



Community Based Care: Hardee, Highlands & Polk Counties

## Heartland for Children's Stakeholder Satisfaction Survey Results for 2023

Area	Sample Size	Number & Percent Satisfied	Number & Percent Not Satisfied	2023 Grade	2022 Grade	2021 Grade	2020 Grade
Overall Satisfaction	N=177	156 (88%)	21 (12%)	B+	B+	B	A-
<b>Community Relations &amp; System Integration</b>							
Crystal Lake, Community Partnership School	N=23	22 (96%)	1 (4%)	A	A+	B-	A-
Educational Advocacy & School Liaison	N=57	55 (96%)	2 (4%)	A	A	B	A-
Child Abuse Prevention Month	N=52	50 (96%)	2 (4%)	A	A	A-	B+
Rudolph Roundup	N=80	76 (95%)	4 (5%)	A	A	A-	B+
Family Resources	N=69	63 (91%)	6 (9%)	A	A	B	A-
Training – Pre-Service/In-Service	N=66	59 (89%)	7 (11%)	B+	B+	A-	A-
Integrated Health: Nurse Care Coordinator, Behavioral Health Coordinator, MDT, DJJ Crossover Youth Advocacy, Support & Liaison, APD, Support and Liaison	N=75	74 (99%)	1 (1%)	A	A-	B-	A-
<b>Operations</b>							
Recruitment of Foster & Adoptive Families	N=51	44 (86%)	7 (14%)	B	B+	A-	A-
Foster Care Training/Licensing (Level 2-5)	N=45	39 (87%)	6 (13%)	B+	A-	B	A-
Foster Care ReLicensing & Support (Level 2-5)	N=45	39 (87%)	6 (13%)	B+	B+	B	B
Placements	N=77	58 (75%)	19 (25%)	C	B+	C	C-
Adoptions	N=59	45 (76%)	14 (24%)	C	B-	C	B-
Caregiver Support (Level I/Child Specific Licensing)	N=64	53 (83%)	11 (17%)	B-	A	NA	NA
SB 80 MDT Staffings	N=76	72 (95%)	4 (5%)	A	A-	NA	NA
Family Finding	N=64	57 (89%)	7 (11%)	B+	B	NA	NA
<b>Quality &amp; Performance/Administration</b>							
Case Transfer	N=57	52 (91%)	5 (9%)	A-	B+	D+	C
Diligent Search	N=49	44 (90%)	5 (10%)	A-	C-	C+	B
ICPC/OCS	N=61	57 (93%)	4 (7%)	A-	B	A-	A-
Staffing Facilitator	N=62	57 (92%)	5 (8%)	A-	A+	NA	NA
Safety & Trauma Consultant	N=50	48 (96%)	2 (4%)	A	A	A+	A
Data Management	N=48	47 (98%)	1 (2%)	A	A+	B+	A
Fingerprinting Services	N=55	51 (93%)	4 (7%)	A-	A-	A-	NA
Transition Age Youth/Independent Living	N=50	39 (78%)	11 (22%)	C+	C	B	A-
Missing Child Liaison	N=51	49 (96%)	2 (4%)	A	A+	A	A+
Client Concerns	N=54	51 (94%)	3 (6%)	A	A-	B+	B
Quality Management	N=59	52 (88%)	7 (12%)	B+	A	B	B+
Contract Management	N=60	56 (93%)	4 (7%)	A-	A	B-	A-
<b>Finance</b>							
Revenue Maximization	N=25	21 (84%)	4 (16%)	B	A+	A+	A+
Resource Management	N=32	29 (91%)	3 (9%)	A-	A+	A+	A+
Accounts Payable	N=31	29 (94%)	2 (6%)	A	A+	A+	A+



Area	2023	2022	2021	2020
Respondents felt that they were working in partnership with HFC	74%	85%	74%	65%
Respondents were satisfied or very satisfied with the partnership they have with HFC	89%	93%	90%	86%
Respondents were satisfied or very satisfied with HFC's customer service	92%	95%	91%	92%
Respondents felt that Heartland for Children's overall system of care was effective or highly effective	91%	96%	90%	92%
Respondents felt satisfied or very satisfied with HFC's appreciation and understanding of the contributions they have made to the system of care in Circuit 10	84%	93%	90%	86%

Lead Agency Comparison	Much Better	Better	About the Same	Worse	Much Worse
HFC compared to working with another Lead Agency	32%	23%	35%	9%	1%

2023 Satisfaction	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
HFC leadership operates in a transparent manner	37%	30%	24%	7%	2%
Treating others with respect is the norm in the HFC system of care	45%	36%	14%	4%	1%
Case Managers working with families in Circuit 10	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
Case Managers and caregivers work for the good of the children and put their needs first	36%	51%	7%	6%	0%
The caregivers and I work well with each other and we treat each other with respect	47%	46%	7%	0%	0%
I support caregivers to make normal decisions about children's participation in activities	47%	49%	4%	0%	0%
I encourage caregivers to have relationships with birth families	40%	54%	6%	0%	0%
The caregivers I work with participate in decision-making activities	33%	53%	12%	2%	0%

