

Interim Report to the Massachusetts Legislature

Regarding Line Item 0411-1005 and Outside Section 219

**The Office of the Child Advocate (OCA) Review of
the Department of Children and Families' 2014 Parent and Guardian Survey**

OFFICE OF THE CHILD ADVOCATE

June 22, 2015

Interim Report to the Massachusetts Legislature Regarding Line Item 0411-1005 and Outside Section 219

The Office of the Child Advocate (OCA) Review of the Department of Children and Families' 2014 Parent and Guardian Survey

In 2014, as part of the General Appropriations Act for Fiscal Year 2015, the Legislature appropriated funds for the Office of the Child Advocate (OCA) to conduct an emergency review and analysis of the office management, recordkeeping, and background check procedures of the Massachusetts Department of Children and Families (DCF) pursuant to Outside Section 219. Outside Section 219 directs the OCA, in consultation with the Office of the Inspector General (IGO), to survey both clients and employees of DCF and to develop best business management practices and recommendations to ensure the improved administration of DCF relative to seven enumerated areas. In 2015, the OCA entered into a contract with an independent consultant, The Ripples Group (TRG), to assist in performing the Section 219 review, and TRG will present its comprehensive analysis and report to the Legislature by November 2, 2015.

About the Survey

In 2013, as part of the agency's commitment to assessing the impact of its work and including family perspective, DCF developed a multi-year process for gathering and incorporating parent and family feedback into DCF policy and practice. This effort includes an annual survey of parents and guardians with recent experience with DCF.

In the following fiscal year, the Legislature tasked the OCA with conducting both employee and client surveys. On March 31, 2015, the OCA filed an Interim Report with the legislature, including findings from a survey of DCF employees. A copy of the Interim Report is available on the OCA's website: <http://www.mass.gov/childadvocate/docs/interim-report.pdf>.

Given the challenges of connecting with DCF clients in the time frame specified by Section 219 and the methodological problems of conducting two surveys close in time to one another, the OCA elected to partner with DCF in surveying some of their clients, in this case parents and guardians.

The 2014 Parent/Guardian Survey contains the same set of questions as the previous year—12 Likert scaled questions (e.g. strongly disagree, disagree, agree, strongly agree), five yes-no, and three open-ended questions—as well as four questions that the OCA has added. The survey covers questions in the following areas:

- initial engagement with the family;
- DCF's communication and work style with the family;
- efforts to build family capacity and focus on family strengths;
- opportunities to engage children;
- promotion of family partnerships in service planning;
- respect for family's individuality and culture;
- access and availability of community services; and
- case closure.

Methodology

From November 5, 2014, to March 17, 2015, twelve Community Representatives from the DCF Family Advisory Committee—parents with prior DCF experience—began conducting the parent and guardian survey by telephone, in English, Portuguese, and Spanish.

The survey population consisted of 6,168 parents and guardians whose DCF cases were closed within the eight-month period ending August 31, 2014. The Community Representatives attempted to reach everyone in the survey population at least once and at most three times; in all, they were able to reach 1,722 parents and guardians¹ and receive consent from 1,157, reaching an effective response rate of 67% and an overall completed survey rate of 19%.²

Before the survey administration, DCF provided the Community Representatives with a survey ‘script’ as well as training on survey techniques in efforts to standardize administration protocols and reduce bias and measurement error. The cases with an identified primary language of Portuguese or Spanish were assigned to Community Representatives who were proficient in these languages; the remainder of cases was divided amongst the Community Representative in a randomized fashion.

The Community Representatives were paid \$30 per hour, and the total cost of Community Representatives’ labor was \$23,295. This sum, however, does not include the time spent by DCF staff to train and supervise the Community Representatives, nor does it reflect the cost of analyzing the survey by DCF, the OCA and Suffolk University’s Moakley Center for Public Management.

For both 2013 and 2014 survey administrations, DCF’s Continuous Quality Improvement Unit has managed data entry, analyzed the responses, and matched survey data to FamilyNet data³. Additionally, for this year’s administration, both the OCA and Suffolk University’s Moakley Center have worked together to analyze and make recommendations on improving the survey instrument and its administration.

Results

DCF’s report—“Continuous Quality Improvement Project: Seeking and Incorporating the Voice of Families – 2014 Parent and Guardian Survey”—and a copy of the survey are attached as Appendix. Below are key findings and a summary of themes from the open-ended responses. For purposes of this report and clarity, “strongly agree” and “agree” were combined to indicate agreement, and “strongly disagree” and “disagree” were combined to indicate disagreement. The four questions that the OCA added are noted with asterisks (*).

¹ Bad phone numbers: 1,168; non-English, non-Spanish, and non-Portuguese calls: 56; unable to reach: 3,222; denied consent: 565

² Effective response rate = $\frac{\text{survey completed}}{\text{denied consent} + \text{survey completed}} \times 100\%$

Overall completed survey rate = $\frac{\text{survey completed}}{\text{bad phone \#s} + \text{non-English} + \text{unable to reach} + \text{denied consent} + \text{survey completed}} \times 100\%$

³ FamilyNet: FamilyNet is a statewide automated child welfare information system that was implemented in February 1998. This management information system is used for virtually all DCF activities, including intake, investigation, assessment, clinical/case management, adoption, financial, legal and provider services. DCF staffs enter information directly into the central FamilyNet database from their computers or tablets. The aggregate and consumer-specific data available from this database enables DCF to efficiently manage its resources to meet the needs of its clients.

Scaled and yes-no questions

	Strongly Agree & Agree (%)	Strongly Disagree & Disagree (%)
Q6. Your DCF worker respected your family’s cultural traditions.	90	10
Q2. Your family was treated with dignity and respect by DCF.	87	13
Q9. Your DCF worker paid attention to your children’s needs and wants.	85	15
Q9a.* Your DCF worker met with you/your family as often as you needed.	85	15
Q3. Your DCF worker understood your family’s strengths.	84	16
Q8. Your DCF worker explained what to expect during your involvement with DCF.	84	16
Q7. Your DCF worker encouraged you to participate in making decisions about your family.	84	16
Q4. Your DCF worker understood your family’s needs.	83	17
Q1. You were satisfied with the communication you had with DCF.	80	20
Q5. Your DCF worker helped you to find ways to address your family’s needs.	80	20
Q17. Overall, DCF helped your family.	75	25

	Yes (%)	No & Don’t Know (%)
Q16. Did your family have the supports you needed at the time your DCF case was closed?	81	19
Q11. Do you know that the “Family Guide to Protective Services” brochure contains information about your rights as a parent involved with DCF?	69	31
Q10. Did you get a copy of the “Family Guide to Child Protective Services” brochure?	58	42

Scaled and yes-no questions asked to those with Service Plans in FamilyNet

	Yes (%)	No & Don’t Know (%)
Q12. During your work with DCF, did you have a DCF Service Plan? If “No” or “I don’t know,” skip questions 13 and 14.	66	34

	Strongly Agree & Agree (%)	Strongly Disagree & Disagree (%)
Q13. DCF worked with you to develop your DCF Service Plan.	88	12
Q14. The tasks on your DCF Service Plan have helped make your family better.	84	16

	Yes (%)	No & I am not aware of participating (%)
Q15. Did you participate in a Family Team Meeting where you had a say in who was invited?	44	56

Open-ended questions

Q16a. What additional supports would have been helpful at your case closing?

Most people skipped question 16a. Among those who answered the question, the majority found DCF helpful and did not think they needed additional supports. A significant portion of respondents, however, felt that DCF can improve its communication, by better explaining the process, following up, and providing timely notices. Others expressed a need for additional services, including mental and behavioral supports, living supports, support for children, etc.

Q17. Overall, DCF helped your family (please indicate your level of agreement).

Q17a. What might DCF have done to be more helpful?

Q18. Do you have any additional comments that you would like me to include with this survey?

Seventy-five percent of respondents reported that overall, DCF helped their families (question 17). When asked what DCF could have done to be more helpful or what additional comments they had (questions 17a and 18), the majority skipped the question or declined to provide an answer.

Among those who answered the question, many found DCF helpful and replied “none” to the questions. Similar to question 16a, many respondents to questions 17a and 18 stated that DCF should strive to communicate more effectively and listen to parents and guardians.

Moreover, in addition to the services mentioned in question 16a, respondents expressed that it would have been helpful had DCF been more supportive in finding resources and ensuring continuity and coordination of services. Others also mentioned the need for improvements in the investigation process, the length of DCF involvement, and the scheduling of appointments with DCF social workers.

Q17b.* What, if any, difficulties did you have in working with DCF?

Q17c.* How were these difficulties resolved?

Q17d.* These difficulties were resolved to your satisfaction.

Many respondents again skipped questions 17b, 17c and 17d. Among those who answered, the vast majority replied ‘none’ and reported no difficulties in working with DCF (question 17b). Others who answered the questions cited the following difficulties in working with DCF:

- 8% of the responses reported that DCF should strive to **communicate** better, explain the process, and provide timely information.
- 6% of the responses that it was **hard to reach DCF staff**, make appointments, follow up, or access information.

➤ 5% of the responses reported that DCF staff **lacked professionalism**, understanding, and neutrality.

While many of those who voiced a difficulty in working with DCF stated that these difficulties were not resolved, others replied that the issues resolved when the case closed. Other respondents reported having resolved the issues by working with DCF, resolving the issues on his or her own, getting new workers, going to courts, and rescheduling appointments with the workers. When asked whether the difficulties in question 17b were resolved to their satisfaction, about 40% reported agreement.

Recommendations: Survey Instrument and Administration

DCF and the OCA were able to gather multiple viewpoints from the 2014 Parent/Guardian Satisfaction Survey and access past experiences of DCF parents and guardians that are not easily accessible. This second year administration of the survey also helped to compare the results against last year's and find remaining areas for improvement. To build on this progress and to collect richer, balanced perspectives in the future, the OCA and Moakley Center recommend the following improvements to the survey instrument and administration.

1. **Conduct the survey on a rolling basis.** The debriefing with the Community Representatives revealed that many respondents struggled to recall their interactions with DCF staff. Conducting a survey immediately or a few months after the case closure would help with better recollection and accurate depictions of the actual experience. This may additionally diminish the number of 'bad' phone numbers when the survey is administered and help with reaching a sufficient sample size.
2. **Correct for potential non-response errors.** Often times with surveys, there are concerns about 'non-response errors,' in this case, about whether those who are reachable by phone and have responded to the survey are systematically different from those who are not reachable by phone and have not responded and from those who are reachable but unwilling to respond. To reduce non-response errors, DCF could give pre-notifications about the survey at the time of case closure, or offer respondents alternative ways to participate in the survey (e.g. online survey).
3. **Consider a neutral party to conduct the survey.** During the debriefing with the Community Representatives, the OCA observed evidences of interviewer effects⁴ on the responses. For instance, a few callers confused the Community Representatives as DCF staff, expressing distrust and skepticism. Additionally, while having the survey conducted by those with personal DCF experiences may help with the initial rapport, interviewers' previous history with DCF may have an influence on the responses. Therefore, DCF could consider having a party that is neutral to DCF and one that can protect the confidentiality and the anonymity of the callers to administer the parent and guardian survey.
4. **Administer "split ballot" questionnaires.** It was apparent from the debriefing that there were variations in how closely the Community Representatives followed the script and in the number of times that they tried to reach the respondents in different stages of the survey process.

⁴ *Interviewer effect* refers to an instance in which a respondent's answer changes due to the interviewer's characteristics.

Additionally, a few survey questions are phrased positively, raising questions about the neutrality of the survey. As such, researchers should randomly assign respondents to two groups that receive slightly different questionnaires, with different question order or wording, and see whether the respondents respond differently.

5. **Conduct a pre-test or pilot study.** The debriefing of the surveyors occurred when all the surveys had been administered, during which it was revealed that many respondents skipped the last few questions, most of which were open-ended questions. Additionally, many thought the survey was too long and had issues with the wording of various questions (e.g. Q16a's "additional supports," Q17b's "difficulties," Q11's "do you know," and Q15's "Did you participate... where you had a say"). In the future, the questionnaire should be administered initially to a small group of people to identify problems proactively and improve the survey before the questionnaire is administered.
6. **Establish quality control.** In order to ensure the quality of the calls, the calls by the Community Represents should be periodically monitored. Moreover, as the surveyors did not transcribe the responses verbatim, the survey answers should be transcribed as the respondents are responding to the questions. The transferring of responses from paper to computer again cost a significant amount of time and labor; therefore, electronic instruments to upload survey answers are recommended.
7. **Incorporate questions about service effectiveness.** As added focus is being placed on Continuous Quality Improvement (CQI), targeted questions on the effectiveness of services provided would greatly enhance the quality of feedback and help build a positive feedback loop into DCF management practices.

Conclusion

The 2014 Parent and Guardian Survey is a part of the essential piece in incorporating the voice of families in DCF's policies and practice. The OCA recommends that DCF consider the improvements mentioned above to better identify DCF clients' expectations, concerns, and level of satisfaction; and find specific areas for continuous improvement.

Massachusetts Department of Children & Families



Case Practice Model

Continuous Quality Improvement Project: Seeking and Incorporating the Voice of Families

2014 Parent and Guardian Survey

Supporting Children • Strengthening Families



Massachusetts Department of Children & Families
Continuous Quality Improvement Project:
Seeking and Incorporating the Voice of Families

2014 Parent and Guardian Satisfaction Survey
Executive Summary

As part of the Department of Children and Families' continued commitment to assessing the impact of its work and including family perspective, the Department developed a multi-year process for gathering and incorporating DCF parent and family feedback into DCF policy and practice. This effort includes an annual survey of parents and guardians with recent experience with DCF.

In 2014, the Legislature tasked the Office of the Child Advocate (OCA) with conducting a DCF client survey. Given the methodological implications of conducting two separate surveys close in timeframe to one another, the OCA elected to partner with DCF with its parent and guardian survey. Building upon the 2013 Parent and Guardian Satisfaction Survey, the 2014 survey consists of -- 14 Likert scaled questions (i.e., strongly agree, agree, disagree, strongly disagree), 5 yes-no, and 5 open-ended questions (4 of the survey questions were developed by the OCA).

The confidential survey covers questions in the following areas:

- initial engagement with the family;
- DCF's communication and work style with the family;
- efforts to build family capacity and focus on family strengths;
- opportunities to engage children;
- promotion of family partnerships in service planning;
- respect for family's individuality and culture;
- access and availability of community services; and
- case closure.

From November 5, 2014, to March 17, 2015, twelve Community Representatives from the DCF Family Advisory Committee--parents with prior DCF experience--began conducting the survey by telephone, in English, Portuguese and Spanish. Prior to survey administration, DCF provided a survey 'script' to the Community Representatives as well as training on survey techniques in efforts to standardize administration protocols and reduce bias and measurement error. Cases with an identified primary language of Portuguese or Spanish were assigned to Community Representatives proficient in these languages; the remainder of cases were divided amongst the Community Representatives in a randomized fashion.

The survey population consisted of 6,168 parents and guardians whose DCF cases were closed within the eight month period ending August 31, 2014. The Community Representatives attempted to reach everyone in the survey population at least once and at most three times: in all, they were able to reach 1,722 parents and guardians and receive verbal consent from 1,157; reaching an effective response rate of 67%.

Massachusetts Department of Children & Families
Continuous Quality Improvement Project:
Seeking and Incorporating the Voice of Families

2014 Parent and Guardian Satisfaction Survey
Key Findings

- Q1 ■ 80% reported satisfaction with the communication they had with the Department.
- Q2 ■ 87% reported being treated with dignity and respect by the Department.
- Q3 ■ 84% reported that their DCF worker understood their families' strengths.
- Q4 ■ 83% reported that their DCF worker understood their families' needs.
- Q5 ■ 80% reported that their DCF worker helped them to find ways to address their families' needs.
- Q6 ■ 90% reported that their DCF worker respected their families' cultural traditions.
- Q7 ■ 84% reported that their DCF worker encouraged them to participate in making decisions about their families.
- Q8 ■ 84% reported that their DCF worker explained what to expect during their involvement with the Department.
- Q9 ■ 85% reported that their DCF worker paid attention to their children's needs and wants.
- Q9a ■ 85% reported that their DCF worker met with them and their family as often as they felt was needed.
- Q10 ■ 58% reported that they received a copy of the "Family Guide to Child Protective Services."
- Q11 ■ 69% reported knowing that the "Family Guide to Child Protective Services" contains info about their rights as a parent involved with DCF.
- Q12 ■ 66% with a Service Plan in FamilyNet reported having a DCF Service Plan.
- Q13 ■ 88% with a Service Plan in FamilyNet, who reported having one, indicated that DCF worked with them to develop their DCF Service Plan.
- Q14 ■ 84% with a Service Plan in FamilyNet, who reported having one, indicated that the tasks on their DCF Service Plan helped their families.
- Q15 ■ 44% with a Service Plan in FamilyNet reported participating in a Family Team Meeting where they had a say in who was invited.
- Q16 ■ 81% reported that their families had the supports they needed at the time their DCF case was closed.
- Q16a ■ 22% identified additional supports helpful at time case closed. 43% indicated DCF's supports were helpful/no additional supports needed.
- Q17 ■ 75% reported that overall, DCF helped their families.
- Q17a ■ 30% indicated how DCF might have done more to be helpful. 42% indicated that DCF had been helpful/no additional help was needed.
- Q17b ■ 34% reported having difficulties in working with DCF. 66% reported that they did not have difficulties in working with DCF.
- Q17c ■ 87% reporting difficulty in working with DCF on Q17b, indicated how these difficulties were resolved.
- Q17d ■ 41% reporting difficulty in working with DCF on Q17b, indicated that their difficulties were resolved to their satisfaction
- Q18 ■ 48% provided additional comments.

Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

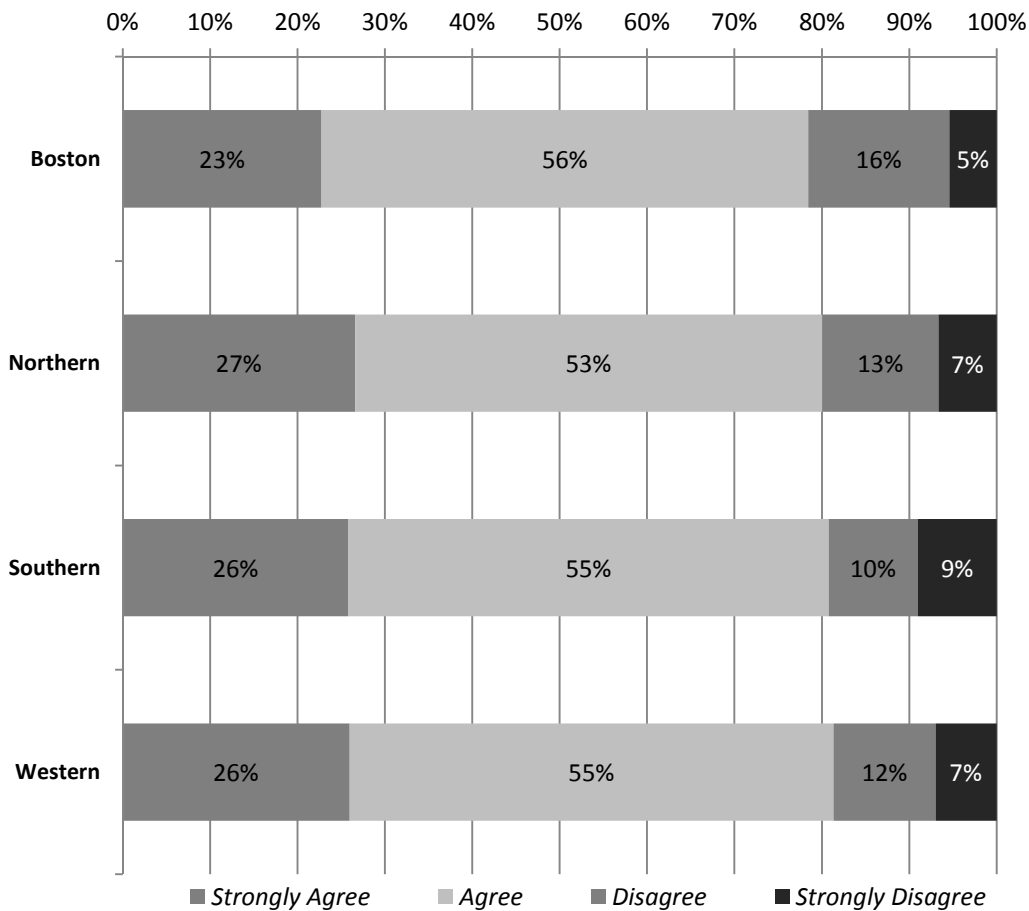
Q1. You were satisfied with the communication you had with DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	23%	38	27%	76	26%	86	26%	89	26%	289
Agree	56%	93	53%	153	55%	183	55%	190	55%	619
Disagree	16%	27	13%	38	10%	34	12%	40	12%	139
Strongly Disagree	5%	9	7%	19	9%	30	7%	24	7%	82
answered question	167		286		333		343		1,129	
skipped question	4		10		10		4		28	
consented surveys	171		296		343		347		1,157	

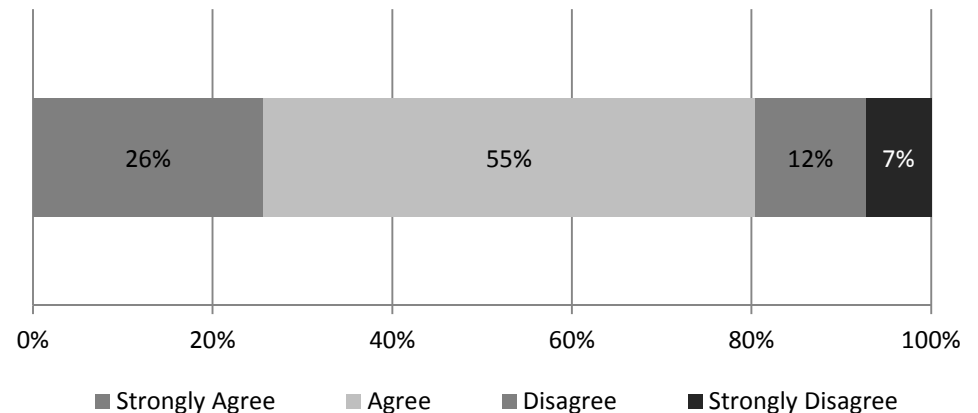
STATEWIDE

80% of surveyed parents/guardians reported that they were satisfied with the communication they had with the Department.

This represents a 2.0% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

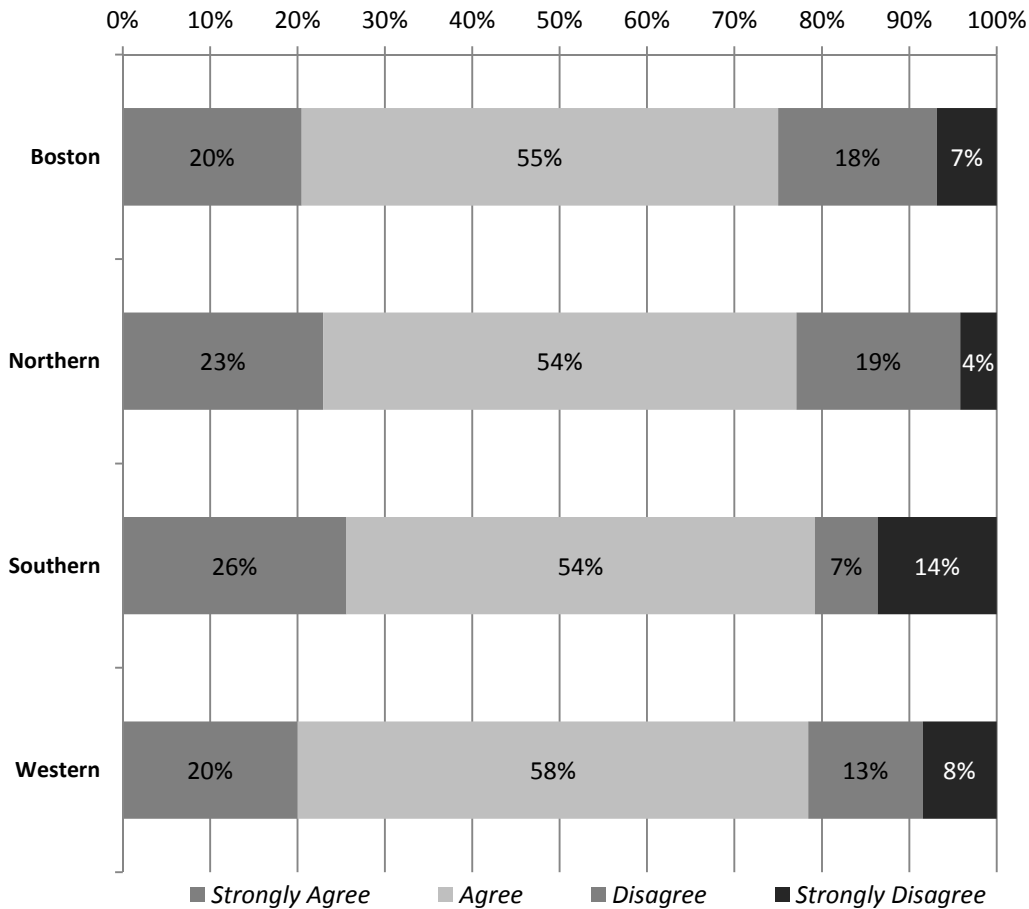
Q1Fathers. You were satisfied with the communication you had with DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	20%	9	23%	22	26%	32	20%	26	23%	89
Agree	55%	24	54%	52	54%	67	58%	76	55%	219
Disagree	18%	8	19%	18	7%	9	13%	17	13%	52
Strongly Disagree	7%	3	4%	4	14%	17	8%	11	9%	35
answered question	44		96		125		130		395	
skipped question	2		5		5		3		15	
consented surveys	46		101		130		133		410	

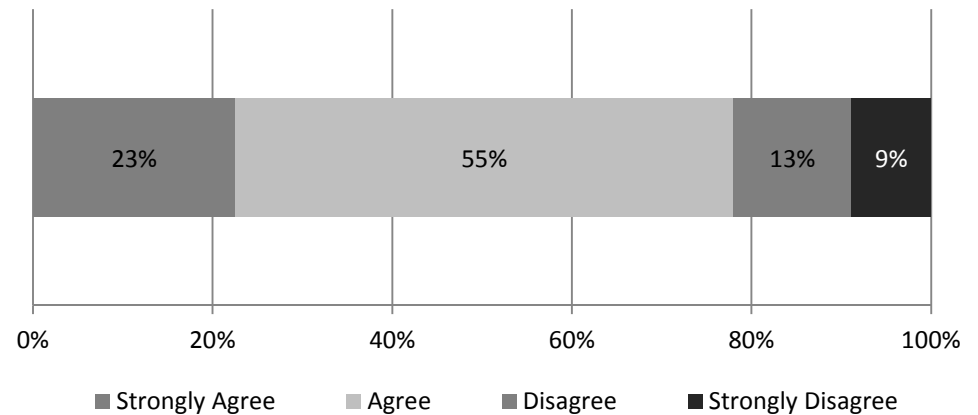
STATEWIDE FATHERS

78% of surveyed fathers reported that they were satisfied with the communication they had with the Department.

This represents a 2.2% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

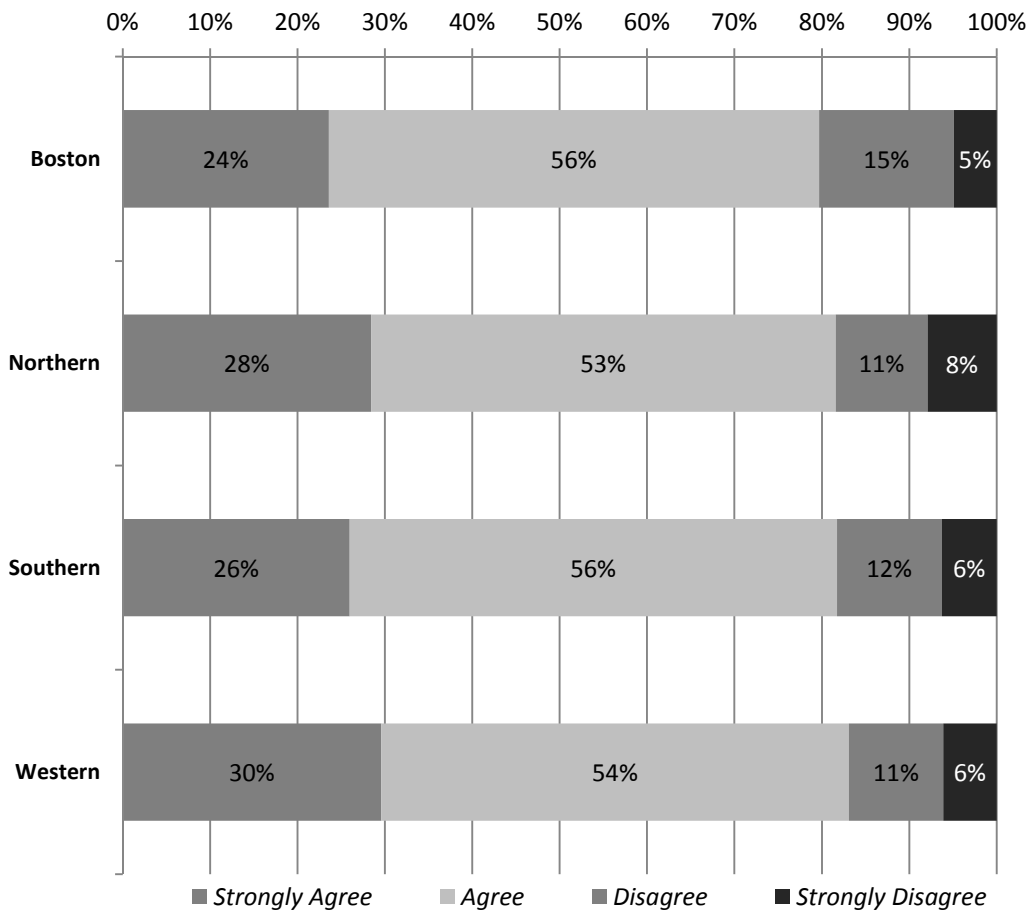
Q1Mothers. You were satisfied with the communication you had with DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	24%	29	28%	54	26%	54	30%	63	27%	200
Agree	56%	69	53%	101	56%	116	54%	114	54%	400
Disagree	15%	19	11%	20	12%	25	11%	23	12%	87
Strongly Disagree	5%	6	8%	15	6%	13	6%	13	6%	47
answered question	123		190		208		213		734	
skipped question	2		5		5		1		13	
consented surveys	125		195		213		214		747	

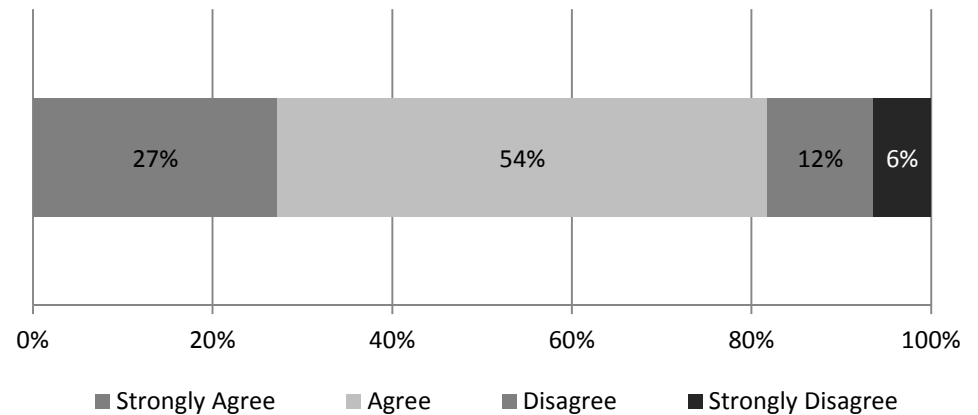
STATEWIDE MOTHERS

82% of surveyed mothers reported that they were satisfied with the communication they had with the Department.

This represents a 2.5% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

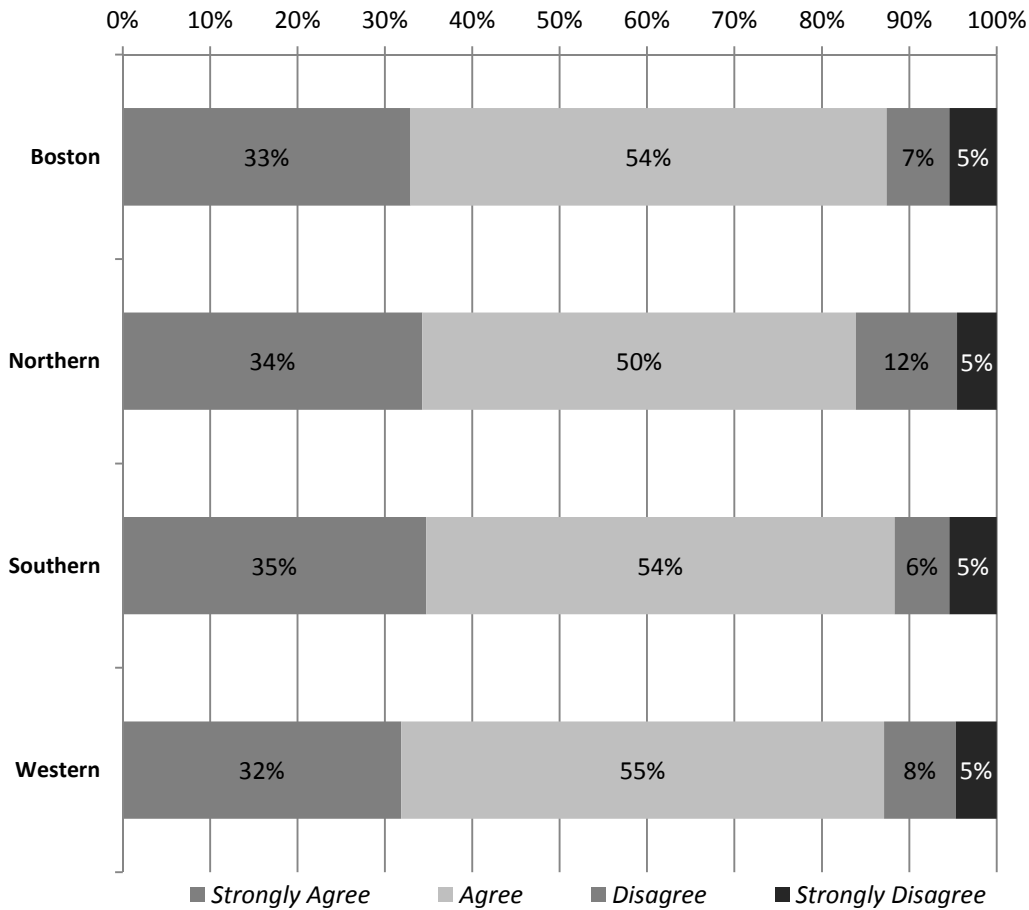
Q2. Your family was treated with dignity and respect by DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	33%	55	34%	98	35%	116	32%	109	33%	378
Agree	54%	91	50%	142	54%	179	55%	189	53%	601
Disagree	7%	12	12%	33	6%	21	8%	28	8%	94
Strongly Disagree	5%	9	5%	13	5%	18	5%	16	5%	56
answered question	167		286		334		342		1,129	
skipped question	4		10		9		5		28	
consented surveys	171		296		343		347		1,157	

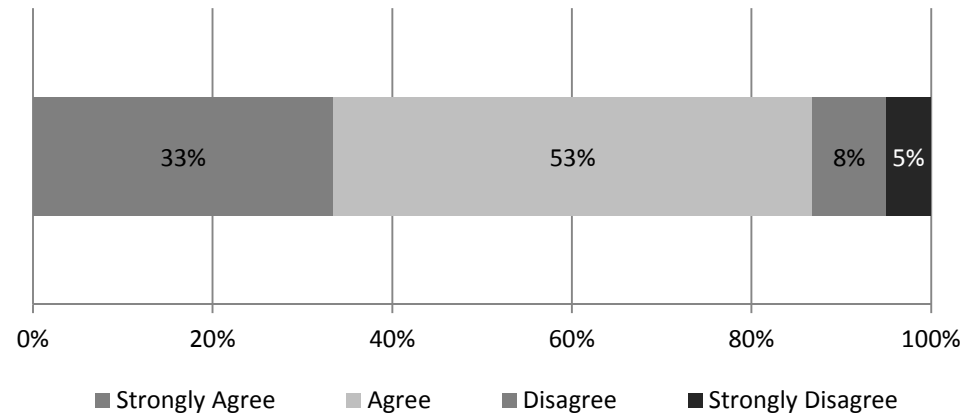
STATEWIDE

87% of surveyed parents/guardians reported that they were treated with dignity and respect by the Department.

This represents a 3.6% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

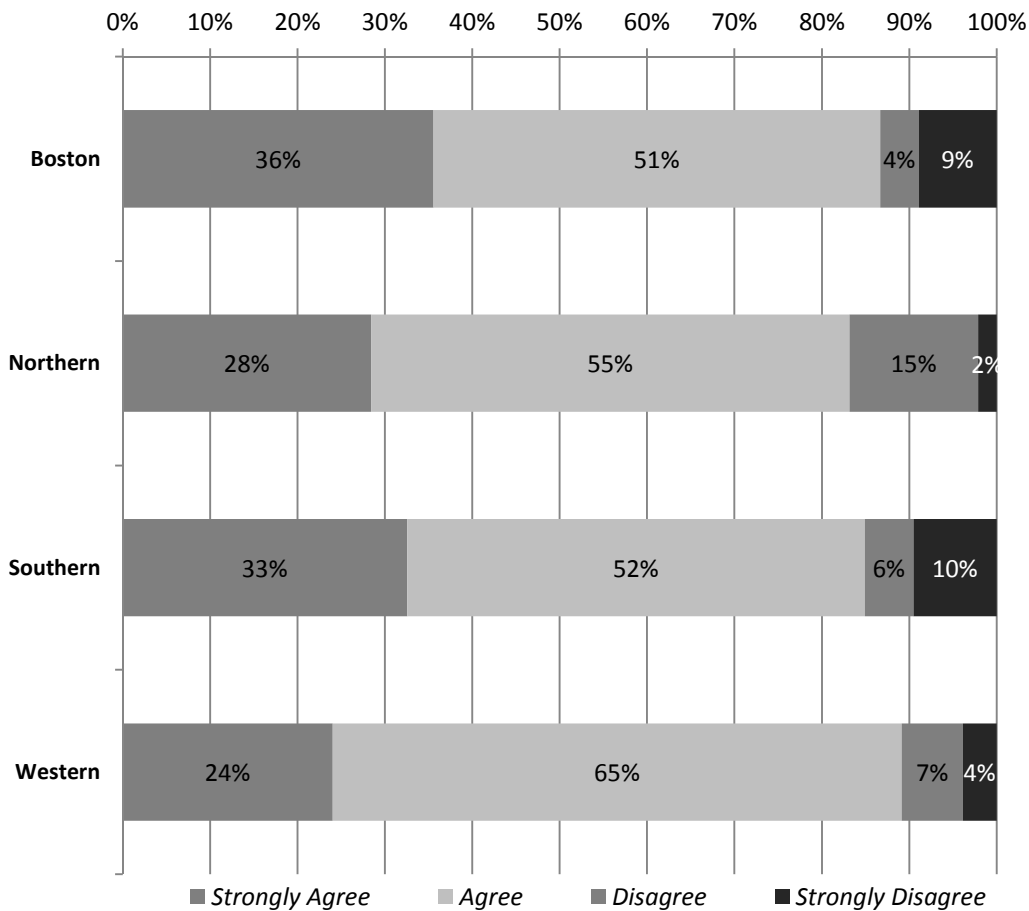
Q2Fathers. Your family was treated with dignity and respect by DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	36%	16	28%	27	33%	41	24%	31	29%	115
Agree	51%	23	55%	52	52%	66	65%	84	57%	225
Disagree	4%	2	15%	14	6%	7	7%	9	8%	32
Strongly Disagree	9%	4	2%	2	10%	12	4%	5	6%	23
answered question	45		95		126		129		395	
skipped question	1		6		4		4		15	
consented surveys	46		101		130		133		410	

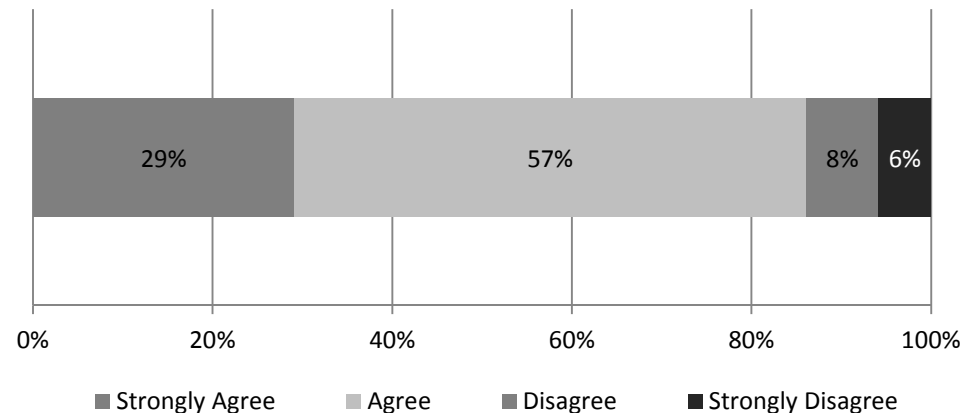
STATEWIDE FATHERS

86% of surveyed fathers reported that they were treated with dignity and respect by the Department.

This represents a 5.1% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

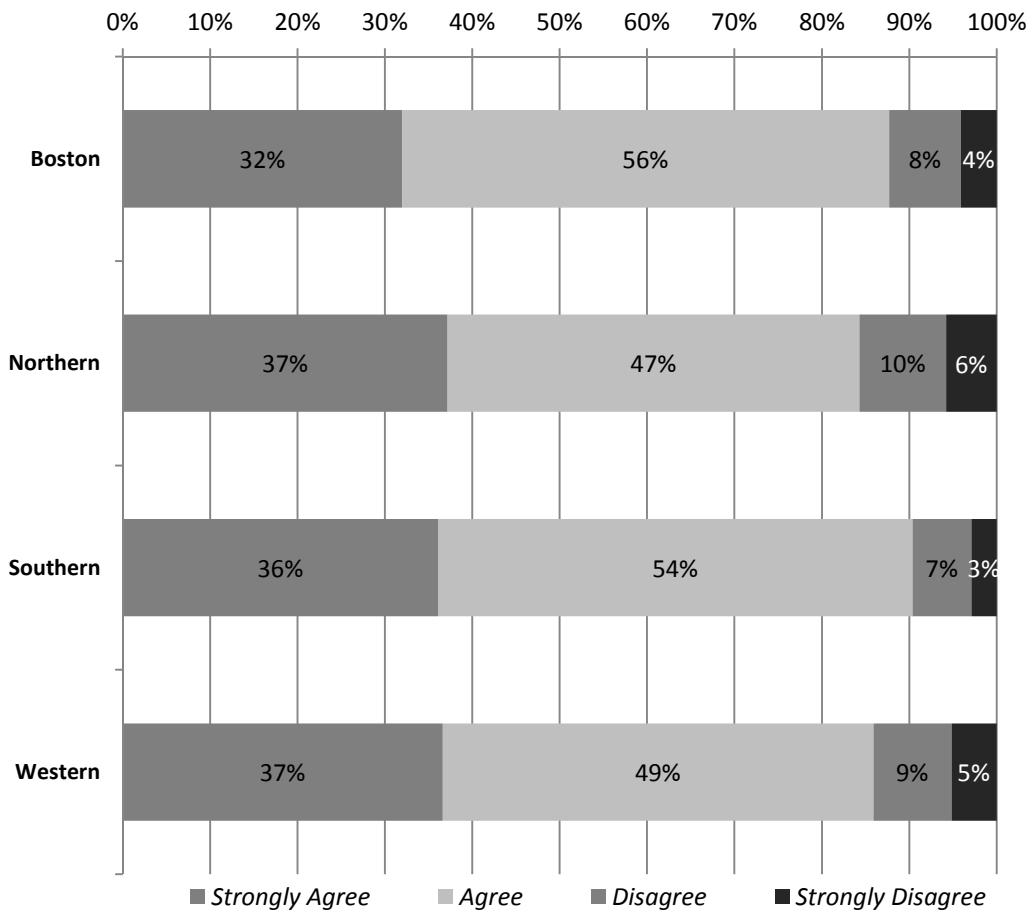
Q2Mothers. Your family was treated with dignity and respect by DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	32%	39	37%	71	36%	75	37%	78	36%	263
Agree	56%	68	47%	90	54%	113	49%	105	51%	376
Disagree	8%	10	10%	19	7%	14	9%	19	8%	62
Strongly Disagree	4%	5	6%	11	3%	6	5%	11	4%	33
answered question	122		191		208		213		734	
skipped question	3		4		5		1		13	
consented surveys	125		195		213		214		747	

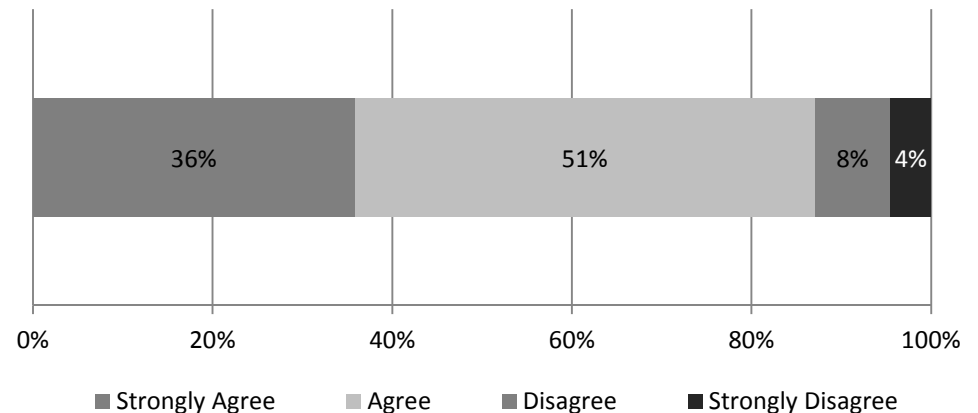
STATEWIDE MOTHERS

87% of surveyed mothers reported that they were treated with dignity and respect by the Department.

