



Community Based Care: Hardee, Highlands & Polk Counties

Relative/Non-Relative Satisfaction Survey Results

2019
Reported in 2020

DEMOGRAPHIC INFORMATION

RESPONSE RATE BY PLACEMENT TYPE	PERCENTAGE
Relative Placement	68%
Non-Relative Placement	32%

RESPONSE RATE BY CMO	PERCENTAGE
Children's Home Society of Florida	37%
Devereux	34%
One Hope United	29%

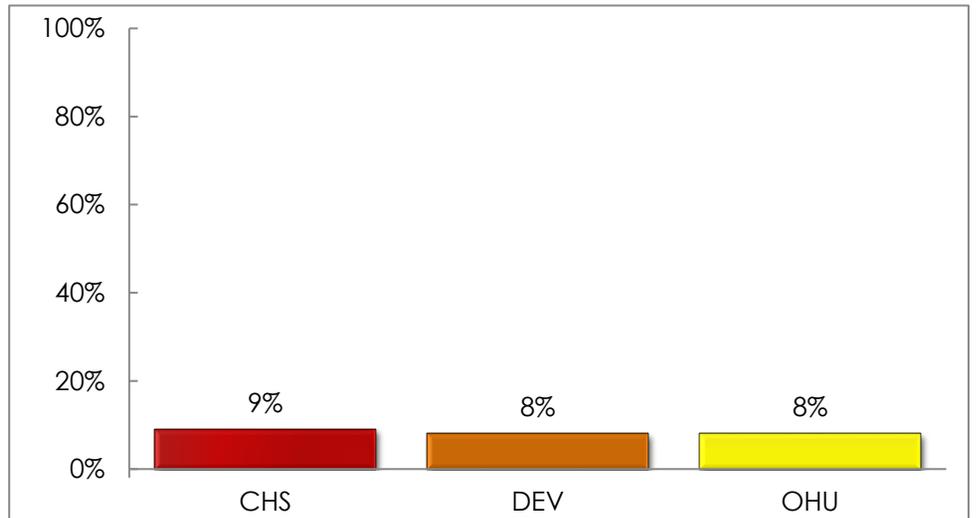
SURVEY RESPONSE RATE



RATING SCALE

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

Percentage of CMO Clients Responding to Survey



LENGTH OF TIME CHILD HAS BEEN IN THE HOME

0-6 Months:	18%	19-24 Months:	15%
7-12 Months:	30%	25-36 Months:	7%
13-18 Months:	22%	37-48 Months:	7%

SATISFACTION RESPONSES

SATISFACTION QUESTIONS	2013	2014	2015	2016	2017	2018	2019
1. Did you participate in the GAP Program?	39%	53%	52%	77%	94%	85%	NA
2. Contacted by the GAP program staff within 28 days of child being placed in the home.	NA	NA	62%	64%	75%	57%	NA
3. Were the resources provided to you adequate to care for the child(ren)?	NA	NA	90%	81%	79%	81%	NA
4. Requests for additional supports fulfilled in a timely manner by either the GAP team or the CMO.	NA	NA	NA	79%	81%	78%	NA
5. If Caregiver participated in a caregiver support group, satisfied with the support received?	NA	NA	NA	94%	93%	96%	83%
6. Were you invited to participate in trainings?	42%	40%	48%	53%	68%	77%	57%
7. Were you invited to participate in face to face meetings to plan services?	39%	75%	83%	73%	67%	62%	85%
8. Were you invited to participate in the Family Team Conference process?	NA	NA	NA	55%	58%	54%	68%
9. Is your Case Manager available and accessible?	NA	97%	98%	89%	78%	91%	92%
10. Does your Case Manager provide you with information regarding court hearings and/or staffings?	NA	94%	95%	85%	80%	88%	94%
11. Do you feel you have been treated as a full partner with the Case Manager?	74%	96%	98%	82%	80%	85%	86%
12. Do you feel you have been treated as a full partner with the GAL?	64%	65%	94%	90%	78%	82%	84%
13. Do you feel you have been treated as a full partner with Children's Legal Services (CLS)?	29%	65%	85%	66%	60%	62%	64%

SERVICE QUESTIONS	2013	2014	2015	2016	2017	2018	2019
14. Medical services provided to the child	A	A	A	NA	NA	NA	NA
15. Sunshine Health Plan	NA	NA	NA	A	A	A	A
16. Access to primary health care	NA	NA	NA	A	A	A	B
17. Access to mental health services	NA	NA	NA	B	B	C	D
18. Timeliness of mental health services	NA	NA	NA	C	C	C	D
19. Effectiveness of mental health services	NA	NA	NA	C	A	B	D
20. Communication and engagement with the mental health provider during the treatment of the child	NA	NA	NA	B	B	B	B
21. Access to dental care	NA	NA	NA	B	A	B	B
22. Dental provided for the child	B	A	B	NA	NA	NA	NA
23. Educational services provided for the child	B	A	B	B	A	A	A
24. Child care provided for the child	A	A	A	B	B	B	B
SATISFACTION QUESTIONS	2013	2014	2015	2016	2017	2018	2019
25. Case Manager's willingness to share information	B	A	A	B	B	B	B
26. Courtesy and helpfulness of the Case Manager	NA	NA	A	B	A	A	A
27. Timeliness of returned calls by the Case Manager	B	A	A	B	A	A	B
28. Child Protective Investigator's willingness to share information	B	A	A	C	A	B	A

