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Administrative Review Division

Internal Client Satisfaction Survey

2004



Colorado Department of Human Services

people who help people

Administrative Review Division
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¹ located in I:\X-Quality\Surveys\Internal 2004\InternalSatisReport2004

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Administrative Review Division Internal Survey Report

2004

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 September and October 2004. 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 2004 findings with results from previous surveys (1998 through 2003); and county and Department of Youth Corrections-region specific data and comments.

Executive Summary

Of the 560 surveys distributed, 305 were returned. In 2003 and 2004, there were significantly fewer surveys distributed than in prior years. While the number of surveys given to each reviewer for distribution was the same as in previous years (40), the 2003 staff reduction resulted in fewer reviewers to distribute surveys. The 2004 return rate (55%) was lower than return rates in most previous years (2003, 58%; 2002, 59%; 2000, 56%; 1999, 58%) but higher than rates in 1998 (52%) and 2001 (50%).

The largest proportion of surveys returned (44%) was completed by Caseworkers/Client Managers (N=134). 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 12% (Foster Parents, N=37) to a low of 1.6% (CASAs, N=5). Two (0.7%) respondents did not specify their role. In addition, the Ten Large counties accounted for the vast majority of the surveys (N=216, 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 2005 (as it was 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=301) of the reviews.

Question 2

- Progress, or lack of progress, towards the permanency goal was discussed in 97% (N=297) of the reviews.

Question 3

- The needs of youth/children in placement were discussed at 99% (N=301) of the reviews.

Question 4

- The safety of youth/children in placement was discussed at 97% (N=295) of the reviews.

Question 5

- Participants felt they were able to express their views/concerns in 99% (N=302) of the reviews.

Question 6

- 83% (N=252) of the respondents indicated that the reviews were worthwhile (59% Strongly Agreed; 24% Somewhat Agreed). These results are slightly more favorable than last year, when 81% of respondents indicated reviews were worthwhile (52% strongly agreed and 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. Ability to be updated on case status and details of child's care.
3. Getting input from and hearing the perspectives of all parties, including the encouragement of the child's input.
4. Reviewer's concern for and focus on the child's needs and well-being.
5. Professionalism/knowledge/experience/helpfulness/thoroughness of the reviewers.
6. Reviews conducted in respectful manner.
7. Creation of a non-threatening atmosphere that facilitates open discussion.
8. Reviews create method of accountability and a push for permanency.

Suggestions for Improvement:

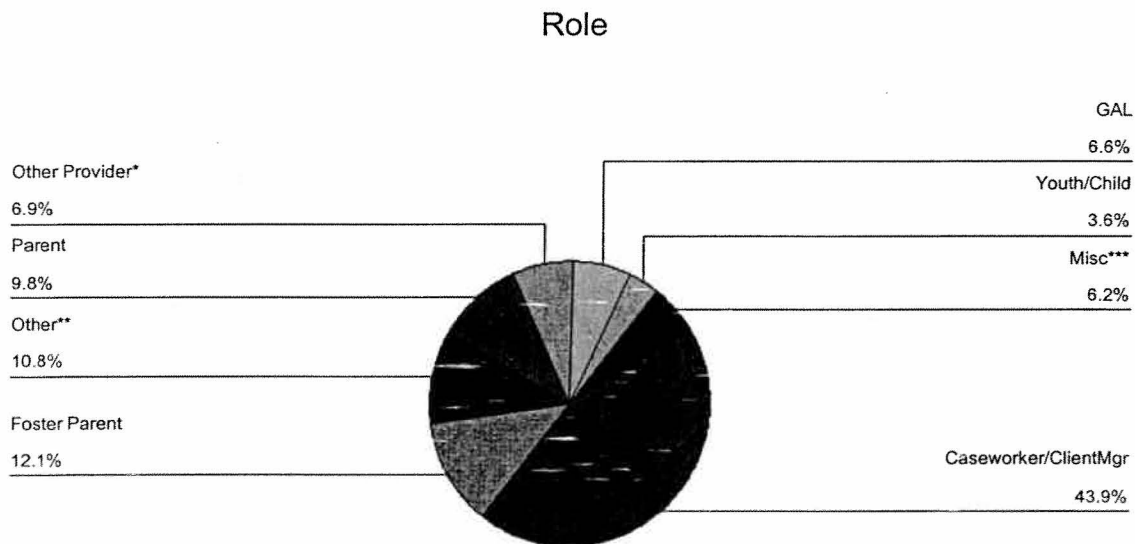
1. Need for all relevant parties (i.e., parents, child, GAL) to attend.
2. Need to engage the child more, get more input from the child.
3. Scheduling issues (need to give more options, provide advance notice of meeting).
4. Requests for more time and earlier notification of reviews.

