

Customer Satisfaction Surveys Youth 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 Court Involvement.

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.

Court Involvement Category:

- Question: I attend court hearings.
- Question: When I go to court hearings, I am asked what I think.

Response Scales: All other questions in this survey were evaluated using the following scale (1=never, 2=rarely, 3=sometimes, 4= often, 5=always).