



Relative/Non-Relative Satisfaction Survey Results

2023
Reported in 2024

DEMOGRAPHIC INFORMATION

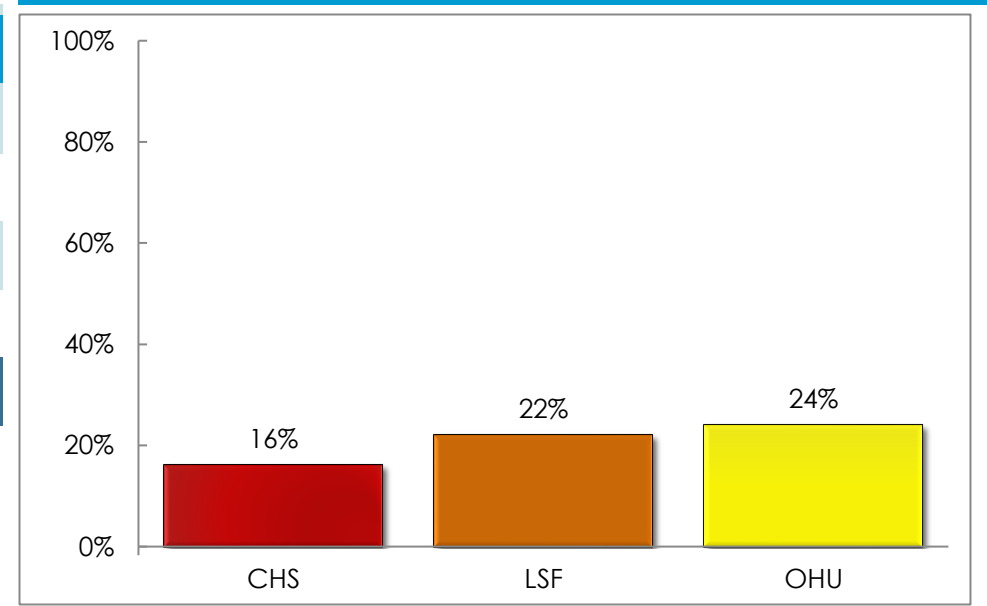
RESPONSE RATE BY PLACEMENT TYPE	PERCENTAGE
Licensed Child Specific Foster Care	22%
Relative - Not Licensed	61%
Non-Relative - Not Licensed	17%

SURVEY RESPONSE RATE



RESPONSE RATE BY CMO	PERCENTAGE
Children's Home Society of Florida	36%
Lutheran Services Florida	21%
One Hope United	43%
Neighbor to Family	0%

Percentage of CMO Clients Responding to Survey



RATING SCALE

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

LENGTH OF TIME CHILD HAS BEEN IN THE HOME

0-6 Months:	34%	19-24 Months:	0%
7-12 Months:	21%	25-36 Months:	7%
13-18 Months:	14%	37-48 Months:	24%

SATISFACTION RESPONSES

SATISFACTION QUESTIONS	2017	2018	2019	2020	2021	2022	2023
1. Were you invited to participate in virtual or face to face meetings/staffings to discuss the case and/or services for the child(ren)?	67%	62%	85%	91%	89%	76%	91%
2. Were you invited to participate in the Family Team Conference process?	58%	54%	68%	69%	57%	NA	NA
3. Does your Case Manager provide you with information regarding court hearings and/or staffings?	80%	88%	94%	95%	79%	75%	82%
4. Is your Case Manager available and accessible to you?	78%	91%	92%	97%	95%	82%	81%
5. If Caregiver participated in a caregiver support group, satisfied with the support received?	93%	96%	83%	78%	50%	89%	100%
6. Were you invited to participate in trainings?	68%	77%	57%	83%	60%	75%	73%
7. Do you feel you have been treated as a full partner with the Case Manager?	80%	85%	86%	83%	94%	81%	73%
8. Do you feel you have been treated as a full partner with the GAL?	78%	82%	84%	88%	89%	100%	90%
9. Do you feel you have been treated as a full partner with Children's Legal Services (CLS)?	60%	62%	64%	80%	62%	71%	58%

SERVICE QUESTIONS	2017	2018	2019	2020	2021	2022	2023
10. Sunshine Health Plan/Medical Insurance	A	A	A	A	A	A	A
11. Access to primary health care	A	A	B	A	A	A	A
12. Access to dental care	A	B	B	A	A	D	A
13. Access to mental health services	B	C	D	A	A	F	B
14. Timeliness of mental health services	C	C	D	C	A	F	C
15. Effectiveness of mental health services	A	B	D	B	A	A	B
16. Communication and engagement with the mental health provider during the treatment of the child	B	B	B	B	A	A	B
17. Educational services provided for the child	A	A	A	A	B	A	B
18. Child care provided for the child	B	B	B	B	B	A	B
SATISFACTION QUESTIONS	2017	2018	2019	2020	2021	2022	2023
19. Case Manager's willingness to share information	B	B	B	A	A	B	A
20. Courtesy and helpfulness of the Case Manager	A	A	A	A	A	B	B
21. Timeliness of returned calls by the Case Manager	A	A	B	A	A	C	B
22. Child Protective Investigator's willingness to share information	A	B	A	A	A	A	A
23. Courtesy and helpfulness of the Child Protective Investigator	A	B	B	A	A	A	A
24. GAL's willingness to share information	A	A	A	A	A	A	A
25. Courtesy and helpfulness of the GAL	A	A	A	A	A	A	A
Quality Parenting Initiative Survey Questions			Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
26. The team works for the good of the children and puts their needs first.			37%	36%	9%	15%	3%
27. I know what is expected of me as a caregiver.			61%	30%	3%	3%	3%
28. The case manager and I have a respectful working partnership.			59%	25%	13%	3%	0%
29. Members of the entire child welfare team treat each other with respect.			35%	34%	28%	3%	0%
30. As a caregiver, I make normal decisions about the child(ren)'s participation in activities.			61%	30%	6%	0%	3%
31. My experience is that transitions are handled in a developmentally sensitive manner.			32%	29%	32%	4%	3%
32. I work with birth parents.			26%	3%	26%	19%	26%
Financial					Had Discussions Regarding the Funding		
					2021	2022	2023
39. Child Specific Foster Care Licensing Funding					54%	85%	87%
40. Temporary Cash Assistance					50%	43%	79%
41. Relative Caregiver Funding					31%	82%	75%
42. Non-Relative Caregiver Funding					58%	45%	64%
43. Social Security Income					15%	33%	31%
44. Death Benefits					7%	0%	22%

Services Needed (20 responses; multiple services)	PERCENTAGE
Child Care/Respite	52%
Mentoring	48%
Counseling	43%
Support Group	17%
Financial	35%
Tutoring	26%
Medicaid	17%
Information on becoming a child specific licensed foster careaiver	9%
Training on Children and Teen Behavior	22%
Other	0%