Statewide Information

Statewide Rate of Return by Participant

Rate of Return by Participant Role

	Frequency	% of Total
Caseworker/Client Manager	134	43.9
Foster Parent	37	12.1
Other	33	10.8
Parent	30	9.8
Other Provider	21	6.9
GAL	20	6.6
Youth/Child	11	3.6
Supervisor	6	2.0
Kinship Provider	6	2.0
CASA	5	1.6
None Specified	2	.7
Total	305	100.0



*"Other Provider" typically refers to providers at group homes, residential treatment centers, and regional child care facilities.

**"Other" was an open category that asked respondents to specify their role. Roles specified included therapists, psychiatrists, foster home and CPA supervisors, and probation officers among others.

***"Misc." = miscellaneous, and comprises approximately 6% of respondents. It is a combination of the following categories: Supervisor (2%), Kinship Provider (2%), CASA (1.6%), and None Specified (0.7%).

Number of Responses by County/Region

Category	County/Region	N	% of Total N
Ten Large Counties	Adams	19	6.2%
	Arapahoe	20	6.6%
	Boulder	13	4.3%
	Denver	37	12.1%
	El Paso	25	8.2%
	Jefferson	14	4.6%
	Larimer	19	6.2%
	Mesa	28	9.2%
	Pueblo	16	5.2%
	Weld	25	8.2%
	Category Total	216	70.8%
Mid-Size Counties	Alamosa	4	1.3%
	Broomfield	5	1.6%
	Chaffee	4	1.3%
	Douglas	1	0.3%
	Eagle	1	0.3%
	Fremont	13	4.3%
	Garfield	3	1.0%
	Logan	4	1.3%
	Montezuma	6	2.0%
	Morgan	6	2.0%
	Otero	3	1.0%
	Rio Grande	1	0.3%
	Saguache	2	0.7%
	Teller	3	1.0%
	Category Total	56	18.4%
Balance of State	Bent	2	0.7%
	Elbert	3	1.0%
	Grand	3	1.0%
	Lincoln	5	1.6%
	Yuma	3	1.0%
	Category Total	16	5.3%
DYC Regions	DYC Central	8	2.6%
	Category Total	8	2.6%
Not Specified	Not Specified	9	3.0%
Overall Total		305	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	301	98.7	98.7
No	4	1.3	100.0
Total	305	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	297	97.4	97.4
No	8	2.6	100.0
Total	305	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	301	98.7	98.7
No	4	1.3	100.0
Total	305	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	295	96.7	96.7
No	10	3.3	100.0
Total	305	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	302	99.0	99.0
No	2	.7	99.7
No Response	1	.3	100.0
Total	305	100.0	

Question 6: Did you find the review valuable?

	Frequency	Percent	Cumulative Percent
Strongly Agree	180	59.0	61.9
Somewhat Agree	72	23.6	86.6
Neutral	35	11.5	98.6
Somewhat Disagree	3	1.0	99.7
Strongly Disagree	1	.3	100.0
Total	291	95.4	
No Response	14	4.6	
Total	305	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?” Two hundred forty (79%) respondents answered question 7 .

There were 125 responses regarding how the review could be improved (question 8). Of these, 60 were some rendition of “NA,” “none,” “nothing,” “no suggestions,” or “no improvements.” Another six said “none” or “nothing” but added positive comments about the reviewer. Fourteen respondents gave only positive comments about the reviewer or how the review was conducted, and two respondents provided neutral, general statements. The remaining 43 respondents gave suggestions for improvement, the majority (13, 30%) of which focused on ensuring that all relevant parties attend the review.

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: 1998-2004 ARD Client Satisfaction Surveys

State-Wide Responses

	1998	1999	2000	2001	2002	2003	2004
Surveys Distributed	493	486	760	840	800	560	560
Surveys Returned	257	281	428	423	471	326	305
Return Rate	52%	58%	56%	50%	59%	58%	55%

Question 1

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

	1998		1999		2000		2001		2002		2003		2004	
	N	%	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	301	98.7
No	1	0.4	3	1.1	2	0.5	2	0.5	3	0.6	2	0.6	4	1.3
No Response	1	0.4	2	0.7	1	0.2	2	0.5	1	0.2	0	0.0	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		2004	
	N	%	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	297	97.4
No	4	1.6	1	0.4	2	0.5	9	2.1	3	0.6	1	0.3	8	2.6
No Response	1	0.4	0	0.0	1	0.2	8	1.9	1	0.2	1	0.3	0	0.0

Question 3

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

	1998		1999		2000		2001		2002		2003		2004	
	N	%	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	301	98.7
No	0	0.0	1	0.4	3	0.7	3	0.7	2	0.4	2	0.6	4	1.3
No Response	1	0.4	1	0.4	1	0.2	7	1.6	1	0.2	0	0.3	0	0

Question 4

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

	1998		1999		2000		2001		2002		2003		2004	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	*	*	*	*	*	*	*	*	461	97.9	315	96.6	295	96.7
No	*	*	*	*	*	*	*	*	8	1.7	8	2.5	10	3.3
No Response	*	*	*	*	*	*	*	*	2	0.4	3	0.9	0	0.0

* 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		2004	
	N	%	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	302	99.0
No	2	0.8	1	0.4	3	0.7	5	1.2	4	0.8	1	0.3	2	0.7
No Response	6	2.3	1	0.4	2	0.5	5	1.2	3	0.6	1	0.3	1	0.3

Question 6

Did you find the review worthwhile?

