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Administrative Review Division

Internal Client Satisfaction Survey

2001

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Colorado Department of Human Services

people who help people

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Administrative Review Division Internal Survey Report

2001

The Administrative Review Division (ARD) conducted their annual client satisfaction survey to determine if ARD is meeting Federal goals and if reviews continue to be worthwhile to the review participants. Each reviewer was given 40 surveys to distribute to attendees at Administrative Reviews during the months of December 2001 and January 2002. In addition, participants were asked what they liked about the review and what we could do to improve the reviews. The surveys were written in both English and Spanish.

Survey respondents included Parents, Youth/Children, Foster Parents, Caseworkers/Client Managers, Supervisors, Guardians ad Litem, Kinship Providers, Other Providers, and Others. Respondents chose to either return the completed surveys to the reviewers or mail them in postage paid envelopes. Each county/region was identified on the survey so specific county/region information could be obtained.

Of the 840 surveys distributed, 423 were returned, a 50.36% return rate. This report contains an executive summary of the data collected; aggregate data; a comparison of the 1998, 1999, 2000 and 2001 survey results; and county/region and Department of Youth Corrections specific data and comments.

Executive Summary

A total of 840 surveys were distributed (see Appendix A for a copy of the Client Satisfaction Survey) and 423 were returned. While the number of surveys distributed for 2001 increased from the previous years, the return rate (50.36%) fell from the previous years (56.36% for 2000; 57.82% for 1999; 52.13% for 1998). One potential reason for the low return rate is that for the current report, the surveys were distributed in December and January. Previous surveys were distributed in September and October.

Approximately half of the surveys returned (47.5%) were completed by Caseworkers/Client Managers (N=201). As such, this group had the largest influence on the results presented in this report. The remainder of the participant roles accounted for a high of 10.6% (Other, N=45) to a low of .9% (Kinship Provider, N=4). In addition, the Ten Large counties accounted for the vast majority of the surveys (N=314, 74.2%).

Overall, responses to the questions were extremely positive and indicated that the Administrative Reviews were successful in meeting the specified goals. The following bullets present an overview for each question:

Question 1

- The permanency goal was discussed in 99% (N=419) of the reviews.

Question 2

- Progress, or lack of progress, towards the permanency goal was discussed in 95.9% (N=406) of the reviews.

Question 3

- The youth's/child's needs, while in placement, were discussed at 97.6% (N=413) of the reviews.

Question 4

- Participants felt they were able to express their views/concerns in 97.6% (N=413) of the reviews.

Question 5

- 89.5% of the respondents felt the reviews were worthwhile (66.3% Strongly Agreed; 23.2% Somewhat Agreed).

In addition, respondents were asked to describe, in text, what they liked about the review, and what could be done to improve the review. A review of the comments revealed themes within each category.

Positive Themes:

1. Support/allowance for the child/youth to speak.
2. Creation of a non-threatening atmosphere that facilitates open discussion.
3. Professionalism/knowledge/experience/helpfulness of the reviewers.
4. Thoroughness.
5. Reviews conducted in respectful manner.
6. Participation/open to everyone (e.g., kids, parents, workers, etc.).
7. Reviews create method of accountability and a push for permanency.
8. Reviewer's concern.

Improvement Themes:

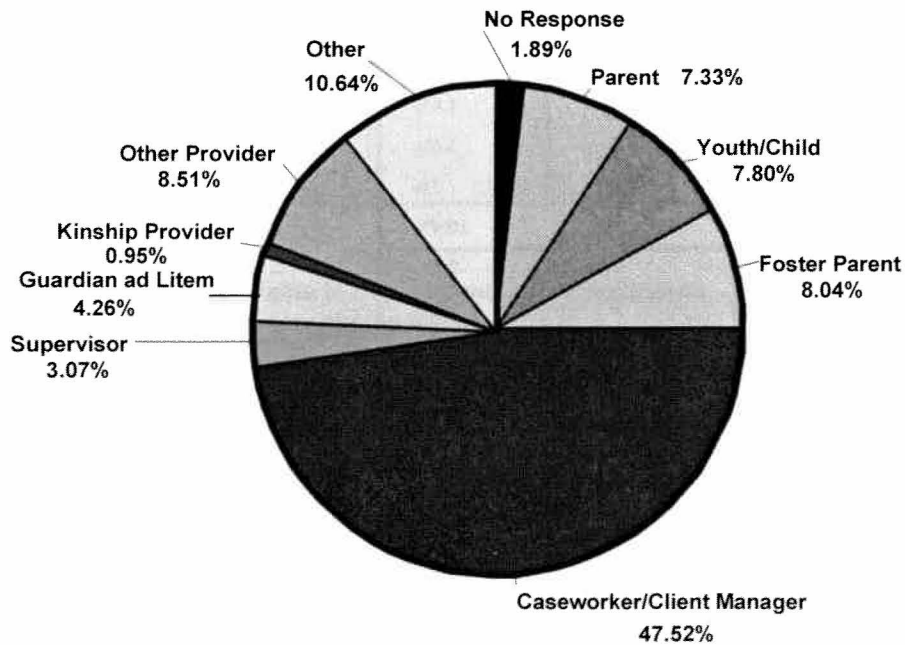
1. Too much oversight between the courts and supervisory reviews.
2. Need to improve consistency between reviewers.
3. Better management of time (demands for both more time, and less time).
4. Request to create more meaningful reviews, rather than just oversight.

Statewide Information

Statewide Rate of Return by Participant

Rate of Return by Participant Role

Role	N	% of Total N
No Response	8	1.9%
Parent	31	7.3%
Youth/Child	33	7.8%
Foster Parent	34	8.0%
Caseworker/Client Manager	201	47.5%
Supervisor	13	3.1%
Guardian ad Litem	18	4.3%
Kinship Provider	4	.9%
Other Provider	36	8.5%
Other	45	10.6%
Total	423	100.0%



Number of Responses by County/Region

Number of Responses by County and Region			
		N	% of Total
	County	Number	Number
Ten Large	Adams	39	9.2%
	Arapahoe	56	13.2%
	Boulder	18	4.3%
	Denver	50	11.8%
	El Paso	41	9.7%
	Jefferson	33	7.8%
	Larimer	17	4.0%
	Mesa	24	5.7%
	Pueblo	16	3.8%
	Weld	20	4.7%
	Total		314
Mid-Size Counties	Alamosa	7	1.7%
	Douglas	4	.9%
	Fremont	13	3.1%
	Logan	2	.5%
	Montrose	4	.9%
	Morgan	6	1.4%
	Saguache	6	1.4%
	Teller	2	.5%
	Total		44
DYC Region	DYCDenver Region	9	2.1%
	DYC Central Region	6	1.4%
	DYC Northern Region	29	6.9%
	Total		44
Balance of State	Washington	2	.5%
	Total		2
No Response	No Response Indicated	19	4.5%
	Total		19
Total		423	100.0%

Responses for Individual Items

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	419	99.0	99.0
No	2	.5	99.5
No Response	2	.5	100.0
Total	423	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	406	95.9	95.9
No	9	2.1	98.1
No Response	8	1.9	100.0
Total	423	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

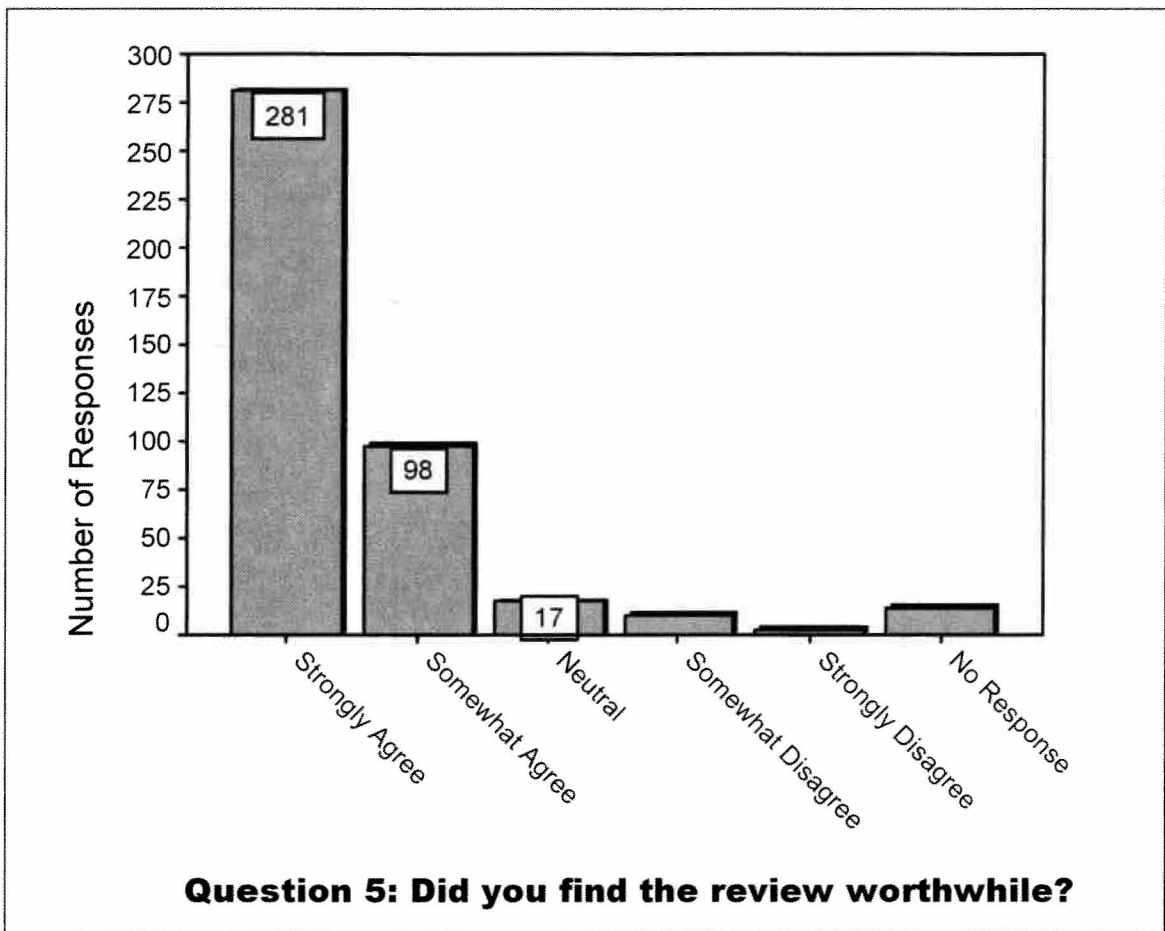
	Frequency	Valid Percent	Cumulative Percent
Yes	413	97.6	97.6
No	3	.7	98.3
No Response	7	1.7	100.0
Total	423	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	413	97.6	97.6
No	5	1.2	98.8
No Response	5	1.2	100.0
Total	423	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	281	66.3	66.3
Somewhat Agree	98	23.2	89.5
Neutral	17	4.0	93.5
Somewhat Disagree	10	2.4	95.9
Strongly Disagree	3	.7	96.6
No Response	14	3.4	100.0
Total	424	100.0	



Question 6 Responses

What did you like about today's review? What could we do to improve today's review? Participants provided a total of 342 responses. Of these, 296 were interpreted as positive comments while the remaining 50 were viewed as improvement based comments. The individual comments are included under the county/region specific information.

Comparison of 1998-1999-2000-2001 ARD State Wide Client Satisfaction Responses

	1998 Survey	1999 Survey	2000 Survey	2001 Survey
Surveys Mailed	493	486	760	840
Surveys Returned	257	281	428	423
Return Rate	52.13%	57.82%	56.32%	50.36%

Question 1

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

	N	%	N	%	N	%	N	%
Yes	255	99.22%	276	98.22%	425	99.30%	419	99.05%
No	1	0.39%	3	1.07%	2	0.47%	2	0.47%
No Response	1	0.39%	2	0.71%	1	0.23%	2	0.47%

Question 2

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

	N	%	N	%	N	%	N	%
Yes	252	98.05%	280	99.64%	425	99.30%	406	95.98%
No	4	1.56%	1	0.36%	2	0.47%	9	2.13%
No Response	1	0.39%	0	0.00%	1	0.23%	8	1.89%

Question 3

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

	N	%	N	%	N	%	N	%
Yes	256	99.61%	279	99.29%	424	99.07%	413	97.64%
No	0	0.00%	1	0.36%	3	0.70%	3	0.71%
No Response	1	0.39%	1	0.36%	1	0.23%	7	1.65%

Question 4

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

	N	%	N	%	N	%	N	%
Yes	249	96.89%	277	98.58%	423	98.83%	413	97.64%
No	2	0.78%	1	0.36%	3	0.70%	5	1.18%
No Response	6	2.33%	1	0.36%	2	0.47%	5	1.18%

Question 5

Did you find the review worthwhile?

