

Foster Family Satisfaction Survey 2024



This survey was administered via a link provided to EA FFA parents. The satisfaction survey consists of fourteen items, nine of which are based on a 5-point Likert scale. Likert-scaled responses ranged from a high of five points to a low of one point (e.g., "Extremely satisfied" to "Not at all satisfied"). Two items were scored on a 3-point scale (e.g., "Yes, definitely" to "No"). Item 12 (Q12) is measured on a 0 - 10 rating system, which then defines answers into categories. These categories are as follows: Detractors (scores of 0-6), Passives (scores of 7-8), and Promoters (scores of 9-10). This survey ended with a sample size (n) of 104, up from 59 in 2023.

Q1: How satisfied are you as a foster family with the overall services from EA?



Quality of Services					
	Very high quality	High quality	Neither high nor low	Low quality	Very low
# of Responses	61	28	12	2	1
Item Mean	4.4				
2023 Mean	4.2				

Q2: How satisfied are you with the support you and your family have received from EA staff?



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	64	28	9	2	1
Item Mean	4.46				
2023 Mean	4.29				

Q3: Have our social workers been available in a timely fashion to assist you?



	Extremely timely	Very likely timely	Somewhat timely	Not so timely	Not at all timely
# of Responses	74	24	3	3	0
Item Mean	4.63				
2023 Mean	4.58				

Q4: What is the social worker's approximate frequency of contact with you per month?





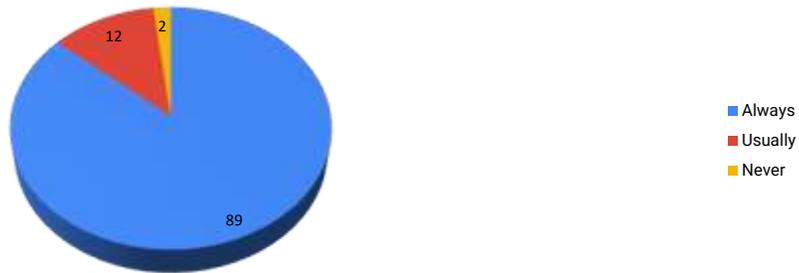
	Extremely responsive, one home visit per week and always returns my calls	Very responsive, visits home biweekly, and always returns my calls	Follows case plans for home visits and returns phone calls	Somewhat responsive, inconsistent home visits, eventually returns my calls	Not so responsive, rarely does home visits, difficulty reaching by phone
# of Responses	61	28	11	3	0
Item Mean	4.43				
2023 Mean	4.07				

Q5: How satisfied are you with the communication with other EA staff (issues with monthly checks, calling SW Supervisors/Administrators for assistance, etc)?



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	79	13	7	2	2
Item Mean	4.6				
2023 Mean	4.47				

Q6: The EA social worker involves me in the planning process for each child in my home?



	Always	Usually	Never
# of Responses	89	12	2
Item Mean	2.84		
2023 Mean	2.72		

Q7: I feel my role as a foster parent is viewed as important to EA staff.



	Yes, definitely	Yes, somewhat	No
# of Responses	89	11	3
Item Mean	2.83		

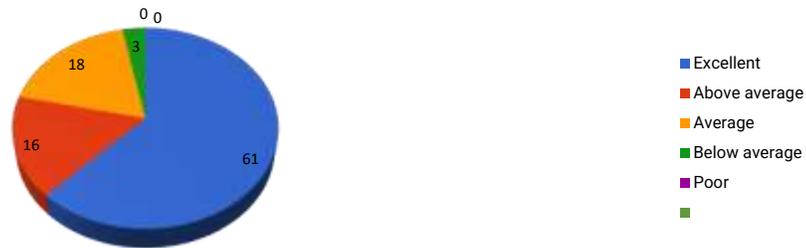
2023 Mean	2.65
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Q8: I feel adequately trained to be an effective foster parent.



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
# of Responses	84	17	3	0	0
Item Mean	4.78				
2023 Mean	4.71				

Q9: The EA emergency/after hours on-call system is effective and efficient?



	Excellent	Above average	Average	Below average	Poor
# of Responses	61	16	18	3	0
Item Mean	4.38				
2023 Mean	4.13				

Q10: I feel cultural concerns and preferences (race, spirituality, identity, etc.) are respected by EA.



	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	72	19	11	1	1
Item Mean	4.54				
2023 Mean	4.47				

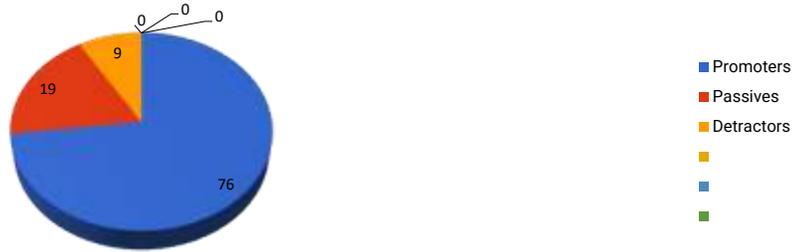
Q11: EA works to promote personal growth and success.



	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
# of Responses	66	27	9	0	2

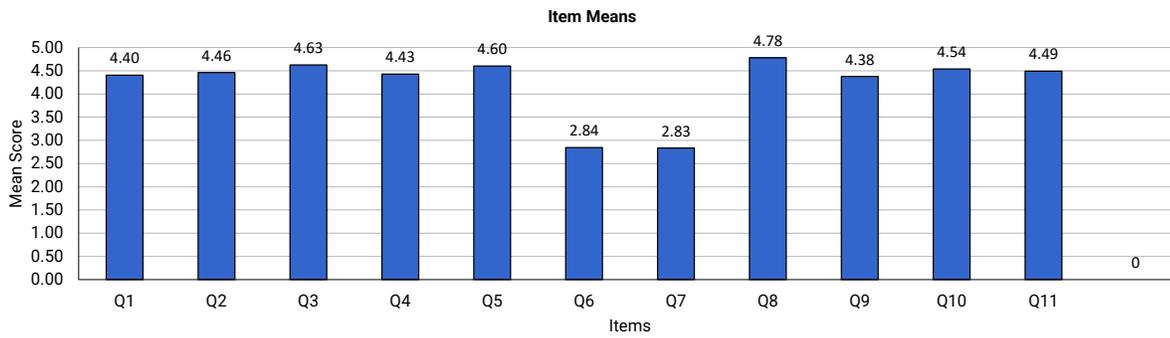
Item Mean	4.49
2023 Mean	4.34

Q12: How likely is it that you would recommend EA to a friend or colleague?



	Promoters (9-10)	Passives (7-8)	Detractors (0-6)
2024 Responses	76	19	9
2023 Responses	44	7	8

Means



Lowest Item Mean	4.38	The EA emergency/after hours on-call system is effective and efficient.
Highest Item Mean	4.78	I feel adequately trained to be an effective foster parent? (same each year since 2021)
** Items 6 & 7 are not included in "Lowest Item Mean" or "Highest Item Mean" as they are on a 3-point scale, rather than a 5-point scale **		