	1998		1999		2000		2001		2002		2003		2004	
	N	%	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	180	59.0
Somewhat Agree	60	23.3	76	27.0	110	25.7	98	23.2	131	27.8	94	28.8	72	23.6
Neutral	27	10.5	14	5.0	19	4.4	17	4.0	54	11.5	37	11.3	35	11.5
Somewhat Disagree	6	2.3	6	2.1	6	1.4	10	2.4	5	1.1	5	1.5	3	1.0
Strongly Disagree	9	3.5	6	2.1	8	1.9	3	0.7	6	1.3	4	1.2	1	0.3
No Response	10	3.9	7	2.5	11	2.6	14	3.3	16	3.4	16	4.9	14	4.6

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	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	19	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	19	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	10	62.5	62.5
Somewhat Agree	4	25.0	87.5
Neutral	2	12.5	100.0
Total	16	100.0	

Adams County Comments

Most Valuable Part of Review

1) Professionalism, neutrality & impartiality of the reviewer.2) Information shared allowed everyone to be updated on current status of the case.
Being able to touch base with all parties to ensure all needs are being met.
Discussing the big picture, discussing program goals.
Having the reviewer ask the client her opinion and feelings with understanding and compassion.
Information from foster father.
Reviewer's reviews are always very thorough.
Reviewer was open and covered all the necessary criteria to do a well organized foster care review.
My safety and adoption.
Permanency planning.
Processing discussing goals, understand the family and what I as a present educator is doing.
Reviewer very open to my comments & she offered info that was helpful.
Sharing latest case information.
Status of child's progress.
The overall view of the case in general as well as the way the reviewer facilitated the meeting.
The reviewer was extremely focused during the meeting. She was interested in everyone's opinions and feedback especially the child's.
Touching base concerning child's needs.

Suggestions for Improvement

Appreciated reviewer's ideas and support.
Could not be better. Reviewer does a great job!

Alamosa 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	4	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	4	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
Valid Yes	3	75.0	75.0
No	1	25.0	100.0
Total	4	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	3	75.0	75.0
Neutral	1	25.0	100.0
Total	4	100.0	

Alamosa County Comments

Most Valuable Part of Review

I felt the review was one of the least intimidating of most of the previous ones. <input type="checkbox"/>
Child's future plan for the next year.
Medical.
Willingness to seek SSI if needed to meet child's medical needs.

Suggestions for Improvement

When I received a summary, I had a question concerning permanency goals for child. During the meeting it was stated there was no longer a chance for reunification and I should have followed up to disagree with this and should have explored it in more depth.

Arapahoe 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

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

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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	20	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	12	60.0	60.0
Somewhat Agree	5	25.0	85.0
Neutral	3	15.0	100.0
Total	20	100.0	

Arapahoe County Comments

Most Valuable Part of Review

Clarifying child's and my concerns and feelings of child's specific and overall well being!
Discussion and also having the youth present.
Explained fully all the questions and concerns I had.
Getting caught up on the current situation.
Giving client opportunity to express concerns if any about placement and reassuring family that plan for client to return home is on track.
Hearing clients report on progress.
Hearing the youth speak about what he needs and being able to convey that clearly and seeing mom's support.
I used this review as information meeting as well. So, that perspective placement could get information. Killed 2 birds with 1 stone.
Knowing what is going to happen and what progress still needs to be done.
Learn what to look for & include in the file and in Trails.
More info on case past came out.
Not only was it helpful for me as an update with the caseworker but the reviewer did express concerns and really did seem to care what was being done.
Open discussion about child's long term issues & strategies to get his attention. Good feedback for caseworker.
Progress kids had made. Review of permanency plan.
The child's mental and emotional needs.
The child felt she had a role in the planning.
The detail that was demonstrated re: past and current events.
To know that child hasn't missed any issues that may need to be addressed.

Suggestions for Improvement

Ask both parents if possible to attend.
Reviewer was great in relating to clients & parents, asked appropriate questions and clearly a good understanding of the whole process.
Give a few time slots to choose from instead of stating when it will be.
Have a specific format.
None. Reviewer is knowledgeable & skilled. He brings up pertinent issues & is consistent in term of expectations.

Bent 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
Somewhat Agree	1	50.0	50.0
Neutral	1	50.0	100.0
Total	2	100.0	

Bent County Comments

Most Valuable Part of Review

All information reviewed was accurate & I have been informed of any concerns or changes prior to this review. The child's needs are being met daily.

