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**Administrative Review  
Division  
Internal  
Client Satisfaction  
Survey Report**

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Conducted Fall 1999

Colorado Department of  
Human Services

Administrative Review Division  
Client Satisfaction Survey  
Fall 1999

The Administrative Review Division (ARD) conducted this survey in a continuing effort to improve their review system. This survey was distributed to attendees at each Foster Care Review during the months of September and October 1999. The survey sought input from the review participants as to the value of the review to the participants and if required areas of the review were addressed. All surveys were bilingual, English and Spanish.

The survey instrument asked for identification of the role of each attendee. The roles identified were: Parent, Youth/Child, Foster Parent, Caseworker, Supervisor, GAL, Kinship Provider, Other Provider, Other (with room for an explanation). There were four questions that dealt with the review process. The fifth question addressed if the participant found the review worthwhile. The last question asked what could be done to improve the review process. Participants were able to indicate their name if they so chose. Attendees could turn in the completed surveys to the reviewers or mail them back with no costs to themselves. Each survey had the reviewer's initials and the county number in the corner so that the reviewers and counties could receive individualized comments/reports from the surveys. (See attached survey.)

Of the 486 surveys distributed, **281 were returned** or 58%.

What follows in this report, is aggregate data from the survey; a comparison of the 1998 and 1999 data from the client satisfaction survey; and data for each individual county that participated in the survey process.

Over 88% of participants found the reviews to be worthwhile, which is an 8% increase from the prior year. It is noteworthy that ARD actualized their goals of discussing:

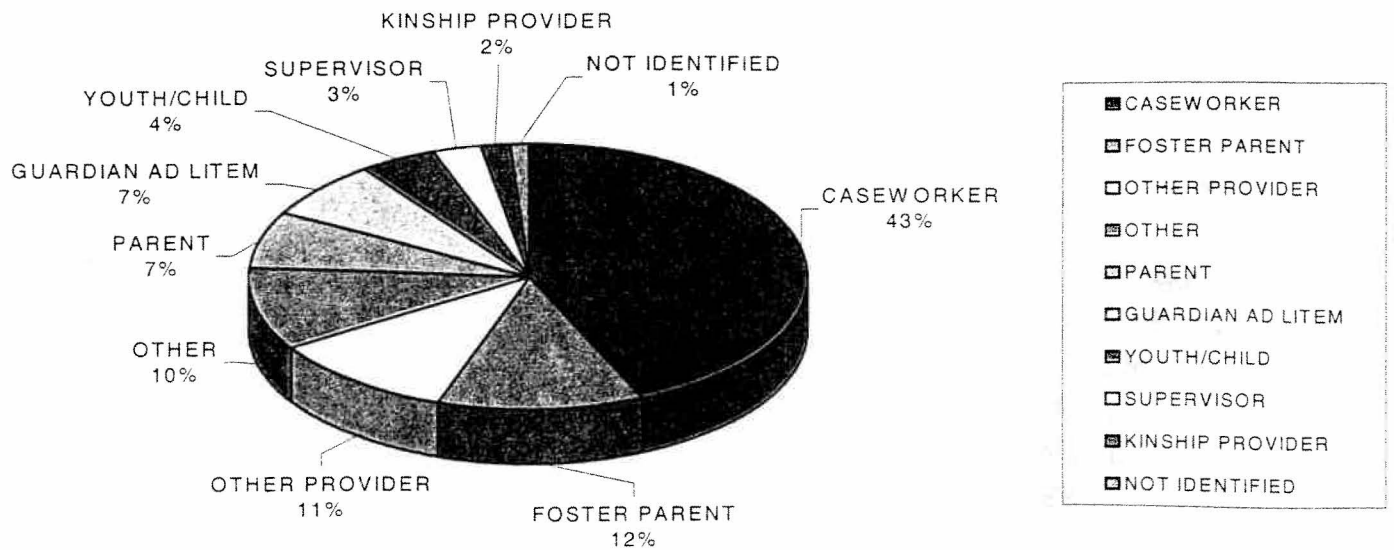
- Permanency in 98% of the reviews
- Progress, or lack of progress in reaching the goal in over 99% of reviews

- What the child's needs were in the placement in 99% of reviews
- Over 98% of participants felt they were able to express their concerns during the reviews

(Note: The percentages below represent 100% of the 281 surveys returned.)

**Rate of return by participant role:**

Caseworker	122	43%
Foster Parent	33	12%
Other Provider	31	11%
Other	28	10%
Parent	19	7%
GAL	20	7%
Youth/Child	12	4%
Supervisor	8	3%
Kinship Provider	5	2%
Not Identified	3	1%
<b>Total</b>	<b>281</b>	<b>100%</b>



## Responses by county:

(Key: **Bold-Large Counties**; *Italics-Mid-size Counties*; Normal-Balance of State Counties; **Bold and Italics- NYC Regions**)

<b>El Paso</b>	<b>45</b>	16 %
<b>Denver</b>	<b>35</b>	12.5%
<b>Arapahoe</b>	<b>33</b>	12 %
<b>Larimer</b>	<b>26</b>	9 %
<b>Mesa</b>	<b>21</b>	7.5%
<b>Jefferson</b>	<b>15</b>	5.3%
<b>Pueblo</b>	<b>14</b>	5 %
<i>Morgan</i>	<i>12</i>	4.3 %
<b>Adams</b>	<b>9</b>	3.1 %
<i>Garfield</i>	<i>9</i>	3.1 %
<b>Weld</b>	<b>8</b>	3 %
<b><i>NYC Denver</i></b>	<b>8</b>	3 %
<i>Fremont</i>	<i>6</i>	2 %
<i>Logan</i>	<i>6</i>	2 %
Clear Creek	5	2 %
Eagle	4	1.4 %
Prowers	4	1.4 %
LaPlata	3	1.1 %
Baca	2	.7 %
<i>Douglas</i>	<i>2</i>	.7%
<b><i>NYC Northeast</i></b>	<b>2</b>	.7%
Kit Carson	2	.7%
Lincoln	2	.7%
<i>Montrose</i>	<i>2</i>	.7%
Otero	2	.7%
Teller	2	.7%
Not Identified	2	.7%
Total	281	100%

### Question 1 Responses

Was the permanency goal for the Youth/Child discussed in the review?

Yes-	276	98.2%
No-	3	1.1%
Blank-	2	.7%
Total	281	100 %

### Question 2 Responses

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes-	280	99.6%
No-	1	.4%
Total	281	100%

### Question 3 Responses

Were the youth's/child's needs, while in placement, discussed at the review?

Yes-	279	99.2%
No-	1	.4%
Blank-	1	.4%
Total	281	100 %

### Question 4 Responses

Were you able to express your views/concerns during the review?

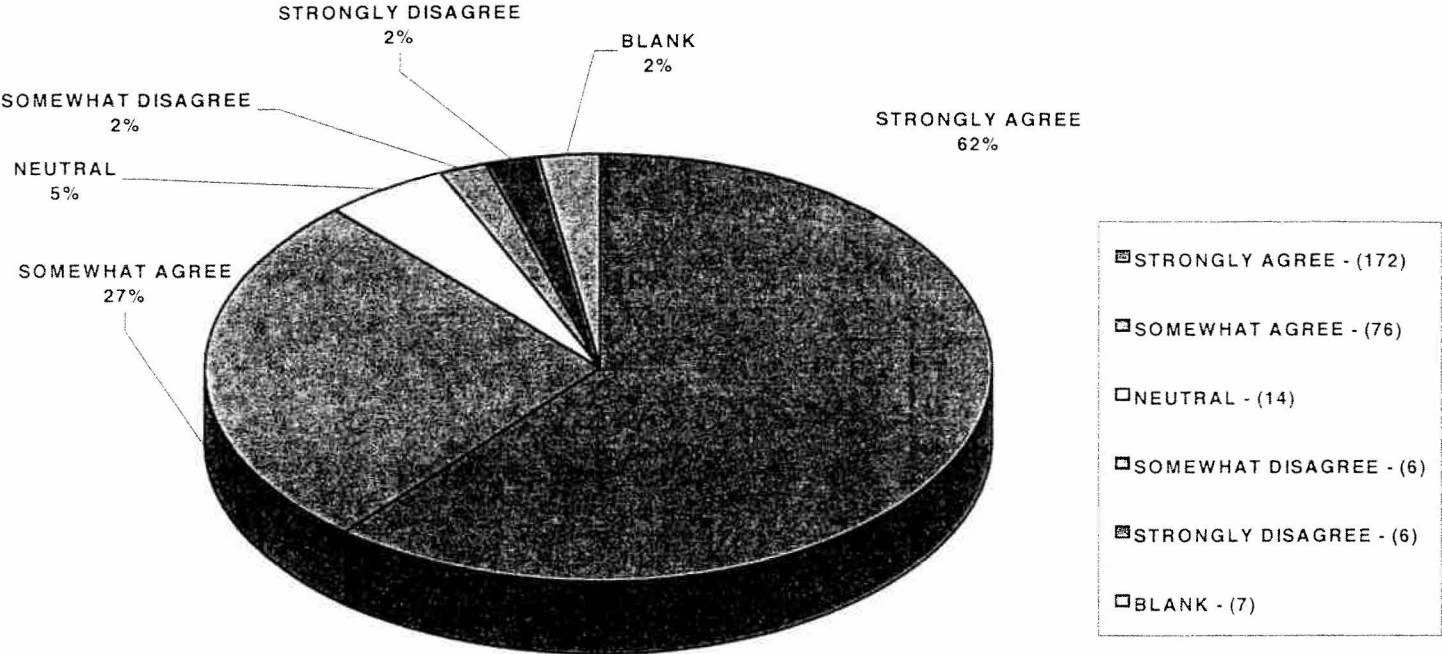
Yes-	277	98.5%
No-	1	.4%
Blank-	1	.4%
Total	279	99.3%

### Question 5 Responses

Did you find the review worthwhile?

Strongly Agree-	172	61.3%
Somewhat Agree-	76	27 %
Neutral-	14	5 %
Somewhat Disagree-	6	2.1%
Strongly Disagree-	6	2.1%
Blank-	7	2.5%
Total	281	100 %

Question 5- Did you find the review worthwhile?



## Question 6 Responses

What could we do to improve today's review?

Participants provided 110 write in responses. (39%)

See below for specific comments.

- ❖ Shorter – Took about an hour.
- ❖ I was strictly translating, I had no opinion about the care.
- ❖ Abandon these staffing. Redundant if doing your job.
- ❖ Parental rights have already been terminated.
- ❖ Being told in advance what the objectives were. First meeting of this kind for me. Didn't know what to expect.
- ❖ Less background prior to placement and more focus on present placements of children.
- ❖ Nothing really. I thought it was fine for my first time.
- ❖ Was very informative - No recommendations as to improvement.
- ❖ Other foster parent present.
- ❖ I was not notified of the review in a proper manner-the foster parent told me of the review otherwise I would not have known. My agency should be notified by mail.
- ❖ Helpful to review the case and case plan with everyone involved in the case.
- ❖ Have next meeting in Ohio. HA! HA!
- ❖ Combine with a treatment staffing that is already scheduled. This was a redundant meeting. We hold these every month.
- ❖ Today's review was easy. Helped me focus on what needs to be done.
- ❖ Reviewer was excellent. He started off talking to the parent. It was helpful.
- ❖ XXXXX is wonderful at managing the reviews and letting everyone speak. She is empathetic but also professional.
- ❖ Explain the relationship between the review process and accountability of the Department of Human Services.
- ❖ Very much appreciate and enjoy all input from XXXX. She takes the time to know what is going on in our cases. Her knowledge and experience is invaluable. So nothing that I can think of.
- ❖ It was a good review. The only part missing was the foster home and input and presents.
- ❖ Everything was fine, everything was covered that I had concerns about.
- ❖ Nothing. Excellent and thorough review. Very specific to child's needs.

- ❖ Possibly bring the kids toward the end of the review to go over their progress/needs. (Older adolescent children).
- ❖ Clarify what issues will be discussed ahead of time with the caseworker.
- ❖ Review was fine. However, was not worthwhile as it consisted of foster parents and caseworkers telling reviewer what we are doing and what we know. Somewhat redundant as we have our own staffings every month. However, I do understand these reviews are required by law. I'm just wondering if there is any way to make reviews useful to workers or if they will always be just one more person to report to.
- ❖ Get rid of FRC's. Doesn't help caseworker!
- ❖ The reviewer was very thorough and covered all aspects of the case.
- ❖ Review was thorough and informative for all involved.
- ❖ This particular review was somewhat tense. Due to the differences in views between the agency and the foster parent. The reviewer handled it perfectly, mainly giving the foster parent information about ASFA and reasoning for decision and timeframes. The direct legislation was very helpful.
- ❖ To have the parent show up to express her point of view.
- ❖ Because of the nature of the case, the review was not a forum that could help determine the direction of the case.
- ❖ I like the reviews without the dots. They are very thorough and check on all areas of concern on a child.
- ❖ Nothing, the whole process went well.
- ❖ The review did not effect this case positively or negatively. The reviewer did a great job and the state is able to ensure that a permanency plan is appropriate is in place and that is great as no one should work in a vacuum. The reviewer gives good insight.
- ❖ I cannot think of anything at the moment. XXX is an excellent reviewer. He puts everyone at ease and gets the facts of the case.
- ❖ Have reviewer maintain control of the meeting so all parties can speak and things stay on task.
- ❖ We had many topics to discuss and we were short on time. An improvement would be to allow for more time, youth on parole have many areas to be discussed.
- ❖ There isn't anything I could recommend for the review process. The reviewers ask pertinent questions and listen attentively.
- ❖ Explain purpose of meeting at beginning of meeting, (Although this may have been done as I had to take a cell phone call).
- ❖ Nothing, I think that the review went well.
- ❖ Arrange for after school appointments.
- ❖ Be more understanding and less rigid. These are people not just money and rules and regulations.



- ❖ Just fine.
- ❖ Nothing. You did a very good job.
- ❖ I would appreciate it if the Guardian ad Litem could come.
- ❖ I would have liked just a little more time. Thank you for the time you make for me.
- ❖ Ask the child her goals. Direct questions. What is she willing to do?
- ❖ I thought it was extremely worthwhile.
- ❖ Good review XXXXX.
- ❖ It was mentioned at the meeting that I would get more respite services to address my needs with my own older children. They (XXXX children) were going to remain in my home and I should keep working towards preschool. As of 09/27/00 I am attending a meeting with another prospective foster-adopt family 09/29/00. I contacted XXXX XXXXX. Oh Well! Is another family cheaper/easier.
- ❖ I truly believe these reviews help get all involved together to discuss things in a more informal setting.
- ❖ Ask the caseworker (XXXX XXXX) what exactly he's done with this case. I had not heard anything from him since our last review in April. Nothing.
- ❖ Reviewer does a good job. Often reviews don't go well due to other participants.
- ❖ Use of a phone system which could adequately handle more than one outside call, and would allow phone callers to more fully participate, would be very helpful.
- ❖ Have involvement with bio-mother if possible.
- ❖ Good as could be considering the case and level of difficulty.
- ❖ Very well done, thoroughly discussed child's needs and future plan.
- ❖ It was good.
- ❖ XXXX XXXX is the reviewer who hears the majority of my cases and I find her very helpful, insightful and fair.
- ❖ The reviewer was very helpful. She gave me some phone numbers to help with a dental problem for the foster kids, seemed to be very helpful, knowledgeable and concerned.
- ❖ Foster parent participation.
- ❖ The review went smoothly. XXXX is very good at including everyone there to get their input. Good job XXXX.
- ❖ Cannot think of any suggestions.
- ❖ All went well.

