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Administrative Review Division

Internal Client Satisfaction Survey

2003



Colorado Department of Human Services

people who help people

Administrative Review Division
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September 1, 2004

¹ located in I:\X-Quality\Surveys\Internal 2003\InternalSatisReport2003

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Administrative Review Division Internal Survey Report

2003

The Administrative Review Division (ARD) conducted their annual client satisfaction survey (see Appendix A for a copy of the 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 participants at Administrative Reviews during the months of October, November, and December 2003. The participants were asked what they liked about the review and what ARD 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.

This report contains an executive summary of the data collected; aggregate data; a comparison of the 2003 findings with results from previous surveys (1998 through 2002); and county and Department of Youth Corrections-region specific data and comments.

Executive Summary

Of the 560 surveys distributed, 326 were returned. There were significantly fewer surveys distributed in 2003 than in prior years. While the number of surveys given to each reviewer for distribution was the same as in previous years (40), this past year's staff reduction resulted in fewer reviewers to distribute surveys. The 2003 return rate (58%) was comparable to that of the 2002 survey (59%) and higher than rates in other previous years (52% for 1998; 58% for 1999; 56% for 2000; 50% for 2001).

Over half of the surveys returned (52%) were completed by Caseworkers/Client Managers (N=170). 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 11% (Foster Parents, N=36) to a low of 1.2% (CASAs, N=4). Another 1% of respondents did not specify their role. In addition, the Ten Large counties accounted for the vast majority of the surveys (N=232, 71%).

Overall, responses to the questions were positive and indicated that the Administrative Reviews achieved the specified goals. This is especially heartening in light of the 2003 staff reduction. In addition, when respondents were asked for suggestions to make reviews more valuable, a common remark addressed improving the involvement/participation of all relevant parties (e.g., kids, parents, workers, etc.). As a result, one of ARD's goals for 2004 is to increase the number of participants who attend reviews. The following bullets present an overview for each question:

Question 1

- The permanency goal was discussed in 99% (N=324) of the reviews.

Question 2

- Progress, or lack of progress, towards the permanency goal was discussed in 99% (N=324) of the reviews.

Question 3

- The needs of youth/children in placement were discussed at 99% (N=323) of the reviews.

Question 4

- The safety of youth/children in placement was discussed at 97% (N=315) of the reviews.

Question 5

- Participants felt they were able to express their views/concerns in 99% (N=324) of the reviews.

Question 6

- 81% (N=170) of the respondents indicated that the reviews were worthwhile (52% Strongly Agreed; 29% Somewhat Agreed).

In addition, respondents were asked to describe the most valuable part of the review and what could be done to improve the review. An examination of these comments revealed the following themes.

Most Valuable Part of Review:

1. The involvement/participation of all relevant parties (e.g., kids, parents, workers, etc.).
2. Getting input from and hearing the perspectives of all parties, including the encouragement of the child's input.
3. Reviewer's concern for and focus on the child's needs and well-being.
4. Professionalism/knowledge/experience/helpfulness/thoroughness of the reviewers.
5. Reviews conducted in respectful manner.
6. Creation of a non-threatening atmosphere that facilitates open discussion.
7. Reviews create method of accountability and a push for permanency.

Suggestions for Improvement:

1. Need for all relevant parties (i.e., parents, child, GAL) to attend.
2. Need to ask more questions, especially open-ended questions, of child and parents.
3. Need to improve consistency between reviewers.
4. Time-management issues (demands for more time, less time, and starting on time).
5. Request to create more meaningful reviews, rather than just oversight and focus on paperwork completion.

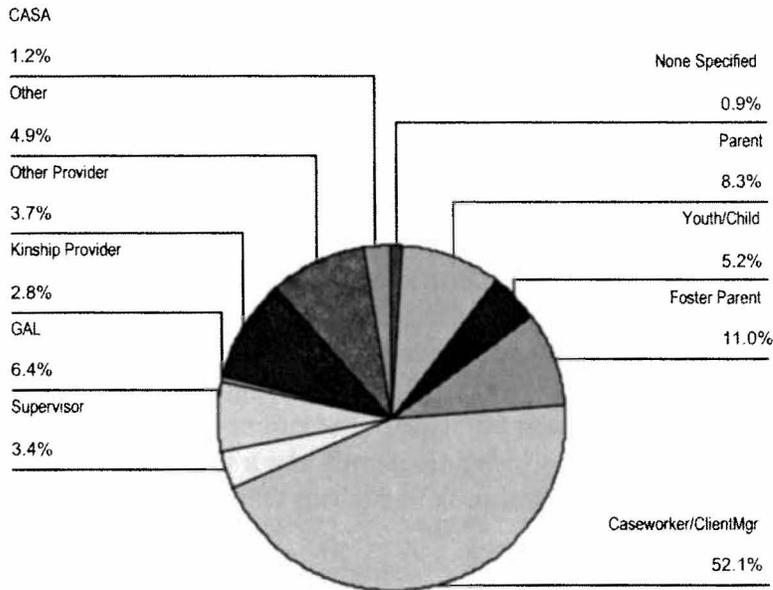
Statewide Information

Statewide Rate of Return by Participant

Rate of Return by Participant Role

	N	% of Total N
Caseworker/Client Manager	170	52.1
Foster Parent	36	11.0
Parent	27	8.3
GAL	21	6.4
Youth/Child	17	5.2
Other	16	4.9
Other Provider	12	3.7
Supervisor	11	3.4
Kinship Provider	9	2.8
CASA	4	1.2
None Specified	3	.9
Total	326	100.0

