

Kinship Care Family Satisfaction Survey

When parents face difficult situations, family members, other than a child's parents, often play an important role in helping to raise a child. For the purposes of this survey today, we are going to talk about kinship care. What we mean is that kinship care is the full time care, nurturing and protection of a child by adult relatives or any adult who has a long-term bond with a child.

The Office of Social Service Research and Development at the Louisiana State University School of Social Work is helping OCS and OFS improve the quality of services delivered to you. The following survey is designed to learn about your experiences.

Your answers will be anonymous and confidential.

Section 1

Please complete each item in the survey.

1. Date and Time:

2. (Do not ask, but note) What medium is used to conduct the survey?

- Face to face
- Phone
- Written
- Web based

3a. Several Agencies (such as Child Protection, OCS and OFS) and other organizations often help kinship care families with their needs, which agency helps you most of the time with kinship care?

- Office of Community Services (A.K.A Child Protection)
- Office of Family Support, Support Enforcement Services, or Child Support Services
- Louisiana Kinship Integrated Service System
- Catholic Family Services
- Local Church
- Council on aging
- Local Housing Authority
- Volunteers of America
- CASA
- Other

3b. If other, who:

4. Using a scale from 1 to 5 where one is very bad and five is very good, how well do workers from (use response from question 3a) work together with other agencies to solve your kinship care problems?

- 5. Very Good
- 4. Good
- 3. Neither Good Nor Bad
- 2. Bad
- 1. Very Bad
- Don't Know

5. If you have a question or problem related to your kinship care child, who would you most likely try to contact first for help?

- The child's parents
- another family member
- a friend
- My case worker from LA Kiss
- OCS
- OFS
- I solve problems myself
- I don't know
- Other

Section 2

1. Have you ever talked with a worker from the Office of Community Services (OCS) about kinship care?

(OCS is sometimes referred to as Child Protection.)

(If no skip to Section 3.)

- No
- Yes
- Don't Know

2. How often do you talk to or meet with a worker from OCS?

- Never
- Once, or a few times a long time ago
- At least once a year
- At least once a month
- Several times a month
- At least once a week
- Several times a week

3. The word consistent means something usually happens on a regular basis and is predictable. If the quality of service provided by an agency changes greatly from worker to worker or if the service provided a single employee changes a lot from day to day, then service is inconsistent. On a scale of 1 to 5 where 1 is very inconsistent/unpredictable and 5 is very consistent/predictable, how consistent is the service provided by different workers at OCS?

5. Very Consistent
4. Consistent
3. Neither consistent/ nor inconsistent
2. Inconsistent
1. Very inconsistent

4. On a scale of zero to 100, where 100 is extremely satisfied and zero is extremely dissatisfied, how happy are you with the service OCS has provided?

(If Not Applicable, type in 999.)

5. If you need to contact someone from OCS to help you, how do you contact them most of the time?

- By phone
- They visit me
- Go to the agency office
- By mail
- By email
- I would not contact them
- Don't know
- Not applicable

6. If you have a question, how long does it take a case worker from OCS to answer your question most of the time?

- Instantly
- One day
- Two days
- Three days
- Approximately One Week
- Approximately Two Weeks
- Approximately Three Weeks
- Approximately One Month
- Longer than One Month
- Never
- N/A

7. On a scale of 1 to 5 where 1 is very bad and 5 is very good, rate the quality of service OCS provides you if you have a kinship care emergency during the evening or on weekends.

5. Very Good
4. Good
3. Neither Good/ nor Bad
2. Bad
1. Very bad
- Don't know

8. On a scale of 1 to 5 where 1 is very bad and 5 is very good, how do you feel in general about the assistance OCS has provided you? (Only mark N/A if self identify)

- 5. Very Good
- 4. Good
- 3. Neither Good/ nor Bad
- 2. Bad
- 1. Very bad
- N/A

Section 3

1. Have you ever talked to a worker from the Office of Family Support (OFS), which includes Support Enforcement Services and Child Support Services? (If no skip to Section 4.)

- No
- Yes
- Don't know

2. How often do you talk to or meet with a worker from OFS?

- Never
- Once, or a few times a long time ago
- At least once a year
- At least once a month
- Several times a month
- At least once a week
- Several times a week

3. The word consistent means something usually happens on a regular basis and is predictable. If the quality of service provided by an agency changes greatly from employee to employee or if the service provided a single employee changes a lot from day to day, then service is inconsistent. On a scale of 1 to 5 where 1 is very inconsistent/unpredictable and 5 is very consistent/predictable, how consistent is the service provided by different workers at OFS?