Suggestions for Improvement

No suggestions provided.

Boulder 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	13	100.0	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	9	75.0	75.0
Somewhat Agree	3	25.0	100.0
Total	12	100.0	

Boulder County Comments

Most Valuable Part of Review

All parties in the same room talking about the same child, getting on the same page.
Clear picture of the longer term progress.
Discussion of beginning to explain the adoption to the child.
General information.
Getting team together to review.
Good info. Starting to work w/ grandparents towards adoption.
I've worked with this reviewer in several counties and he always does a good job -efficient, clear and personable.
Child's neurological.
Opportunity to have everyone together to talk about child needs & plans, etc.
Reviewer does great job keeping everyone on track and getting through review.
Reviewing goals, getting ideas to speed up ICPC process.
Solidified placement goals and strategies.
Understanding future goals of consumer. Affirming needs & progress.

Suggestions for Improvement

No suggestions provided.

Broomfield 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	5	100.0	100.0

Broomfield County Comments

Most Valuable Part of Review

Clarifying custody matter that was sent out by state.
Discussing with family their view of progress towards permanency goal and services provided.
For everyone involved in consumers care are sitting face to face to relay information concerns or needs.
Review like this keeps every one in child's life on the same track.
The needs of the child.

Suggestions for Improvement

No suggestions provided.

Chaffee 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	4	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	4	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	75.0	75.0
No	1	25.0	100.0
Total	4	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	3	75.0	75.0
Neutral	1	25.0	100.0
Total	4	100.0	

Chaffee County Comments

Most Valuable Part of Review

Emancipation goals.
Gives me an idea of how I'm managing the case.
Knowing my daughter is being cared for and getting the help she needs.
Update status.

Suggestions for Improvement

No suggestions provided.

Denver 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	36	97.3	97.3
No	1	2.7	100.0
Total	37	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	

Denver County Continued

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

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

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	19	52.8	52.8
Somewhat Agree	11	30.6	83.3
Neutral	5	13.9	97.2
Somewhat Disagree	1	2.8	100.0
Total	36	100.0	

Denver County Comments

Most Valuable Part of Review

All parties were available, present and by teleconference. NY is doing an excellent job supervising an adoptive home.
Allowing the provider to voice her opinions about the need of the children.
Ask to discuss the case and get positive feedback. Reviewer is great to work with.
Details, explanations, and discussion of requirements.
Everyone worked well together.
Having everyone sit down and discuss case together.
Having everyone there to review the case & future permanency plan.
Helping father extend visits and have less supervision.
Helping relative understand the case. Reviewer rocks!
I'm very much in favor of foster care reviews. Today went well.
I learned that the court holds or needs to hold periodic reviews of my child's case. I was unaware of this.
Knowing child is in good place in school, homework, Westernaires, piano, guitar etc.
Make the worker make sure the file is complete and up to date.
Making sure all parties are on the "same page."
My first foster care review. Found it helpful to touch base w/ all involved. Beneficial for mother of child to hear from all professionals.
Permanency goals for child.
Reviewing the permanency goal for the child. The goal has been kinship adoption, but will be changed to legal guardianship through APR. This new goal remains in the best interest of the child.
Reviewing the progress toward the goal of adoption since the last review.
Statement of mom's responsibilities in order to get child back.
Support in the decisions that had been made & suggestion on how to follow up with specific concerns.
Talking about the case.
The fact that the Denver workers were so competent.
The mother's visitation and reviewer compliance with her plan.
The well-being of our child and if we had any concerns.
This was a great opportunity for the professionals to have the chance to discuss progress towards our permanency goal.
Westernaires, homework, piano, dance, great work.
Where we are in the adoption process.
While reviewer was able to state what areas he had concerns about he was very caring and supportive to the other caregivers and social worker.

Suggestions for Improvement

If when these reviews continue, if there could be more info on the child/children's background. Especially when it is requested for.
More time talking the case not everything else.
None-reviewer is very thorough. I specifically sign up for reviews with him because he is consistent and

follows the administrative review instrument.

None. The reviewer was courteous and explained reasons for all dings.

Sometimes, I think it would be helpful for the caregiver to come away w/things they have done well and things that need to be worked on also.

Updated information of requirement changes.

Worker states the next step in process and yet does not say when it will take place. What should be addressed is that all we hear is funds are limited. I suggest that the worker promptly moves through the things that need to be done and get the child out.

Douglas 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 Disagree	1	100.0	100.0

Douglas County Comments

Most Valuable Part of Review

[REDACTED]

Discussing child's future placement when he turns 21. Nothing was resolved. Discussing child's needs not being met. Nothing was accomplished.

Suggestions for Improvement

[REDACTED]

Have the correct mtg. time on the invitation notice. Only had 1/2 hour w/ caseworker.