	N	%	N	%	N	%	N	%
Strongly Agree	145	56.42%	172	61.21%	274	64.02%	281	66.43%
Somewhat Agree	60	23.35%	76	27.05%	110	25.70%	98	23.17%
Neutral	27	10.51%	14	4.98%	19	4.44%	17	4.02%
Somewhat Disagree	6	2.33%	6	2.14%	6	1.40%	10	2.36%
Strongly Disagree	9	3.50%	6	2.14%	8	1.87%	3	0.71%
No Response	10	3.89%	7	2.49%	11	2.57%	14	3.31%

County/Region Specific Information

Adams County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	39	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	39	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	39	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	39	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

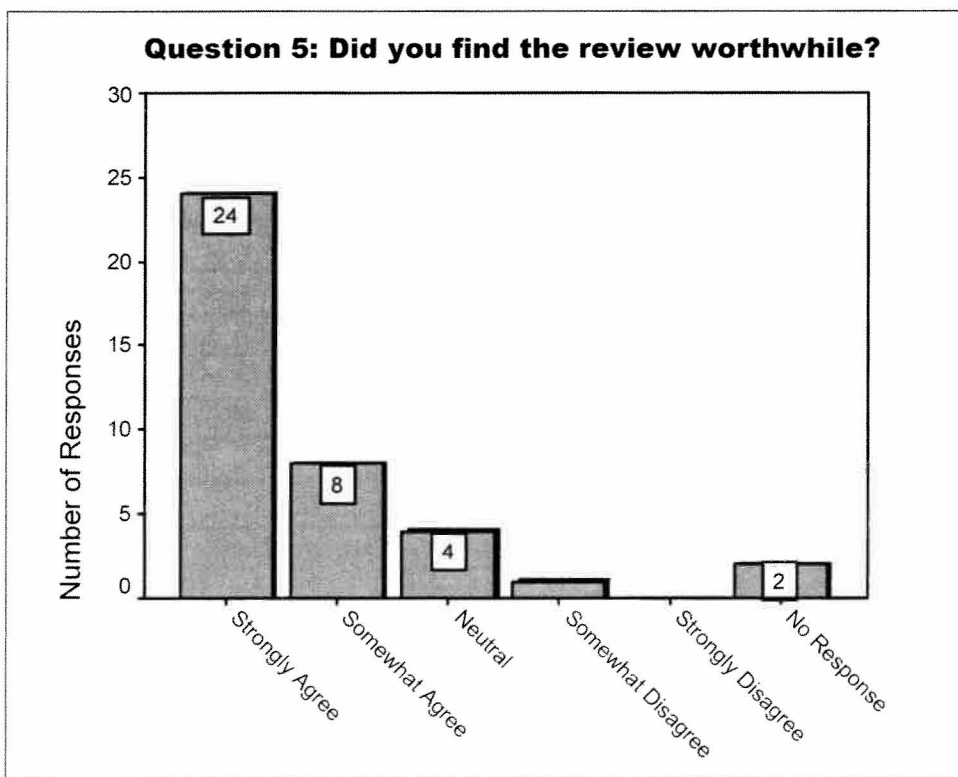
	Frequency	Valid Percent	Cumulative Percent
Yes	38	97.4	97.4
No	0	.0	97.4
No Response	1	2.6	100.0
Total	39	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	39	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	39	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	24	61.5	61.5
Somewhat Agree	8	20.5	82.0
Neutral	4	10.3	92.3
Somewhat Disagree	1	2.6	94.9
Strongly Disagree	0	.0	94.9
No Response	2	5.1	100.0
Total	39	100.0	



Adams County Comments

Positive Comments

Made good suggestions
The reviewer is great. Seems to really show an interest in the kids and notices the work we are doing.
Focused on child; his needs - good review.

The reviewer had reviewed the file and was familiar with the situation so it was brief and concise.
It was simple, direct and to the point.
Foster care reviewer Cathy was extremely appropriate in asking the youth questions. She really made the youth feel at ease and included.
Reviewer was supportive
Good relationship with reviewer.
Helpful
Everyone had an opportunity to speak and give suggestions and honest feedback about the case.
Angie, their reviewer, is most excellent in her communication skills and assessments - very professional and competent.
I was able to discuss with the reviewer present what we as CASA see versus what Social Services sees as we visit the children.
As expected - No surprises - more information about the legal process.
Reviewer very friendly, upbeat. Very empathetic. Good job.
Thorough review - Complete. Needs are being met.
The person giving the review was very thorough and considerate to all parties.
Friendly, quick and to the point.
The environment was very accepting and welcoming for the parent that had attended.
Very thorough. Covered every aspect of placement needs, concerns, goals, etc.
Reviewer gave appreciated positive feedback to myself regarding my work on this case.
Good feedback.
The reviewer was very nice and professional.
I enjoy working with Angie. She is pleasant and helps make the review worthwhile by allowing adequate discussion of the issue.
It was nice to go through and review the things that have been going on with the CWSA because it helps to refresh what's going on.
I thoroughly enjoyed all the reviews that I have with Maureen. She is professional, always very pleasant, and has a good sense of humor as well.
Even though I was substituting for another case manager, my presence was valued, and the little bit I knew of the case was appreciated.
It is better that driving to court though.

Improvement Comments

Get rid of the in court yearly permanency planning hearing
I'm not sure what the purpose is. We have supervisors to make sure we're doing our jobs.
Have better speakerphone.
I seems as though it's someone else telling us what to do. We try to get all the documents, but not everyone cooperates and there isn't much we can do about that.

Alamosa County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	7	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	7	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	7	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	7	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

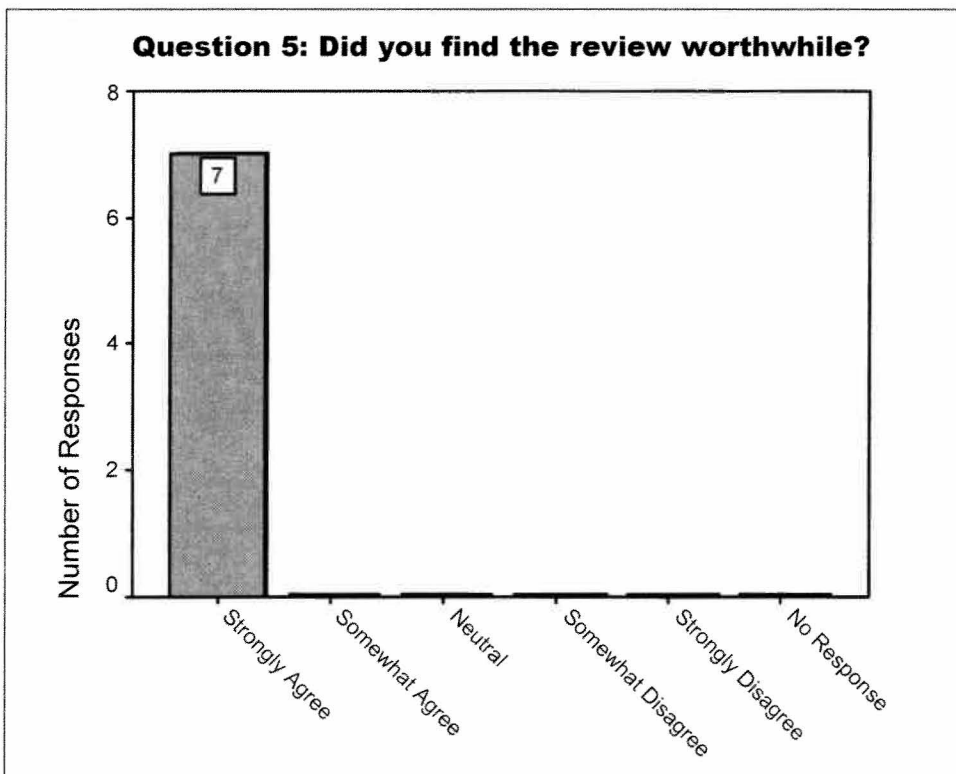
	Frequency	Valid Percent	Cumulative Percent
Yes	7	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	7	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	7	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	7	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	7	100.0	100.0
Somewhat Agree	0	.0	100.0
Neutral	0	.0	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	7	100.0	



Alamosa County Comments

Positive Comments

The checks and balances between dept. is very helpful.
Ability to have input on case progress.
Helpful feedback from Don - it's great to hear.
We appreciated the openness of information and also the accountability for all of us.
Today's review went very well. I believe that all things were covered in today's review.
The way the reviews are conducted are excellent - thank you for hearing/listening.

Arapahoe County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	56	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	56	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	53	94.6	94.6
No	2	3.6	98.2
No Response	1	1.8	100.0
Total	56	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

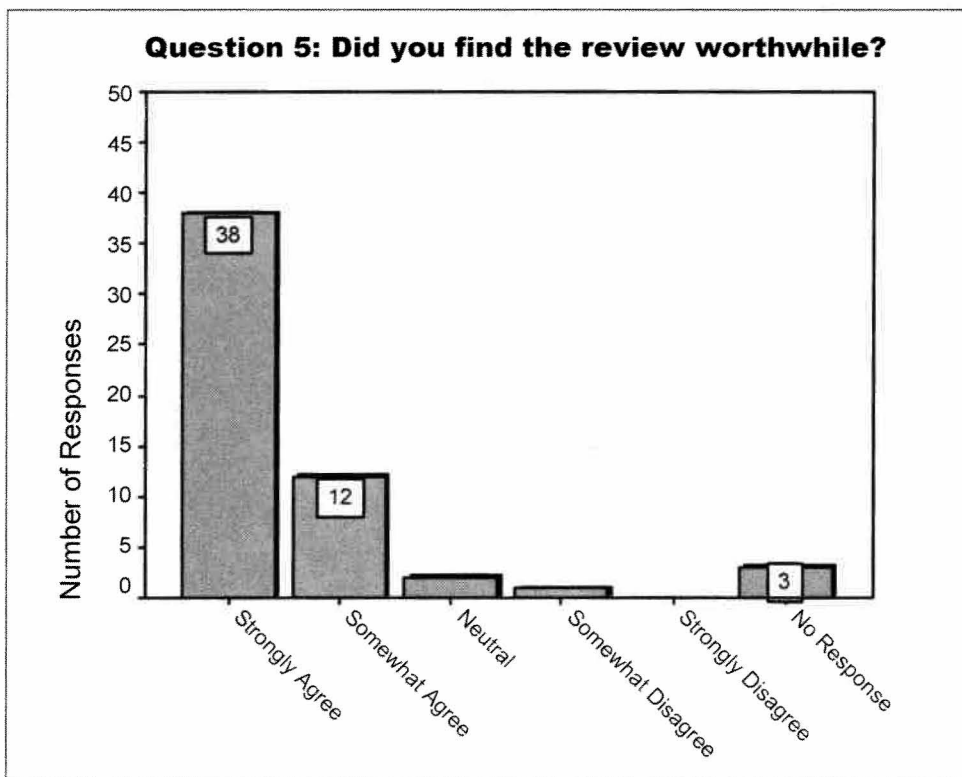
	Frequency	Valid Percent	Cumulative Percent
Yes	56	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	56	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	55	98.2	98.2
No	0	.0	98.2
No Response	1	1.8	100.0
Total	56	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	38	67.9	67.9
Somewhat Agree	12	21.4	89.3
Neutral	2	3.6	92.9
Somewhat Disagree	1	1.8	94.6
Strongly Disagree	0	.0	94.6
No Response	3	5.4	100.0
Total	56	100.0	



Arapahoe County Comments

Positive Comments

Reviewer had good ideas for caseworker.
Youth present - talked a lot about strengths and positives.
I liked the review and could not at this time see any need for changes.
The reviewer is very knowledgeable and child focused. He is also a good educator regarding state requirements.