Role



Number of Responses by County/Region

Category	County/Region	N	% of Total N
Ten Large Counties	Adams	17	5.2%
	Arapahoe	37	11.3%
	Boulder	15	4.6%
	Denver	57	17.5%
	El Paso	24	7.4%
	Jefferson	22	6.7%
	Larimer	18	5.5%
	Mesa	10	3.1%
	Pueblo	13	4.0%
	Weld	19	5.8%
	Category Total	232	71.2%
Mid-Size Counties	Alamosa	7	2.1%
	Broomfield	6	1.8%
	Fremont	10	3.1%
	Garfield	3	0.9%
	Huerfano	1	0.3%
	Las Animas	2	0.6%
	Logan	3	0.9%
	Moffat	3	0.9%
	Montrose	3	0.9%
	Morgan	8	2.5%
	Prowers	2	0.6%
	Rio Grande	2	0.6%
	Teller	1	0.3%
		Category Total	51
Balance of State	Baca	3	0.9%
	Clear Creek	3	0.9%
	Crowley	3	0.9%
	Elbert	1	0.3%
	Grand	6	1.8%
	Sedgwick	1	0.3%
	Washington	2	0.6%
	Yuma	5	1.5%
		Category Total	24
DYC Regions	DYC Central	1	0.3%
	DYC Northern	0	0%
	DYC Southern	0	0%
	DYC Western	0	0%
		Category Total	1
Not Specified	Not Specified	18	5.5%
Overall Total		326	100%

Responses to Survey Items

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

	Frequency	Valid Percent	Cumulative Percent
Yes	324	99.4	99.4
No	2	.6	100.0
Total	326	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	324	99.4	99.4
No	1	.3	99.7
No Response	1	.3	100.0
Total	326	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	323	99.1	99.1
No	2	.6	99.7
No Response	1	.3	100.0
Total	326	100.0	

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	315	96.6	96.6
No	8	2.5	99.1
No Response	3	.9	100.0
Total	326	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	324	99.4	99.4
No	1	.3	99.7
No Response	1	.3	100.0
Total	326	100.0	

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	170	52.1	52.1
Somewhat Agree	94	28.8	81.0
Neutral	37	11.3	92.3
Somewhat Disagree	5	1.5	93.9
Strongly Disagree	4	1.2	95.1
No Response	16	4.9	100.0
Total	326	100.0	

Questions 7 and 8

Questions 7 and 8 were opened-ended questions in which respondents were asked, “What was the most valuable part of today’s review?” and “What could we do to improve today’s review?” There were 267 responses to the former item, one of which was “NA” (not applicable).

There were 117 responses regarding how the review could be improved. Of these, 59 were “NA,” “none,” “nothing,” “no suggestions,” or “no improvements.” An additional 29 gave only positive comments about the reviewer or how the review was conducted, and two respondents provided neutral, general statements. The remaining 29 respondents gave suggestions for improvement.

Comments to both items are included under the county/region specific information. Note that all “none” or “NA” responses were removed, unless additional comment was provided.

Comparison: 1998-2003 ARD Client Satisfaction Surveys

State-Wide Responses

	1998	1999	2000	2001	2002	2003
Surveys Distributed	493	486	760	840	800	560
Surveys Returned	257	281	428	423	471	326
Return Rate	52%	58%	56%	50%	59%	58%

Question 1

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

	1998		1999		2000		2001		2002		2003	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	255	99.2	276	98.2	425	99.3	419	99.0	467	99.2	324	99.4
No	1	0.4	3	1.1	2	0.5	2	0.5	3	0.6	2	0.6
No Response	1	0.4	2	0.7	1	0.2	2	0.5	1	0.2	0	0.0

Question 2

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

	1998		1999		2000		2001		2002		2003	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	252	98.0	280	99.6	425	99.3	406	96.0	467	99.2	324	99.4
No	4	1.6	1	0.4	2	0.5	9	2.1	3	0.6	1	0.3
No Response	1	0.4	0	0.0	1	0.2	8	1.9	1	0.2	1	0.3

Question 3

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

	1998		1999		2000		2001		2002		2003	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	256	99.6	279	99.3	424	99.1	413	97.6	468	99.4	323	99.1
No	0	0.0	1	0.4	3	0.7	3	0.7	2	0.4	2	0.6
No Response	1	0.4	1	0.4	1	0.2	7	1.6	1	0.2	1	0.3

Question 4*Was the youth's/child's safety, while in placement, discussed in the review?*

	1998		1999		2000		2001		2002		2003	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	*	*	*	*	*	*	*	*	461	97.9	315	96.6
No	*	*	*	*	*	*	*	*	8	1.7	8	2.5
No Response	*	*	*	*	*	*	*	*	2	0.4	3	0.9