- ❖ The review went well – appreciated discussion around needs while in current placement.
- ❖ Not have it.
- ❖ Have the child attend.
- ❖ Reviewer was very supportive of the kin-foster/adopt family and complimentary to the worker, that's very appreciated!
- ❖ My personal opinion is that foster care review is a waste of time. However, XXXXX is very knowledgeable about the process and does a good job of reviewing the case.
- ❖ As a Guardian ad Litem, these reviews are very useful to keep the long term goals in focus.
- ❖ Parents' participation would have made the review more worthwhile.
- ❖ Allow some time during review for a discussion of progress with the treatment plan.
- ❖ Review covered all area well. A little more time would have been nice.
- ❖ I attended a combined foster care review/utilization review meeting; I work with the parent and have no contact with the children.
- ❖ Be able to get all of the people working on the case to come to the review.
- ❖ A lot of confusion about permanent plan. Find a different time to discuss plan would be helpful.
- ❖ Youth had only been in placement for 2½ weeks. The review will be more valuable in the future.
- ❖ Nothing. They were conducted efficiently and effectively and professionally.
- ❖ Review went well.
- ❖ Some reviews need to be longer for more complicated cases with 1+ children. The caseworker should give an estimate to the placement review person.
- ❖ Have the parent present. In fact, make it mandatory that parents participate.
- ❖ Document re: XXXX XXXXX not having rights regarding these children!
- ❖ More of the bio-family goals/info., I believe should have been discussed more
- ❖ No suggestions for improvement, foster care reviews are always informative and helpful to both the family and the agency.
- ❖ Today's review was fine.
- ❖ Tell the truth about what your objectives were during the meeting!
- ❖ I wonder why foster care reviewers measurements of effectiveness includes five questions and caseworkers effectiveness takes 100 questions.
- ❖ Very efficient, has the child as the best interest, gave good suggestions on how to handle situations.
- ❖ XXXX does a great job as the reviewer. She keeps everything under control.

- ❖ There is increasing focus on paperwork as opposed to process and cases are being reviewed by numerous persons for similar reasons without coordination. This duplication takes time away from work with child.
- ❖ XXXX is very helpful with suggestions on my cases.
- ❖ Nothing to improve. I truly enjoy working with XXXX XXXXX. Her depth of experience is always helpful!
- ❖ This is the first out of 3 reviews in which I think progress has occurred. Thank you.

## Comparison of 1998 and 1999 ARD Client Satisfaction Surveys

493 surveys, 257 were returned, or 52%.

486 surveys distributed, 281 were returned, 58%.

### 1998 Report

### 1999 Report

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#### **Question 1 Responses**

Was the permanency goal for the Youth/Child discussed in the review?

Yes- 255	99.2%	276	98.2%
No- 1	.4%	3	1.1%
Blank- 1	.4%	2	.7%

#### **Question 2 Responses**

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes- 252	98 %	280	99.6%
No- 4	1.6%	1	.4%
Blank- 1	.4%		

#### **Question 3 Responses**

Was the Youth's/Child's needs, while in placement, discussed at the review?

Yes- 256	99.6%	279	99.2%
No- 0	0 %	1	.4%
Blank- 1	.4%	1	.4%

#### **Question 4 Responses**

Were you able to express your views/concerns during the review?

Yes- 249	97 %	277	98.5%
No- 2	.8%	1	.4%
Blank- 3	1.1%	1	.4%
No Response	1.1%		

#### **Question 5 Responses**

Did you find the review worthwhile? (Circle one response)

1- Strongly agree-	145	56.4%	172	61.3%
2-Somewhat agree-	60	23.4%	76	27 %
3-Neutral	27	10.5%	14	5 %
4-Somewhat disagree	6	2.3%	6	2.1%
5-Strongly disagree	9	3.5%	6	2.1%
Blank	10	3.9%	7	2.5%

**Rate of return by participant role:**

Caseworker	98	38.1%	122	43%
Foster Parent	31	12.1%	33	12%
Other Provider	27	10.5%	31	11%
Guardian ad Litem	20	7.8%	20	7%
Parent	18	7 %	19	7%
Therapist	17	6.6%		
Other	17	6.6%	28	10%
Youth/Child	16	6.2%	12	4%
Supervisor	11	4.3%	8	3%
Blank	2	.8%	8	3%
Total	257	100 %	281	100%

**Responses by county:**

(Key: **Bold**- Large County; *Italicized*- Mid- size County; Normal- Balance of State County)

<b>Denver</b>	66	26 %	35	12.5%
<b>Arapahoe</b>	23	9 %	33	12 %
<b>El Paso</b>	23	9 %	45	16 %
<b>Mesa</b>	23	9 %	21	7.5%
<b>Jefferson</b>	22	8.5%	15	5.3%
<b>Larimer</b>	15	6 %	26	9 %
<b>Adams</b>	14	5.4%	9	3.1%
<i>Morgan</i>	12	4.6%	12	4.3%
<i>Fremont</i>	10	3.9%	6	2 %
<i>Alamosa</i>	6	2.3%		
<i>Delta</i>	6	2.3%		
<i>Moffat</i>	6	2.3%		
<i>Garfield</i>	5	2 %	9	3.1%
<b>Weld</b>	5	2 %	8	3 %
<b>Boulder</b>	4	1.5%		
<i>Douglas</i>	4	1.5%	2	.7%
<i>Logan</i>	4	1.5%	6	2 %
<b>Pueblo</b>	3	1 %	14	5 %
<i>Otero</i>	2	.8%	2	.7%
<i>Montrose</i>	2	.8%	2	.7%
<i>Las Animas</i>	1	.3%		
<i>Prowers</i>	1	.3%		
<b>DYC Denver</b>			8	3 %
Clear Creek			5	2 %
Eagle			4	1.4%
Prowers			4	1.4%
La Plata			3	1.1%
Baca			2	.7%
<b>DYC Northeast</b>			2	.7%
Kit Carson			2	.7%
Lincoln			2	.7%
Otero			2	.7%
Teller			2	.7%
Total	257	100%	281	100%

**FOLLOWING ARE RESULTS FOR INDIVIDUAL COUNTIES**

Adams County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	9
No	0
<u>Blank</u>	<u>0</u>
Total	9

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	9
No	0
<u>Blank</u>	<u>0</u>
Total	9

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	9
No	0
<u>Blank</u>	<u>0</u>
Total	9

Question 4

Were you able to express your views/concerns during the review?

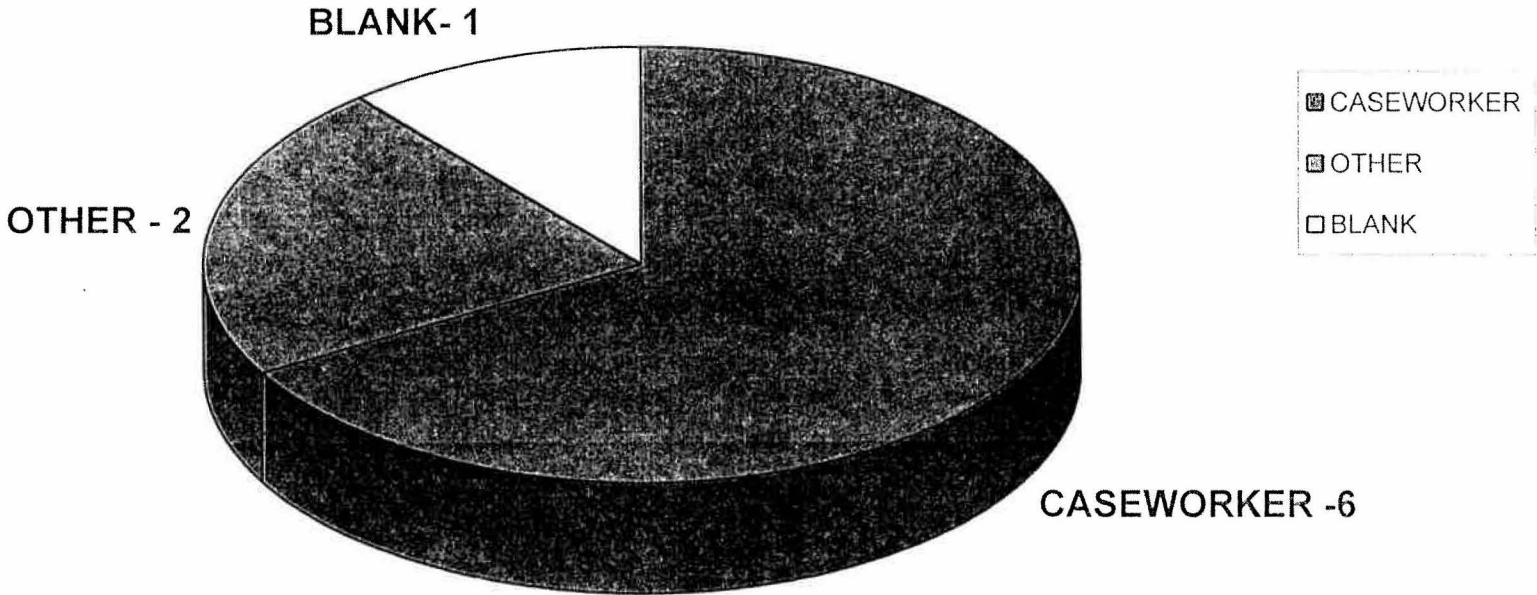
Yes	8
No	0
<u>Blank</u>	<u>1</u>
Total	9

Question 5

Did you find the review worthwhile?

Strongly agree	4
Somewhat agree	0
Neutral	2
Somewhat disagree	0
Strongly disagree	1
<u>Blank</u>	<u>2</u>
Total	9

# ADAMS COUNTY SATISFACTION SURVEY RESPONSES





*CLIENT SATISFACTION SURVEY  
ADAMS COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
ADAMS	SHORTER - TOOK ABOUT ONE HOUR.
ADAMS	NOTHING
ADAMS	NOTHING
ADAMS	I WAS STRICTLY TRANSLATING, I HAD NO OPINION ABOUT THE CARE.
ADAMS	ABANDON THESE STAFFINGS- REDUNDANT IF DOING YOUR JOB/MY JOB.

Arapahoe County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	31
No	2
<u>Blank</u>	<u>0</u>
Total	33

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	33
No	0
<u>Blank</u>	<u>0</u>
Total	33

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	33
No	0
<u>Blank</u>	<u>0</u>
Total	33

Question 4

Were you able to express your views/concerns during the review?

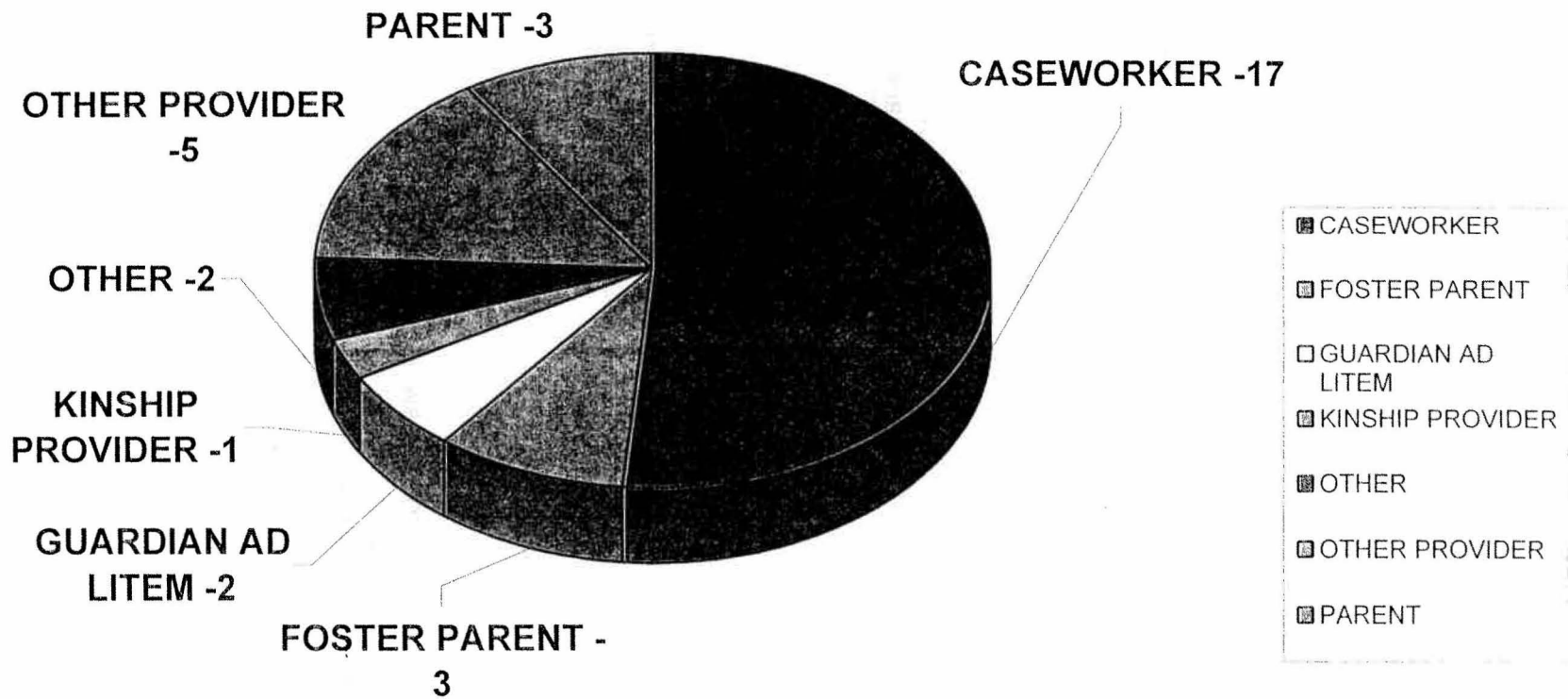
Yes	33
No	0
<u>Blank</u>	<u>0</u>
Total	33

Question 5

Did you find the review worthwhile?

Strongly agree	18
Somewhat agree	14
Neutral	0
Somewhat disagree	0
Strongly disagree	1
<u>Blank</u>	<u>0</u>
Total	33

# ARAPAHOE COUNTY SATISFACTION SURVEY RESPONSES



**CLIENT SATISFACTION SURVEY  
ARAPAHOE COUNTY SURVEY COMMENTS**

COUNTY NAME	COMMENTS
ARAPAHOE	PARENTAL RIGHTS HAVE ALREADY BEEN TERMINATED.
ARAPAHOE	BEING TOLD IN ADVANCE WHAT THE OBJECTIVES WERE. FIRST MEETING OF THIS KIND FOR ME. DIDN'T KNOW WHAT TO EXPECT.
ARAPAHOE	LESS BACKGROUND PRIOR TO PLACEMENT AND MORE FOCUS ON PRESENT PLACEMENTS OF CHILDREN.
ARAPAHOE	NOTHING
ARAPAHOE	NOTHING REALLY I THOUGHT IT WAS FINE, FOR MY FIRST TIME.
ARAPAHOE	WAS VERY INFORMATIVE - NO RECOMMENDATION AS TO IMPROVEMENT.
ARAPAHOE	OTHER FOSTER PARENT PRESENT.
ARAPAHOE	I WAS NOT NOTIFIED OF THE REVIEW IN A PROPER MANNER-THE FOSTER PARENT TOLD ME OF THE REVIEW OTHERWISE I WOULD NOT HAVE KNOWN, MY AGENCY SHOULD BE NOTIFIED BY MAIL.
ARAPAHOE	HELPFUL TO REVIEW THE CASE AND CASE PLAN W/ EVERONE INVOLVED IN THE CASE.
ARAPAHOE	HAVE NEXT MEETING IN OHIO = HA HA!
ARAPAHOE	COMBINE W/A TREATMENT STAFFING THAT IS ALREADY SCHEDULED. THIS WAS A REDUNDANT MEETING - WE HOLD THESE EVERY MONTH.
ARAPAHOE	TODAYS REVIEW WAS EASY - HELPED ME FOCUS ON WHAT NEEDS TO BE DONE.
ARAPAHOE	REVIEWER WAS EXCELLENT. HE STARTED OFF TALKING TO THE PARENT IT WAS HELPFUL.

Baca County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 4

Were you able to express your views/concerns during the review?