Eagle 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

Eagle County Comments

Most Valuable Part of Review

[Redacted]

Discussing progress/future of the family.

Suggestions for Improvement

[Redacted]

None. Reviewer was great!

Elbert 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	2	66.7	66.7
No	1	33.3	100.0
Total	3	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

Elbert County Comments

Most Valuable Part of Review

Going over things with the provider.
Talked about family and circumstances of her home life before placement.
The support for the adolescent by a team.

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	25	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	96.0	96.0
No	1	4.0	100.0
Total	25	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	96.0	96.0
No	1	4.0	100.0
Total	25	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	25	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	25	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	12	52.2	52.2
Somewhat Agree	8	34.8	87.0
Neutral	3	13.0	100.0
Total	23	100.0	
Missing	2		
Total	25		

El Paso County Comments

Most Valuable Part of Review

Ability to catch up on all the details of child's care.
Auditing the case file before the review.
Bringing all parties together to update on the case.
Discussed progress toward permanency, visitation plans and problems, current services and future steps.
Discussing emancipation planning.
Discussing with the parent which direction the case could take depending on progress.
Everyone had the opportunity to express their opinions and views on the current placement.
Getting all parties up to speed on the case.
Having the therapist present at the FCR & discussing how the child was doing in therapy.
I always find the reviews by the reviewers for our county helpful. They are very thorough and reviewer always has some suggestion that no one has thought of that ends up being helpful towards permanency for the child.
I find FCR's useful to get an update on the case and an outside objective opinion.
It was helpful to have another professional opinion on this case. Brought up questions that I hadn't thought about.
Knowing everything is being regulated and that if there was a problem there are ways to get them resolved.
Listening to make sure that the foster parents are doing their role in helping to meet the child's needs.
Making sure file up to date.
Permanency, therapeutic interventions.
Recognized the goals of our child. Recognized the lack of funds from me in order to support our child with services when the system says I made too much money.
Reviewer's helpfulness & openness is great, does well with the family & hearing their needs.
Suggestions from the reviewer on providing future assistance to the client family.
The care of the child. Ultimate goal "well being of the child." And permanent placement.
The support & interest of the person in charge of the review.
The therapist input.

Suggestions for Improvement

A detail action plan to meet the goal.
All parties were not present.
Attendance by more involved in the case.
Good review, thorough, engaged all participants in a helpful and supportive manner.
None. If possible recognized that the system looks at the areas that are inadequate. They should look at how much the take home pay was in order to recognize the needs of services for our child.
Reviewer spent time lecturing the birth mother on the things she needed done and brought up past grief and loss issues that were somewhat inappropriate for the FCR setting.
This reviewer is outstanding! He addresses the review in a highly positive constructive manner. As a result, there are not any suggestions to be forwarded.

Fremont County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	11	84.6	84.6
No	2	15.4	100.0
Total	13	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	69.2	69.2
No	4	30.8	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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	11	84.6	84.6
No	2	15.4	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	12	92.3	92.3
No	1	7.7	100.0
Total	13	100.0	

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	6	46.2	46.2
Somewhat Agree	3	23.1	69.2
Neutral	2	15.4	84.6
Somewhat Disagree	1	7.7	92.3
Strongly Disagree	1	7.7	100.0
Total	13	100.0	

Fremont County Comments

Most Valuable Part of Review

Adolescent mom and kinship provider were able to talk and were given undivided attention by the reviewer.
Having all the parties together to discuss a recent issue.
Knowing that soon my son will be able to come home because of the great service and expertise of social services.
Letting the girls discuss their concerns. To hear what the social worker has gotten or hasn't gotten done. <input type="checkbox"/>
May be getting emancipated.
Overview of case was beneficial due to status of case.
Son's health issues.
The assembling of interested parties/providers in an atmosphere where progress and cooperation can be discussed.
The caring attitude of the caseworkers involved. The working towards getting the family back together.
To hold youth accountable for recent behavior.

Suggestions for Improvement

Be prepared.
GAL & probation were missing so their input wasn't available.
Have GAL there.
I wish guardian had shown up.
It's to bad that more people were unable to be there.
Should have openly discussed the termination.
Today, we had a child psychologist attend. Perhaps such providers could be more strongly encouraged to attend a foster care review.
Try to engage the child more to get feedback about what would make placement better and to take responsibility for what their part is in making success difficult.

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	3	100.0	100.0

Garfield County Comments

Most Valuable Part of Review

Clarifying the goal.
Reviewer was able to reinforce the need for youth to remain sober. Great at picking up any family dynamics. Understanding ways to approach family.

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	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	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
Somewhat Agree	2	66.7	100.0
Total	3	100.0	

Grand County Comments

Most Valuable Part of Review

Discussion of bio mom regarding her input. Appropriate conversation with daughter.
Having everyone together in one place to catch up.
I was able to actually get to see and speak to my foster child's mom. It seemed some things were aired but still a little confusing of what my role is now mom is out and wants to be more involved.