* indicates that question 4 was not asked in those surveys

Question 5*Were you able to express your views/concerns during the review?*

	1998		1999		2000		2001		2002		2003	
	N	%	N	%	N	%	N	%	N	%	N	%
Yes	249	96.9	277	98.6	423	98.8	413	97.6	464	98.5	324	99.4
No	2	0.8	1	0.4	3	0.7	5	1.2	4	0.8	1	0.3
No Response	6	2.3	1	0.4	2	0.5	5	1.2	3	0.6	1	0.3

Question 6*Did you find the review worthwhile?*

	1998		1999		2000		2001		2002		2003	
	N	%	N	%	N	%	N	%	N	%	N	%
Strongly Agree	145	56.4	172	61.2	274	64.0	281	66.4	259	55.0	170	52.1
Somewhat Agree	60	23.3	76	27.0	110	25.7	98	23.2	131	27.8	94	28.8
Neutral	27	10.5	14	5.0	19	4.4	17	4.0	54	11.5	37	11.3
Somewhat Disagree	6	2.3	6	2.1	6	1.4	10	2.4	5	1.1	5	1.5
Strongly Disagree	9	3.5	6	2.1	8	1.9	3	0.7	6	1.3	4	1.2
No Response	10	3.9	7	2.5	11	2.6	14	3.3	16	3.4	16	4.9

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	17	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	17	100.0	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	1	5.9	100.0
Total	17	100.0	

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	17	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	17	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	8	47.1	47.1
Somewhat Agree	6	35.3	82.4
Neutral	3	17.6	100.0
Total	17	100.0	

Adams County Comments

Most Valuable Part of Review

The reviewer discovered that the child is listed in another household on Trails, an error re Trails conversion?
Caseworkers able to express concerns regarding placement.
Discussing progress on education.
Discussion about progress on permanency plan.
The well-being of my son.
FCR is very thorough.
Finding out what this process is all about & what it means.
I want what's best for my child & know he's safe & having his needs met.
Interactive discussions.
The reviewer always gives suggestions to make the case flow more smoothly.
Participation of youth.
Permanency plan & parents' limitations.
Review was fair & gave whole picture in synopsis. Reviewer did great job helping the parents understand issues that came up in the review.
Summarizing the case & getting the file in order. Getting information from treatment providers.
What was need in that we meet and learned my needs.

Suggestions for Improvement

Handled so nicely-can't think of any.

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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	7	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	7	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	7	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	4	57.1	57.1
Somewhat Agree	2	28.6	85.7
Strongly Disagree	1	14.3	100.0
Total	7	100.0	

Alamosa County Comments

Most Valuable Part of Review

Discussion, approval of placement plan.
Keeping tabs on the mother's progress or lack of.
Reinforced that we are all on the same page regarding child's goal/progress.
The ability of an impartial person to discuss issues with parent.
The process that was carried out during today's review.
We were able to brainstorm other alternative resources and services that could possibly be of benefit for the child.

Suggestions for Improvement

I feel that this review went very well. The mother expressed wishes for relinquishment and the evaluator's point of view was very helpful.

Arapahoe County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	37	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	37	100.0	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	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	36	97.3	97.3
No	1	2.7	100.0
Total	37	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	37	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	18	48.6	48.6
Somewhat Agree	11	29.7	78.4
Neutral	4	10.8	89.2
Somewhat Disagree	2	5.4	94.6
Strongly Disagree	1	2.7	97.3
No Response	1	2.7	100.0
Total	37	100.0	

Arapahoe County Comments

Most Valuable Part of Review

All.
An air of trust. You can say what is on your mind and it won't be held against you. The only time that foster parents point of view is heard.
Attentive reviewer cares about the kids.
Can't say I found any of it valuable.
The reviewer is a very open accepting facilitator & clearly open to all aspects of child's best interest.
Contact with cw and pc.
Creates a formal/informal setting to review case and allows client to be heard.
Discussed adoption proceedings. The reviewer is very open to listening to worker & foster parent.
Discussion with permanency goal with all involved.
Getting everyone together.
Great job keeping everyone on track and focused on permanency goal.
Having all parties come together to discuss the case and having a neutral party available that can give helpful input because they aren't directly involved.
Having concerns expressed in the presence of the team.
Hearing from the client how he feels his placement and treatment are going for him. Hearing from other people who work with the client, getting their perspective.
Hearing parent perspective. Feedback from reviewer.
I had the feeling of complete support and that this will continue.
Knowing when I'll leave teen mom's house.
Learning my son's plan & timetable w/ the other side of his family.
Make sure youth's needs were being met.
Parent attended that has had limited involvement.
Participation by mother & foster mother.
Reunification w/ sibling context.
Reviewing progress & ongoing assessment of children's needs.
Sharing of info. W/ other parties.
State worker asks me how the children are doing. Goal is stated. Parent showed up.
That foster parent & GAL were there to ensure all on the same page & understand need for the review.
The review was able to engage my son in responses. I appreciated that the reviewer was organized & focused & summed up all categories discussed at end of meeting; pursuing goal to Independent Living.
The reviews on long term cases aren't particularly helpful, but it helps me to maintain the case file as I have to prepare it for the review.
Thorough review, professional reviewer, focused on issues in the case. Very helpful in terms of child hearing from reviewer what the expectations are.
To have an outside agency professional to discuss the case with.
To reinforce the safety of the children and to hear how great they were doing.
Understand importance of process and the process and importance of foster care plan.

