

In-Home Program Family Survey

2008

Department of Health and Social Services

Office of Children's Services



Introduction

The Department of Health and Social Services, Office of Children's Services offers a program of in-home services to families who are in need of support to enable their child to remain in their own home. When there are concerns for a parent's ability to care for a child, the agency caseworker works closely with the family to assess their needs and develop a plan of activities with the family. When the parents have extended family in the local area, the worker can assist the parents in working with their family network for support. This support may include the children residing with an extended family member for temporary periods of time to give the parents respite. The Office of Children's Services also provides services such as parenting classes, family preservation services, substance abuse treatment, mental health treatment, and counseling. Services are available to children such as developmental assessments, counseling, and support with the child's medical and educational needs. Families participate in the in-home services program on a voluntary basis without court involvement.

In order to ensure the ongoing quality of the in-home program, the Evaluation Unit of the Office of Children's Services conducted a survey of parents throughout the state who have received in-home services. The survey sought to gain information from parents about their perceptions of the quality of services they had received, their experiences with receiving in-home services, and the assistance they received from their caseworker during the in-home program.

Survey Methods

Families from throughout the state who had received in-home services from the Office of Children's Services were included in the survey. There were 242 cases identified who had received services during 2007. Of the 207 families, we were able to contact 98 families who agreed to participate in the survey. Attempts were made to reach families in all parts of the state. However, response numbers varied by region based on the family responding to the phone call.

The survey was conducted by phone. Three attempts were made at varying times of the day to reach the family. In order to insure family privacy, phone messages were not left when the parties were not at home. Participation in the survey was voluntary and parents were assured their responses would be combined with other survey information so they were not individually identified.

A survey instrument was developed to provide a structured guideline for discussions with the parents. The survey was conducted in a conversational style and the responses were documented. Parents were encouraged to provide feedback and share their thoughts throughout the discussion.

Survey Respondents

A total of 98 parents who were contacted agreed to participate in the survey. There were 70 mothers and 26 fathers who were interviewed. Both parents were interviewed in two surveys. The respondents have been divided into the regions from which they received services. Table 1 presents the respondents to the survey.

Table 1

Survey Respondents by Region, Number, and Percent		
Region	Number Of Respondents	Percent Of All Respondents
Northern	34	35%
Southcentral	32	33%
Anchorage	15	15%
Southeast	17	17%
Total	98	100%

Findings

There were several areas of inquiry covered in the interview. The survey began with an introduction as to the purpose and use of the survey findings. Inquiry was made into the parent's understanding of the voluntary nature of in-home services, the status of where children were residing at the time of the survey, and the parent's understanding of why the Office of Children's Services was involved with their family. Questions were asked about the worker's involvement with the family and the kinds of services the family had received. The family was asked about their overall perception of the quality of service the family had received. At the conclusion of the interview, an opportunity was made for the family to offer any other comments they wished to make.

Parents who were solicited for inclusion in this survey included those parents who had already received in-home services from the Office of Children's Services and whose cases were closed. Other parents contacted were presently engaged in services.

• **Is your case currently open with OCS?**

In beginning the conversation with parents, it was determined from the parent whether they had previously received in-home services from the Office of Children’s Services but were no longer receiving services or if services were currently being provided to their family. A few respondents were unsure if their case had been closed. Responses are presented in table 2.

Table 2

Case Status by Region, Number, and Percent						
Region	Yes – Currently Receiving Services		No- Not Currently Receiving Services		Unsure – of Service Status	
	Number	Percent	Number	Percent	Number	Percent
Northern	16	47%	17	50%	1	3%
Southcentral	15	47%	13	41%	4	12%
Anchorage	13	87%	0	0%	2	13%
Southeast	3	18%	9	53%	5	29%
Total	47	48%	39	40%	12	12%

• **Are all of your children currently living in your home?**

The purpose of providing in-home services to families is to address concerns which brought the family to the attention of the agency, and to allow children to remain in their own homes while services are received. There are occasions where children may be residing with extended family to allow parents to address concerns and make necessary changes in their lives. Parents were asked to indicate if their children were residing in their home. Their responses are presented in table 3.

Table 3

Child Residing In-Home by Region, Number, and Percent				
Region	Yes - In Home		No - Out Of Home	
	Number	Percent	Number	Percent
Northern	26	77%	8	23%
Southcentral	25	78%	7	22%
Anchorage	8	53%	7	47%
Southeast	14	82%	3	18%
Total	73	75%	25	25%

For those parents who indicated that their children are not residing in their home, additional inquiry was made into where the children are residing and how they came to be residing out of the parent’s home.

• **If your children are not in your home, where are your children currently living?**

Children may reside outside of their home for different reasons. Care for the child may be from a relative, the other parent through a custodial arrangement, a residential treatment setting, or more than one setting where there are siblings. For those parents who indicated their children do not reside with them, they were asked where the children are residing. Only one family indicated their children were in two different settings. The table below presents responses of parents with all their children in the same setting.

