

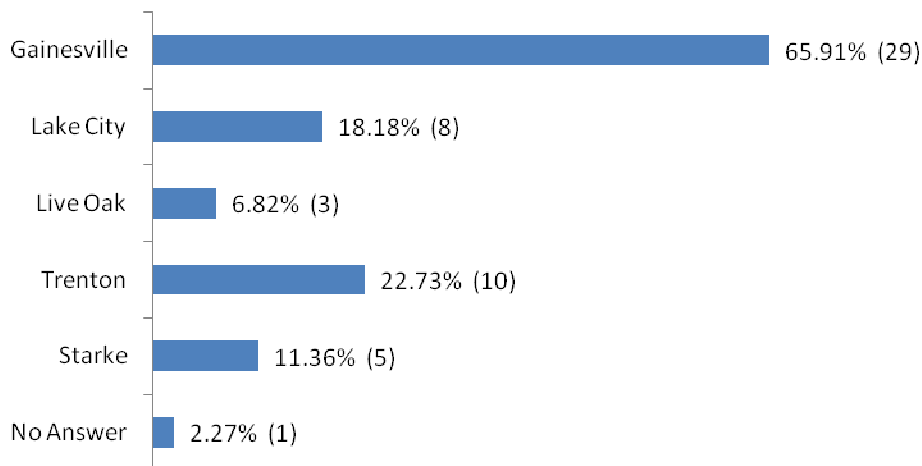


# Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

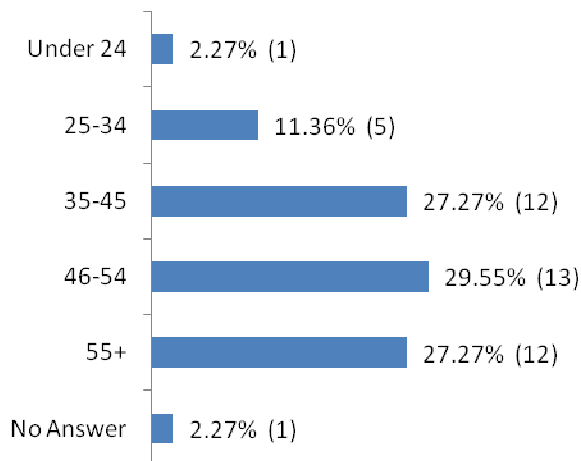
May 2009: Number Mailed: 157 & Number Received: 26

May 2010: Number Mailed: 162 & Number Received: 44

## 1. PSF office that you work with:



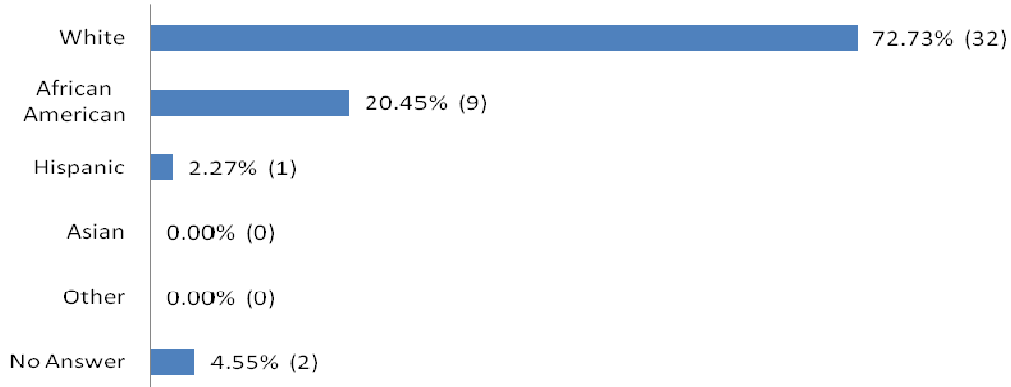
## 2. What is your age?