Was very good. Concerned about the children's needs. Did not speak over him but directly to him and allowed him to speak as well. Saw a real concern for the child.
Presenter has a great knowledge of the process.
I liked the amount of concern for the minor.
Presenter was very professional. He was considerate of everyone's comments - all parties were given the opportunity to participate.
Everyone involved gets together and talk about certain issues, good or bad are talked about.
I believe the review was very beneficial.
Everyone was allowed to share openly.
You seem to have covered everything, thank you.
Just to talk and get ideas to help me where I'm failing and I saw my mom, brother, and sister.
Effective use of time. Discussing goals for entire family. Dave is a good reviewer who understands the therapeutic issues working at sex abuse issues.
Short and sweet.
I feel I was brought up to date on matters I was not aware of.
The interviewer was very kind and seemed genuinely concerned about the children's well being!
The reviewer seemed genuinely interested in the case and the progress being made - she asked appropriate questions and let the F.P. speak freely.
Short and straight to the point.
We talked - as a team!
Everything.
It was productive/this reviewer has a good handle on things - very helpful suggestions.
She allowed time for feedback.
Very prompt.
Easily understood and quite effective.
As a new worker, it was a great learning experience. It made me more aware of what kind of detail needs to be documented and what to look for when I get a new case assigned to me.
The facilitator, Dave Tyner, presented a very relaxed environment where I felt we could all express our concerns.
Andy is very thorough and supportive.
I liked the reviewers clearness on what needs to be in the file and why.
Reviewer is always great.
Sarah helped with ideas for after care.
Very informative.
It was professionally conducted. Reviewer put all parties at ease and invited their input.
Very pleasant to work with.

It was very important considering the child's recent disruptions.
The reviewer was well informed about the case.
She explains the questions to the caseworker and how to improve.
She allows time for everyone to speak.
The reviewer is very thorough.
Jan is always thorough in making sure that the permanent goal is truly in child's best interest.
Everything we had to say was listened to and we were treated very well.
I thought it went well.
Good sound report by caseworker (Donna) and foster mother (Joan), and excellent moderating by Jan, State Rep.
Great opportunity and freedom for all present to voice opinions and thoughts re: welfare of Jessica, very favorable coverage. I appreciated being there.
Andrea is very nice.

Improvement Comments

Suggestions I would make were merely that things could go faster.
This review was not necessary. All going well in the case and adoption to be final at end of month.
To improve discussions, got off task.
Nothing.
Nothing.
Try to see where the youths are coming from and see what they want!
Seems redundant with court reviews.
Looked at my situation a little too systematical and biased on the situations of others.
No changes.

Boulder County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	17	94.4	94.4
No	0	.0	94.4
No Response	1	5.6	100.0
Total	18	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	18	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

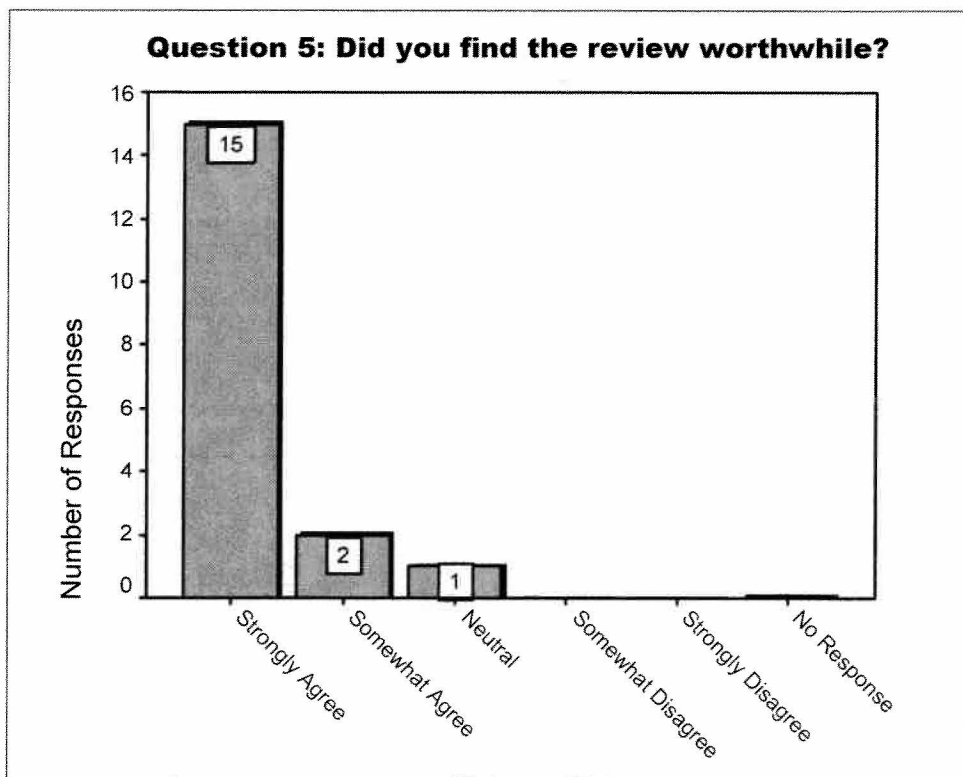
	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	18	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	18	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	15	83.3	83.3
Somewhat Agree	2	11.1	94.4
Neutral	1	5.6	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	18	100.0	



Boulder County Comments

Positive Comments

Efficient - addressed most important issues in a clear and respectful manner
Direct about need for compliance and time frames for permanency
Felt we all were in agreement about the case.
She was helpful in explaining to the worker how to document good practice in ways that satisfy federal and state requirements.

Reviewer was very sensitive in her approach with the young mother
Nice, helpful reviewer knew her job.
Very detailed and positive for this new worker. It was her first review.
I thought the review was a good chance to discuss the case and look at current and future progress. A very good and thorough check.
Excellent Review.
It went well. Reviewer kept us on target.
Reviewer was very respectful of Ct (client?) and very kind in how she addressed child's mother.
Today's review was thorough as always
I liked the fact that Lloyd and myself were available to participate in helping to identify the needs of our children.
This reviewer is always helpful with ideas for situations and explanations of standards and expectations.
Gave all parties the opportunity to discuss how case has progressed, goals for child, child's developmental progress, services and their effectiveness.
Reviewer was very clear about purpose of meeting

Improvement Comments

No suggestions at this time.
To me FCRs are like show and tell.
More time.
Have not seen anything meaningful result either for the client or myself as caseworker. I think ultimately a system where the case is reviewed by the worker and supervisor, with client as appropriate, makes most sense. Could review accuracy of paperwork and case discussion would be more relevant and accountable.
It would have been helpful for the social worker to be there too.

Denver County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	50	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	50	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	47	94.0	94.0
No	2	4.0	98.0
No Response	1	2.0	100.0
Total	50	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

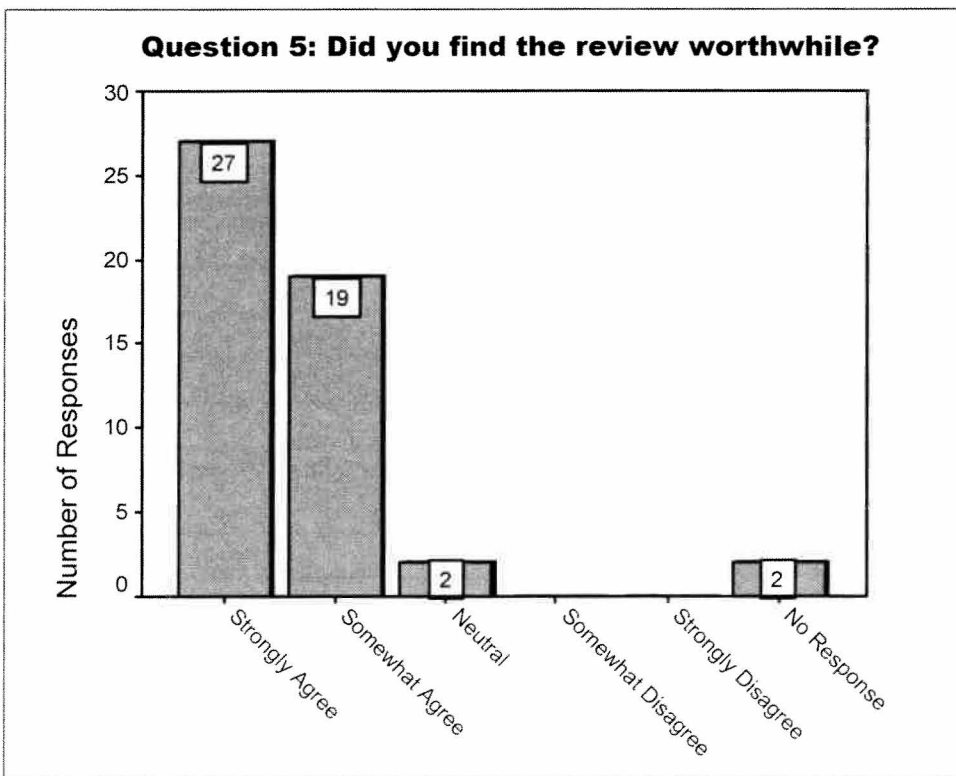
	Frequency	Valid Percent	Cumulative Percent
Yes	50	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	50	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	48	96.0	96.0
No	1	2.0	98.0
No Response	1	2.0	100.0
Total	50	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	27	54.0	54.0
Somewhat Agree	19	38.0	92.0
Neutral	2	4.0	96.0
Somewhat Disagree	0	.0	96.0
Strongly Disagree	0	.0	96.0
No Response	2	4.0	100.0
Total	50	100.0	



Denver County Comments

Positive Comments

I like the way she asks me questions and I was able to give my opinions.
The friendliness of the reviewer was an asset.
Everything was fine.
I felt my reviewer was patient, polite, friendly, and seemed to care about everyone's response.

Very well organized.
Reviewer was able to offer a little direction where it was needed in reference to permanency planning.
Very interested reviewer, pleasant and knowledgeable.
Speed and focus on issues.
No suggestions.
Jim has a very nice demeanor and approached the client with a great amount of respect, even though this client can be challenging.
Reviewer was great. He asked questions without being intrusive, instilled a sense of calm in the meeting and was pleasant to speak with.
It was focused on the parents' progress.
Reviewer very friendly, attentive, and validating - did not try to tell me how to manage these cases.
The reviewer was very pleasant and was capable of answering all the caseworker questions.
The reviewer was clear and helpful in pointing to areas needing improvement for the worker.
That they listened to me and not the adults and what they heard they believed.
I appreciate the concern for the child and his best interests
Reviewer had obviously spent a lot of time reviewing file.
Validates work being done with child.
I liked how they asked me about my concerns and about how they could make it better and what I needed to do to make it better.
Brought together everyone, plan initiated.
Reviewer very thorough.
Reviewer Jan Black is very professional and courteous in her reviews.
Provider made herself available.
Having the caseworker there.
It was very informative.
Helpful.
Reviewer was very thorough.
It was in order and you were a pleasure.
Neutral on this.
I liked the congenial reviewer.
FCR gives all interested parties a chance to come together and discuss the children and share helpful information.
I thought the reviewer was helpful and interested in listening to all the information.
I liked being asked for feedback and being able to describe my observations, as well as the foster parent.

I thought the rep. from the CPA was remarkably willing to discuss problems with the foster home.

The fact that the parent was there and able to voice an opinion.

Improvement Comments

Give people a chance to voice concerns or complaints about how the county caseworker is doing.

I believe that the Reviewers need to be consistent with one another. Today's review was fine, however, the foster parent had to take off work and drive a long way to our office in order to answer 4 questions. Our review of 3 children was done in 15 minutes. Other reviews have taken several hours with the reviewer telling me how to manage my case. There needs to be more consistency.

Nothing at this time.

