds.

I enjoyed the meetings and I feel like I learned a lot.

Is a great program where I can learn more about how to help my grandson and my self.

And I enjoy the commodore and the wealth of information.

Invaluable.

Love the program. Without Miss Debbie and the other caregivers each month. We are able to get together and help each other thru good and bad times.lo

I really enjoy doing what I do cause I love to help people and do what I can do for them.

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

I refused help at first.

Really don't remember it has been almost 3 years ago. Very timely tho.

I got the children January 1st. Can't remember the exact date I was contacted but it seems like a really long time. It took till March to go to court.

They contacted me.

They contacted me.

Months.

My case was in Palm Beach County. It was closed before I relocated to this area.

They were given the wrong phone number for me. I ended up having to contact them, since I did not hear from anyone.

I contacted them.

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

Gap did furnish some food. Support started Feb - took children in Oct. No food stamps.

I get \$242 caregiver. In my opinion I should be able to receive food stamps regardless of my income.

Yes.. We need cash assistance without taking from the food stamps so we can feed and give clothing to the children not one or the other...

The child support that I received did not cover the food, clothing, gas money for Dr, Dentist and all the other appointments I had to take them to.

Hope to still learn about resources that are available.

Information process needs a lot of work. Once I contacted GAP, positive things started to happen.

And Debra is very supportive.

I have four siblings which only one is adjudicated and receiving funds to assist with taking care of the Children. And I have had children almost 6 months.

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

Bicycle given to boy, 6 pieces of used clothing unusable.

I was informed that the 4 yr old. needed speech therapy. As of today this has never happened.

Gap team helped.

Not always. It seems there are way too many levels of management to go through for what seems to be a simple request. Then if it is approved there's still a wait.

No because my child that I had in my care was told that she will receive her benefits but she didn't after she turned 18 she wasn't able to get her benefits which she was told that she was eligible for her benefits.

Satisfaction with support received through participation in a caregiver support group

That was what keeps me going.

Very much.

Will attend my first support group next week since there is an evening class now in Winter Haven.

Have not started yet.

Yes. We need cash assistance without taking from the food stamps so we can feed and give clothing to the children not one or the other...

Training	
	Not yet but I would like to.
	And I try to make as many as I can.
Face to Face Meetings to plan services	
	Not sure I was heard.
	Possibly if u consider going to devereux winter haven office for help requalifying for caregiver funds.
	I go to staffing meetings to discuss updates on the case.
	Not always. Just a couple of times.
Participation in Family Team Conference process	
	Not sure what that is.
	A couple of times.
Is your Case Manager available and accessible?	
	Not always.
	At times.
	DCF withdrew, have full custody a year ago.
	Sometimes.
	Arlene was awesome (Devereux).
	Most of the time.
	Our case is closed.
	Tony Gay has been awesome to work with!
	But it seems he's so overwhelmed and the things I need takes longer than I'd like. I like my case manager and he's still learning, so it takes time for him to find who he needs to talk to for what I'm asking.
	The first one never was but our new one is always available and helpful.
Does your Case Manager provide you with information regarding court hearings and/or staffings?	
	Sometimes.
	No longer have a CM.
	While we were in progress.
	Not always. Not in the beginning. I started asking GAL and now when I go to the JR's I have the next court date when I leave.
	Our new one does.
	I am permanent guardian.
	Deborah Duey is very amazing. And very informative.
Working in partnership with Case Manager	
	At times.
	Kept in the dark about why case manager is letting children's aunt "that has nothing to do with this case" come to every hearing and come in the courtroom???
	Have a new case manager that I have not met yet.
	Not his fault. His hands are tied on so many issues. There is only so much he can do.
	My case has been closed out but I was extremely happy with the service that I received from the case manager that I had here.
Working in partnership with GAL	
	Jim is wonderful.
	Wonderful.
	Great program... Linda Bako is so awesome.
	Even though our case is closed, I tried contacting our GAL to get additional papers needed for surgical care for my grandson and was unsuccessful. Still not sure how I can get them.