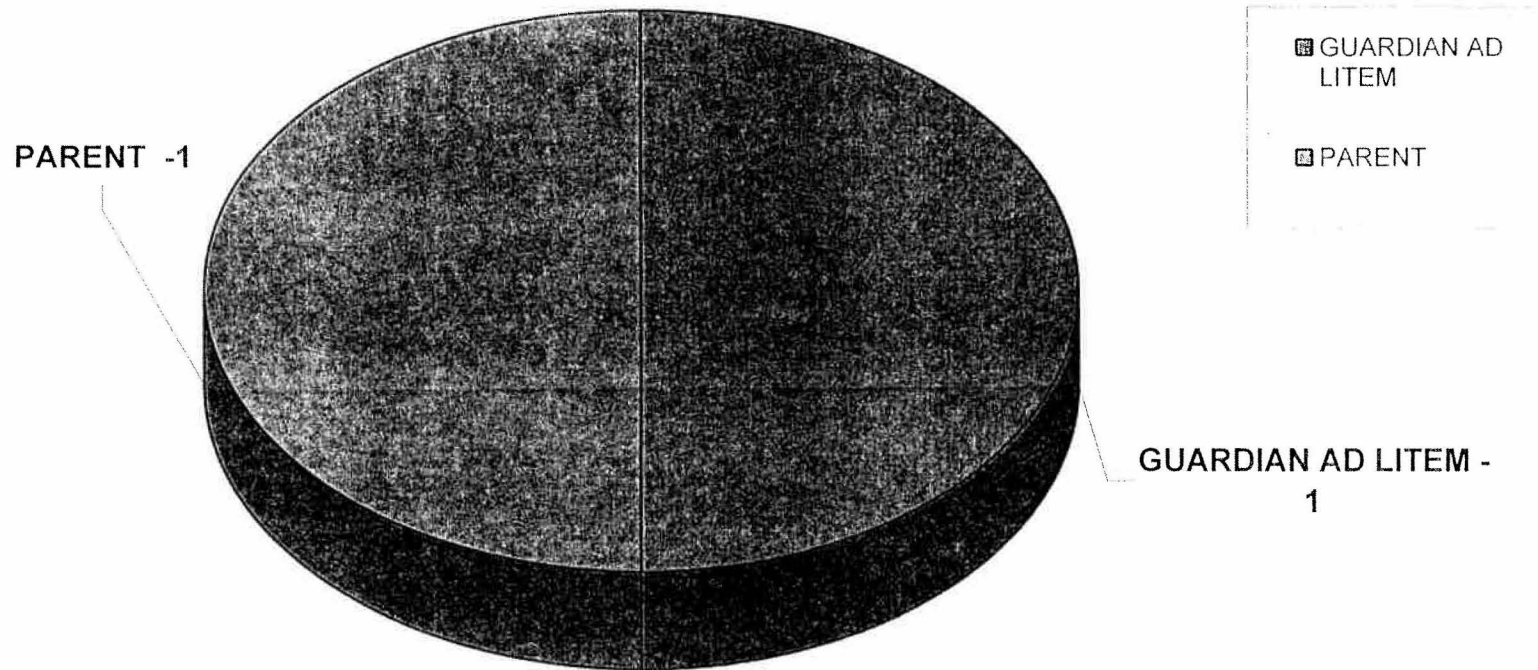
Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 5

Did you find the review worthwhile?

Strongly agree	1
Somewhat agree	1
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	2

# BACA COUNTY SATISFACTION SURVEY RESPONSES



Clear Creek County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	5
No	0
<u>Blank</u>	<u>0</u>
Total	5

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	5
No	0
<u>Blank</u>	<u>0</u>
Total	5

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	5
No	0
<u>Blank</u>	<u>0</u>
Total	5

Question 4

Were you able to express your views/concerns during the review?

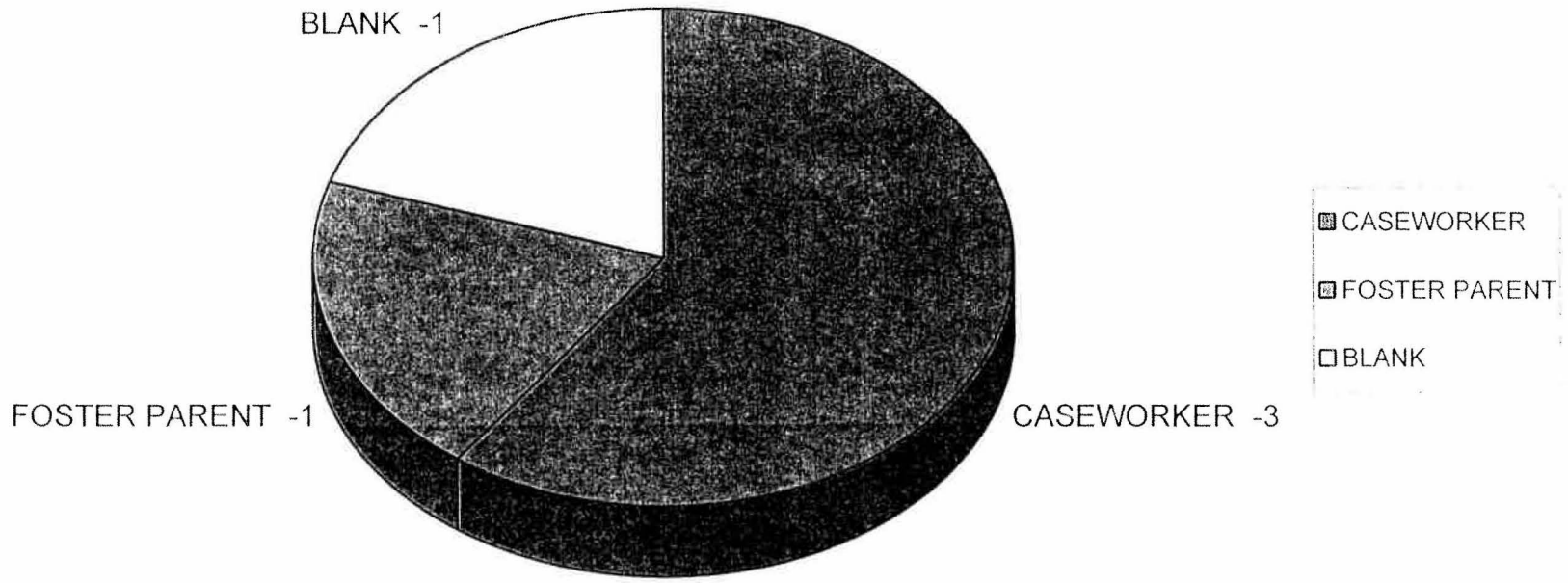
Yes	5
No	0
<u>Blank</u>	<u>0</u>
Total	5

Question 5

Did you find the review worthwhile?

Strongly agree	3
Somewhat agree	1
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>1</u>
Total	5

# CLEAR CREEK COUNTY SATISFACTION SURVEY RESPONSES





*CLIENT SATISFACTION SURVEY  
CLEAR CREEK COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
CLEAR CREEK	XXXXX IS WONDERFUL AT MANAGING THE REVIEWS AND LETTING EVERYONE SPEAK. SHE IS EMPATHETIC BUT ALSO PROFESSIONAL.
CLEAR CREEK	EXPLAIN THE RELATIONSHIP BETWEEN THE REVIEW PROCESS AND ACCOUNTABILITY OF THE DEPARTMENT OF HUMAN SERVICES.
CLEAR CREEK	VERY MUCH APPRECIATE & ENJOY ALL INPUT FROM XXXX . SHE TAKES THE TIME TO KNOW WHAT IS GOING ON IN OUR CASES. HER KNOWLEDGE & EXPERIENCE IS INVALUABLE SO NOTHING THAT I CAN THINK OF.

Denver County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	35
No	0
<u>Blank</u>	<u>0</u>
Total	35

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	35
No	0
<u>Blank</u>	<u>0</u>
Total	35

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	35
No	0
<u>Blank</u>	<u>0</u>
Total	35

Question 4

Were you able to express your views/concerns during the review?

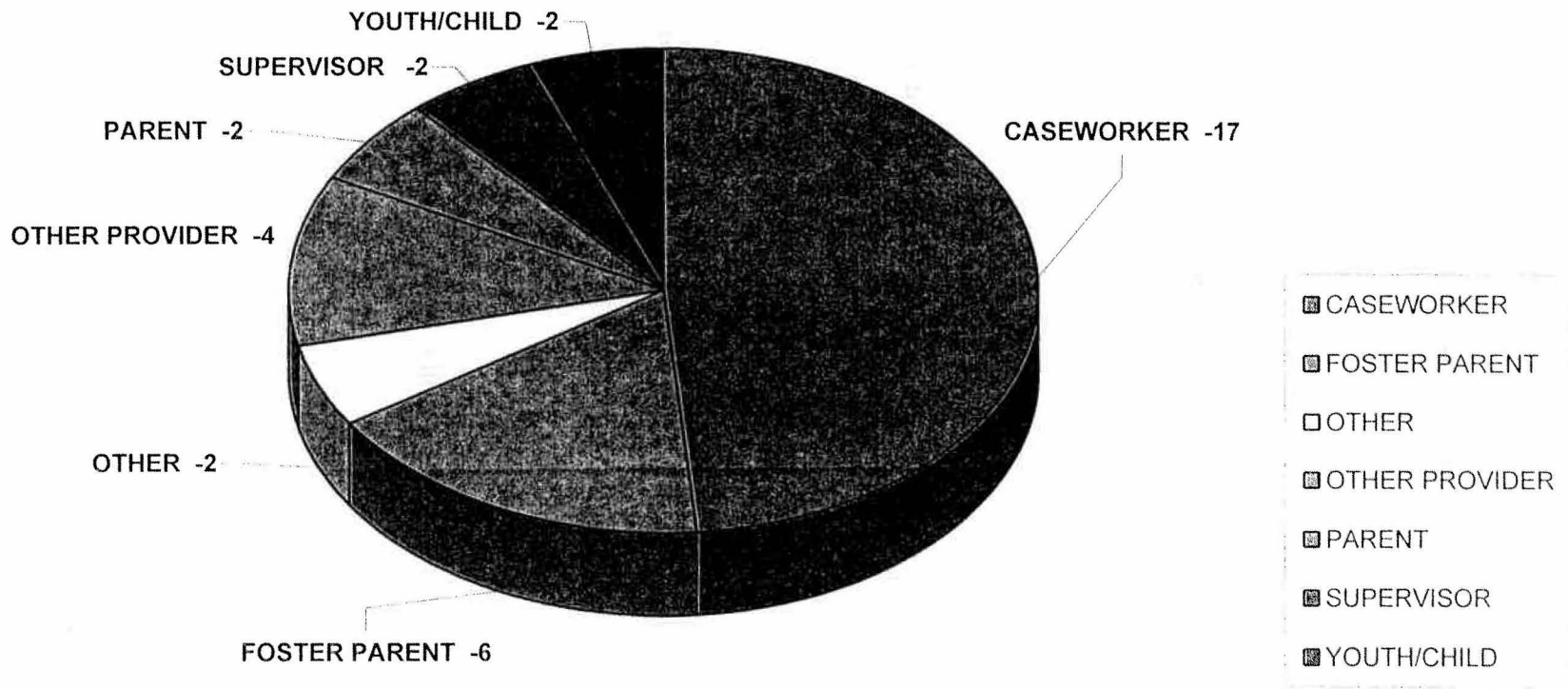
Yes	34
No	0
<u>Blank</u>	<u>1</u>
Total	35

Question 5

Did you find the review worthwhile?

Strongly agree	24
Somewhat agree	7
Neutral	2
Somewhat disagree	1
Strongly disagree	1
<u>Blank</u>	<u>0</u>
Total	35

# DENVER COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
DENVER COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
DENVER	IT WAS A GOOD REVIEW. THE ONLY PART MISSING WAS THE FOSTER HOME AND INPUT AND PRESENTS.
DENVER	EVERYTHING WAS FINE,EVERYTHING WAS COVERED THAT I HAD CONCERNS ABOUT
DENVER	NOTHING
DENVER	NOTHING- EXCELLENT AND THOROUGH REVIEW- VERY SPECIFIC TO CHILDS NEEDS.
DENVER	POSSIBLY BRING IN THE KIDS TOWARD THE END OF THE REVIEW TO GO OVER THEIR PROGRESS,NEEDS. (OLDER ADOLESCENT CHILDREN)
DENVER	CLARIFY WHAT ISSUES WILL BE DISCUSSED AHEAD OF TIME W/ THE CASEWORKER.
DENVER	REVIEW WAS FINE. HOWEVER, WAS NOT WORTHWHILE AS IT CONSISTED OF FOSTER PARENTS & CASEWORKERS TELLING REVIEWER WHAT WE ARE DOING &
DENVER	NOTHING
DENVER	GET RID OF FCRS'S; DOESN'T HELP CASEWORKER!
DENVER	THE REVIEWER WAS VERY THOROUGH AND COVERED ALL ASPECTS OF THE CASE.
DENVER	REVIEW WAS THOROUGH AND INFORMATIVE FOR ALL INVOLVED.
DENVER	THIS PARTICULAR REVIEW WAS SOMEWHAT TENSE. DUE TO DIFFERENCES IN VIEWS BETWEEN THE AGENCY AND THE FOSTER PARENT. THE REVIEWER HANDLED IT PERFECTLY,MAINLY GIVING THE FOSTER PARENT INFORMATION ABOUT ASFA AND REASONING FOR DECISIONS AND TIME FRAMES. THE DIRECT LEGISLATION WAS VERY HELPFUL.
DENVER	TO HAVE THE PARENT SHOW UP TO EXPRESS HER POINT OF VIEW!
DENVER	BECAUSE OF THE NATURE OF THE CASE, THE REVIEW WAS NOT A FORUM THAT COULD HELP DETERMINE THE DIRECTION OF THE CASE.

*CLIENT SATISFACTION SURVEY  
DENVER COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
DENVER	I LIKE THE REVIEWS WITHOUT THE DOTS. THEY ARE VERY THOROUGH AND CHECK ON ALL AREAS OF CONCERN ON A CHILD.
DENVER	NOTHING. THE WHOLE PROCESS WENT WELL.
DENVER	THE REVIEW DID NOT EFFECT THIS CASE POSITIVELY OR NEGATIVELY. THE REVIEWER DID A GREAT JOB AND THE STATE IS ABLE TO ENSURE THAT A (P.P.) IS APPROPRIATE IS IN PLACE AND THAT IS GREAT AS NO ONE SHOULD WORK IN A VACUUM. THE REVIEWER GIVES GOOD INSIGHT.
DENVER	I CANNOT THINK OF ANYTHING AT THE MOMENT. XXXX IS AN EXCELLENT REVIEWER.HE PUTS EVERYONE AT EASE AND GETS THE FACTS OF THE CASE.

Douglas County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 4

Were you able to express your views/concerns during the review?

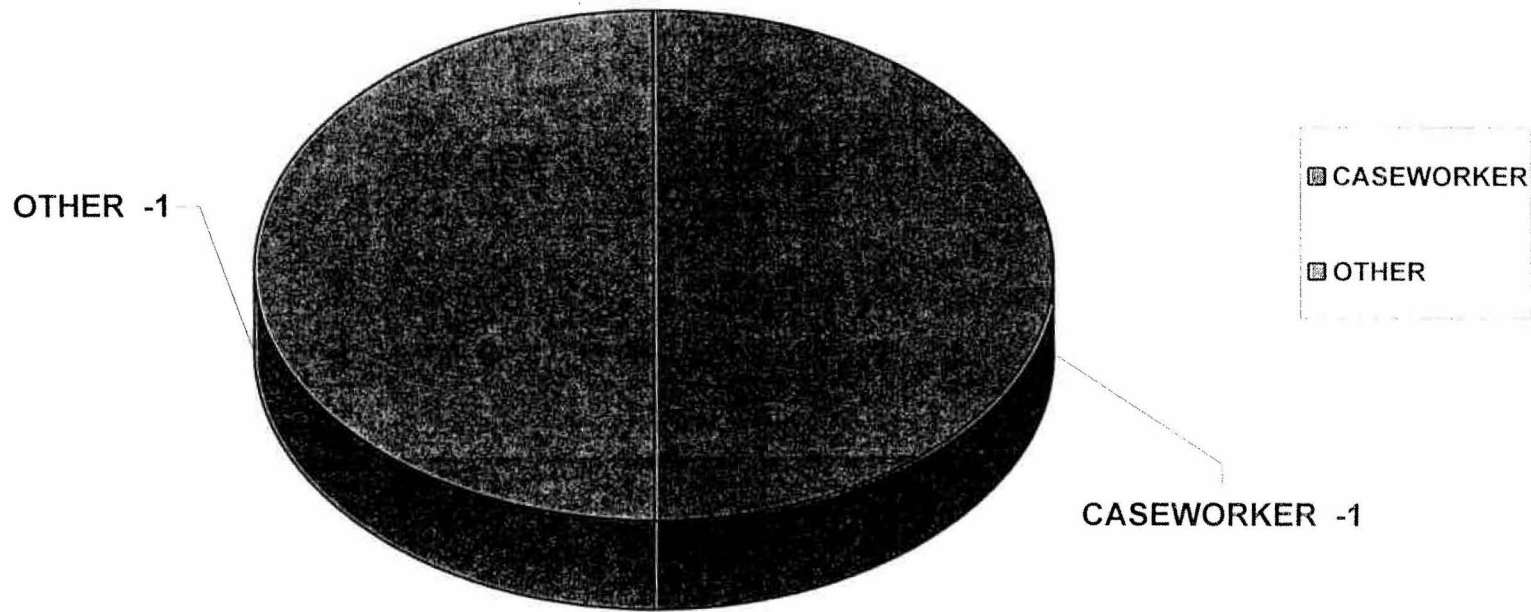
Yes	1
No	1
<u>Blank</u>	<u>0</u>
Total	2

Question 5

Did you find the review worthwhile?