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	14	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	14	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	14	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	14	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	14	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	11	78.6	78.6
Somewhat Agree	3	21.4	100.0
Total	14	100.0	

Jefferson County Comments

Most Valuable Part of Review

Another way to give clients feedback about their progress in a case from an outside perspective.
Reviewer is wonderful and so respectful of all clients.
Family had feedback.
Future plans, goals and available resources.
Having a "new" face review the file. New people sometimes have ideas that c/w and daily staff may not have.
Hearing where the case was w/regards to adoption.
Reviewer was very thorough about reviewing services for both parent and child. He really seemed to have the child's best interest at heart.
Knowing permanency goal & court objectives.
My discharge date.
Reviewer's availability to explain information to parents & keep mother from becoming escalated.
The success of this case at this point.
The suggestions made for possible placement and resolution. Seeing a real concern for child's well being.
The support needs for discharge.

Suggestions for Improvement

Allow child welfare staff to explain verbally about the case rather than being so dependent on paperwork. Paperwork does not always do the family and/or caseworker justice on all the work that is completed on any case.

Larimer 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	19	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	19	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	14	73.7	73.7
Somewhat Agree	2	10.5	84.2
Neutral	3	15.8	100.0
Total	19	100.0	

Larimer County Comments

Most Valuable Part of Review

All participants were present to include: bio parent, foster parent, current cw and new cw, gal and myself. Let's hope to see a successful reunification.
Allowing child to voice her opinion.
As a new caseworker I find there is so much to learn; this is a good learning experience.
Discussing child's future.
Discussing child's progress and where he stands right now, and what his interest are.
Discussing the need for contact w/ parents when they refuse to be involved.
Discussion of child's needs for perm plan.
Everyone especially the families is given the opportunity to discuss their feelings about the case.
I was able to get my thoughts and goals heard and considered.
Info on current situation- transition planning.
Meeting the new caseworker.
Sharing information regarding future goals for child.
The child's continuing medical/physical needs and his great bond w/ foster mom. Got to meet XXX.
The new direction for additional help for child for more therapy.
Update on progress of parents & child.
Updated info re case status.
Updates/Goals.

Suggestions for Improvement

A little more consistency in interpreting the rules.
I don't think it could have been better. I was able to speak my mind and get points across.
No suggestions for review. Thank you for all the help we are getting for all three children.
With the adults I had at this review, I was very happy. Nice and understanding folks with me. Thank you very much.

Lincoln 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	3	75.0	75.0
Somewhat Agree	1	25.0	100.0
Total	4	100.0	

Lincoln County Comments

Most Valuable Part of Review

An Informal staffing to discuss case progress and issues that have come up.
Knowing there is someone out there that cares about what is happening with the children in placement is what helps us foster parents, work as a team.
Parents inquired about financial matters and honestly related comments to Reviewer regarding DSS personnel biases and objectivity lack there of.
We were finally heard by the caseworker.

Suggestions for Improvement

I feel at this review no suggestions are needed.
I think it was good.

Logan 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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	4	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	3	75.0	75.0
Somewhat Agree	1	25.0	100.0
Total	4	100.0	

Logan County Comments

Most Valuable Part of Review

Determine a return date, knowing that all efforts towards child have been sincere & productive.
Discussing child's future.
Talking about the long-term goals of the case and how progress has been made.
The positive work w/ bio parent.

Suggestions for Improvement

Continue support for bio parent.
Don't have any at this time.

Mesa County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	27	96.4	96.4
No	1	3.6	100.0
Total	28	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	26	92.9	92.9
No	2	7.1	100.0
Total	28	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	26	92.9	92.9
No	2	7.1	100.0
Total	28	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	26	92.9	92.9
No	2	7.1	100.0
Total	28	100.0	

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

	Frequency	Valid Percent	Cumulative Percent
Yes	27	96.4	96.4
No	1	3.6	100.0
Total	28	100.0	

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	11	42.3	42.3
Somewhat Agree	9	34.6	76.9
Neutral	6	23.1	100.0
Total	26	100.0	

Mesa County Comments

Most Valuable Part of Review

Being able to hear what is going on in other parts of the treatment plan.
Check off of client responsibilities toward treatment plan. Check off of concerns by caseworkers. Review of incomplete plan elements.
Clarification of what needs to occur in the team meetings in future.
Discussed action steps needed to address permanency for the child with relatives and then with foster care provider.
Discussing permanency.
Everyone coming together and getting on the same page.
Feedback.
Having the child present to hear/contribute to the discussion about her case.
I found the caseworker made something up and will not turn over half the paperwork that never got turned over to my attorney.
Input on views on how I can improve.
Meeting in agreement.
Meeting with the parent and getting a clear idea of case direction and progress.
Returning child to me.
Reviewer has long time knowledge of the case and has understood the frustration of dealing with ICPC in CA on this case. Reviewer keeps us on our toes!
Reviewer's style is conducive to cooperation stays on track, holds people accountable.
Safety of child, what needs to still be accomplished talk of time-lines.
Shared update on case.
That I was informed their was a review.
That the bio mother attended.
Timeline to return or reunification. Father's role and progress.
To address a reunification plan.
Today's meeting was not beneficial to me. Since we have a new caseworker it did provide an opportunity to report on the progress of the children.
Treatment team able to update each other on status of services.
We finally got an estimated time child would return home. <input type="checkbox"/>
We talked about my group therapy and getting me into individual therapy.
When we talked about how well child was doing.