- 5. Very consistent
- 4. Consistent
- 3. Neither consistent nor inconsistent
- 2. Inconsistent
- 1. Very inconsistent

4. On a scale of zero to 100, where 100 is extremely satisfied and zero is extremely dissatisfied, how happy are you with the service OFS has provided you? (If Not Applicable, type in 999.)

5. If you need to contact someone from OFS to help you, how do you contact them most of the time?

- By phone
- They visit me
- Go to the agency office
- By mail
- By email
- I would not contact them
- Don't know
- Not applicable

6. If you have a question, how long does it take a worker from OFS to answer your question?

- Instantly
- One day
- Two days
- Three days
- One week or less
- Two weeks or less
- Three weeks or less
- One month or less
- More than one month
- Never
- N/A

7. On a scale of 1 to 5 where 1 is very bad and 5 is very good, how do you feel in general about the assistance OFS has provided you? (Only mark N/A if self identify)

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad
- N/A

Section 4

1. Have you heard of the Louisiana Kinship Integrated Service System (or LA KISS) program? (If no, skip to section 5.)

- Yes
- No
- Not sure

2. How often do you talk or meet with a worker from Louisiana Kinship Integrated Service System (LA KISS)?

- Never
- Once, or a few times a long time ago
- Less than once a year
- At least once a year
- At least once every few months
- At least once a month
- At least once every few weeks
- At least once a week
- Several Times a week

3. Which of the following choices best describes the purpose of La Kiss?

- To enforce the rules
- To provide kinship care children with financial assistance
- To help me care for any child in my home
- To help me with financial assistance and services for the kinship care child in my home
- Don't know

4. If you need to contact someone from LA KISS to help you, how do you contact them most of the time?

- by phone
- they visit me
- go to the LA KISS, OCS, or OFS office
- by mail
- by email
- I would not contact them
- don't know
- N/A

5. If you have a question regarding your kinship care child, how long does it take a worker from LA KISS to answer your question?

- Instantly
- One day
- two day
- three days
- approximately one week
- approximately two weeks
- approximately three weeks
- approximately one month
- longer than one month
- never
- N/A

6. On a scale of 1 to 5 where 1 is very bad and 5 is very good, rate the quality of service LA KISS workers provide you if you have a kinship care emergency during the evening or on weekends.

1. Very Bad
2. Bad
3. Neither Bad Nor Good
4. Good
5. Very Good
- Don't Know

7. In general, how do you feel about the assistance LA Kiss has provided you? (Only mark N/A if self identify.)

- extremely Good
- Good
- neither good nor bad
- Bad
- extremely Bad
- not applicable

8. In your own words, what is the purpose of the LA KISS program?

Section 5

1. On a scale from 1 to 5 where 1 is very Bad and 5 is very Good, how well do you feel workers from OCS and OFS work together to solve your kinship care problems?

5. Very Good
4. Good
3. Neither Good Nor Bad
2. Bad
1. Very Bad
- Don't Know

2. Do you feel OCS and OFS workers talk with each other about your case?

- Yes
- No
- don't know

3. Based upon your individual experience, which of the following categories best describes communication between workers for OCS and OFS:

- Very Bad
- Bad
- neither Bad or Good
- Good
- Very Good

4. How often do workers from OCS and OFS disagree about your case?

- I don't know
- Never
- Rarely
- Sometimes
- Frequently
- Constantly

5. How often do workers from OCS and OFS schedule you to be in two places at the same time?

- Never
- Rarely
- Sometimes
- Frequently
- Constantly
- Not Applicable

6. If question 4 has ever occurred, did you lose benefits because of this problem?

- N/A
- Yes
- No

7. If you previously provided kinship care to one or more children but no longer provide kinship care, which of the following choices best describes why kinship care ended?

- Parents began caring for child or children
- agency took child
- because of age or health, unable to care for child
- child became an adult
- child was out of control or creating problems
- other

8. If "other" in question 7, why did kinship care end?

Section 6

1. How many individuals live in your home?

- | | |
|----|------------|
| 1 | 11 |
| 2 | 12 |
| 3 | 13 |
| 4 | 14 |
| 5 | 15 |
| 6 | 16 |
| 7 | 17 |
| 8 | 18 |
| 9 | 19 |
| 10 | 20 or more |

2. How many natural, or biological, children under the age of 18 do you currently care for?

None	6
1	7
2	8
3	9
4	10
5	11 or more

3. How many children, born to someone else and under the age of 18, do you currently provide kinship care for?

1	11
2	12
3	13
4	14
5	15
6	16
7	17
8	18
9	19
10	20 or more

4. Besides the children you currently provide kinship care for now, how many children have you provided kinship care for in the past?