Strongly agree	1
Somewhat agree	1
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	2

# DOUGLAS COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
DOUGLAS COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
DOUGLAS	HAVE REVIEWER MAINTAIN CONTROL OF THE MEETING SO ALL PARTIES CAN SPEAK AND THINGS STAY ON TASK.



DYC Denver County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	8
No	0
<u>Blank</u>	<u>0</u>
Total	8

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	8
No	0
<u>Blank</u>	<u>0</u>
Total	8

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	7
No	1
<u>Blank</u>	<u>0</u>
Total	8

Question 4

Were you able to express your views/concerns during the review?

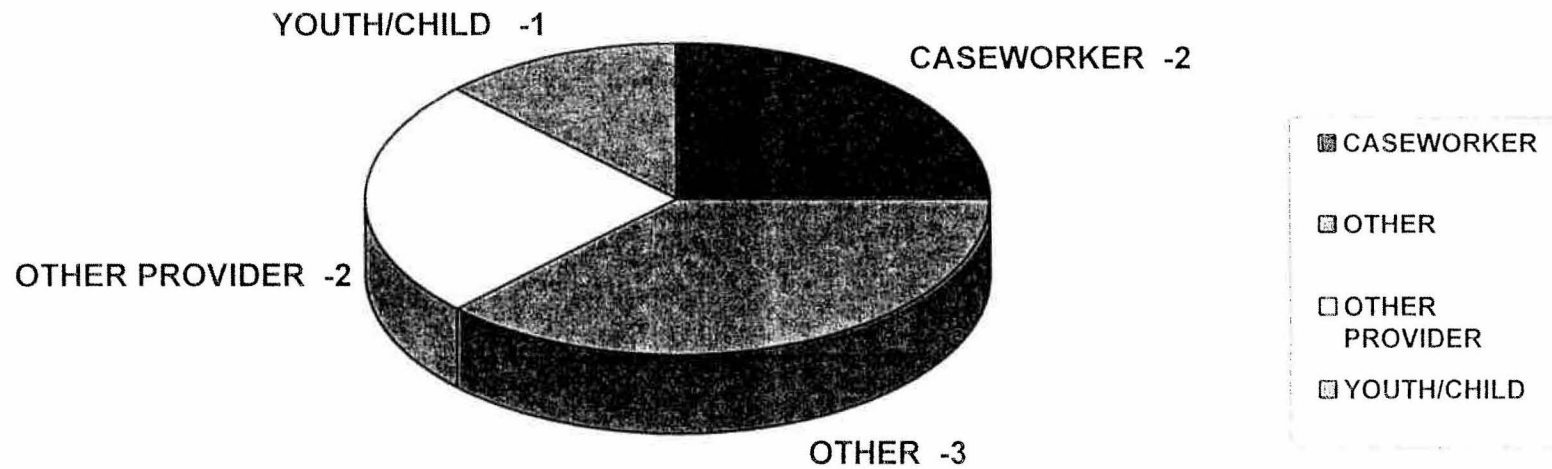
Yes	8
No	0
<u>Blank</u>	<u>0</u>
Total	8

Question 5

Did you find the review worthwhile?

Strongly agree	6
Somewhat agree	1
Neutral	1
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	8

# DYC DENVER SATISFACTION SURVEY RESPONSES



DYC N.E. County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 4

Were you able to express your views/concerns during the review?

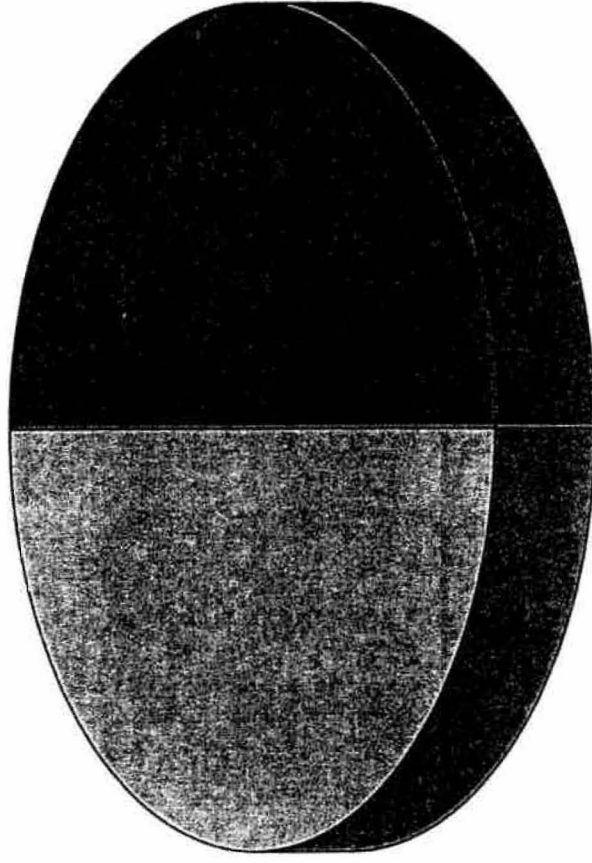
Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 5

Did you find the review worthwhile?

Strongly agree	1
Somewhat agree	1
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	2

D.Y.C. N.E. SATISFACTION SURVEY RESPONSES



YOUTH/CHILD - 1

OTHER - 1



**CLIENT SATISFACTION SURVEY**  
**DYC SURVEY COMMENTS**

COUNTY NAME	COMMENTS
DYC DENVER	WE HAD MANY TOPICS TO DISCUSS AND WE WERE SHORT ON TIME. AN IMPROVEMENT WOULD BE TO ALLOW FOR MORE TIME, YOUTH ON PAROLE HAVE MANY AREAS TO BE DISCUSSED.
DYC DENVER	THERE ISN'T ANYTHING I COULD RECOMMEND FOR THE REVIEW PROCESS. THE REVIEWERS ASK PERTINENT QUESTIONS AND LISTEN ATTENTIVELY.
DYC DENVER	N/A
DYC DENVER	NOTHING
DYC DENVER	EXPLAIN PURPOSE OF MEETING AT BEGINNING OF MEETING (ALTHOUGH THIS MAY HAVE BEEN DONE AS I HAD TO TAKE A CELL PHONE CALL.
DYC N.E.	NOTHING, I THINK THAT THE REVIEW WENT WELL.

Eagle County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	4
No	0
<u>Blank</u>	<u>0</u>
Total	4

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	4
No	0
<u>Blank</u>	<u>0</u>
Total	4

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	4
No	0
<u>Blank</u>	<u>0</u>
Total	4

Question 4

Were you able to express your views/concerns during the review?

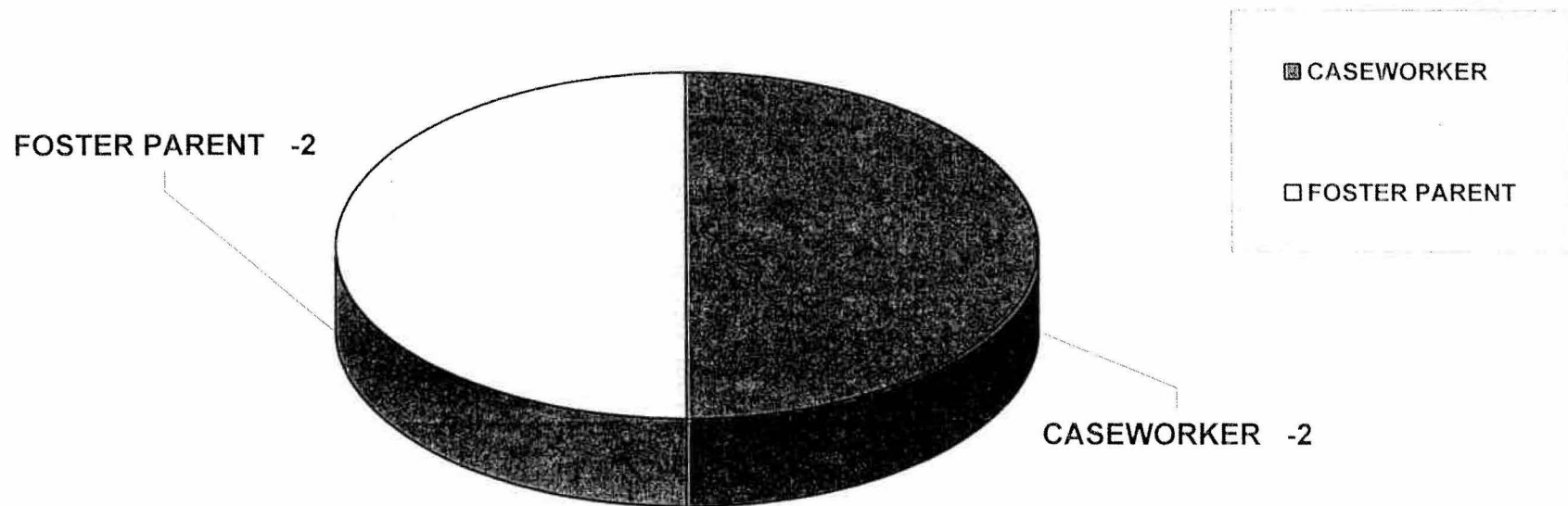
Yes	4
No	0
<u>Blank</u>	<u>0</u>
Total	4

Question 5

Did you find the review worthwhile?

Strongly agree	2
Somewhat agree	2
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	4

# EAGLE COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
EAGLE COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
EAGLE	ARRANGE FOR AFTER SCHOOL APPOINTMENTS.



El Paso County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	45
No	0
<u>Blank</u>	<u>0</u>
Total	45

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	45
No	0
<u>Blank</u>	<u>0</u>
Total	45

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	44
No	0
<u>Blank</u>	<u>1</u>
Total	45

Question 4

Were you able to express your views/concerns during the review?

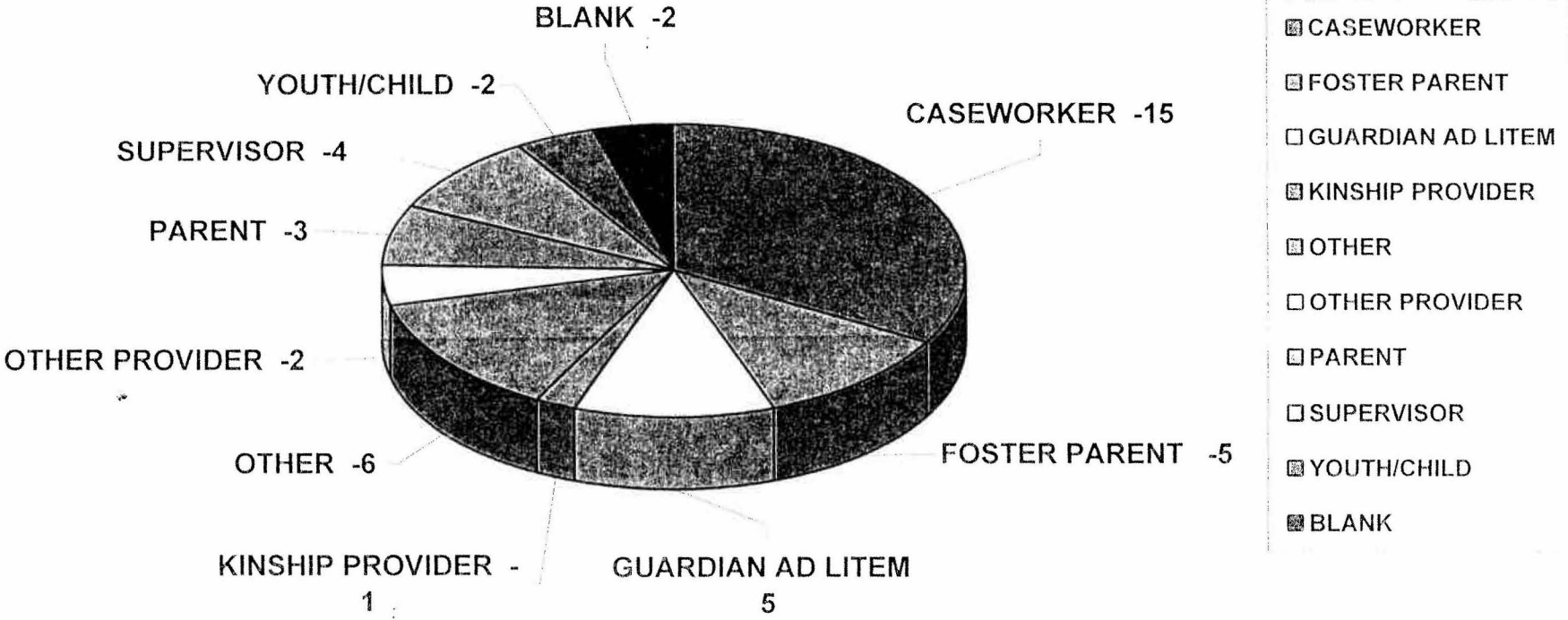
Yes	45
No	0
<u>Blank</u>	<u>0</u>
Total	45

Question 5

Did you find the review worthwhile?

Strongly agree	23
Somewhat agree	14
Neutral	4
Somewhat disagree	1
Strongly disagree	0
<u>Blank</u>	<u>3</u>
Total	45

# EL PASO COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
EL PASO COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
EL PASO	BE MORE UNDERSTANDING & LESS RIGID THESE ARE PEOPLE NOT JUST MONEY AND RULES AND REGULATIONS.
EL PASO	JUST FINE
EL PASO	NOTHING. YOU DID A VERY GOOD JOB.
EL PASO	NOT A THING. IT WAS WONDERFUL
EL PASO	I WOULD APPRECIATE IT IF THE GAL COULD COME.
EL PASO	I WOULD HAVE LIKED JUST A LITTLE MORE TIME. THANK YOU FOR THE TIME YOU MAKE FOR ME.
EL PASO	ASK THE CHILD HER GOALS. DIRECT QUESTIONS. WHAT IS SHE WILLING TO DO?
EL PASO	NOTHING
EL PASO	I THOUGHT IT WAS EXTREMELY WORTHWHILE.
EL PASO	GOOD REVIEW XXXXX.
EL PASO	IT WAS MENTIONED AT THE MEETING THAT I WOULD GET MORE RESPIT SERVICES TO ADDRESS MY NEEDS WITH MY OWN OLDER CHILDREN. THEY (XXXXX CHILDREN) WERE GOING TO REMAIN IN MY HOME AND I SHOULD KEEP WORKING TOWARDS PRESCHOOL. AS OF 9/27/99 I AM ATTENDING A MEETING WITH ANOTHER PROSPECTIVE FOSTER-ADOPT FAMILY 9/29/99. I CONTACTED XXXX XXXXX. OH WELL! IS ANOTHER FAMILY CHEAPER/EASIER?

Fremont County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

Question 4

Were you able to express your views/concerns during the review?