Suggestions for Improvement

Because the caseworker, probation officer and I have worked closely and communicated directly about this case, I did not find much value. This was all review for the caseworker and myself.
The reviewer consistently does an excellent job w/ Admin. Reviews. He is always courteous & professional to everyone involved. He has great insight & skill.
Great reviewer.
If provider or CPA rep would have been present.
It was a good review.
Include the therapist in the review when possible.
It's always easier face-to-face and not by phone.
No suggestions. The reviewer was professional & appropriate as always.
None needed-Thank you.
None, it was fine.
The reviewer did an excellent job making the team feel comfortable while his behavior/goals were under the spotlight.
The review was good. Straight to the point. Case reviewed thoroughly.

Baca County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	33.3	33.3
Neutral	1	33.3	66.7
No Response	1	33.3	100.0
Total	3	100.0	

Baca County Comments

Most Valuable Part of Review

Assurance that file was current & correct.
At review, all was covered in a timely organized manner.
This is a good format to ensure goal directed focus for all; program, youth, family & NYC.

Suggestions for Improvement

It went well!
None needed.

Boulder County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	15	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	15	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	15	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	15	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	15	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	11	73.3	73.3
Somewhat Agree	4	26.7	100.0
Total	15	100.0	

Boulder County Comments

Most Valuable Part of Review

Allowing everyone to have an input.
Being able to sit down with everyone who's taking care of my child and hear about what they have done and do for him.
Discussion of youth's needs while in placement and how to transition her to independence.
Everyone's genuine concern about her well being and her specific needs.
I always learn something from the reviews and the reviewer's have been very helpful. This has been a very involved case and there were some loose ends that I needed to be made aware of.
The reviewer is an excellent listener. She is able to summarize what went on in the review in a correct and comprehensive manner. She is friendly and makes the reviews very relevant.
The reviewer is great-she reinforces what caseworkers are doing well, and is clear and uncompromising about what can be done better. As I'm a new caseworker I've learned a lot from her. Thank you!
Listening to all parties discuss the future plans all at the same time.
Mainly discussing how the case came to the current place. I'm a new GAL to this case and extra time was allowed to address my concerns. It provided me with a valuable update.
Maintain consistency in paperwork client perspectives and to give a forum for clarifications of case process. Good source of resources.
Opportunity for mother to provide information support/input from CASA.
Providing clarity of goals & progress to parents & kin.
Seeing the complete picture of the child.
The reviewer looked at the children's needs, he actually asked them questions face to face. This is the most important part of our job. Also, the reviewer worked very nicely with extended family members in my other review when conflicts came up. He has a gentle approach.

Suggestions for Improvement

Food and water.
Have a written copy of the review for the foster parent. Follow up plan to be certain suggested actions do take place.
None, except my lawyer should have been there.
Nothing. I have been with this reviewer before and I always feel that all bases are covered. The reviewer allows all parties to speak
Only thing, keep focused to take less time.

Broomfield 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	4	66.7	66.7
Somewhat Agree	2	33.3	100.0
Total	6	100.0	

Broomfield County Comments

Most Valuable Part of Review

No comments provided.

Suggestions for Improvement

No suggestions provided.

Clear Creek County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	2	66.7	66.7
Somewhat Agree	1	33.3	100.0
Total	3	100.0	

Clear Creek County Comments

Most Valuable Part of Review

The reviewer is a very thorough evaluator. Today was an awesome review since we have permanency (adoption) for a 13yr old girl ho has been in foster care placement for 6 yrs.
Looking at long term planning.
Positive feedback keeps caseworker on track w/getting data entered in TRAILS.

Suggestions for Improvement

I have no suggestions. The reviewer is thorough and is very personable w/ foster parents, kids, GAL's & providers.
The reviewer does not have access to pertinent screens in TRAILS or typed into info in TRAILS. Program should allow him access if he is reviewing this area.

Crowley County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	2	66.7	66.7
No	1	33.3	100.0
Total	3	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	66.7	66.7
No	1	33.3	100.0
Total	3	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	2	66.7	66.7
Neutral	1	33.3	100.0
Total	3	100.0	

Crowley County Comments

Most Valuable Part of Review

Agreement on appropriate course of action for child/family.
Child Safety and goals.

Suggestions for Improvement

A little more discussion concerning the child on a parents point of view. Also to be treated correctly by the interviewer. As far as them being inopinionate (sic) about circumstances as to why a child is in foster care.
Reviewer does an outstanding job as reviewer.