This represents a 3.0% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

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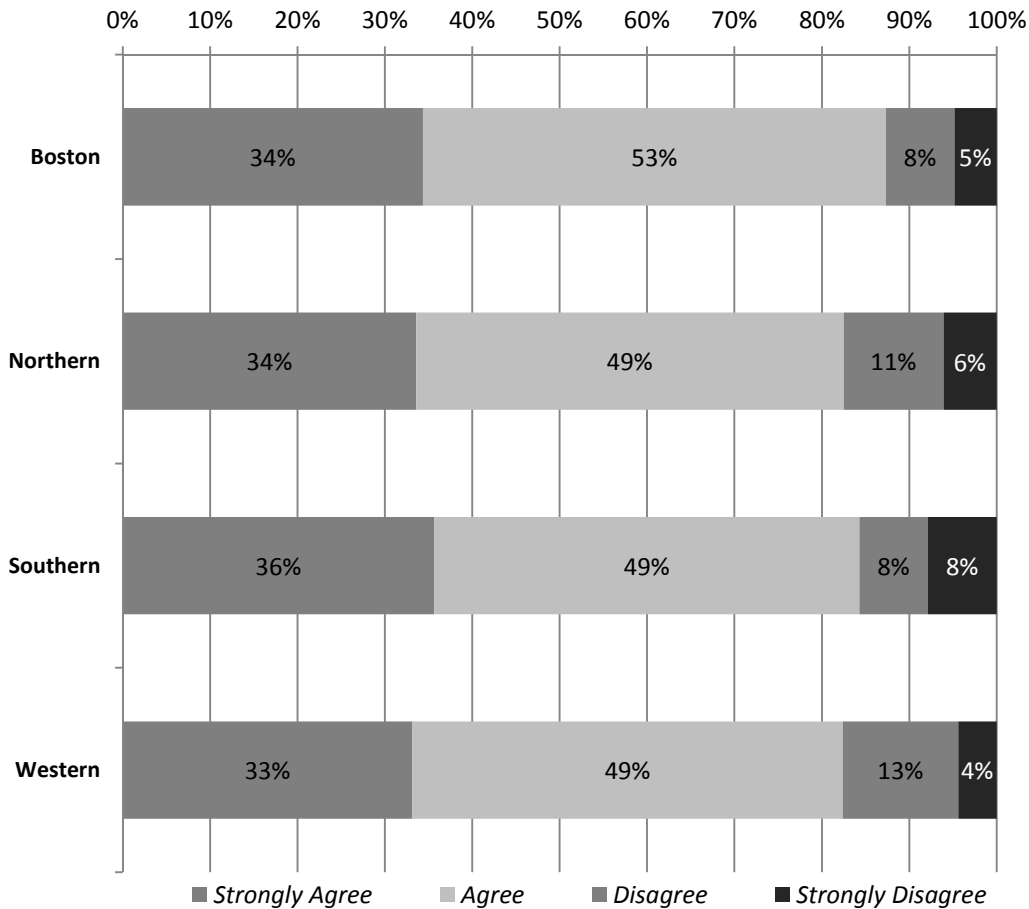
Q3. Your DCF worker understood your family's strengths.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	34%	57	34%	94	36%	118	33%	113	34%	382
Agree	53%	88	49%	137	49%	161	49%	168	50%	554
Disagree	8%	13	11%	32	8%	26	13%	45	10%	116
Strongly Disagree	5%	8	6%	17	8%	26	4%	15	6%	66
answered question	166		280		331		341		1,118	
skipped question	5		16		12		6		39	
consented surveys	171		296		343		347		1,157	

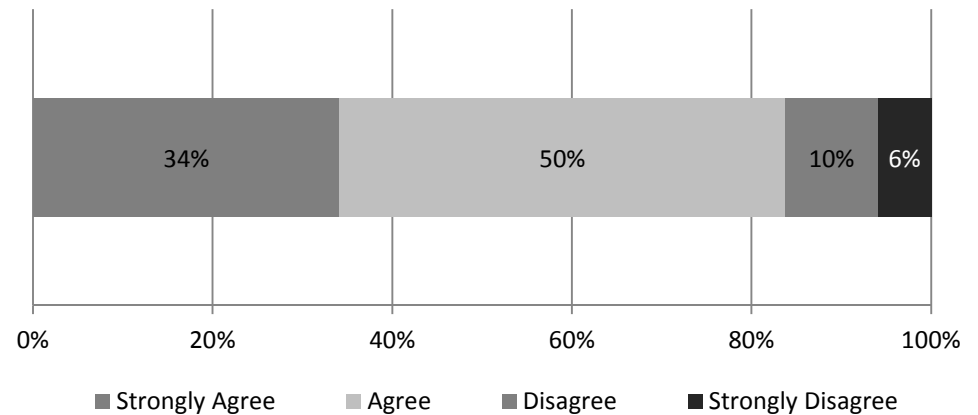
STATEWIDE

84% of surveyed parents/guardians reported that their DCF worker understood their families' strengths.

This represents a 1.2% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

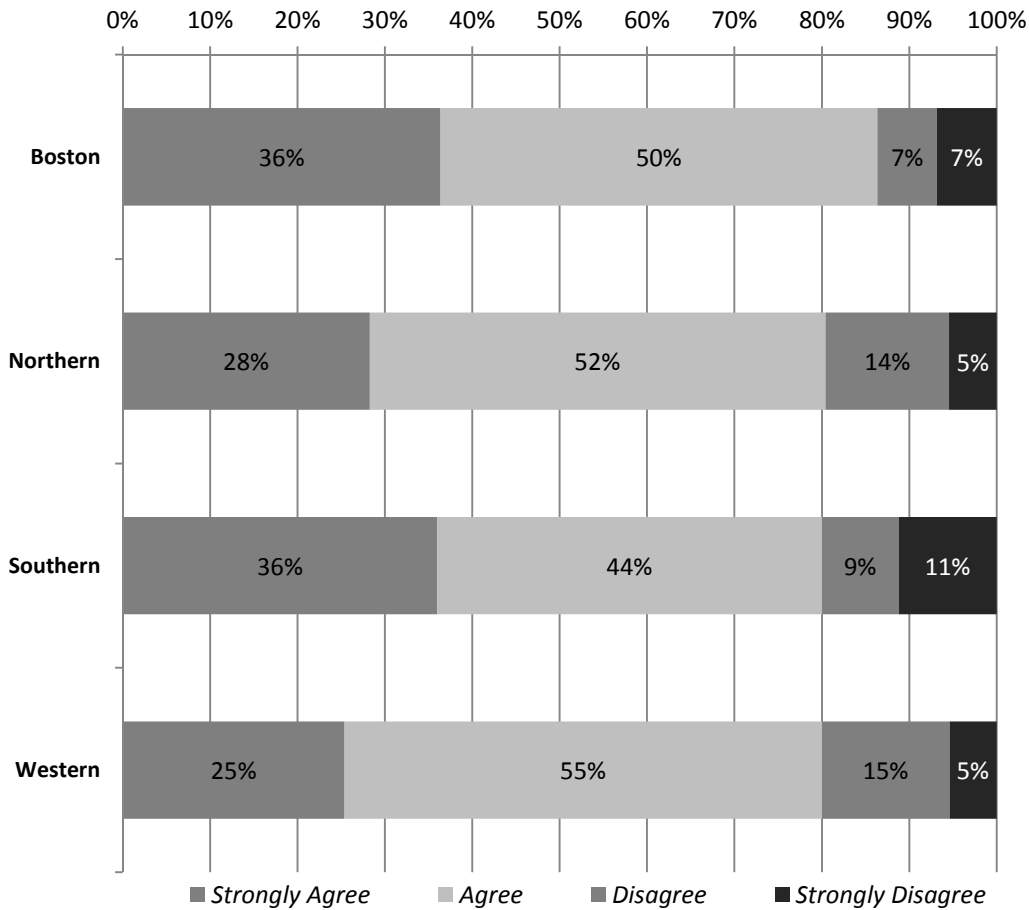
Q3Fathers. Your DCF worker understood your family's strengths.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	36%	16	28%	26	36%	45	25%	33	31%	120
Agree	50%	22	52%	48	44%	55	55%	71	50%	196
Disagree	7%	3	14%	13	9%	11	15%	19	12%	46
Strongly Disagree	7%	3	5%	5	11%	14	5%	7	7%	29
answered question	44		92		125		130		391	
skipped question	2		9		5		3		19	
consented surveys	46		101		130		133		410	

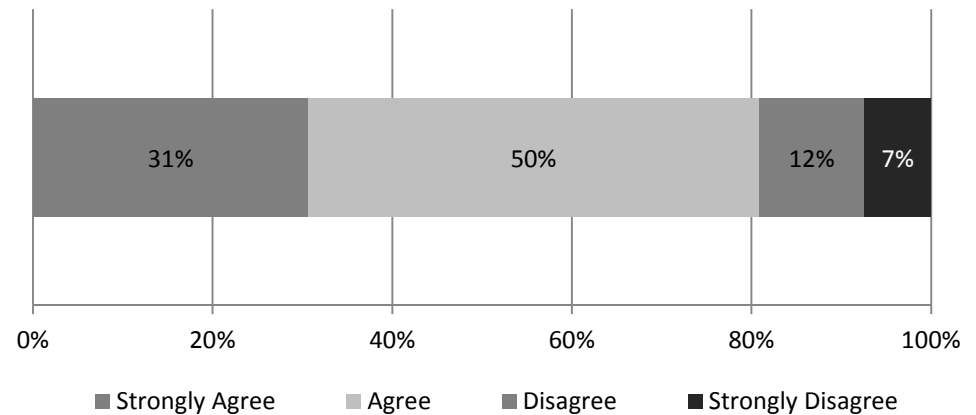
STATEWIDE FATHERS

81% of surveyed fathers reported that their DCF worker understood their families' strengths

This represents a 0.5% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

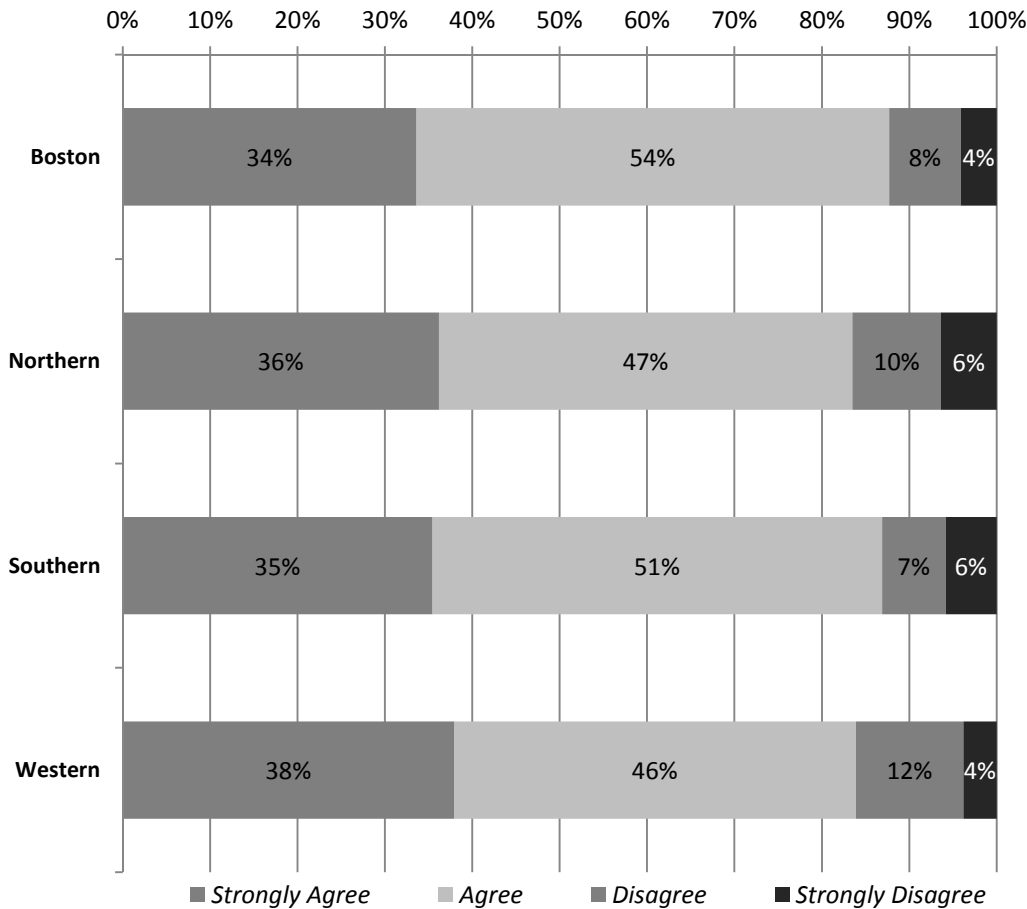
Q3 Mothers. Your DCF worker understood your family's strengths.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	34%	41	36%	68	35%	73	38%	80	36%	262
Agree	54%	66	47%	89	51%	106	46%	97	49%	358
Disagree	8%	10	10%	19	7%	15	12%	26	10%	70
Strongly Disagree	4%	5	6%	12	6%	12	4%	8	5%	37
answered question	122		188		206		211		727	
skipped question	3		7		7		3		20	
consented surveys	125		195		213		214		747	

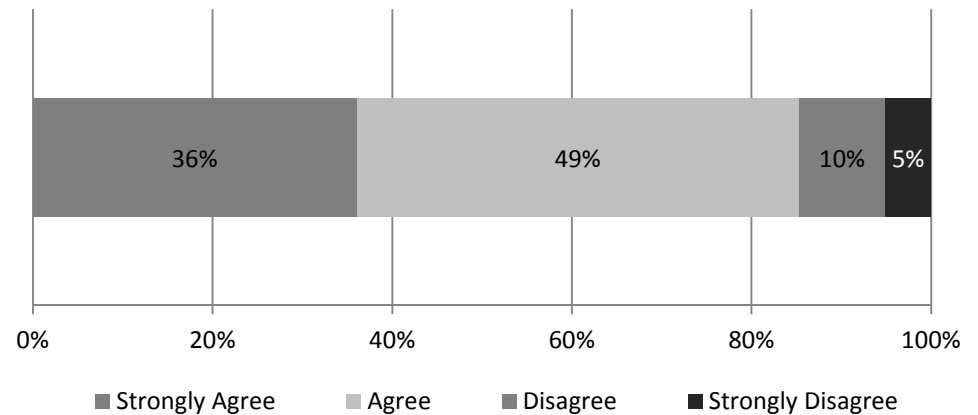
STATEWIDE MOTHERS

85% of surveyed mothers reported that their DCF worker understood their families' strengths.

This represents a 2.3% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

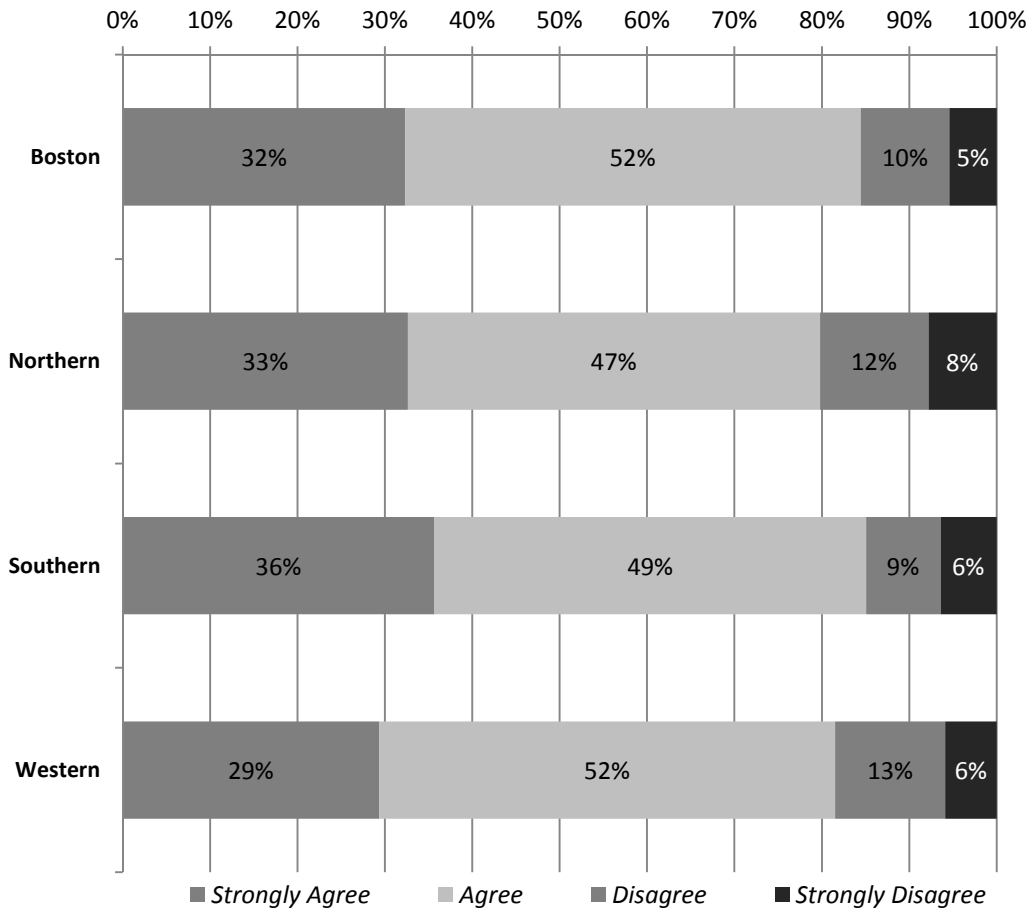
Q4. Your DCF worker understood your family's needs.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	32%	54	33%	92	36%	117	29%	100	32%	363
Agree	52%	87	47%	133	49%	162	52%	178	50%	560
Disagree	10%	17	12%	35	9%	28	13%	43	11%	123
Strongly Disagree	5%	9	8%	22	6%	21	6%	20	6%	72
answered question	167		282		328		341		1,118	
skipped question	4		14		15		6		39	
consented surveys	171		296		343		347		1,157	

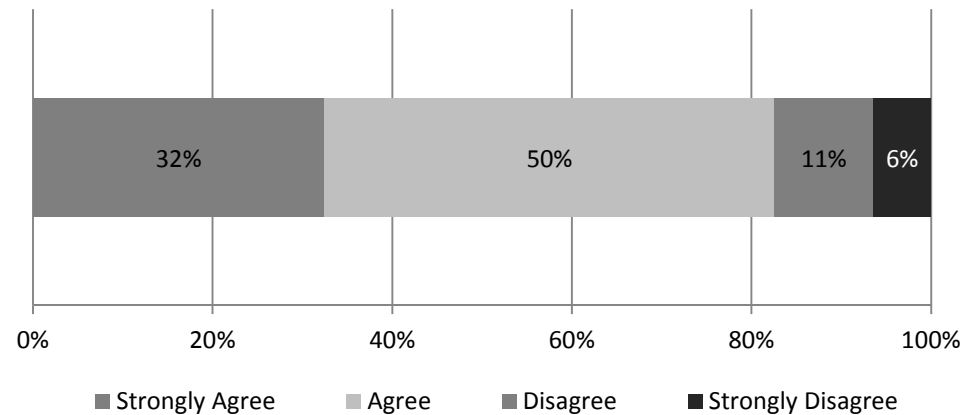
STATEWIDE

83% of surveyed parents/guardians reported that their DCF worker understood their families' needs.

This represents a 3.8% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

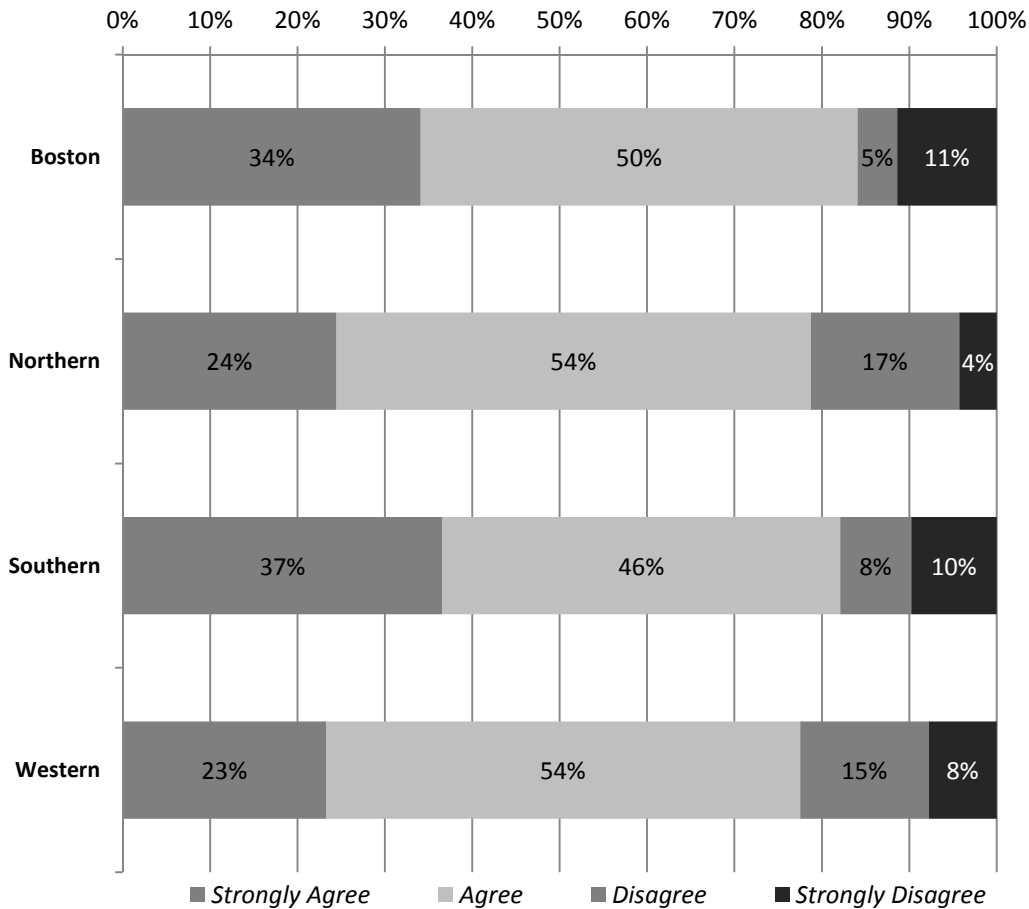
Q4Fathers. Your DCF worker understood your family's needs.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	34%	15	24%	23	37%	45	23%	30	29%	113
Agree	50%	22	54%	51	46%	56	54%	70	51%	199
Disagree	5%	2	17%	16	8%	10	15%	19	12%	47
Strongly Disagree	11%	5	4%	4	10%	12	8%	10	8%	31
answered question	44		94		123		129		390	
skipped question	2		7		7		4		20	
consented surveys	46		101		130		133		410	

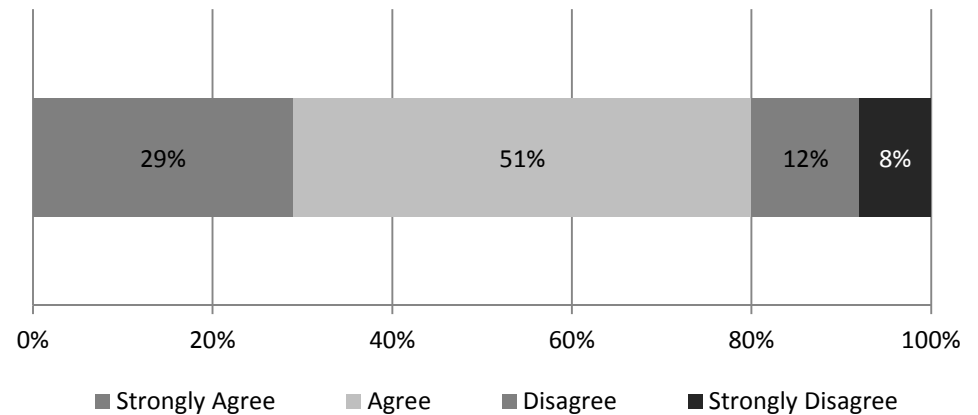
STATEWIDE FATHERS

80% of surveyed fathers reported that their DCF worker understood their families' needs.

This represents a 1.4% decrease over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

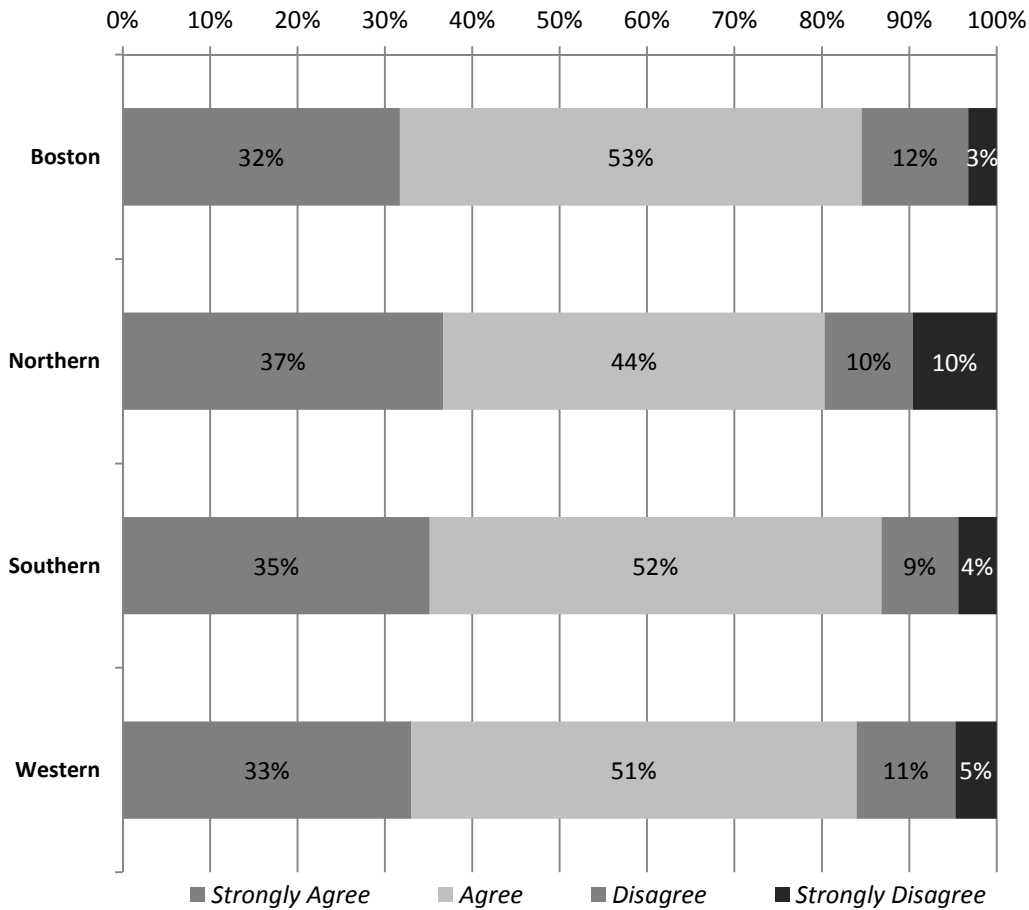
Q4Mothers. Your DCF worker understood your family's needs.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	32%	39	37%	69	35%	72	33%	70	34%	250
Agree	53%	65	44%	82	52%	106	51%	108	50%	361
Disagree	12%	15	10%	19	9%	18	11%	24	10%	76
Strongly Disagree	3%	4	10%	18	4%	9	5%	10	6%	41
answered question	123		188		205		212		728	
skipped question	2		7		8		2		19	
consented surveys	125		195		213		214		747	

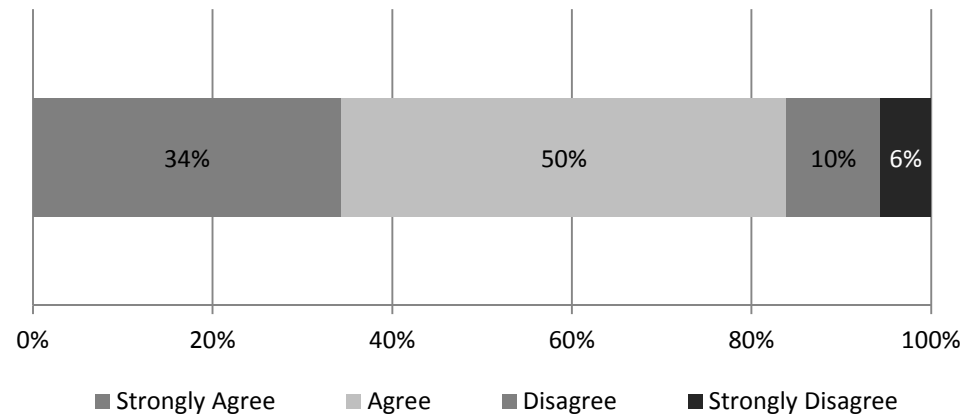
STATEWIDE MOTHERS

84% of surveyed mothers reported that their DCF worker understood their families' needs.

This represents a 6.7% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

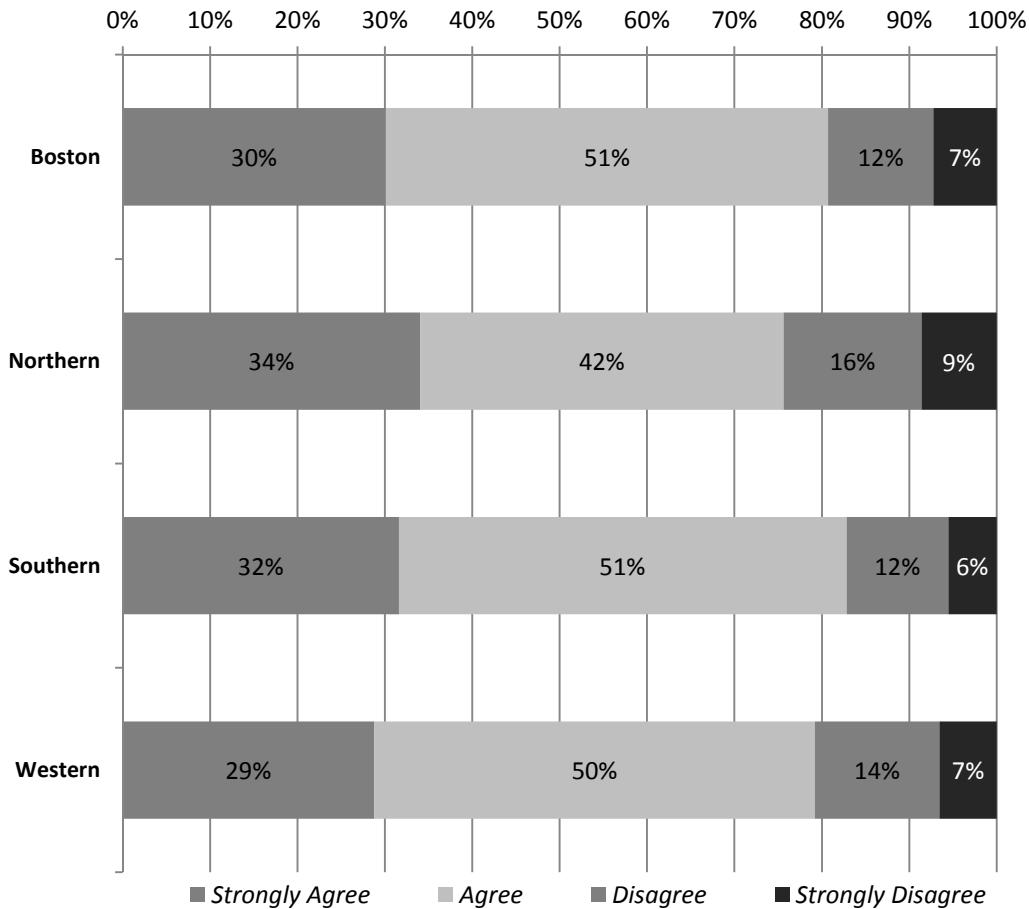
Q5. Your DCF worker helped you to find ways to address your family's needs.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	30%	50	34%	95	32%	103	29%	97	31%	345
Agree	51%	84	42%	116	51%	167	50%	170	48%	537
Disagree	12%	20	16%	44	12%	38	14%	48	14%	150
Strongly Disagree	7%	12	9%	24	6%	18	7%	22	7%	76
answered question	166		279		326		337		1,108	
skipped question	5		17		17		10		49	
consented surveys	171		296		343		347		1,157	

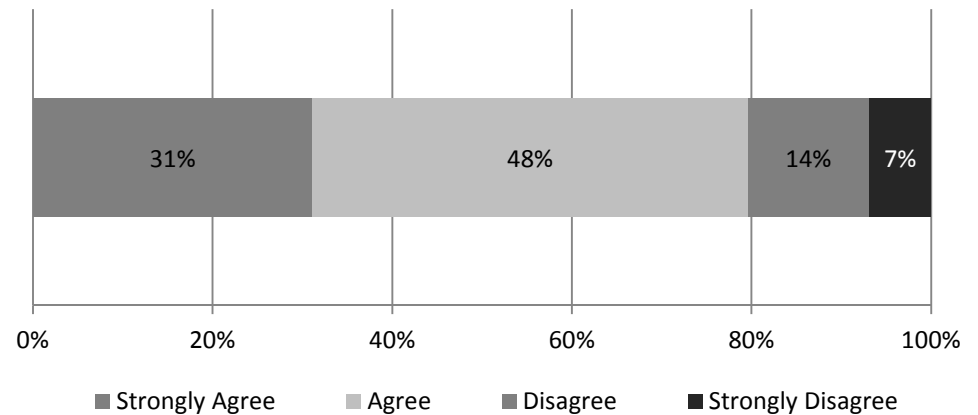
STATEWIDE

80% of surveyed parents/guardians reported that their DCF worker helped them to find ways to address their families' needs.

This represents a 3.0% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

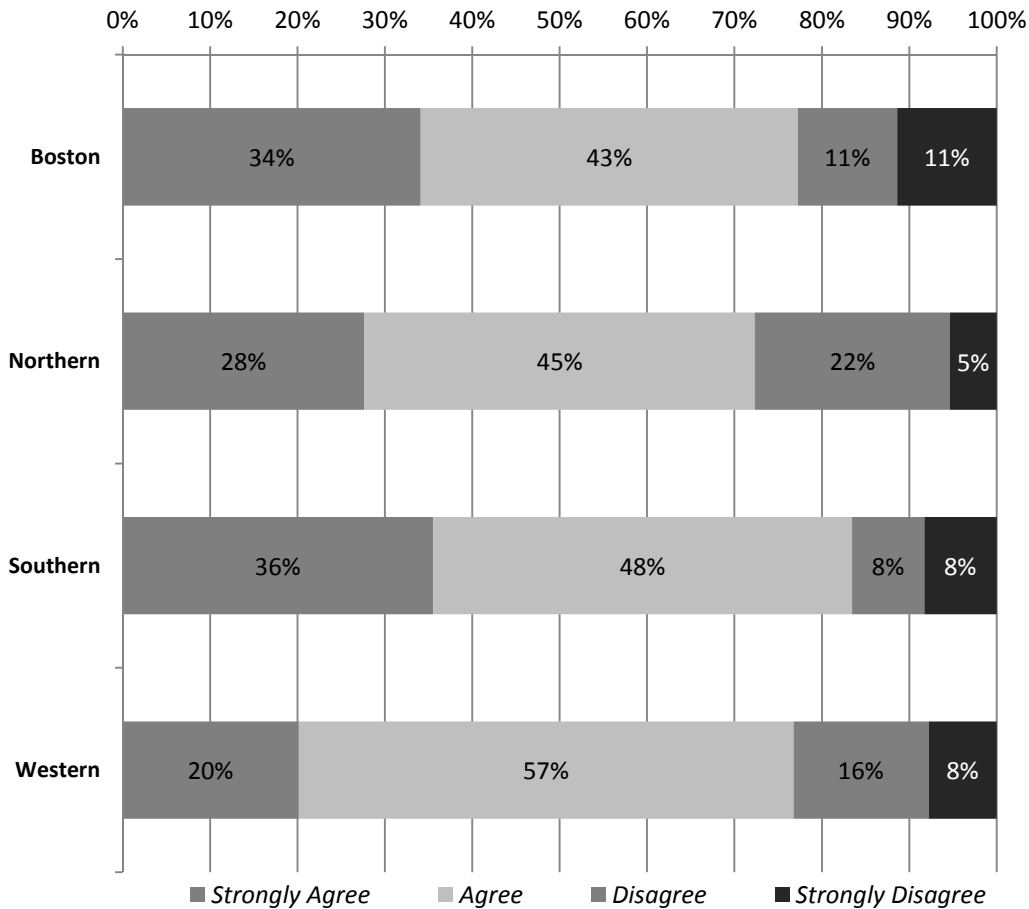
Q5Fathers. Your DCF worker helped you to find ways to address your family's needs.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	34%	15	28%	26	36%	43	20%	26	28%	110
Agree	43%	19	45%	42	48%	58	57%	73	49%	192
Disagree	11%	5	22%	21	8%	10	16%	20	14%	56
Strongly Disagree	11%	5	5%	5	8%	10	8%	10	8%	30
answered question	44		94		121		129		388	
skipped question	2		7		9		4		22	
consented surveys	46		101		130		133		410	

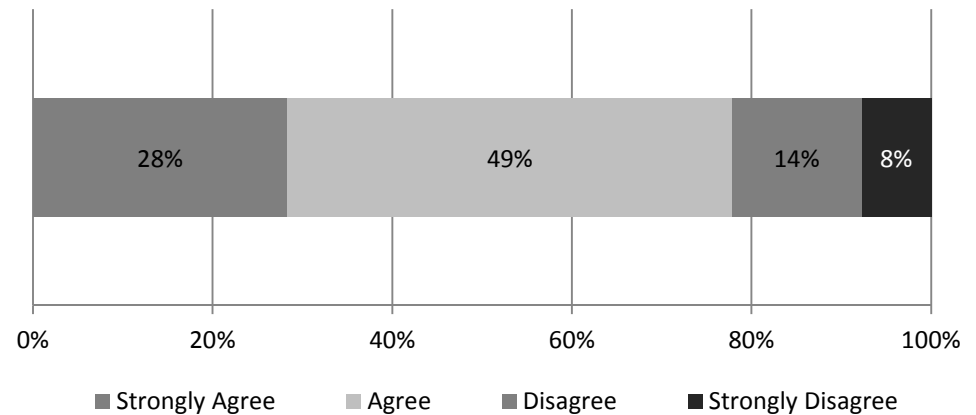
STATEWIDE FATHERS

78% of surveyed fathers reported that their DCF worker helped them to find ways to address their families' needs.

This represents a 0.1% decrease over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

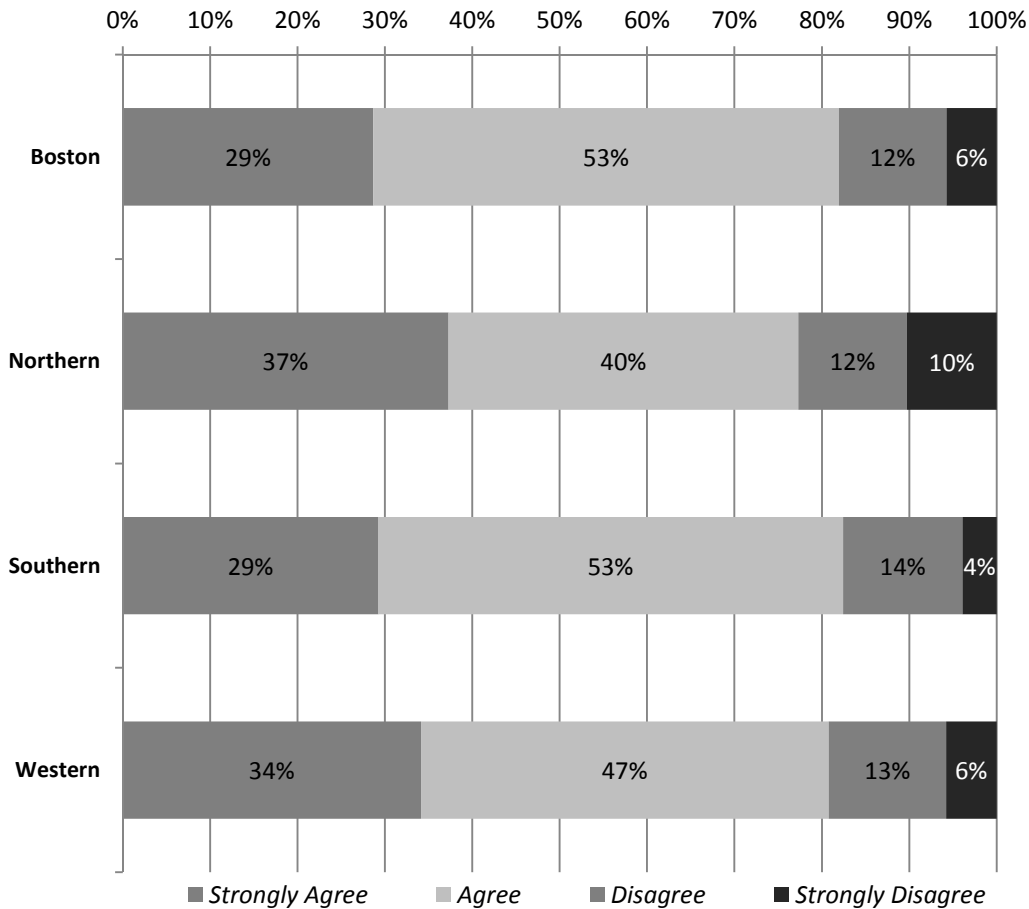
Q5Mothers. Your DCF worker helped you to find ways to address your family's needs.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	29%	35	37%	69	29%	60	34%	71	33%	235
Agree	53%	65	40%	74	53%	109	47%	97	48%	345
Disagree	12%	15	12%	23	14%	28	13%	28	13%	94
Strongly Disagree	6%	7	10%	19	4%	8	6%	12	6%	46
answered question	122		185		205		208		720	
skipped question	3		10		8		6		27	
consented surveys	125		195		213		214		747	

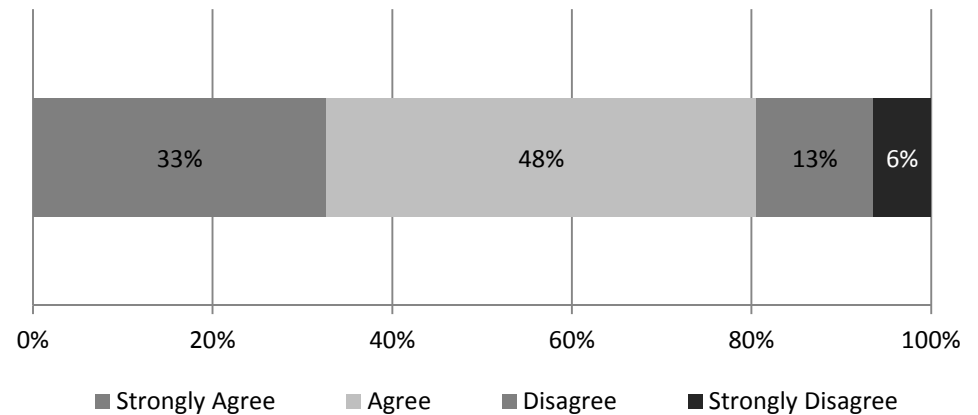
STATEWIDE MOTHERS

81% of surveyed mothers reported that their DCF worker helped them to find ways to address their families' needs.

