

**Family Assessment Response (FAR)
Parent/Client Satisfaction Survey**

We are conducting a survey of families who have had a recent experience with a caseworker from the county's department of child protective services to find out how families feel about their experience with the child protective service, whether families learn about resources and services available to help families in the community, and if families are receiving real help as a result of these encounters.

During your recent contacts with a county caseworker, the caseworker may have asked if anyone in your family was having a problem in a variety of life areas, such as financial, child care, or housing problems, or school or behavioral issues. If you said you had some concerns, you may have been asked if you were interested in receiving services to help resolve these problems. We are interested in knowing if you had this type of discussion with the caseworker who recently visited you, if you received any help, and how you felt about this experience. Your answers are confidential, will not be shown to anyone who works for the county, and will not affect any services you are receiving now or may receive in the future. Answers from the survey will be grouped together without your name and be used to provide feedback to improve services for other families in the future. Your honest answers are really important and appreciated.

1. **Did the caseworker ask you to talk to her (him) about any concerns or problems you or your children might have?**
 - Yes, caseworker specifically asked if we had concerns or problems on a variety of a topics
 - Caseworker just asked a general question if we had any other concerns or problems
 - No, caseworker did not ask if we had any concerns other than the allegation in the report

2. **How did you feel about talking about personal or family problems with the caseworker?**
 - Very comfortable or comfortable throughout
 - A little uncomfortable throughout
 - Uncomfortable at first, but got more comfortable as I got to know the caseworker
 - Very uncomfortable or uncomfortable throughout

3. **Did the caseworker tell you about services your family could get to help meet your needs?**
 - Yes, caseworker provided detailed information about services relevant to us
 - Yes, caseworker mentioned that some services were available but the information did not have enough detail
 - No, the caseworker did not mention any services

4. **Did the caseworker refer you to somebody else at the county or a community agency for assistance? (Check all that applied)**
 - Yes, another county department
 - Yes, a community agency
 - No, no referrals at all

5. Did any member of your family receive any of the following help either directly from the caseworker or from someone the caseworker referred you to? (Check all that apply)

Living expenses or financially related services	1) Emergency cash (or gift or gas card) for paying rent or utilities; or emergency goods or food
	2) Housing improvement, such as appliances, furniture, or home cleaning / repair
	3) Housing assistance: finding a new place to live, re-negotiate mortgage, get rent subsidy, etc.
	4) Help with making a household budget
	5) Welfare/public assistance services, such as help in applying for medical insurance (Medicaid, Child Health Plus, Family Health Plus), food stamps, Temporary Assistance for Needy Families (TANF), or heating assistance (HEAP)
	6) Help in transportation, such as giving a ride, arranging for bus pass or car service
	7) Any other living expenses or financial help, specify:

Child development related services	1) Arrange counseling for child, such as help in dealing with problematic behaviors
	2) Arrange home and community based waiver services to help child
	3) Assistance in child's daycare, such as applying for daycare subsidy or finding a daycare provider
	4) Provide parent aide to help with children
	5) Help with child's education, such as advocate with school, tutor, special education, choosing/financing child's college or vocational education after HS
	6) Help locate / enroll child in recreational or after-school program
	7) Arrange for developmental assessment of child age 3 or younger
	8) Other child development related service, specify:

Parent related services	1. Counseling for parents, such as help in dealing with domestic violence, substance abuse, or mental health
	2. Mediation services for resolving problem with neighbor, landlord, family, etc
	3. Help in getting child support from child's other parent
	4. Help in continuing education or educational classes
	5. Help in job or skill training, or finding a job
	6. Other parent related service, specify:

Other services	1. Legal service
	2. Other services not listed above, specify:

6. Was there any help / service you wanted or needed but you did not receive?

- No
- Yes, please specify _____

7. Were you offered any help/services that you turned down?

- No
- Yes, please specify _____

8. Please circle the number that best describes your feelings about your recent experiences with the county caseworker, using the following scale:

1=Strongly Disagree 2= Disagree 3=Neutral/Not Sure 4= Agree 5=Strongly Agree

Statements	Strongly Disagree	Disagree	Neutral/ Not Sure	Agree	Strongly Agree
a. The caseworker was genuinely concerned about my family's welfare.	1	2	3	4	5
b. The caseworker really listened to what I had to say.	1	2	3	4	5
c. The caseworker did not believe me.	1	2	3	4	5
d. The caseworker understood my family's situation and needs.	1	2	3	4	5
e. I could trust the caseworker.	1	2	3	4	5
f. The caseworker helped me to recognize the needs / problems of my family.	1	2	3	4	5
g. The caseworker was only concerned with finding out if my child was maltreated or not.	1	2	3	4	5
h. I was involved in the decisions that were made about my family and child(ren).	1	2	3	4	5
i. The caseworker and I were in agreement about all or most of the decisions that were made.	1	2	3	4	5
j. The caseworker treated me and others in my family fairly.	1	2	3	4	5
k. I am satisfied with the way my family and I were treated by the caseworker.	1	2	3	4	5
l. My family was not offered any real help.	1	2	3	4	5
m. The services that were offered met my family's needs.	1	2	3	4	5
n. Overall, I was treated in a friendly and respectful manner.	1	2	3	4	5
o. I feel more able to care for my child(ren) now than before my recent experience with child protective services	1	2	3	4	5
p. I am more knowledgeable about how to get help if my family has a problem in the future	1	2	3	4	5
q. Overall, my family is better off because of this experience.	1	2	3	4	5

9. Your employment status:

- I am employed at this time
 - work 35 or more hours per week
 - work 20 to 34 hours per week
 - work less than 20 hours per week
- I am not employed at this time

10. Your spouse / partner's employment status:

- Spouse / partner is employed at this time
 - work 35 or more hours per week
 - work 20 to 34 hours per week
 - work less than 20 hours per week
- Spouse / partner is not employed at this time

11. Total household income

- | | |
|---|---|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$45,000 to \$54,999 |
| <input type="checkbox"/> \$15,000 to \$24,999 | <input type="checkbox"/> \$55,000 to \$64,999 |
| <input type="checkbox"/> \$25,000 to \$34,999 | <input type="checkbox"/> \$65,000 to \$74,999 |
| <input type="checkbox"/> \$35,000 to \$44,999 | <input type="checkbox"/> \$75,000 or above |

Thank you for your help!