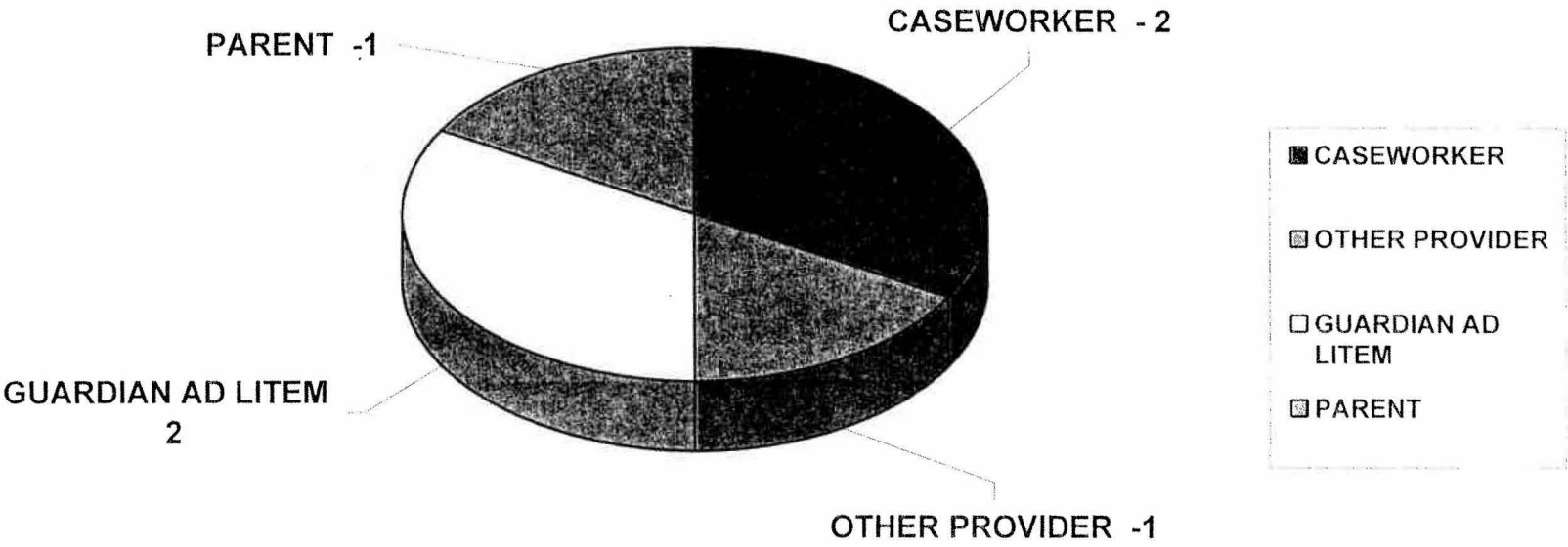
Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

Question 5

Did you find the review worthwhile?

Strongly agree	4
Somewhat agree	2
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	6

# FREMONT COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
FREMONT COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
FREMONT	I TRULY BELIEVE THESE REVIEWS HELP GET ALL INVOLVED TOGETHER TO DISCUSS THINGS IN A MORE INFORMAL SETTING.
FREMONT	ASK THE CASEWORKER (XXXX XXXX) WHAT EXACTLY HE'S DONE WITH THIS CASE. I HAD NOT HEARD ANYTHING FROM HIM SINCE OUR LAST REVIEW IN APRIL. NOTHING.
FREMONT	REVIEWER DOES A GOOD JOB. OFTEN REVIEWS DON'T GO WELL DUE TO OTHER PARTICIPANTS.

Garfield County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	8
No	0
<u>Blank</u>	<u>1</u>
Total	9

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	9
No	0
<u>Blank</u>	<u>0</u>
Total	9

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	9
No	0
<u>Blank</u>	<u>0</u>
Total	9

Question 4

Were you able to express your views/concerns during the review?

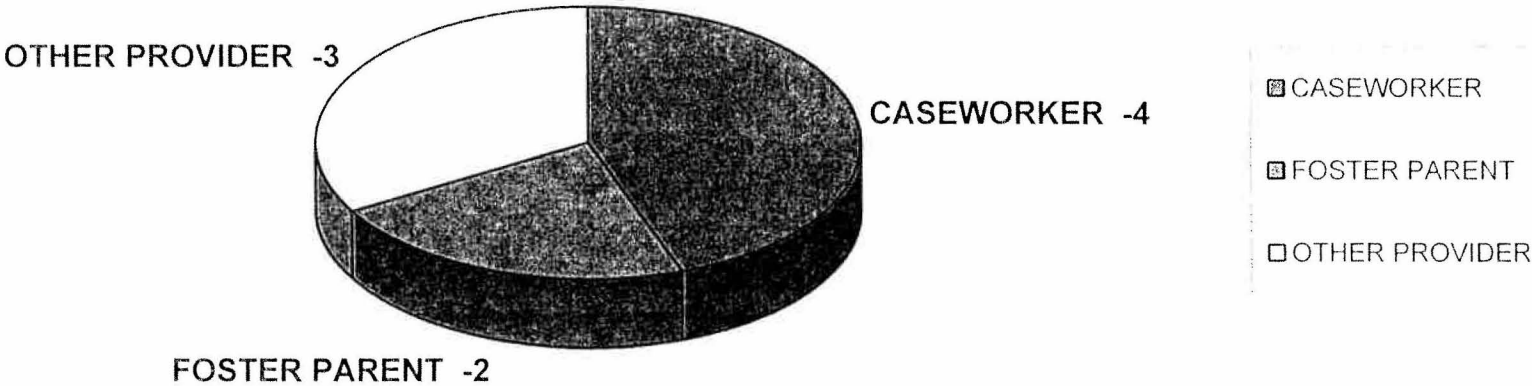
Yes	9
No	0
<u>Blank</u>	<u>0</u>
Total	9

Question 5

Did you find the review worthwhile?

Strongly agree	7
Somewhat agree	2
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	9

# GARFIELD COUNTY SATISFACTION SURVEY RESPONSES





*CLIENT SATISFACTION SURVEY  
GARFIELD COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
GARFIELD	USE OF A PHONE SYSTEM WHICH COULD ADEQUATELY HANDLE MORE THAN ONE OUTSIDE CALL, AND WOULD ALLOW PHONE CALLERS TO MORE FULLY PARTICIPATE, WOULD BE VERY HELPFUL.
GARFIELD	HAVE INVOLVEMENT WITH BIO-MOTHER IF POSSIBLE.
GARFIELD	GOOD AS COULD BE CONSIDERING THE CASE AND LEVEL OF DIFFICULTY

Jefferson County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	15
No	0
<u>Blank</u>	<u>0</u>
Total	15

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	15
No	0
<u>Blank</u>	<u>0</u>
Total	15

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	15
No	0
<u>Blank</u>	<u>0</u>
Total	15

Question 4

Were you able to express your views/concerns during the review?

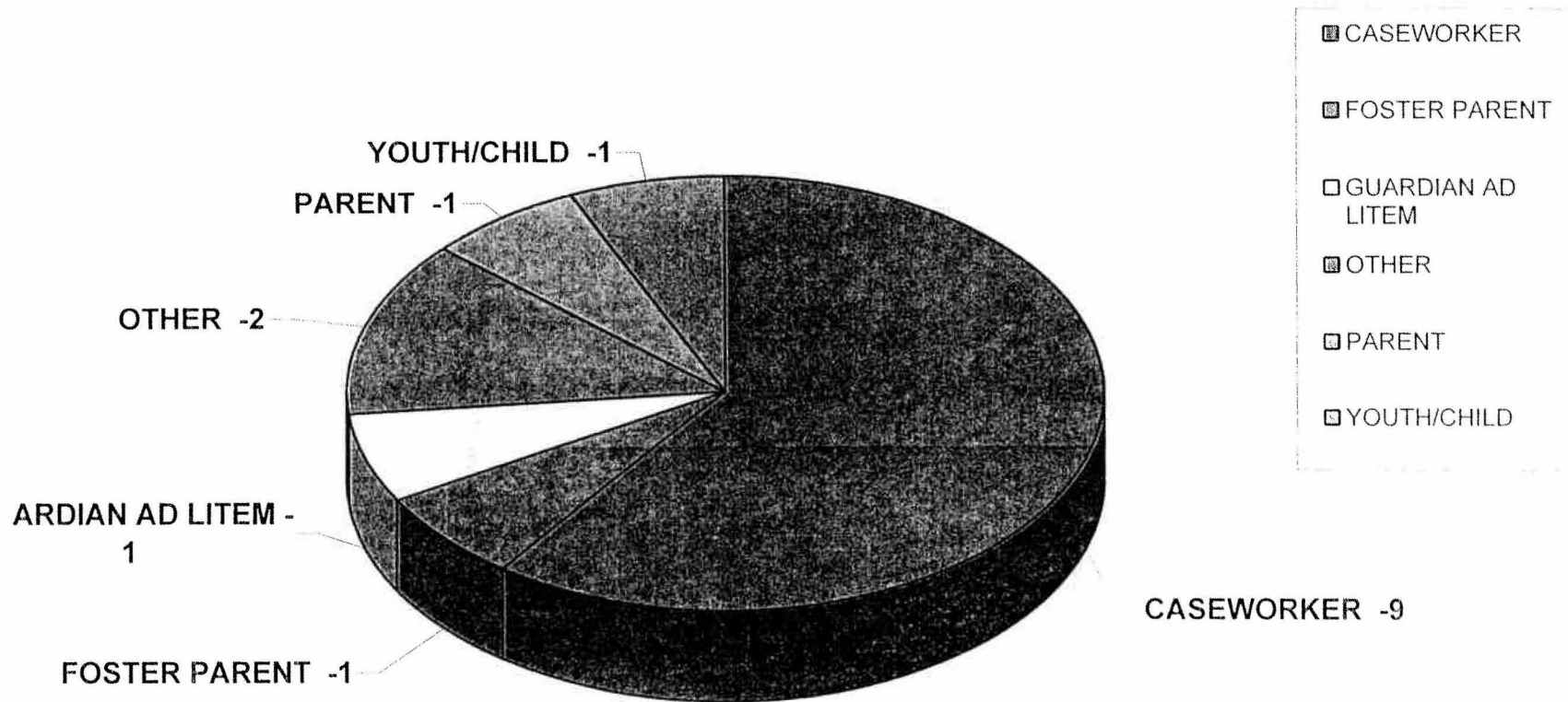
Yes	15
No	0
<u>Blank</u>	<u>0</u>
Total	15

Question 5

Did you find the review worthwhile?

Strongly agree	7
Somewhat agree	8
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	15

# JEFFERSON COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
JEFFERSON COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
JEFFERSON	VERY WELL DONE. THOROUGHLY DISCUSSED CHILD'S NEEDS AND FUTURE PLAN
JEFFERSON	IT WAS GOOD
JEFFERSON	XXXX XXXX IS THE REVIEWER WHO HEARS THE MAJORITY OF MY CASES AND I FIND HER VERY HELPFUL. INSIGHTFUL AND FAIR.
JEFFERSON	THE REVIEWER WAS VERY HELPFUL. SHE GAVE ME SOME PHONE NUMBERS TO HELP WITH A DENTAL PROBLEM FOR THE FOSTER KIDS. SEEMED TO BE VERY HELPFUL, KNOWLEDGABLE AND CONCERNED

Kit Carson County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 4

Were you able to express your views/concerns during the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

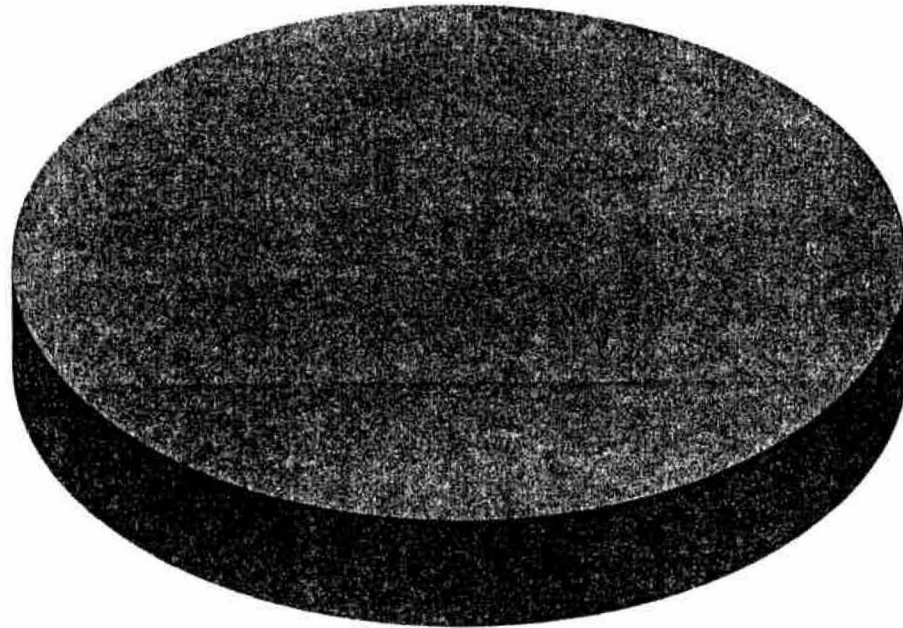
Question 5

Did you find the review worthwhile?

Strongly agree	2
Somewhat agree	0
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	2

# KIT CARSON COUNTY SATISFACTION SURVEY RESPONSES

CASEWORKER - 2



La Plata County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	3
No	0
<u>Blank</u>	<u>0</u>
Total	3

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	3
No	0
<u>Blank</u>	<u>0</u>
Total	3

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	3
No	0
<u>Blank</u>	<u>0</u>
Total	3

Question 4

Were you able to express your views/concerns during the review?

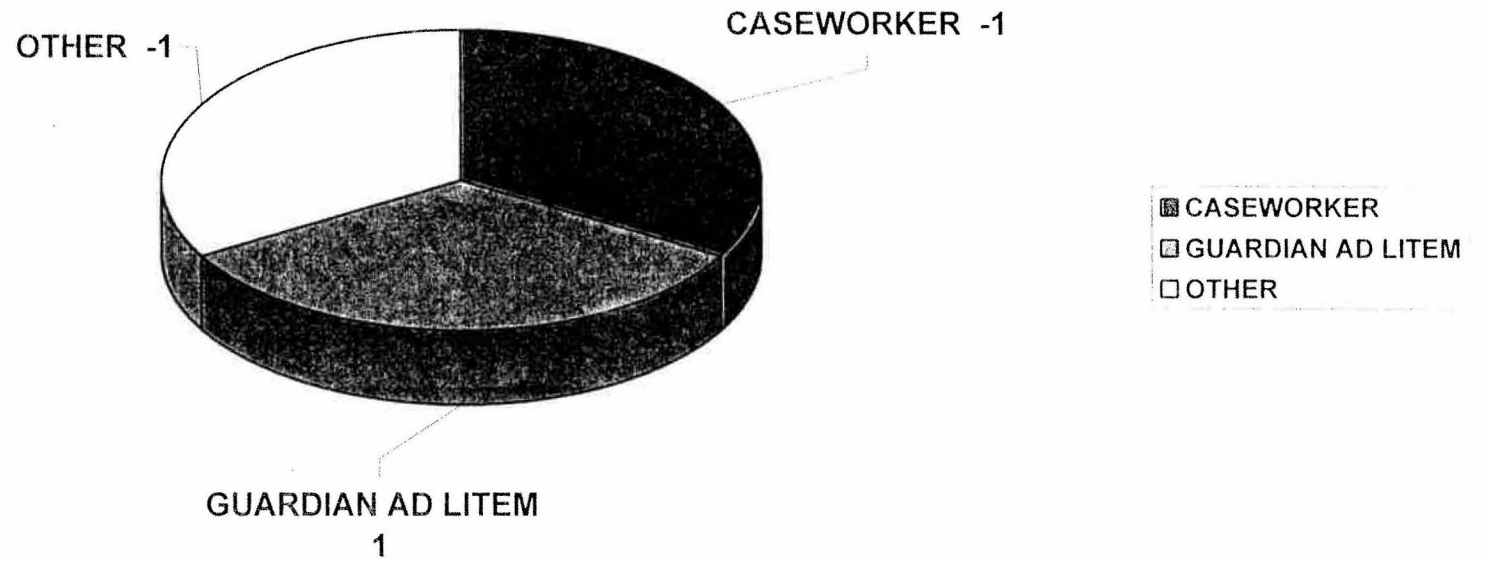
Yes	3
No	0
<u>Blank</u>	<u>0</u>
Total	3

Question 5

Did you find the review worthwhile?

Strongly agree	1
Somewhat agree	1
Neutral	1
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	3

# LA PLATA COUNTY SATISFACTION SURVEY RESPONSES





*CLIENT SATISFACTION SURVEY  
LA PLATA COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
LA PLATA	FOSTER PARENT PARTICIPATION.