This represents a 4.5% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

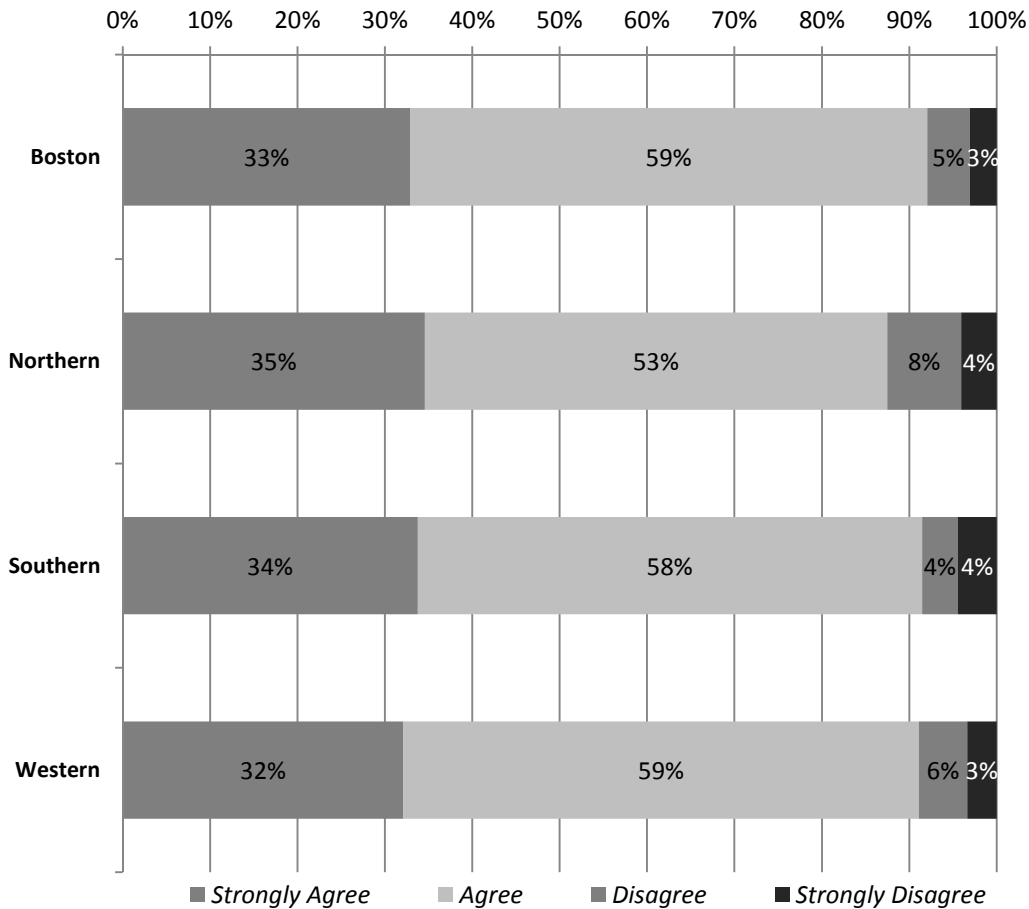
Q6. Your DCF worker respected your family's cultural traditions.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	33%	54	35%	94	34%	107	32%	105	33%	360
Agree	59%	97	53%	144	58%	183	59%	193	57%	617
Disagree	5%	8	8%	23	4%	13	6%	18	6%	62
Strongly Disagree	3%	5	4%	11	4%	14	3%	11	4%	41
answered question	164		272		317		327		1,080	
skipped question	7		24		26		20		77	
consented surveys	171		296		343		347		1,157	

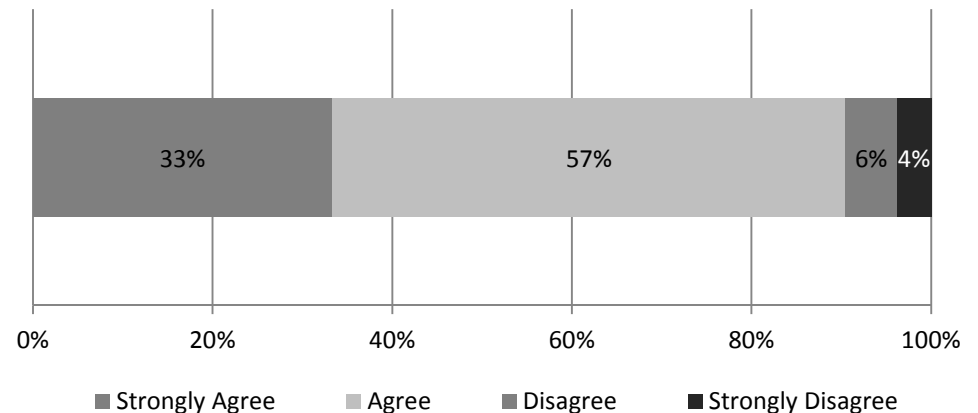
STATEWIDE

90% of surveyed parents/guardians reported that their DCF worker respected their families' cultural traditions.

This represents a 1.9% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

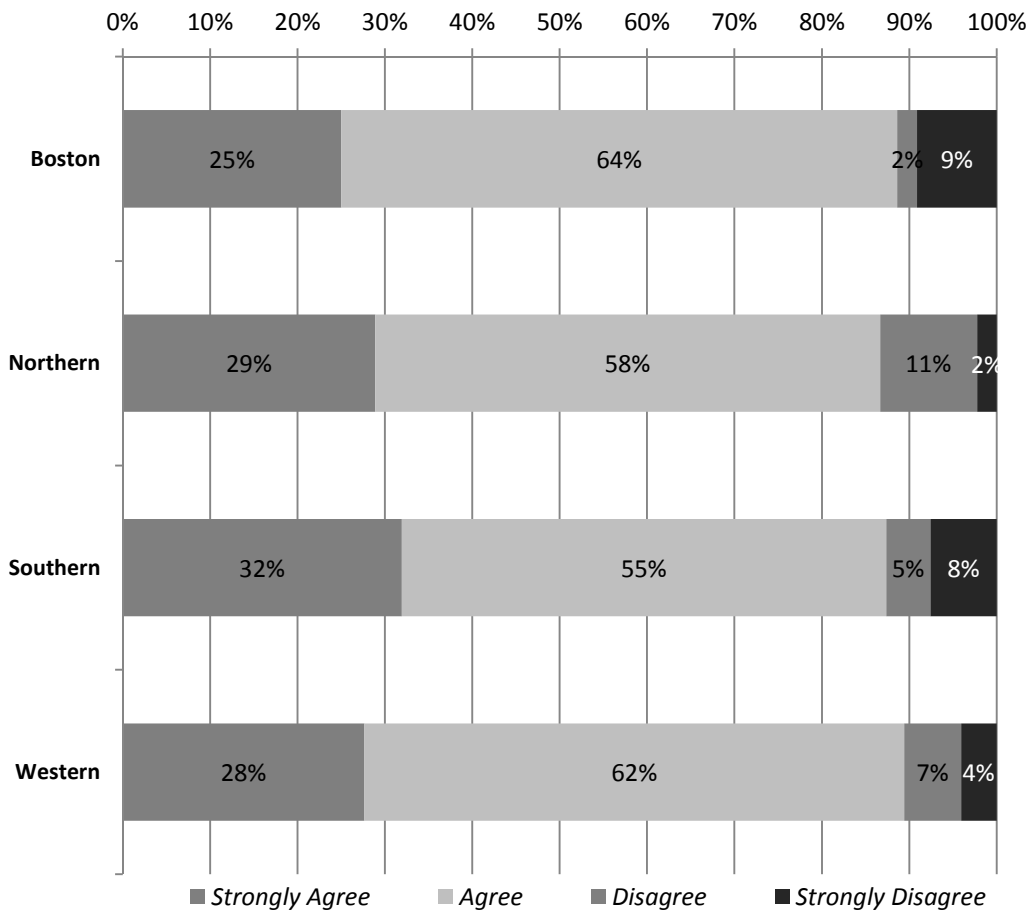
Q6Fathers. Your DCF worker respected your family's cultural traditions.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	25%	11	29%	26	32%	38	28%	34	29%	109
Agree	64%	28	58%	52	55%	66	62%	76	59%	222
Disagree	2%	1	11%	10	5%	6	7%	8	7%	25
Strongly Disagree	9%	4	2%	2	8%	9	4%	5	5%	20
answered question	44		90		119		123		376	
skipped question	2		11		11		10		34	
consented surveys	46		101		130		133		410	

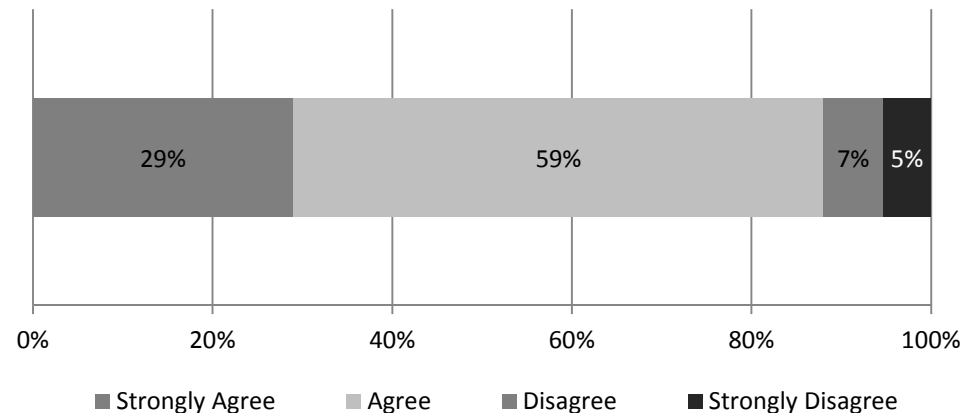
STATEWIDE FATHERS

88% of surveyed fathers reported that their DCF worker respected their families' cultural traditions.

This represents a 2.6% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

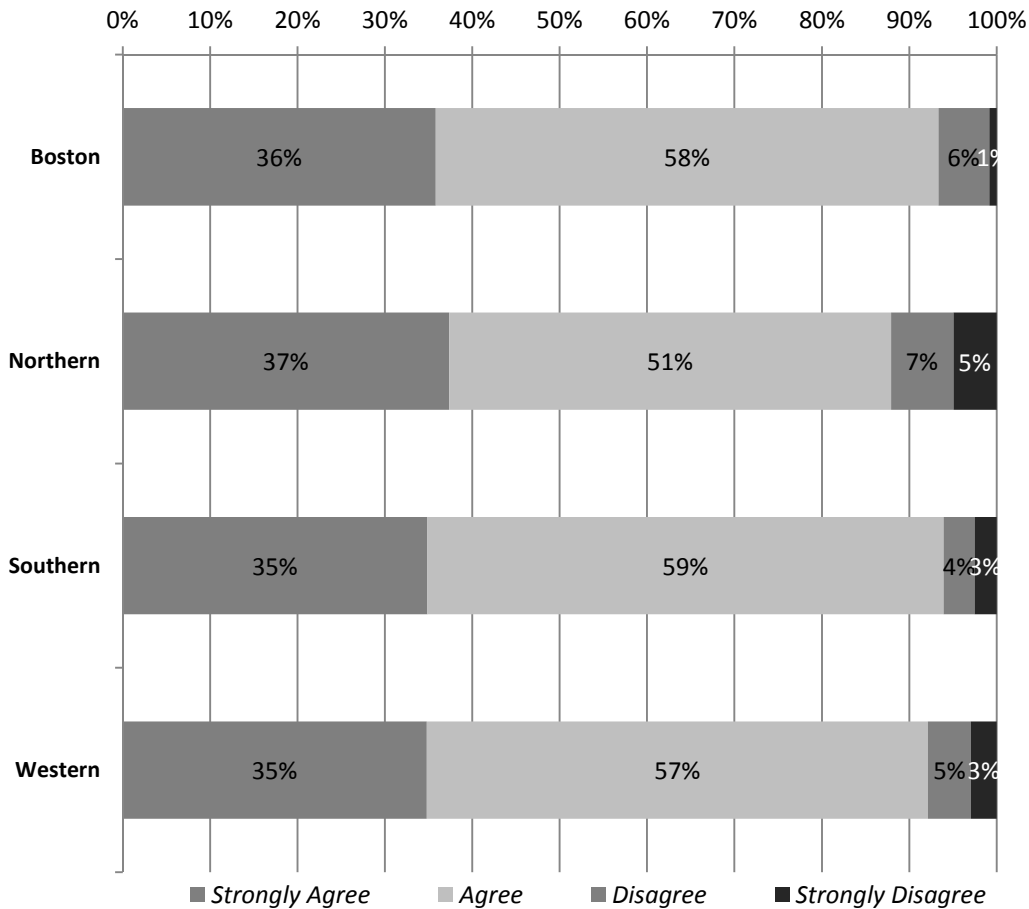
Q6Mothers. Your DCF worker respected your family's cultural traditions.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	36%	43	37%	68	35%	69	35%	71	36%	251
Agree	58%	69	51%	92	59%	117	57%	117	56%	395
Disagree	6%	7	7%	13	4%	7	5%	10	5%	37
Strongly Disagree	1%	1	5%	9	3%	5	3%	6	3%	21
answered question	120		182		198		204		704	
skipped question	5		13		15		10		43	
consented surveys	125		195		213		214		747	

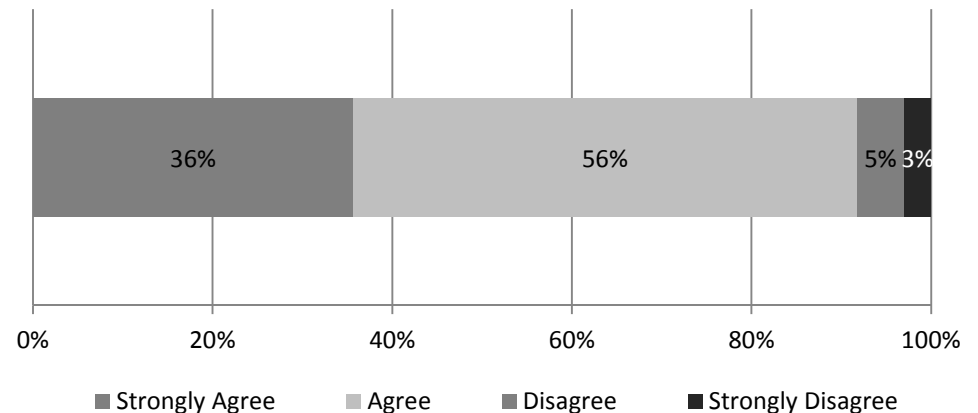
STATEWIDE MOTHERS

92% of surveyed mothers reported that their DCF worker respected their families' cultural traditions.

This represents a 2.4% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

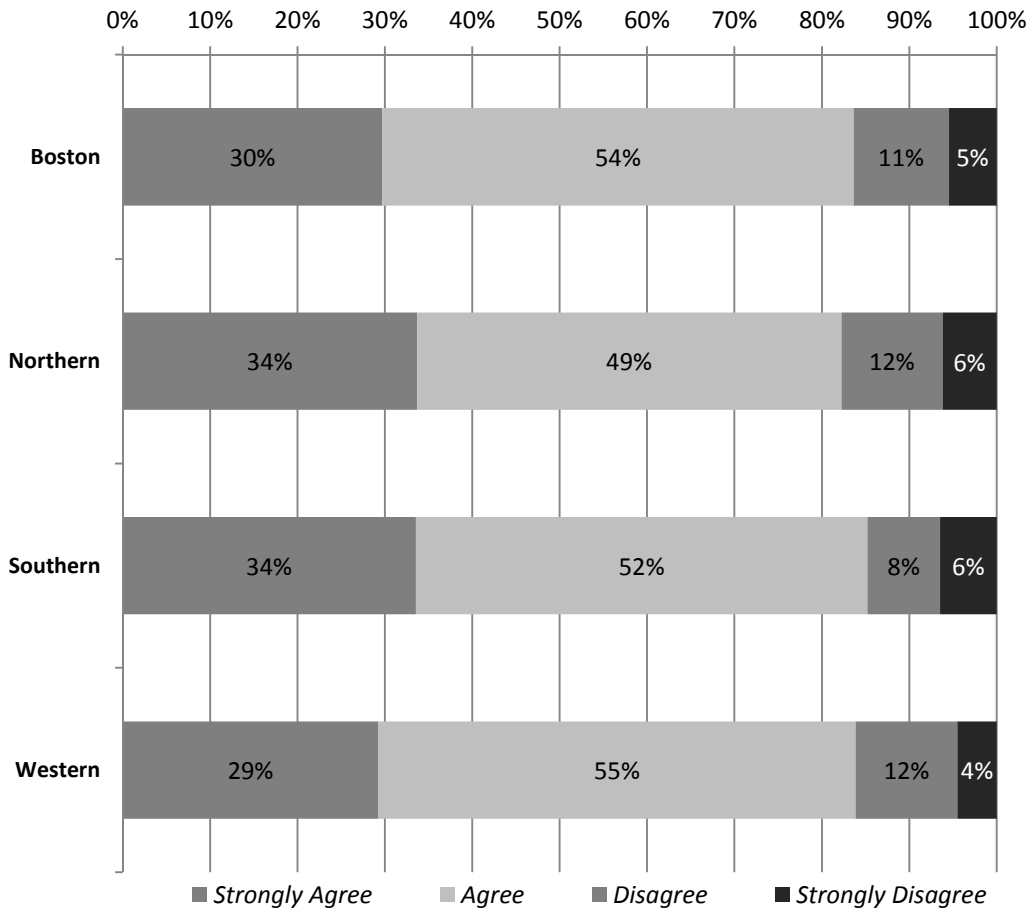
Q7. Your DCF worker encouraged you to participate in making decisions about your family.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	30%	49	34%	93	34%	109	29%	98	32%	349
Agree	54%	89	49%	134	52%	168	55%	183	52%	574
Disagree	11%	18	12%	32	8%	27	12%	39	11%	116
Strongly Disagree	5%	9	6%	17	6%	21	4%	15	6%	62
answered question	165		276		325		335		1,101	
skipped question	6		20		18		12		56	
consented surveys	171		296		343		347		1,157	

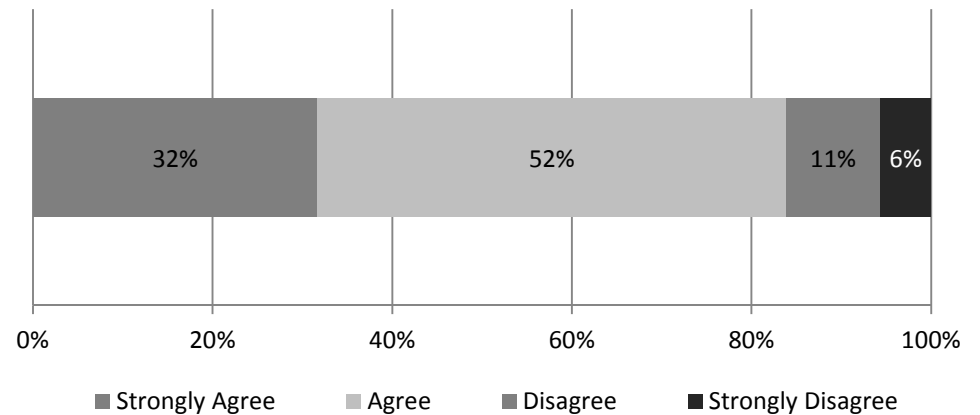
STATEWIDE

84% of surveyed parents/guardians reported that their DCF worker encouraged them to participate in making decisions about their families.

This represents a 2.8% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

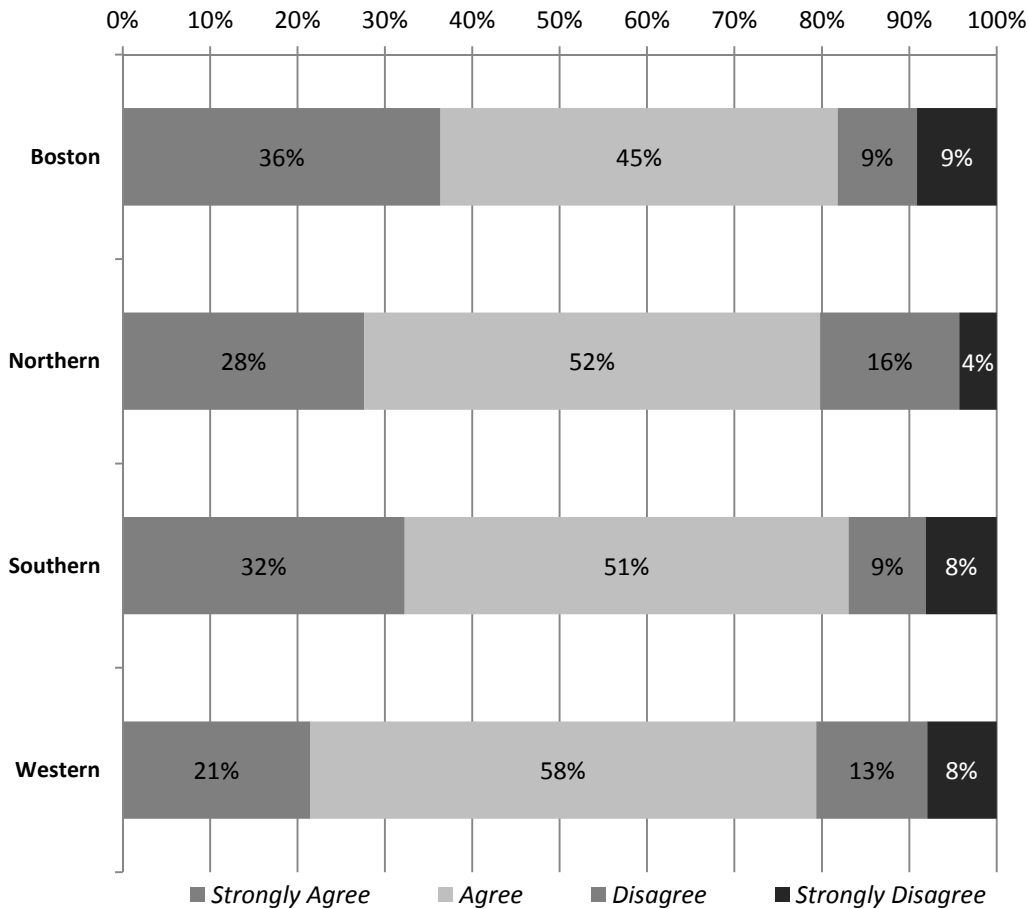
Q7Fathers. Your DCF worker encouraged you to participate in making decisions about your family.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	36%	16	28%	26	32%	40	21%	27	28%	109
Agree	45%	20	52%	49	51%	63	58%	73	53%	205
Disagree	9%	4	16%	15	9%	11	13%	16	12%	46
Strongly Disagree	9%	4	4%	4	8%	10	8%	10	7%	28
answered question	44		94		124		126		388	
skipped question	2		7		6		7		22	
consented surveys	46		101		130		133		410	

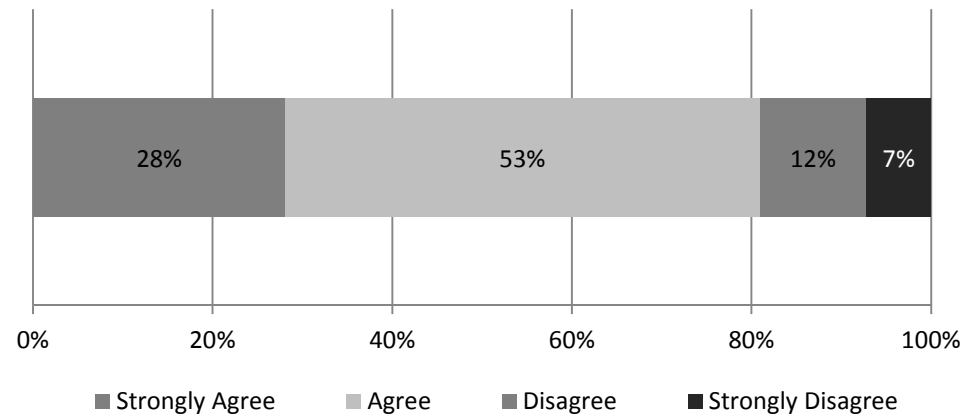
STATEWIDE FATHERS

81% of surveyed fathers reported that their DCF worker encouraged them to participate in making decisions about their families.

This represents a 4.6% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

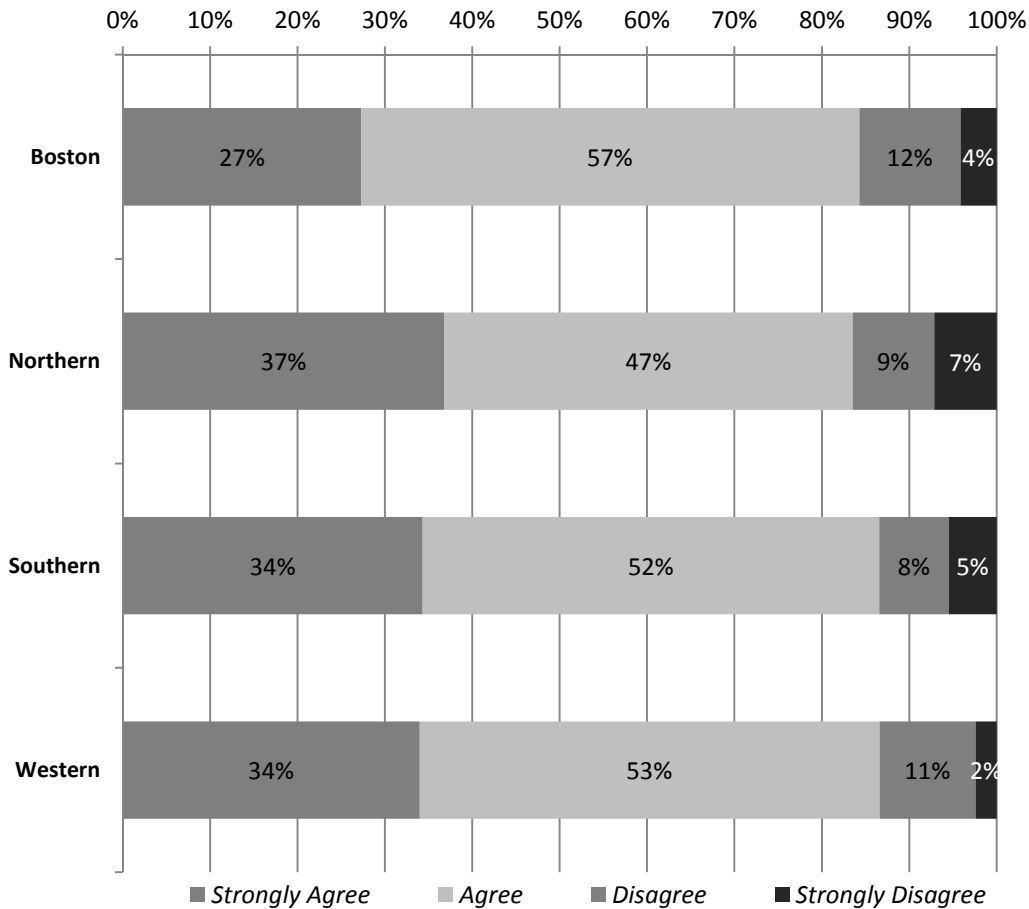
Q7Mothers. Your DCF worker encouraged you to participate in making decisions about your family.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	27%	33	37%	67	34%	69	34%	71	34%	240
Agree	57%	69	47%	85	52%	105	53%	110	52%	369
Disagree	12%	14	9%	17	8%	16	11%	23	10%	70
Strongly Disagree	4%	5	7%	13	5%	11	2%	5	5%	34
answered question	121		182		201		209		713	
skipped question	4		13		12		5		34	
consented surveys	125		195		213		214		747	

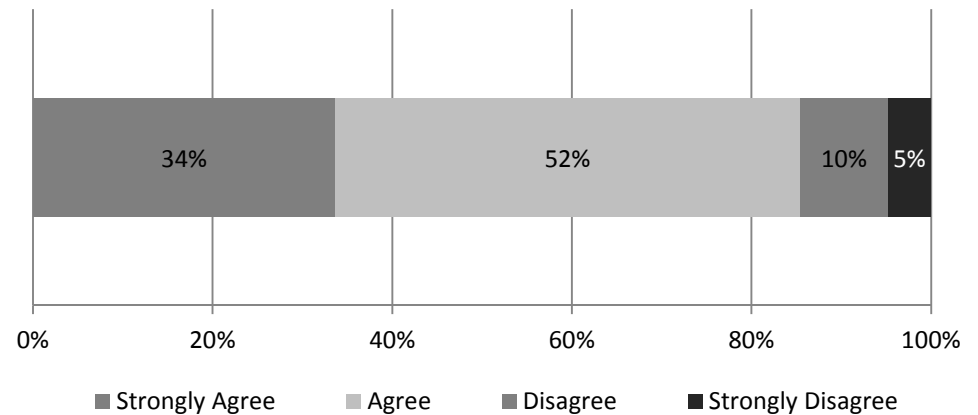
STATEWIDE MOTHERS

85% of surveyed mothers reported that their DCF worker encouraged them to participate in making decisions about their families.

This represents a 2.5% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

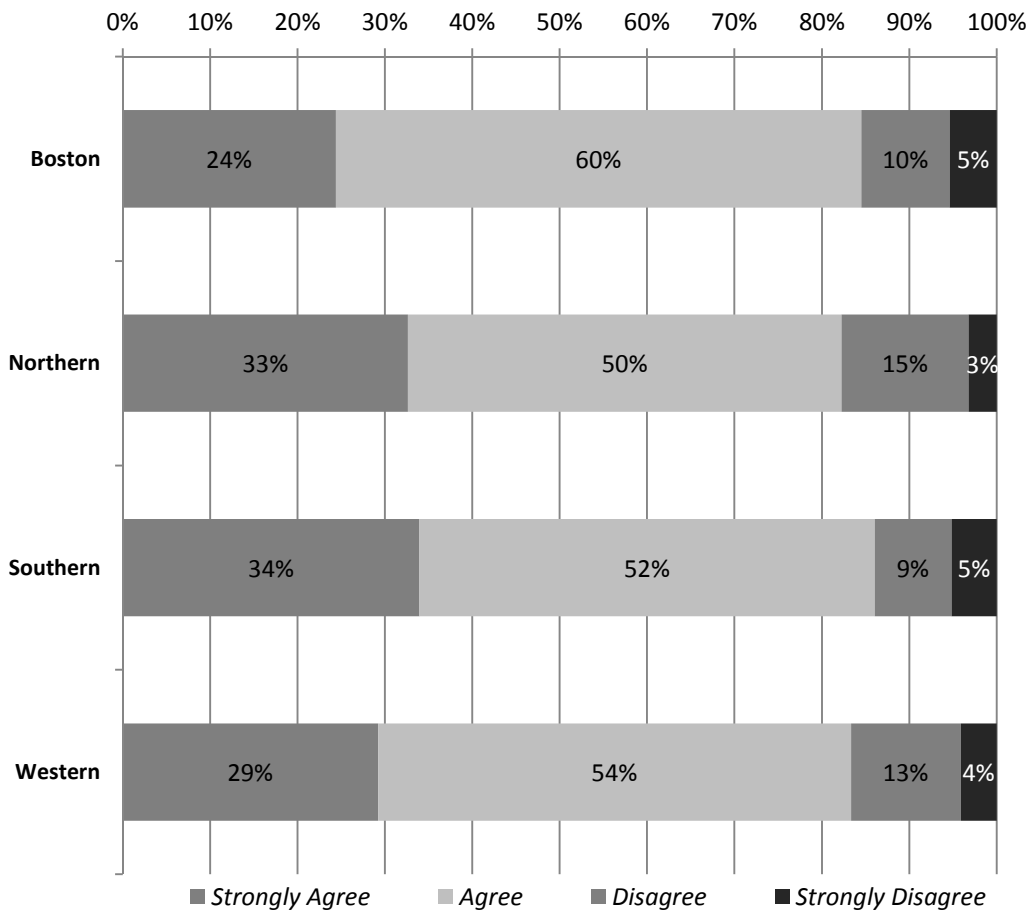
Q8. Your DCF worker explained what to expect during your involvement with DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	24%	41	33%	92	34%	112	29%	100	31%	345
Agree	60%	101	50%	140	52%	172	54%	185	53%	598
Disagree	10%	17	15%	41	9%	29	13%	43	12%	130
Strongly Disagree	5%	9	3%	9	5%	17	4%	14	4%	49
answered question	168		282		330		342		1,122	
skipped question	3		14		13		5		35	
consented surveys	171		296		343		347		1,157	

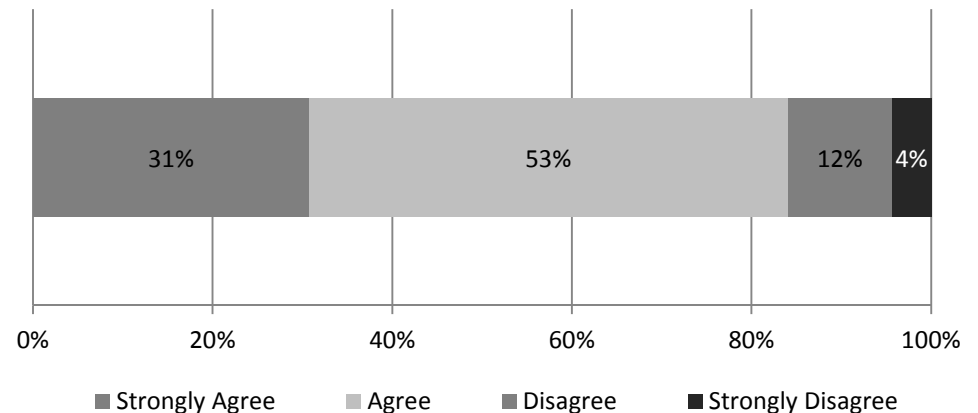
STATEWIDE

84% of surveyed parents/guardians reported that their DCF worker explained what to expect during their involvement with the Department.

This represents a 0.7% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

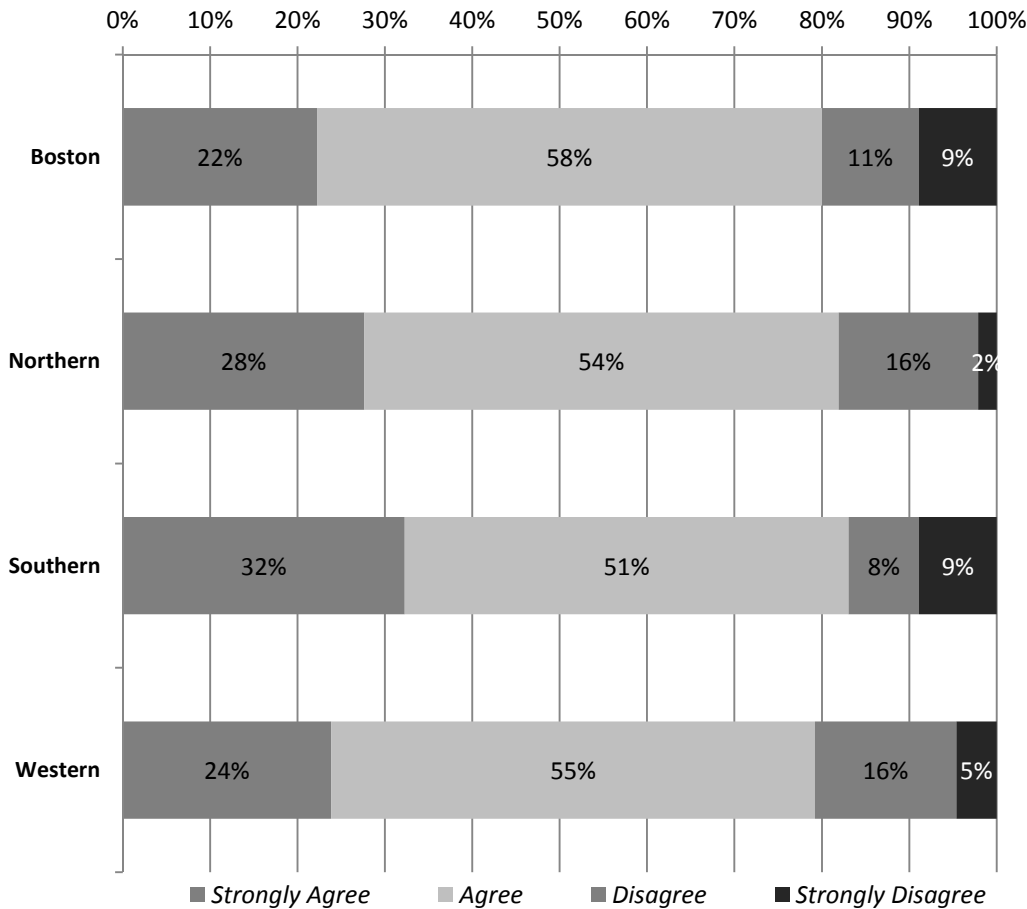
Q8Fathers. Your DCF worker explained what to expect during your involvement with DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	22%	10	28%	26	32%	40	24%	31	27%	107
Agree	58%	26	54%	51	51%	63	55%	72	54%	212
Disagree	11%	5	16%	15	8%	10	16%	21	13%	51
Strongly Disagree	9%	4	2%	2	9%	11	5%	6	6%	23
answered question	45		94		124		130		393	
skipped question	1		7		6		3		17	
consented surveys	46		101		130		133		410	

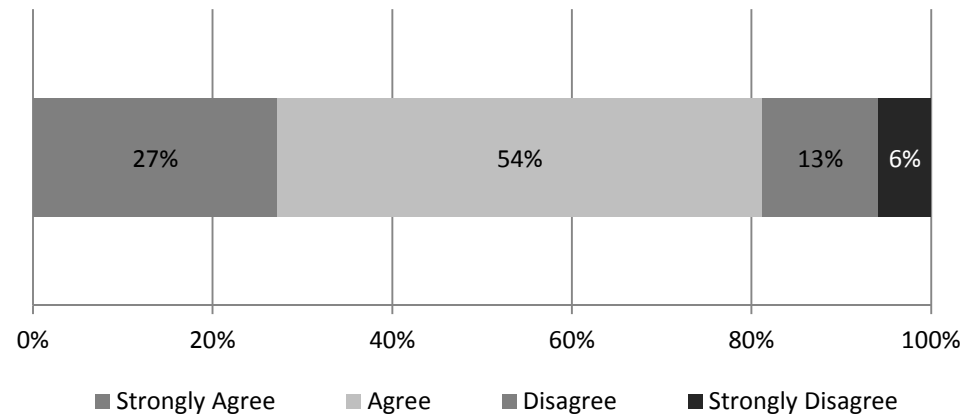
STATEWIDE FATHERS

81% of surveyed fathers reported that their DCF worker explained what to expect during their involvement with the Department.

This represents a 0.7% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

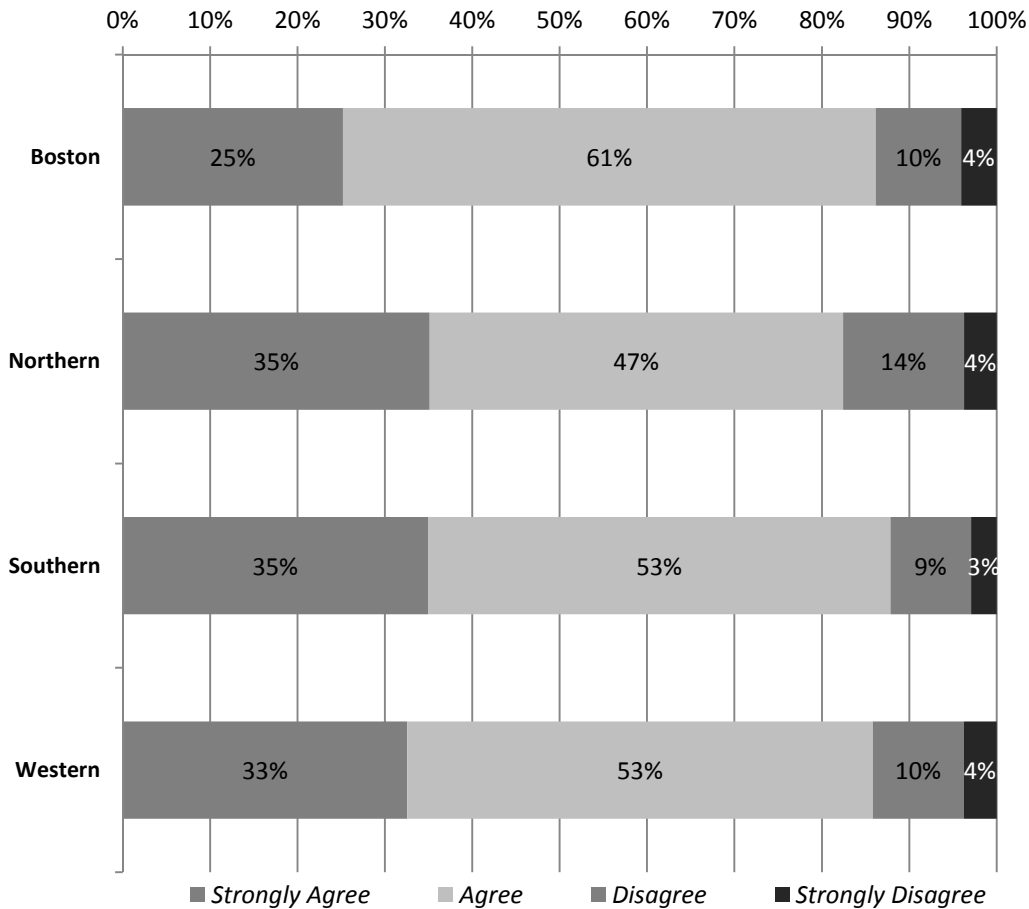
Q8Mothers. Your DCF worker explained what to expect during your involvement with DCF.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	25%	31	35%	66	35%	72	33%	69	33%	238
Agree	61%	75	47%	89	53%	109	53%	113	53%	386
Disagree	10%	12	14%	26	9%	19	10%	22	11%	79
Strongly Disagree	4%	5	4%	7	3%	6	4%	8	4%	26
answered question	123		188		206		212		729	
skipped question	2		7		7		2		18	
consented surveys	125		195		213		214		747	

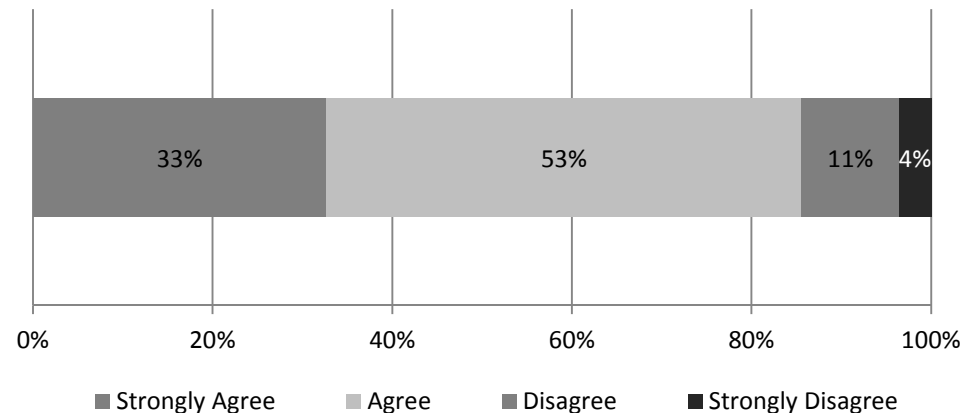
STATEWIDE MOTHERS

86% of surveyed mothers reported that their DCF worker explained what to expect during their involvement with the Department.

This represents a 1.8% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

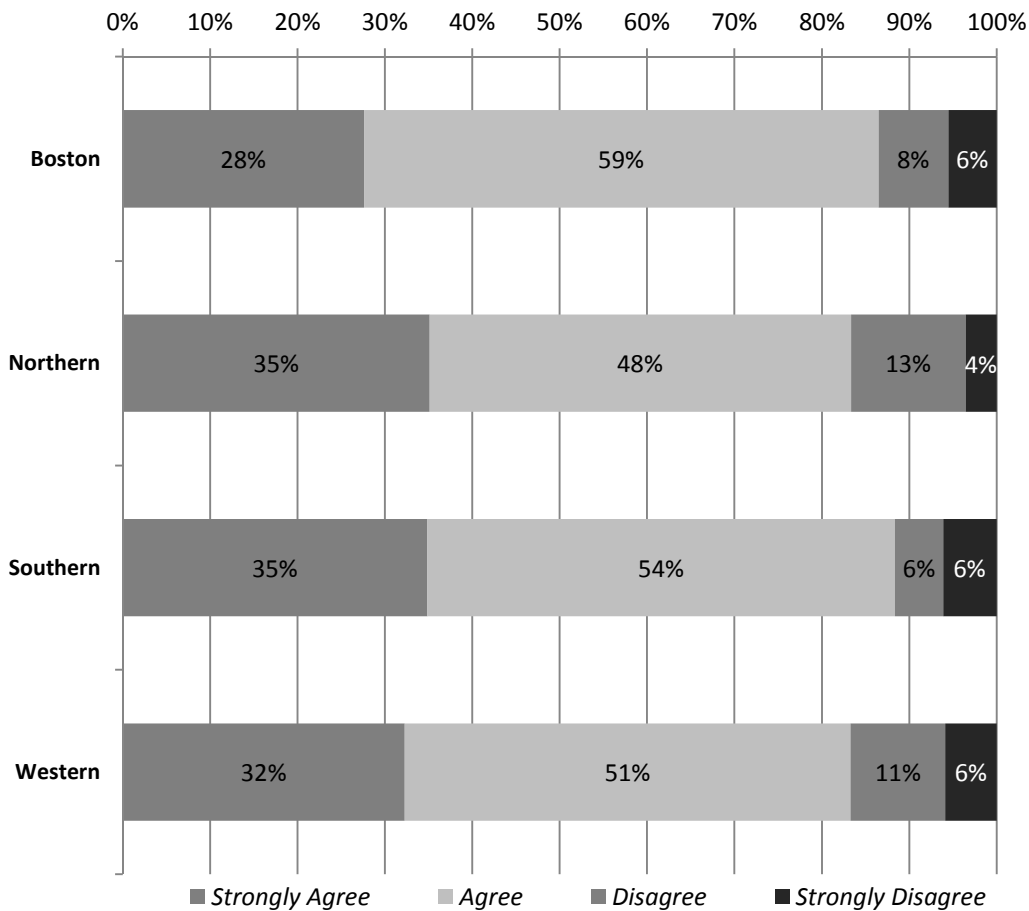
Q9. Your DCF worker paid attention to your children's needs and wants.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	28%	45	35%	99	35%	114	32%	110	33%	368
Agree	59%	96	48%	136	54%	175	51%	174	52%	581
Disagree	8%	13	13%	37	6%	18	11%	37	9%	105
Strongly Disagree	6%	9	4%	10	6%	20	6%	20	5%	59
answered question	163		282		327		341		1,113	
skipped question	8		14		16		6		44	
consented surveys	171		296		343		347		1,157	

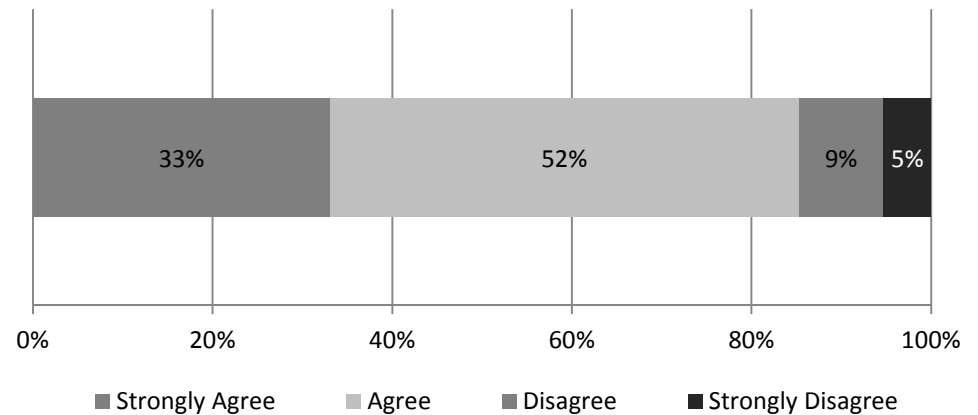
STATEWIDE

85% of surveyed parents/guardians reported that their DCF worker paid attention to their children's needs and wants.

