



BETA FOSTER CARE

FOSTER FAMILY AGENCY

Serving So. Calif. Since 1988

2017 Survey Results

Table of Contents

- I. Survey Overview
- II. Description of Survey Samples
- III. Interpretation of Results
 - a. Employee Satisfaction Survey
 - b. Foster Family Survey and Feedback Form
 - c. Client Survey
 - d. Community Stakeholder Survey
 - e. County Stakeholder Survey
- IV. Conclusions
- V. Exhibit A: Foster Family Survey and Feedback Form Charts



I. Survey Overview

This report summarizes the results from Beta Foster Care's 2017 surveys. Surveys were conducted in the form of an Employee Satisfaction Survey, Foster Family Survey and Feedback Form, Client Survey, Community Stakeholder Survey and County Stakeholder Survey. Surveys were conducted to assess overall employee satisfaction as well as service satisfaction from certified Foster Parents and Clients. A survey was also conducted with volunteers who are involved with the program. The report is intended to provide an overview of the surveys taken and allow for the agency to see areas of strength and areas that are in need of improvement. Results of the survey will be shared with Beta Foster Care's board members and staff so that results can be discussed and concerns adequately addressed.

II. Description of Survey Samples

The Employee Satisfaction Survey was emailed to two full-time employees of Beta Foster Care. The Executive Director did not participate in the survey. Both full-time employees completed the survey, resulting in a response rate of 100%.

The Foster Family Survey and Feedback Form was delivered in person to all 14 certified foster families. All 14 of the foster families completed the survey/feedback form, resulting in an overall response rate of 100%.

Client Surveys were distributed to Social Workers to distribute and administer to all foster children. Sixteen of the 25 children/youth in placement completed the surveys, resulting in an overall response rate of 64%.

Community Stakeholder surveys were distributed to three volunteers that have been involved with the organization. All three volunteers completed the survey, resulting in a response rate of 100%.

County Stakeholder surveys were distributed to 11 county social workers that have been involved with the organization. All 11 county social workers completed the survey, resulting in a response rate of 100%.

III. Interpretation of Results

Employee Satisfaction Survey:

- 1) 100% of employees Strongly Agree that they feel encouraged to explore new and creative ways to perform their job duties.
- 2) 100% of employees Strongly Agree that they are satisfied overall that their work at Beta Foster Care makes a positive impact in lives of foster children and foster families.



- 3) 100% of employees Strongly Agree that they have the tools, resources, and training opportunities available to help them perform their job duties.
- 4) 100% of employees Strongly Agree that their job duties are clearly defined with goals and objectives.
- 5) 100% of employees Strongly Agree that the Executive Director keeps them informed of important issues and changes in the industry.
- 6) 100% of employees Strongly Agree that the Executive Director is accessible for consultations and support as needed for urgent matters.
- 7) 100% of employees Strongly Agree that they receive case and clinical supervision from the Executive Director that meets their expectations as a professional.
- 8) 100% of employees Strongly Agree that they feel safe and supported in the work place.
- 9) 100% of employees Strongly Agree that they have a voice in making decisions that impact both foster children and foster families.

Foster Family Survey and Feedback Form¹:

- 1) 71% of families Strongly Agree and 29% Agree that they are satisfied overall with their experience as a foster parent.
- 2) 86% of families Strongly Agree and 14% Agree that they are satisfied overall, as a foster parent, with the support they have received from their Beta Foster Care-Social Worker.
- 3) 79% of families Strongly Agree and 21% Agree that they are satisfied in the last 6 months, as a foster parent, with the support they have received from their Beta Foster Care-Social Worker.
- 4) 86% of families Strongly Agree and 14% Agree that they are satisfied as a foster parent, with the amount and quality of communication they have with their Beta Foster Care-Social Worker.
- 5) 71% of families Strongly Agree and 29% Agree that they are satisfied as a foster parent, in their relationships with the Beta Foster Care staff and the agency as a whole.
- 6) 79% of families Strongly Agree and 21% Agree that they are satisfied as a foster parent, with their communication with Beta Foster Care (example: issues with monthly checks, calls to the administrator).
- 7) 71% of families Strongly Agree and 21% Agree that they would recommend Beta Foster Care to a friend or relative interested in becoming a foster parent. 7% of families responded as Neutral.

Client Survey:

- 1) 100% of clients responded Yes, when asked if they are able to reach their Beta Foster Care-Social Worker.
- 2) 100% of clients responded Yes, when asked if they feel like they have a good relationship with their Beta Foster Care-Social Worker.

¹ See Exhibit A for survey pie charts.