Table 4

Children Residing Outside Their Homes by Region and Caregiver				
Region	Other Parent	Relative	Foster Care	Other Residence
Northern	5	1	1	1
Southcentral	1	4	1	0
Anchorage	1	5	1	0
Southeast	3	0	0	0
Total	10	10	3	1

• **Is the child being out of your home the result of OCS intervention?**

The Office of Children’s Services strives to work with families so that children can remain in their own homes whenever possible. When the agency becomes involved with a family, the agency works with the parent to ensure that the children are safe, which may result in the parent having their children stay with extended family temporarily. Parents indicated whether the Office of Children’s Services intervention was a factor in their children residing out of the home. Their responses are presented in table 5.

Table 5

Child Out-of-Home A Result of OCS Intervention by Region, Number, and Percent				
Region	Yes – OCS Involved		No – OCS Not Involved	
	Number	Percent	Number	Percent
Northern	5	63%	3	37%
Southcentral	6	86%	1	14%
Anchorage	6	86%	1	14%
Southeast	3	100%	0	0%
Total	20	80%	5	20%

• **Could you tell me how the children came to be living out of your home?**

In working with parents to keep their children safe, the agency works with the parent to identify relatives who could provide a temporary residence for the children while the parent begins to address the issues of concern. Extended family and friends often find out that a parent has become involved with the Office of Children’s Services and offer their assistance. Parents provided their thoughts about how their children came to be residing out of their home, which are detailed in table 6.

Table 6

Reasons Child With Alternate Caregiver by Number and Percent		
Reason	Number	Percent
I felt that it would be in my child(ren)’s best interest	4	16%
My family/friend offered to help provide care	2	8%
I am involved in a custody arrangement with the other parent/their turn to have child(ren)	3	12%
OCS recommended placement outside of the home	16	64%

• **If OCS recommended placement, did you feel that option was voluntary and that you could refuse if you chose?**

When the Office of Children’s Services becomes involved with a family, it can be a very stressful time for parents. Parents can sometimes feel pressured to voluntarily place their children out of the home to avoid the State of Alaska assuming custody of the children. Parents were asked if they felt that placing their children out of their home was voluntary. Their responses are presented in table 7.

Table 7

Parent Felt Out-of-Home Placement was Voluntary by Region, Response, Number, and Percent						
Region	Yes – Voluntary		No – Not Voluntary		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	1	20%	4	80%	0	0%
Southcentral	1	17%	4	66%	1	17%
Anchorage	4	67%	2	33%	0	0%
Southeast	1	33%	1	33%	1	33%
Total	7	35%	11	55%	2	10%

• **How long have the child(ren) been living out of your home?**

When families are receiving in-home services, a child’s out-of-home residency is temporary. The length of time that children reside out of the home varies depending on the family’s circumstance and the parent’s progress in making changes. Parents were asked to indicate the length of time that their children have resided out of their home. Their responses are shown in table 8.

Table 8

Length of Time Child Has Resided Out of Parent’s Home by Region, Number, and Percent						
Region	Less Than 1 Month		Between 1 Month and 6 Months		Longer Than 6 Months	
	Number	Percent	Number	Percent	Number	Percent
Northern	0	0%	5	63%	3	37%
Southcentral	1	14%	4	57%	2	29%
Anchorage	0	0%	3	43%	4	57%
Southeast	0	0%	1	33%	2	67%
Total	1	4%	13	52%	11	44%

• **Did you understand the reason(s) why the agency became involved with your family?**

The Office of Children’s Services becomes involved with families when concerns about a child are reported and investigated. Workers conduct assessments to determine if further intervention is necessary to ensure the child remains safe. Parents need to be involved in the assessment process and in the decisions being made about whether their children are able to remain in the home. During the conversation, parents indicated whether they understood the reasons why the Office of Children’s Services became involved with their family. Table 9 presents their responses.

Table 9

Parents Understanding of Reasons for Agency Involvement by Region, Number, and Percent				
Region	Yes - Understood		No – Did Not Understand	
	Number	Percent	Number	Percent
Northern	31	91%	3	9%
Southcentral	28	88%	4	12%
Anchorage	15	100%	0	0%
Southeast	16	94%	1	6%
Total	90	92%	8	8%

- **Did the OCS worker explain to you that your in-home service participation was voluntary?**

The agency strives to involve parents in the decision to open their case for in-home services. This is done following the initial investigation and provides the family with an opportunity to engage in voluntary services. Parents discussed whether or not the worker informed them that their participation was voluntary. Their responses are presented in table 10.

Table 10

Worker Explanation of Voluntary Program by Region, Number, and Percent						
Region	Yes – Worker Explained		No – Worker Did Not Explain		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	16	47%	16	47%	2	6%
Southcentral	24	75%	7	22%	1	3%
Anchorage	7	47%	6	40%	2	13%
Southeast	9	53%	8	47%	0	0%
Total	56	57%	37	38%	5	5%

- **Do you have a safety plan?**

When the Office of Children’s Services becomes involved with families where concerns for the children are present in the home, the agency will initiate a safety plan to address those concerns. Safety plans consist of short-term activities that are targeted to the identified threats in the home and involve parents beginning to engage in services. Parents were asked if they had a safety plan. Their responses are presented in table 11.