Larimer County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	26
No	0
<u>Blank</u>	<u>0</u>
Total	26

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	26
No	0
<u>Blank</u>	<u>0</u>
Total	26

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	26
No	0
<u>Blank</u>	<u>0</u>
Total	26

Question 4

Were you able to express your views/concerns during the review?

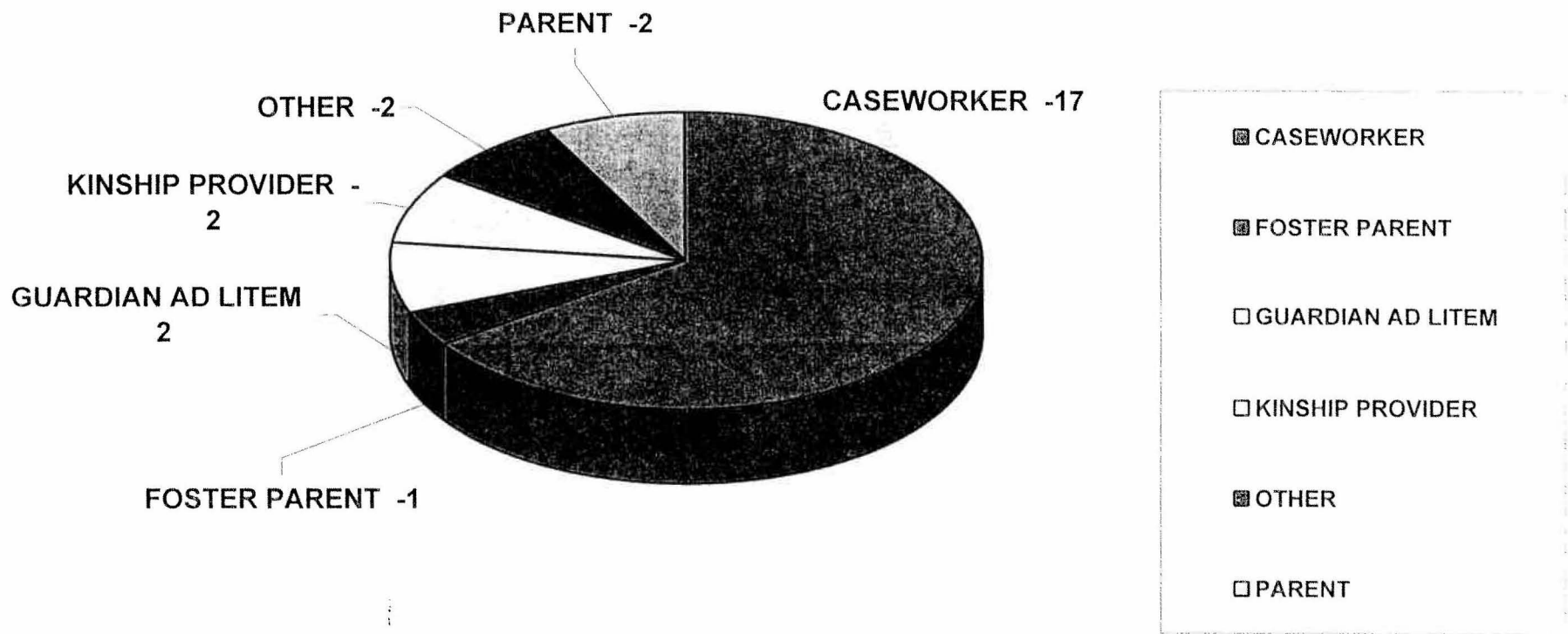
Yes	26
No	0
<u>Blank</u>	<u>0</u>
Total	26

Question 5

Did you find the review worthwhile?

Strongly agree	13
Somewhat agree	8
Neutral	2
Somewhat disagree	2
Strongly disagree	1
<u>Blank</u>	<u>0</u>
Total	26

# LARIMER COUNTY SATISFACTION SURVEY RESPONSES



**CLIENT SATISFACTION SURVEY**  
**LARIMER COUNTY SURVEY COMMENTS**

COUNTY NAME	COMMENTS
LARIMER	THE REVIEW WENT SMOOTHLEY. XXXX IS VERY GOOD AT INCLUDING EVERYONE THERE TO GET THEIR INPUT. GOOD JOB XXXX.
LARIMER	CANNOT THINK OF ANY SUGGESTIONS
LARIMER	NOTHING
LARIMER	ALL WENT WELL.
LARIMER	NOT HAVE A REVIEW AT ALL.
LARIMER	THE REVIEW WENT WELL- APPRECIATED DISCUSSION AROUND NEEDS WHILE IN CURRENT PLACEMENT.
LARIMER	NOT HAVE IT.
LARIMER	HAVE THE CHILD ATTEND.
LARIMER	NOTHING
LARIMER	REVIEWER WAS VERY SUPPORTIVE OF THE KIN-FOST/ADOPT FAMILY AND COMPLIMENTARY TO THE WORKER, THAT'S VERY APPRECIATED!

Lincoln County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	2
No	0
Blank	0
<u>Total</u>	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
Blank	0
<u>Total</u>	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
Blank	0
<u>Total</u>	2

Question 4

Were you able to express your views/concerns during the review?

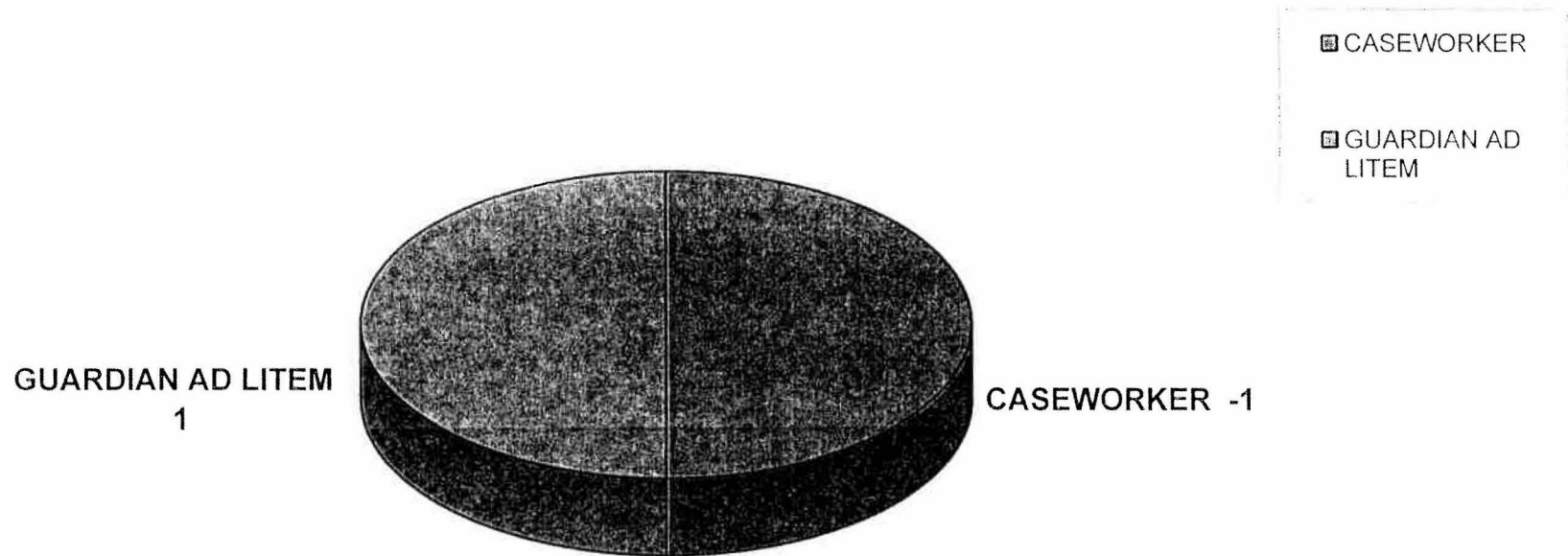
Yes	2
No	0
Blank	0
<u>Total</u>	2

Question 5

Did you find the review worthwhile?

Strongly agree	1
Somewhat agree	0
Neutral	0
Somewhat disagree	0
Strongly disagree	1
Blank	0
<u>Total</u>	2

# LINCOLN COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
LINCOLN COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
LINCOLN	MY PERSONAL OPINION IS THAT FOSTER CARE REVIEW IS A WASTE OF TIME. HOWEVER, XXXXX IS VERY KNOWLEDGABLE ABOUT THE PROCESS AND DOES A GOOD JOB OF REVIEWING THE CASE.
LINCOLN	AS A GAL, THESE REVIEWS ARE VERY USEFUL TO KEEP THE LONG TERM GOALS IN FOCUS.

Logan County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

Question 4

Were you able to express your views/concerns during the review?

Yes	6
No	0
<u>Blank</u>	<u>0</u>
Total	6

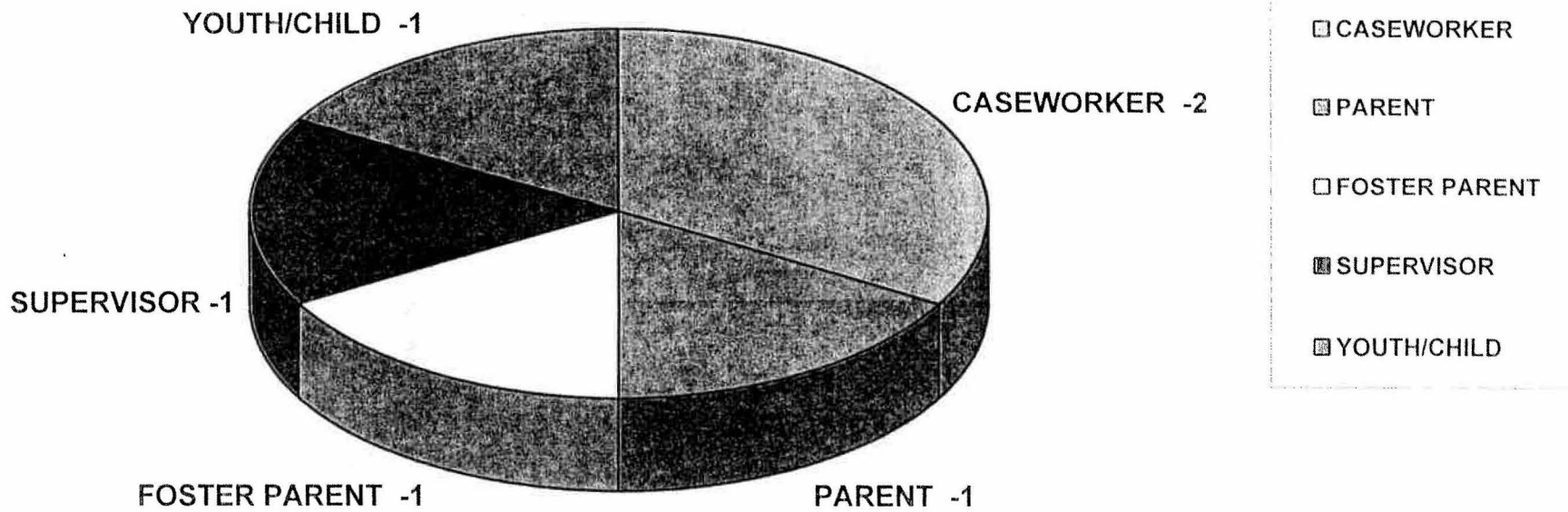
Question 5

Did you find the review worthwhile?

Strongly agree	3
Somewhat agree	1
Neutral	1
Somewhat disagree	0
Strongly disagree	1
<u>Blank</u>	<u>0</u>
Total	6



# LOGAN COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
LOGAN COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
LOGAN	PARENTS PARTICIPATION WOULD HAVE MADE THE REVIEW MORE WORTHWHILE.

Mesa County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	21
No	0
<u>Blank</u>	<u>0</u>
Total	21

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	21
No	0
<u>Blank</u>	<u>0</u>
Total	21

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	21
No	0
<u>Blank</u>	<u>0</u>
Total	21

Question 4

Were you able to express your views/concerns during the review?

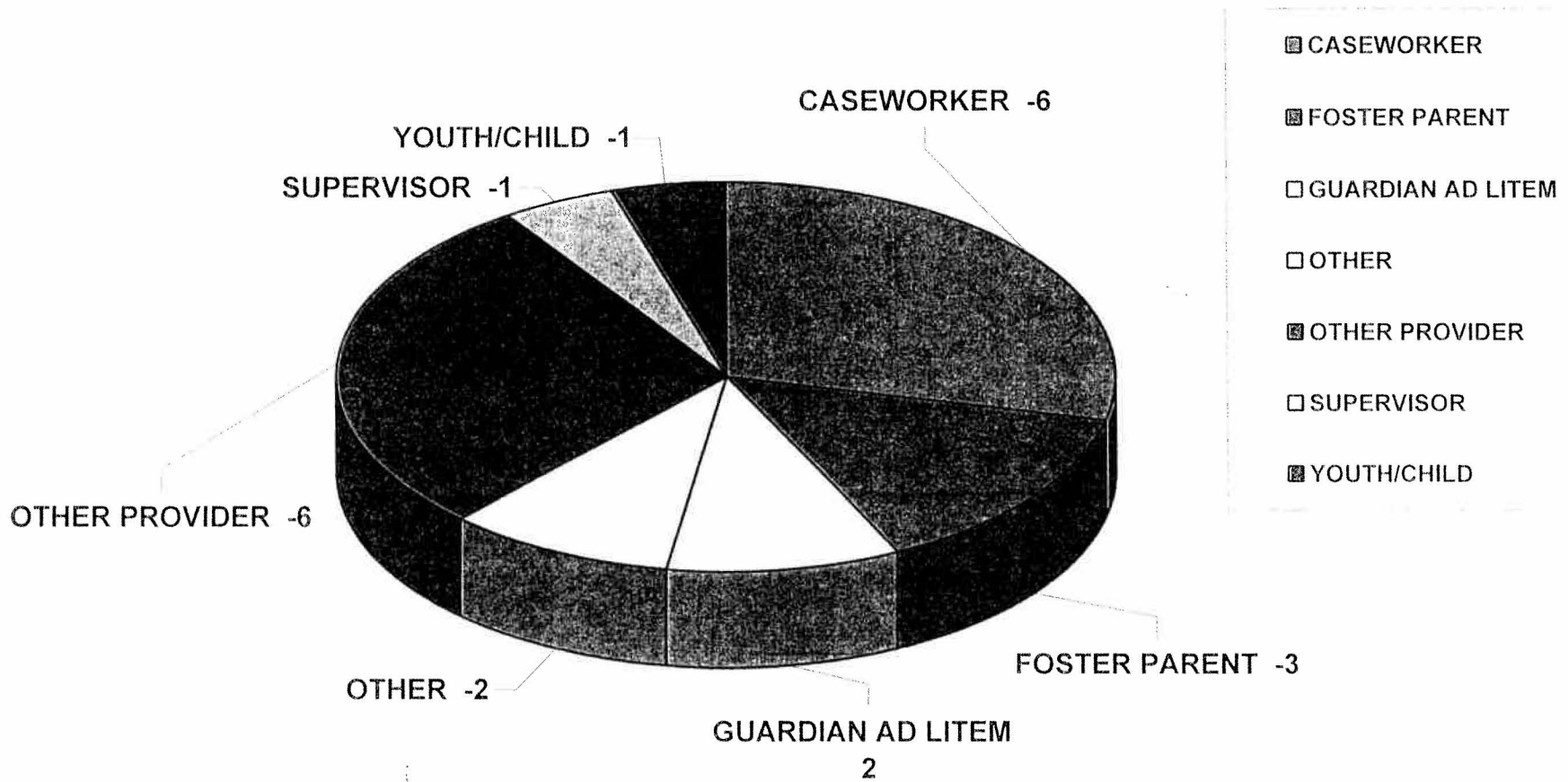
Yes	21
No	0
<u>Blank</u>	<u>0</u>
Total	21

Question 5

Did you find the review worthwhile?