None	6
1	7
2	8
3	9
4	10
5	11 or more

5. Some people we are interviewing care for children that are in the state's custody. Of the children you care for, how many are currently in the legal custody of the state?

None	
1	11
2	12
3	13
4	14
5	15
6	16
7	17
8	18
9	19
10	20 or more

Enter the following information on the primary kinship care provider (the survey respondent)

6. First two letters of your last name: *

7. Last four digits of your Social Security Number: *

8. Date of Birth: *
(MM/DD/YYYY)

9. Enter the last four digits of the social security number of the oldest child you currently provide kinship care for:

10. First two letters of your kinship care child's last name:

11. Child's Date of Birth:
(MM/DD/YYYY)

12. How many months have you provided kinship care for this child?

13A. Conduct the Caregiver CDI for the oldest child and record it here:

13B. Caregiver Functional CDI:

13C. Caregiver Emotional CDI:

14. Conduct the CDI for the oldest child:

If you provide kinship care to only one child, skip to section 7.

Child 2 (Second Oldest)

15. Enter the last four digits of the social security number of the next oldest child you currently provide kinship care for:

16. First two letters of your kinship care child's last name:

17. Child's Date of Birth:
(MM/DD/YYYY)

18A. Conduct the Caregiver CDI for this child:

18B. Caregiver Functional CDI:

18C. Caregiver Emotional CDI:

19. Conduct the CDI for child number 2:

Child 3 (Third Oldest)

20. Enter the last four digits of the social security number of the next oldest child (the third oldest) you currently provide kinship care for:

21. First two letters of your kinship care child's last name:

22. Child's Date of Birth:

(MM/DD/YYYY)

23A. Conduct the Caregiver CDI for this oldest child:

23B. Caregiver Functional CDI:

23C. Caregiver Emotional CDI:

24. Conduct the CDI for the child number 3:

Child 4 (Fourth Oldest)

25. Enter the last four digits of the social security number of the next oldest child (the fourth oldest) you currently provide kinship care for:

26. First two letters of your kinship care child's last name:

28. Child's Date of Birth:

(MM/DD/YYYY)

29A. Conduct the Caregiver CDI for the fourth oldest child:

29B. Caregiver Functional CDI:

29C. Caregiver Emotional CDI:

30. Conduct the CDI for child number 4:

Section 7

1. What term best describes you?

- Caucasian
- African American
- Latino/Latina
- Creole
- Vietnamese
- Asian
- Native American
- Bi or multi-racial
- other

2. Specify bi-, multi-, or other:

3. Are you a certified foster parent?

- No
- Yes

4. Have you ever thought about being a certified foster parent?

- No
- Yes

5. If yes to either questions three or four, were there barriers to getting certified?

- No
- Yes, resolved
- Yes, not resolved
- Don't Know

6. Has your worker ever talked to you about being a certified foster parent?

- Yes
- No (If no, skip questions 7 & 8.)
- Don't Know

7. When did your worker first talk with you in detail about being a certified foster parent?

- within the last few days
- within the last month
- between two and six months ago
- between six and 12 months ago
- One to two years ago
- more than two years ago
- don't know

8. How many times has your worker talked in detail with you about being a certified foster parent?

- Never
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- more than 9 times

9. Did you receive adequate information about a specific child's history and problems prior to providing care for the child?

- Yes
- No
- Don't Know

10. Are you receiving money and/or financial assistance from a government agency because of care you provide for a child or children in your home?

- Yes
- No

11. Approximately how much money and/or food stamps, do you receive each month from government agencies to help with the care of a child or children in your home?

- less than \$10
- \$11-\$250
- \$251-500
- \$501-750
- \$751-1,000
- \$1,001-\$1,250
- \$1,251-1,500
- \$1,501-\$1,750
- \$1,751-2,000
- \$2,001-2,250
- \$2,251-2,500

12. How much support in the form of money and/or food stamps would be adequate to provide for the kinship care child?

\$

13. Approximately how much do you pay each month as rent or a mortgage to live in your apartment or home?

\$

14. Approximately how many hours each week do you work outside the home?