	I tend to go to them when I am frustrated with the "System". I feel that I am expected to foot the bill for everything these children have destroyed in my home. And all I wanted to do was to keep the 5 siblings together. They are very destructive. After a year tho, they are getting better.
	Don't know who that is.
	Exceptional.
Working with Children's Legal Services	
	Felt pressured to adopt.
	Not much communication at all no phone call, no talking before court only after and it's not about the case. Sad.
	Have not heard of this and we are going to court on a regular basis?
	Not at all. What I have to say doesn't matter. These children are still being mentally abused by their parents and after 4 removals they still have their parental rights.
	Not sure.
	Don't know who that is. I haven't been in any court hearings or anything yet.
Working with GAP Program	
	Debbie is always there for me.
	The GAP program has been an amazing resource and support for me and my little ones.
	Yes, they are very supportive. But there's only so much they can do. The court system needs a full overhaul. To allow these parents to basically make their own case plan and not complete it in a mannerly time frame. They have risked the safety of these children on just about every parent visit. Even more so now that they have unsupervised visits. Driving the children without a license and no car seats for the two little one's, twice now.
	Exceptional.
Services provided to meet your family's needs	
	Sunshine: Change to Molina with no notice. □ Dental: Did not like Greenberg -refused braces.
	I feel there should be more education on closing a case permanent guardianship. If I knew more at the time I would not have agreed to close PG.
	I've been having a really hard time finding a child psychologist for my grand daughter in the area.
	Health care in Lakeland, I live in Winter Haven.
	The services listed above are the only thing that's working with the program efficiently.
Satisfaction with Case Manager	
	Arlene at Devereux is the best.
	Our interaction with case managers has been in Palm Beach County.
	He says he's going to call me back, but rarely does. Regarding meetings with his supervisor, contacting the parents etc. I have to contact him or wait for a home visit to find out what the parents are doing on their case plan. I have learned through the children that their parents have quit and or change jobs, moved, now 3 or 4 times in the year. They were even homeless at one time.
Satisfaction with Child Protective Investigator	
	Took 2 1/2 months to get DCF involved.
	Our case was in Palm Beach County.
	Apparently our CPI (Todd Bodiford) was on vacation right after kids were in our care. We were unable to gain necessary information and once he returned it took weeks for him to return phone calls and answer questions etc.
	I've sure had them out here enough. They've all be very nice and polite.
	We have a new case that started before the hurricane and we have heard nothing else from her. No returned calls or anything. Her name is xxx that's all we know.
Satisfaction with GAL	
	Carlos was very nice once involved. Jim is awesome.
	I love the Guardian at litem! She's like a part of our family. I love having another person looking out for my grandson.
	Our case was in Palm Beach County.
	They've always been very supportive.
	He was a Godsend!!!!
	Don't know who it is.
	Kim and Jensen are awesome.
	Only came to see child one time.

Additional services that would be helpful	
	Financial after SS cards.
	Psychologist for traumatized children.
	The items I didn't check could always be good. We did have the best instructors in our foster parenting classes.
What can we do to better support relative and non-relative caregivers to keep children stable in their homes?	
	I think they are doing a good job.
	Court shouldn't take so long for paper work for financial assistance.
	Have people from different resources come to meeting.
	More finance and non-relative to be given food stamp EBT.
	I think that these kids still need case manager for a while after given guardianship for teen & some counseling.
	Debbie is great, she does everything I ask her.
	Nothing.
	Support the children brought in from the street. Don't expect 70 year olds to spend from their savings for later years.
	I do think you guys are doing a great job with the GAP program.
	Training on:☐ How to deal with combative parents.☐ Proper communication between caregivers and parents
	Give vacation time.
	It's hard for me to answer that. I can only say that while we've had our grandson with us a year next month, we've had no complaints about the system thus far. Everyone has been very helpful with any info on questions we've had.
	Our case worker did nothing to help us, find different case workers
	More education/resources on integrating kids in care with bio kids in the home. It has been difficult for bio kids as well during this transition. Lots of resources for kids in care but few relate to the difficulties bio kids face when kids in care seemingly invade their home, time, space, and routine!
	Monetary reimbursement for the destruction that the children do. I know they have problems when they come to us, but it's hard to replace what they damage on the Non-relative care assistance that we receive.☐I also don't understand while the children are in the "System" that there are different rules for us, as a non relative caregiver. For instance, if we hadn't taken all 5 of the siblings they would have all gone into "Foster " homes and been eligible for the "school" clothes allowance. We have already been approved to be licensed to "Foster" and are holding back on that to keep these children together. Because our home was only approved for 2. We are non-relative we thought we were helping the parents. But we don't get any support from them, in fact they degrade us to the children during parent visits. So why is there not any school clothes allowance for my children?
	Support group for kids.
	Help the caregiver with help with money's if u fall a little short on paying your bills not all the time.
	No problems with services from GAP. I believe there was an issue with GAL worker. Other than that all was exceptional.
Additional Comments	
	Non-relative caregivers need respite care at least once a month.
	Thanks for the help!
	This has been a good system.
	Debbie is very knowledgeable in this field. I love her.
	Put the kids FIRST.
	Thankful for the programs.
	I had a pleasant experience with all involved and the health coverage for my grandson is exceptional. My only concern is when a specific DCF attorney dropped the ball on filing a specific motion. Thank goodness for the GAL team.
	Play date with other children on there level. A Camp for traumatized kids.
	I enjoyed going to the GAP meetings I also enjoyed working with our GAL.
	The only support I have had in this area besides the Early Coalition has been the GAP program. I have been so satisfied with the support of area grandparents.
	I do have to say that if it wasn't for ELC and Heartland's help with the daycare and the extra curricular activities it would really be extra stress on us. With the 2 little one's in daycare it does give me a little time for myself. But my days are very filled throughout the month with Dr. appointments, therapy, dental, and counseling at the Sweet Center every week. I put a lot of mileage on my vehicle with transporting them.☐Respite care is very important for us. We do need out time alone. We used to go away for week and long weekend vacations. We did get to go in June and it was a wonderful rejuvenation for us.☐We love our kids, and thought this was temporary. But now we're not wanting to give them up. But they are a financial stretch for us.

Services Needed (20 responses; multiple services)	PERCENTAGE
Child Care/Respite	44%
Mentoring	17%
Counseling	42%
Support Group	28%
Financial	50%
Tutoring	28%
Medicaid	14%
Training on Child Welfare System	17%
Training on Children and Teen Behavior	33%
Other	3%