29. Courtesy and helpfulness of the Child Protective Investigator	NA	NA	A	B	A	B	B
30. GAL's willigness to share information	A	A	A	B	A	A	A
31. Courtesy and helpfulness of the GAL	NA	NA	A	A	A	A	A
Quality Parenting Initiative Survey Questions			Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
32. The team works for the good of the children and puts their needs first.			35%	30%	19%	11%	5%
33. I know what is expected of me as a caregiver.			65%	22%	8%	5%	0%
34. The case worker and I have a respectful working partnership.			70%	19%	11%	0%	0%
35. Members of the entire child welfare team treat each other with respect.			41%	32%	24%	3%	0%
36. As a caregiver, I make normal decisions about the child(ren)'s participation in activities.			76%	19%	5%	0%	0%
37. My experience is that transitions are handled in a developmentally sensitive manner.			43%	19%	30%	8%	0%
38. I work with birth parents.			27%	33%	8%	5%	27%
Financial			Requested the Funding			Received the Requested Funding	
39. Child Specific Foster Care Licensing Funding			28%				25%
40. Temporary Cash Assistance			41%				42%
41. Relative Caregiver Funding			60%				47%
42. Non-Relative Caregiver Funding			56%				64%
43. Social Security Income			32%				29%
44. Death Benefits			0%				NA

COMMENTS BY QUESTION

Satisfaction with support received through participation in a caregiver support group

Hoping to go next month.

Wasn't offered.

Didn't know about this.

I wish there were evening groups.

Training

Only through Heartland TBRI.

Face to Face Meetings to plan services

School IEP staffings with CHS.

Sometimes.

When there was contact with bio mom we were.

Participation in Family Team Conference process

Never heard of this.

Not sure what this is.

Usually by phone - I would like notice to appear in person.

Sometimes.

Is your Case Manager available and accessible?

Most times does not respond.

Previous caseworker was very difficult to get ahold of.

All case managers we have had have been great.

Often very busy.

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

But with minimal notice.
When asking about them.
Yes, Christina Ware keeps me abreast of all dates.
Sometimes.
Always, plus the supervisor is great too with info.
Sometimes
Working in partnership with Case Manager
Lack of communication.
Case manager has been replaced as other moved.
CM keeps changing.
Like pulling teeth for info.
Somewhat
Working in partnership with GAL
Not sure who this is.
Never got one.
I have only spoke to him once over the phone.
Working with Children's Legal Services
CLS has never spoken to me or even addressed me in the courtroom during hearings. Maxine appeared on a staffing approx. 40 days ago and was able to have the assigned attorney do one of multiple things she asked.
Services provided to meet your family's needs
Dental: Not too many local choices.☐ MH: Never able to obtain.☐ MH: No response.
Primary Health Care: Not able to discuss plan on phone, have to go through DCF.
MH services: Asked for a referral when 1st placed, still on wait list for Early Steps (2 years later).☐ Child Care: Love his daycare, ELC is difficult.

Sunshine Health: Extremely long waiting lists.□ MH: CM delayed change request now waiting for HEADS.□ Effectiveness: Waiting on HEADS.□ Child Care: We pay out of pocket now for after school and school breaks.□
Mental Health: Still waiting on counseling. We spoke to someone who recommended counseling. She was excellent. However, we have not been able to make it happen.
Dental: Still waiting.
Child has CMS - I know how to access CMS services, not all caregivers do.
I should be able to access the primary health care and dental care, but only CM can.
We love his doctor.
Child care services should continue after adoption for relatives. They have taken on an extra child because they love them and want to see them with family. The family should continue to be supported as much as possible.
Child care services are great when referrals are done prior to the expiration.
Satisfaction with Case Manager
CM willingness to share info: Never have updates.
Timeliness of returned calls - Sometimes difficult, but she's busy.
Lisa Pyles is very engaged!
Satisfaction with Child Protective Investigator
She was unwilling to do the work to ensure that this specific child would be placed with his biological brother instead of a random person at the time of removal. They failed to inform the CLS shelter attorney that placement with a sibling was even an option until the weekend shelter when I appeared. The referral for daycare was never done resulting in weeks off of work and then private pay for an additional 2 weeks without care or regard.
Satisfaction with GAL
Limited GAL services, at beginning of care only.
Who's this?
Waited 19 months to get one, would have like to have one the whole time!
I have not seen him except at court hearings.
No GAL appointment

QPI: The team works for the good of the children and puts their needs first.

The children seem to be last, parents are given "special" treatment.

Parents' needs put first.

The whole system is helpful to the bio parents, not the caregiver of children.

