



Bridge Resource Parent for Foster Care and Adoption Satisfaction Survey

INTRODUCTION: The Oklahoma Department of Human Services has a comprehensive Bridge Resource Parent Satisfaction Survey and we need your help. Your responses will help us better utilize resources, inform funding decisions, track our customer service training's effectiveness, and improve the support we are able to offer you.

What is a Bridge Resource Parent? **YOU are a Bridge Resource Parent!** Bridge Resource parents are Oklahoma parents who foster a child, have adopted a foster child or both. Bridge Resource Parents keep a child/children connected to their kin, culture, and community and mentor the child's family whenever possible

Section 1: Questions about YOU

INSTRUCTIONS: In this section we would like to know about you. Please select your responses below

1) For how many **years** have you been a Bridge Resource Parent in Oklahoma?*

(Round to the nearest whole year, for example, if you served for 2 years & 6 months or more, round **UP** to 3 years. If you served 2 years & 5 months or less, round **DOWN** to 2 years.)

- 1) Less than 1 year
- 2) 1-2 years
- 3) 3-5 years
- 4) 6+ years

2) What is your **age group**?

- 1) 21 – 29 years
- 2) 30 – 39 years
- 3) 40 – 49 years
- 4) 50 -59 years
- 5) 60 years or older

3) What is your **gender**?

- 1) Male
- 2) Female

4) What is your **marital status**?

- 1) Married
- 2) Single
- 3) Single/Cohabiting

5) What is your highest level of schooling you have **COMPLETED**?*

Check only one.

- 1) Elementary School
- 2) High School
- 3) Some College
- 4) College/University degree
- 5) Graduate School

6) What is your primary **race/ethnicity**?

- 1) African American
- 2) White
- 3) American Indian
- 4) Hispanic
- 5) Asian
- 6) Other, please specify: _____

7) Please specify your tribe: _____

8) What is the **primary language** spoken in your home?

- 1) English
- 2) Spanish
- 3) Other, please specify: _____

9) What **OTHER languages** do you speak?

Please specify: _____

10) Which category best describes your family's relationship to the Bridge program?

- 1) Traditional Foster Care
- 2) Adoption
- 3) Kinship
- 4) Therapeutic Foster Care
- 5) Post Adoption

Section 2: Questions about OKDHS

INSTRUCTIONS: Please consider ALL of your interactions with OKDHS, all of your workers, and your County Office when answering the following questions.

11) Before a child was placed in your home, do you feel that you had a good understanding of what would be expected of you as a Bridge Resource Parent?

- 1) Yes
- 2) No

12) I am provided with adequate information regarding a child's needs prior to placement.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

13) I am satisfied with the timeliness of payment processing

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

- 14) I am satisfied with the delivery method of payments
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 15) Workers include me and take my experience with the child into consideration when making decisions about his or her future.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 16) I have been involved in the transition plan used when a child left my home.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 17) OKDHS recognizes the contributions and achievements of Bridge Resource Parents
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 18) I feel comfortable that future placement decisions will NOT be impacted if I tell my worker about problems with the child(ren) currently placed with me
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 19) My Resource Specialist returns my phone calls.
- 1) Regularly
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all
- 20) My child's Child Welfare Specialist returns my phone calls.
- 1) Regularly
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all

- 21) The Resource Support Center (1-800-376-9729) is easily accessible to me
- 1) Regularly
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all
- 22) I feel respected by our assigned workers
- 1) Regularly
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all
- 23) I am aware of how to access available respite care.
- 1) Yes
 - 2) No
- 24) The respite care that is available to me is adequate to meet my needs.
- 1) Regularly
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all
- 25) My relationship with my Resource Specialist is positive.
- 1) Consistently
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all
- 26) My relationship with my child's Child Welfare Specialist is positive
- 1) Consistently
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all
- 27) My assigned workers provide adequate support and assistance with visitation with the child's parents and siblings.
- 1) Regularly
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all
- 28) I feel comfortable telling my assigned workers about problems I have with the children in my home for whom I am caring.
- 1) Regularly
 - 2) Sometimes
 - 3) Rarely
 - 4) Not at all

29) My assigned workers schedule meetings at times that are convenient for me.

