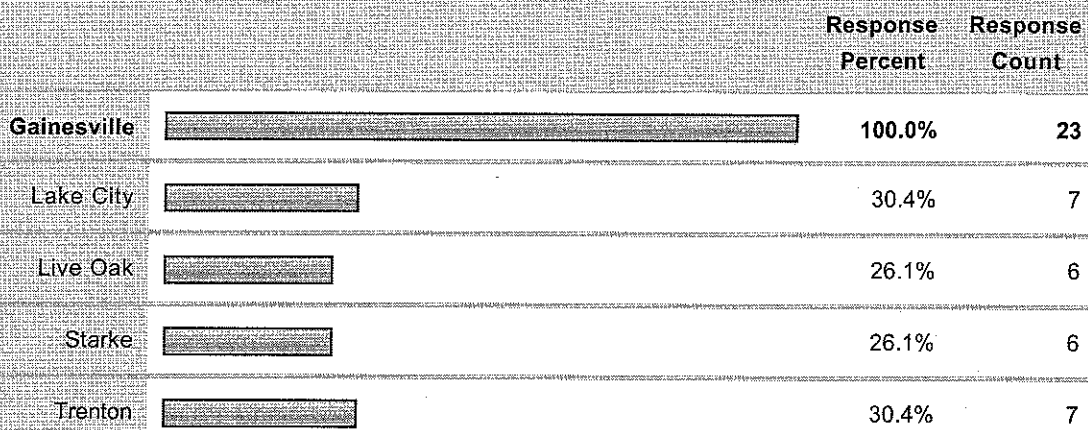


Partnership for Strong Families Provider Satisfaction Survey 2012



1. PSF Office(s) that you work with:



answered question 23

skipped question 0

2. Area in which I work:

		Response Percent	Response Count
Therapeutic/Behavioral		52.2%	12
Educational		8.7%	2
Visitation Center		0.0%	0
Specialized Therapeutic Foster Care		8.7%	2
Residential Group Care		47.8%	11
Private Practitioner		8.7%	2
Prevention/Diversion		21.7%	5
Independent Living		8.7%	2
Emergency Shelter		13.0%	3
Other (please specify)			3
answered question			23
skipped question			0

3. PSF staff is easily accessible and respond to my telephone calls or letters in a timely manner.

		Response Percent	Response Count
5 - Strongly Agree		33.3%	7
4 - Agree		47.6%	10
3 - Neutral		19.0%	4
2 - Disagree		0.0%	0
1 - Strongly Disagree		0.0%	0
0 - Does Not Apply		0.0%	0
answered question			21
skipped question			2

4. PSF staff is courteous and knowledgeable in their interactions with me or my agency.

		Response Percent	Response Count
5 - Strongly Agree		42.9%	9
4 - Agree		52.4%	11
3 - Neutral		4.8%	1
2 - Disagree		0.0%	0
1 - Strongly Disagree		0.0%	0
0 - Does Not Apply		0.0%	0
answered question			21
skipped question			2

5. When making referrals to my program, PSF staff accurately complete the referral form and provide all supporting documentation needed for the referral.

		Response Percent	Response Count
5 – Strongly Agree		38.1%	8
4 – Agree		47.6%	10
3 – Neutral		9.5%	2
2 – Disagree		4.8%	1
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		0.0%	0
answered question			21
skipped question			2

6. PSF staff notifies me in advance when they need reports, information, recommendations or letters from me.

		Response Percent	Response Count
5 – Strongly Agree		33.3%	7
4 – Agree		38.1%	8
3 – Neutral		14.3%	3
2 – Disagree		14.3%	3
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		0.0%	0
answered question			21
skipped question			2

7. I have been informed of Family Team Conferencing and I have been invited to participate in Family Team Meetings with families in which I am involved

		Response Percent	Response Count
5 – Strongly Agree		14.3%	3
4 – Agree		38.1%	8
3 – Neutral		9.5%	2
2 – Disagree		9.5%	2
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		28.6%	6
answered question			21
skipped question			2

8. When I have invited them, PSF staff attends meetings and they come prepared with helpful information.

		Response Percent	Response Count
5 – Strongly Agree		23.8%	5
4 – Agree		23.8%	5
3 – Neutral		4.8%	1
2 – Disagree		9.5%	2
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		38.1%	8
answered question			21
skipped question			2

9. My opinions and recommendations are considered by the Partnership for Strong Families.

		Response Percent	Response Count
5 – Strongly Agree		23.8%	5
4 – Agree		47.6%	10
3 – Neutral		19.0%	4
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		9.5%	2
answered question			21
skipped question			2

10. I believe the services my client receives from PSF are helping them to address their identified needs.

		Response Percent	Response Count
5 – Strongly Agree		28.6%	6
4 – Agree		47.6%	10
3 – Neutral		9.5%	2
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		14.3%	3
answered question			21
skipped question			2

11. PSF Staff develops and involves community based resources/services to assist families in becoming safe, stable and self-sufficient.