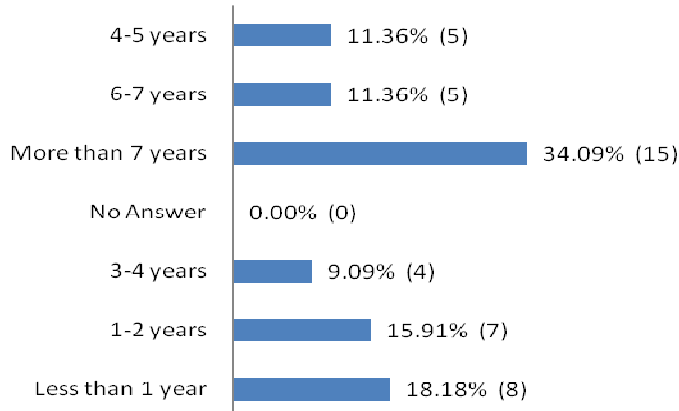


# Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 3. What is your race/ethnicity?



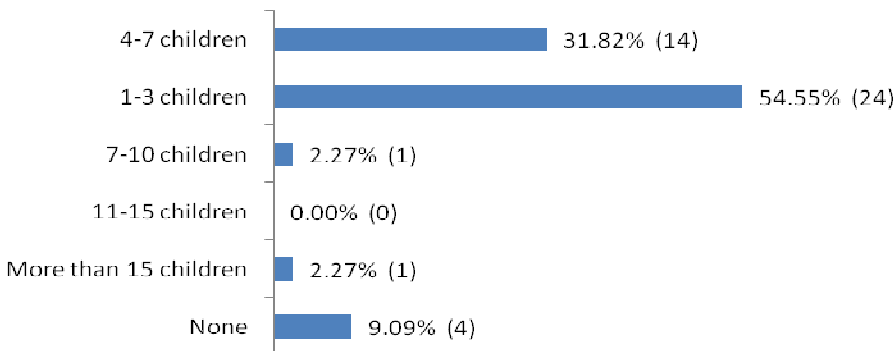
### 4. How long have you been a Foster Parent?



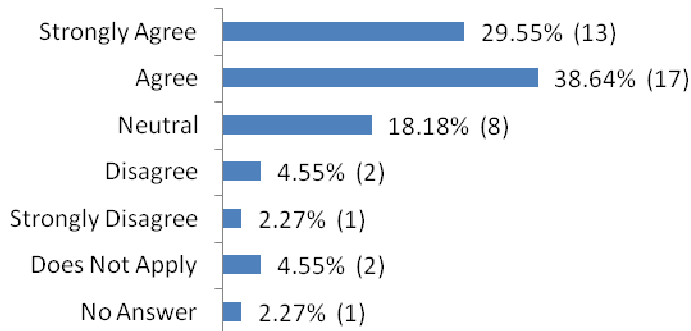


## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 5. How many different foster children have you cared for in your home in the last six months?



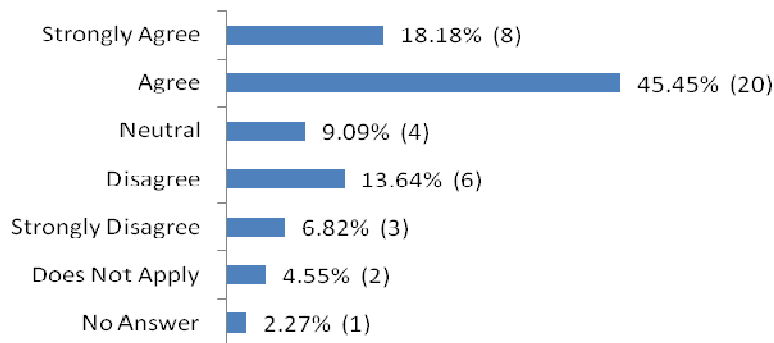
### 6. The Family Care Counselor is responsive to my requests and suggestions in a timely manner.



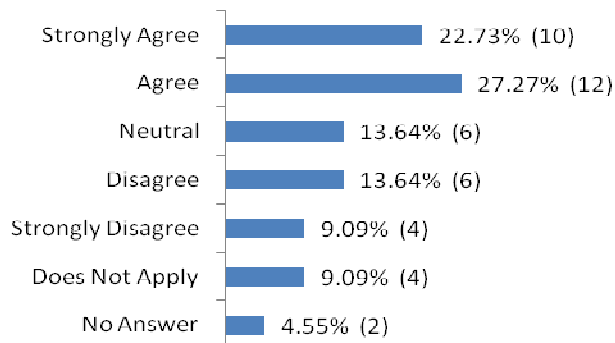


## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 7. I believe I am given all information available about the children placed in my home.