- 3) 100% of clients responded Yes, when asked if they feel safe in their foster home.
- 4) 100% of clients responded Yes, when asked if they participate in their treatment planning.
- 5) 100% of clients responded Yes, when asked if they feel their cultural/ethnic background is acknowledged and respected.

Community Stakeholder Survey:

- 1) 100% of community stakeholders Strongly Agree that they are overall satisfied with their experience and support as a volunteer with Beta Foster Care.
- 2) 100% of community stakeholders Strongly Agree that they feel their volunteer work and support makes a positive impact on the lives of foster children and foster families.
- 3) 100% of community stakeholders Strongly Agree that they are satisfied with the amount and quality of communication they have with Beta Foster Care staff.
- 4) 100% of community stakeholders Strongly Agree that they are satisfied with the services that Beta Foster Care provides for foster children and foster families.
- 5) 100% of community stakeholders Strongly Agree that their opinions and feedback about agency services and events are well received by Beta Foster Care staff.
- 6) 100% of community stakeholders Strongly Agree that Beta Foster Care employees demonstrate sensitivity to the cultural backgrounds of foster children and foster families.
- 7) 100% of community stakeholders Strongly Agree that they would recommend Beta Foster Family Agency to a friend interested in becoming a foster parent or volunteering for the organization.

Below is a response to the open ended question - please note any additional comments to Beta Foster Care: "Beta is an exemplary organization that benefits and supports the needs of foster children and families it serves."

County Stakeholder Survey:

- 1) 100% of county stakeholders know who their Beta Foster Care-Social Worker is.
- 2) 100% of county stakeholders are able to contact the Beta Foster Care-Social Worker when needed.
- 3) 100% of county stakeholders receive Quarterly Reports and Needs and Services Plans in a timely manner.
- 4) 100% of county stakeholders receive personalized reports that provide all of the information needed.
- 5) 100% of county stakeholders are invited by the Beta Foster Care Social Worker to meet monthly in the foster home for collaborative/conjoint foster home visits.

IV. Conclusions

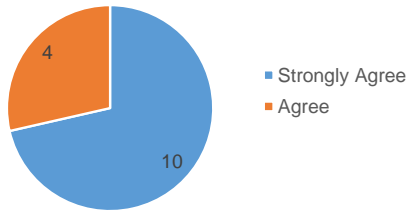
Beta Foster Care is pleased with the participation rate and outcome of the surveys. One-hundred percent of participants in the Employee Satisfaction, Client, Community Stakeholder



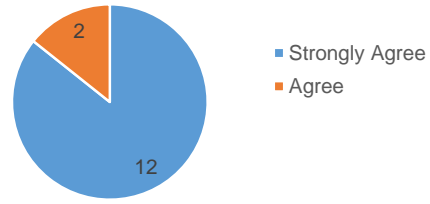
and County Stakeholder surveys responded favorably (“Yes” or “Strongly Agree”) to all survey questions.

V. Exhibit A: Foster Family Survey and Feedback Form Charts

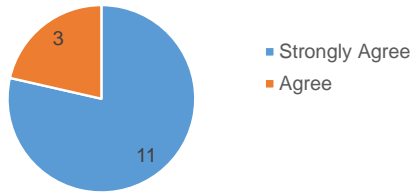
I am satisfied overall with my experience as a foster parent.



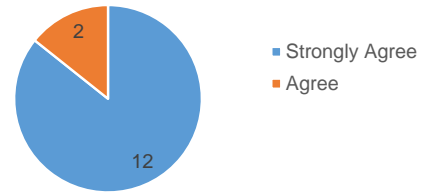
I am satisfied overall, as a foster parent, with the support I have received from my Beta Foster Care-Social Worker.



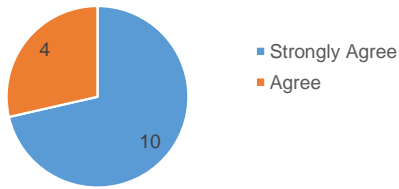
I am satisfied in the last 6 months, as a foster parent, with the support I have received from my Beta Foster Care-Social Worker.



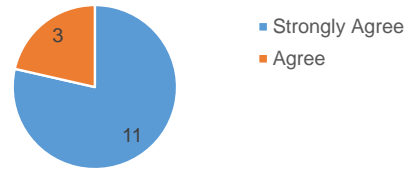
I am satisfied, as a foster parent, with the amount and quality of communication I have with my Beta Foster Care-Social Worker.



I am satisfied, as a foster parent, in my relationships with the Beta Foster Care staff and the agency as a whole.



I am satisfied, as a foster parent, with my communication with Beta Foster Care (example: issues with monthly checks, calls to the administrator).



I would recommend Beta Foster Care to a friend or relative interested in becoming a foster parent.