		Response Percent	Response Count
5 – Strongly Agree		23.8%	5
4 – Agree		52.4%	11
3 – Neutral		19.0%	4
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		4.8%	1
answered question			21
skipped question			2

12. PSF ensures services and supports to the family are provided in a coordinated manner.

		Response Percent	Response Count
5 – Strongly Agree		14.3%	3
4 – Agree		52.4%	11
3 – Neutral		14.3%	3
2 – Disagree		4.8%	1
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		14.3%	3
answered question			21
skipped question			2

13. Placement changes for children occur only after careful planning and concern for preserving a sense of continuity.

		Response Percent	Response Count
5 – Strongly Agree		19.0%	4
4 – Agree		28.6%	6
3 – Neutral		33.3%	7
2 – Disagree		4.8%	1
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		14.3%	3
answered question			21
skipped question			2

14. PSF ensures the safety and well-being of children.

		Response Percent	Response Count
5 – Strongly Agree		28.6%	6
4 – Agree		52.4%	11
3 – Neutral		14.3%	3
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		4.8%	1
answered question			21
skipped question			2

15. I have a clear understanding of the PSF family support system and my role in the process.

		Response Percent	Response Count
5 – Strongly Agree		19.0%	4
4 – Agree		52.4%	11
3 – Neutral		19.0%	4
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		9.5%	2
answered question			21
skipped question			2

16. The PSF Emergency/After Hours on-call system is effective and efficient.

		Response Percent	Response Count
5 – Strongly Agree		9.5%	2
4 – Agree		23.8%	5
3 – Neutral		23.8%	5
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		42.9%	9
answered question			21
skipped question			2

17. The PSF Finance Department ensures invoices for services are paid in a timely manner.

		Response Percent	Response Count
5 – Strongly Agree		42.9%	9
4 – Agree		47.6%	10
3 – Neutral		9.5%	2
2 – Disagree		0.0%	0
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		0.0%	0
answered question			21
skipped question			2

18. The PSF Contract staff ensure contract information and requirements are current and changes/updates are provided in a timely manner.

		Response Percent	Response Count
5 – Strongly Agree		33.3%	7
4 – Agree		47.6%	10
3 – Neutral		9.5%	2
2 – Disagree		0.0%	0
1 – Strongly Disagree		4.8%	1
0 – Does Not Apply		4.8%	1
answered question			21
skipped question			2

19. When requesting information from PSF, I receive it in a timely manner and the information is comprehensive and current.

		Response Percent	Response Count
5 – Strongly Agree		14.3%	3
4 – Agree		52.4%	11
3 – Neutral		14.3%	3
2 – Disagree		9.5%	2
1 – Strongly Disagree		0.0%	0
0 – Does Not Apply		9.5%	2
answered question			21
skipped question			2

20. Please let us know how we can improve:

	Response Count
	9
answered question	9
skipped question	14

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

	Response Count
	10
answered question	10
skipped question	13

22. Name (OPTIONAL)

Response
Count

5

answered question

5

skipped question

18

23. Phone Number (OPTIONAL)

Response
Count

5

answered question

5

skipped question

18

Provider Satisfaction Survey 2012

Please let us know how we can improve:

Answer Options

Response Count

answered question
skipped question

9

9
14

Number	Response Text	
1	For the most part, the therapists at GIP are very pleased and satisfied with are work with the Partnership. The only way you could improve is to make sure that all your best and most conscientious employees never take vacations and never leave the company. (Obviously, I say that in jest, since it would be impossible.) Yet the point is that, for the most part, the only time there seems to be any lapse in prompt replies to our questions is when this is the reason. And actually, in one other area, I would request that we could make an effort to work together more effectively when there is court involvement with a client and the therapist and the FCC don't share the same perspective about the client or his or her progress. Perhaps a phone consult or meeting could occur before court to help resolve the disparity by reviewing the opinions of the therapist drawn through hours of therapy with the client. Thanks!	
2	I can see no where you can improve	
3	While some staff members are wonderful and work really hard to collaborate, there are some FCCs who do not respond to emails or voicemails in a timely manner, if at all.	
4	I'm a contract provider and some of your survey questions are not really aimed at what I know about your services. We haven't really received many placements from you in the last year and we don't really know why that is.	
5	Several cases I have had who were involved in the DDC or other substance abuse programs, seem to focus almost entirely on complete sobriety rather than sobriety as a learning process for the client. I am concerned about this and the impact it has on clients and their children. Also, the emotional needs of young children to maintain a secure base with their parents seems minimized by the system to me. I would like to hear more discussion re: if this decision is made, how might it affect the child. Perhaps this occurs behind the scenes but I am not hearing it. Finally, as a provider, I have seen a significant decrease in referrals this year. It is difficult for me to provide the same level of service I used to provide because my percentage of PFSF cases are down. Previously when I had 8 families I provided home visits to, I could drive by and check on the ones who were not engaged in services. I can no longer do that. Perhaps having fewer providers may actually increase the level of service clients receive.	
6	More notice from FCC staff when reports are needed. Greater emphasis on strengths of clients rather than the "gotcha" mentality Still removing kids from DV victims unnecessarily Still would like to have a flow chart of services from PI phase to closure	
7	Anything you can do to slow staff turnover would be helpful.	
8	Responsiveness to telephone call/messages	
9	serve more families in your diversion program	

Provider Satisfaction Survey 2012

Please let us know of things we are doing well:

Answer Options

Response Count

answered question
skipped question

10

10
13

Number	Response Text	Response Count
1	Virtually everyone is incredibly professional, conscientious, and courteous! And at times, I've been very impressed by your patience and kindness with some clients who are particularly challenging when I'm no longer feeling patient!	
2	You do everything well	
3	The UM staff is very courteous and works hard to provide everything needed to continue care for children at our agency. Many of the FCCs are dedicated and hardworking, and work well with other agencies, such as ours.	
4	Your organization really subscribes to high quality services.	
5	I appreciate so many of the staff. Everybody is very professional, responsive and willing to accept feedback and support our work in the field. I have had only positive experiences working with PFSF staff and I thank them for all they do.	
6	Contract staff is great Communicate changes effectively now Committed to quality services	
7	The placement department always responsive, professional and a joy to work with. PFSF is a wonderful agency and provides quality service for youth and families.	
8	Your staff has been open to new ideas to improve services to children.	
9	doing well given resources you have to work with, Remaining committed to evidence based practice such as sol. focus case work. Good perspective on challenges providers contend with. Open to training and input from providers.	
10	most staff are very easy to work with, professional and caring about the families	