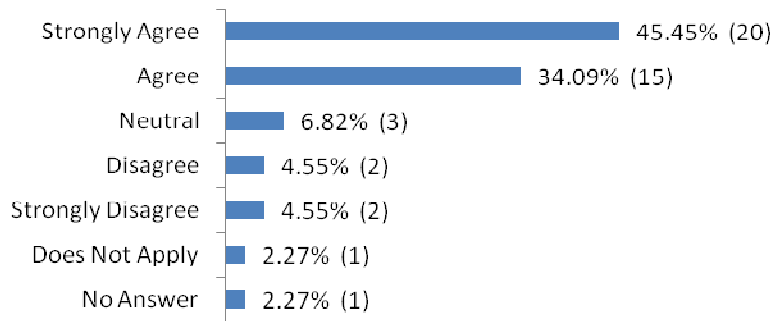
### 8. The Family Care Counselor involves me in the planning process for each child in my home.



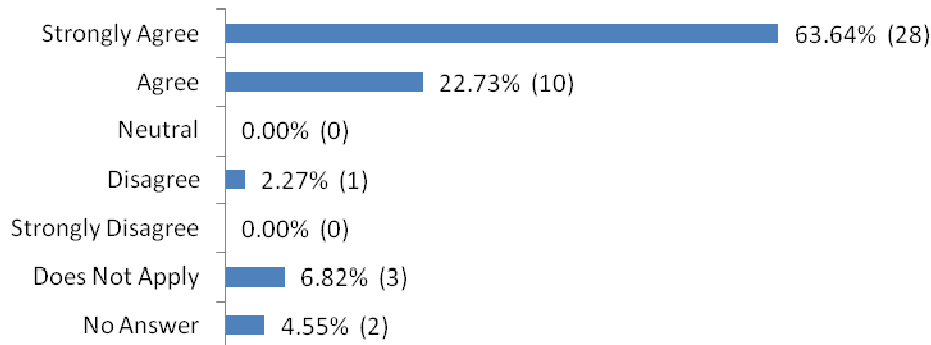


## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 9. I feel the educational, medical, and psychological needs of the children in my home are met.



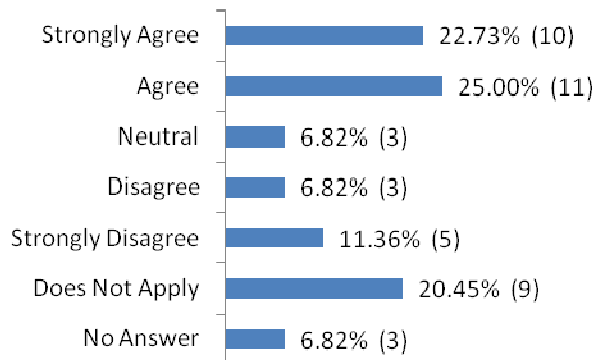
### 10. At least monthly the Family Care Counselor for each child visits with me and the child in my home.



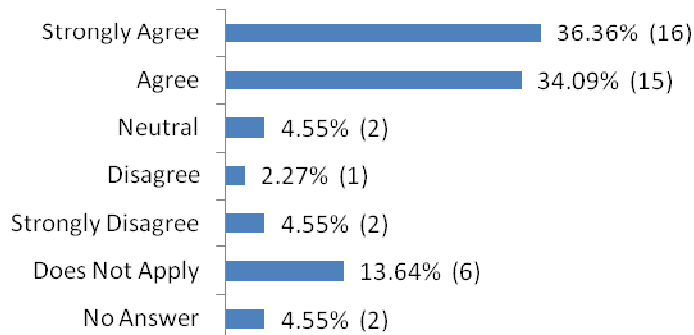


## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 11. I actively participate in Family Team Conferences for each child living in my home.



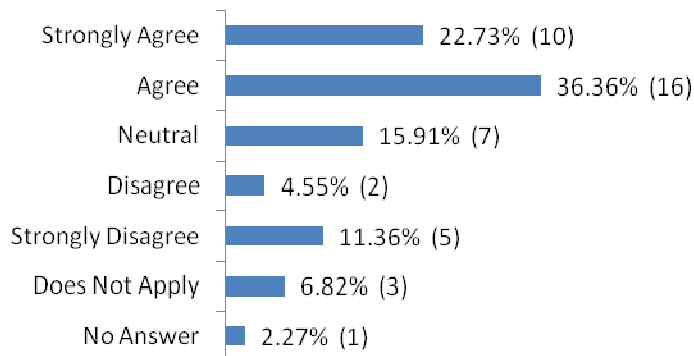
### 12. Family Team Conferences and home visits are scheduled to be convenient for me any my family.