Suggestions for Improvement

As case manager I have visited the children & provider this month. She and I just repeated same info for FCR.
Attendance by client and foster parent.
Client needs to do what she says she is going to do when she tells us.
Inviting client to express concerns (this client did express a problem). If case is moving in a positive direction, I believe it beneficial to indicate where the clients stand against the plan and a prognosis of eventual success.
it would be most helpful if our FCR process could somehow pressure ICPC in other states to perform needed tasks and submit required reports!
More info before hand.
Only 3 members of the team attended. Reviews are always improved by attendance by all the team members.
Reviewer is great!
Snacks.

Montezuma 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	3	50.0	50.0
Somewhat Agree	3	50.0	100.0
Total	6	100.0	

Montezuma County Comments

Most Valuable Part of Review

Discussion of progress.
Expressing concerns I have with some of my foster child's behavior and the constant need to correct, possible attachment disorder. Also, my concerns that consistency in discipline needs to continue long term.
Letting all see how well she is doing. To see goals are being addressed.
The interaction between me and different parties.
The youth's strengths vs. weaknesses and the preparation needed for emancipation.

Suggestions for Improvement

More personal discussion.

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

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	3	50.0	50.0
Somewhat Agree	2	33.3	83.3
Neutral	1	16.7	100.0
Total	6	100.0	

Morgan County Comments

Most Valuable Part of Review

Expressing the youth's view and concerns.
Going over concerns, good or bad, not being judged, no pressure.
XXX being open.
Needs of child and future planning. The review was very good!
Placement, graduation.

Suggestions for Improvement

Have me there when it happens.
That there was more time.
There are sure a lot more requirements for caseworkers & the loads are not getting smaller.

Otero 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	2	66.7	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	50.0	50.0
Somewhat Agree	1	50.0	100.0
Total	2	100.0	

Otero County Comments

Most Valuable Part of Review

Review process allows involved parties to express their complaints & concerns regarding the care & management of the FC child(ren). Also compels CW to get file up to date.
The paperwork that was missing in the record that I did not know about.

Suggestions for Improvement

Reviewer is very thorough which is a curse & blessing at the same time! No suggestion for improvement.

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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	16	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	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	16	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	16	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	10	62.5	62.5
Somewhat Agree	2	12.5	75.0
Neutral	4	25.0	100.0
Total	16	100.0	

Pueblo County Comments

Most Valuable Part of Review

All areas of plan discussed. Reviewer included CPA worker by phone.
Childs welfare on learning her behavior, respect, and goals.
Clear plan as to how to pursue kids future.
Covered all areas to ensure safety of the child.
Discussing the case plan. Getting all parties on the same page.
Discussion on progress etc. Getting everyone's input is always nice. Everyone was very informal & comfortable.
Discussion w/ parent's and/or caregiver with the reviewer to address concerns.
Ensuring everything has been addressed and for ideas.
Kinship provider was able to express their issues w/ DSS, parent, and ct. system. We're able to get a better understanding of the ct and state process with children in care.
Reviewer suggested reviewing IV-E claimability.
Reviewer was very knowledgeable in his job, explained the process of the review and communicated well with the client & other professionals involved.
Reviewer was open & interested in what info was presented. Always enjoy reviews & the reviewer. We may not always agree but at least he hears what is said.
The reviewer-courteous.

Suggestions for Improvement

Review held today went smoothly.
Sometimes FCR become redundant and yet they are necessary. Perhaps knowing if you've already covered portions and not covering again. Thanks to the reviewer!

Rio Grande 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

Rio Grande County Comments

Most Valuable Part of Review

That our child had the chance to express his experience in our house. Also that we were very happy to have a awesome caseworker & supervisor for our child.

Suggestions for Improvement

Try to make it a mandatory for family or parents to attend, so they could realize how good foster parents are to this child.

Saguache 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

Saguache County Comments

Most Valuable Part of Review

[Redacted]

Reviewer is great! He does a wonderful job & provides us with valuable information.
The progress the child has done while in my home and my adopting him.

Suggestions for Improvement

[Redacted]

Today's review was done to my satisfaction.