Denver County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	57	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	56	98.2	98.2
No Response	1	1.8	100.0
Total	57	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	57	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	56	98.2	98.2	98.2
No Response	1	1.8	1.8	100.0
Total	57	100.0	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	57	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	25	43.9	43.9
Somewhat Agree	21	36.8	80.7
Neutral	6	10.5	91.2
No Response	5	8.8	100.0
Total	57	100.0	

Denver County Comments

Most Valuable Part of Review

Admin. review holds social workers accountable, addresses the needs of child and determines state guidelines are being followed.
Affirming the need of both mother and daughter to discuss the family issue of substance abuse.
All parties meeting together.
All was valuable & appropriate.
Always valuable to get additional info and parental point of view on progress etc. particularly as all the participants were available.
Any opportunity to bring the parties together to communicate about expectations and progress in the case is important!
Being able to clarify the permanency plan for the kids with our client. Getting the social worker to agree to help with progress towards returning our clients son to her custody.
Case discussion.
Conversation w/ provider as to current & past issues. Mother's (birth) efforts to contact family-I was not previously aware.
Discuss progress of reaching goals.
Discussing the child's needs, educational.
Discussing efforts to resolve concerns.
Discussing permanency.
Discussion of concerns in plan.
Discussion of permanency goals & plan for reunification.
Discussion w/ CPA staff was valuable. Team approach evident in working w/ child.
Discussion with juvenile.
Enhances ability to maintain open communication w/DHS regarding case plan and to discuss concerns regarding placement success.
Feedback on case, new perspective.
Getting all on same page.
Getting all together to discuss progress. Sounding board of reviewer on case issues.
Goal for children.
Having the CPA worker in the review to give more information about the child. Having the opportunity to "bounce" ideas off others.
I do not find reviews in and of themselves useful since so much time is already devoted to reviewing cases through supervision, court reviews, and various team meetings.
I felt the reviewer truly understood that I am doing all I can to help the children I care for in my home so that they will be successful in their lives.
ICWA-Apparently was not met in this case.
It is helpful to have all of the providers present.
It is helpful to have the checks & balances of the review process to keep all professionals accountable for providing the best services to the children.
IV-E dollars and need for PPH.
Knowing what was going on in placement and where we go from now.
Of where to go next.
Opportunity to ensure needs are being met.

Permanency planning for the child.
Speediness.
Talking about meds & treatment.
The participation of all the involved parties.
The reviewer asked for this caseworkers assessment and the on going challenges with the case. The reviewer helped the caseworker explore other avenues to help the family w/ their treatment plan.
The service team of this particular case.
There is no most valuable; all of the meeting is a valuable help.
This review was relatively brief; permanency issues were clear and there were no concerns about the timeline or other compliance issues that could be addressed at the meeting.
This was my 1st experience and found it to be a valuable one.
To determine time goals for each step of the process.
To know the future plan.
Where we are in the court process.

Suggestions for Improvement

Having all parties there at the time and not over the phone.
I think this review was a very good session.
If people involved could attend in person.
The reviewer did a great job.
Meet w/ all involved @ same time.
More info. On the mother.
No suggestions.
None-went very well.
None, as always the reviewer is always thorough and professional.
None. It would be great for GALs to be present. However court schedules do not allow this. I think the GALs would have a better picture of who their clients are if they participated.
None. Our situation is fairly simple and the review went very smoothly. Thank you.
There is no need for improvement unless all parties could be available.

Elbert County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	100.0	100.0

Elbert County Comments

Most Valuable Part of Review

No comments provided.

Suggestions for Improvement

No comments provided.

El Paso County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	24	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	24	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	24	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	24	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	24	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	18	75.0	75.0
Somewhat Agree	5	20.8	95.8
No Response	1	4.2	100.0
Total	24	100.0	

El Paso County Comments

Most Valuable Part of Review

Address issues that needed to be corrected to ensure compliance.
Being thorough and covering all aspects of the case.
Discussion of permanency for children & family commitment.
Ensure correctness of documentation in file.
Being able to hear from the foster parent about child's progress.
GAL's perspective, closer look into funding.
Gave me additional info on progress towards reunification.
Getting an update on the case-hearing directly from the mom in Texas via phone. Status of ICPC.
Getting everyone on the same page.
Having the children present to speak for themselves.
Importance to send children home to mother, overall progress of children and mothers progress.
It brought the birth mother and foster mother together on neutral ground.
Kids available to express their feelings. Reunification w/mom.
Needs of the child.
Our safety.
Permanency plan.
The reviewer.
Reviewing everything.
The reviewer is very patient and relaxed, which is very helpful at the reviews.
The child was able to be present by phone.
The entire FCR was helpful. We got an update on the child and discussed future plans/options for him. He is a great reviewer.
The fact that the older children do have the right to testify and give reasons they do not want to visit their father.

Suggestions for Improvement

Well presented.
This meeting was very fruitful and beneficial for my entire family.
I feel this review was very informative and my concerns were recognized.
Thank you.

Fremont County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	10	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	10	100.0	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	90.0	90.0
No Response	1	10.0	100.0
Total	10	100.0	

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	10	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	10	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	5	50.0	50.0
Somewhat Agree	3	30.0	80.0
Neutral	2	20.0	100.0
Total	10	100.0	

Fremont County Comments

Most Valuable Part of Review

Believe the state's oversight of the placement facilities (or foster parents, as case may be) is very helpful in ensuring that things are to be done actually get done.
Found out what I was missing in my case.
My discharge, and how good I'm doing in TX.
Overview of treatment progress.
Reviews tend to get everyone together to discuss the youth. I believe that is also valuable in that the reviewers typically instruct the caseworkers as to the other things they could be doing.
That an outside person sees some of the issues we have troubles with in our community.
Updating everyone on status of child and the goals of treatment.