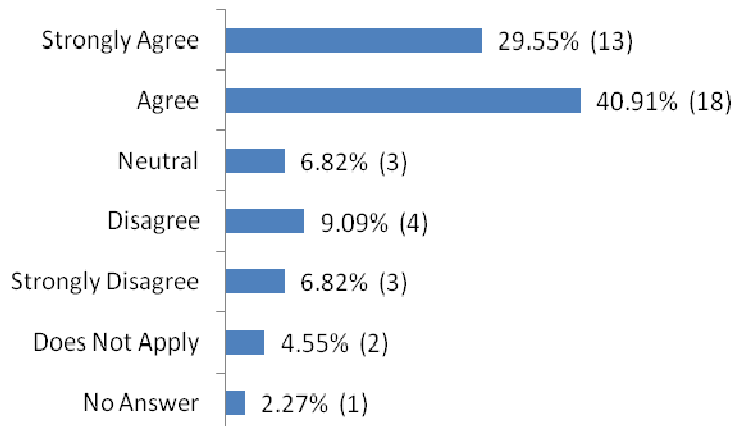


## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 13. I am involved and kept informed of court hearings and outcomes that affect me and the child in my home.



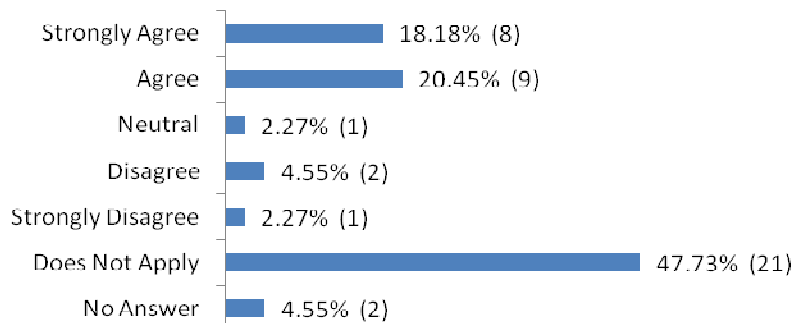
### 14. Supports and services identified for the child are available and accessible.



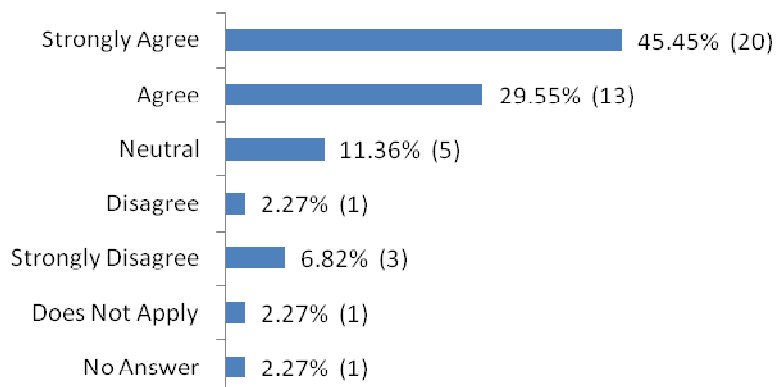


## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

**15. When I request the removal of a child, efforts are made to support the placement and help us through the crisis.**



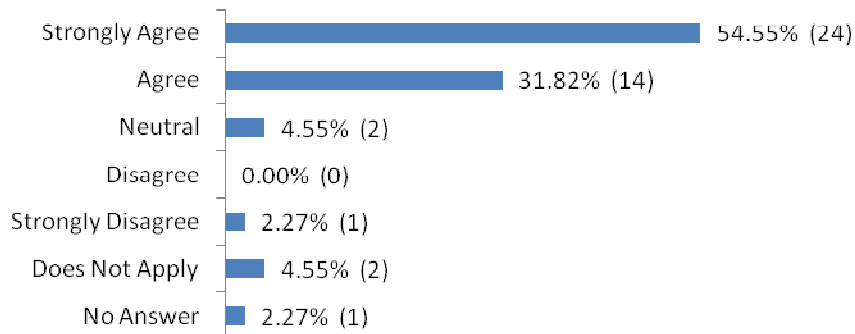
**16. I feel my role as a foster parent is viewed as important to PSF staff.**