This represents a 3.3% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

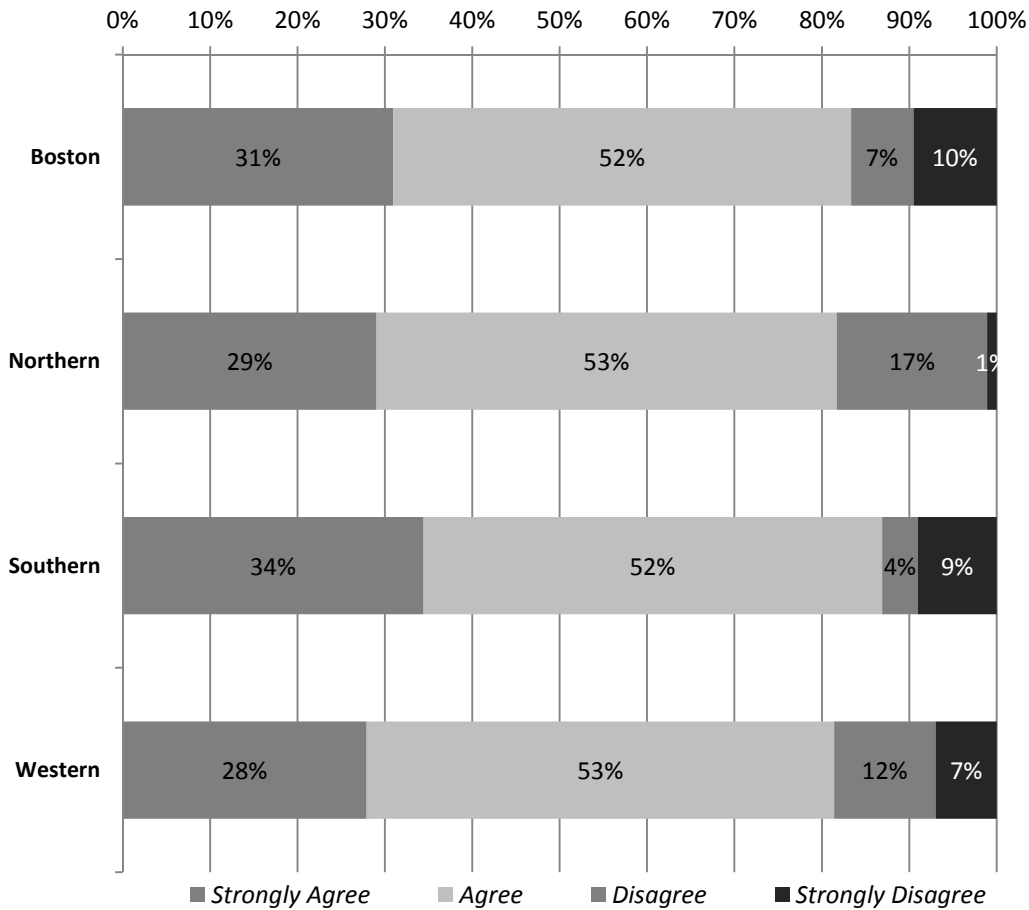
Q9Fathers. Your DCF worker paid attention to your children's needs and wants.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	31%	13	29%	27	34%	42	28%	36	31%	118
Agree	52%	22	53%	49	52%	64	53%	69	53%	204
Disagree	7%	3	17%	16	4%	5	12%	15	10%	39
Strongly Disagree	10%	4	1%	1	9%	11	7%	9	6%	25
answered question	42		93		122		129		386	
skipped question	4		8		8		4		24	
consented surveys	46		101		130		133		410	

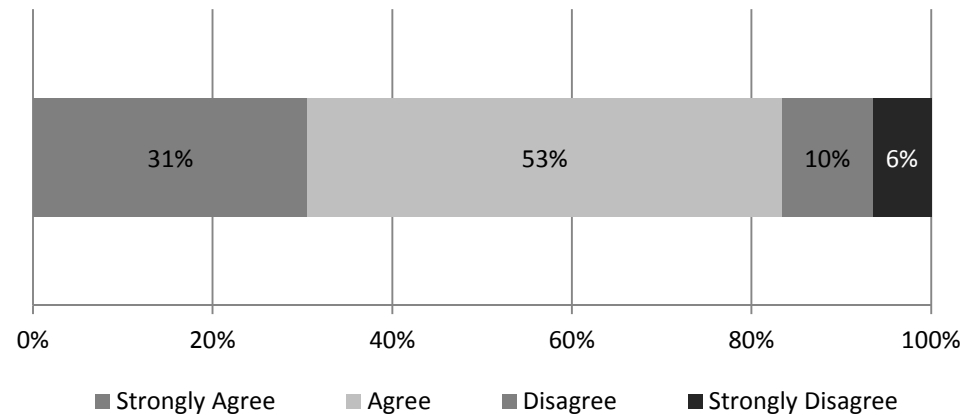
STATEWIDE FATHERS

83% of surveyed fathers reported that their DCF worker paid attention to their children's needs and wants.

This represents a 1.7% decrease over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

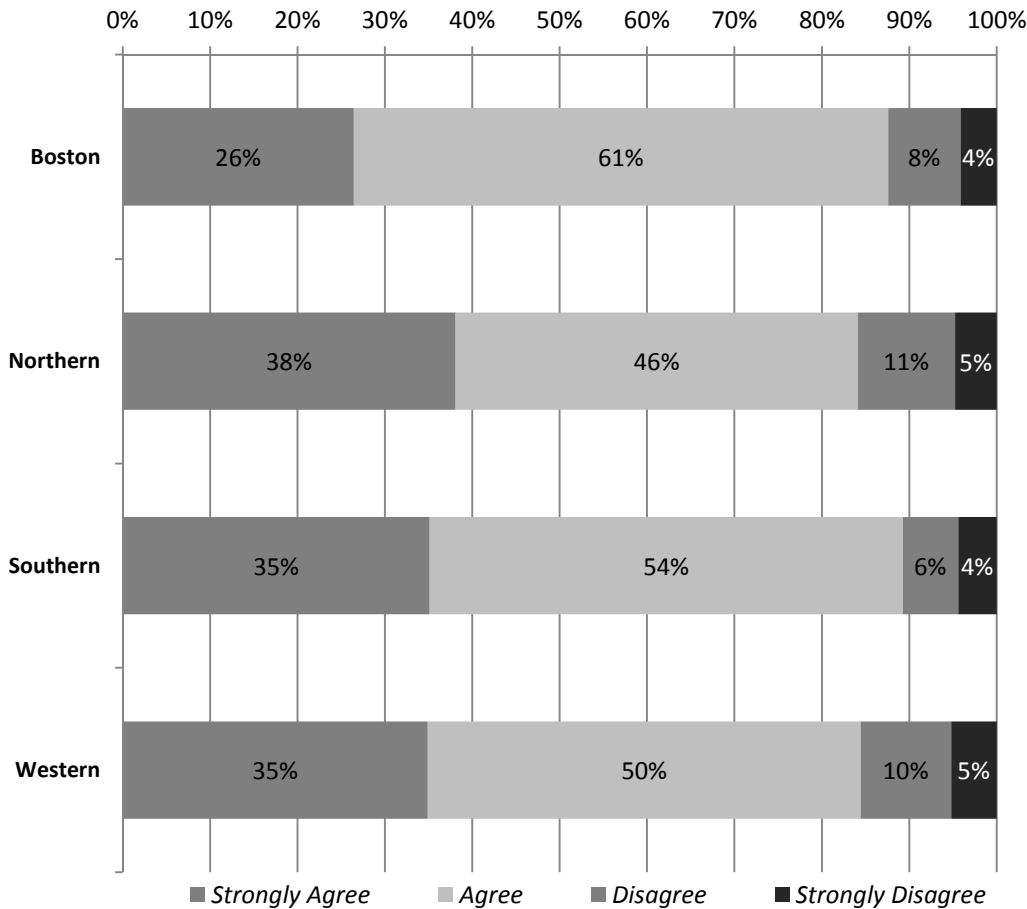
Q9Mothers. Your DCF worker paid attention to your children's needs and wants.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	26%	32	38%	72	35%	72	35%	74	34%	250
Agree	61%	74	46%	87	54%	111	50%	105	52%	377
Disagree	8%	10	11%	21	6%	13	10%	22	9%	66
Strongly Disagree	4%	5	5%	9	4%	9	5%	11	5%	34
answered question	121		189		205		212		727	
skipped question	4		6		8		2		20	
consented surveys	125		195		213		214		747	

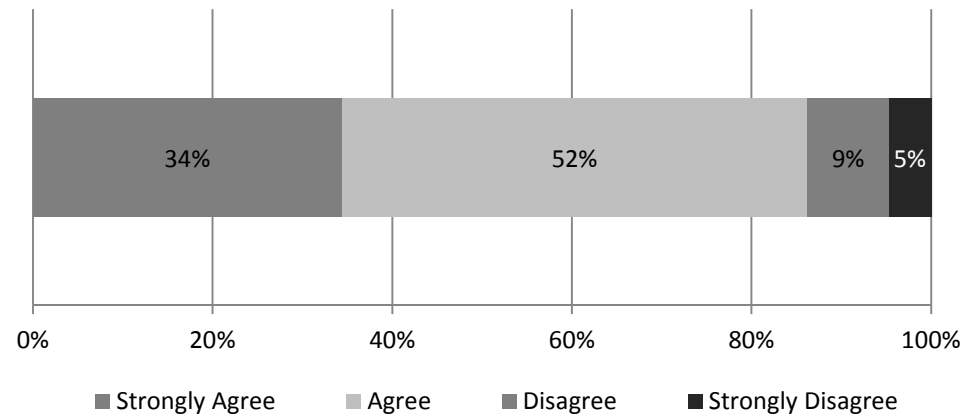
STATEWIDE MOTHERS

86% of surveyed mothers reported that their DCF worker paid attention to their children's needs and wants.

This represents a 5.9% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

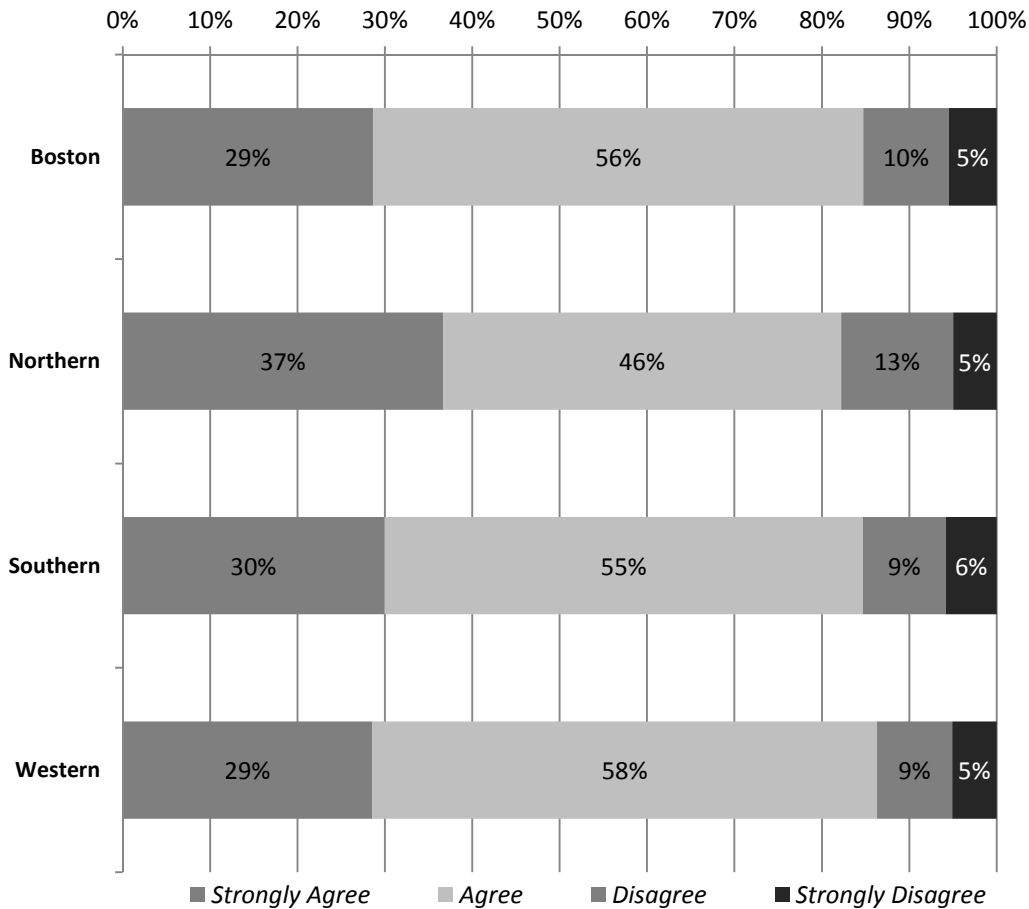
FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

STATEWIDE

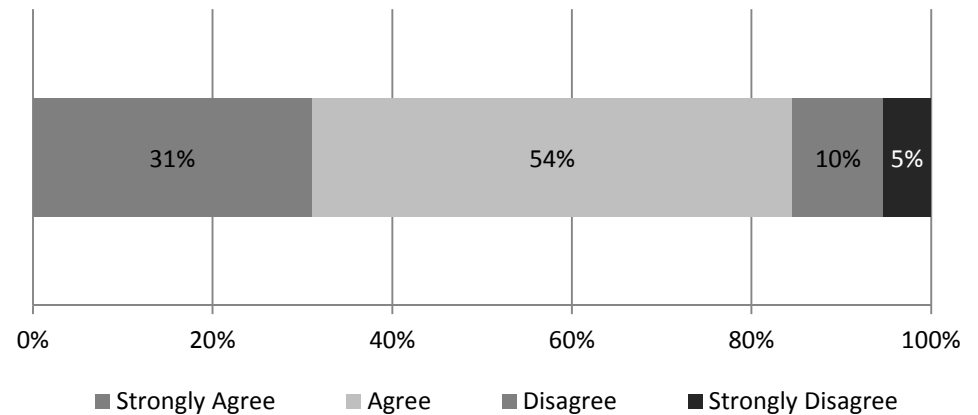
85% of surveyed parents/guardians reported that their DCF worker met with them and their family as often as they felt was needed.

Q9a. Your DCF worker met with you/your family as often as you needed.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	29%	47	37%	103	30%	98	29%	96	31%	344
Agree	56%	92	46%	128	55%	179	58%	194	54%	593
Disagree	10%	16	13%	36	9%	31	9%	29	10%	112
Strongly Disagree	5%	9	5%	14	6%	19	5%	17	5%	59
answered question	164		281		327		336		1,108	
skipped question	7		15		16		11		49	
consented surveys	171		296		343		347		1,157	



STATEWIDE



Massachusetts Department of Children and Families

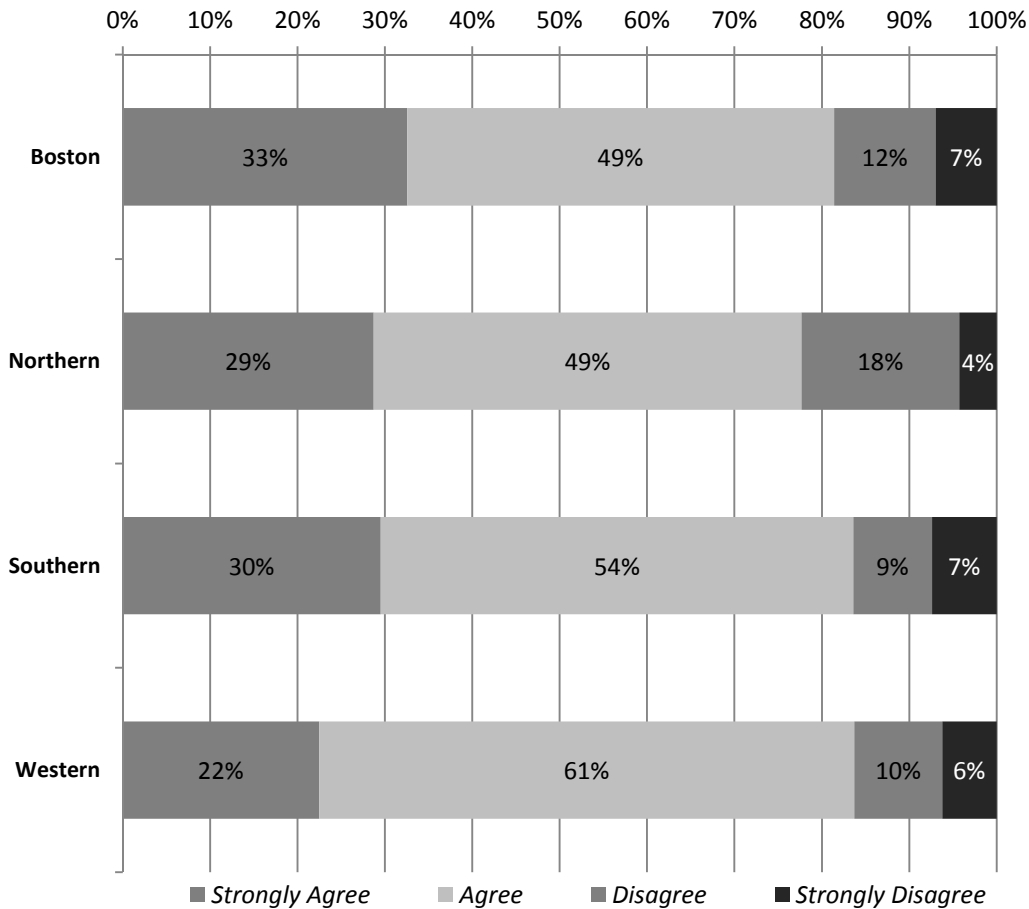
FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

STATEWIDE FATHERS

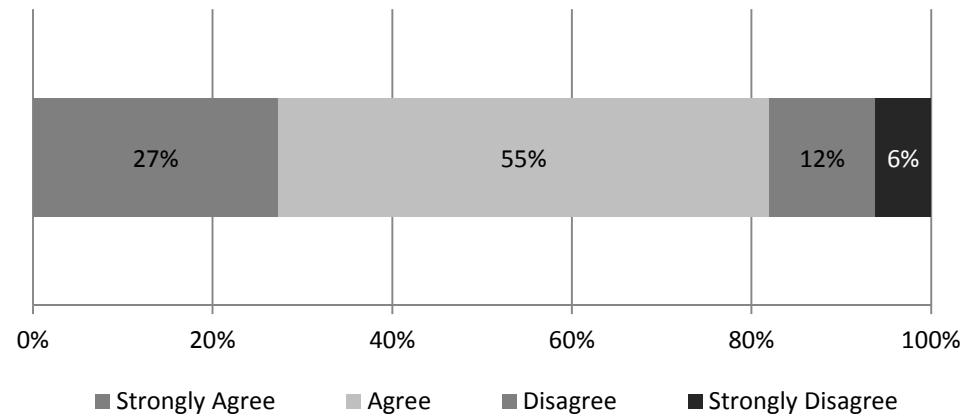
82% of surveyed fathers reported that their DCF worker met with them and their family as often as they felt was needed.

Q9aFathers. Your DCF worker met with you/your family as often as you needed.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	33%	14	29%	27	30%	36	22%	29	27%	106
Agree	49%	21	49%	46	54%	66	61%	79	55%	212
Disagree	12%	5	18%	17	9%	11	10%	13	12%	46
Strongly Disagree	7%	3	4%	4	7%	9	6%	8	6%	24
answered question	43		94		122		129		388	
skipped question	3		7		8		4		22	
consented surveys	46		101		130		133		410	



STATEWIDE FATHERS



Massachusetts Department of Children and Families

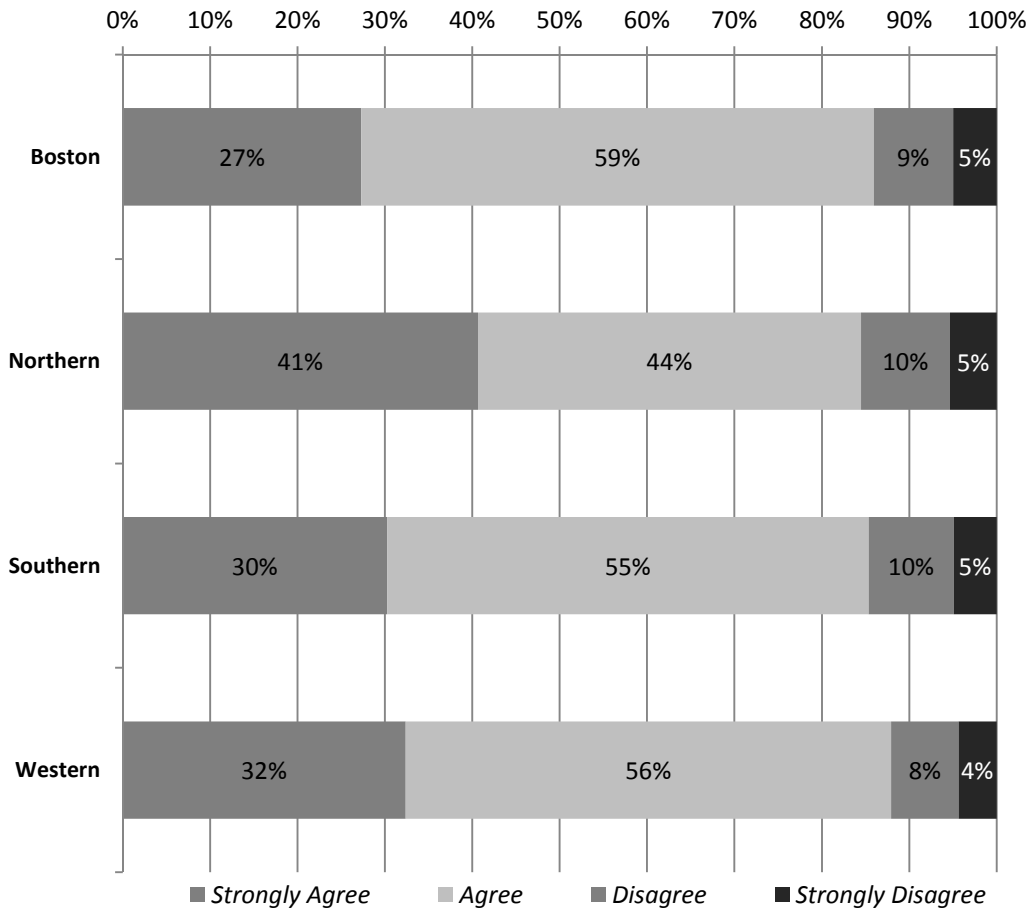
FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

STATEWIDE MOTHERS

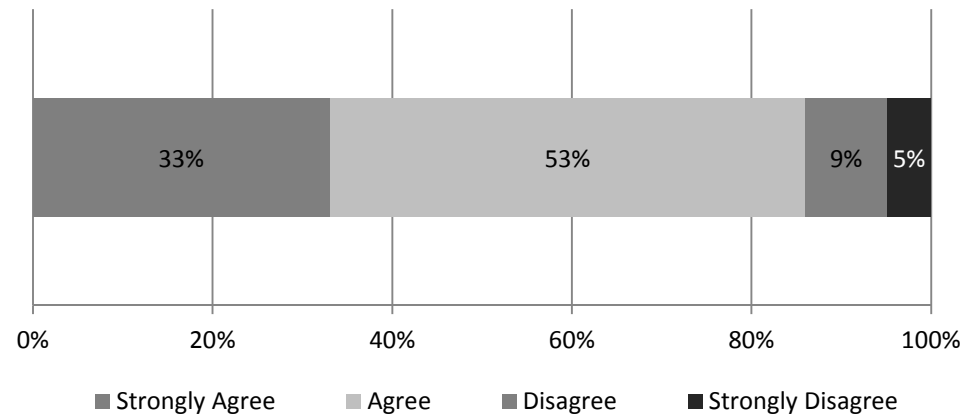
86% of surveyed mothers reported that their DCF worker met with them and their family as often as they felt was needed.

Q9aMothers. Your DCF worker met with you/your family as often as you needed.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	27%	33	41%	76	30%	62	32%	67	33%	238
Agree	59%	71	44%	82	55%	113	56%	115	53%	381
Disagree	9%	11	10%	19	10%	20	8%	16	9%	66
Strongly Disagree	5%	6	5%	10	5%	10	4%	9	5%	35
answered question	121		187		205		207		720	
skipped question	4		8		8		7		27	
consented surveys	125		195		213		214		747	



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

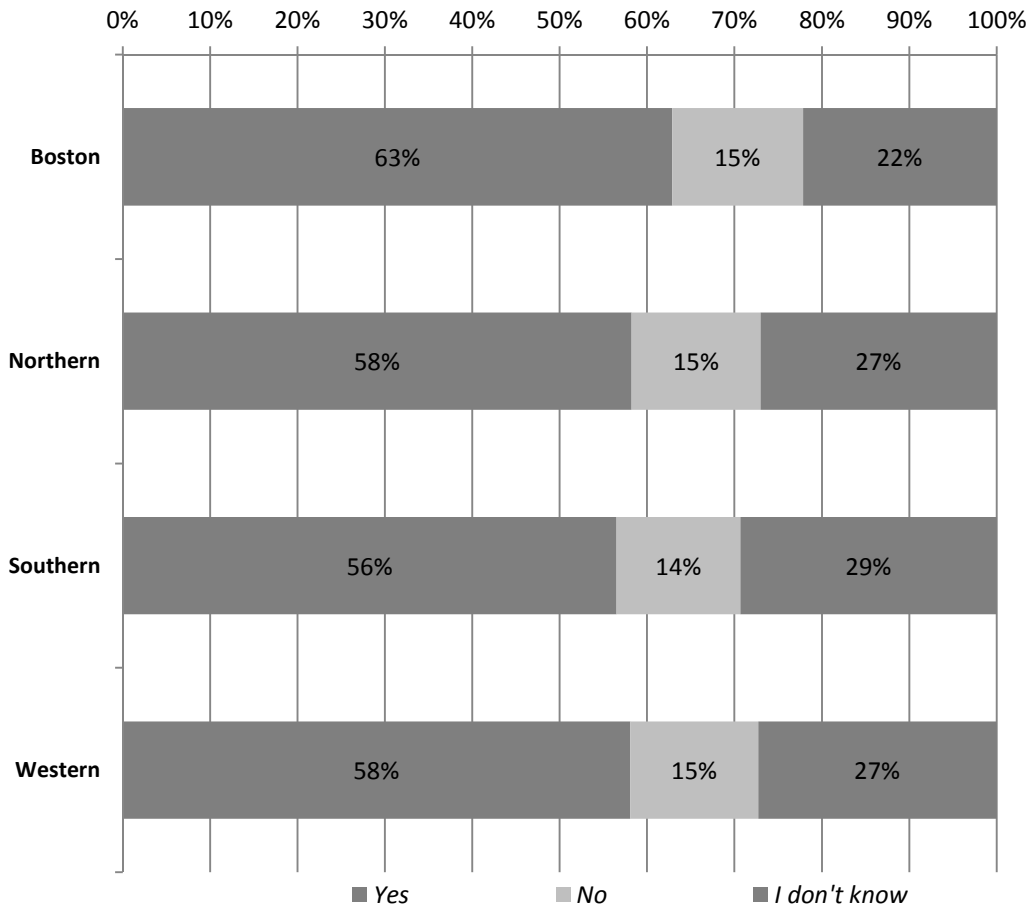
Q10. Did you get a copy of the "Family Guide to Child Protective Services" brochure? *This is a pamphlet printed on blue paper which would have been mailed to you or provided by a social worker.*

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	63%	105	58%	166	56%	187	58%	198	58%	656
No	15%	25	15%	42	14%	47	15%	50	15%	164
I don't know	22%	37	27%	77	29%	97	27%	93	27%	304
answered question	167		285		331		341		1,124	
skipped question	4		11		12		6		33	
consented surveys	171		296		343		347		1,157	

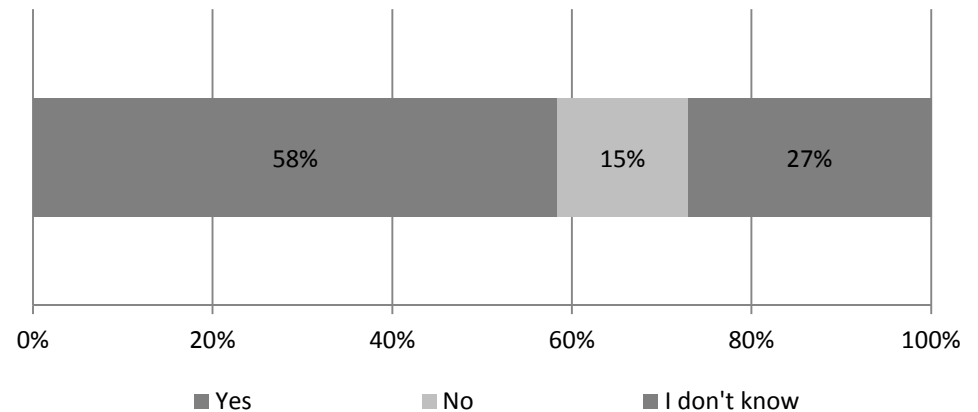
STATEWIDE

58% of surveyed parents/guardians reported that they received a copy of the "Family Guide to Child Protective Services."

This represents a 0.4% decrease over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

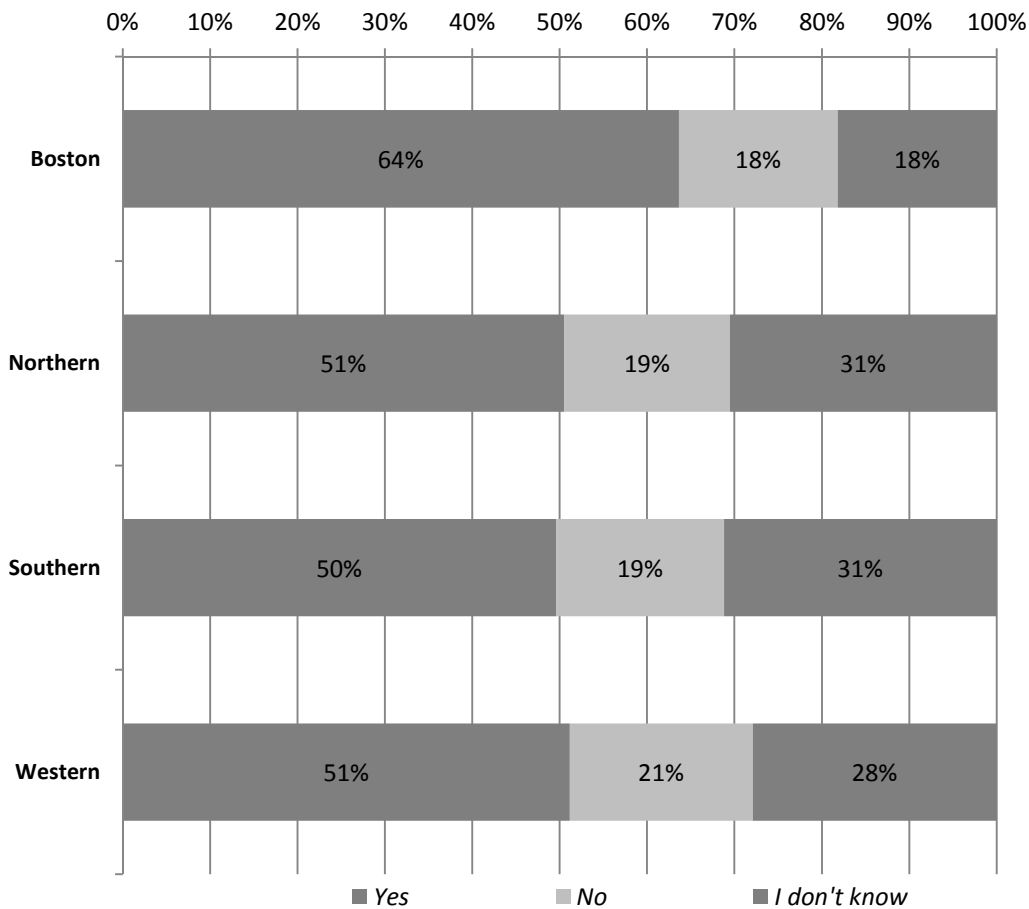
Q10Fathers. Did you get a copy of the "Family Guide to Child Protective Services" brochure? This is a pamphlet printed on blue paper which would have been mailed to you or provided by a social worker.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	64%	28	51%	48	50%	62	51%	66	52%	204
No	18%	8	19%	18	19%	24	21%	27	20%	77
I don't know	18%	8	31%	29	31%	39	28%	36	28%	112
answered question	44		95		125		129		393	
skipped question	2		6		5		4		17	
consented surveys	46		101		130		133		410	

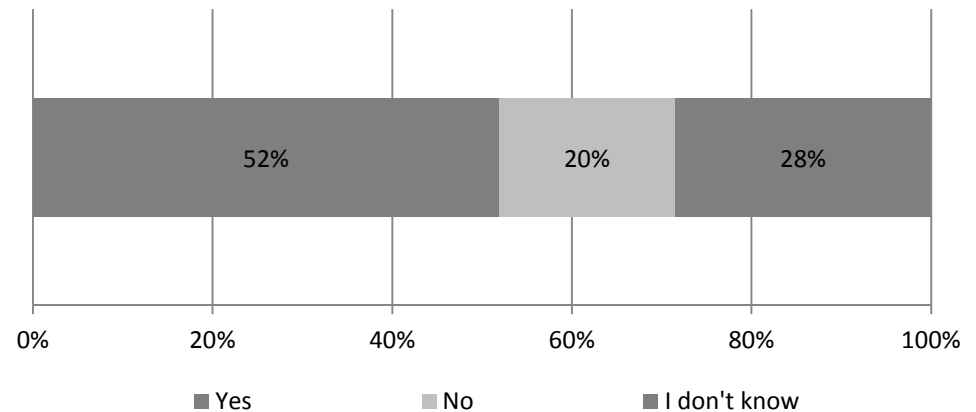
STATEWIDE FATHERS

52% of surveyed fathers reported that they received a copy of the "Family Guide to Child Protective Services."

This represents a 4.6% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

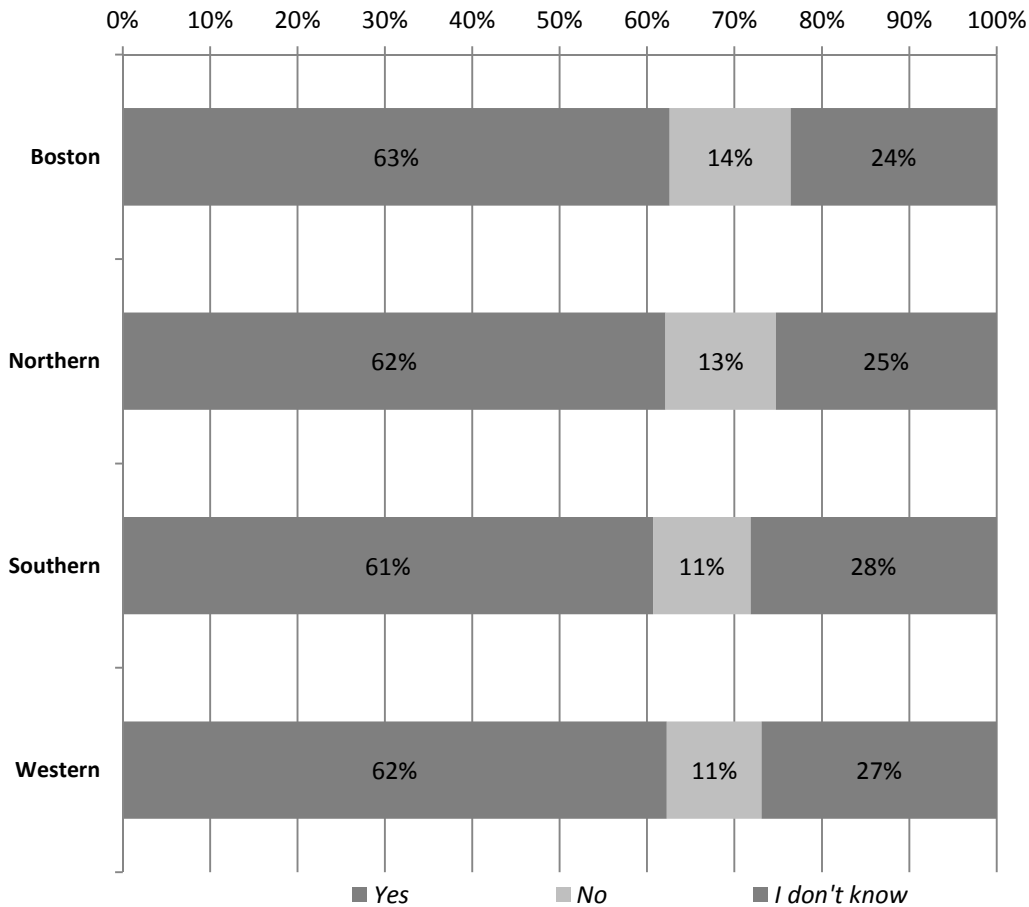
Q10Mothers. Did you get a copy of the "Family Guide to Child Protective Services" brochure? *This is a pamphlet printed on blue paper which would have been mailed to you or provided by a social worker.*

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	63%	77	62%	118	61%	125	62%	132	62%	452
No	14%	17	13%	24	11%	23	11%	23	12%	87
I don't know	24%	29	25%	48	28%	58	27%	57	26%	192
answered question	123		190		206		212		731	
skipped question	2		5		7		2		16	
consented surveys	125		195		213		214		747	

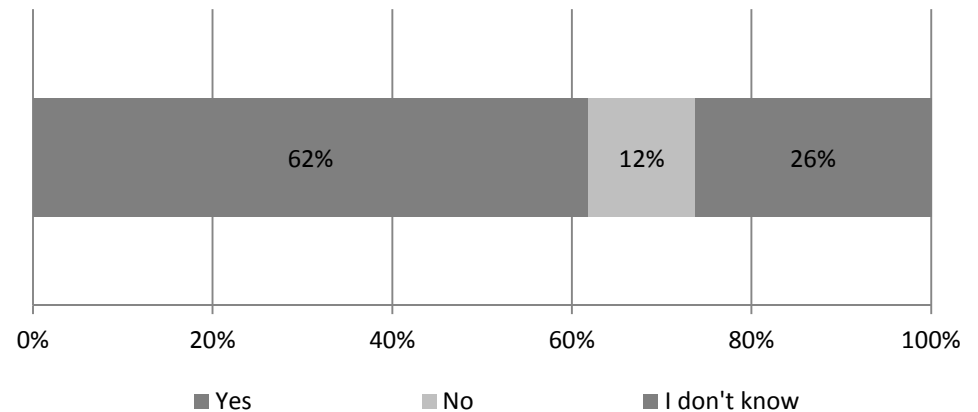
STATEWIDE MOTHERS

62% of surveyed mothers reported that they received a copy of the "Family Guide to Child Protective Services."

This represents a 0.1% decrease over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

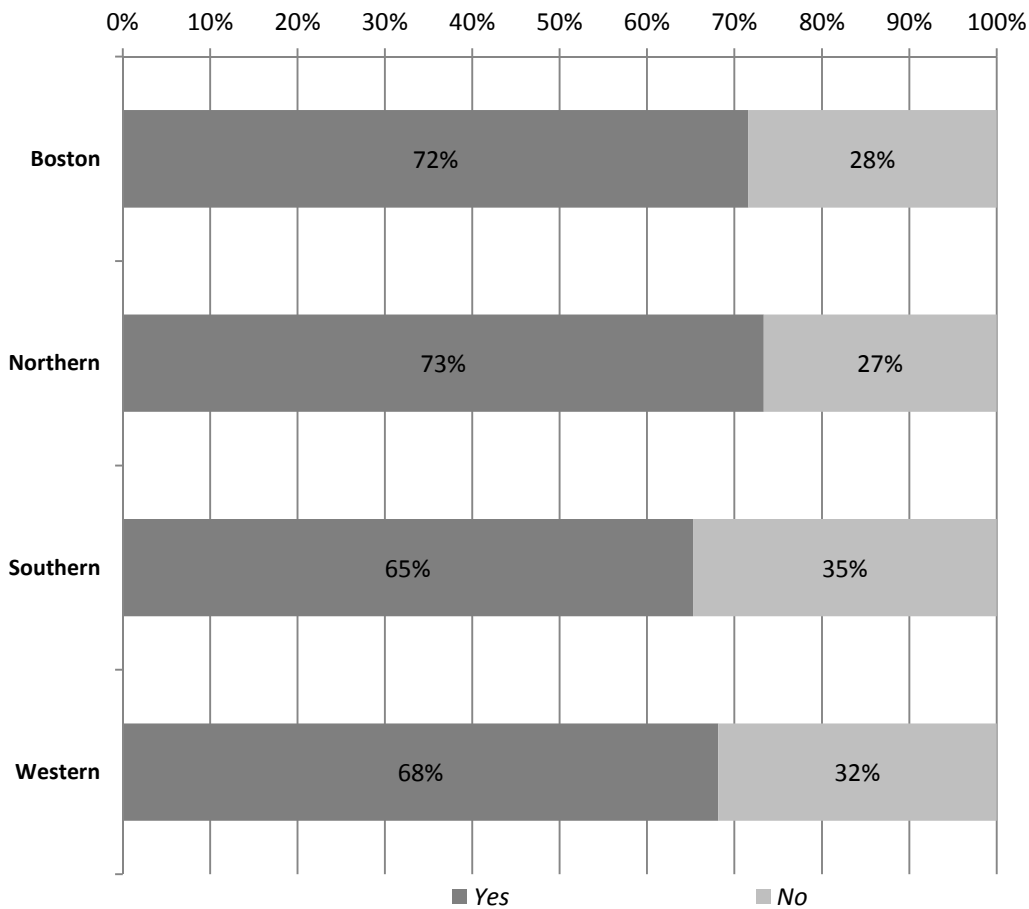
Q11. Do you know that the "Family Guide to Child Protective Services" brochure contains information about your rights as a parent involved with DCF?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	72%	111	73%	190	65%	201	68%	214	69%	716
No	28%	44	27%	69	35%	107	32%	100	31%	320
<i>answered question</i>	155		259		308		314		1,036	
<i>skipped question</i>	16		37		35		33		121	
<i>consented surveys</i>	171		296		343		347		1,157	

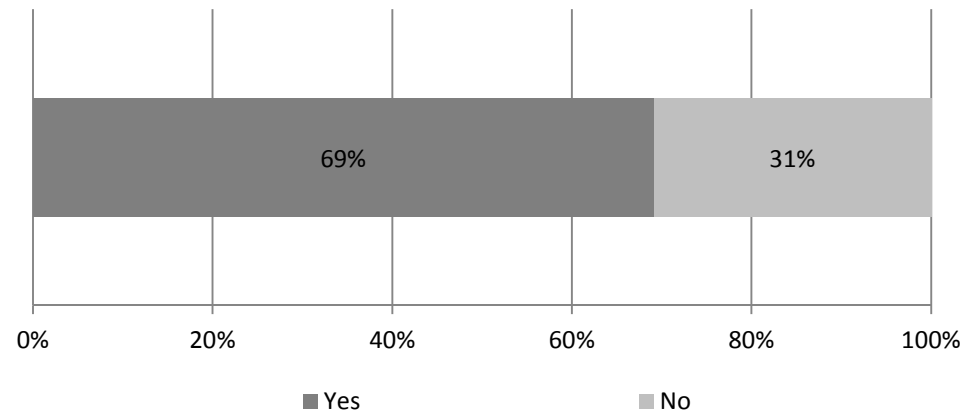
STATEWIDE

69% of surveyed parents/guardians reported that they know that the "Family Guide to Child Protective Services" brochure contains information about their rights as a parent involved with DCF.