Suggestions for Improvement

Having a different reviewer.
The state DHS should have more power and authority over the local departments.

Garfield County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	33.3	33.3
Neutral	2	66.7	100.0
Total	3	100.0	

Garfield County Comments

Most Valuable Part of Review

Going forward.
Making sure everyone understands the direction of the case & that the grandparents know that they are appreciated-reviewer did a wonderful job of this.

Suggestions for Improvement

No suggestions provided.

Grand 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	6	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	4	66.7	66.7
Somewhat Agree	2	33.3	100.0
Total	6	100.0	

Grand County Comments

Most Valuable Part of Review

Having all the providers together at one place and time to get caught up on the details of the child's progress.
The reviewer is detailed on her reviews, fair, and informative. We appreciate her style!
Participation of client and all interested parties for support and accountability for client.
The review went smoothly. Everyone able to say what they needed to say.
We were able to get all key players together to discuss case.

Suggestions for Improvement

I think everything went well and we were able to get things accomplished that might otherwise take some time.

Huerfano County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	100.0	100.0

Huerfano County Comments

Most Valuable Part of Review

No comments provided.

Suggestions for Improvement

No suggestions provided.

Jefferson County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	22	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	22	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	22	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	22	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	22	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	9	40.9	40.9
Somewhat Agree	8	36.4	77.3
Neutral	2	9.1	86.4
Somewhat Disagree	1	4.5	90.9
Strongly Disagree	1	4.5	95.5
No Response	1	4.5	100.0
Total	22	100.0	

Jefferson County Comments

Most Valuable Part of Review

Allows for freedom of the group to openly speak about the case-makes it more informal and comfortable for everyone.
Appropriateness of goal, long term planning, involvement of bio family.
Child able to be accountable for his offenses for reviewer.
Dialogue, direction, clarity.
Discussing recommendations for consistency for boys. Reviewing options.
Discussion about school issues.
Discussion of permanency goal.
Having foster parents & mother's input & updates.
Having the child present to discuss plan.
Having the mom present via phone.
How the reviewer kept all parties focused on the purpose of the review despite tension between some of the care providers that were present.
It is difficult for a reviewer to have a clinical sense of what has occurred from reading a file and then make suggestions. The reviewer did a fine job.
It is important for everyone involved to know what is the goal but everything that was discussed has already been discussed. So for me it was not worth missing work or taking my grandson out of school for the meeting.
The reviewer is very thorough, includes everyone and asks for their input.
Lots of information can be gathered from these reviews.
Mom was on phone was able to hear from her.
Reviewer was attentive and direct-focused on his duties.
Reviewer's suggestion towards moving case forward.
To ensure that everyone was on the same page.
To know my case file is in good shape.

Suggestions for Improvement

Don't invite the children if they aren't going to be included and if they are invited invite the whole family and other kin foster parents, children.
I think that once a reviewer reviews a case the case needs to be re-reviewed by the same person so that the parties have some "history" of the case.
It is very valuable when the reviewer takes the time to discuss the findings.
It would have been helpful to have more people involved attend.
No improvement needed. Great review!
To empower or ensure immediate changes in the main area of concern which was no counseling in 7 months yet improvement is expected of child (sic).

Larimer County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	100.0

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

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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

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

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	8	44.4	44.4
Somewhat Agree	5	27.8	72.2
Neutral	4	22.2	94.4
No Response	1	5.6	100.0
Total	18	100.0	

Larimer County Comments

Most Valuable Part of Review

Able to express my concerns.
Brainstorming, sharing, listening, exchange of ideas. Looking out for these kids.
Discussing future court date.
Getting everybody together to discuss youth.
Information.
The reviewer always looks for the very best possible solutions for repairing relationships within a family and weighs out all options for the best long term plan, even if it may be nontraditional.
Reviewer's input on the case.
The best part of the review process is our reviewer. She is compassionate, empathetic and knowledgeable about the special needs of our foster children. She is truly outstanding.
Touching base with everyone; Hearing areas of concern and making sure I am in compliance w/ the treatment plan.
Went over my daughter's medical needs.

Suggestions for Improvement

Maybe have a moment alone w/out caseworker there.
Meet with youth alone, spend more time in understanding what youth is doing in placement. Talk to professionals about how they see each other perform.
No suggestions for improvements since our reviewer does such an excellent job. We are all grateful to have her as our Reviewer!!
None-our reviewer is fantastic and always covers all areas of progress and concern.

Las Animas 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Neutral	1	50.0	50.0
Somewhat Disagree	1	50.0	100.0
Total	2	100.0	

Las Animas County Comments

Most Valuable Part of Review

Review case for compliance.

Suggestions for Improvement

I think that reviews should be once a year instead of 2 X. Especially for kids in long term foster care.