Douglas County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

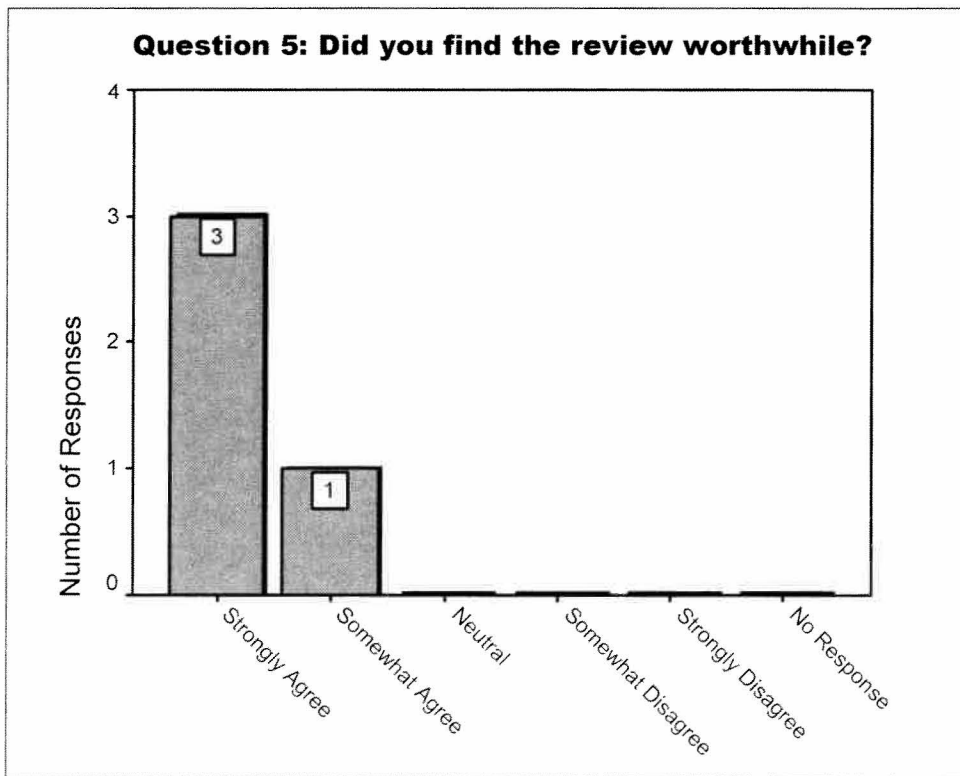
	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 5: Did you find the review worthwhile?

		Frequency	Valid Percent	Cumulative Percent
Valid	Strongly Agree	3	74.9	74.9
	Somewhat Agree	1	25.0	99.9
	Neutral	0	.0	99.9
	Somewhat Disagree	0	.0	99.9
	Strongly Disagree	0	.0	100.0
	No Response	0	.0	100.0
	Total	4	100.0	



Douglas County Comments

Positive Comments

This particular client/child has made good progress - gave parents an opportunity to review progress services with positive outlook - made caseworker feel good too!

It was helpful to discuss my child's progress in placement to know that all parties concerned are in agreement and have the same goals in mind.

Improvement Comments

It would benefit evaluators to develop a standard case file showing where to file what.

It would be beneficial if the State developed a simplified checklist that caseworkers could use before Foster Care Review to assure compliance.

El Paso County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	40	97.6	97.6
No	0	.0	97.6
No Response	1	2.4	100.0
Total	41	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	37	90.2	90.2
No	1	2.4	92.7
No Response	3	7.3	100.0
Total	41	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

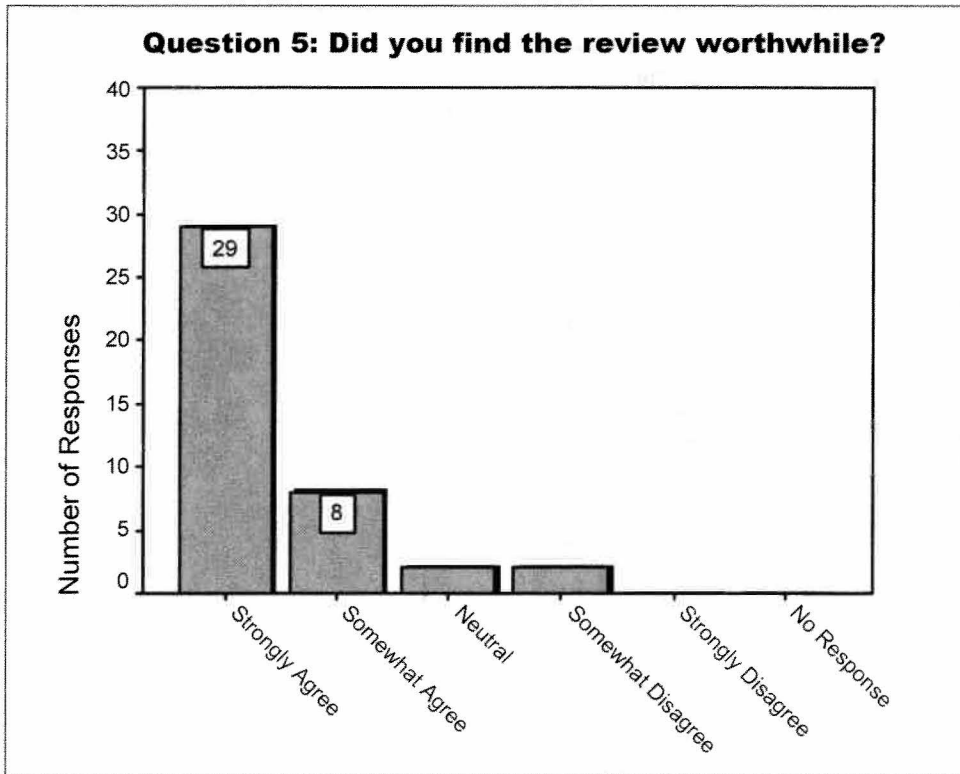
	Frequency	Valid Percent	Cumulative Percent
Yes	37	90.2	90.2
No	2	4.9	95.1
No Response	2	4.9	100.0
Total	41	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	38	92.7	92.7
No	2	4.9	97.6
No Response	1	2.4	100.0
Total	41	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	29	70.7	70.7
Somewhat Agree	8	19.5	90.2
Neutral	2	4.9	95.1
Somewhat Disagree	2	4.9	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	41	100.0	



El Paso County Comments

Positive Comments

Reviewer recognized and identified who was responsible for missing paperwork.
Reviewer professional, fair and positive.

Needed concerns regarding permanency were discussed and issues regarding service were resolved.

It was proactive.

Everything went well, very informative. The questions were really good. Very concerned about children, which was very good.
Our facilitator, Jennifer, did a wonderful job. I have no suggestions towards improvement.
Moved fast.
Nothing.
The team was able to discuss concurrent planning to preempt or ease transition for the children.
Jennifer in El Paso County was very helpful.
Helps in the family planning process.
Very child focused. Much appreciated.
Shirley did a great job with efficiency.
It brought up several questions that weren't looked at.
Many questions answered. The openness and helpfulness of the facilitator in explaining many of the aspects of the case.
Brought all workers together.
It makes me file my file. The reviewer makes it as painless as possible.
Discussed and reviewed the status of each of the children.
Steve Turner is an outstanding reviewer.
Oldest children were invited and present. Good leadership and organization by Steve.
Steve Turner was great. He was warm and kind and seemed genuinely concerned. I was appreciative of the feeling of being heard.
Many providers were present and parent.
Reviewers always prepared and pleasant; they stay on task and keep review within appropriate time frame; ask questions or bring up points that may have not been brought up previously.
Review was helpful. Jennifer asked all the right questions and challenged us to think outside the box.

Improvement Comments

Same old, same old. These reviews are NOT significant to what caseworkers DO or DO NOT do for families. It's all about the PAPER.
The one concerning thing was getting dinged for another (previous) caseworker's incompetence. The file was a mess when transferred to our unit. My supervisor did not have a chance to return the file. The file was transferred the day the CW retired. This CW was not informed about the review in a timely manner. The notice came in the mail Dec. 27th. There's got to be a way that these issues can be rectified or documented at the review.
No suggestions.

Cases - maybe should be reviewed at transfer since things from previous C.W. were not done and fall on ongoing C.W.

Greater consistency between individual reviewers and what/how they review would be helpful.

Discussed what previous caseworker didn't do. It falls back on this caseworker.

Reviewer was not interested in my viewpoint. Would ask questions but didn't listen to answers.

Fremont County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	13	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	13	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	13	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	13	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

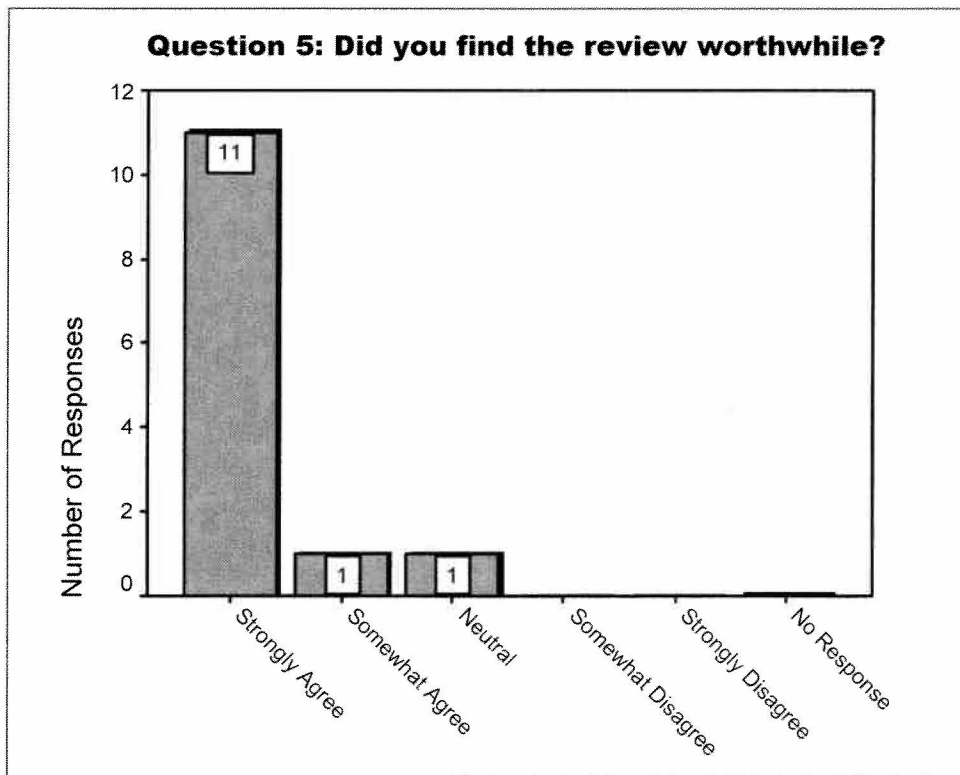
	Frequency	Valid Percent	Cumulative Percent
Yes	13	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	13	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	13	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	13	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	11	84.6	84.6
Somewhat Agree	1	7.7	92.3
Neutral	1	7.7	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	13	100.0	



Fremont County Comments

Positive Comments

Jane's ability to put parents, youth and GALs at ease is a wonderful benefit. She is competent and very thorough. These FCRs are very well done.

It's always good to communicate, express ideas, concerns, etc. about a child's care from various perspectives. Good to work toward being on the same page.

Questions to be asked, finding out everybody's views. And this questionnaire.

Able to discuss the child's needs and progress as a group.

The open discussion of all matters that concerns me about the child in our foster home.