This represents a 10.1% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

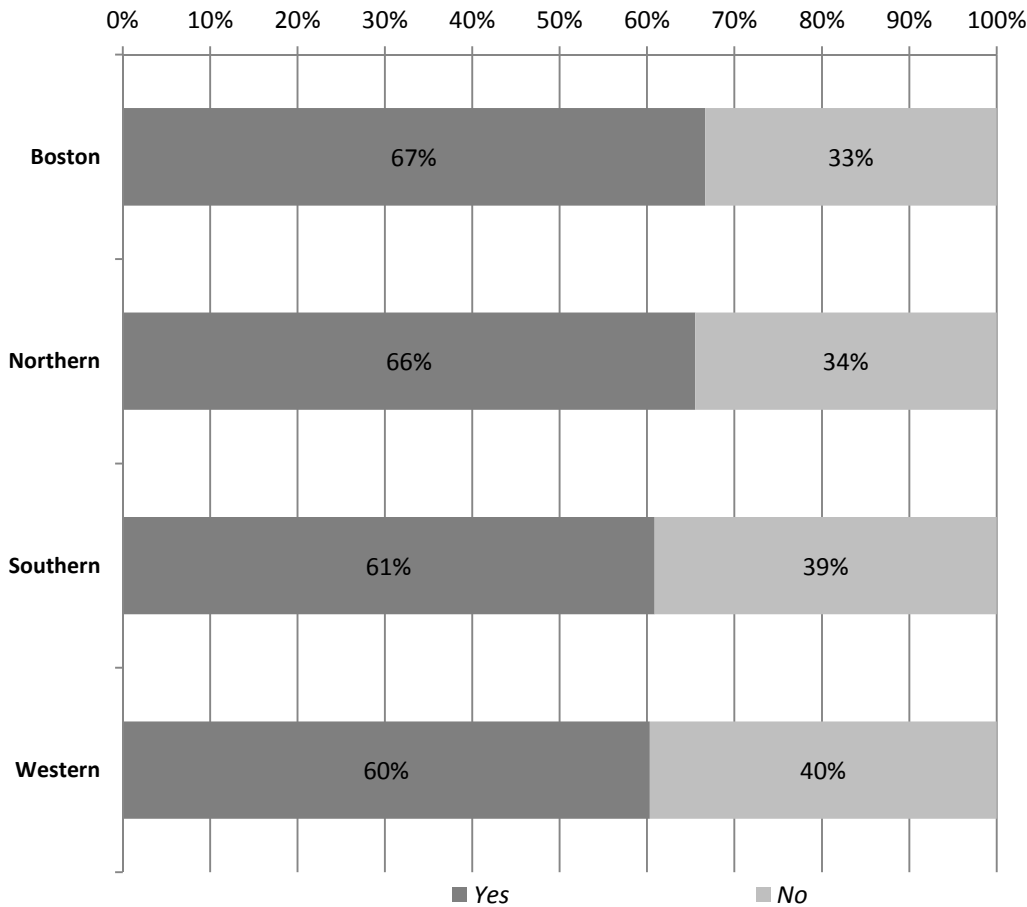
Q11Fathers. Do you know that the "Family Guide to Child Protective Services" brochure contains information about your rights as a parent involved with DCF?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	67%	28	66%	57	61%	70	60%	73	62%	228
No	33%	14	34%	30	39%	45	40%	48	38%	137
<i>answered question</i>	42		87		115		121		365	
<i>skipped question</i>	4		14		15		12		45	
<i>consented surveys</i>	46		101		130		133		410	

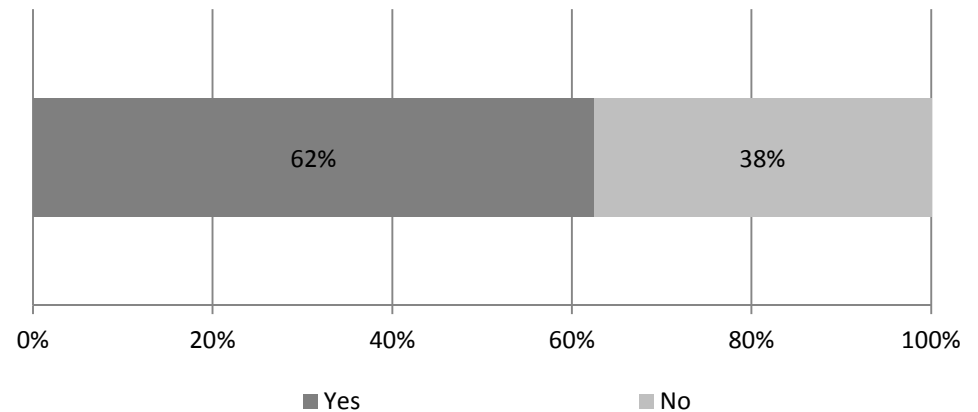
STATEWIDE FATHERS

62% of surveyed fathers reported that they know that the "Family Guide to Child Protective Services" brochure contains information about their rights as a parent involved with DCF.

This represents a 12.8% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

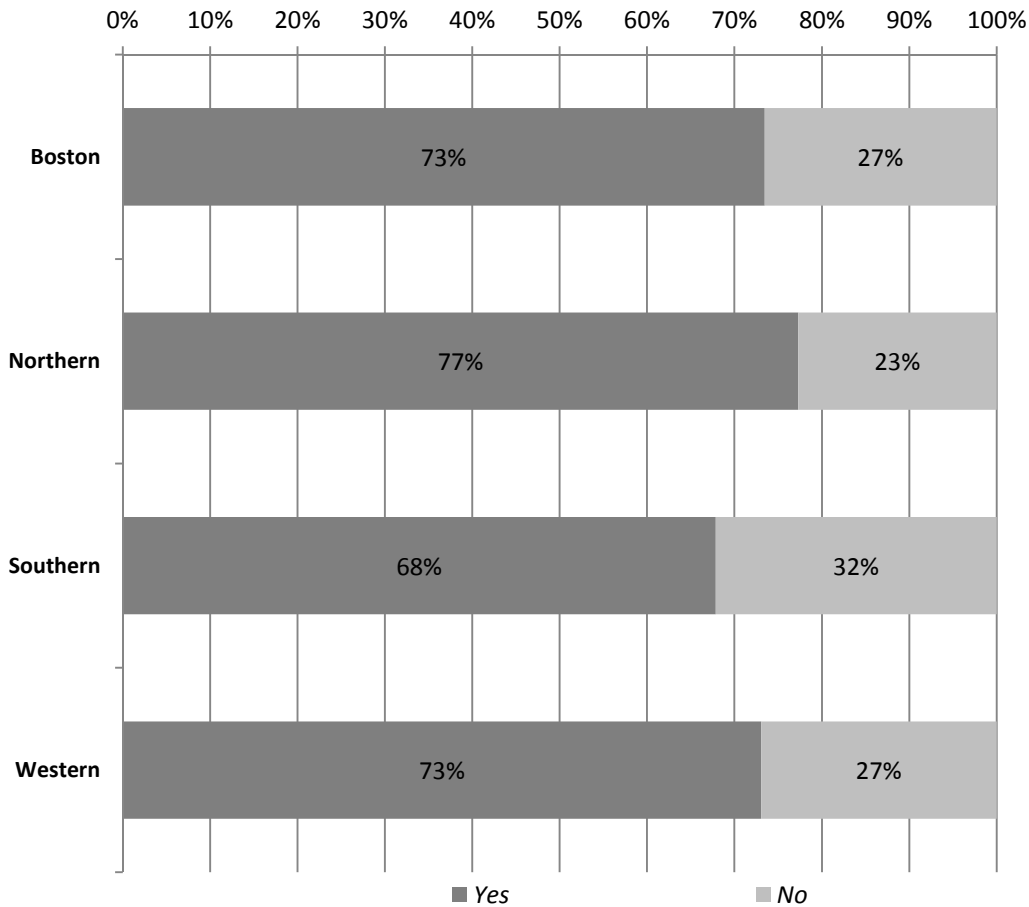
Q11 Mothers. Do you know that the "Family Guide to Child Protective Services" brochure contains information about your rights as a parent involved with DCF?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	73%	83	77%	133	68%	131	73%	141	73%	488
No	27%	30	23%	39	32%	62	27%	52	27%	183
<i>answered question</i>	113		172		193		193		671	
<i>skipped question</i>	12		23		20		21		76	
<i>consented surveys</i>	125		195		213		214		747	

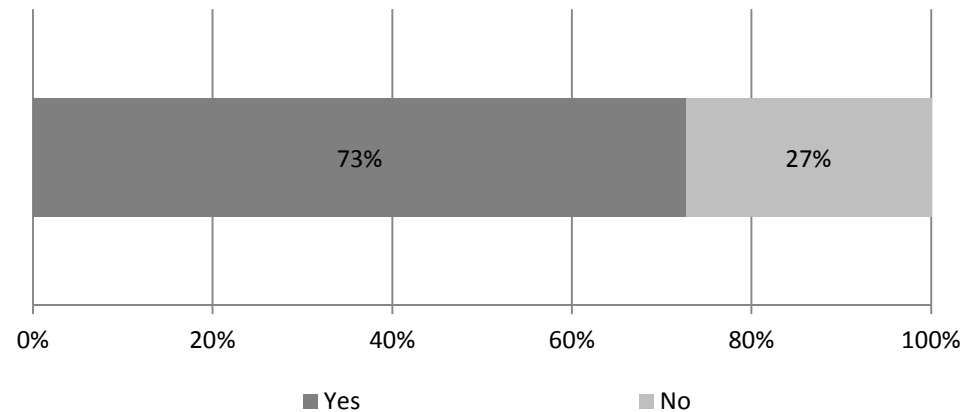
STATEWIDE MOTHERS

73% of surveyed mothers reported that they know that the "Family Guide to Child Protective Services" brochure contains information about their rights as a parent involved with DCF.

This represents an 11.2% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q12. During your work with DCF, did you have a DCF Service Plan?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET

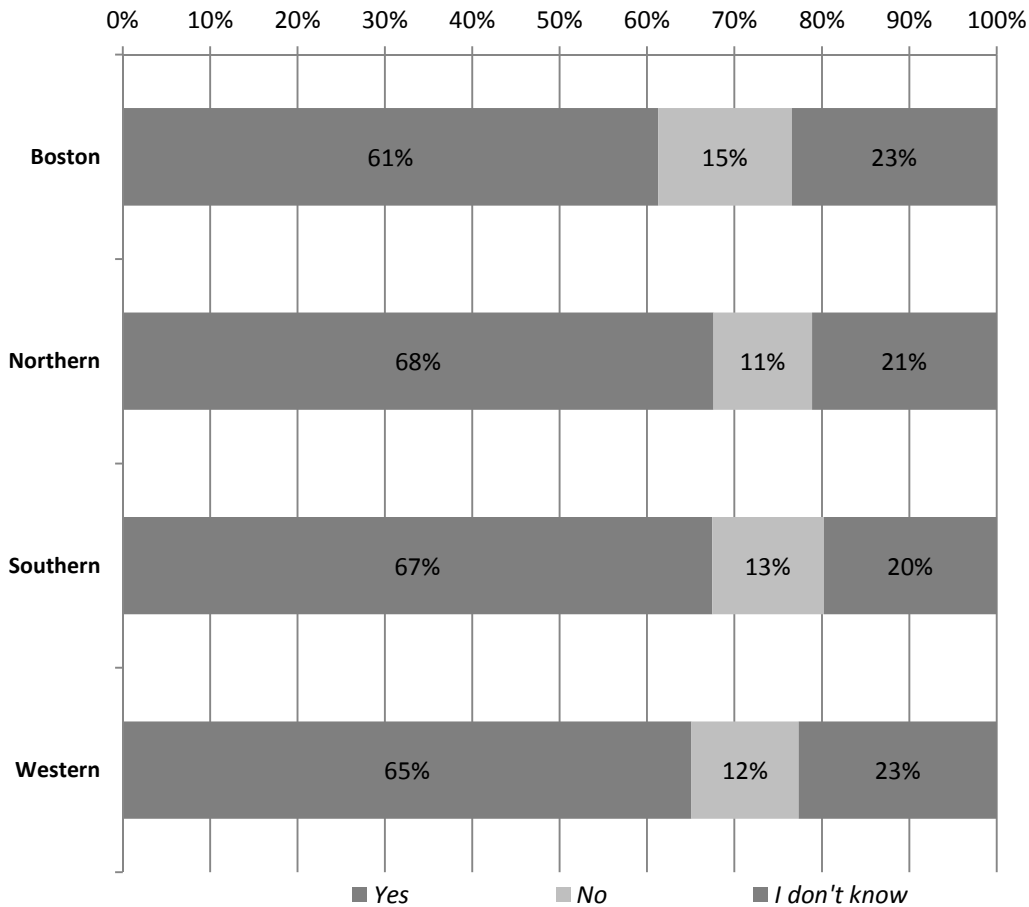
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	61%	68	68%	96	67%	116	65%	138	66%	418
No	15%	17	11%	16	13%	22	12%	26	13%	81
I don't know	23%	26	21%	30	20%	34	23%	48	22%	138
<i>answered question</i>	111		142		172		212		637	
<i>skipped question</i>	2		8		10		3		23	
<i>consented surveys w/SP</i>	113		150		182		215		660	

STATEWIDE

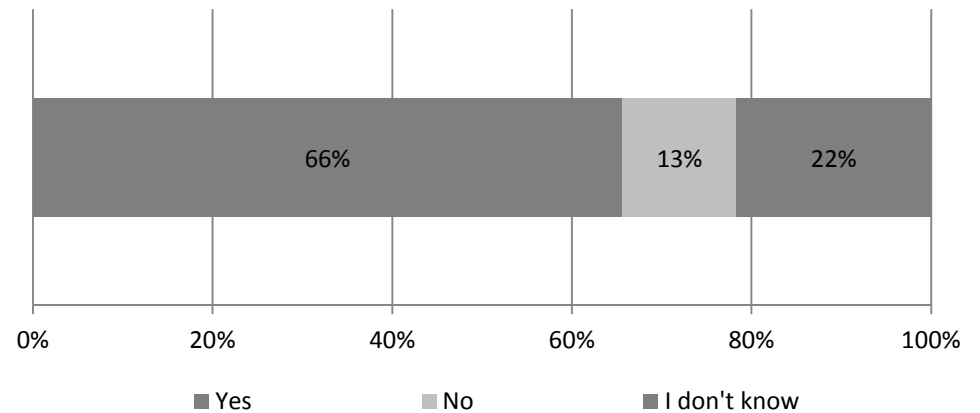
66% of surveyed parents/guardians with a Service Plan in FamilyNet reported having a DCF Service Plan.

This represents a 6.4% decrease over the CY2013 survey.

NOTE: DCF's involvement with 43% (497) of the surveyed parents/guardians, ended prior to the stage where a DCF Service Plan would generally be completed (e.g., closed at the conclusion of the response or comprehensive assessment).



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q12Fathers. During your work with DCF, did you have a DCF Service Plan?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET

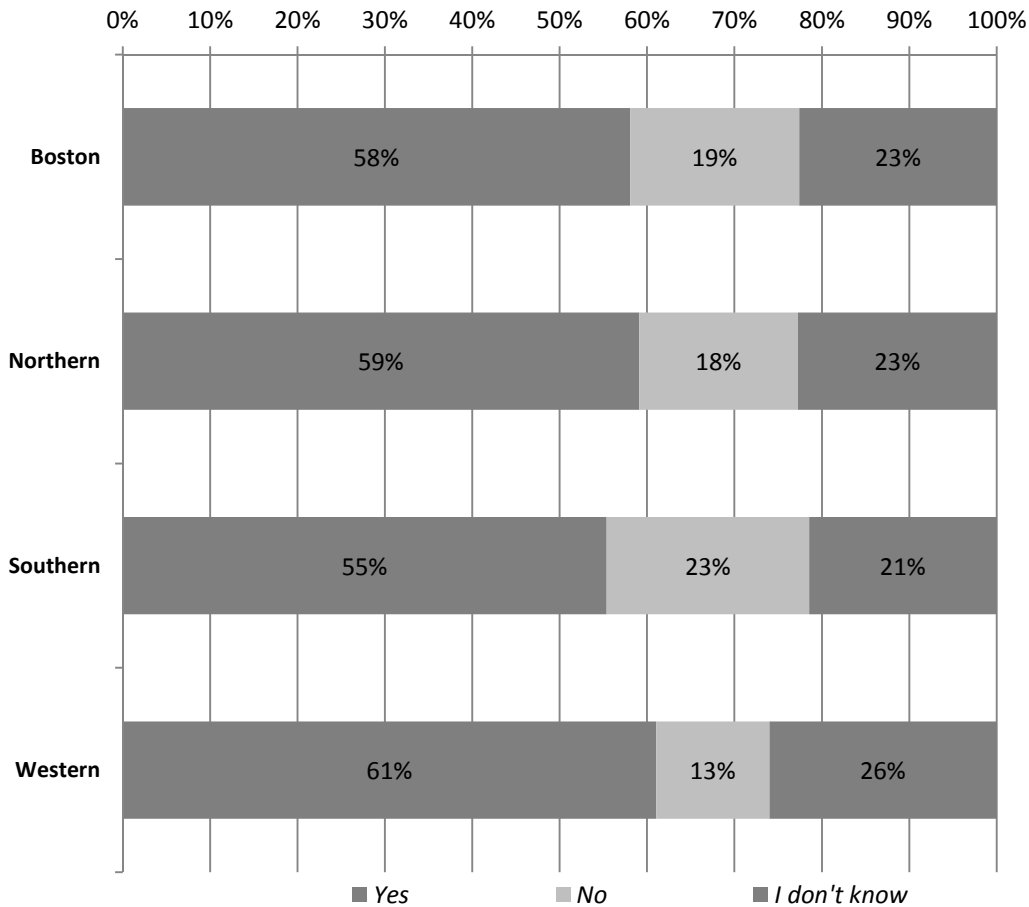
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	58%	18	59%	26	55%	31	61%	47	59%	122
No	19%	6	18%	8	23%	13	13%	10	18%	37
I don't know	23%	7	23%	10	21%	12	26%	20	24%	49
answered question	31		44		56		77		208	
skipped question	-		5		4		2		11	
consented surveys w/SP	31		49		60		79		219	

STATEWIDE FATHERS

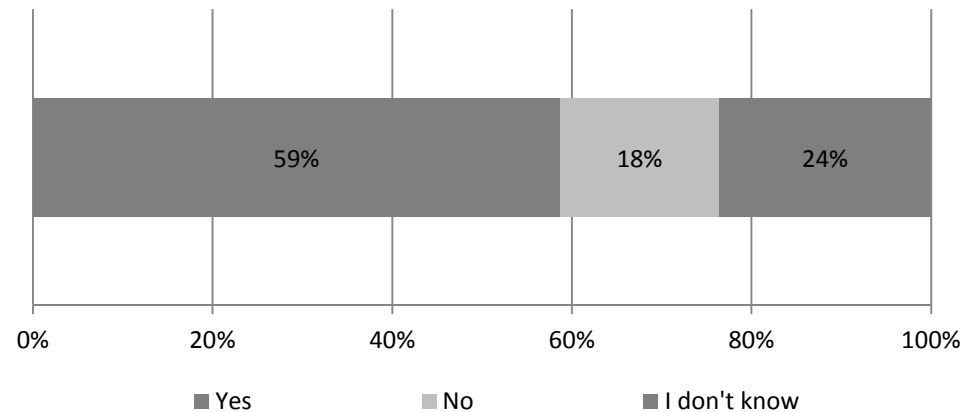
59% of surveyed fathers with a Service Plan in FamilyNet reported having a DCF Service Plan.

This represents a 3.4% increase over the CY2013 survey.

NOTE: DCF's involvement with 47% (191) of the surveyed fathers, ended prior to the stage where a DCF Service Plan would generally be completed (e.g., closed at the conclusion of the response or comprehensive assessment).



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q12Mothers. During your work with DCF, did you have a DCF Service Plan?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET

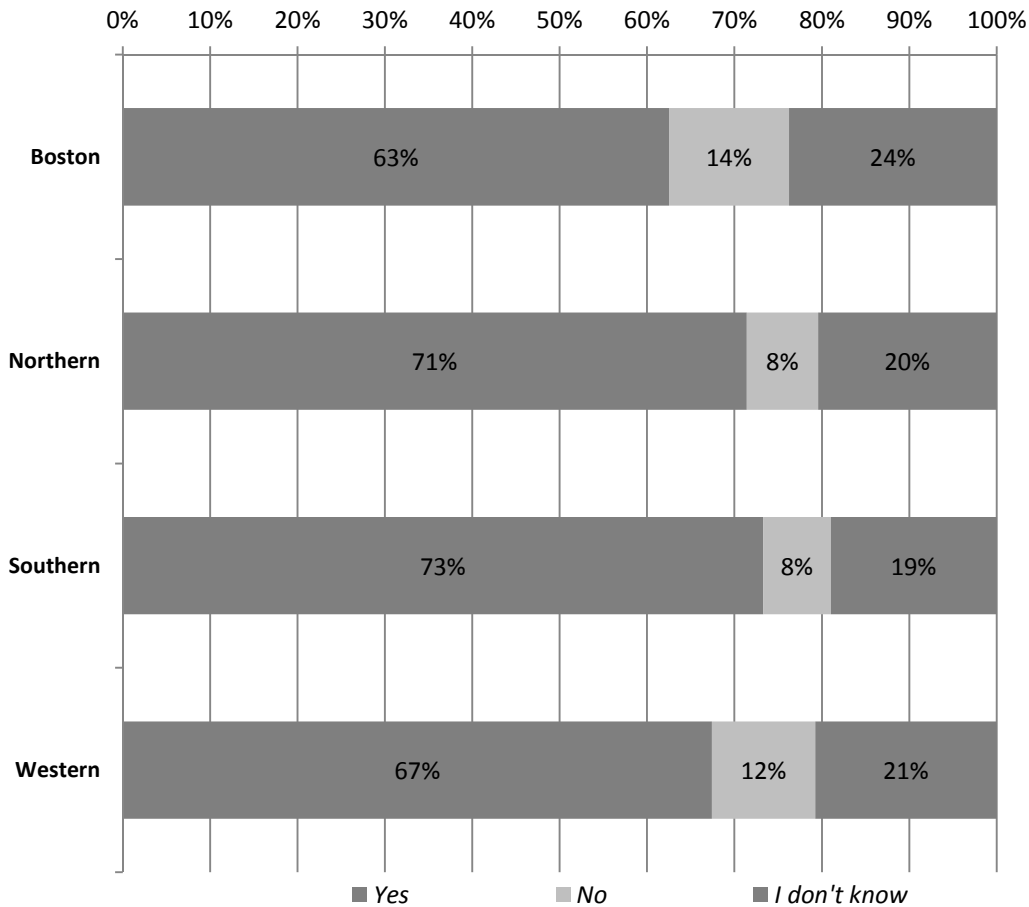
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	63%	50	71%	70	73%	85	67%	91	69%	296
No	14%	11	8%	8	8%	9	12%	16	10%	44
I don't know	24%	19	20%	20	19%	22	21%	28	21%	89
answered question	80		98		116		135		429	
skipped question	2		3		6		1		12	
consented surveys w/SP	82		101		122		136		441	

STATEWIDE MOTHERS

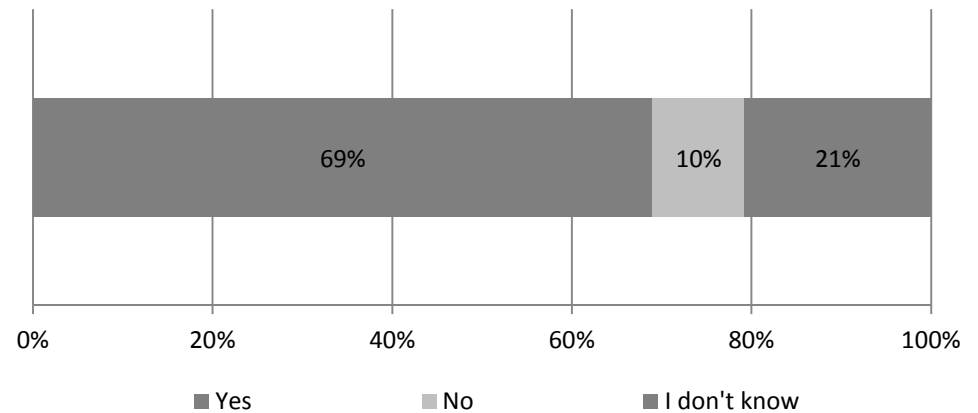
69% of surveyed mothers with a Service Plan in FamilyNet reported having a DCF Service Plan.

This represents a 9.4% decrease over the CY2013 survey.

NOTE: DCF's involvement with 41% (306) of the surveyed mothers, ended prior to the stage where a DCF Service Plan would generally be completed (e.g., closed at the conclusion of the response or comprehensive assessment).



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q13. DCF worked with you to develop your DCF Service Plan.

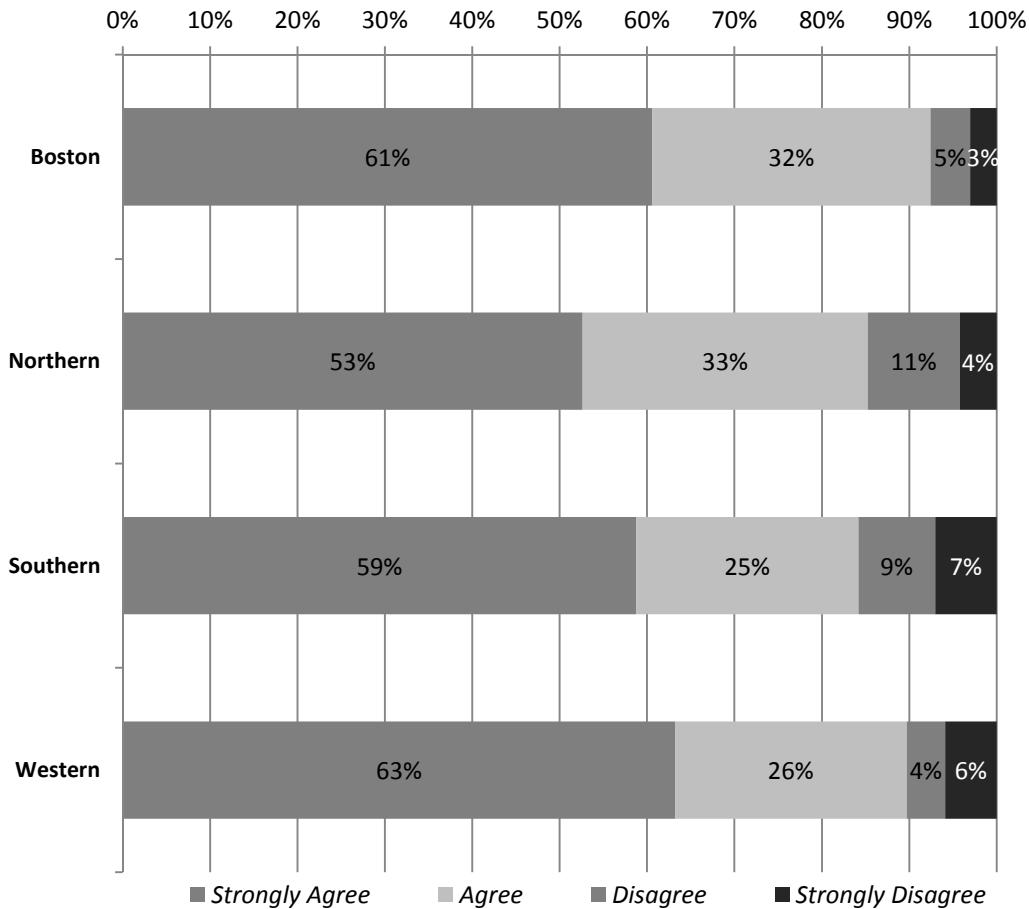
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET AND A "YES" ON Q12.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	61%	40	53%	50	59%	67	63%	86	59%	243
Agree	32%	21	33%	31	25%	29	26%	36	28%	117
Disagree	5%	3	11%	10	9%	10	4%	6	7%	29
Strongly Disagree	3%	2	4%	4	7%	8	6%	8	5%	22
answered question	66		95		114		136		411	
skipped question	2		1		2		2		7	
consented surveys: Q12=Y	68		96		116		138		418	

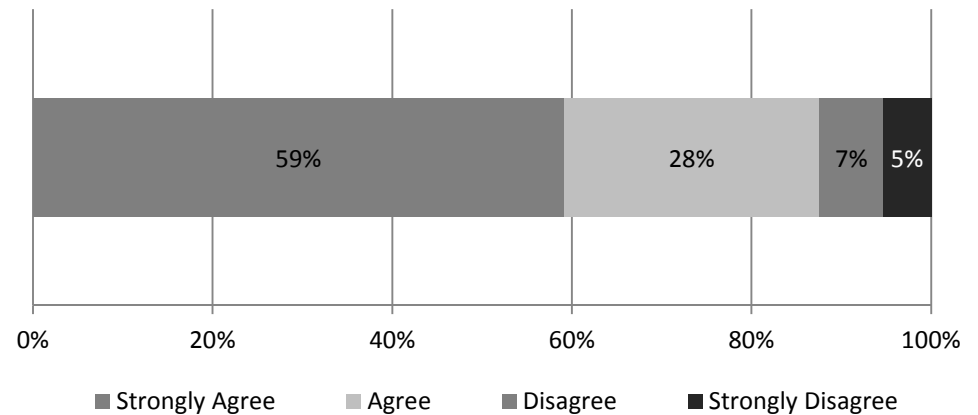
STATEWIDE

88% of surveyed parents/guardians with a Service Plan in FamilyNet, who reported having one, indicated that DCF worked with them to develop their DCF Service Plan.

This represents a 5.5% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q13Fathers. DCF worked with you to develop your DCF Service Plan.

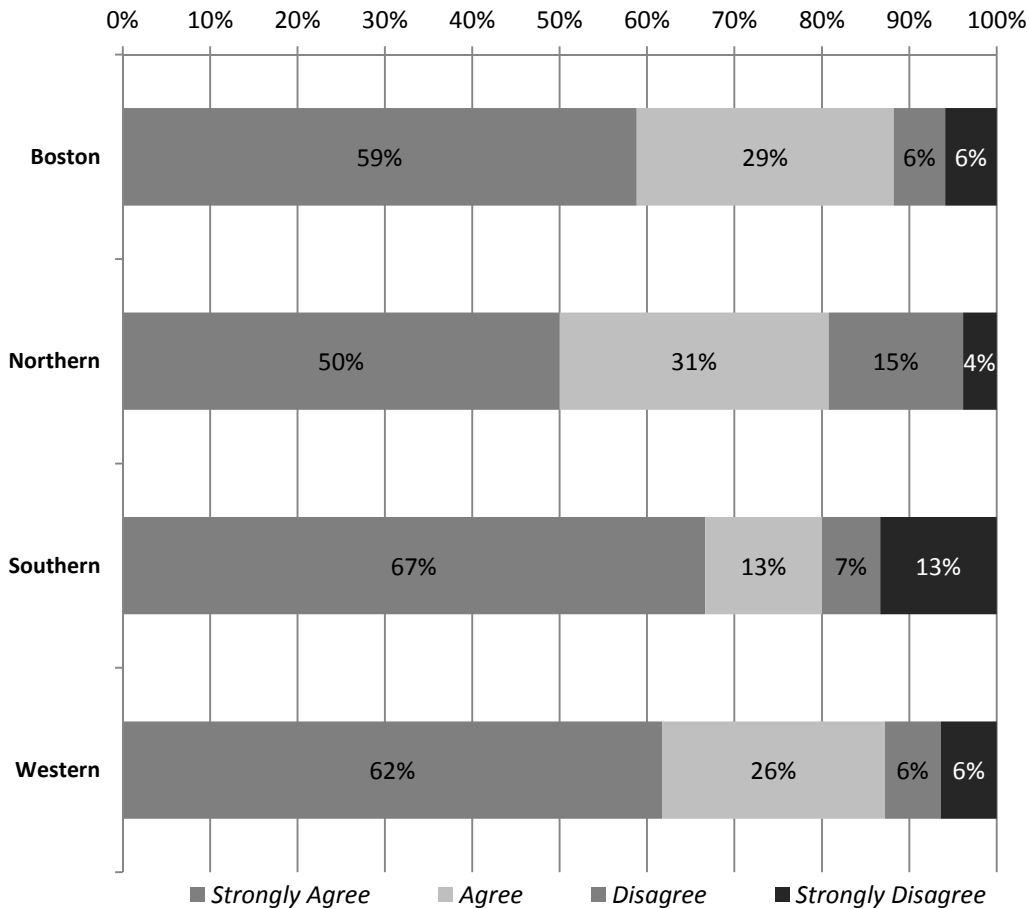
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET AND A "YES" ON Q12.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	59%	10	50%	13	67%	20	62%	29	60%	72
Agree	29%	5	31%	8	13%	4	26%	12	24%	29
Disagree	6%	1	15%	4	7%	2	6%	3	8%	10
Strongly Disagree	6%	1	4%	1	13%	4	6%	3	8%	9
answered question	17		26		30		47		120	
skipped question	1		-		1		-		2	
consented surveys: Q12=Y	18		26		31		47		122	

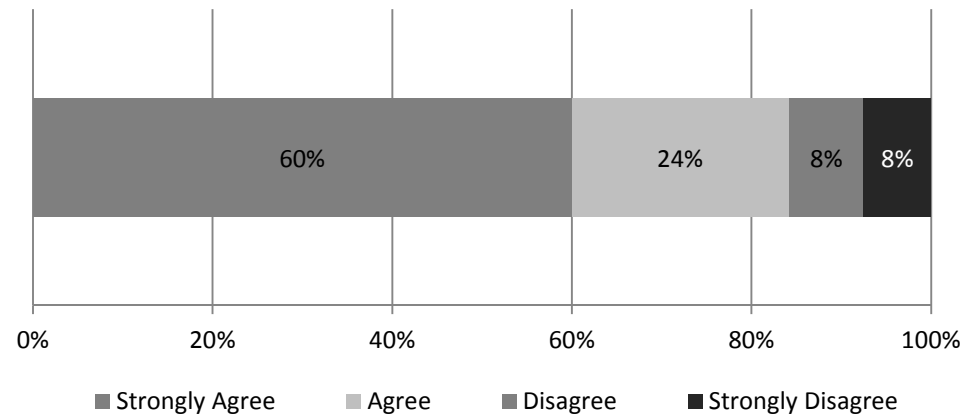
STATEWIDE FATHERS

84% of surveyed fathers with a Service Plan in FamilyNet, who reported having one, indicated that DCF worked with them to develop their DCF Service Plan.

This represents a 3.2% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q13 Mothers. DCF worked with you to develop your DCF Service Plan.

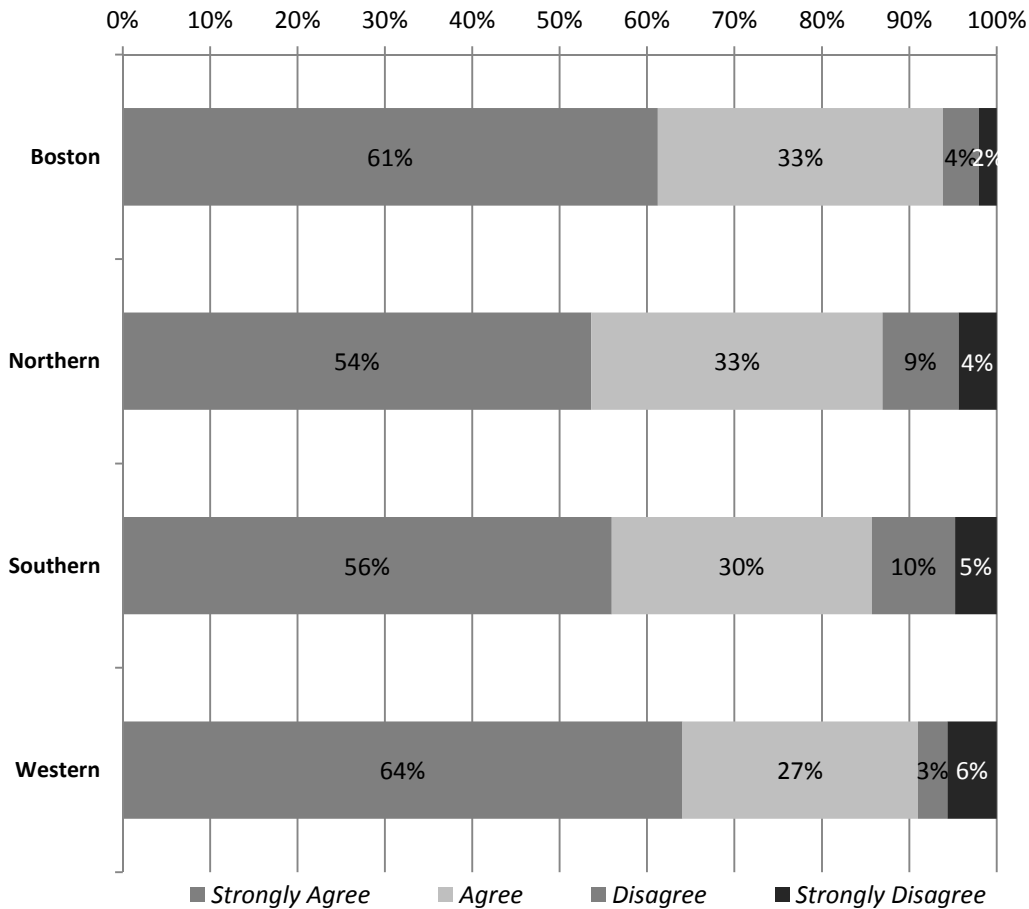
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET AND A "YES" ON Q12.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	61%	30	54%	37	56%	47	64%	57	59%	171
Agree	33%	16	33%	23	30%	25	27%	24	30%	88
Disagree	4%	2	9%	6	10%	8	3%	3	7%	19
Strongly Disagree	2%	1	4%	3	5%	4	6%	5	4%	13
answered question	49		69		84		89		291	
skipped question	1		1		1		2		5	
consented surveys: Q12=Y	50		70		85		91		296	

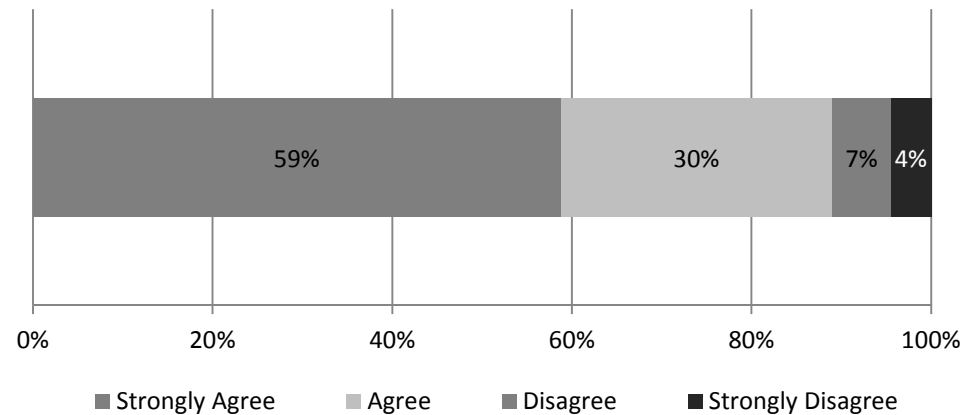
STATEWIDE MOTHERS

89% of surveyed mothers with a Service Plan in FamilyNet, who reported having one, indicated that DCF worked with them to develop their DCF Service Plan.

This represents a 6.4% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q14. The tasks on your DCF Service Plan have helped make your family better.

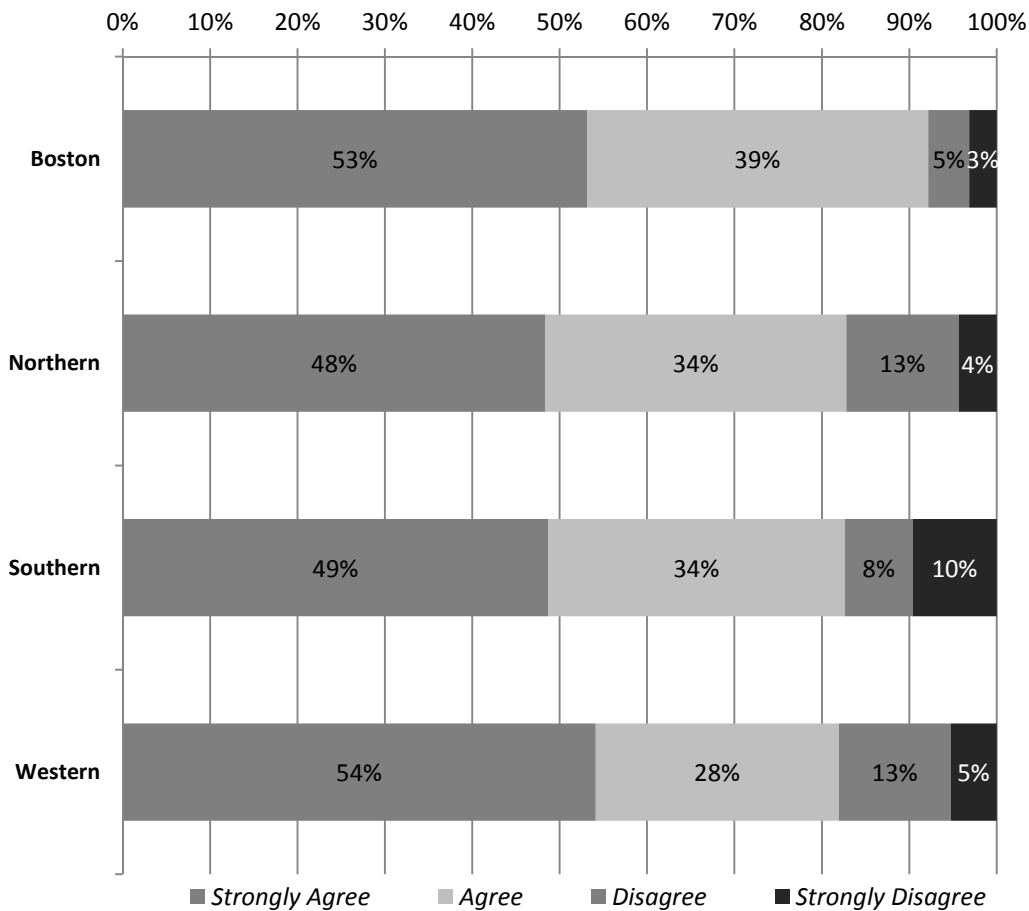
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET AND A "YES" ON Q12.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	53%	34	48%	45	49%	56	54%	72	51%	207
Agree	39%	25	34%	32	34%	39	28%	37	33%	133
Disagree	5%	3	13%	12	8%	9	13%	17	10%	41
Strongly Disagree	3%	2	4%	4	10%	11	5%	7	6%	24
answered question	64		93		115		133		405	
skipped question	4		3		1		5		13	
consented surveys: Q12=Y	68		96		116		138		418	

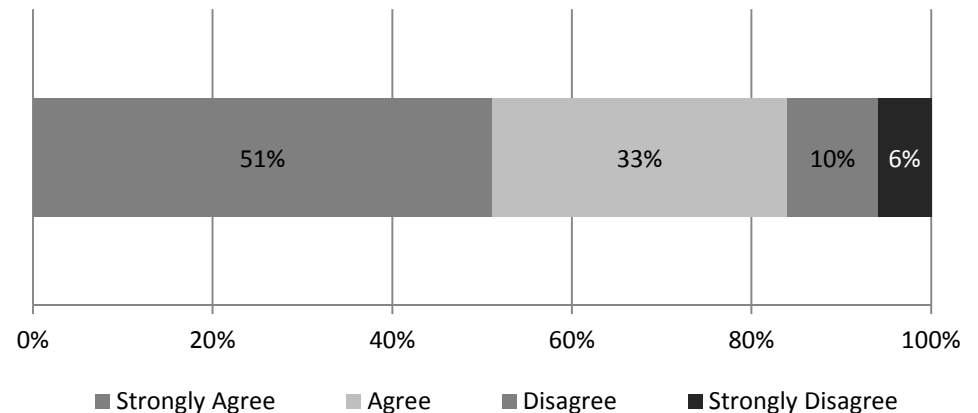
STATEWIDE

84% of surveyed parents/guardians with a Service Plan in FamilyNet, who reported having one, indicated that the tasks on their DCF Service Plan helped make their families better.

This represents a 5.1% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q14Fathers. The tasks on your DCF Service Plan have helped make your family better.

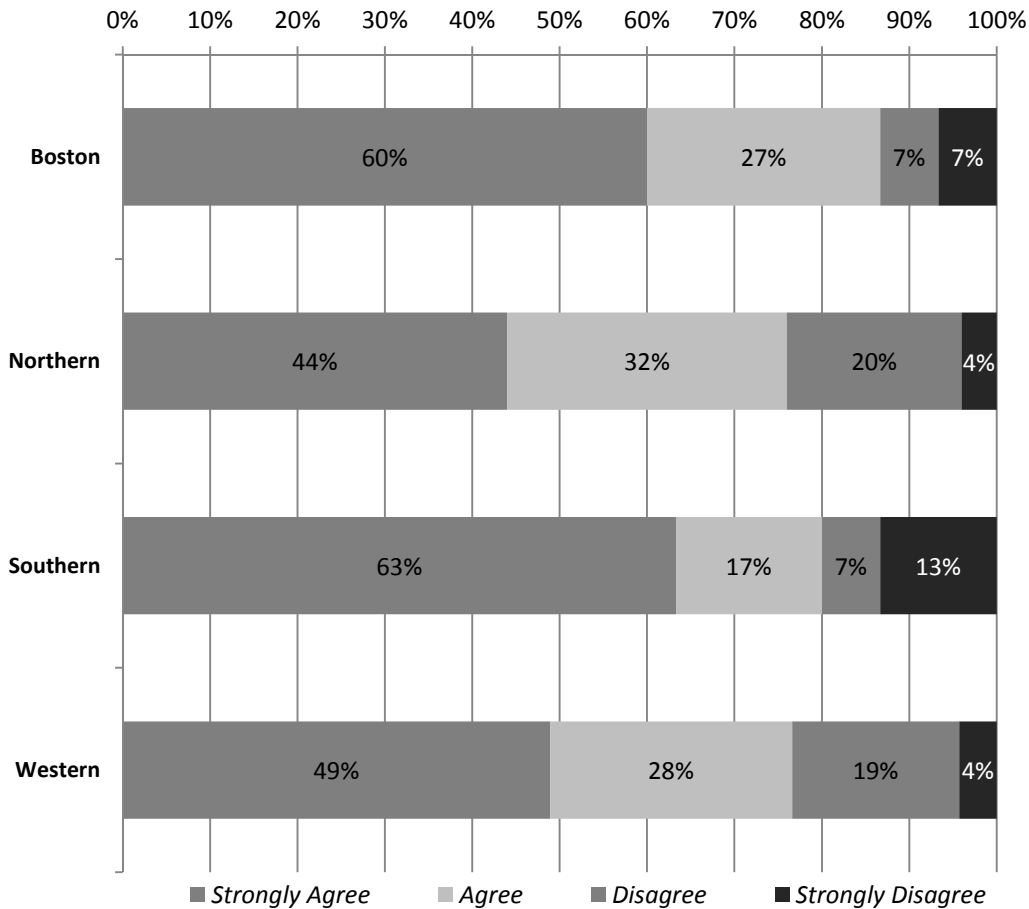
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET AND A "YES" ON Q12.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	60%	9	44%	11	63%	19	49%	23	53%	62
Agree	27%	4	32%	8	17%	5	28%	13	26%	30
Disagree	7%	1	20%	5	7%	2	19%	9	15%	17
Strongly Disagree	7%	1	4%	1	13%	4	4%	2	7%	8
answered question	15		25		30		47		117	
skipped question	3		1		1		-		5	
consented surveys: Q12=Y	18		26		31		47		122	

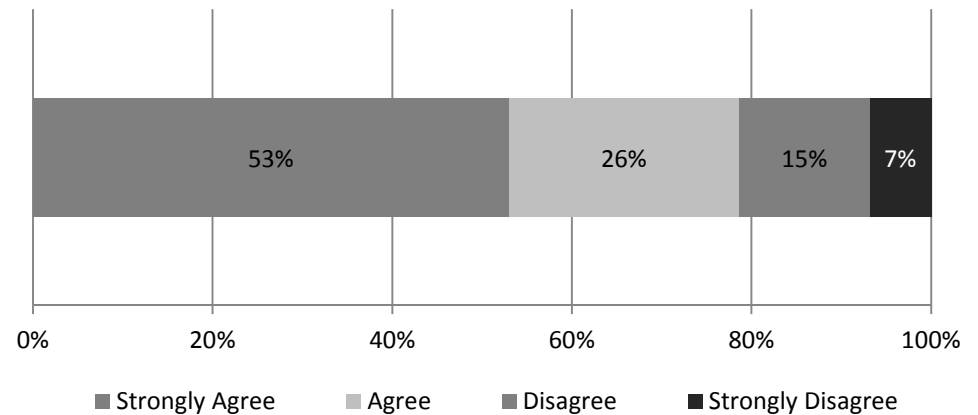
STATEWIDE FATHERS

79% of surveyed fathers with a Service Plan in FamilyNet, who reported having one, indicated that the tasks on their DCF Service Plan helped make their families better.

