



Community Based Care: Hardee, Highlands & Polk Counties

Foster Caregiver Level 2-5 Satisfaction Survey Results

2023
April 2024

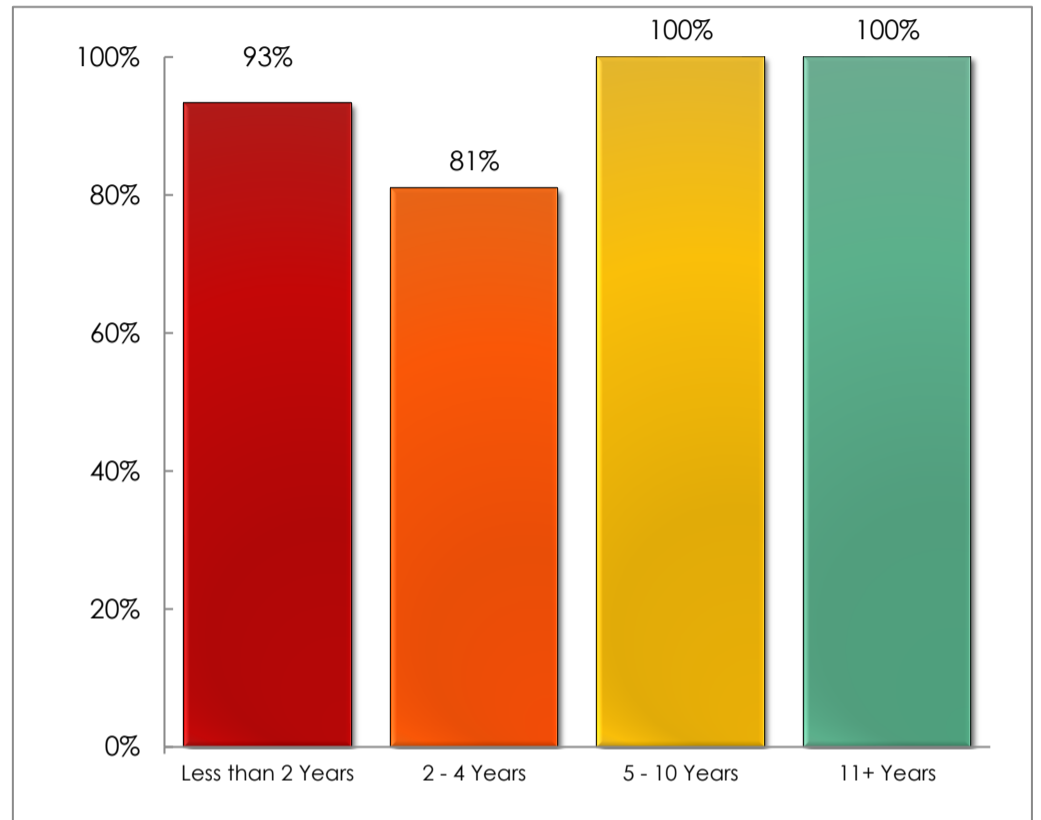
DEMOGRAPHIC INFORMATION

LENGTH OF TIME LICENSED	PERCENTAGE
Less than 2 Years	26%
2 - 4 Years	33%
5 - 10 Years	26%
11+ Years	15%
TYPE OF FOSTER LICENSE	PERCENTAGE
Traditional	82%
Therapeutic	9%
Medical	9%
COUNTY	PERCENTAGE
Polk	74%
Hardee	1%
Highlands	8%
Other/Unknown	17%
BY RE-LICENSING SPECIALIST	PERCENTAGE
Cateka Brown	15%
Peace Green	28%
Rocio Rivera-Diaz	13%
Donna Segree-Lawson	12%
Milove Williams	22%
Other/One More Child	0%
Other/Devereux	10%
Other/Unknown	0%

