



BETA FOSTER CARE

FOSTER FAMILY AGENCY

Serving So. Calif. Since 1988

2020 Survey Results

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I. Survey Overview

This report summarizes the results from Beta Foster Care's 2020 surveys. Surveys were conducted in the form of an Employee Satisfaction Survey, Foster Family Survey and Feedback Form, Client Survey, and County Stakeholder Survey. Surveys were conducted to assess overall employee satisfaction as well as service satisfaction from certified Foster Parents and Clients. 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 three employees of Beta Foster Care. The Executive Director did not participate in the survey. All three employees completed the survey, resulting in a response rate of 100%.

The Foster Family Survey and Feedback Form was delivered in person to all 16 certified foster families. All 16 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 eight of the foster children. All eight of the children/youth completed the surveys, resulting in an overall response rate of 100%. There were a total of 38 children/youth in placement throughout the year, but only eight received the survey due to either their age or timing of their placement.

County Stakeholder surveys were distributed to nine county social workers that have been involved with the organization. All nine 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) 75% of families Strongly Agree and 25% Agree that they are satisfied overall with their experience as a foster parent.
- 2) 81% of families Strongly Agree and 19% Agree that they are satisfied overall, as a foster parent, with the support they have received from their Beta Foster Care-Social Worker.
- 3) 75% of families Strongly Agree and 25% 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) 81% of families Strongly Agree and 19% 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) 75% of families Strongly Agree and 25% 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) 75% of families Strongly Agree and 25% 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) 75% of families Strongly Agree and 25% Agree that they would recommend Beta Foster Care to a friend or relative interested in becoming a foster parent.

Client Survey:

- 1) 100% of clients responded Yes, when asked if they are able to reach their Beta Foster Care-Social Worker.
- 2) 83% of clients responded Yes, when asked if they feel like they have a good relationship with their Beta Foster Care-Social Worker.
- 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.

County Stakeholder Survey:

¹ See Exhibit A for survey pie charts.



- 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) 88% of county stakeholders were invited by the Beta Foster Care Social Worker to meet monthly in the foster home for collaborative/conjoint foster home visits. 12% of county stakeholders were not invited in 2020 due to COVID.

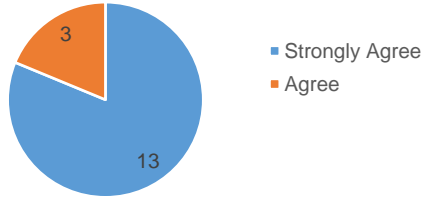
IV. Conclusions

Beta Foster Care is pleased with the participation rate and outcome of the surveys. One-hundred percent of participants in the Employee Satisfaction and Foster Family surveys responded favorably (“Yes” or “Strongly Agree/Agree”) to all survey questions.

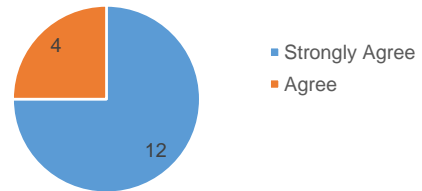


V. Exhibit A: Foster Family Survey and Feedback Form Charts

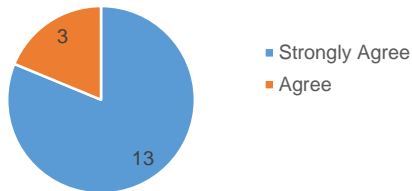
I am satisfied overall, as a foster parent, with the support I have received from my Beta Foster Care-Social Worker.



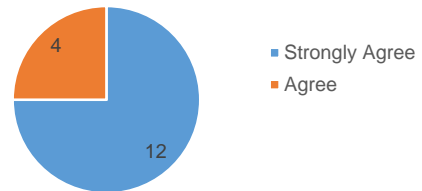
I am satisfied in the last 6 months, as a foster parent, with the support I have received from my Beta Foster Care-Social Worker.



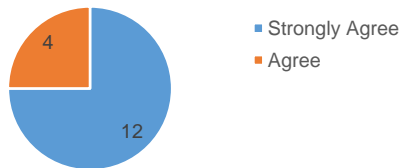
I am satisfied, as a foster parent, with the amount and quality of communication I have with my Beta Foster Care-Social Worker.



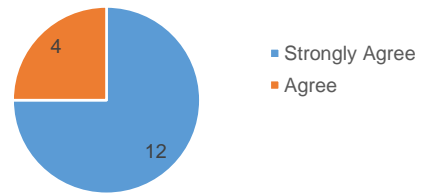
I am satisfied, as a foster parent, in my relationships with the Beta Foster Care staff and the agency as a whole.



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.



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