This represents a 6.1% decrease over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q14Mothers. The tasks on your DCF Service Plan have helped make your family better.

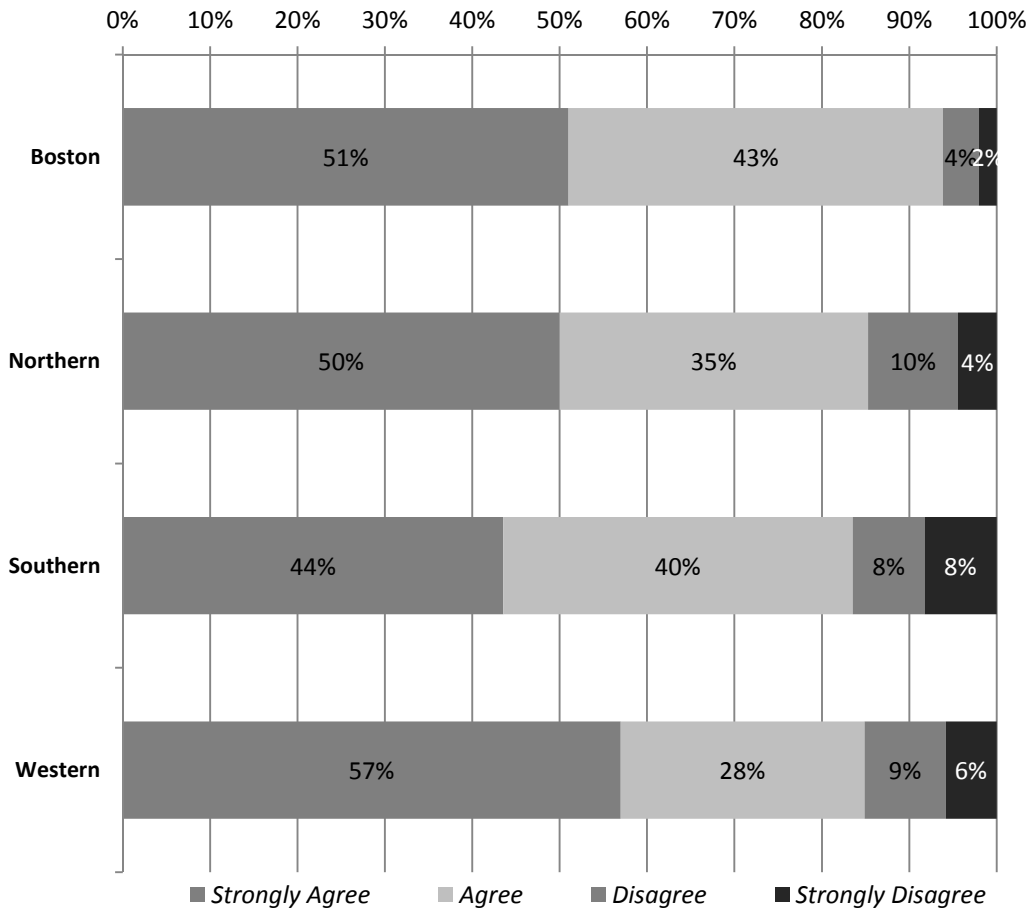
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET AND A "YES" ON Q12.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	51%	25	50%	34	44%	37	57%	49	50%	145
Agree	43%	21	35%	24	40%	34	28%	24	36%	103
Disagree	4%	2	10%	7	8%	7	9%	8	8%	24
Strongly Disagree	2%	1	4%	3	8%	7	6%	5	6%	16
answered question	49		68		85		86		288	
skipped question	1		2		-		5		8	
consented surveys: Q12=Y	50		70		85		91		296	

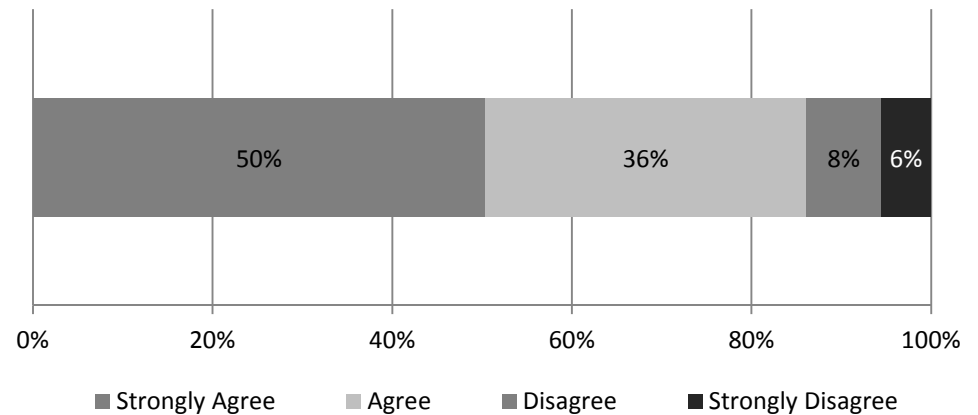
STATEWIDE MOTHERS

86% of surveyed mothers with a Service Plan in FamilyNet, who reported having one, indicated that the tasks on their DCF Service Plan helped make their families better.

This represents a 9.6% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q15. Did you participate in a Family Team Meeting where you had a say in who was invited?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET

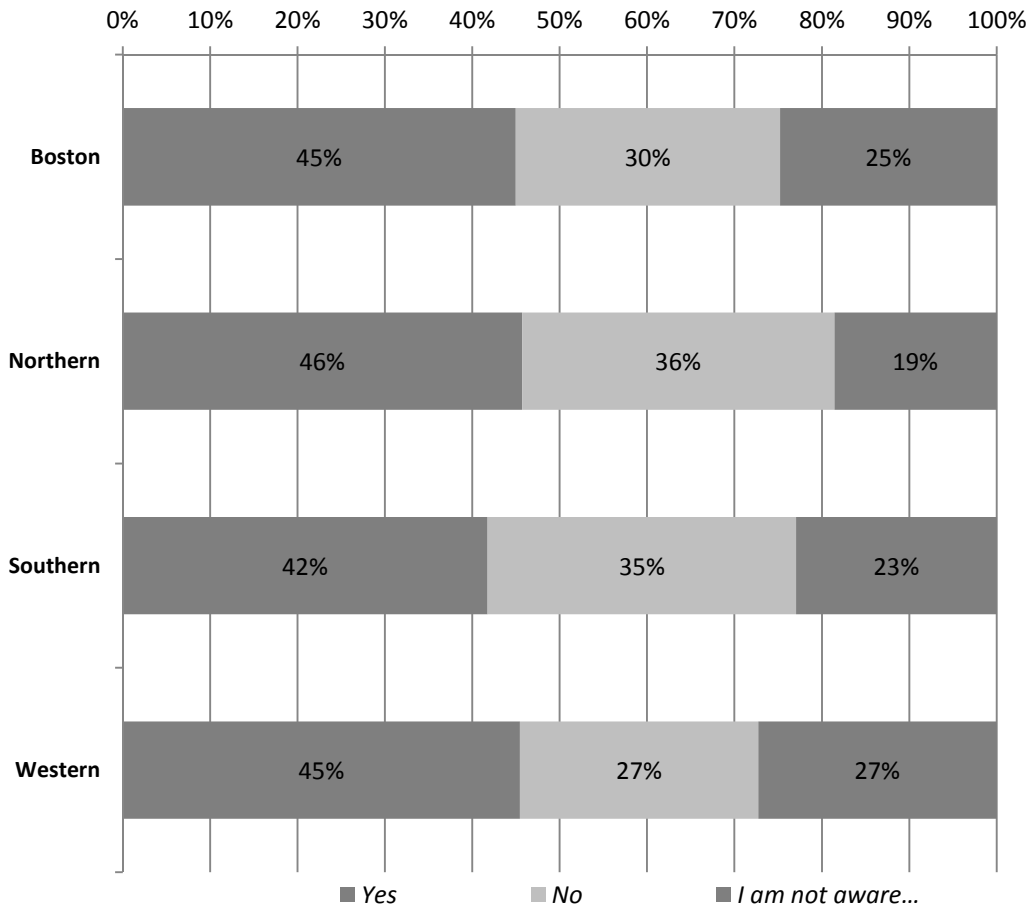
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	45%	49	46%	64	42%	71	45%	95	44%	279
No	30%	33	36%	50	35%	60	27%	57	32%	200
I am not aware...	25%	27	19%	26	23%	39	27%	57	24%	149
<i>answered question</i>	109		140		170		209		628	
<i>skipped question</i>	4		10		12		6		32	
<i>consented surveys w/SP</i>	113		150		182		215		660	

STATEWIDE

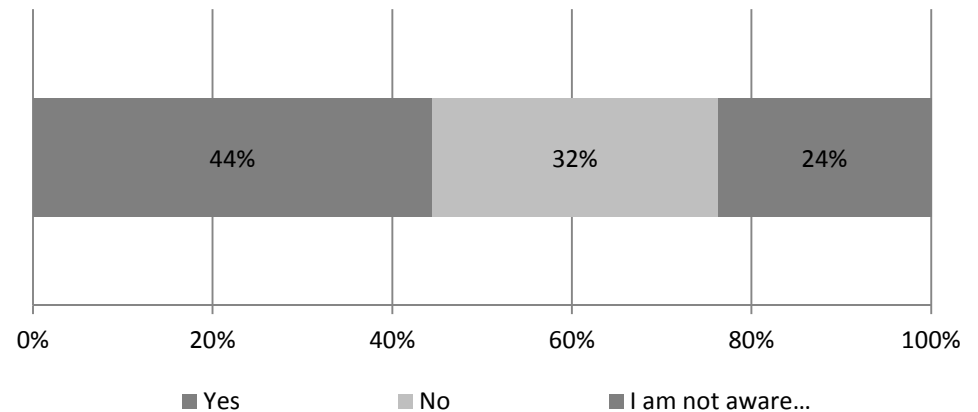
44% of surveyed parents/guardians with a Service Plan in FamilyNet reported participating in a Family Team Meeting where they had a say in who was invited.

This represents a 4.7% decrease over the CY2013 survey.

NOTE: DCF's involvement with 43% (497) of the surveyed parents/guardians, ended prior to the stage where a DCF Service Plan would generally be completed (e.g., closed at the conclusion of the response or comprehensive assessment).



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q15Fathers. Did you participate in a Family Team Meeting where you had a say in who was invited?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET

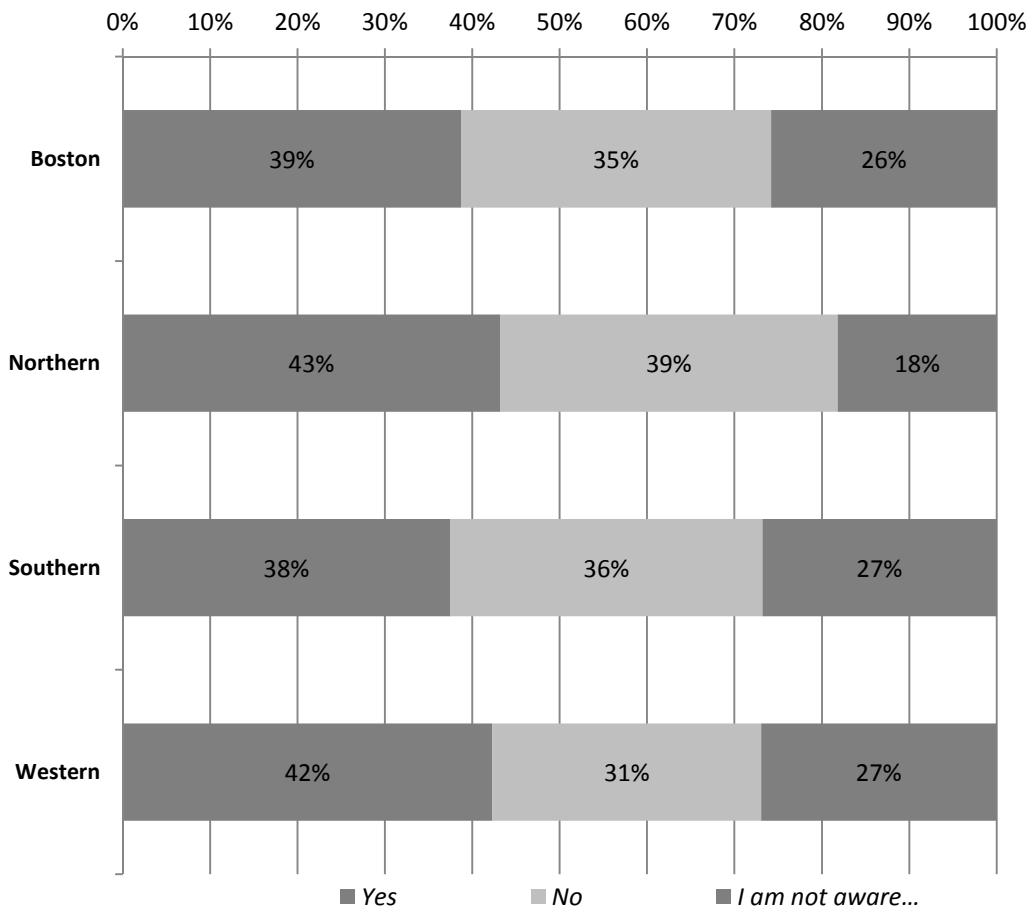
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	39%	12	43%	19	38%	21	42%	33	41%	85
No	35%	11	39%	17	36%	20	31%	24	34%	72
I am not aware...	26%	8	18%	8	27%	15	27%	21	25%	52
<i>answered question</i>	31		44		56		78		209	
<i>skipped question</i>	-		5		4		1		10	
<i>consented surveys w/SP</i>	31		49		60		79		219	

STATEWIDE FATHERS

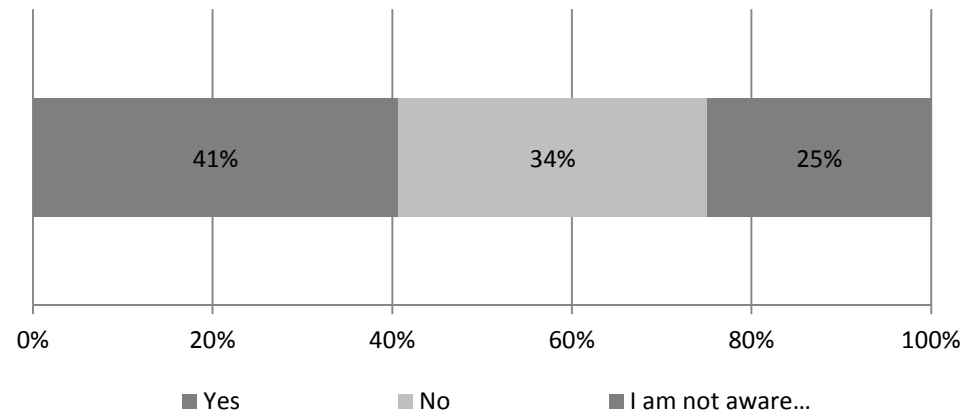
41% of surveyed fathers with a Service Plan in FamilyNet reported participating in a Family Team Meeting where they had a say in who was invited.

This represents a 0.9% increase over the CY2013 survey.

NOTE: DCF's involvement with 47% (191) of the surveyed fathers, ended prior to the stage where a DCF Service Plan would generally be completed (e.g., closed at the conclusion of the response or comprehensive assessment).



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q15 Mothers. Did you participate in a Family Team Meeting where you had a say in who was invited?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A SERVICE PLAN RECORDED IN FAMILYNET

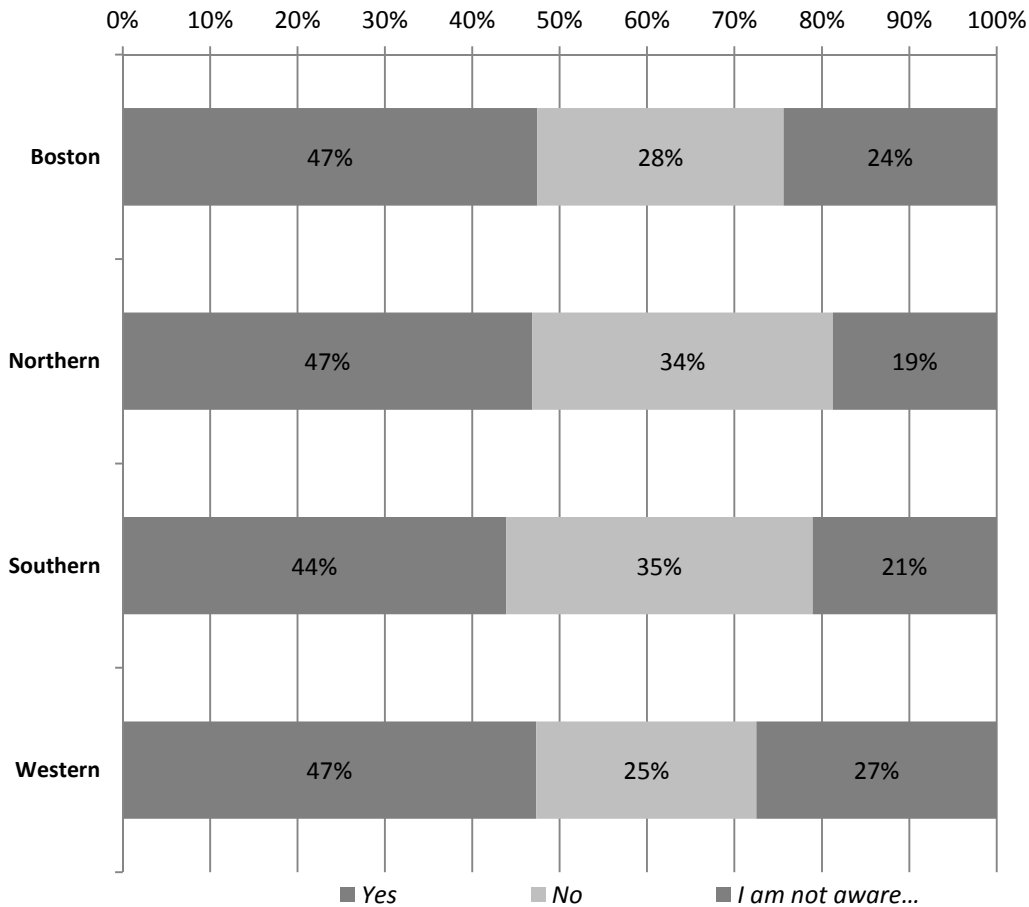
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	47%	37	47%	45	44%	50	47%	62	46%	194
No	28%	22	34%	33	35%	40	25%	33	31%	128
I am not aware...	24%	19	19%	18	21%	24	27%	36	23%	97
<i>answered question</i>	78		96		114		131		419	
<i>skipped question</i>	4		5		8		5		22	
<i>consented surveys w/SP</i>	82		101		122		136		441	

STATEWIDE MOTHERS

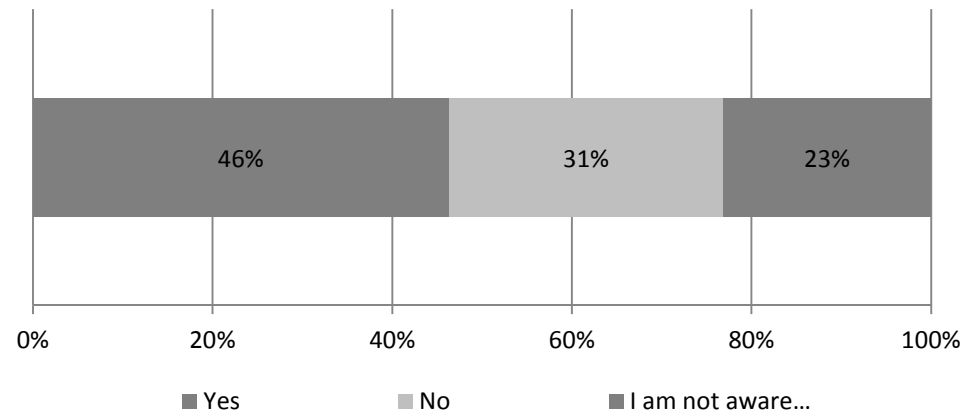
46% of surveyed mothers with a Service Plan in FamilyNet reported participating in a Family Team Meeting where they had a say in who was invited.

This represents a 6.8% decrease over the CY2013 survey.

NOTE: DCF's involvement with 41% (306) of the surveyed mothers, ended prior to the stage where a DCF Service Plan would generally be completed (e.g., closed at the conclusion of the response or comprehensive assessment).



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

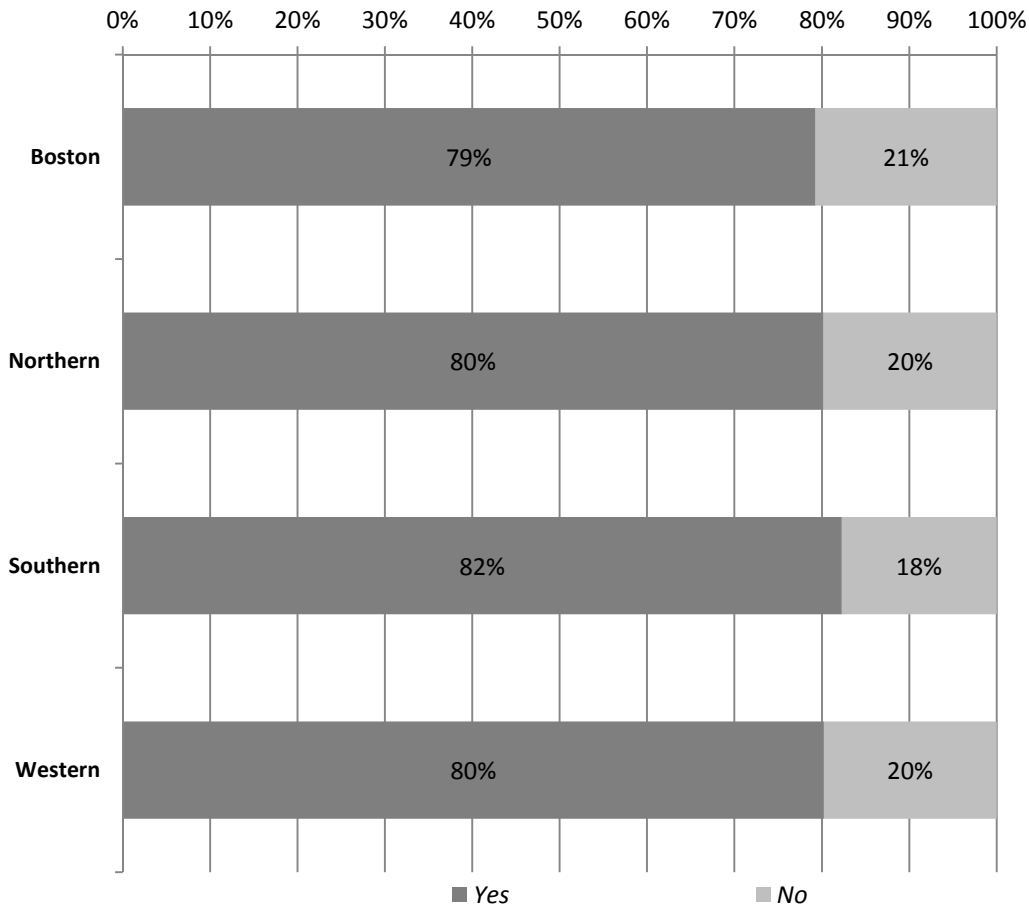
Q16. Did your family have the supports you needed at the time your DCF case was closed?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	79%	130	80%	223	82%	265	80%	268	81%	886
No	21%	34	20%	55	18%	57	20%	66	19%	212
<i>answered question</i>	164		278		322		334		1,098	
<i>skipped question</i>	7		18		21		13		59	
<i>consented surveys</i>	171		296		343		347		1,157	

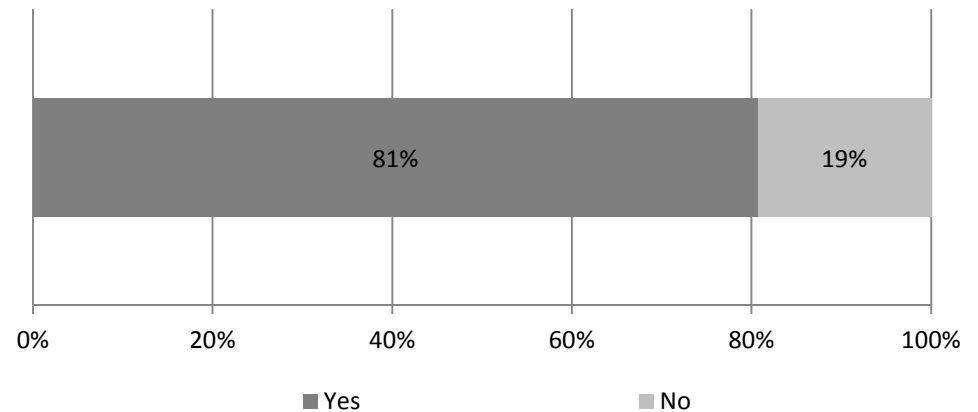
STATEWIDE

81% of surveyed parents/guardians reported that their families had the supports they needed at the time their DCF case was closed.

This represents a 9.0% increase over the CY2013 survey.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

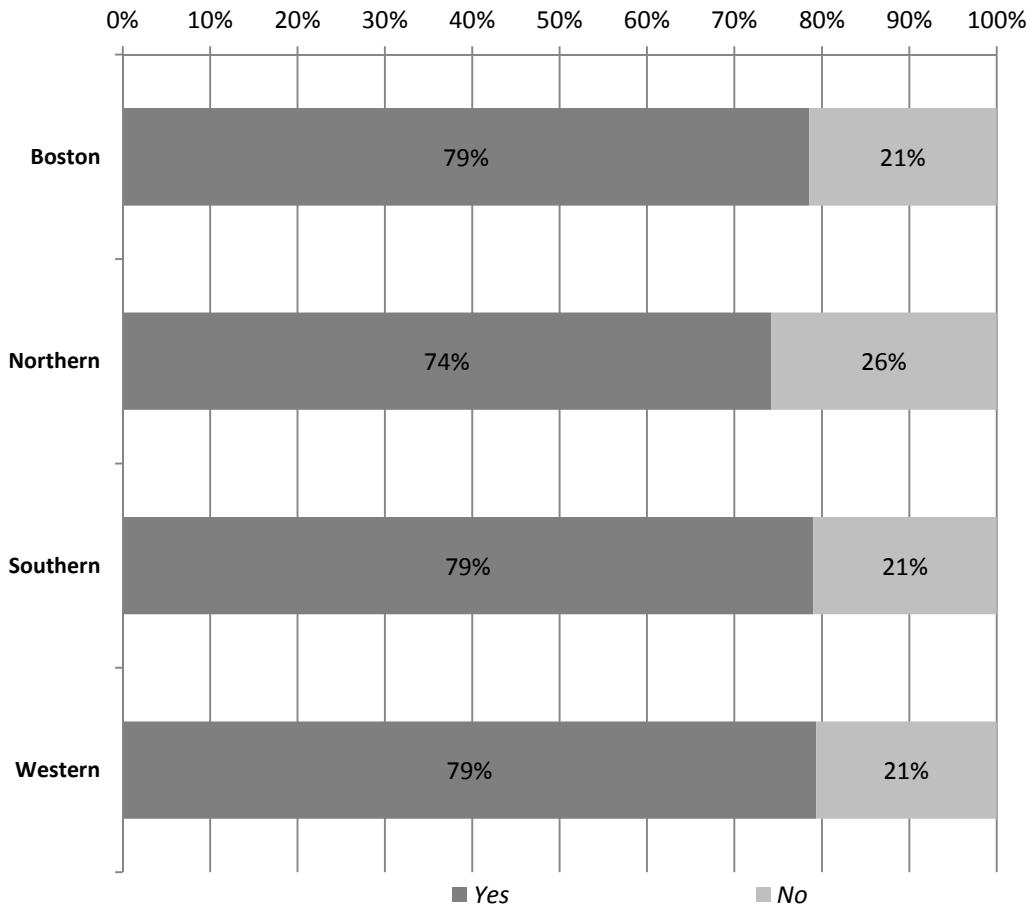
Q16Fathers. Did your family have the supports you needed at the time your DCF case was closed?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	79%	33	74%	69	79%	98	79%	100	78%	300
No	21%	9	26%	24	21%	26	21%	26	22%	85
<i>answered question</i>	42		93		124		126		385	
<i>skipped question</i>	4		8		6		7		25	
<i>consented surveys</i>	46		101		130		133		410	

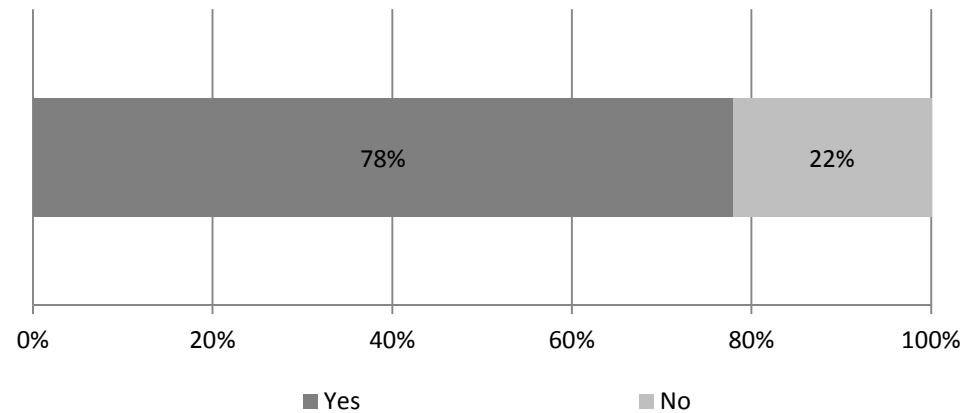
STATEWIDE FATHERS

78% of surveyed fathers reported that their families had the supports they needed at the time their DCF case was closed.

This represents a 5.7% increase over the CY2013 survey.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

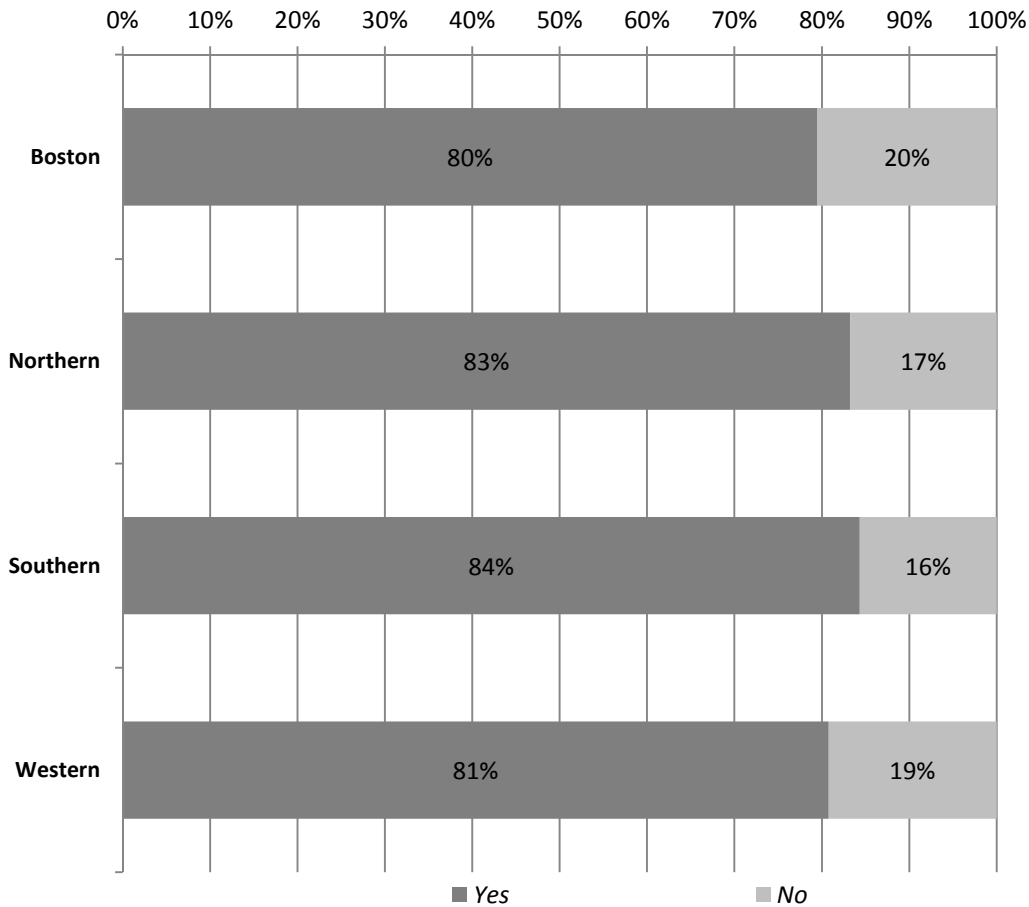
Q16Mothers. Did your family have the supports you needed at the time your DCF case was closed?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Yes	80%	97	83%	154	84%	167	81%	168	82%	586
No	20%	25	17%	31	16%	31	19%	40	18%	127
answered question	122		185		198		208		713	
skipped question	3		10		15		6		34	
consented surveys	125		195		213		214		747	

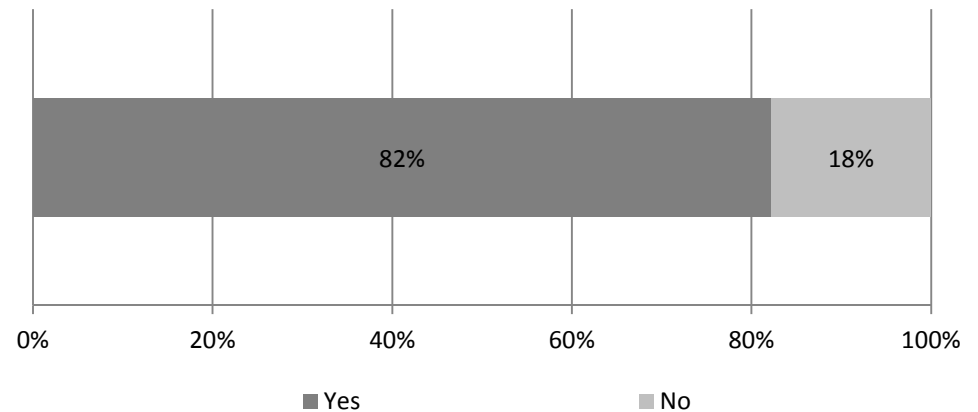
STATEWIDE MOTHERS

82% of surveyed mothers reported that their families had the supports they needed at the time their DCF case was closed.

This represents an 11.3% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q16a. What additional supports would have been helpful at your case closing?

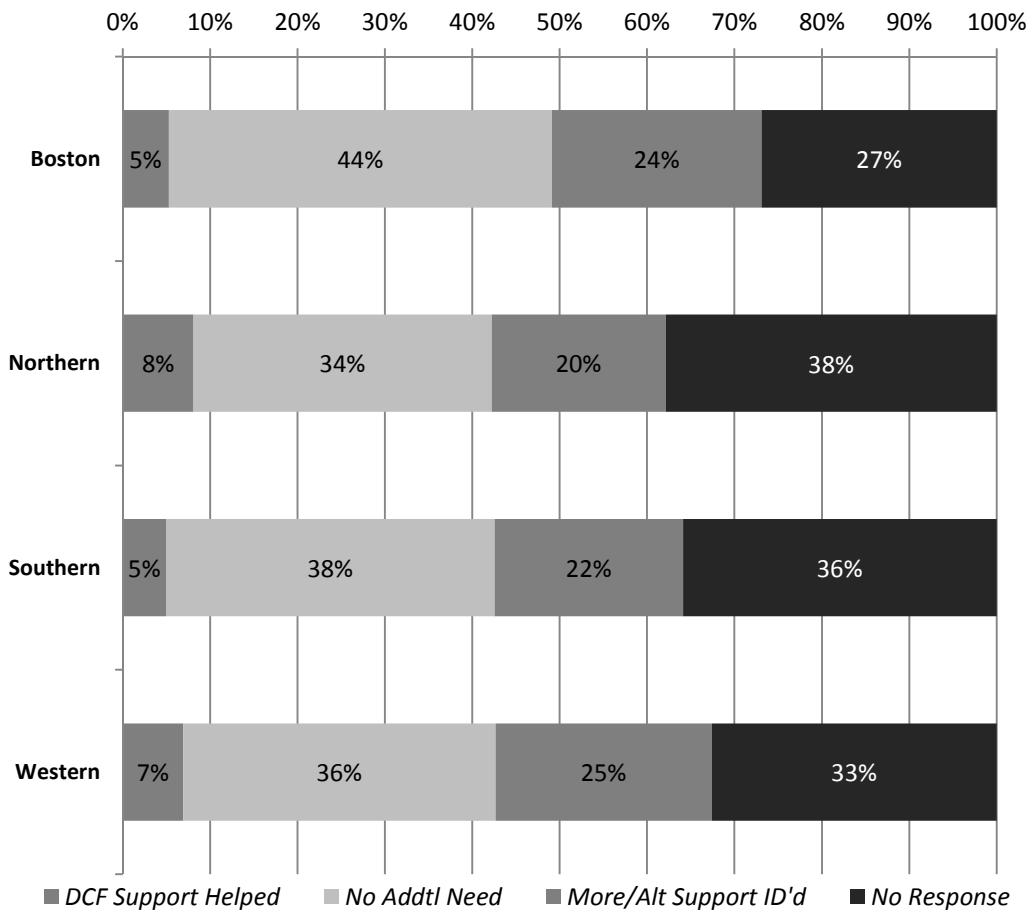
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
DCF Support Helped	5%	9	8%	24	5%	17	7%	24	6%	74
No Addtl Need	44%	75	34%	101	38%	129	36%	124	37%	429
More/Alt Support	24%	41	20%	59	22%	74	25%	86	22%	260
No Response	27%	46	38%	112	36%	123	33%	113	34%	394
<i>skipped question consented surveys</i>	171		296		343		347		1,157	

STATEWIDE

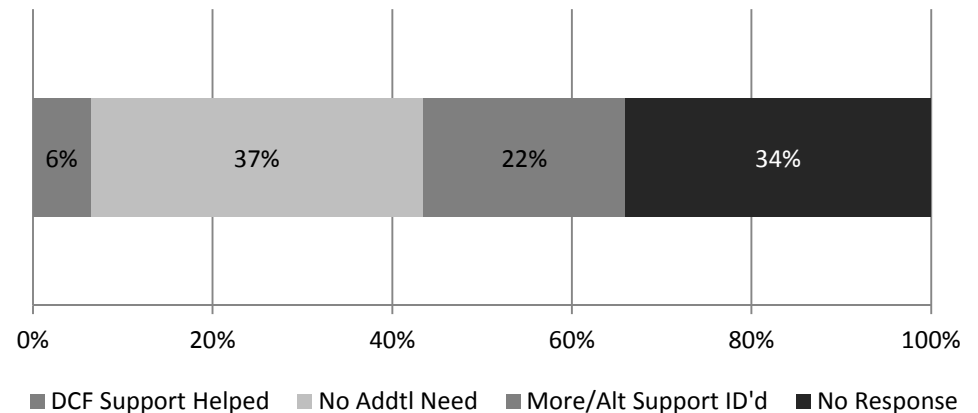
22% of surveyed parents/guardians identified additional supports that would have been helpful at the time their case closed.

Of note, 6% of surveyed parents/guardians indicated that DCF's support had been helpful, and 37% indicated that no additional supports were needed.

34% indicated that they did not know if additional supports would have been helpful, and/or did not provide a response to Q16a.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q16aFathers. What additional supports would have been helpful at your case closing?

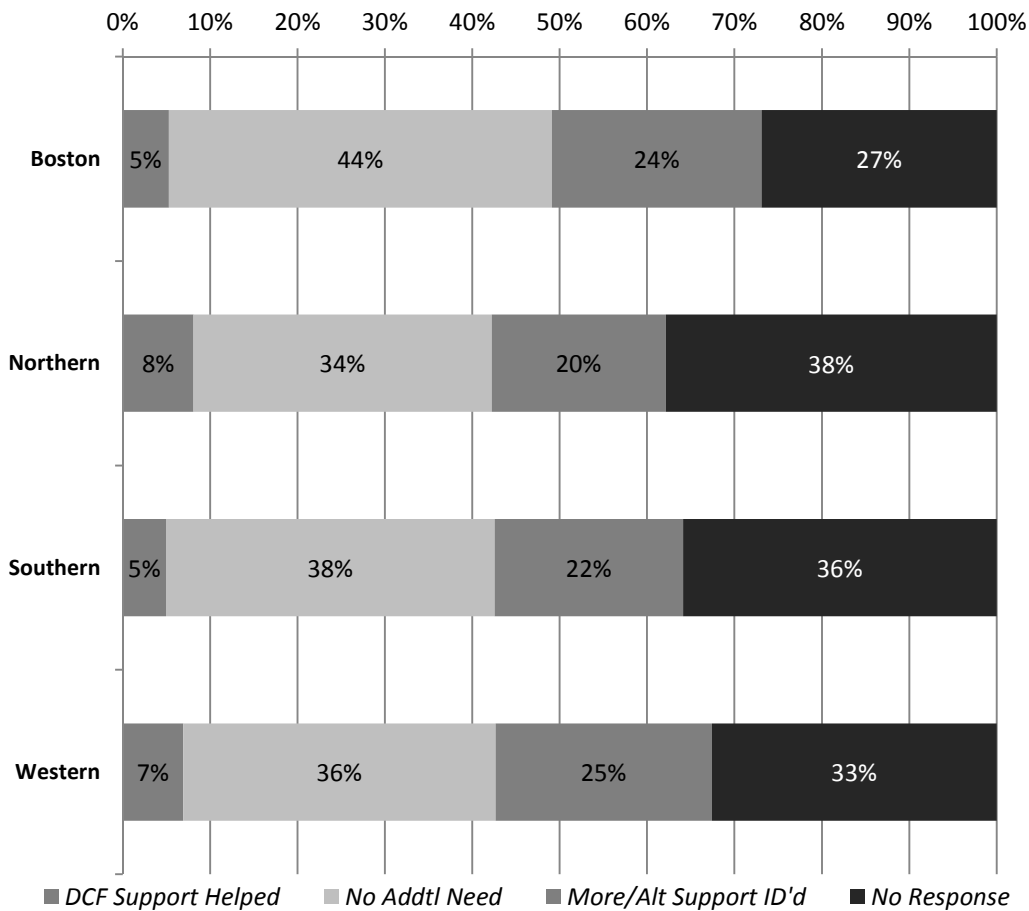
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
DCF Support Helped	5%	9	8%	24	5%	17	7%	24	6%	74
No Addtl Need	44%	75	34%	101	38%	129	36%	124	37%	429
More/Alt Support	24%	41	20%	59	22%	74	25%	86	22%	260
No Response	27%	46	38%	112	36%	123	33%	113	34%	394
<i>skipped question consented surveys</i>	171		296		343		347		1,157	

STATEWIDE FATHERS

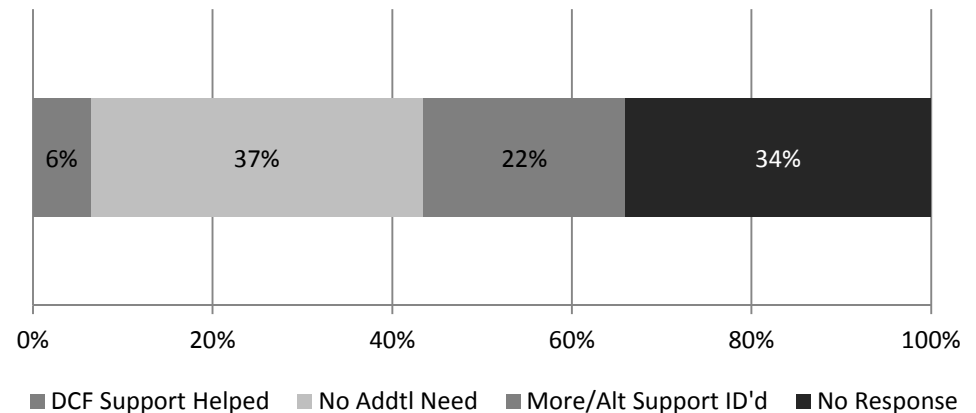
22% of surveyed fathers identified additional supports that would have been helpful at the time their case closed.