Logan County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	3	100.0	100.0

Logan County Comments

Most Valuable Part of Review

The reviewer's ability to focus on the point (issue) and not be pulled away by unrelated issues. She was very helpful.
Received helpful info re OPPLA goal.
Talking about ideas on future planning for the children.

Suggestions for Improvement

Can't think of any.

Mesa County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	10	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	9	90.0	90.0
No	1	10.0	100.0
Total	10	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	10	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	9	90.0	90.0
No	1	10.0	100.0
Total	10	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	9	90.0	90.0
No Response	1	10.0	100.0
Total	10	100.0	

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	4	40.0	40.0
Somewhat Agree	3	30.0	70.0
Neutral	1	10.0	80.0
Strongly Disagree	1	10.0	90.0
No Response	1	10.0	100.0
Total	10	100.0	

Mesa County Comments

Most Valuable Part of Review

Brainstorming about how to handle behaviors.
Discussing permanence and future plans.
Everyone came together for the first time ever & was honest for the first time.
Hearing views of reviewer and involved parties.
Issues of permanency and current status of parents.
Offering clarification.
Openly sharing info-school (sic). Therapist also present-very helpful.
Talking about permanency, concerns about placement.

Suggestions for Improvement

It would have been helpful if the family could attend but due to them being out of the area they could not.
Nothing comes to mind at this time.
The "state's" view of the problem & solution needs to grow & change along with the kid's families' issues. What changes have there been in this case?
Went well. Stayed on task-focused on child's needs.

Moffat County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	33.3	33.3
No	1	33.3	66.7
No Response	1	33.3	100.0
Total	3	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Somewhat Agree	2	66.7	66.7
Neutral	1	33.3	100.0
Total	3	100.0	

Moffat County Comments

Most Valuable Part of Review

Discussion about polygraph stuff. Reviewing permanency goal and time frames.
How failure of polygraph could affect target dates.
My plans & goals for getting out of the treatment program.

Suggestions for Improvement

No suggestions provided.

Montrose County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	66.7	66.7
No Response	1	33.3	100.0
Total	3	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	3	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	33.3	33.3
Somewhat Agree	1	33.3	66.7
Neutral	1	33.3	100.0
Total	3	100.0	

Montrose County Comments

Most Valuable Part of Review

Complete review of the case events the needs of the child and confirmation that case plan is moving forward.
Staffing case with all parties present.
What I need to do to go home.

Suggestions for Improvement

No suggestions provided.

Morgan County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	8	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	8	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	8	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	8	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	8	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	7	87.5	87.5
No Response	1	12.5	100.0
Total	8	100.0	

Morgan County Comments

Most Valuable Part of Review

All of the above topics as they are pertinent to placement success for both children & foster care providers & safety.
Checking that everything is current in file and feedback.
Communication between all parties involved. It's great to be all on the same page.
It gave the child a chance to be involved in her care.
My safety & my goal of not returning home.
That I could ask questions and tell how I felt.

Suggestions for Improvement

We appreciate the reviewer.

Prowers 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	50.0	50.0
Somewhat Agree	1	50.0	100.0
Total	2	100.0	

Prowers County Comments

Most Valuable Part of Review

It's a good way to keep everything on track.
Reviewer cares about the children-makes sure to ask questions that elicit whether they are receiving needs per their own unique situation.

Suggestions for Improvement

No suggestions provided.

Pueblo 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	13	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	12	92.3	92.3
No	1	7.7	100.0
Total	13	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	13	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	3	23.1	23.1
Somewhat Agree	5	38.5	61.5
Neutral	2	15.4	76.9
Somewhat Disagree	1	7.7	84.6
No Response	2	15.4	100.0
Total	13	100.0	

Pueblo County Comments

Most Valuable Part of Review

Appreciated that I came away w/ a bit more information on family.
Exploring the best permanent goal for the child; Clarification of DSS goals and how we can support them.
Feedback from the reviewer regarding the red flags involved in this case.
Finding out about other children in the family and what other problems to look for.
I was able to voice concerns and the reviewer tried to address my concerns the best he could.
Just assuring everything is in order and on target.
Long term goals.
Outside objective opinion was helpful.
Reviewers comments on case file.
The info. about termination.
The review was fine. Everyone in attendance was already well-informed about this child's status. The reviewer gained insight into recent changes.

Suggestions for Improvement

I believe it was all handled & discussed.
I don't believe that FCR's are necessary.
I think it went very well & aside from my son coming home there are no improvement issues at this time.
Reviewer was very helpful and cordial.
There are some reviewers that focus on finding minor paperwork issues rather than discussing the importance of the child's well-being in the home. Please focus on what's really important.

Rio Grande 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	2	100.0	100.0

Rio Grande County Comments

Most Valuable Part of Review

Feedback from the reviewer.
Participation by all parties. Information sharing. Mother & child present/good information shared by reviewer.

Suggestions for Improvement

No suggestions provided.

Sedgwick County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	100.0	100.0

Sedgwick County Comments

Most Valuable Part of Review



The reviewer is always an excellent resource.

Suggestions for Improvement

No suggestions provided.

Teller County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Somewhat Agree	1	100.0	100.0

Teller County Comments

Most Valuable Part of Review

FCR's assist this CW in staying updated on portions of the case that otherwise don't get regular attention, but are important to be reviewed.