Jefferson County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	33	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	33	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	32	97.0	97.0
No	1	3.0	100.0
No Response	0	.0	100.0
Total	33	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

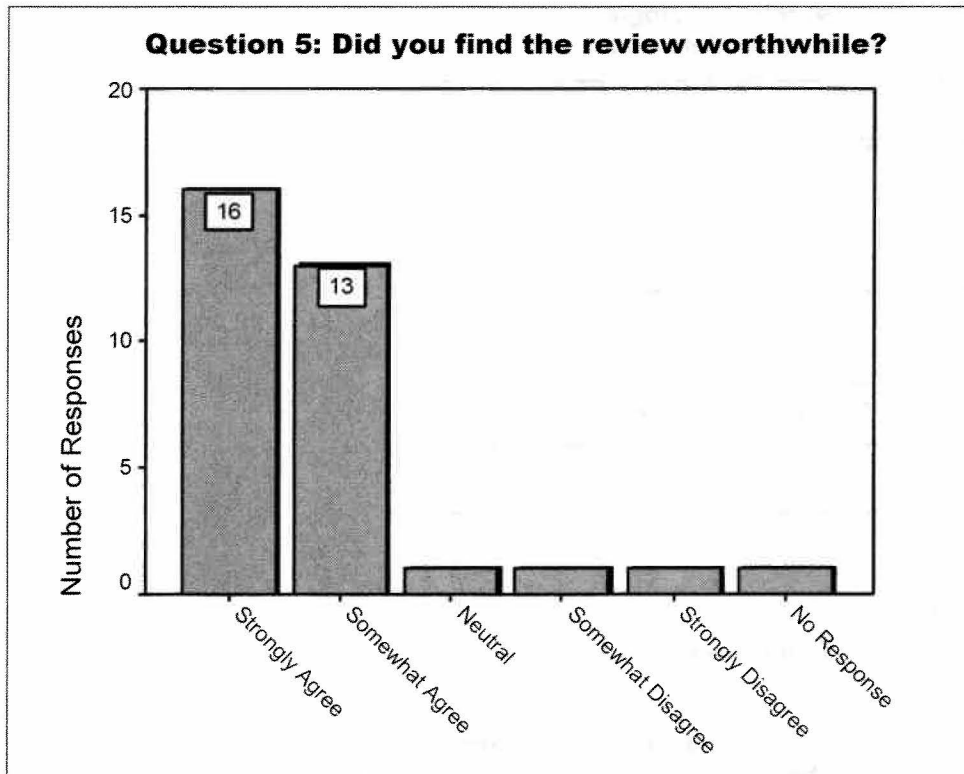
	Frequency	Valid Percent	Cumulative Percent
Yes	32	97.0	97.0
No	1	3.0	100.0
No Response	0	.0	100.0
Total	33	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	30	90.9	90.9
No	2	6.1	97.0
No Response	1	3.0	100.0
Total	33	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	16	48.5	48.5
Somewhat Agree	13	39.4	87.9
Neutral	1	3.0	90.9
Somewhat Disagree	1	3.0	93.9
Strongly Disagree	1	3.0	97.0
No Response	1	3.0	100.0
Total	33	100.0	



Jefferson County Comments

Positive Comments

Thorough, professional, done with compassion.
Timely, thorough.
Able to gather info from all available sources and confirm information.
Roy, the reviewer, was terrific.

It was good to know more about bio-mother's treatment where she's at with it. There's just not much to discuss when it comes to babies.
Foster parents and one child appeared.
Well organized, clear goal, friendly.
I enjoyed the personable manner that all professionals involved employed in order to relate well to both the client and each other.
Quick and to the point.
I was glad to see the youth's P. O. present and was also pleased to see that the State Reviewer was persistent in trying to connect with the kid's therapist within his RTC.
Lots of information.
Roy is the best reviewer we have. He treats us with respect and is fair and understands the job of a caseworker.
Very complete.
Excellent: All questions were asked and answered completely.
Mr. Reed did a great job supporting a fragile child.
The reviewer was easy to talk to and answered all questions.
Group forum - got all participants to contribute

Improvement Comments

Didn't mind, I don't think anything needs to improve.
It seems as if a bit more structure or specificity would alleviate client from taking the opportunity to glorify at bx's.
Too long.
Nothing really.
Talk to me alone first.
No suggestions for improvement.

Larimer County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	17	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	17	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	16	94.1	94.1
No	0	.0	94.1
No Response	1	5.9	100.0
Total	17	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

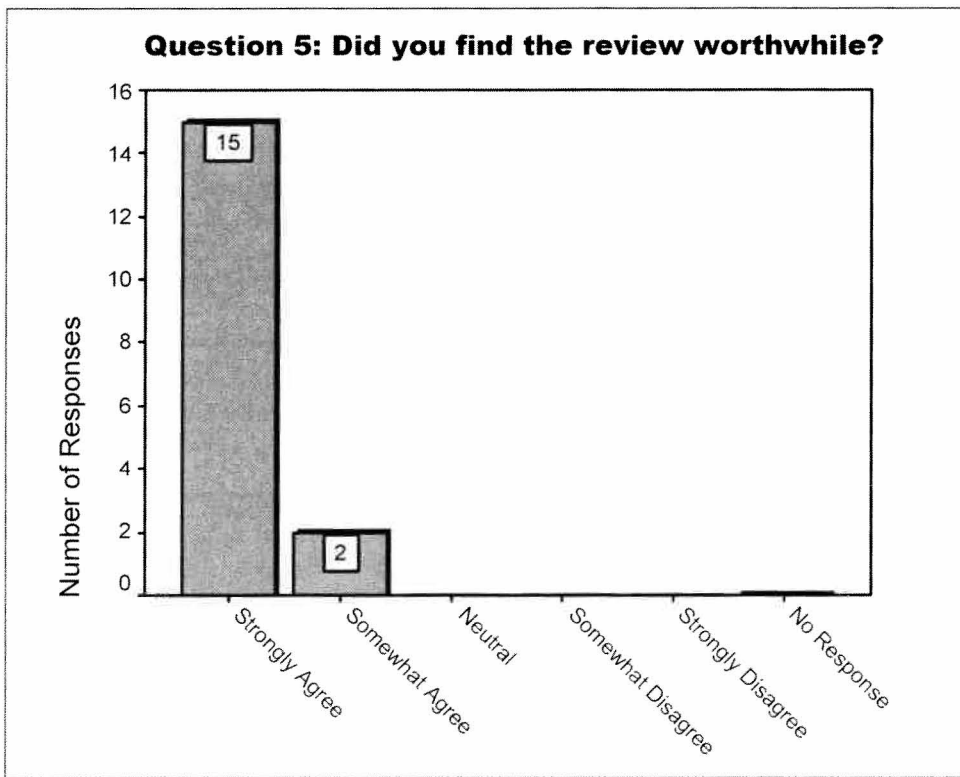
	Frequency	Valid Percent	Cumulative Percent
Yes	16	94.1	94.1
No	0	.0	94.1
No Response	1	5.9	100.0
Total	17	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	17	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	17	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	15	88.2	88.2
Somewhat Agree	2	11.8	100.0
Neutral	0	.0	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	17	100.0	



Larimer County Comments

Positive Comments

- Pam was extremely thorough and took needed extra time to provide me with instructions as to necessary documentation for the case file.
- Reviewer was very good. Very interested in the case.
- Everyone is on the same page about the child and is informed with the current situation of the child.
- It was nice that with our complicated schedule, that we were able to do it by phone.

Hard to evaluate - case in adoption process - going very well - few real issues to discuss.
Informative - good to discuss goals and progress in case - permanency
I greatly appreciated all for her efforts to assist us in providing the best possible care for this client.
The child, [name deleted], was present. I find it especially helpful and informative when the children attend to offer important insight and questions.
The reviewer made suggestions in a helpful manner.
Everything.
I was most impressed by Pam's caring, warmth and sensitivity towards my special needs clients.
The reviewer was respectful of all the participants. It was easy to discuss the goals and plan for the youth.
Stressing importance of providers role in cooperating with DHS for information etc. to make sure all necessary documents, reports, etc. are provided to DHS.
Liked being given the opportunity to discuss the youth., her plan, etc.
As a GAL I have come to see/use Admin. Reviews more often to make sure appropriate permanency goals are being worked on/achieved.
Always appreciate Caire's reviews - well organized - she truly considers the child's needs and ensuring appropriate permanency plan is being carried out.

Improvement Comments

No improvement needed with this reviewer.

Logan County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

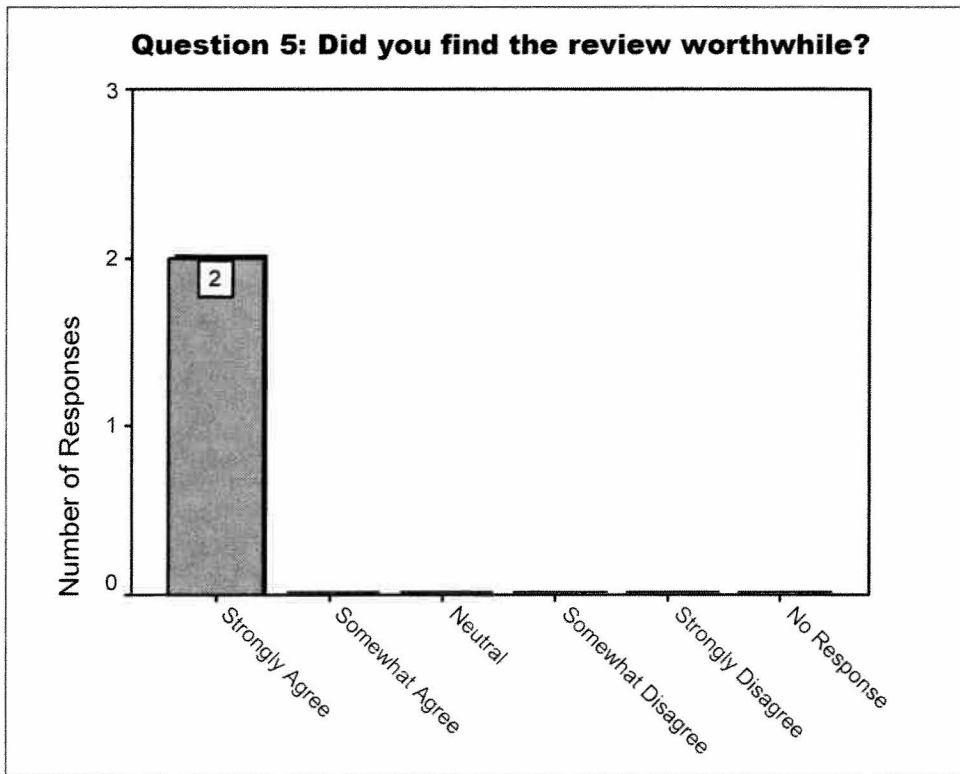
	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	2	100.0	100.0
Somewhat Agree	0	.0	100.0
Neutral	0	.0	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	



Logan County Comments

Positive Comments

Kept focused, clarity, efficient.

I enjoyed getting advice on the case and talking about different options.

Mesa County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	23	95.8	95.8
No	1	4.2	100.0
No Response	0	.0	100.0
Total	24	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	23	95.8	95.8
No	1	4.2	100.0
No Response	0	.0	100.0
Total	24	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

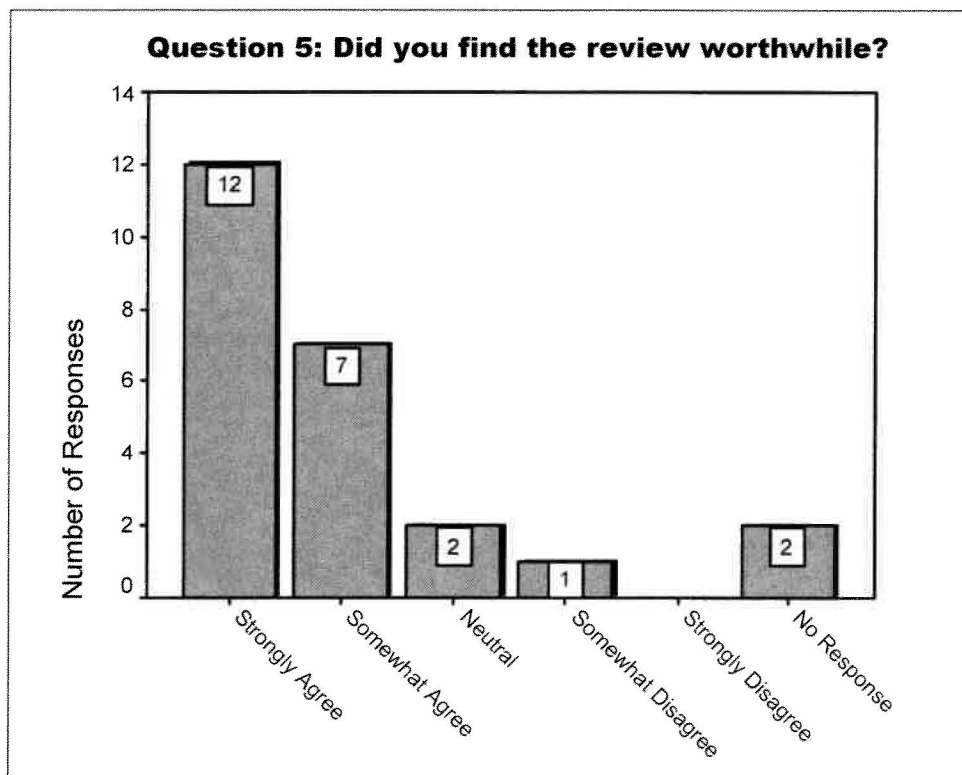
	Frequency	Valid Percent	Cumulative Percent
Yes	23	95.8	95.8
No	0	.0	95.8
No Response	1	4.2	100.0
Total	24	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	24	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	24	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	12	50.0	50.0
Somewhat Agree	7	29.2	79.2
Neutral	2	8.3	87.5
Somewhat Disagree	1	4.2	91.7
Strongly Disagree	0	.0	91.7
No Response	2	8.3	100.0
Total	24	100.0	



Mesa County Comments

Positive Comments

It was OK.
The reviewer kept getting the parents to answer the questions when they were trying to sidestep them.
Everyone was and has been very attentive.
It was very thorough - covered everything.