- 1) Regularly
- 2) Sometimes
- 3) Rarely
- 4) Not at all

30) My assigned workers and I function well as a team.

- 1) Regularly
- 2) Sometimes
- 3) Rarely
- 4) Not at all

31) I am satisfied with the overall work and efforts of OKDHS.

- 1) Regularly
- 2) Sometimes
- 3) Rarely
- 4) Not at all

32) Tell us about how your experiences with OKDHS have influenced your decision to continue to serve as a Bridge Resource Parent?

Section 2: Questions about Meeting with Your Worker

INSTRUCTIONS: Please consider your interactions with ALL of your assigned workers (resource specialist and child's Child Welfare Specialist) and report on your overall experience

33) How often **do you meet** with your Resource Specialist?

- 1) Weekly
- 2) Every 2 weeks
- 3) Every month
- 4) Every other month
- 5) Never

34) How often would you **like to meet** with your Resource Specialist?

- 1) Weekly
- 2) Every 2 weeks
- 3) Every month
- 4) Every other month
- 5) Never

35) How often **do you meet** with your child's Child Welfare Specialist?

- 1) Weekly
- 2) Every 2 weeks
- 3) Every month
- 4) Every other month
- 5) Never

36) How often would you **like to meet** with your child's Child Welfare Specialist?

- 1) Weekly
- 2) Every 2 weeks
- 3) Every month
- 4) Every other month
- 5) Never

Section 3: Access to Resources in a Time of Crisis

INSTRUCTIONS: In this section we would like to know your experiences with the Child Welfare system in times of crisis.

37) While being a Bridge Parent have you experienced what you would consider to be a crisis?

- 1) Yes
- 2) No

38) Regarding the placements in my home, I ask for help before a situation reaches a crisis level.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

39) I feel as if I know who I can contact for additional support during times of crisis.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

40) I received the support I needed.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

41) What resources have you utilized in times of crisis? *

Check ALL that apply.

- 1) Child's Child Welfare Specialist
- 2) My Resource Specialist
- 3) Another Bridge Parent
- 4) Web Portal (www.okbridgefamilies.com)
- 5) Community Service Provider
- 6) Resource Support Center (1-800-376-9729)
- 7) Not Applicable

42) Please describe the ways in which an OKDHS employee was helpful to you during the crisis:

Section 4: Questions about your Overall Support

INSTRUCTIONS: Please indicate how much of the following resources help you as a Bridge Parent.

43) The *Connections* newsletter is very helpful to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

44) Training is very helpful to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

45) Access to donated goods is very helpful to me. (For example: school supplies, etc.)

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

46) Local Support Groups are very helpful to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

47) The web portal (www.okbridgefamilies.com) is very helpful to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

48) The Oklahoma Foster Parent Association is very helpful to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

49) The Adoptive Parent Support Group is very helpful to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

50) The Bridge Resource Support Center (1-800-376-9729) is very helpful to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

51) What is the **most meaningful** Bridge parenting support you have received?

52) What support or services are you **NOT** receiving that would help you?

(Please rank your top three.)

- 1) _____
- 2) _____
- 3) _____

Section 4: Questions about your Overall Support

INSTRUCTIONS: Please indicate how much each statement is true.

53) I know who my child's Child Welfare Specialist is.

- 1) Yes
- 2) No

54) My child's Child Welfare Specialist helps me understand my role as a Bridge Parent (foster and/or adoption).

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

- 55) My child's Child Welfare Specialist takes my problems seriously.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 56) My child's Child Welfare Specialist is available to me.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 57) My child's Child Welfare Specialist helps me obtain the resources I need.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 58) My child's Child Welfare Specialist clearly understands the needs of the children in my home.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 59) I trust my child's Child Welfare Specialist.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 60) My child's Child Welfare Specialist understands and respects my culture.
- 1) Strongly Agree
 - 2) Agree
 - 3) Disagree
 - 4) Strongly Disagree
 - 5) Not Applicable
- 61) I know who my Resource Specialist is.
- 1) Yes
 - 2) No

62) My Resource Specialist helps me understand my role as a Bridge Parent (foster and/or adoption).