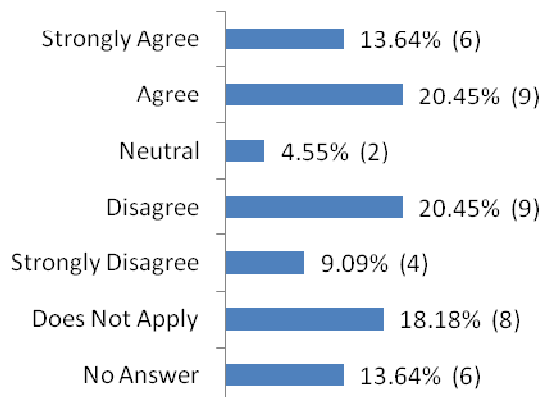


## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 17. PSF ensures my Foster Care Board Payment is accurate and paid in a timely manner.



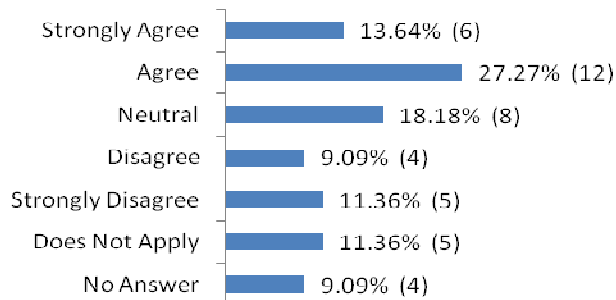
### 18. I receive adequate notice (72 hours) when a child is moved from my home.





## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

### 19. When my worker is on leave or vacation, I am provided a backup number for immediate assistance.



### 20. Please let us know how we can improve.

1. I think a child placed in foster care should not be made to feel different, the stigma of foster to some may make one feel different, a foster child just as any other child should be able to go to the mall and movie with friends without the foster parent looking over their shoulder we have to let their life be as normal as possible.
2. There are a lot of things that can be changed all of the offices work, Well the beat to there on Drums. And if you are not liked they treat you like a child.
3. When a child needs a child care referral it is always a issue I have to take off or take away from my job to handle something that should already be implemented I've had issues with all the kids I've had in care.
4. N/A
5. Communication between Trenton and Gainesville courtesy worker could be a lot better.
6. Courtesy vs. Case Worker = huge disconnect.  
Give foster parents more security.
7. I'd love to know when my home will be approved for a Permanency Planning Family or if I need to foster again.



## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

8. I no longer want to provide care for children through PFSF because of lack of honest details provided about the child. 2 of the 4 children had histories of severe problem behavior, yet I was told they were great" kids w/ no problems. Although I'm a special education teacher with lots of background/experience. I was unable to keep these children due to lack of adequate support/counseling.

9. To speed up the process for the children to be adopted when they are TPR.

10. I never know when my worker is on vacation. I have to find out on my own if I need someone.

11. Any inconvenience that has occurred has been understandable and not a big deal that was not easily remedied.

12. We have no suggestions! You are all doing a wonderful job and you all have such BIG hearts - may God truly bless you all in heaven and earth!!

13. If you have been fostering for 2 yrs or more and it's time to renew have the parents sign a paper that nothing has changed. If you have not moved why make us fill out more friends/family references. Sure radon and health inspection but not all the paper work when you have good/great foster parents why not make things easier for them. Children are work, life can be stressful less paperwork to relicense. Relicensing should be easy sign & date paper that nothing has changed. Make it easier on us foster parents. Less paper work for foster families less paper work for relicensing staff more cost effective!! Less time consuming, happier foster parents.

14. To have every PSFS employee on board with the changes they come about.

15. No complaints

16. More back up support for some of our foster children. Some of our children are stepped down too soon.

17. Retention of case workers.

18. Protect the drug exposed infants from the substance abusing parents.

Placements of these infants in withdrawal, who are very difficult to manage, is putting them at great risk of physical abuse. My follow foster parents and I will share the turmoil these babies experience if you need to know more.