SURVEY RESPONSE RATE



SATISFACTION BY LENGTH OF TIME LICENSED



RATING SCALE

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

TRAINING - Passport to Parenting Preservice

In Person: 19%
Virtual: 81%

SATISFACTION RESPONSES

SATISFACTION QUESTIONS	2017	2018	2019	2020	2021	2022	2023
1. As a foster caregiver who completed the Passport to Parenting Preservice Training within the last year, how satisfied are you with preparation and training provided to you?	A	A	A	A	A	A	A
2a. How satisfied are you with the interactions you have had with Placement Staff?	A	A	A	A	A	A	A
2b. With Case Managers?	A	B	B	B	B	D	C
2c. With Protective Investigators?	B	A	A	A	A	C	A
2d. Guardian Ad Litem(s)?	NA	A	B	A	A	B	B
2e. Heartland for Children Staff?	A	A	A	A	A	A	A
3. How satisfied are you with the information received from HFC Placements regarding the child(ren) placed in your home?	A	B	B	A	A	A	A
4. How satisfied are you with the follow-up/support calls that you receive from HFC Placements after a child has been placed with you?	A	A	B	A	A	B	B

SATISFACTION QUESTIONS	2017	2018	2019	2020	2021	2022	2023
5. How satisfied are you with the training opportunities provided to you by HFC after your home was licensed?	A	A	B	A	A	A	A
6. How satisfied are you with the information provided on how to properly escalate issues of concern if you encounter an obstacle you are unsure of how to handle directly?	A	NA	NA	NA	NA	NA	NA
7. How satisfied are you with the timeliness and accuracy of your foster room and board payments?	A	A	A	A	A	A	A
8. If the child needed health care, access to primary health care?	A	A	B	A	A	A	A
9. If the child needed dental care, access to dental care?	A	A	B	A	A	B	B
10. If the child needed mental health services, access to mental health services?	C	B	B	B	C	F	D
11. If the child needed mental health services, effectiveness of the service?	B	NA	NA	NA	NA	NA	NA
12. If the child needed mental health services, quality of the services?	NA	NA	B	B	B	D	C
13. Overall, how satisfied are you as a foster caregiver with HFC?	A	A	B	A	A	B	A

SATISFACTION QUESTIONS	PERCENTAGE YES		
	2021	2022	2023
14. Have you participated in a Comfort Call upon a new child being placed in your care?	51%	52%	58%
15a. As a foster caregiver, have you been invited to attend school meetings and provide updates regarding the child(ren) in your care?	91%	95%	93%
15b. As a foster caregiver, have you been invited to attend staffings and provide updates regarding the child(ren) in your care?	84%	89%	81%
15c. As a foster caregiver, have you been invited to attend court proceedings and provide updates regarding the child(ren) in your care?	89%	90%	70%
16. Do you feel that adequate support services are available to you and the child(ren) placed in your care?	80%	65%	73%
17. Do you feel that you are considered a valuable team member caring for children?	82%	79%	77%
18. Do you feel that you receive good customer service from the child welfare system as a whole?	80%	75%	69%
19. Now that you are a foster caregiver, do you feel that you receive the same level of service as when you were being recruited/trained?	84%	82%	69%
20. Do you feel that your service to children is appreciated by the child welfare system staff?	83%	75%	71%
21a. Do you feel you have been treated as a full partner with Case Managers?	75%	70%	59%
21b. With your Re-Licensing Specialist?	100%	97%	98%
21c. With GAL(s)?	90%	97%	79%
21d. With CLS?	69%	33%	48%
21e. With Independent Living Coach?	88%	50%	33%

21f. With Therapeutic Mental Health Provider?	90%	40%	58%
22. In the past year, have you tried to recruit other families to become foster caregivers with HFC?	76%	69%	74%
23. Have you worked with and supported the biological parents or other relative(s) of the children placed with you to achieve reunification when the goal was reunification?	90%	75%	81%
24. Are you aware of who is in your Hub Group?	NA	NA	83%
25. Have you participated in a Hub Group Activity?	NA	NA	15%

Quality Parenting Initiative Survey Questions	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
26. My team works for the good of the children and puts their needs first.	38%	31%	16%	10%	5%
27. I know what is expected of me as a foster caregiver.	55%	38%	4%	3%	0%
28. The case worker and I have a respectful working partnership.	38%	33%	22%	4%	3%
29. Members of the entire child welfare team treat each other with respect.	26%	31%	34%	7%	2%
30. As a foster caregiver, I make normal decisions about the child(ren)'s participation in activities (e.g., social media, babysitting, family vacations, etc.).	38%	53%	9%	0%	0%
31. My experience is that transitions are handled in a developmentally sensitive manner.	17%	28%	31%	17%	7%
Quality Parenting Initiative Survey Questions	Always	Often	Sometimes	Rarely	Never
32. I co-parent with the child's parent(s).	17%	21%	38%	7%	17%