Of note, 6% of surveyed fathers indicated that DCF's support had been helpful, and 37% indicated that no additional supports were needed.

34% indicated that they did not know if additional supports would have been helpful, and/or did not provide a response to Q16a.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q16a Mothers. What additional supports would have been helpful at your case closing?

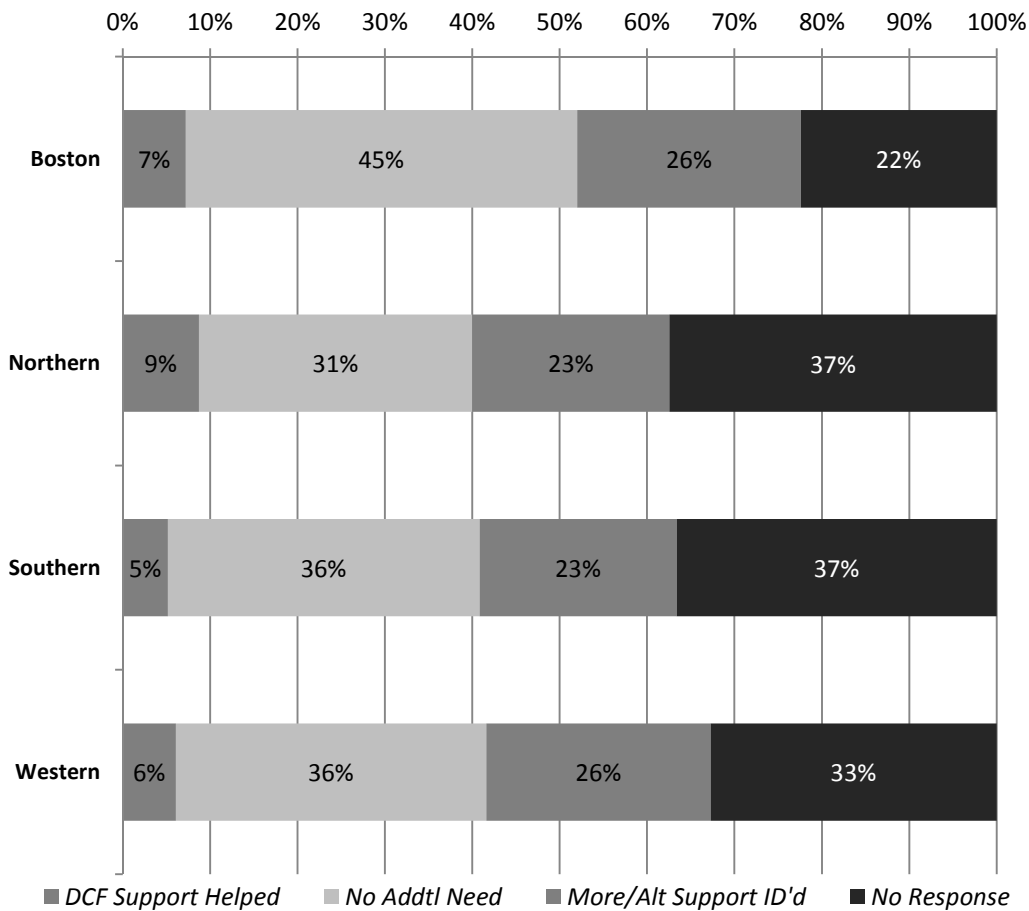
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
DCF Support Helped	7%	9	9%	17	5%	11	6%	13	7%	50
No Addtl Need	45%	56	31%	61	36%	76	36%	76	36%	269
More/Alt Support	26%	32	23%	44	23%	48	26%	55	24%	179
No Response	22%	28	37%	73	37%	78	33%	70	33%	249
<i>skipped question consented surveys</i>	125		195		213		214		747	

STATEWIDE MOTHERS

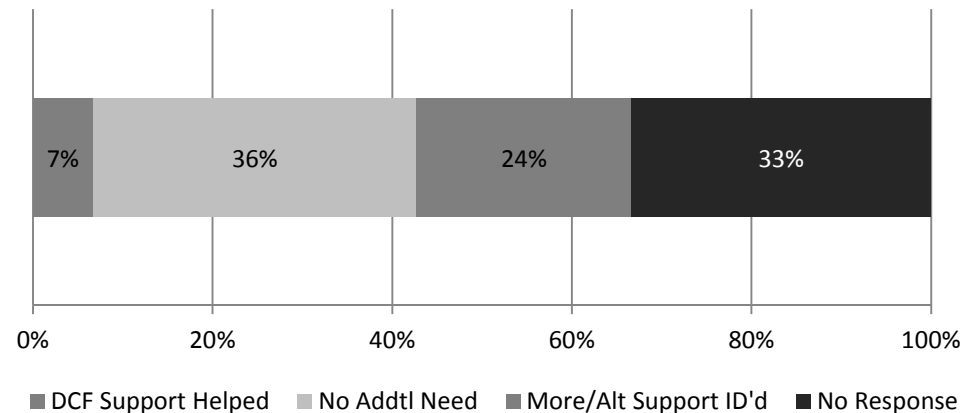
24% of surveyed mothers identified additional supports that would have been helpful at the time their case closed.

Of note, 7% of surveyed mothers indicated that DCF's support had been helpful, and 36% indicated that no additional supports were needed.

33% indicated that they did not know if additional supports would have been helpful, and/or did not provide a response to Q16a.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

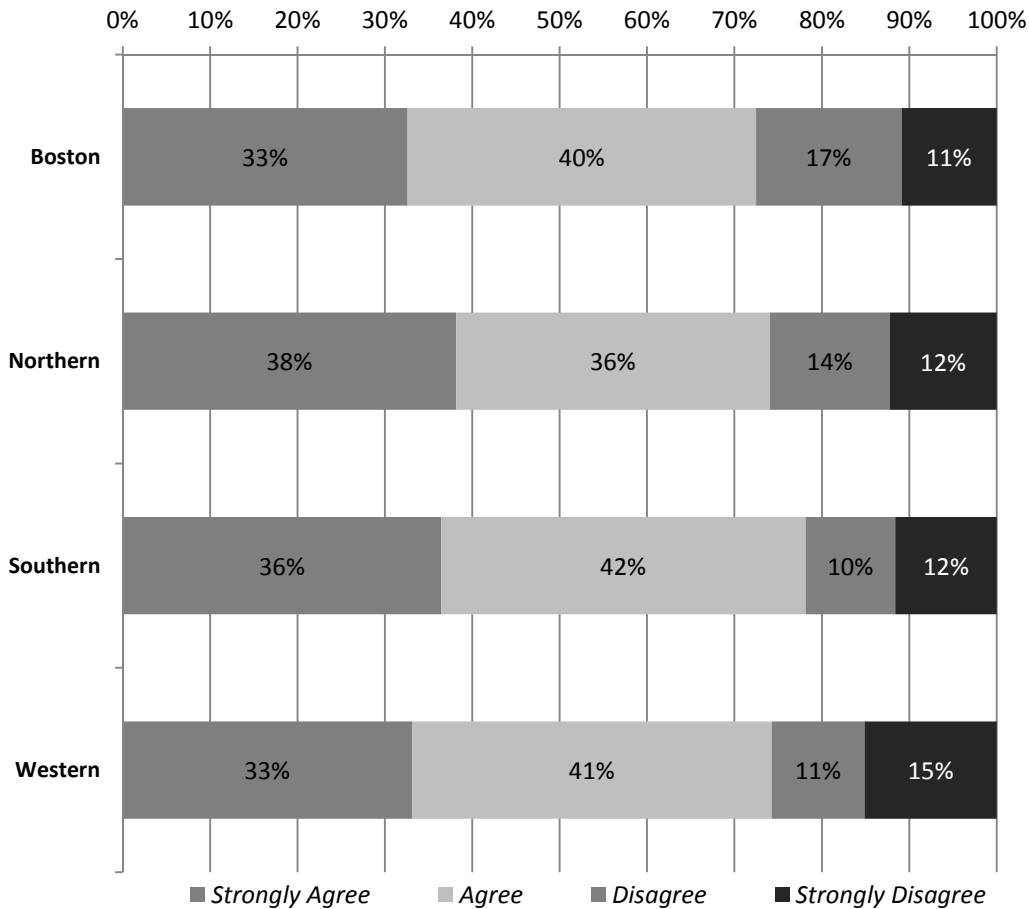
STATEWIDE

75% of surveyed parents/guardians reported that overall, DCF helped their families.

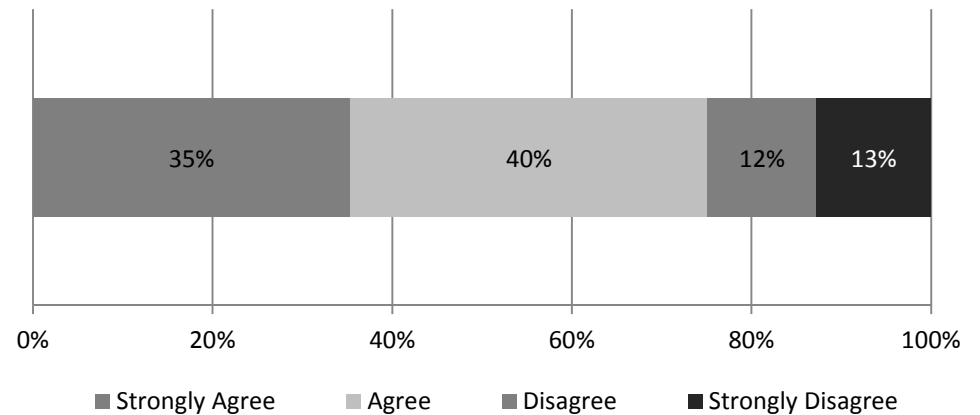
This represents a 4.3% increase over the CY2013 survey.

Q17. Overall, DCF helped your family.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	33%	45	38%	100	36%	110	33%	103	35%	358
Agree	40%	55	36%	94	42%	126	41%	128	40%	403
Disagree	17%	23	14%	36	10%	31	11%	33	12%	123
Strongly Disagree	11%	15	12%	32	12%	35	15%	47	13%	129
answered question	138		262		302		311		1,013	
skipped question	33		34		41		36		144	
consented surveys	171		296		343		347		1,157	



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

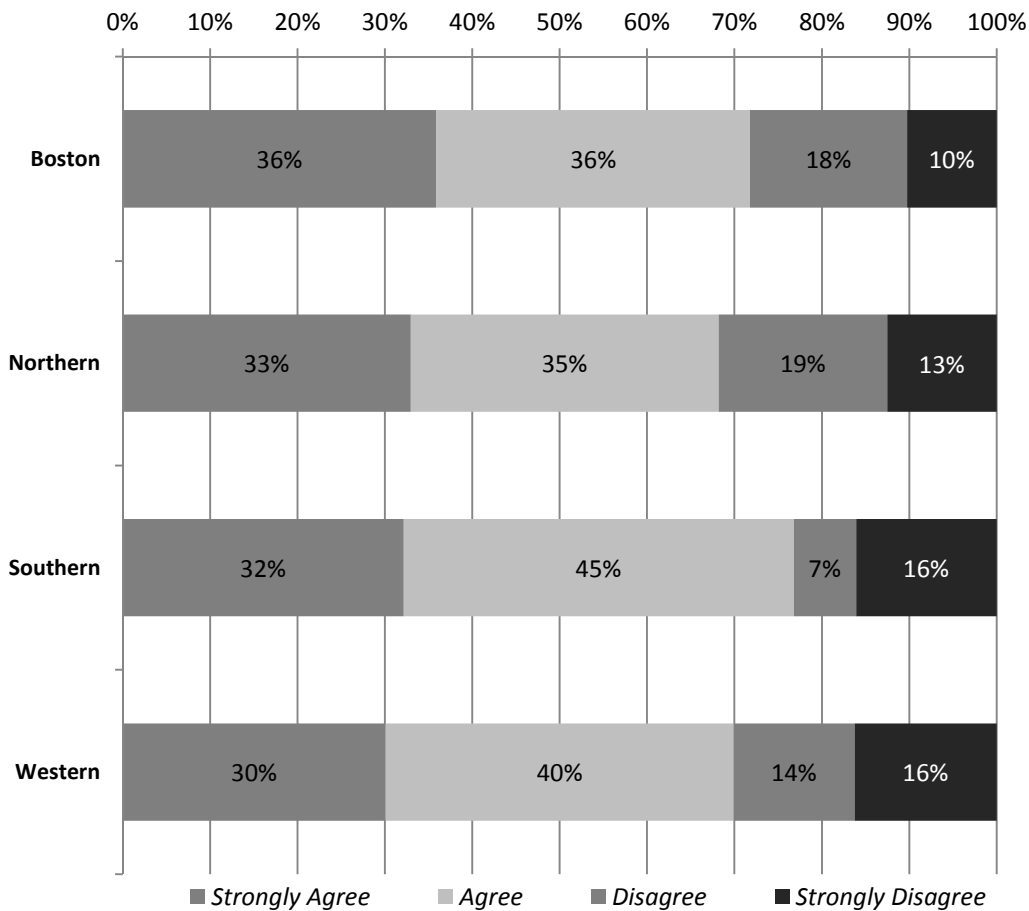
STATEWIDE FATHERS

Q17Fathers. Overall, DCF helped your family.

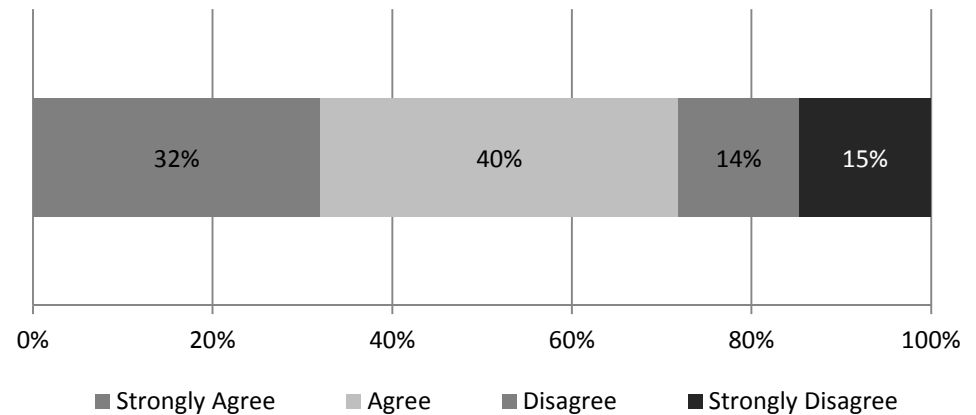
72% of surveyed fathers reported that overall, DCF helped their families.

This represents a 4.3% increase over the CY2013 survey.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	36%	14	33%	29	32%	36	30%	37	32%	116
Agree	36%	14	35%	31	45%	50	40%	49	40%	144
Disagree	18%	7	19%	17	7%	8	14%	17	14%	49
Strongly Disagree	10%	4	13%	11	16%	18	16%	20	15%	53
answered question	39		88		112		123		362	
skipped question	7		13		18		10		48	
consented surveys	46		101		130		133		410	



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

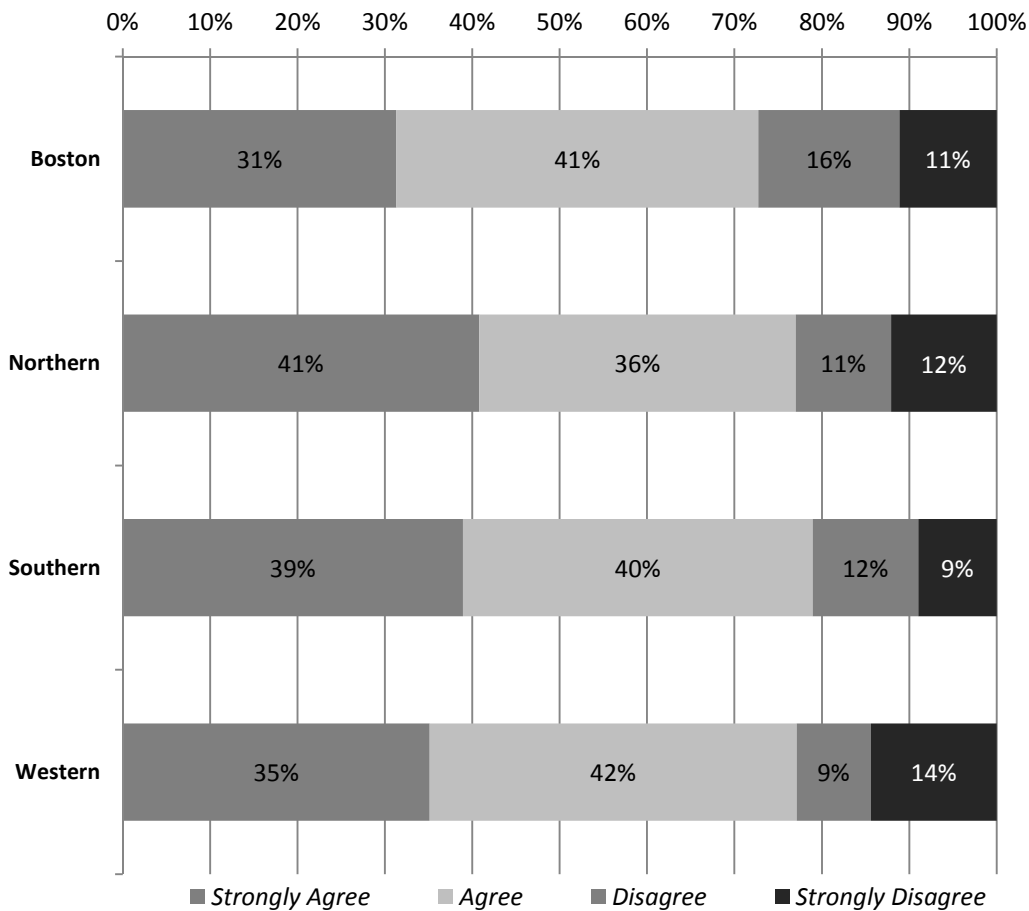
Q17Mothers. Overall, DCF helped your family.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	31%	31	41%	71	39%	74	35%	66	37%	242
Agree	41%	41	36%	63	40%	76	42%	79	40%	259
Disagree	16%	16	11%	19	12%	23	9%	16	11%	74
Strongly Disagree	11%	11	12%	21	9%	17	14%	27	12%	76
answered question	99		174		190		188		651	
skipped question	26		21		23		26		96	
consented surveys	125		195		213		214		747	

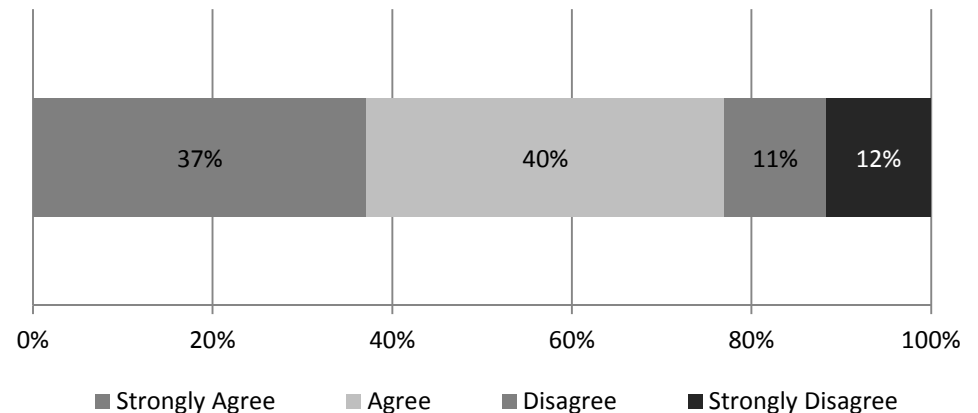
STATEWIDE MOTHERS

77% of surveyed mothers reported that overall, DCF helped their families.

This represents a 4.9% increase over the CY2013 survey.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q17a. What might DCF have done to be more helpful?

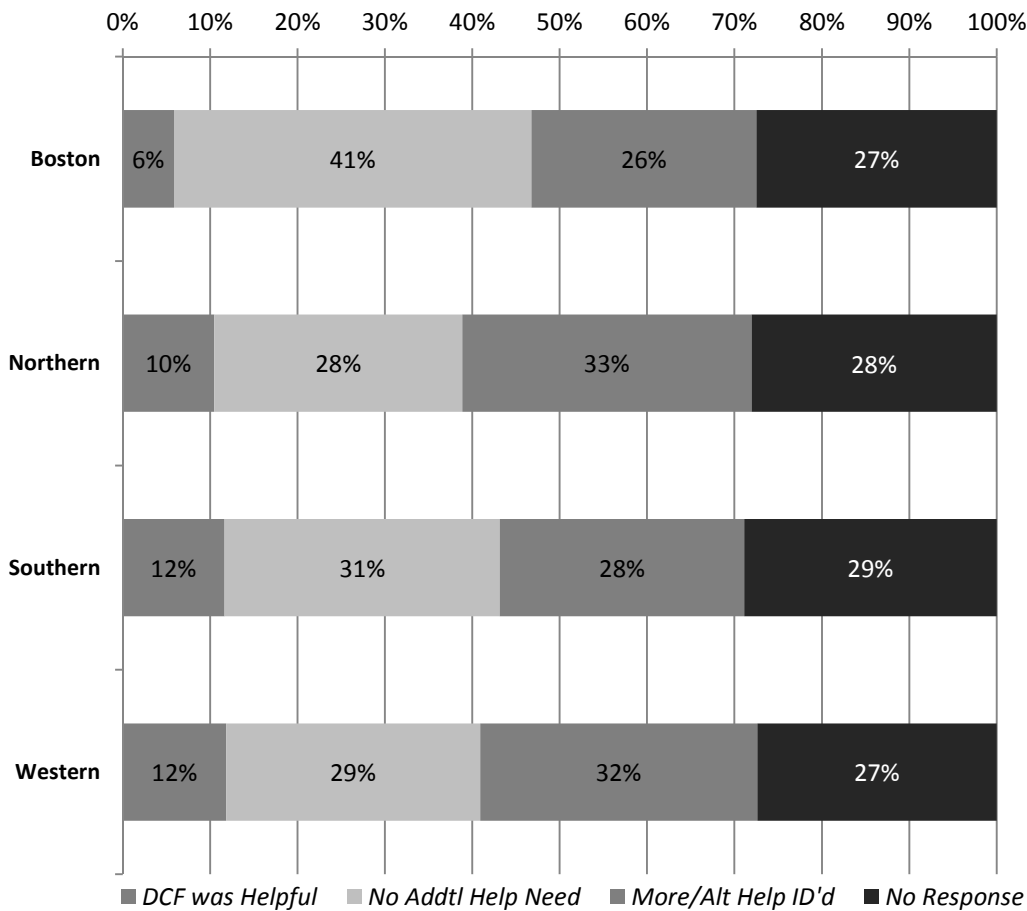
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
DCF was Helpful	6%	10	10%	31	12%	40	12%	41	11%	122
No Addtl Help Need	41%	70	28%	84	31%	108	29%	101	31%	363
More/Alt Help ID'd	26%	44	33%	98	28%	96	32%	110	30%	348
No Response	27%	47	28%	83	29%	99	27%	95	28%	324
<i>consented surveys</i>	171		296		343		347		1,157	

STATEWIDE

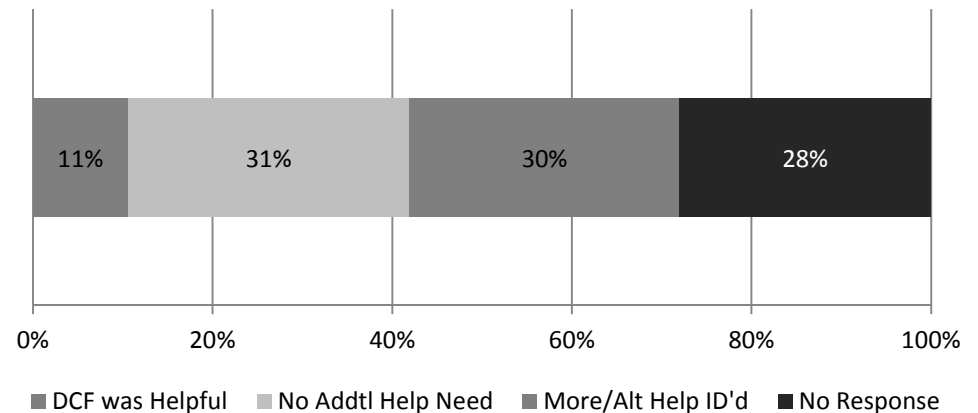
30% of surveyed parents/guardians indicated how DCF might have done more to be helpful.

Of note, 11% of surveyed parents/guardians indicated that DCF had been helpful, and 31% indicated that no additional help was needed.

28% indicated that they did not know how DCF might have been more helpful, and/or did not provide a response to Q17a.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q17aFathers. What might DCF have done to be more helpful?

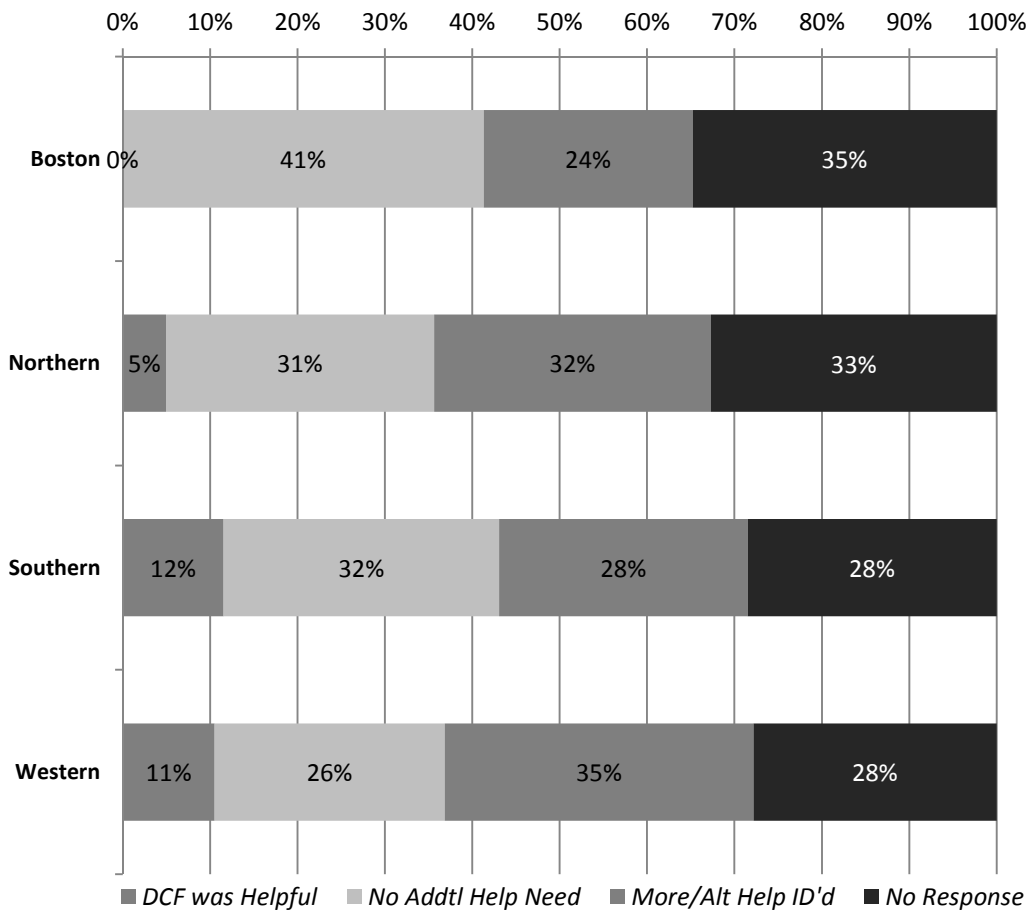
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
DCF was Helpful	0%		5%	5	12%	15	11%	14	8%	34
No Addtl Help Need	41%	19	31%	31	32%	41	26%	35	31%	126
More/Alt Help ID'd	24%	11	32%	32	28%	37	35%	47	31%	127
No Response	35%	16	33%	33	28%	37	28%	37	30%	123
<i>consented surveys</i>	46		101		130		133		410	

STATEWIDE FATHERS

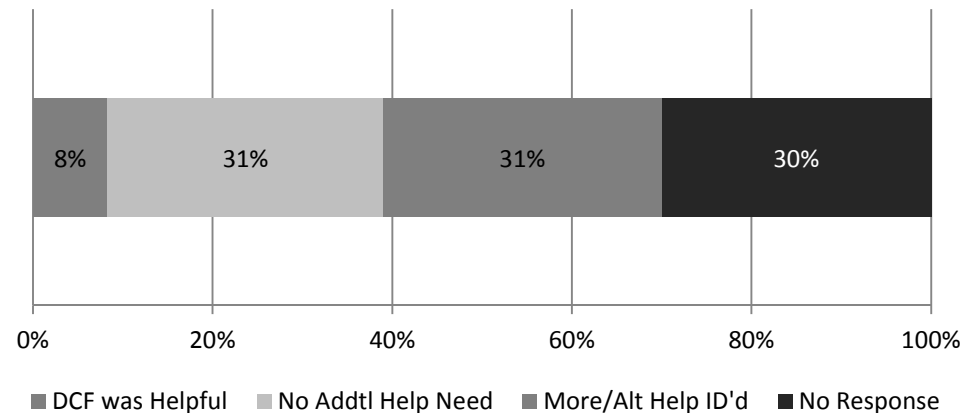
31% of surveyed fathers indicated how DCF might have done more to be helpful.

Of note, 8% of surveyed fathers indicated that DCF had been helpful, and 31% indicated that no additional help was needed.

30% indicated that they did not know how DCF might have been more helpful, and/or did not provide a response to Q17a.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q17a Mothers. What might DCF have done to be more helpful?

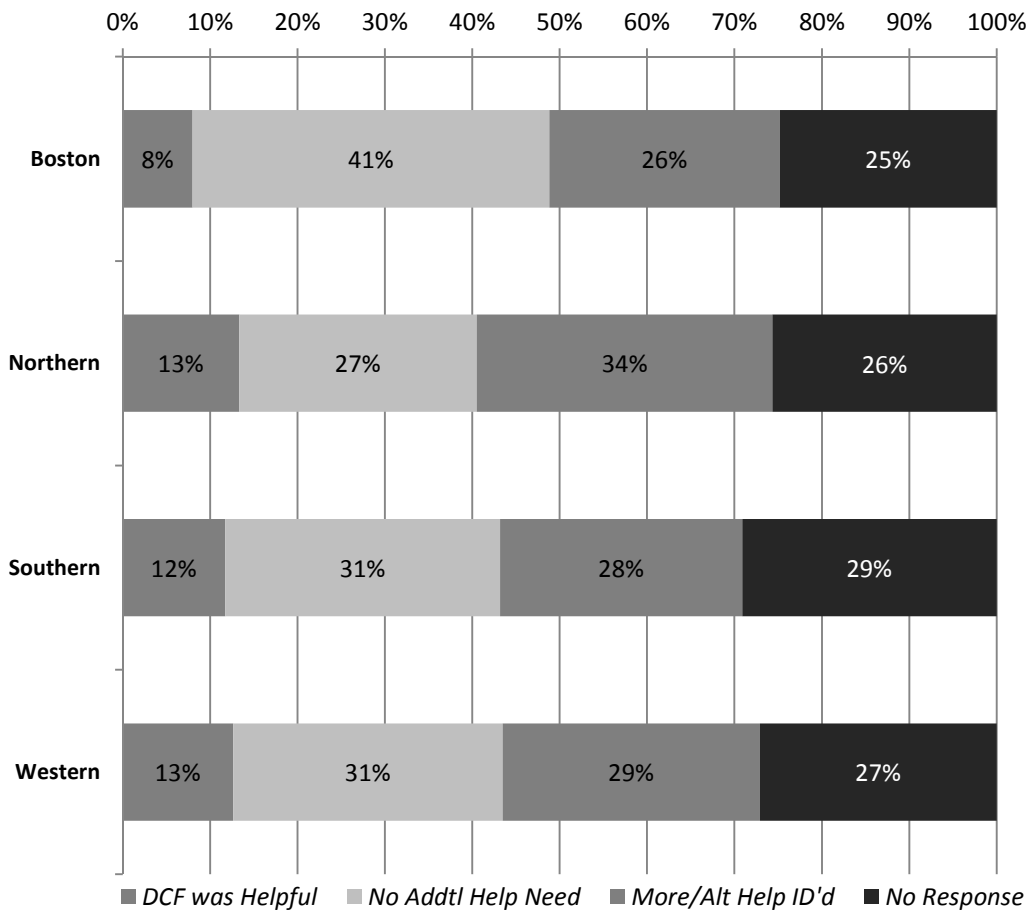
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
DCF was Helpful	8%	10	13%	26	12%	25	13%	27	12%	88
No Addtl Help Need	41%	51	27%	53	31%	67	31%	66	32%	237
More/Alt Help ID'd	26%	33	34%	66	28%	59	29%	63	30%	221
No Response	25%	31	26%	50	29%	62	27%	58	27%	201
<i>consented surveys</i>	125		195		213		214		747	

STATEWIDE MOTHERS

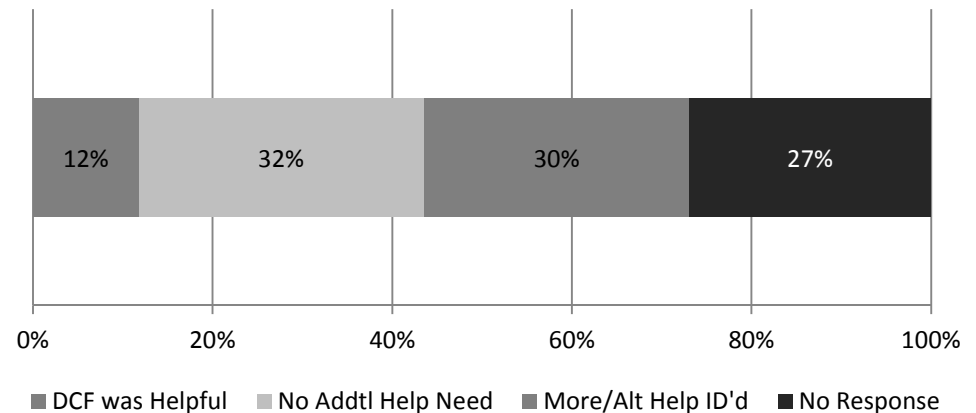
30% of surveyed mothers indicated how DCF might have done more to be helpful.

Of note, 12% of surveyed mothers indicated that DCF had been helpful, and 32% indicated that no additional help was needed.

27% indicated that they did not know how DCF might have been more helpful, and/or did not provide a response to Q17a.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

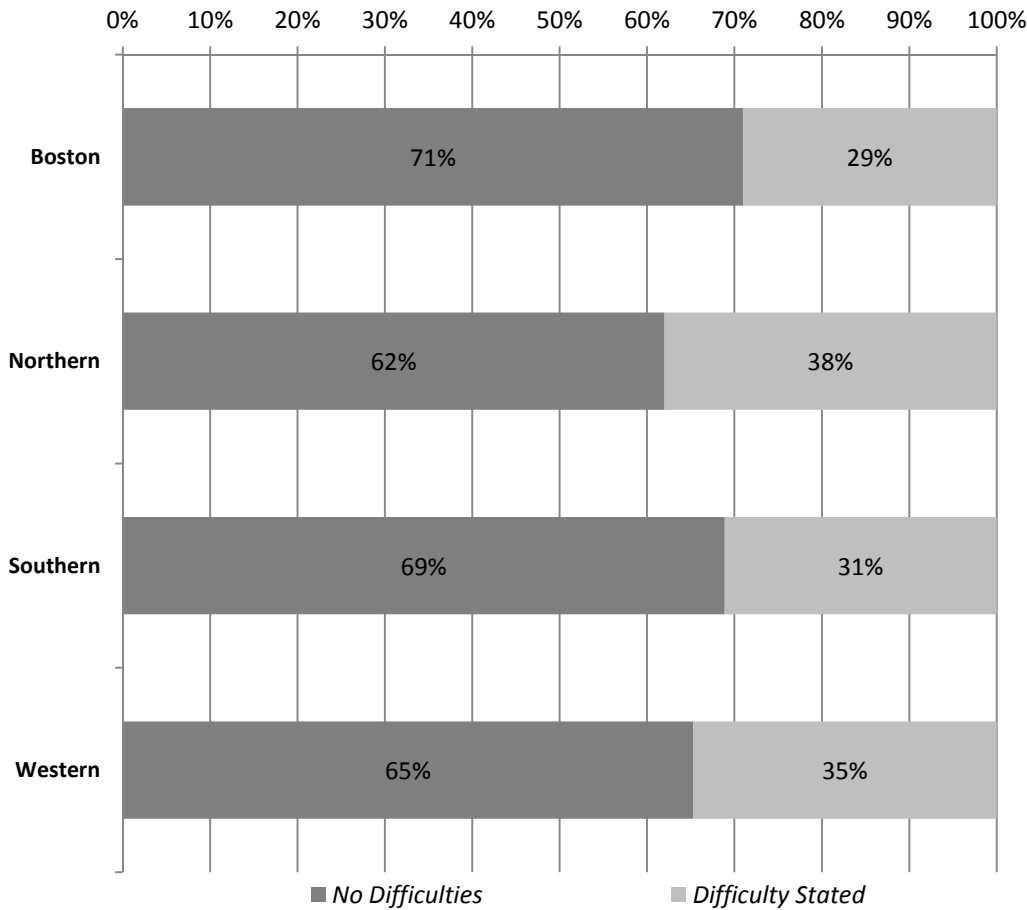
Q17b. What if any, difficulties did you have in working with DCF?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
No Difficulties	71%	98	62%	155	69%	186	65%	190	66%	629
Difficulty Stated	29%	40	38%	95	31%	84	35%	101	34%	320
<i>answered question</i>	138		250		270		291		949	
<i>skipped question</i>	33		46		73		56		208	
<i>consented surveys</i>	171		296		343		347		1,157	

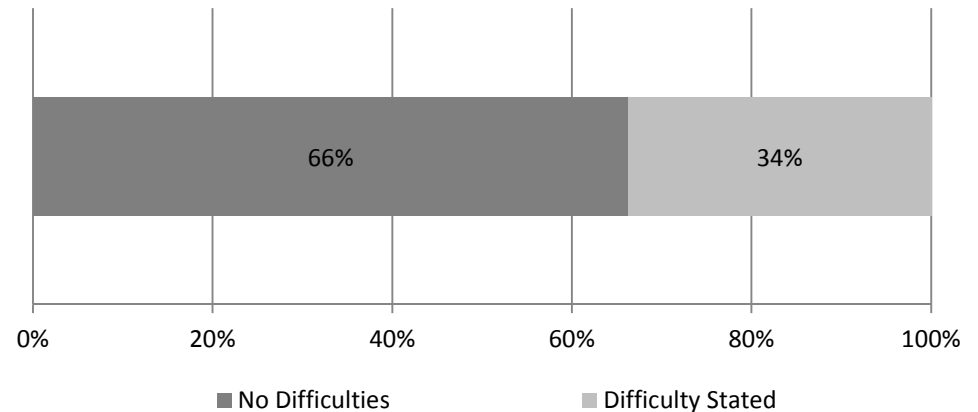
STATEWIDE

34% of surveyed parents/guardians reported having difficulties in working with DCF.

Of note, 66% of surveyed parents/guardians reported that they did not have difficulties in working with DCF.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

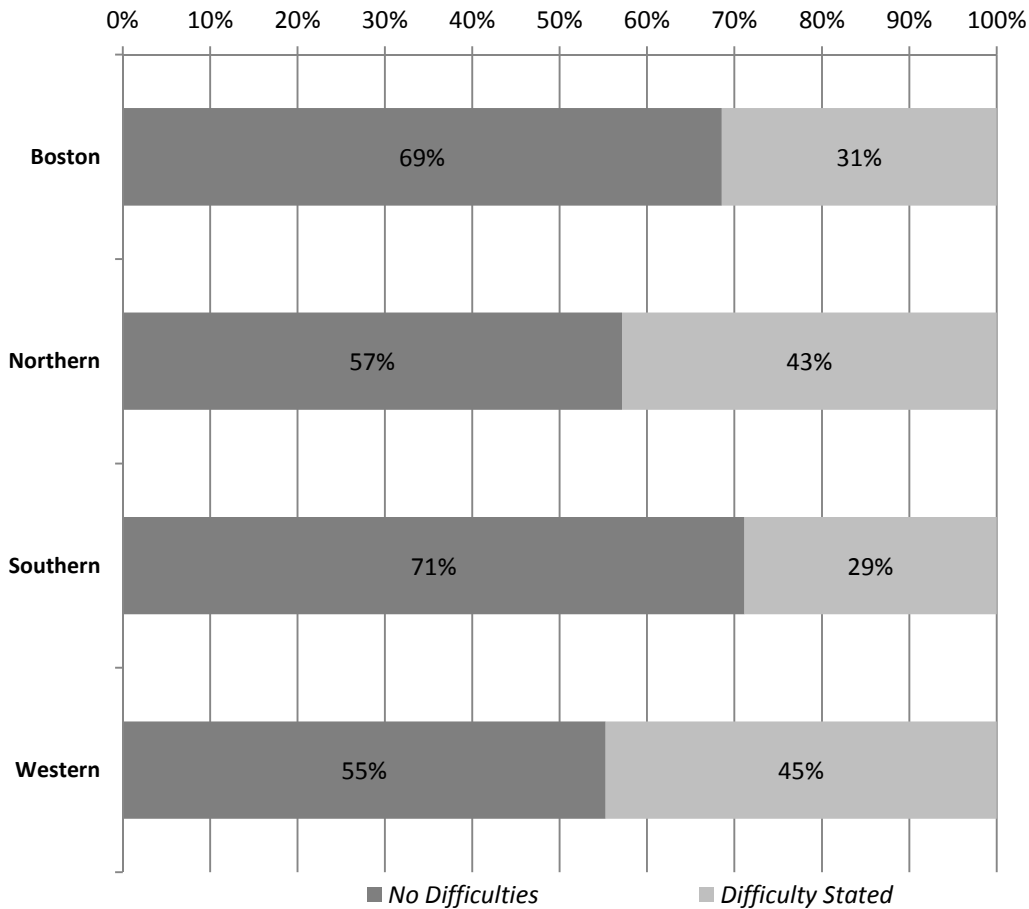
Q17bFathers. What if any, difficulties did you have in working with DCF?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
No Difficulties	69%	24	57%	48	71%	74	55%	63	62%	209
Difficulty Stated	31%	11	43%	36	29%	30	45%	51	38%	128
answered question	35		84		104		114		337	
skipped question	11		17		26		19		73	
consented surveys	46		101		130		133		410	

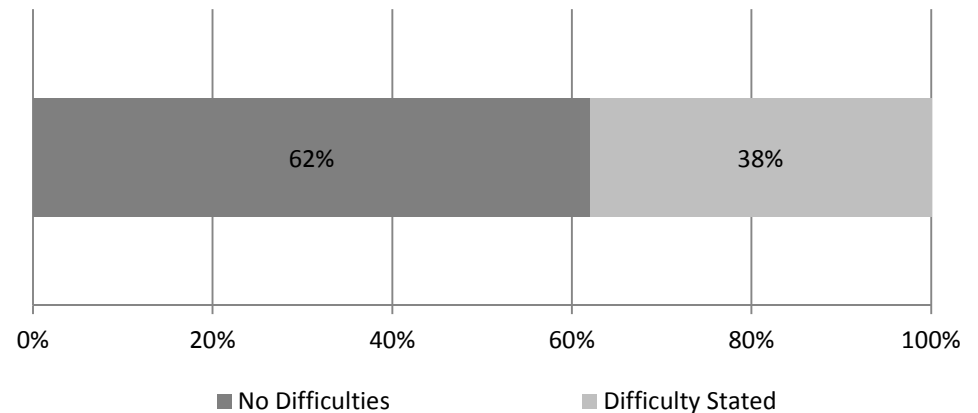
STATEWIDE FATHERS

38% of surveyed fathers reported having difficulties in working with DCF.