19. BE FRIENDLY & POSITIVE

20. Have someone in financial (Normalcy, SSI, etc...) that doesn't act like it's their \$ you're asking for. Also, they should give you the benefit of the doubt that you truly are requesting the money to help your child(ren), because most of us are!

21. Create a handbook with phone numbers and resources to give to new foster parents. This booklet should include pages on who to contact for what at PSF SSI Procedures.

22. A list of ALL people involved and their responsibilities (GAL, FCC, \$ people, counselors, judge, etc.



## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

- 23. Rx procedures
- 24. Medicaid phone numbers and procedures
- 25. Lists of available Medicaid doctors and dentists
- Respite procedures
- A breakdown of the court hearing schedules and reasons
- 26. When people are out, someone needs to be addressing their email and their responsibilities.
- 27. Email should be responded to in a timely manner.
- 28. You need more transporters!
- 29. PSF's failure to be aware and organized does not mean the issue should've been thrown at me as an emergency.
  
- 30. I believe that this past year, I have seen many improvements. I really enjoy my case worker but she is through a different agency. In the past, with PSF the main problem was getting a call back. Now I have no issue with a return call.  
Family care case workers need to more assessable.

### **21. Please let us know of things we are doing well.**

- 1. The activities you have that the children can meet other foster children's, also keeping siblings together when possible.
- 2. Starke does their JOB. When we need something that who we have to go through.
- 3. I'm pleased with the care of the higher staff when there have been issues I'm glad that the problems were resolved in a timely manner.
- 4. Being there when I need you! Thanks!
  
- 5. I have never had a problem with my workers. They are very friendly and helpful in every way. I think they are doing a great job.
- 6. Ms. Patti from Trenton who does transport to and from visits is WONDERFUL!!! Ms. Jackson, our Gainesville courtesy worker is also fabulous!! Charles has been good about getting me info when I ask for it.
- 7. Open to suggestions; always looking to improve; most all friendly and helpful staff.
- 8. Usually on top of prob.-Usually good at identifying problem and give solution. Usually good communication with most involved. Staff seems concerned about FP's and kids.
- 9. Financial reimbursement, informing about clothing bank; licensing and re-licensing, returning phone calls, back-up by supervisors.



## Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

10. We receive payments every time on time. :) When we have questions or concerns about a case worker, supervisors are great about contacting the case workers to get things going in the right direction.
11. 1. Everyone is so helpful and I so appreciated their hard work for these children - everyone seems to work as a TEAM (Together Everyone Achieves More)  
2. Everyone has always helped us so willingly when we have had a need or request. I pray we have been such a blessing to them also!!
12. I am impressed by the many training opportunities Mr. Vega has emailed us about and will take advantage of relevant ones.
13. The workers I have had contact with have been compassionate and kind. They have been extremely supportive and helpful.
14. Waheeda, Jose and Amanda there is no better. They are great with foster families. They work very hard and best of all CARE. Danielle Parker has been a huge help to our family. If she didn't know the answer she got the answer. She is an asset to Partnership and to the foster/adoptive families.
15. I think overall you all are trying to make the differences needed-trainings, subgroup meetings and activities.
16. No complaints
17. My children's case workers are really great and are there for the child.
18. Foster parent support group.
19. Adrienne Stewart is a top notch Family Care Counselor, she is professional, friendly, caring and very upbeat. She always follows thru with things I request. In my book she is number 1.
20. C. Anderson is and has been in the past a dedicated, attentive and caring counselor to work within the cases we have shared. She is a true professional and an asset to the children we serve.
21. Jose goes above and beyond to be helpful ALWAYS! (even things that are not part of his job description!) Yolanda, also, was VERY helpful. Marie Shaft and Judy King (my children's case workers) are both dedicated and love my kids! Receptionist is delightful.
22. Keeping kids in care too long.
23. When you deal with other agencies you either see a positive or negative with how they deal with the children. I am glad to report this year is more positive. Thank you.
24. Jose and Waheeda-They care and appreciate us they love the children.
25. Gail Jackson is our courtesy worker (child is from Jax-) Gail is a great worker and person. Tx



# Foster Parent Satisfaction Survey Results Fiscal Year 2009-2010

## **Thank You for Your Participation**

PSF will utilize your responses when focusing on changes to be made within the system of care. We look forward to continued collaboration with our foster parents in making changes that will affect the system as a whole and most importantly the lives of the children and families we serve.