Everyone was very helpful. We Thank You!!
This is my first time and I like what the meeting was like.
I was able to speak a lot.
Everyone asked questions that needed to be asked.
Start and end on time.
It went well.
We all seem to have the same goals and were all in support of permanent placement.
Everybody got to express how they feel things are going.
That the team attended and everyone was able to express needs and concerns.
I feel that all the issues concerning [Name Deleted] were addressed.
All parties were encouraged to speak by the reviewer.
I liked the way it went.

Montrose County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

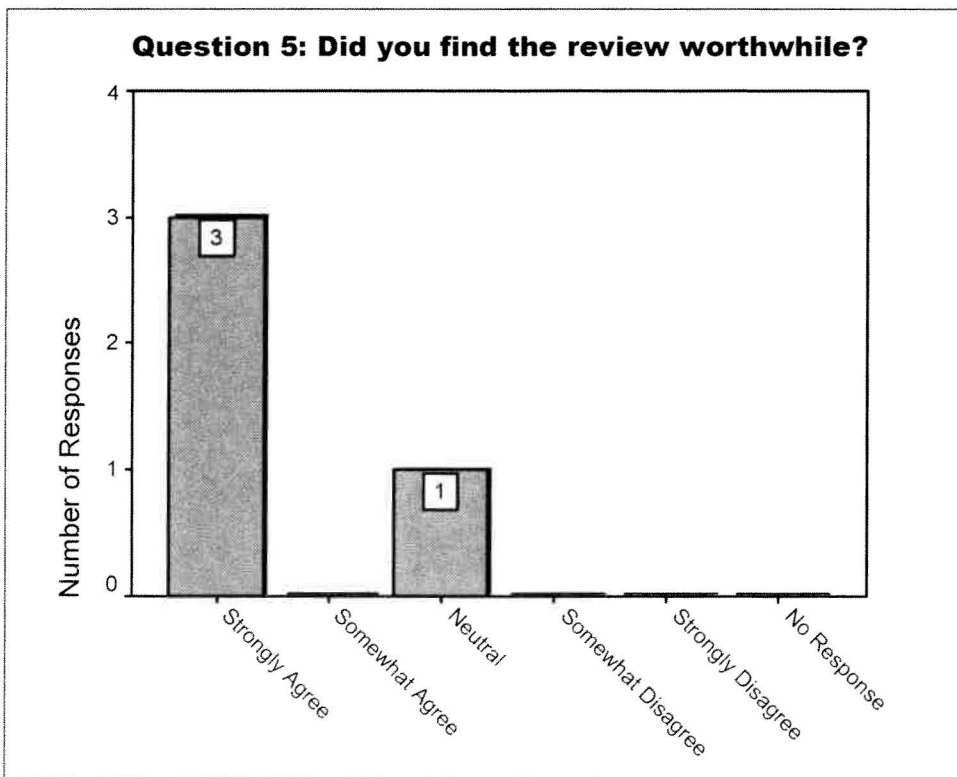
	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	3	74.9	74.9
Somewhat Agree	0	.0	74.9
Neutral	1	25.0	99.9
Somewhat Disagree	0	.0	99.9
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	4	100.0	



Montrose County Comments

Positive Comments

The reviewer was pleasant, to the point.
The amount of time spent speaking and listening to the child.
The way my sister is doing.
He was willing to listen and not only give me his opinion.
As always, Russ has continued to be very thorough and professional during the review.

Morgan County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

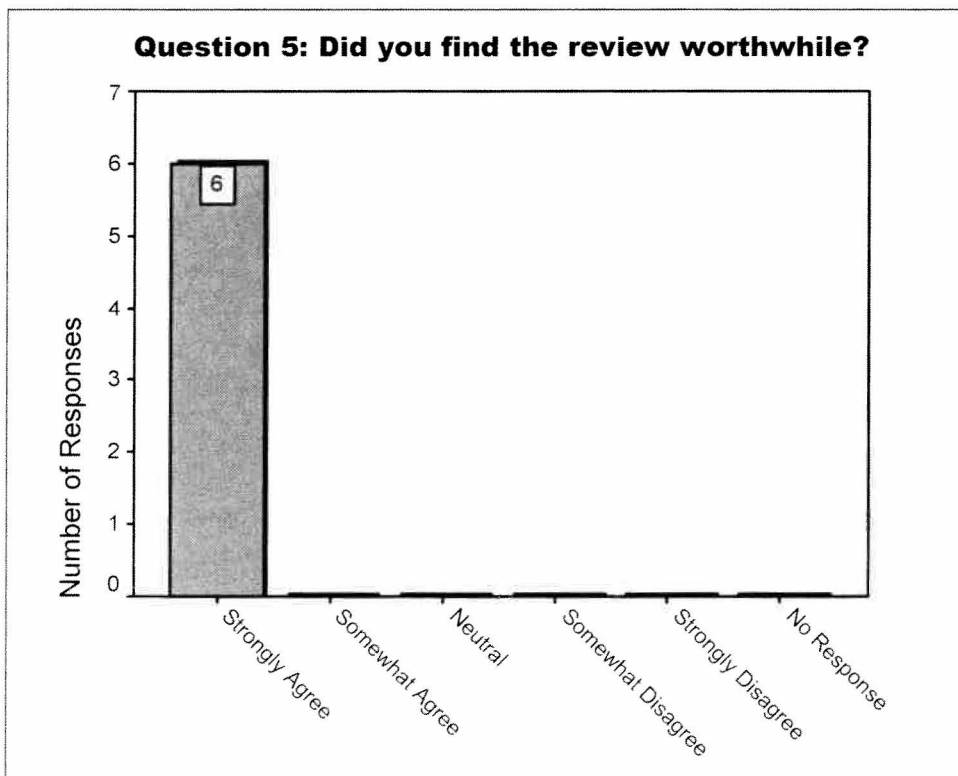
	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	6	100.0	100.0
Somewhat Agree	0	.0	100.0
Neutral	0	.0	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	



Morgan County Comments

Positive Comments

I share case with another worker and stayed in the review while the talked about the child on her caseload. It was interesting to hear about the other sibling.

I liked that the parent(s) are asked questions by an objective person about their progress and their children's progress while within the department. It keeps everyone on task and focused toward achieving goals or making necessary changes/corrections.

Gets everyone on the same page. I believe the reviews are very informative and necessary.

Thank you for your assistance and answering my questions regarding my first solo foster care review!

Pueblo County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	16	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	16	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	16	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	16	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

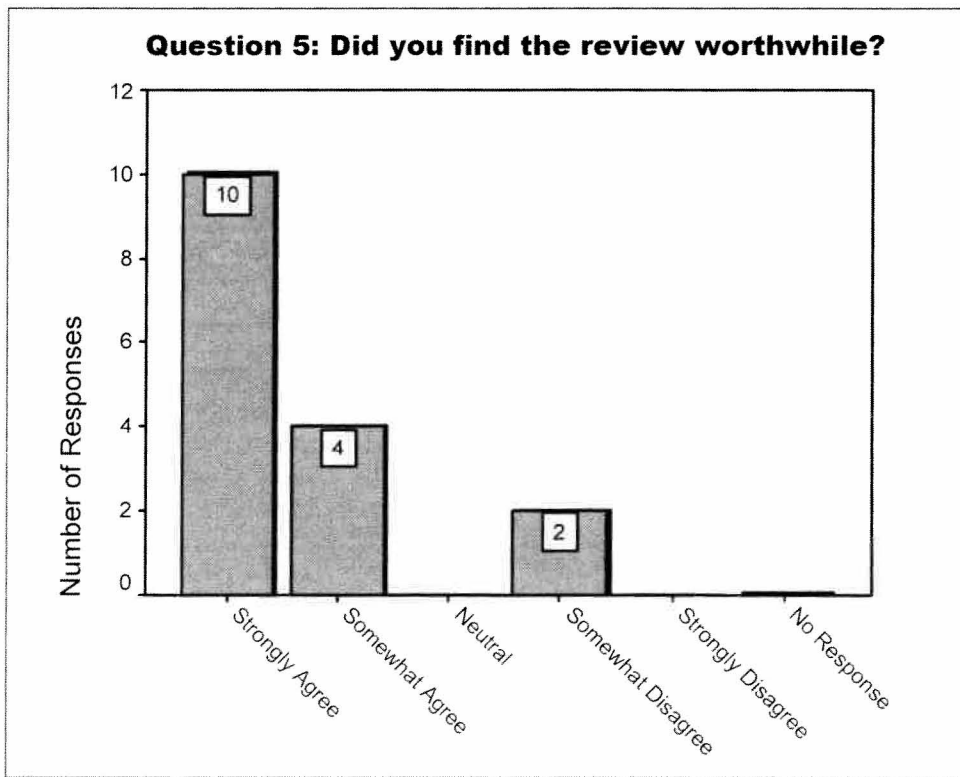
	Frequency	Valid Percent	Cumulative Percent
Yes	16	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	16	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	15	93.7	93.7
No	0	.0	93.7
No Response	1	6.3	100.0
Total	16	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	10	62.5	62.5
Somewhat Agree	4	25.0	87.5
Neutral	0	.0	87.5
Somewhat Disagree	2	12.5	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	16	100.0	



Pueblo County Comments

Positive Comments

Steve was professional, open to ideas, case suggestions to caseworker about funding, SSI and placement. He is a very good reviewer.

The child really wants to go home, now we have some idea when that will be, as long as mom does what she need to do.

Just make sure all paperwork is correct. I'm happy the people were friendly. I do believe that the review was very informative and important.

Overall good.
This case is in appeal so it is basically a waiting game. Not much to discuss. Child in a foster adopt home and doing well. Good to meet if anyone may have had any questions or issues.
I liked the amount of people that were able to show up and express support for the child.
Review was fine. Reviewer knowledgeable about case, friendly and helpful.
The reviewer covered a lot of material for 3 foster children very efficiently. Family member was part of the review by phone and the reviewer managed that very well.
The foster care reviewer's professional manner.
Jane kept the review focused and appropriately and politely redirected a hostile grandparent to participate appropriately.
Reviewer very friendly, knowledgeable and open to people involved. Always good to have a review with Jane.

Improvement Comment

Write down previous information, as to not relating the same questions, each meeting.
Somewhat disorganized.
No improvement necessary for this review.