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

63) My Resource Specialist takes my problems seriously.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

64) My Resource Specialist is available to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

65) My Resource Specialist helps me obtain the resources I need.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

66) My Resource Specialist clearly understands the needs of the children in my home.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

67) I trust my Resource Specialist.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

68) My Resource Specialist understands and respects my culture.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

Section 4: Questions about your Overall Support

INSTRUCTIONS: Now that you have commented on your child's Child Welfare Specialist and your Resource Specialist; the following questions are about OTHER COUNTY STAFF you may have interacted with. Please indicate how much each statement is true.

69) Other county staff take my problems seriously.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

70) Other county staff is available to me.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

71) Other county staff helps me obtain the resources I need.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

72) I trust other county staff.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

73) Other county staff understands and respects my culture.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

74) I feel valued by other county staff.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

Section 4: Questions about your Overall Support

INSTRUCTIONS: Please indicate how much each statement is true.

75) To feel satisfied as a Bridge Parent, I need a **more personal connection** than I am currently receiving.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

76) How would you rate your overall customer service experience?

- 1) Excellent
- 2) Good
- 3) Fair
- 4) Poor
- 5) Not Applicable

Section 5: Questions about Recruitment & Training

INSTRUCTIONS: In this section, we would like to know about your interactions during the recruitment and training process as well as with your assigned RESOURCE SPECIALIST. Please indicate how much you agree with the following statements.

We would like to know about your **RECRUITMENT EXPERIENCE**.

77) When I first contacted OKDHS about becoming a Bridge Resource Parent for foster, adoption or both, my questions and phone calls were answered in a timely, effective manner.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree

78) My initial contact with OKDHS helped me determine whether to begin the approval process.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree

79) How did you make the initial contact?

- 1) Hotline
- 2) Internet
- 3) Phoned County Office
- 4) In Person Visit with County Office
- 5) Emailed County Worker
- 6) Other, please specify: _____

Section 5: Questions about Recruitment & Training

INSTRUCTIONS: In this section, we would like to know about your interactions during the recruitment and training process as well as with your assigned RESOURCE SPECIALIST. Please indicate how much you agree with the following statements.

We would like to know about your experience with **TRAINING**.

PRE-SERVICE TRAINING refers to all the training completed *prior* to placement. (27 hours yearly)

IN-SERVICE-TRAINING refers to on-going training completed *after* placement. (12 hours yearly)

80) The National Resource Center for Youth Services (NRCYS) provided **pre-service training** that adequately prepared me to make an informed decision as to whether I wanted to become a foster/adoptive parent.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

81) I would recommend **pre-service training** to other foster/adoptive parents I know.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

82) After **pre-service training**, I felt more confident in my ability to care for a child in the custody of OKDHS.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

83) How would you rate the quality of **pre-service training**?

- 1) Poor
- 2) Fair
- 3) Good
- 4) Excellent
- 5) Not Applicable

84) I have the information I need about **in-service training** opportunities.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

85) The content of the **in-service trainings** provided by OKDHS helps enhance my skills as a caregiver of children.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree
- 5) Not Applicable

86) What information during **in-service trainings** did you find to be the most helpful?

87) How would you rate the quality of **in-service training**

- 1) Poor
- 2) Fair
- 3) Good
- 4) Excellent

88) There are sufficient **in-service training** opportunities in my area.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree

89) I am aware of online or web-based trainings available to me at www.okbridgefamilies.com.

- 1) Strongly Agree
- 2) Agree
- 3) Disagree
- 4) Strongly Disagree

Section 6: Questions about Resources and Events

INSTRUCTIONS: In this section, we would like to know your thoughts about the events and resources made available to you.

90) You know **how to access** these events/resources. *

Select all that apply.

- 1) Foster and adoption appreciation events
- 2) Help at Christmas
- 3) Respite Care
- 4) Connections Newsletter
- 5) Bridge Family Portal (www.okbridgefamilies.com)
- 6) Foster Parent Association
- 7) OKDHS website
- 8) Resource Parent Handbook
- 9) Post Adoption Assistance
- 10) Foster Support Group
- 11) Adoption Support Group
- 12) Not Applicable

91) Events/Resources you have **participated in.** *

Select all that apply.