Suggestions for Improvement

No suggestions provided.

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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	2	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	50.0	50.0
Somewhat Agree	1	50.0	100.0
Total	2	100.0	

Washington County Comments

Most Valuable Part of Review

[Redacted]

FOC & Foster mom met for 1st time in 6 months.

I was able to let child's dad know how well he has done in the last 6 months.

Suggestions for Improvement

[Redacted]

Attorney (GAL) failed to call in or show up.

Weld 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	19	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	18	94.7	94.7
No	1	5.3	100.0
Total	19	100.0	

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	18	94.7	94.7
No	1	5.3	100.0
Total	19	100.0	

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	9	47.4	47.4
Somewhat Agree	5	26.3	73.7
Neutral	5	26.3	100.0
Total	19	100.0	

Weld County Comments

Most Valuable Part of Review

Current status.
Discussing the safety & Texas issues regarding youth. Advice from the reviewer.
Discussion.
For me, it was opportunity for foster parents contributions to child's well-being to be acknowledged.
Gathering information.
Great to all get together to review the child's program.
Knowing that DSS is doing their best in finding a good and stable foster care for my son.
Just getting things concerns out on the table & expressing for the record (I hope).
Mother's input. GAL input. Suggestions from Foster Care Reviewer.
Personally to me there was not a main valuable part in the review.
Suggestions for better case management are helpful. Appreciate positive comments regarding our work.
Treatment plan compliance update on parents.

Suggestions for Improvement

I want the best for my son, and want a great good life and new future for him.
The reviewer is very helpful w/providing suggestions & support for difficult cases.
No suggestions-the reviewer kept the process on track but thorough.
Was excellent no improvement-well done.

Yuma County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	5	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	5	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	5	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	5	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	5	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	20.0	20.0
Somewhat Agree	3	60.0	80.0
No Response	1	20.0	100.0
Total	5	100.0	

Yuma County Comments

Most Valuable Part of Review

Encouragement about progress.
Information concerning a possible change in custody to accommodate needs.
The open nature of the discussion.
Was recently assigned this case. Helpful to have file reviewed to see what needs to be done.

Suggestions for Improvement

No suggestions provided.

County Not Specified

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	1	5.6	100.0
Total	18	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	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

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

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

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	18	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	14	77.8	77.8
Somewhat Agree	2	11.1	88.9
Neutral	1	5.6	94.4
No Response	1	5.6	100.0
Total	18	100.0	

County Not Specified Comments

Most Valuable Part of Review

Ability to express fears/concerns-advice on handling problems.
Being happy with what was said.
Discussion of the treatment plan & the overall health of baby.
General discussion re: youth's progress. The reviewer truly cares about these kids and making sure their needs are met.
Good sharing of information-all parties were able to express their thoughts & feelings.
Her progress. Talking about the feelings she has concerning coming home and how they can help her achieve success.
The reviewer did a nice job reviewing the case, current needs and goal. The reviewer's reviews ensure that the case is on track and I appreciate her monitoring.
The reviewer did a very good job of explaining the review process to all participants.
Placement.
Review of progress & history.
SSI-SSA-IVE paperwork? Needs to be looked at.
Telling people what I wanted to say.
The positive attitude.
To gain further information about client's past.
Update planning.
Visitation concerns, going home.

Suggestions for Improvement

Keep up the good work.
None. The reviewer is awesome. She does a great job every time.
The reviewer is the best reviewer we have ever had!
Well-done review.

DYC Specific Information

DYC Central

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 4: Was the youth's/child's safety, while in placement, discussed at the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 5: Were you able to express your views/concerns during the review?

	Frequency	Valid Percent	Cumulative Percent
Yes	1	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	1	100.0	100.0

DYC Denver/Central Region Comments

Most Valuable Part of Review

No comments provided.

Suggestions for Improvement

No suggestions provided.

Appendix A

10/02

CLIENT SATISFACTION SURVEY

Your participation in today's Administrative Review (known as Foster Care Review) is appreciated. Please assist us in improving our process by answering the following questions.

ROLE: (Circle one)

A. Parent	B. Youth/Child	C. Foster Parent	D. Caseworker/Client Manager
E. Supervisor	F. GAL	G. Kinship Provider	H. Other Provider
I. Other _____			

The purpose of today's review was to discuss the safety, permanency and well being of the youth/child in out-of-home placement.

1- Was the permanency goal for the youth/child discussed during the review?	YES	NO
2- Was progress, or lack of progress, toward reaching that goal discussed during the review?	YES	NO
3- Were the youth's/child's needs, while in placement, discussed during the review?	YES	NO
4- Was the youth's/child's safety, while in placement, discussed during the review?	YES	NO
5- Were you able to express your views/concerns during the review?	YES	NO

6- Did you find the review valuable? (Circle one response)
 Strongly agree Somewhat agree Neutral Somewhat disagree Strongly disagree

7- Please list the most valuable parts of today's review:

8- Please list suggestions to improve today's review:

Your name (optional) _____

Thank you for your time and comments!
 (Español en la otra cara)