Saguache County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

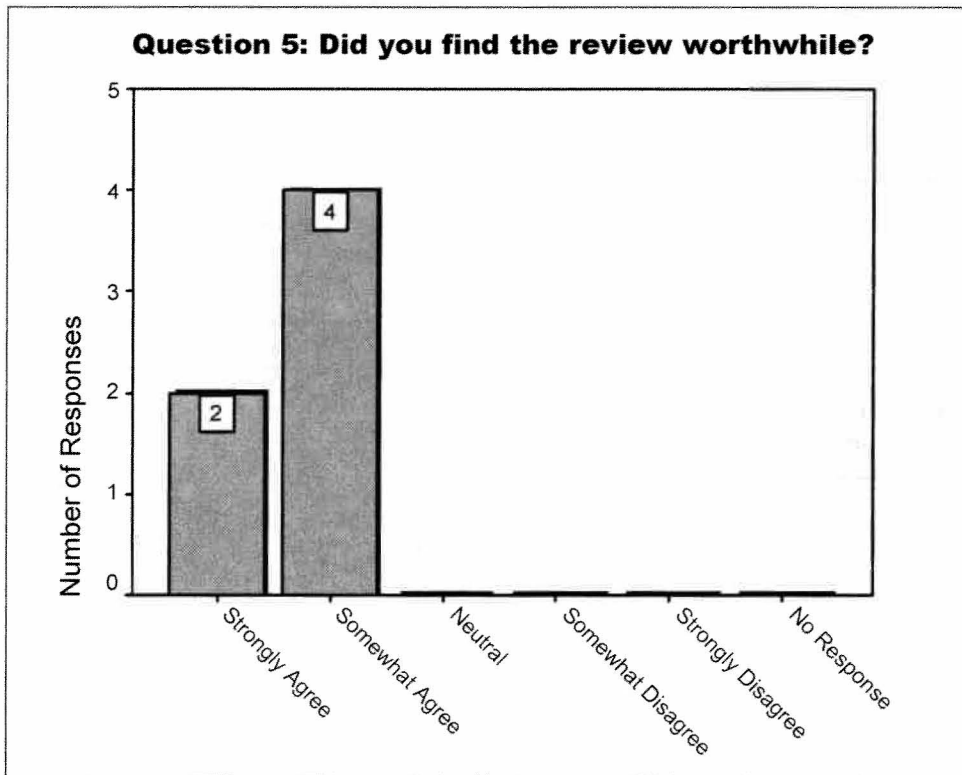
	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	2	33.3	33.3
Somewhat Agree	4	66.6	99.9
Neutral	0	.0	99.9
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	



Saguache County Comments

Positive Comments

First time able to get a hold of ROP Silver State for a phone conference!
It was done in a timely manner.
The review is able to create a comfortable environment in which to exchange information.
The casual non-threatening approach of the foster care review staff, which afforded a comfort zone for the youth.

Teller County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

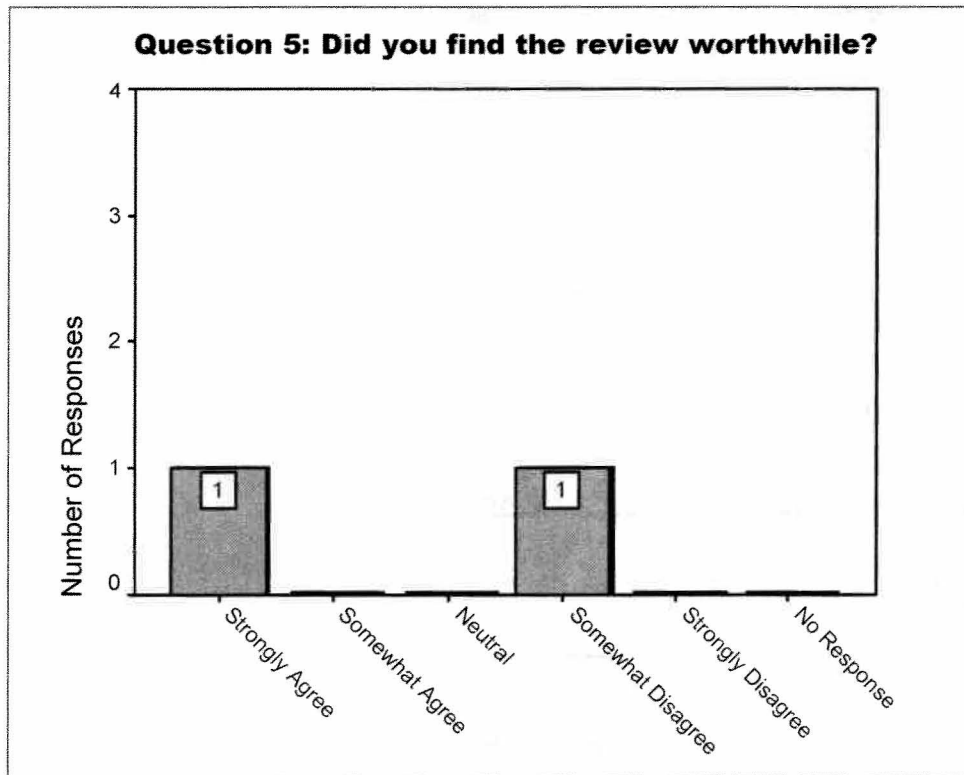
	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	50.0	50.0
Somewhat Agree	0	.0	50.0
Neutral	0	.0	50.0
Somewhat Disagree	1	50.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	



Teller County Comments

Positive Comments

The reviewer is knowledgeable, reasonable and displays understanding of the difficulties of CW.

Improvement Comments

To increase time between reviews (more than 6 months) on active cases would reduce stress and improve the process.

Washington County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

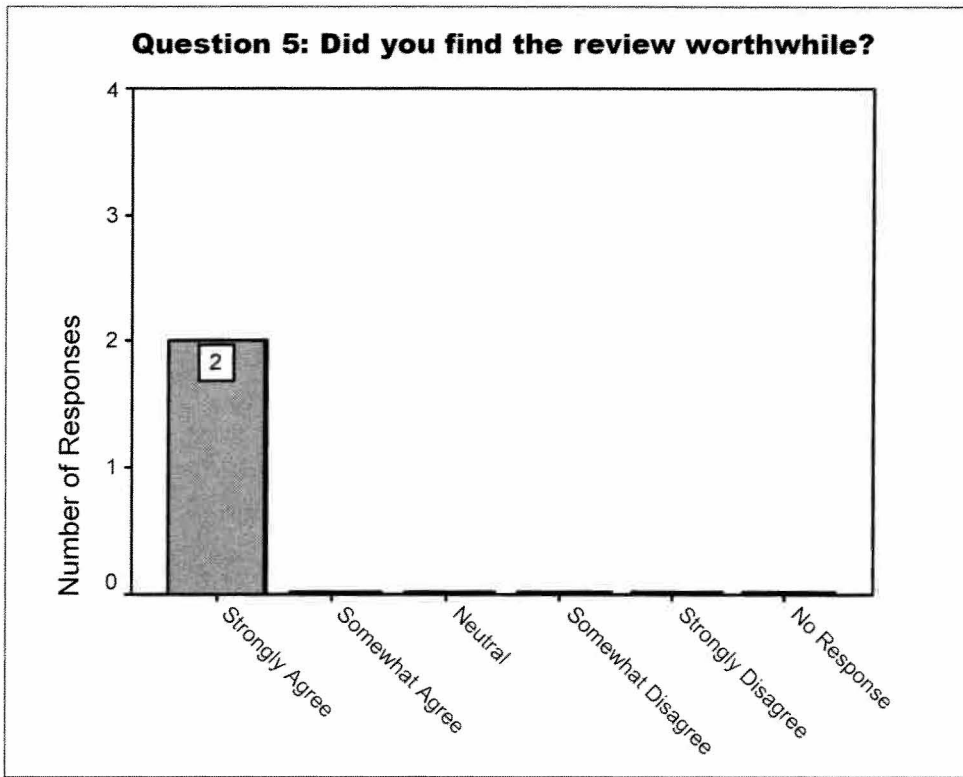
	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	2	100.0	100.0
Somewhat Agree	0	.0	100.0
Neutral	0	.0	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	2	100.0	



Washington County Comments

Positive Comments

Review went well, foster/adoptive parents had opportunity to express their opinions openly and were given good advice.

Weld County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	20	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	20	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	19	95.0	95.0
No	0	.0	95.0
No Response	1	5.0	100.0
Total	20	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

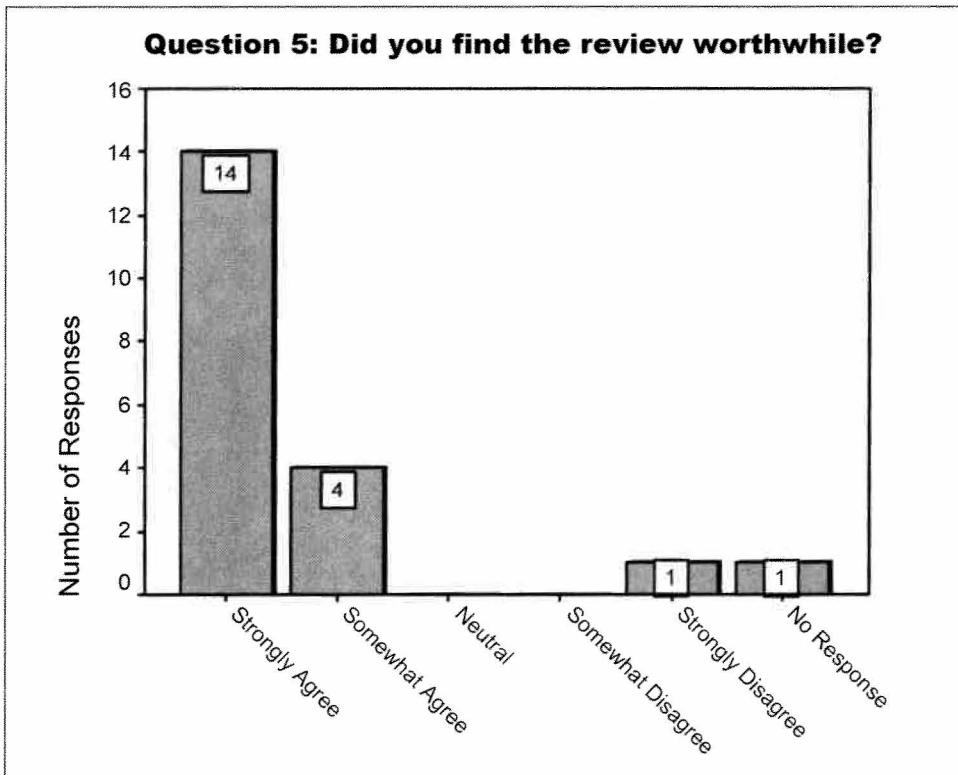
	Frequency	Valid Percent	Cumulative Percent
Yes	20	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	20	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	20	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	20	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	14	70.0	70.0
Somewhat Agree	4	20.0	90.0
Neutral	0	.0	90.0
Somewhat Disagree	0	.0	90.0
Strongly Disagree	1	5.0	95.0
No Response	1	5.0	100.0
Total	20	100.0	



Weld County Comments

Positive Comments

Discussed the child's health and overall care with foster parent.
I enjoyed talking about the progress and the problems that my client has been faced with.
The reviewer was interested.
I was able to hear about my kids and how they were doing in school and in their foster home. I just want the best for them. Thank you.

We use the review as supervisory oversight of the case (internally) so I appreciate the focus and format.
The review went well and fairly to the point.
Earleen is wonderful.
Youth were able to participate.
The laid back atmosphere is nice, yet everything needed to be discussed occurs.
I liked the opportunity to get together with the caseworker and talk about the case.
I was impressed with the question and the way the review was done.
It was all about the welfare of the children - what we could do to further help them in their lives.

Improvement Comments

Seems more emphasis is placed on what paperwork is in the file than the quality of casework - but I understand this is a reflection of the state, not the interviewer.
I would have like to know ahead of time that the review would cover the entire sibling group, not just the child placed in my home.
We could have used more time, since 4 children were discussed in an hour.

No Specified County

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	19	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	19	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	19	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	19	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	19	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	19	100.0	

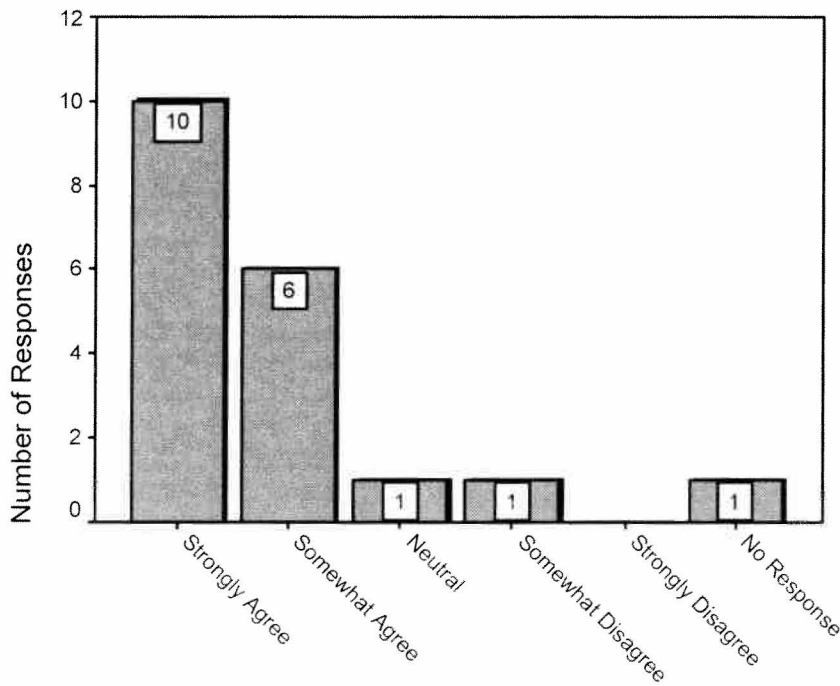
Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	19	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	19	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	10	52.6	52.6
Somewhat Agree	6	31.6	84.2
Neutral	1	5.3	89.5
Somewhat Disagree	1	5.3	94.7
Strongly Disagree	0	.0	94.7
No Response	1	5.3	100.0
Total	19	100.0	

Question 5: Did you find the review worthwhile?