Teller 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
Somewhat Agree	2	66.7	100.0
Total	3	100.0	

Teller County Comments

Most Valuable Part of Review

Father was encouraged able & allowed to speak. Mother & grandfather asked questions-felt heard. Talked with reviewer before meeting-adoption delays to be addressed.

Its refreshing to know that the state rep who is more informed of what my sons caseworker should be doing is insuring his needs are being addressed.

Preparation for the review prompted CW to ensure the file/trails has been updated & timelines are being adhered to.

Suggestions for Improvement

Often I do not get notice of the reviews! When notified it is sometime the night before, or day of review & I'm usually scheduled for other meetings. I do not know if the family is being given notice either. Some caseworkers do some don't notify anyone!

Weld County

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

	Frequency	Valid Percent	Cumulative Percent
Yes	25	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	25	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	25	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	25	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	25	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	16	66.7	66.7
Somewhat Agree	6	25.0	91.7
Neutral	2	8.3	100.0
Total	24	100.0	

Weld County Comments

Most Valuable Part of Review

Child has thought out answers and sincerity.
Reviewer is very knowledgeable and professional and keeps the process focused. With the focus I'm better able to see my cases in a more objective manner. I've learned a lot about case file requirements and federal & state specific wordings.
Communication provided for the community center board representative for information for their waitlist. Important for planning.
Discussing & reviewing all aspects. Reviewers understanding of the child's specific needs.
Ensures all documentation requirements are being met and government timeframes are appropriate.
Good to hear update from foster parent.
Having foster parents' input on discussing the case and plan for the child.
Having input from foster parents, case managers and therapist involved in the case with having 4 siblings in 3 different placements.
Hearing how child's attitude was and how it was handled.
I feel the social worker had very good input and was on top of everything that was discussed. Good job XX.
If we had problems or concerns w/ the case (which we don't, reviewer is great!) this would be a good time to share these.
Knowing all needed paperwork is complete.
Learned about siblings.
Needs for CCB for future adult services & funding.
Overall plan to return child home.
Parent's attendance.
Review was very good.
Talking to the family and discussing the goal for the child.
The change or possible change in the permanency plan.
The opportunity to ask the state reviewer about the permanency process. Get the updates from county caseworker.
The reviewer is very nice, courteous, thorough, etc.
To review the progress of case and to know plan for the future.

Suggestions for Improvement

Reviewer is very helpful and thorough.
None. The foster care reviewer did a good job.
Please advise parents that the reviewer cannot change custody orders, placement, treatment plans or visitation in regards to the participants in the case. Praise parents, children, providers, probation and caseworkers for their hard work and progress.
The foster father walked out of the review and express his confusion regarding the purpose of the review and who the reviewer was/her role in the foster car process. I'm not sure if he forgot from the 1st review or it was never explained to him.

100
100
100
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100

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100
100

Yuma 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	

Yuma County Comments

Most Valuable Part of Review

Reviewer provides good information about state rules and expectations.

Hearing viewpoints from new foster parent that they are seeing same things that we saw. Reinforces what we have been thinking.

Review went smoothly & timely. Reviewer does a great job in informing of rules/regs, etc.

Suggestions for Improvement

Find out how we can make phone work for phone conferences.

County Not Specified

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

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

	Frequency	Valid Percent	Cumulative Percent
Yes	9	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	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	100.0	100.0

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

	Frequency	Valid Percent	Cumulative Percent
Yes	9	100.0	100.0

Question 6: Did you find the review valuable?

	Frequency	Valid Percent	Cumulative Percent
Strongly Agree	6	75.0	75.0
Somewhat Agree	2	25.0	100.0
Total	8	100.0	
System	1		
Total	9		

County Not Specified Comments

Most Valuable Part of Review

Able to meet and discuss case as a group.
Great all around communication.
Identifying reasons for lack of progress. Discussion w/ reviewer re options for case management.
It was valuable to have 5 people working on the case in the same room to discuss issues.
Meeting w/ mom and foster mom in a neutral environment.
Seeing that everyone involved in the case pretty much agrees with what is happening and not happening. Everyone is concerned with the baby's welfare and future.
The reviewer really stressed whether the provider or parent had a role and whose role the XX was.

Suggestions for Improvement

I appreciated the reviewer's flexibility in allowing mom & dad to discuss mutual expectations during review time.
Reviewer did an excellent job!
We could use a different room so the children can play with toys. I would like to see safety plugs in all outlets in the room we are in.

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	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	6	85.7	85.7
Neutral	1	14.3	100.0
Total	7	100.0	

DYC Denver/Central Region Comments

Most Valuable Part of Review

Helping with med issue.
Reviewer is very familiar with the case and has consistently reviewed.
Review of progress and safety.
Talking about my treatment.
The review process, the teams input.
Was great for client to have someone else compliment on progress.

Suggestions for Improvement

Reviewer does a great job and understands client's treatment needs.
Have more staff from the placement participate in this meeting including the medical team.

Appendix A

10/04

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)