My main concern would be that the agencies would have better communication between them.

The child needs permanency and no matter how much is proven that it is time, CLS drags their feet.

QPI: I know what is expected of me as a caregiver

At the beginning, no. Now yes.

QPI: The case worker and I have a respectful working partnership

Our caseworker is awesome! Great worker!

QPI: Members of the entire child welfare team treat each other with respect

Case worker and guardian clash.

CLS and case management should probably talk more.

QPI: As a caregiver, I make normal decisions about the child(ren)'s participation in activities

With grief from parents who call case worker & case worker calls us.

QPI: My experience is that transitions are handled in a developmentally sensitive manner

Visitation with mother.

QPI: I work with birth parents

Mom is non-compliant.

We have a great relationship with bio mom.

Dad's in prison, mom's on the run.

Due to circumstances, not now.

Rights are terminated.

They don't come around anymore.

They are not around.

We tried.

For the past 4 years non stop even post adoption of a sibling.

Additional services that would be helpful

First Aid, CPR, dealing w/child behavior & problems

What can we do to support you as a caregiver of a child/children in the child welfare system?

Even with cash assistance we are not able to supply everyday needs of each child without spending our own money.

Provide more outlets of help.

Provided similar supports & services that foster parents receive. Specifically when it comes to emails & having someone available for questions who isn't child's CM.

Would like respite options. Would like help in the results from after visitation. Would like summer childcare options. Would like help getting HEADS counseling ASAP. Would like help in ABA therapy started.

Explain services available to us, the parents seem to get all the services and offers to help and don't even have the children.

Staying in my house with me and helping them like if they were my own kids.

Financially it's a struggle. We have a family of seven living on one income - not easy.

I'm getting everything that I already need for my grandson's needs.

Be more informed, offer these classes /training (see specified services).

Not at this time.

Open communication, be organized & have paperwork and your stuff together to get things done timely.

Help to navigate legal issues with children placed with me but no "case plan."

My experience has been eye opening. I have not had specific problems that have not been taken care of to date.

Me han ofrecido mucha ayuda. Y se lo agradezco.

Be there for us/kids.

Attorney for caregivers, rather than bio parents only. Bio parents get everything, caregivers get nothing.

Financial help.

You are doing enough. Thank you.

To help to move to a bigger house so my kids have their own room.

Sometimes needing to know in real time what's going on in the case.

Connect legal and case management! Stop allowing CLS to rely on judicial review reports from tired and burnt out workers who may forget to add something; and stop thinking CLS actually reads them before court. Force that connection between them so that they are United and not acting like strangers in a courtroom. This is what causes delays for my child.

Additional Comments

Counseling services for children's transition to new home would be helpful but very limited in our area and we have not had access to family counseling.

I feel like there is a huge disconnect between relative/non-relative & foster parents. I feel like foster parents are given many more services and support. A lot of relatives/non-relatives are unaware of everything that's available to them.

Heartland & GAL are very supportive but CHS at CM level is lacking communication & support.

Start putting the children first, the case workers seem to put the parents and their feeling and what they want first with no consideration about the children it seems just to get a file off the desk.

Process during TPR way too long! Parents are looked out for more than children. We are given little to no info.

To give me help so I could help them because I have social security and I help them with little that they give me.

Food assistance would be helpful. However, no matter what we apply for we are denied. When speaking with others, we are informed to lie like everyone else does. That's the only way you get help. That's unacceptable and I will not lie to get help.

More help w/diapers.

At some point the system needs to look out for the child & the parents history & stop prolonging end result.

I've worked with Heartland for over 16 years - even with ups & downs of foster care, always feel they are here to help. Heartland always returns calls and if they don't know the answer they find someone who does.

Please make sure the children are not going back and forth every six months. Once they are stable they are sent back to the same situation.

Muchas gracias, tienen personal muy bueno y confiable. Muy agradecida de la ayuda prestada.

Do less paper work and give more financial help (too much papers and poor financial help).

Everything is going great!

Keep on keeping on! Be good or good at it! Keep being wonderful for the children!

Just keep up with amazing work. We are blessed to have such a caring case worker.

Case management agencies should take abandonment cases more seriously and understand that due to abandonment, children become stable and accustomed into their current placements because they are FORCED to know no different. Teach them that abandonment may make an "easy" case or a case that could be placed on a back burner because there is no commotion but they should be the ones to reach permanency the quickest--they should not take 12 months, 24 months or longer. Teach CLS to identify abandonment cases at 6 month and 9 month staffings and to speak up on MATERIAL BREACHES instead of being lazy and not wanting their hand forced to file a TPR once a material breach is found.

Services Needed (20 responses; multiple services)	PERCENTAGE
Child Care/Respite	52%
Mentoring	24%
Counseling	48%
Support Group	29%
Financial	48%
Tutoring	5%
Medicaid	14%
Training on Child Welfare System	24%
Training on Children and Teen Behavior	48%
Other	10%

First Aid, CPR

Services that would be helpful to your family