Strongly agree	14
Somewhat agree	6
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>1</u>
Total	21

# MESA COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
MESA COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
MESA	ALLOW SOME TIME DURING REVIEW FOR A DISCUSSION OF PROGRESS WITH THE TREATMENT PLAN
MESA	REVIEW COVERED ALL AREAS WELL, A LITTLE MORE TIME WOULD HAVE BEEN NICE
MESA	I ATTENDED A COMBINED FOSTER CARE REVIEW/UTILIZATION REVIEW MEETING. I WORK W/THE PARENT AND HAVE NO CONTACT W/ THE CHILDREN.
MESA	BE ABLE TO GET ALL OF THE PEOPLE WORKING ON THE CASE TO COME TO THE REVIEW
MESA	A LOT OF CONFUSION ABOUT PERMANENT PLAN. FIND A DIFFERENT TIME TO DISCUSS PLAN WOULD BE HOPEFUL.
MESA	YOUTH HAD ONLY BEEN IN PLACEMENT FOR TWO AND A-HALF WEEKS. THE REVIEW WILL BE MORE VALUABLE IN THE FUTURE.

Montrose County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	1
No	0
<u>Blank</u>	<u>1</u>
Total	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 4

Were you able to express your views/concerns during the review?

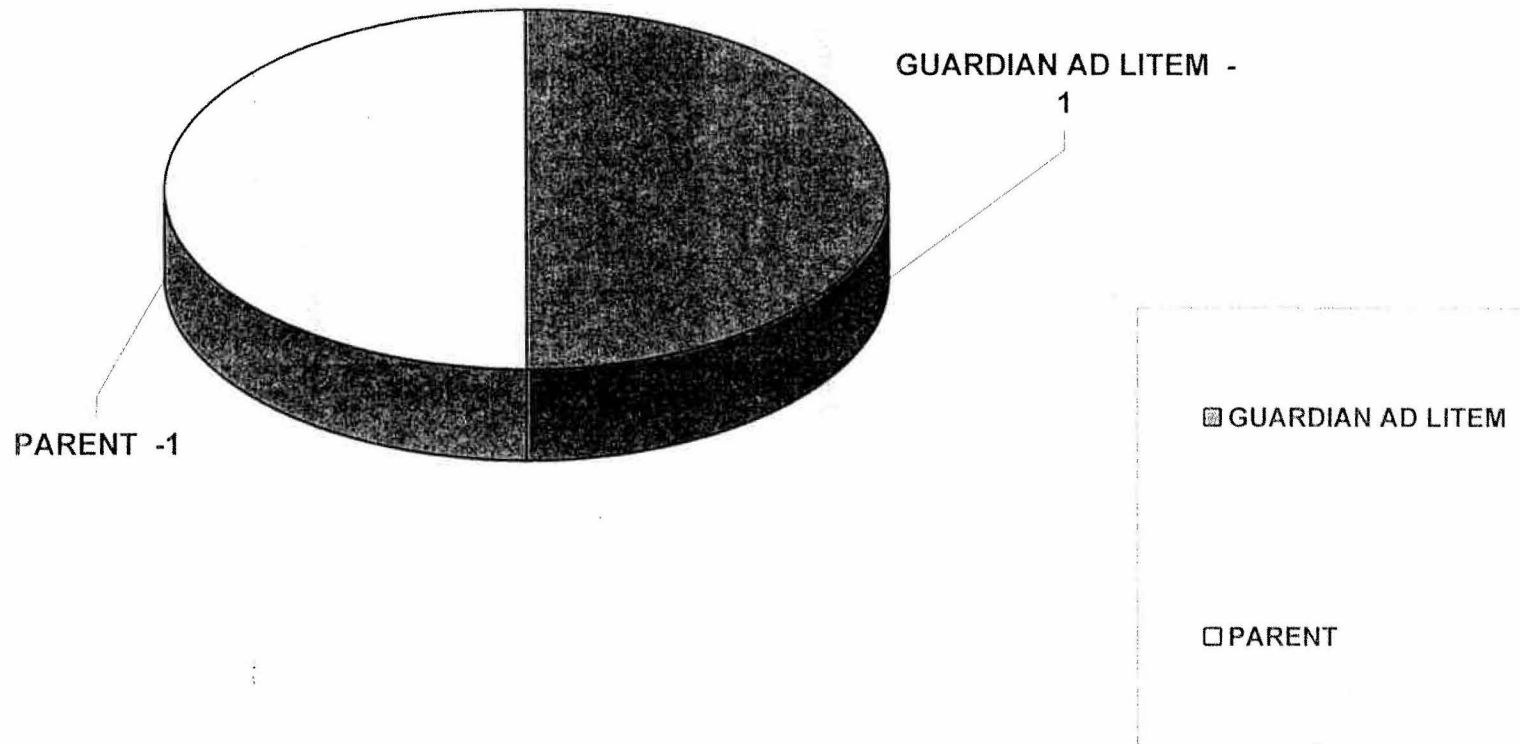
Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 5

Did you find the review worthwhile?

Strongly agree	2
Somewhat agree	0
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	2

# MONTROSE COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
MONTROSE COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
MONTROSE	NOTHING. THEY WERE CONDUCTED EFFICIENTLY AND EFFECTIVELY AND PROFESSIONALLY.



Morgan County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	12
No	0
<u>Blank</u>	<u>0</u>
Total	12

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	12
No	0
<u>Blank</u>	<u>0</u>
Total	12

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	12
No	0
<u>Blank</u>	<u>0</u>
Total	12

Question 4

Were you able to express your views/concerns during the review?

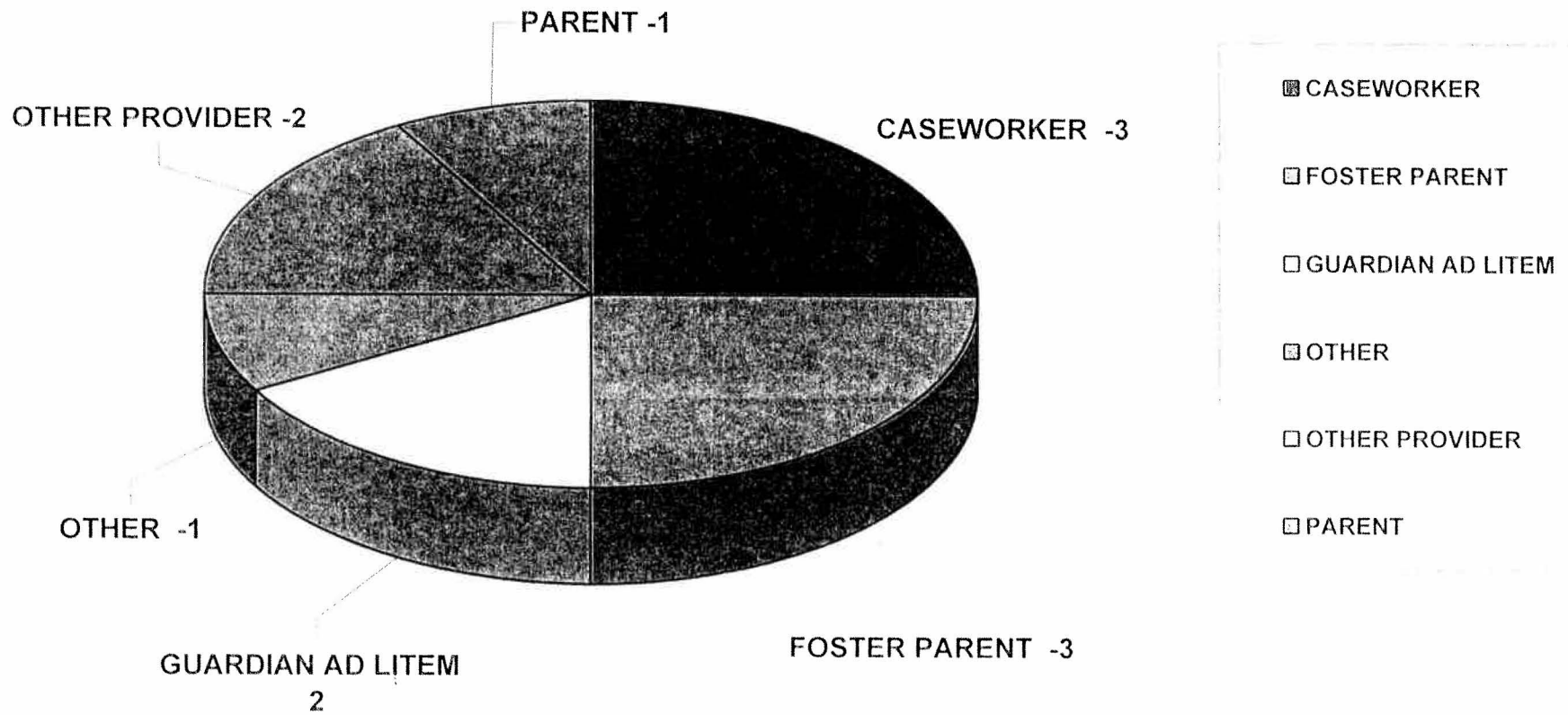
Yes	12
No	0
<u>Blank</u>	<u>0</u>
Total	12

Question 5

Did you find the review worthwhile?

Strongly agree	11
Somewhat agree	1
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	12

# MORGAN COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
MORGAN COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
MORGAN	REVIEW WENT WELL.
MORGAN	SOME REVIEWS NEED TO BE LONGER FOR MORE COMPLICATED CASES WITH 1+ CHILDREN. THE CASEWORKER SHOULD GIVE AN ESTIMATE TO THE PLACEMENT REVIEW PERSON.
MORGAN	NOTHING
MORGAN	HAVE THE PARENT PRESENT. IN FACT MAKE IT MANDATORY THAT PARENTS PARTICIPATE.
MORGAN	NOTHING!
MORGAN	DOCUMENT RE: XXXX XXXXXX NOT HAVING RIGHTS REGARDING THESE CHILDREN!

Otero County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 4

Were you able to express your views/concerns during the review?

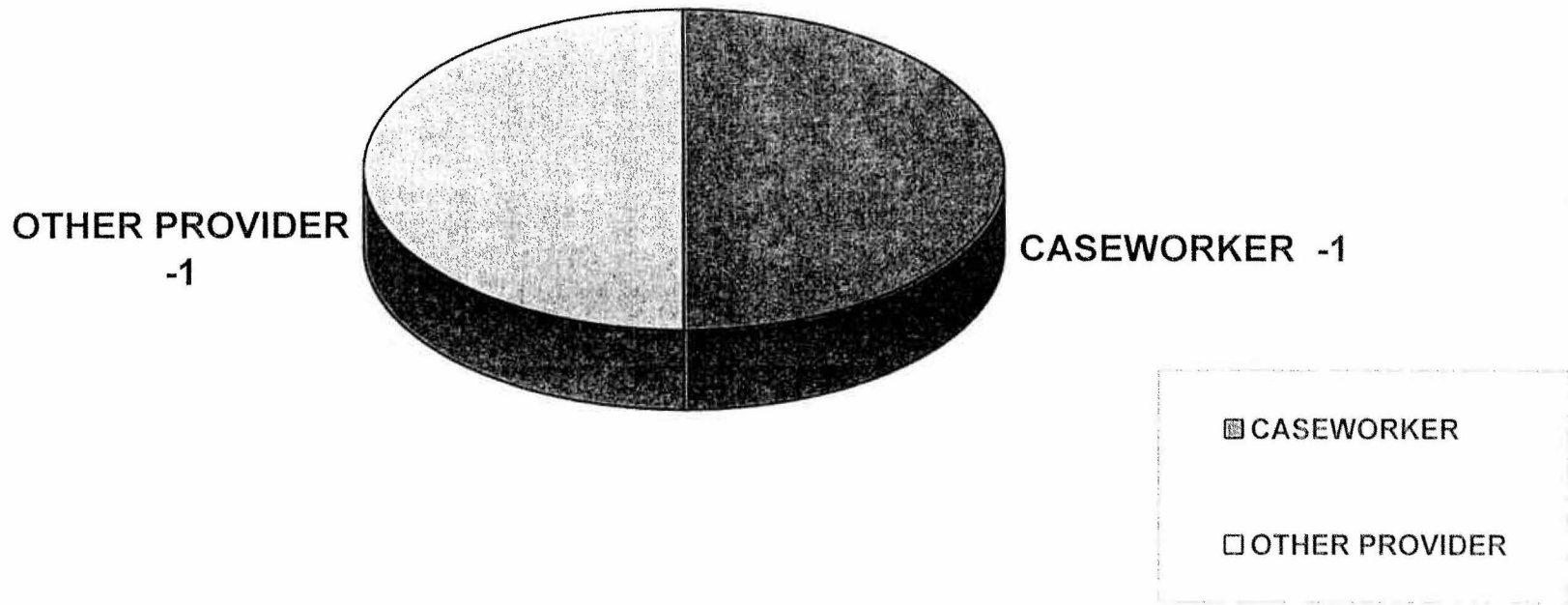
Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 5

Did you find the review worthwhile?

Strongly agree	2
Somewhat agree	0
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	2

# OTERO COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
OTERO COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
OTERO	MORE OF THE BIO-FAMILY GOALS/ INFO., I BELIEVE SHOULD HAVE BEEN DISCUSSED MORE.

Prowers County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	4
No	0
<u>Blank</u>	<u>0</u>
Total	4

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	3
No	1
<u>Blank</u>	<u>0</u>
Total	4

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	4
No	0
<u>Blank</u>	<u>0</u>
Total	4

Question 4

Were you able to express your views/concerns during the review?

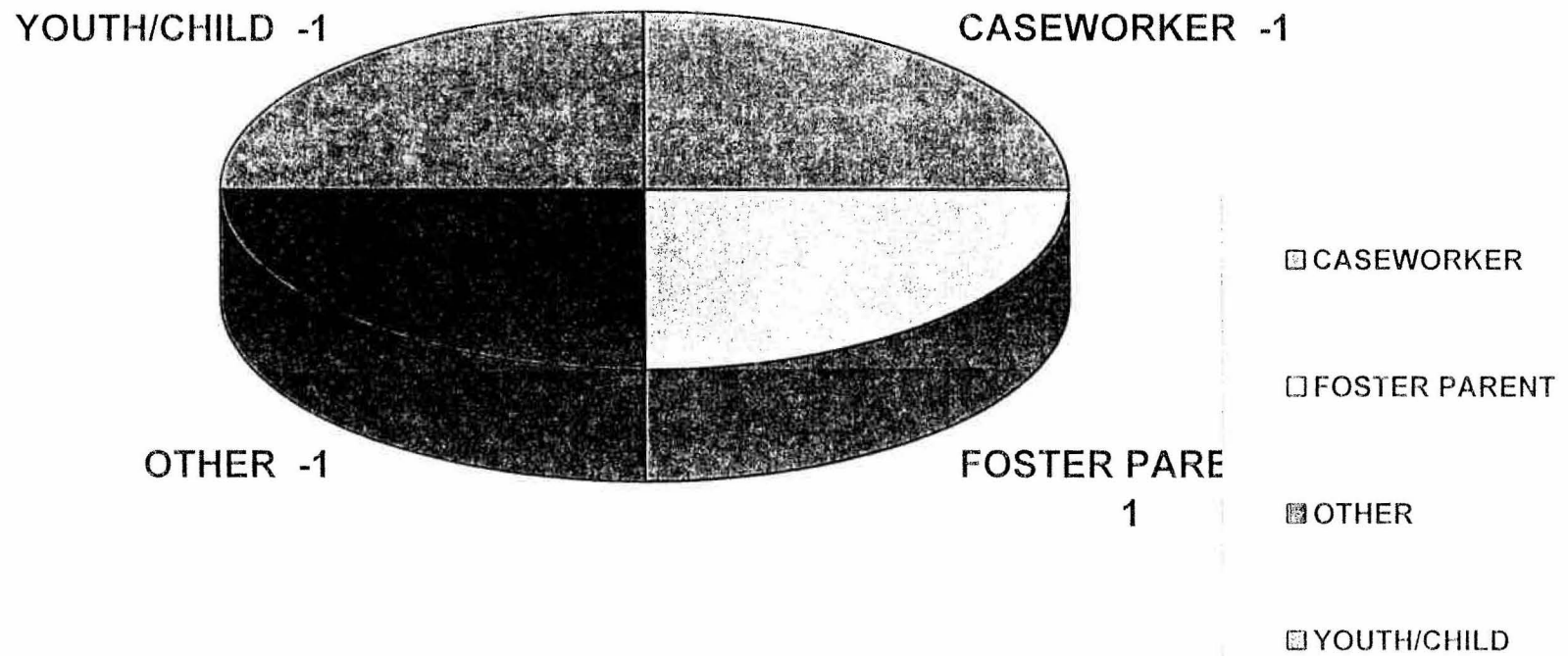
Yes	4
No	0
<u>Blank</u>	<u>0</u>
Total	4

Question 5

Did you find the review worthwhile?