- 1) Foster and adoption appreciation events
- 2) Help at Christmas
- 3) Respite Care
- 4) Connections Newsletter
- 5) Bridge Family Portal (www.okbridgefamilies.com)
- 6) Foster Parent Association
- 7) OKDHS website
- 8) Resource Parent Handbook
- 9) Post Adoption Assistance
- 10) Foster Support Group
- 11) Adoption Support Group
- 12) Not Applicable

91) I have had a **positive experience** with the following: *

Select all that apply.

- 1) Foster and adoption appreciation events
- 2) Help at Christmas
- 3) Respite Care
- 4) Connections Newsletter
- 5) Bridge Family Portal (www.okbridgefamilies.com)
- 6) Foster Parent Association
- 7) OKDHS website
- 8) Resource Parent Handbook
- 9) Post Adoption Assistance
- 10) Foster Support Group
- 11) Adoption Support Group
- 12) Not Applicable

92) These events/resources **contribute to my decision to continue serving** as a Resource Parent: *

Select all that apply.

- 1) Foster and adoption appreciation events
- 2) Help at Christmas
- 3) Respite Care
- 4) Connections Newsletter
- 5) Bridge Family Portal (www.okbridgefamilies.com)
- 6) Foster Parent Association
- 7) OKDHS website
- 8) Resource Parent Handbook
- 9) Post Adoption Assistance
- 10) Foster Support Group
- 11) Adoption Support Group
- 12) Not Applicable

93) Which events(s) or resource(s) do you consider **low quality?** *

Select all that apply.

- 1) Foster and adoption appreciation events
- 2) Help at Christmas
- 3) Respite Care
- 4) Connections Newsletter
- 5) Bridge Family Portal (www.okbridgefamilies.com)
- 6) Foster Parent Association
- 7) OKDHS website
- 8) Resource Parent Handbook
- 9) Post Adoption Assistance
- 10) Foster Support Group
- 11) Adoption Support Group
- 12) Not Applicable

94) Which events(s) or resource(s) do you consider **high quality?** *

Select all that apply.

- 1) Foster and adoption appreciation events
- 2) Help at Christmas
- 3) Respite Care
- 4) Connections Newsletter
- 5) Bridge Family Portal (www.okbridgefamilies.com)
- 6) Foster Parent Association
- 7) OKDHS website
- 8) Resource Parent Handbook
- 9) Post Adoption Assistance
- 10) Foster Support Group
- 11) Adoption Support Group
- 12) Not Applicable

95) Which of these events or resources would you **MISS THE MOST** if it was **ELIMINATED?** *

Select only one.

- 1) Foster and adoption appreciation events
- 2) Help at Christmas
- 3) Respite Care
- 4) Connections Newsletter
- 5) Bridge Family Portal (www.okbridgefamilies.com)
- 6) Foster Parent Association
- 7) OKDHS website
- 8) Resource Parent Handbook
- 9) Post Adoption Assistance
- 10) Foster Support Group
- 11) Adoption Support Group
- 12) Not Applicable

Section 7: Questions about Services as a Bridge Parent

INSTRUCTIONS: Please rate these services as to how BENEFICIAL they are in ensuring your continued participation as a Bridge Resource Parent of a child(ren) in the custody of OKDHS

96) Mentoring from other Bridge Parents. *

- 1) Extremely Beneficial
- 2) Moderately Beneficial
- 3) Slightly Beneficial
- 4) Needs Improvement
- 5) Not Applicable

97) Overnight Respite Care. *

- 1) Extremely Beneficial
- 2) Moderately Beneficial
- 3) Slightly Beneficial
- 4) Needs Improvement
- 5) Not Applicable

98) Child care or daytime respite care. *

- 1) Extremely Beneficial
- 2) Moderately Beneficial
- 3) Slightly Beneficial
- 4) Needs Improvement
- 5) Not Applicable

99) Bridge Parent's ability to call together a family team meeting. *

- 1) Extremely Beneficial
- 2) Moderately Beneficial
- 3) Slightly Beneficial
- 4) Needs Improvement
- 5) Not Applicable

100) Please describe any other ideas you have about how OKDHS and Bridge Parents can work together to **improve placement options and placement stability for children?**

Section 8: Additional Comments

INSTRUCTIONS: Please answer the following questions concerning the survey instrument and survey process.

101) Tell us about any experiences you think we should be aware of or any general comments or questions you may have.

Thank you for your participation!