

## Customer Satisfaction Surveys Parent Survey Questions

The 2010 questionnaires consisted of Likert scale statements that measure the respondent's satisfaction with regards to the following categories: Respect, Overall Responsiveness, Participative Decision and Timeliness of Phone Call Response.

### Respect Category:

- Question: The caseworker treats my family with dignity and respect.
- Question: The caseworker treats my family like a valued partner.

### Overall Responsiveness Category:

- Question: The caseworker responds to my family's needs and requests.
- Question: My family can depend on the caseworker.

### Participative Decision Making Category:

- Question: When they make decisions or plans, the caseworker asks my family what we think should happen.
- Question: The caseworker considers my family's opinion when making decisions and plans.

### Services Category:

- Question: The caseworker gets my family services when we need them.
- Question: The caseworker connects my family with helpful people and services.

### Timeliness of Phone Call Response Category:

- Question: The caseworker returns my calls in a timely manner.
- Question: The caseworker returns my calls: the same day, in 1 business day, in 2 business days, in 3+ business days, or never.

**Response Scales:** The following scale (1=same day, 2=1 business day, 3=2 business days, 4=3+business days and 5=never) was used when evaluating the question "*The caseworker returns my calls....*" on the parent survey. All other questions were evaluated using the following scale (1=never, 2=rarely, 3=sometimes, 4= often, 5=always).