DYC Specific Information

Denver Region

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	9	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	9	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	8	88.9	88.9
No	0	.0	88.9
No Response	1	11.1	100.0
Total	9	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

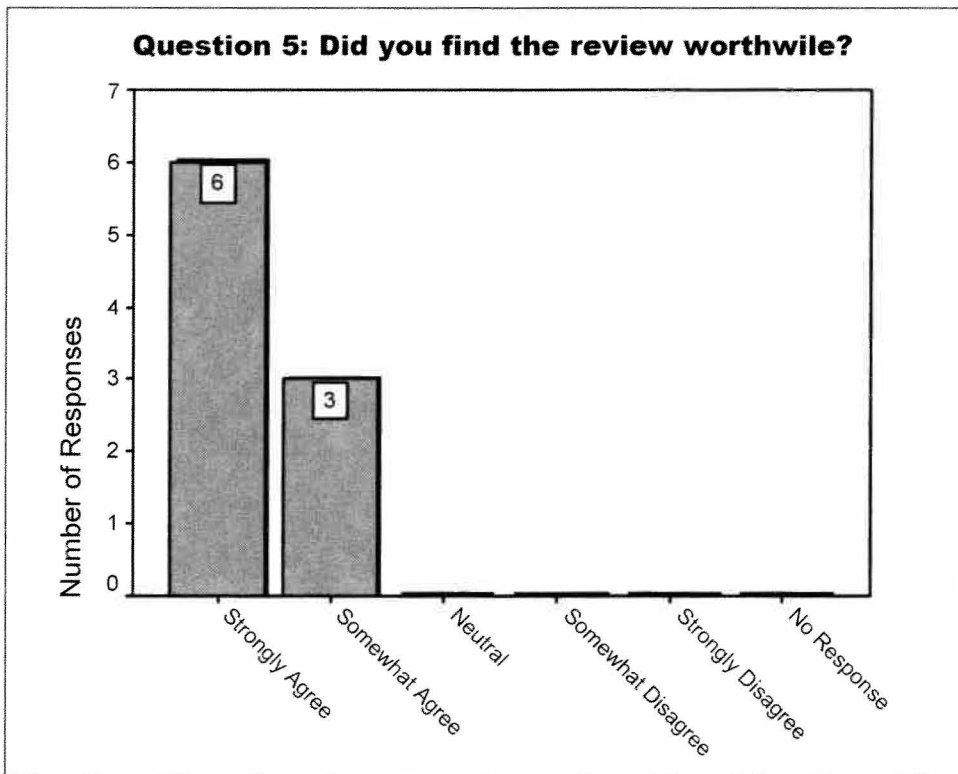
	Frequency	Valid Percent	Cumulative Percent
Yes	9	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	9	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	9	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	9	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	6	66.6	66.6
Somewhat Agree	3	33.3	99.9
Neutral	0	.0	100.0
Somewhat Disagree	0	.0	100.0
Strongly Disagree	0	.0	100.0
No Response	0	.0	100.0
Total	9	100.0	



Denver Region Comments

Positive Comments

I liked how the reviewer asked the youth to answer the majority of the questions rather than having the client manager and provider answer.

Everyone gets a chance to speak freely about the youth's progress and problem.

Everything.

Improvement Comments

Nothing needs to be improved.

Let everyone talk and share information.

Central Region

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	5	83.3	83.3
No	1	16.7	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

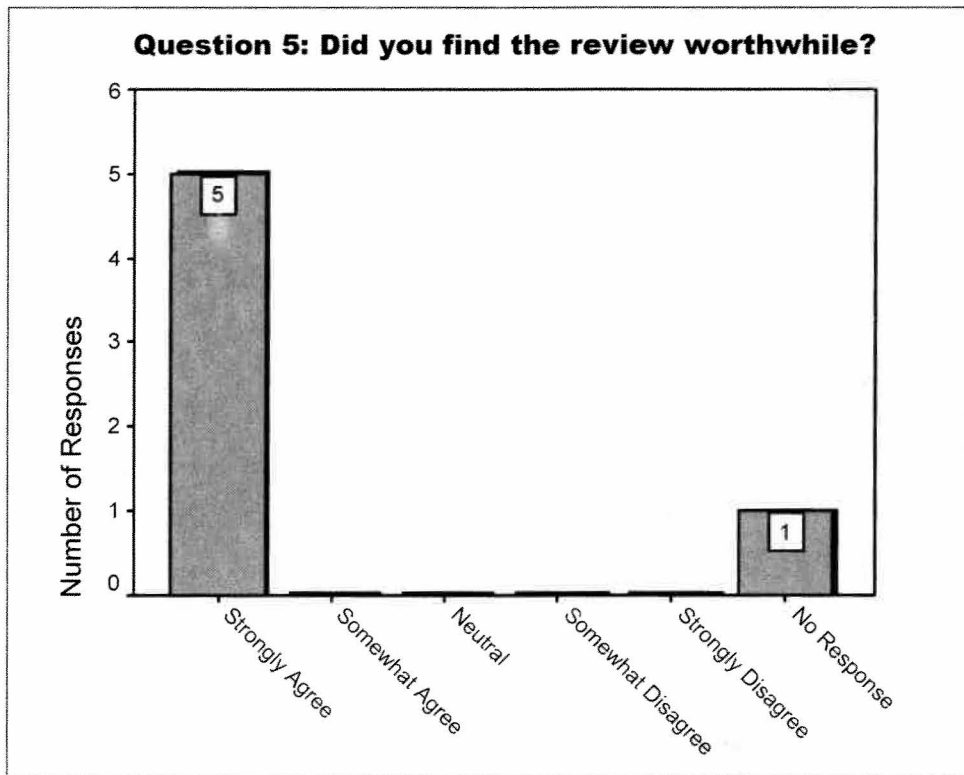
	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	6	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	5	83.3	83.3
Somewhat Agree	0	.0	83.3
Neutral	0	.0	83.3
Somewhat Disagree	0	.0	83.3
Strongly Disagree	0	.0	83.3
No Response	1	16.7	100.0
Total	6	100.0	



Central Region Comments

Positive Comments

Talking about permanency plan. Liked the review of services provided and groups attended.

I liked the part were they wanted me to get my education.

Everything went well, I just thought the Holidays may of meant something special being a single parent. I miss my son at home. Why spend money when he is good at home safe. Just my thought I'm depressed without him.

Northern Region

Question 1: Was the permanency goal for the youth/child discussed in the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	28	96.5	96.5
No	1	3.5	100.0
No Response	0	.0	100.0
Total	29	100.0	

Question 2: Was progress, or lack of progress, towards reaching that goal discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	28	96.5	96.5
No	1	3.5	100.0
No Response	0	.0	100.0
Total	29	100.0	

Question 3: Were the youth's/child's needs, while in placement, discussed at the review?

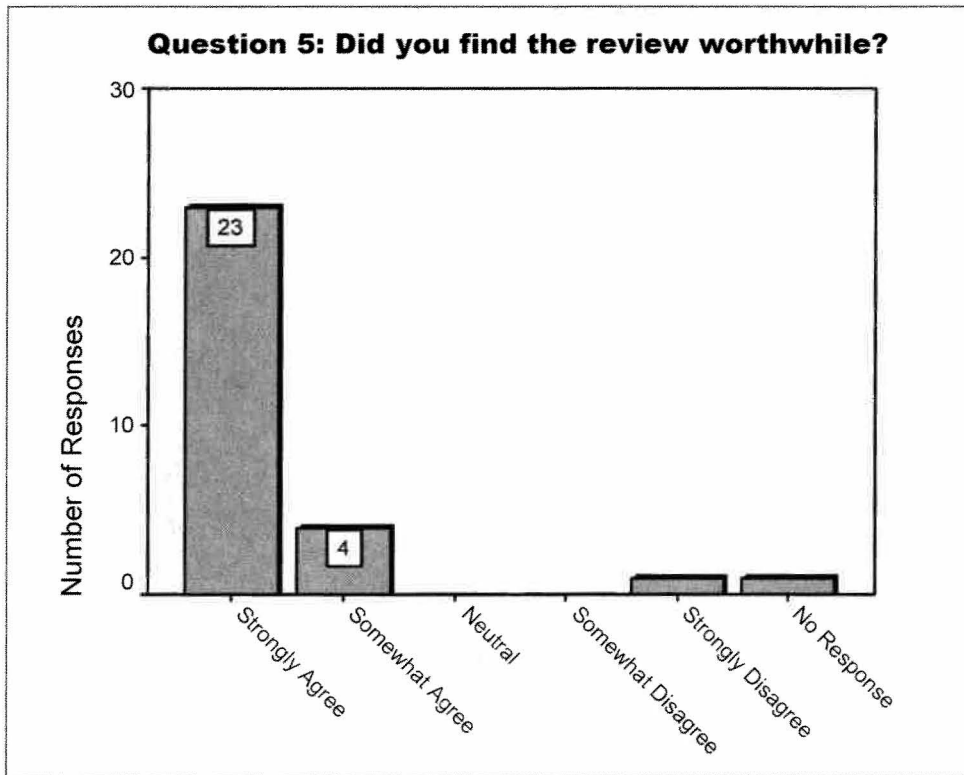
	Frequency	Valid Percent	Cumulative Percent
Yes	27	93.1	93.1
No	0	.0	93.1
No Response	2	6.9	100.0
Total	29	100.0	

Question 4: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	29	100.0	100.0
No	0	.0	100.0
No Response	0	.0	100.0
Total	29	100.0	

Question 5: Did you find the review worthwhile?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	23	79.3	79.3
Somewhat Agree	4	13.8	93.1
Neutral	0	.0	93.1
Somewhat Disagree	0	.0	93.1
Strongly Disagree	1	3.5	96.5
No Response	1	3.5	100.0
Total	29	100.0	



Northern Region Comments

Positive Comments

Able to express honest opinions.
Refocusing the youth's goals.
Nice people, easy meetings.
I think everything went very well.
I liked that it was a good meeting and the person doing it.

I liked the fact that I could express my concerns and what I thought needed to happen.
Corey is being removed from Midway.
Kathy listens very attentively to youth and family. She always provides very positive feedback.
I was very impressed with this review. Questions were answered and I felt very comfortable.
That my client was praised for his work and accomplishments throughout his placement.
Thought review went well and seemed to cover everything that needed to be.
Over all very good meeting.
She is always interested in my clients and how they are doing.
Everything was perfect, thank you for carrying for our children.
I really liked how Kathy handled the review.
Kathy runs these meetings in a supportive and concise way.
She is respectful and professional w/ family, client, programs, and DYC.
Kathy makes everyone feel at ease and treats all well.
It showed me that they're there for my son and still want to help him get through this.
We discussed what little options are left for [Name Deleted].
Good communication.
Seeing where I'm at and how close I am to completing parole.
I think Kathy is great; she does an excellent job talking to the kids.
Short and to the point. Kathy had knowledge of the file and the youth to speed up process.
We were able to be open and honest - I felt that all of us were truly listened to.
Learned new internalized self is being shown.

Improvement Comments

I wasn't paying too much attention. I was angry.
Nothing

Appendix A

12/01

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/Client Manager/ Trabajadora Social/Manejador de Servicios de Cliente
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 discusion 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 attender 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 did you like about today's review? What could we do to improve it?

¿Que le gustó de la revista de hoy? ¿Que podíamos hacer diferente para mejorarla?

Your name (optional)/ Su nombre(discrecional) _____

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