Strongly agree	3
Somewhat agree	1
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	4

# PROWERS COUNTY SATISFACTION SURVEY RESPONSES





*CLIENT SATISFACTION SURVEY  
PROWERS COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
PROWERS	NO SUGGESTIONS FOR IMPROVEMENT. FOSTER CARE REVIEWS ARE ALWAYS INFORMATIVE AND HELPFUL TO BOTH THE FAMILY AND THE AGENCY.
PROWERS	TODAYS REVIEW WAS FINE

Pueblo County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	13
No	1
Blank	0
Total	14

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	14
No	0
Blank	0
Total	14

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	14
No	0
Blank	0
Total	14

Question 4

Were you able to express your views/concerns during the review?

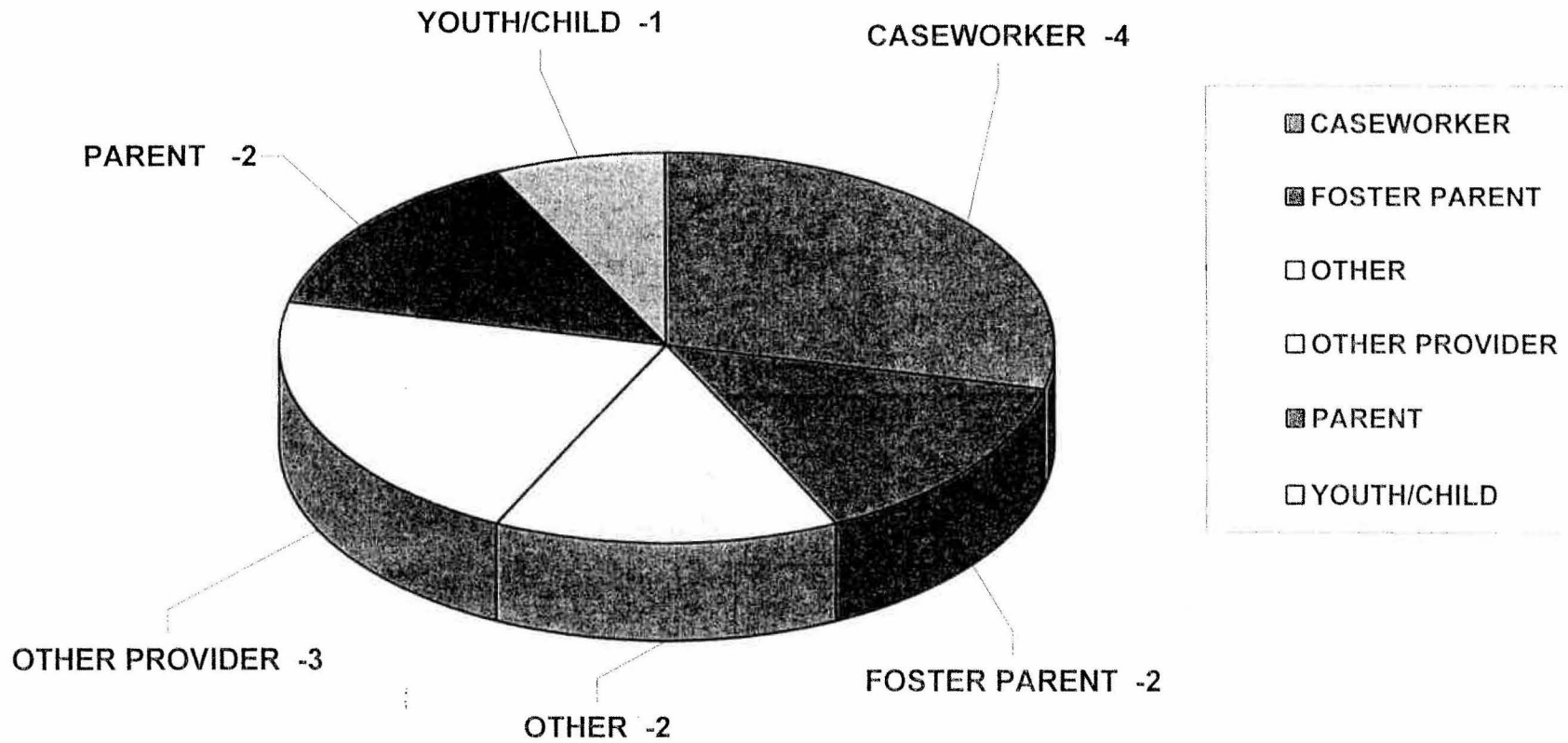
Yes	14
No	0
Blank	0
Total	14

Question 5

Did you find the review worthwhile?

Strongly agree	10
Somewhat agree	2
Neutral	1
Somewhat disagree	1
Strongly disagree	0
Blank	0
Total	14

# PUEBLO COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
PUEBLO COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
PUEBLO	TELL THE TRUTH ABOUT WHAT YOUR OBJECTIVES WERE DURING THIS MEETING!
PUEBLO	I WONDER WHY FOSTER CARE REVIEWERS MEASUREMENTS OF EFFECTIVENESS INCLUDES FIVE QUESTIONS AND CASEWORKERS EFFECTIVENESS TAKES 100 QUESTIONS.
PUEBLO	NOTHING
PUEBLO	VERY EFFICIENT, HAS THE CHILD AS THE BEST INTEREST. GAVE GOOD SUGGESTIONS ON HOW TO HANDLE SITUATIONS.
PUEBLO	XXXX DOES A GREAT JOB AS THE REVIEWER. SHE KEEPS EVERYTHING UNDER CONTROL
PUEBLO	NOTHING

Teller County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 4

Were you able to express your views/concerns during the review?

Yes	2
No	0
<u>Blank</u>	<u>0</u>
Total	2

Question 5

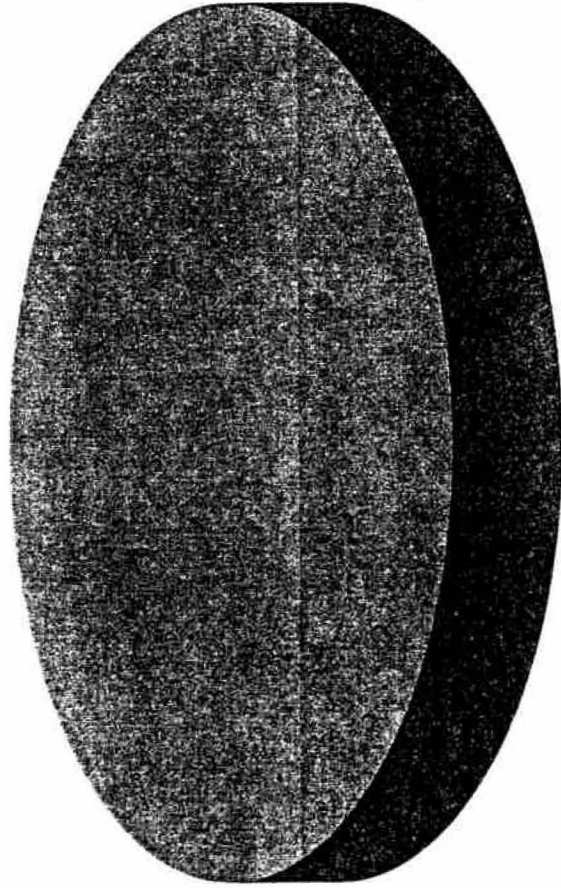
Did you find the review worthwhile?

Strongly agree	0
Somewhat agree	1
Neutral	0
Somewhat disagree	1
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	2

# TELLER COUNTY SATISFACTION SURVEY RESPONSES

■ CASEWORKER

CASEWORKER -2



*CLIENT SATISFACTION SURVEY  
TELLER COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
TELLER	THERE IS INCREASING FOCUS ON PAPERWORK AS OPPOSED TO PROCESS AND CASES ARE BEING REVIEWED BY NUMEROUS PERSONS FOR SIMILAR REASONS WITHOUT COORDINATION, THIS DUPLICATION TAKES TIME AWAY FROM WORK WITH CHILD
TELLER	XXXX IS VERY HELPFUL WITH SUGGESTIONS ON MY CASES.

Weld County  
Client Satisfaction Survey

Question 1

Was the permanency goal for the youth/child discussed in the review?

Yes	8
No	0
<u>Blank</u>	<u>0</u>
Total	8

Question 2

Was progress, or lack of progress, towards reaching that goal discussed at the review?

Yes	8
No	0
<u>Blank</u>	<u>0</u>
Total	8

Question 3

Were the youth's/child's needs, while in placement, discussed at the review?

Yes	8
No	0
<u>Blank</u>	<u>0</u>
Total	8

Question 4

Were you able to express your views/concerns during the review?

Yes	8
No	0
<u>Blank</u>	<u>0</u>
Total	8

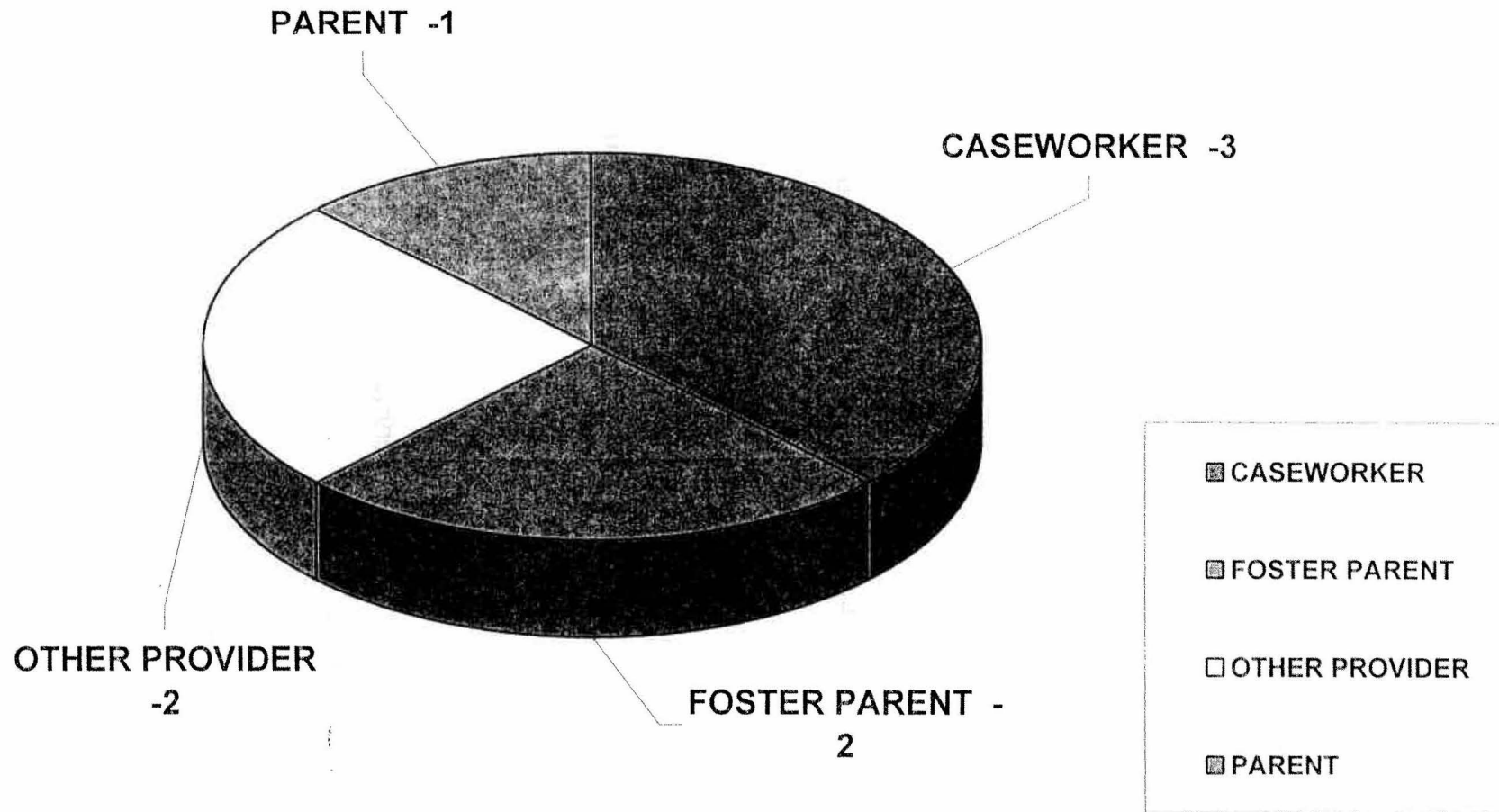
Question 5

Did you find the review worthwhile?

Strongly agree	7
Somewhat agree	1
Neutral	0
Somewhat disagree	0
Strongly disagree	0
<u>Blank</u>	<u>0</u>
Total	8



# WELD COUNTY SATISFACTION SURVEY RESPONSES



*CLIENT SATISFACTION SURVEY  
WELD COUNTY SURVEY COMMENTS*

COUNTY NAME	COMMENTS
WELD	NOTHING
WELD	NOTHING TO IMPROVE - I TRULY ENJOY WORKING W/XXXX XXXX - HER DEPTH OF EXPERIENCE IS ALWAYS HELPFUL!
WELD	THIS IS THE FIRST OUT OF 3 REVIEWS IN WHICH I THINK PROGRESS HAS OCCURRED. THANK YOU.

**CLIENT SATISFACTION SURVEY**  
**APEO DE SATISFACCIÓN DE CLIENTELA**

Your participation in today's Foster Care Review is appreciated. Please assist us in improving our process by answering the following questions./Le apreciamos su participación en la revista de hoy de foster care. Haga el favor de ayudarnos en mejorar nuestro modo de obrar por constestar las siguientes preguntas.

ROLE/PAPEL: (circle one answer/ceñe una respuesta)

A. Parent/ Padre/Madre	B. Youth/Child/ Joven/Chico(a)	C. Foster Parent/ Padre de Crianza	D. Caseworker/ Trabajadora Social
E. Supervisor/ Superintendente	F. GAL/ Guardián ad litem	G. Kinship Provider/ Pariente Proveedor	H. Other Provider/ Otro Proveedor
I. Other/ Otro _____			

The purpose of today's meeting was to review the permanency goal, if progress was being made to attain the goal and ensure that the youth's/child's needs are being met.

La razón del mitin de hoy era para repasar el objeto de concluir el caso, si hay progreso para alcanzar el objeto y para asegurar que las necesidades del(a) joven/chico(a) son entregadas.

Was the permanency goal for the Youth/Child discussed in the review? ¿Fue discutido durante la revista, el objeto de concluir el caso del(a) Joven/Chico(a)?	YES SÍ	NO NO
Was progress, or lack of progress, towards reaching that goal discussed at the review? ¿Fue discutido durante la revista, el progreso o la falta de alcanzar el objeto?	YES SÍ	NO NO
Were the Youth's/Child's needs, while in placement, discussed at the review? ¿Hubo discusión durante la revista, sobre las necesidades del(a) joven/chico(a) mientras viviendo en residencia ajena?	YES SÍ	NO NO
Were you able to express your views/concerns during the review? ¿Pudo Ud. indicar su perspectiva o hacer sus preguntas durante la revista?	YES SÍ	NO NO

Did you find the review worthwhile? (Circle one response)

¿Valió la pena atender la revista? (Ceñe una respuesta)

1 - Strongly agree/Claro de acuerdo      2 - Somewhat agree/Un poco de acuerdo      3 - Neutral/Sin Opinión

4 - Somewhat disagree/Un poco sin acuerdo      5 - Strongly disagree/Claro sin acuerdo

What could we do to improve today's review?

¿Que podíamos hacer diferente para hacer mejor la revista de hoy?

Your name (optional)/Su nombre(discrecional) \_\_\_\_\_

Thank you for your time and comments//Gracias por su tiempo y comentarios.

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