Of note, 62% of surveyed fathers reported that they did not have difficulties in working with DCF.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

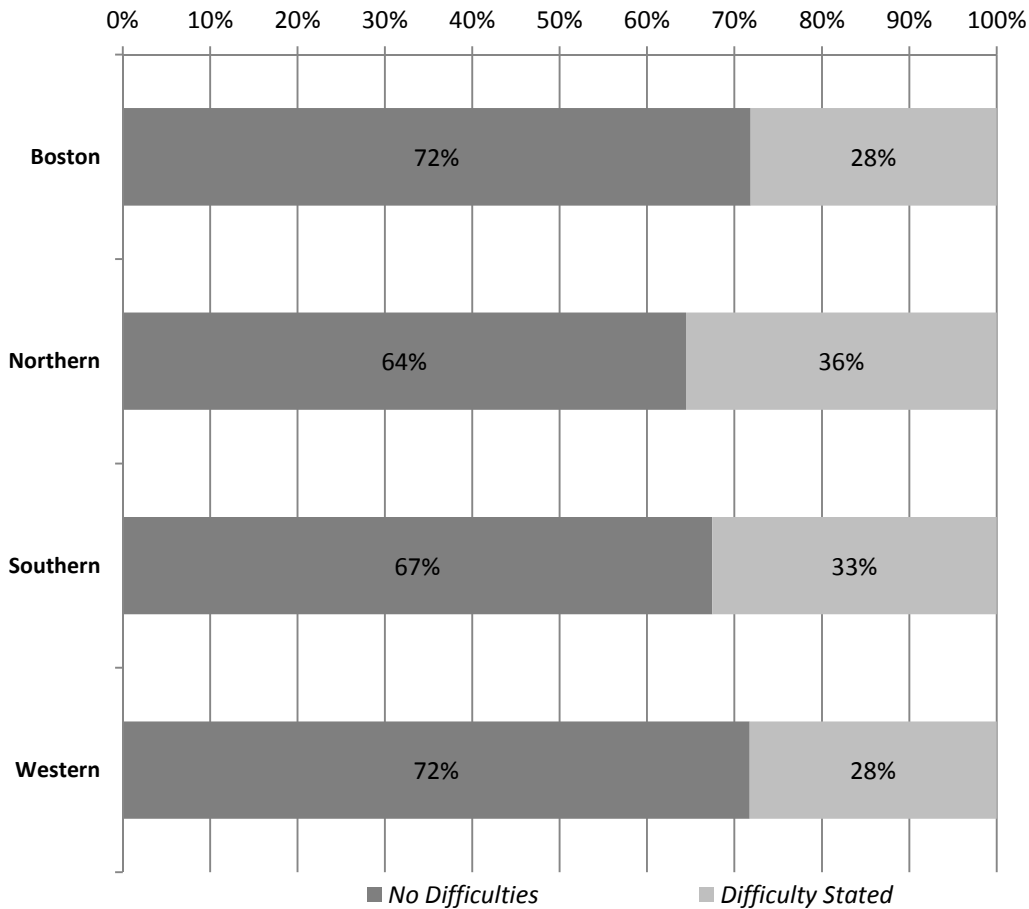
Q17b Mothers. What if any, difficulties did you have in working with DCF?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
No Difficulties	72%	74	64%	107	67%	112	72%	127	69%	420
Difficulty Stated	28%	29	36%	59	33%	54	28%	50	31%	192
answered question	103		166		166		177		612	
skipped question	22		29		47		37		135	
consented surveys	125		195		213		214		747	

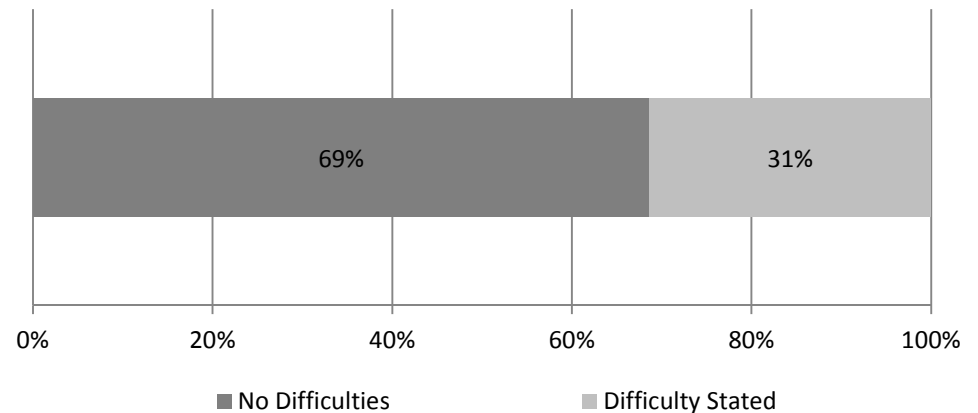
STATEWIDE MOTHERS

31% of surveyed mothers reported having difficulties in working with DCF.

Of note, 69% of surveyed mothers reported that they did not have difficulties in working with DCF.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

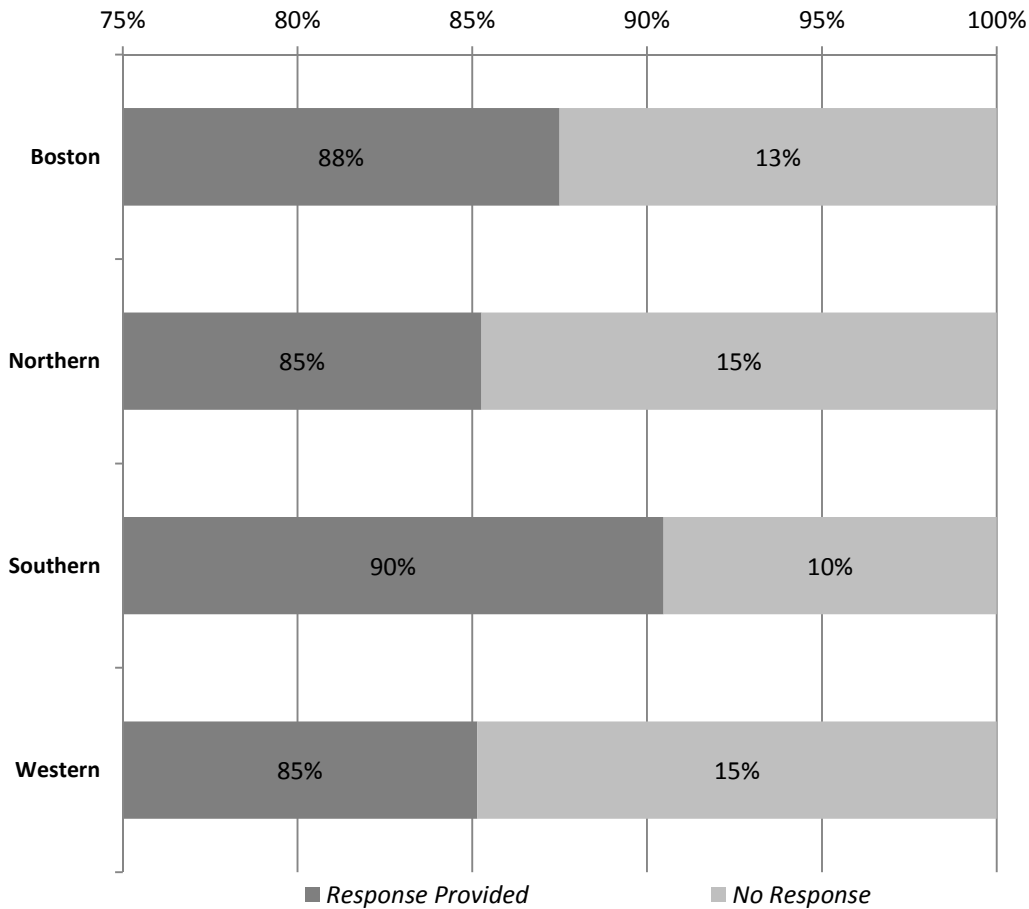
Q17c. How were these difficulties resolved?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A RESPONSE INDICATIVE OF DIFFICULTY "IN WORKING WITH DCF" ON Q17b.

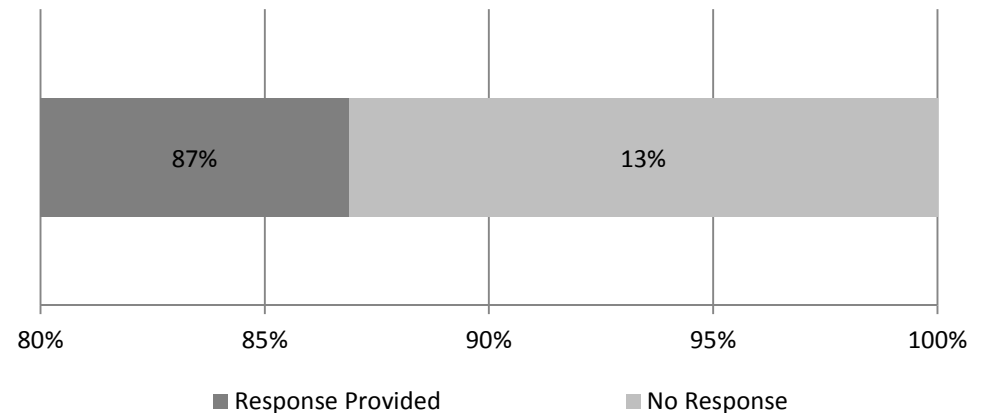
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Response Provided	88%	35	85%	81	90%	76	85%	86	87%	278
No Response	13%	5	15%	14	10%	8	15%	15	13%	42
"difficulty" on Q17b	40		95		84		101		320	

STATEWIDE

87% of the 320 parents/guardians who indicated on Q17b that they had difficulty in working with DCF, reported how these difficulties were resolved.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

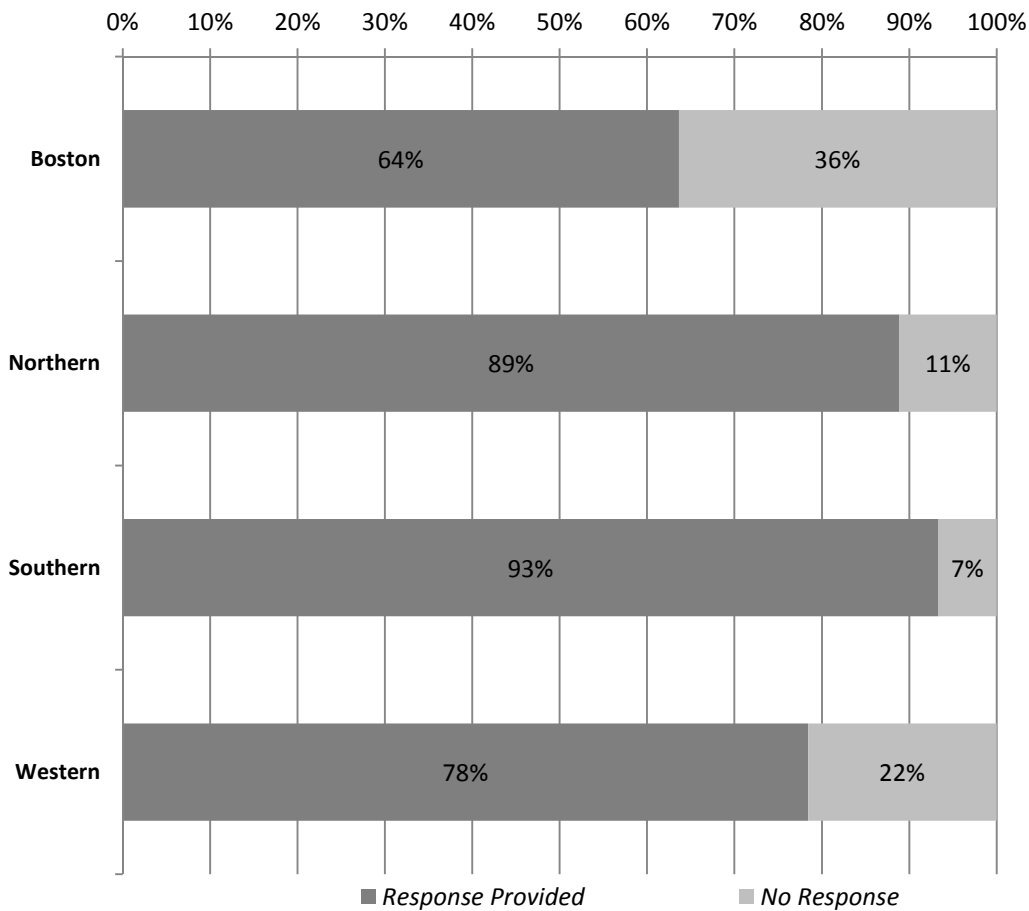
Q17cFathers. How were these difficulties resolved?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A RESPONSE INDICATIVE OF DIFFICULTY "IN WORKING WITH DCF" ON Q17b.

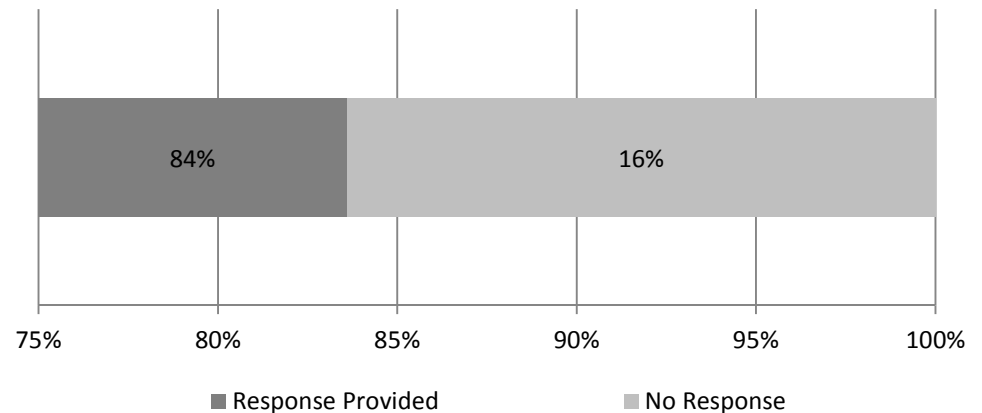
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Response Provided	64%	7	89%	32	93%	28	78%	40	84%	107
No Response	36%	4	11%	4	7%	2	22%	11	16%	21
"difficulty" on Q17b	11		36		30		51		128	

STATEWIDE FATHERS

84% of the 128 fathers who indicated on Q17b that they had difficulty in working with DCF, reported how these difficulties were resolved.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

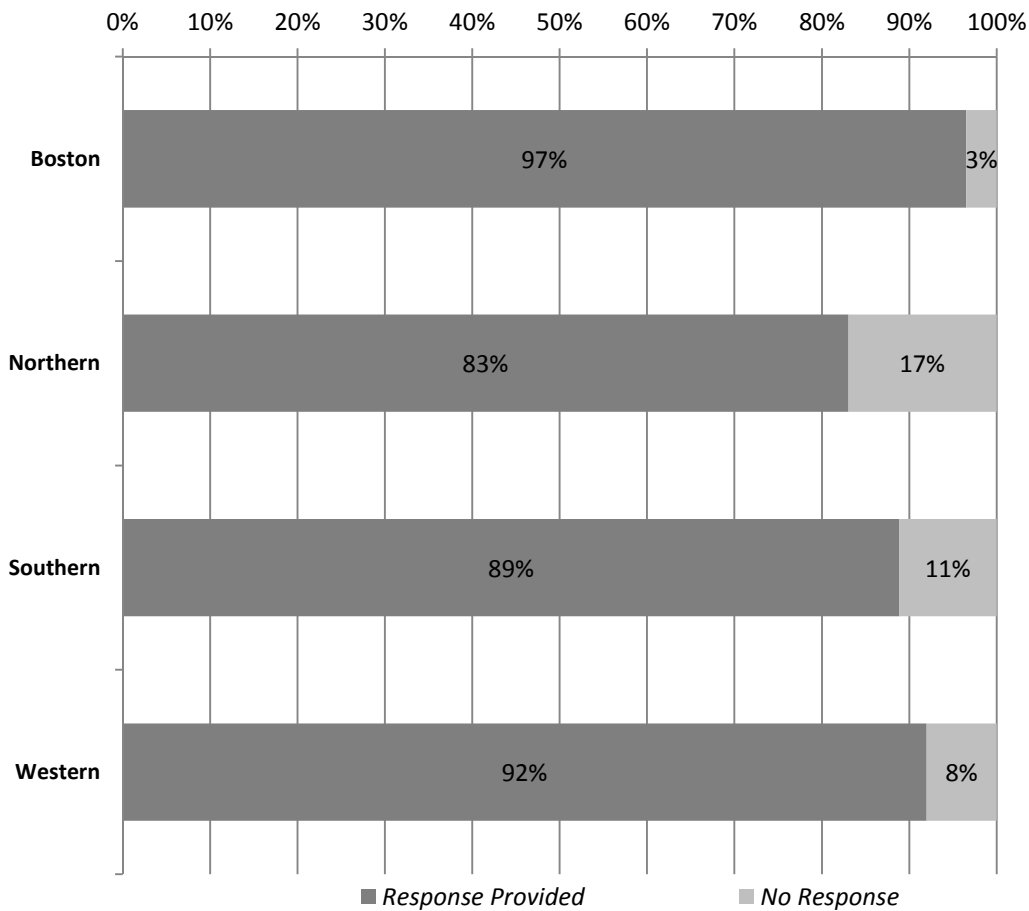
Q17cMothers. How were these difficulties resolved?

RESPONSES LIMITED TO CONSENTED SURVEYS WITH A RESPONSE INDICATIVE OF DIFFICULTY "IN WORKING WITH DCF" ON Q17b.

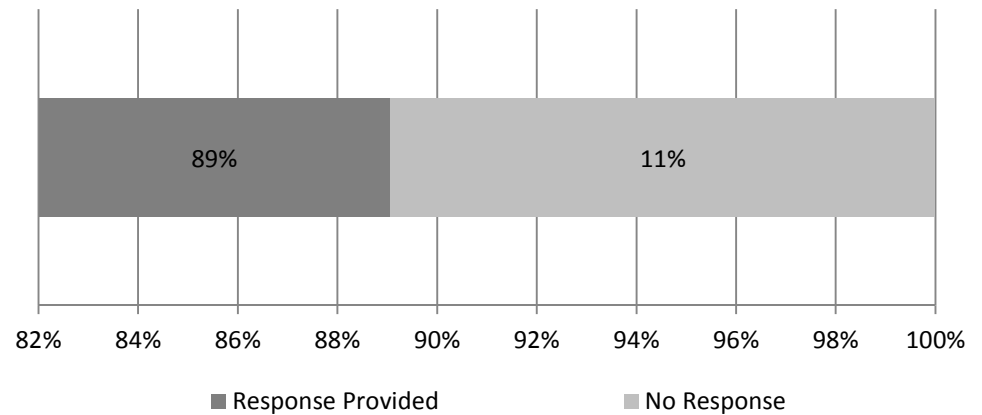
Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Response Provided	97%	28	83%	49	89%	48	92%	46	89%	171
No Response	3%	1	17%	10	11%	6	8%	4	11%	21
"difficulty" on Q17b	29		59		54		50		192	

STATEWIDE MOTHERS

89% of the 192 mothers who indicated on Q17b that they had difficulty in working with DCF, reported how these difficulties were resolved.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q17d. These difficulties were resolved to your satisfaction.

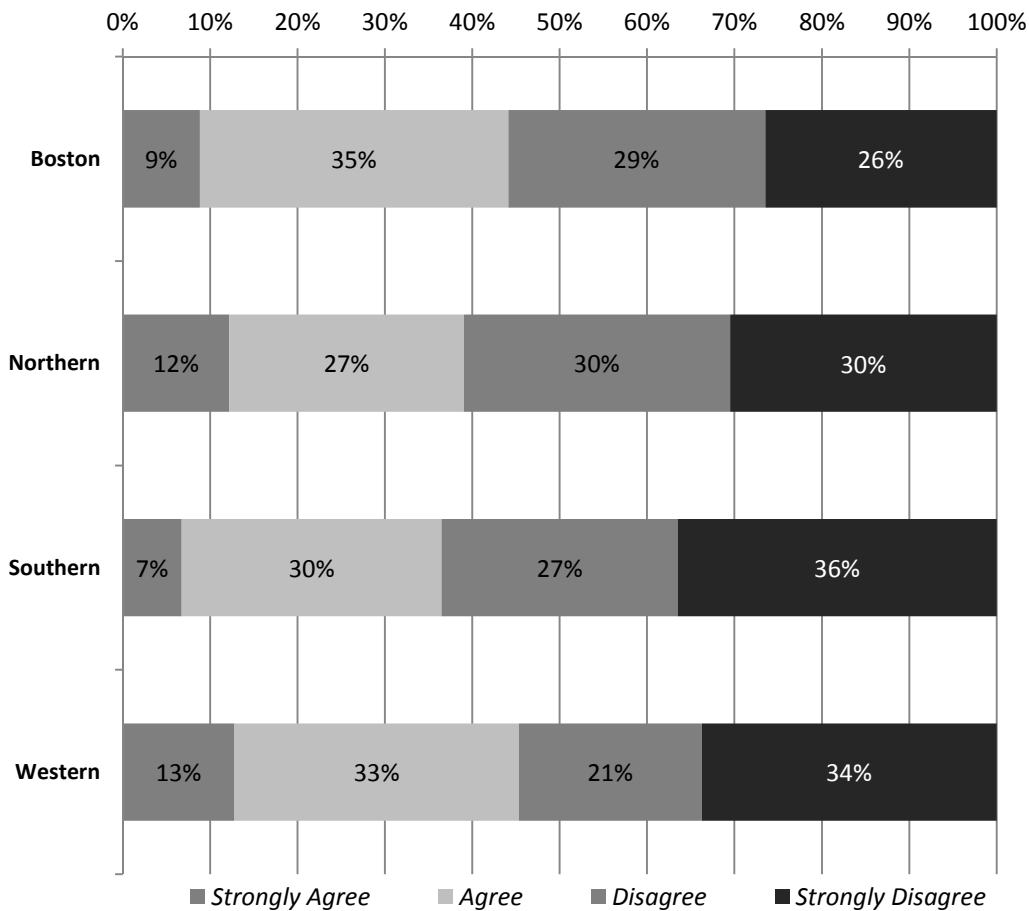
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A RESPONSE INDICATIVE OF DIFFICULTY "IN WORKING WITH DCF" ON Q17b.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	9%	3	12%	10	7%	5	13%	11	11%	29
Agree	35%	12	27%	22	30%	22	33%	28	30%	84
Disagree	29%	10	30%	25	27%	20	21%	18	26%	73
Strongly Disagree	26%	9	30%	25	36%	27	34%	29	33%	90
answered question	34		82		74		86		276	
skipped question	6		13		10		15		44	
"difficulty" on Q17b	40		95		84		101		320	

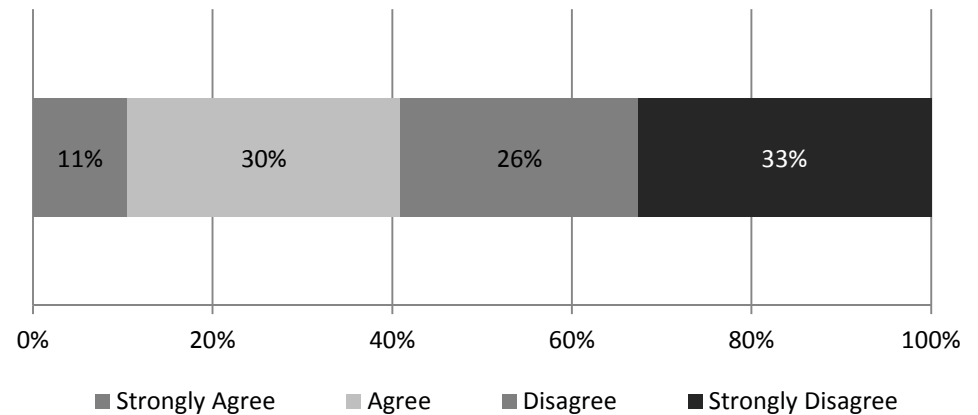
STATEWIDE

41% of the 320 parents/guardians who indicated on Q17b that they had difficulty in working with DCF, reported that their difficulties in working with DCF were resolved to their satisfaction.

NOTE: 66% of surveyed parents/ guardians reported that they did not have difficulties in working with DCF.



STATEWIDE



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q17dFathers. These difficulties were resolved to your satisfaction.

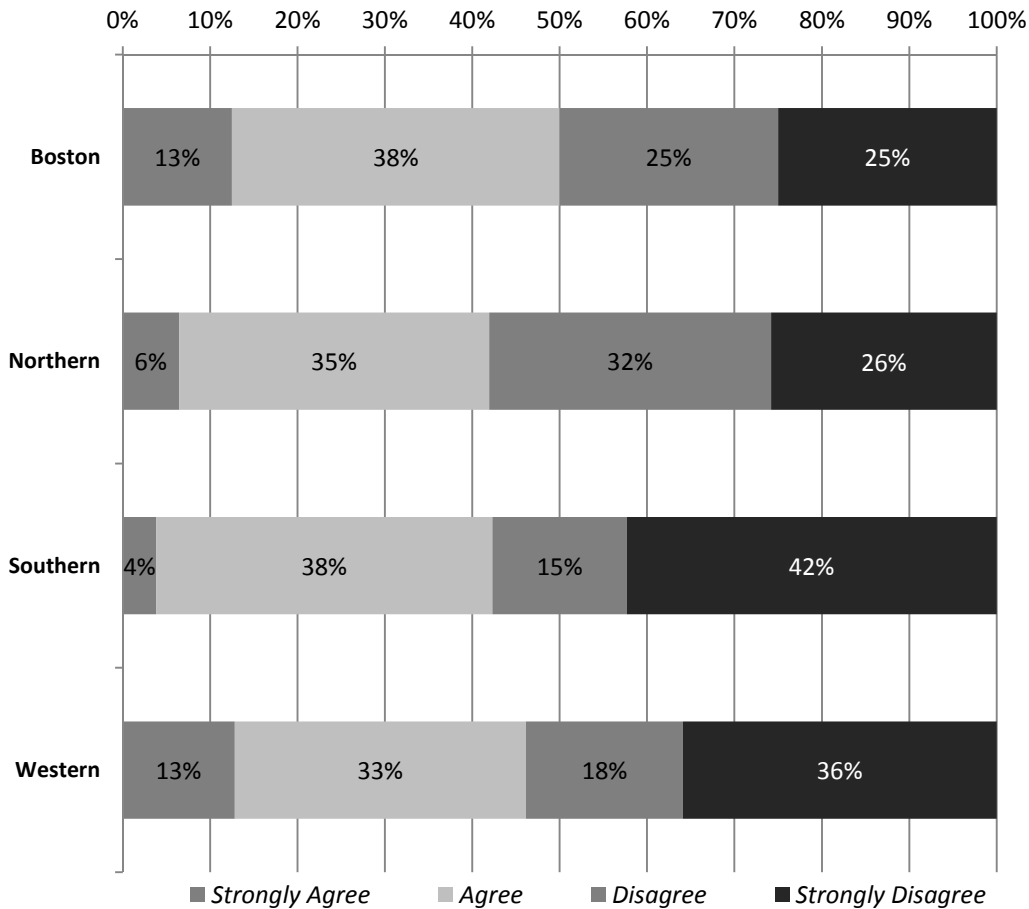
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A RESPONSE INDICATIVE OF DIFFICULTY "IN WORKING WITH DCF" ON Q17b.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	13%	1	6%	2	4%	1	13%	5	9%	9
Agree	38%	3	35%	11	38%	10	33%	13	36%	37
Disagree	25%	2	32%	10	15%	4	18%	7	22%	23
Strongly Disagree	25%	2	26%	8	42%	11	36%	14	34%	35
answered question	8		31		26		39		104	
skipped question	3		5		4		12		24	
"difficulty" on Q17b	11		36		30		51		128	

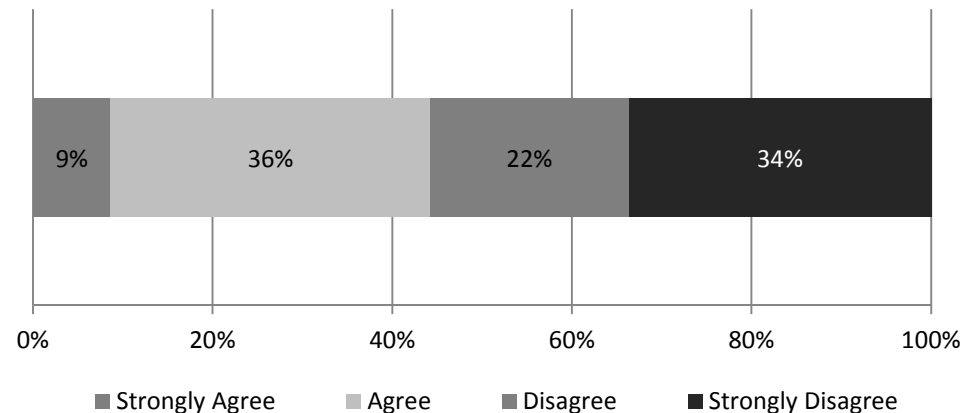
STATEWIDE FATHERS

44% of the 128 fathers who indicated on Q17b that they had difficulty in working with DCF, reported that their difficulties in working with DCF were resolved to their satisfaction.

NOTE: 62% of surveyed fathers reported that they did not have difficulties in working with DCF.



STATEWIDE FATHERS



Massachusetts Department of Children and Families

FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

Q17dMothers. These difficulties were resolved to your satisfaction.

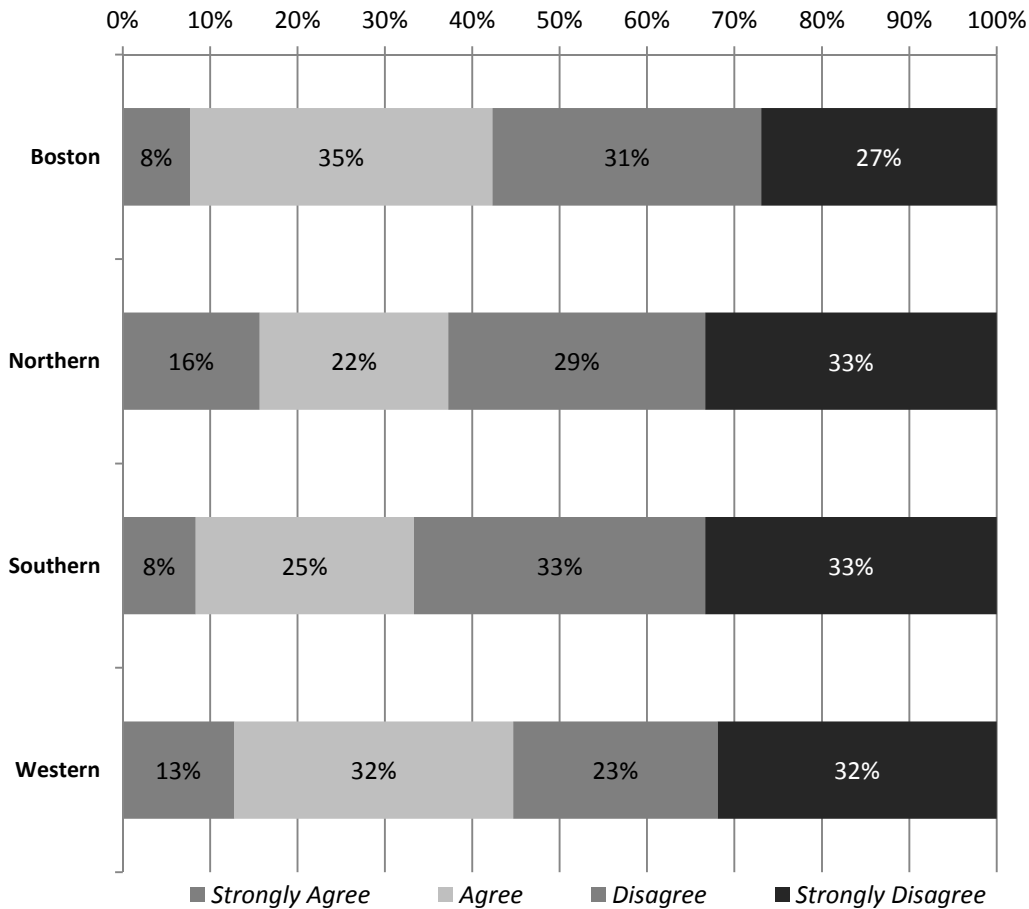
RESPONSES LIMITED TO CONSENTED SURVEYS WITH A RESPONSE INDICATIVE OF DIFFICULTY "IN WORKING WITH DCF" ON Q17b.

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Strongly Agree	8%	2	16%	8	8%	4	13%	6	12%	20
Agree	35%	9	22%	11	25%	12	32%	15	27%	47
Disagree	31%	8	29%	15	33%	16	23%	11	29%	50
Strongly Disagree	27%	7	33%	17	33%	16	32%	15	32%	55
answered question	26		51		48		47		172	
skipped question	3		8		6		3		20	
"difficulty" on Q17b	29		59		54		50		192	

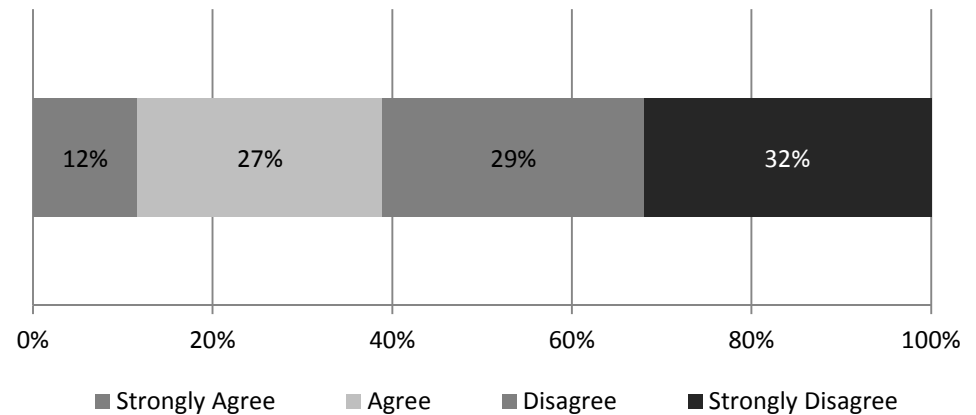
STATEWIDE MOTHERS

39% of the 192 mothers who indicated on Q17b that they had difficulty in working with DCF, reported that their difficulties in working with DCF were resolved to their satisfaction.

NOTE: 69% of surveyed mothers reported that they did not have difficulties in working with DCF.



STATEWIDE MOTHERS



Massachusetts Department of Children and Families

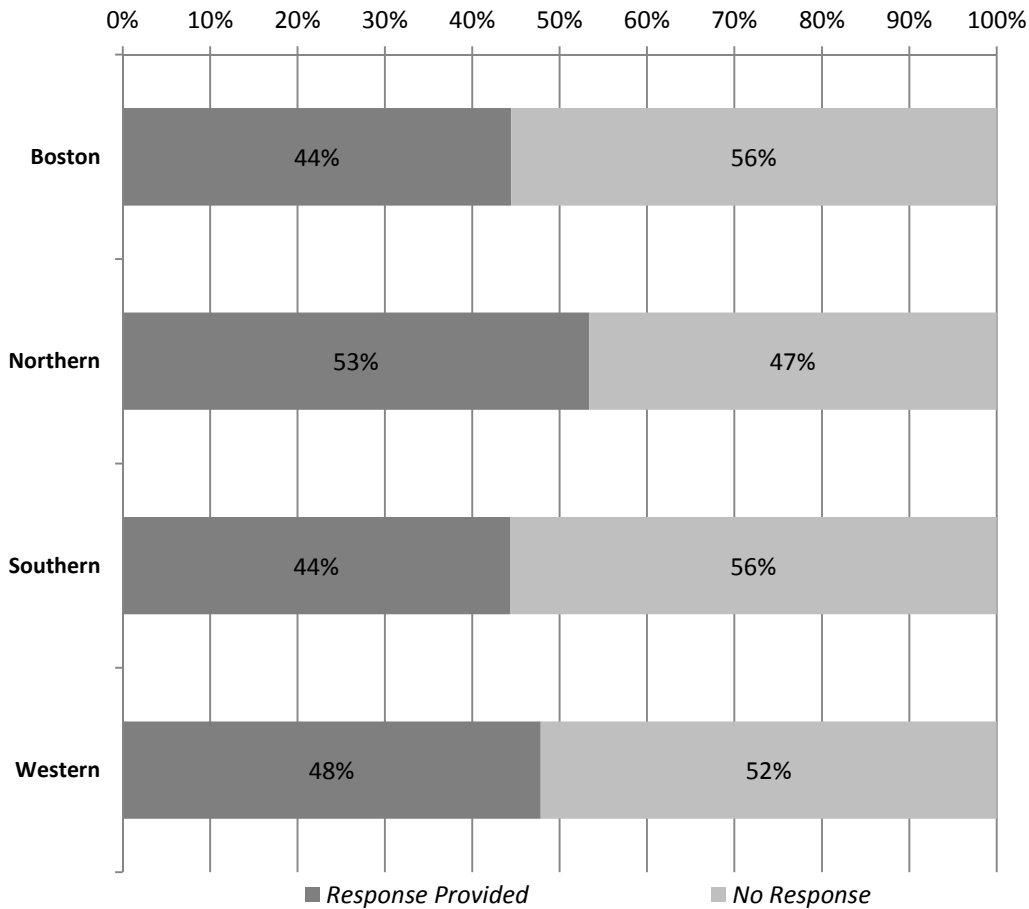
FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

STATEWIDE

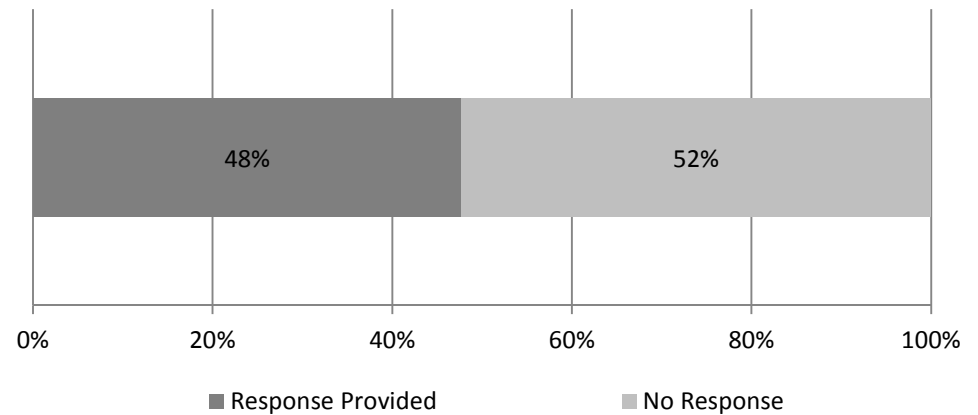
48% of surveyed parents/guardians provided additional comments.

Q18. Do you have any additional comments that you would like me to include with this survey?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Response Provided	44%	76	53%	158	44%	152	48%	166	48%	552
No Response	56%	95	47%	138	56%	191	52%	181	52%	605
"difficulty" on Q17b	171		296		343		347		1,157	



STATEWIDE



Massachusetts Department of Children and Families

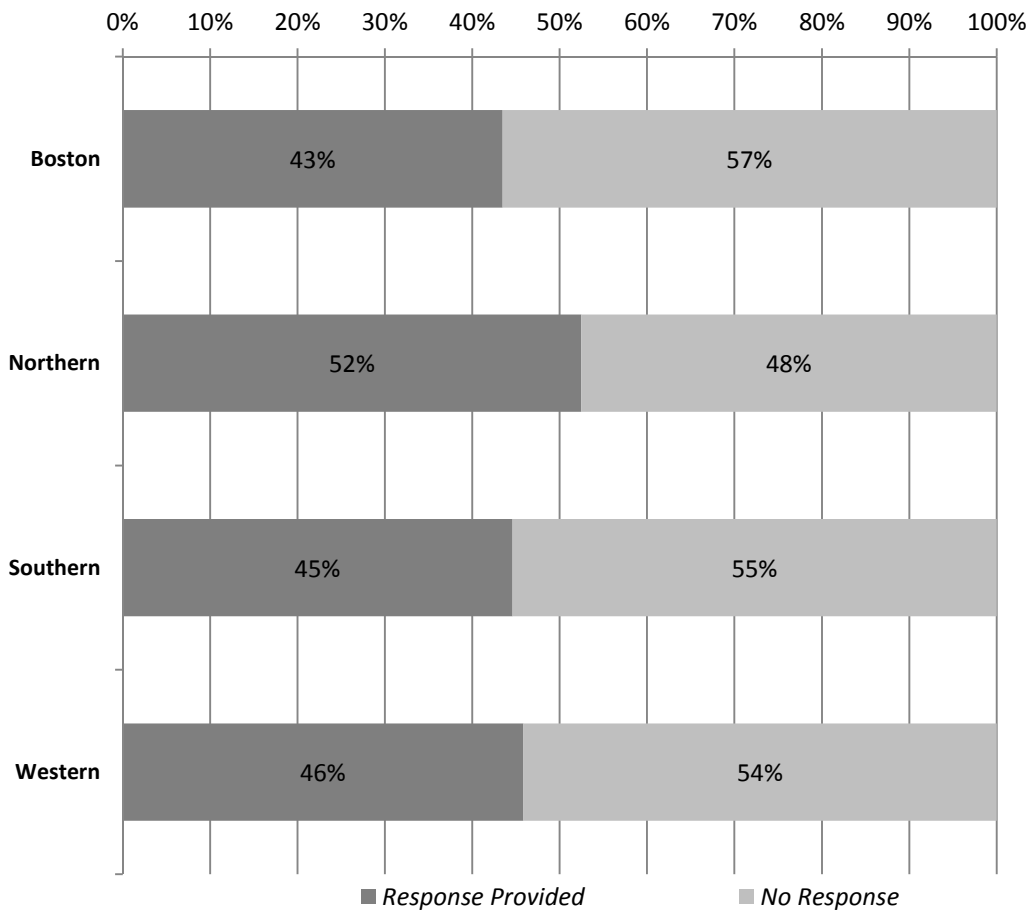
FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

STATEWIDE FATHERS

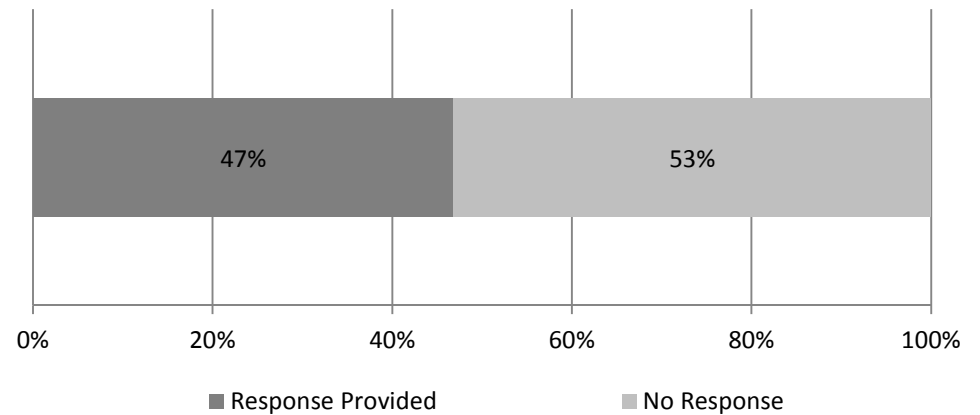
47% of surveyed fathers provided additional comments.

Q18Fathers. Do you have any additional comments that you would like me to include with this survey?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Response Provided	43%	20	52%	53	45%	58	46%	61	47%	192
No Response	57%	26	48%	48	55%	72	54%	72	53%	218
"difficulty" on Q17b	46		101		130		133		410	



STATEWIDE FATHERS



Massachusetts Department of Children and Families

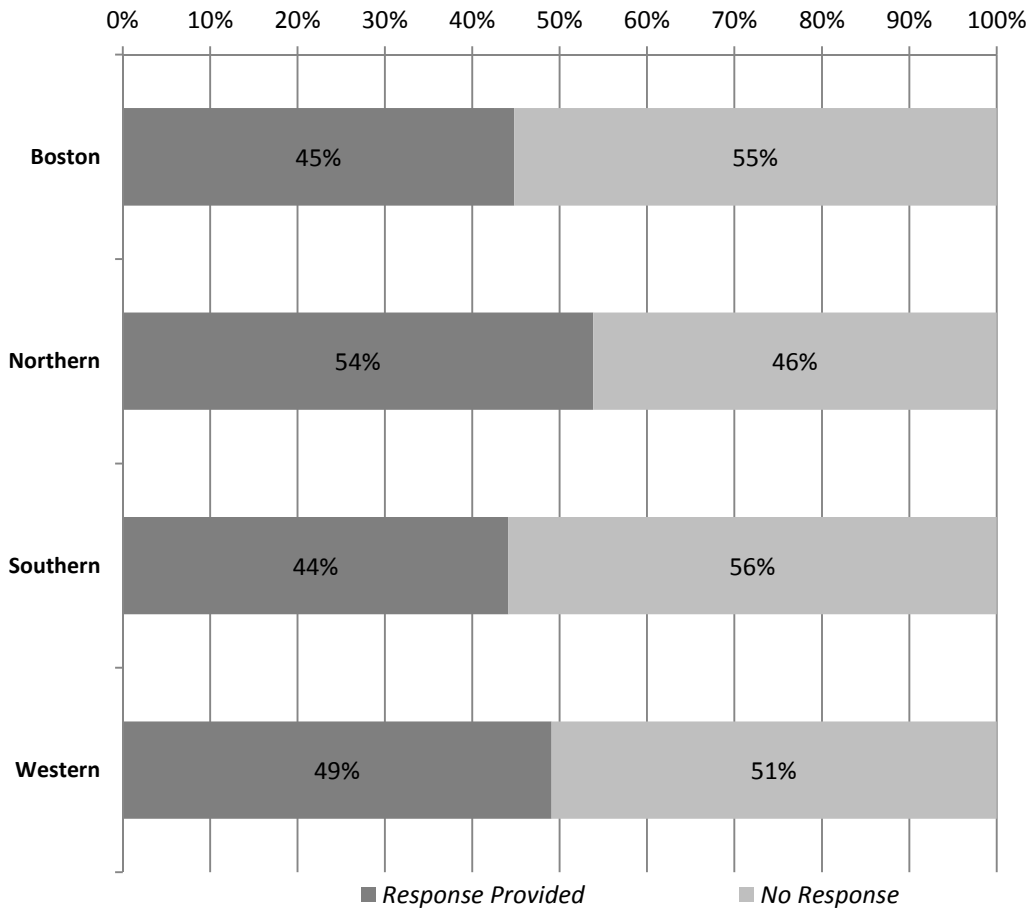
FY'14 Parent/Guardian Satisfaction Survey (cases that closed between Jan-2014 and Aug-2014)

STATEWIDE MOTHERS

48% of surveyed mothers provided additional comments.

Q18Mothers. Do you have any additional comments that you would like me to include with this survey?

Answer Options	Boston		Northern		Southern		Western		STATEWIDE	
	%	#	%	#	%	#	%	#	%	#
Response Provided	45%	56	54%	105	44%	94	49%	105	48%	360
No Response	55%	69	46%	90	56%	119	51%	109	52%	387
"difficulty" on Q17b	125		195		213		214		747	



STATEWIDE MOTHERS