Table 11

Parent Has a Safety Plan by Region, Number, and Percent						
Region	Yes – Safety Plan		No – Safety Plan		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	29	85%	5	15%	0	0%
Southcentral	22	69%	10	31%	0	0%
Anchorage	8	53%	6	40%	1	7%
Southeast	8	47%	9	53%	0	0%
Total	67	68%	30	31%	1	1%

• **Do you understand the activities required on the safety plan?**

Safety plans are developed at the initial stages of a case. The activities on the safety plan are often required to be started immediately upon being identified. Parents were asked to indicate whether they understood the activities required on the safety plan. Their responses are detailed in table 12.

Table 12

Parent Understanding of Safety Plan Activities by Region, Number, and Percent						
Region	Yes - Understand		No – Do Not Understand		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	26	90%	2	7%	1	3%
Southcentral	22	100%	0	0%	0	0%
Anchorage	8	100%	0	0%	0	0%
Southeast	8	100%	0	0%	0	0%
Total	64	96%	2	3%	1	1%

• **Did you receive a written copy of the safety plan?**

After the safety plan is written and discussed with parents, parents are provided with a copy of the plan to ensure that each party to the case knows the actions they need to take and that they can refer back to the plan. Table 13 provides parent’s responses to whether they were provided with a written copy of the safety plan.

Table 13

Parent Received Copy of Safety Plan by Region, Number, and Percent				
Region	Yes – Received Plan		No – Did Not Receive Plan	
	Number	Percent	Number	Percent
Northern	27	93%	2	7%
Southcentral	17	77%	5	23%
Anchorage	7	88%	1	12%
Southeast	8	100%	0	0%
Total	59	88%	8	12%

• **Do you have a case plan?**

The identified needs of parents and children are used in the development of a case plan. The case plan details the goals and objectives of parents and children and identifies specific activities or services targeted to meet the specific goals in the case. Parents were asked whether they have a case plan. Their responses are illustrated in table 14.

Table 14

Parent Has a Case Plan by Region, Number, and Percent						
Region	Yes – Have Plan		No – Do Not Have Plan		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	25	73%	7	21%	2	6%
Southcentral	21	66%	11	34%	0	0%
Anchorage	12	80%	2	13%	1	7%
Southeast	14	82%	2	12%	1	6%
Total	72	74%	22	22%	4	4%

• **Did you participate in the development of the case plan?**

Parents’ opinions and thoughts about their needs and the specific activities they would like to engage in are gathered as part of the case planning process. Parents were asked to indicate whether they participated in the development of their case plan. Their responses are presented in table 15.

Table 15

Parent Participated in Case Plan Development by Region, Number, and Percent				
Region	Yes - Participated		No – Did Not Participate	
	Number	Percent	Number	Percent
Northern	21	84%	4	16%
Southcentral	17	81%	4	19%
Anchorage	7	58%	5	42%
Southeast	8	57%	6	43%
Total	53	74%	19	26%

• **Did you receive a written copy of the case plan?**

After the goals and objectives are identified and services outlined, the caseworker will document these on a formal case plan and meet with the parents to provide them with a copy so that they are able to refer to the case plan and track their progress in meeting the goals and objectives outlined. Parents were asked if they received a written copy of the case plan from their caseworker. Their responses are provided in table 16.

Table 16

Parent Received Copy of Case Plan by Region, Number, and Percent				
Region	Yes – Received Plan		No – Did Not Receive	
	Number	Percent	Number	Percent
Northern	25	100%	0	0%
Southcentral	19	91%	2	9%
Anchorage	12	100%	0	0%
Southeast	12	86%	2	14%
Total	68	94%	4	6%

• **Did OCS discuss services or activities you and your family could do to address the concerns?**

The Office of Children’s Services works collaboratively with parents to engage them in making necessary changes in their lives. Caseworkers have knowledge of resources in the community that are available to parents as they address the identified concerns. Parents were asked to indicate whether their caseworker discussed the services and activities they could do to address the concerns. The responses from parents are presented in table 17.

Table 17

Services and Activities Discussed With Parent by Region, Number, and Percent				
Region	Yes – Discussed Services		No – Did Not Discuss Services	
	Number	Percent	Number	Percent
Northern	30	88%	4	12%
Southcentral	29	91%	3	9%
Anchorage	11	73%	4	27%
Southeast	14	82%	3	18%
Total	84	86%	14	14%

- **Did you understand the steps/actions you needed to take to resolve the issues that brought your family to the attention of OCS?**

Part of the process of change that a family experiences is having an understanding of the issues that brought them to the attention of the agency. By working together with parents, the agency is able to help parents begin the actions necessary to address the concerns. Parents were asked if they understood the steps/actions they needed to take to resolve the case issues. Their responses are indicated in table 18.

Table 18

Parent Understands How to Resolve Case Issues by Region, Number, and Percent						
Region	Yes - Understand		No – Do Not Understand		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	30	88%	3	9%	1	3%
Southcentral	26	81%	4	13%	2	6%
Anchorage	15	100%	0	0%	0	0%
Southeast	16	94%	1	6%	0	0%
Total	87	89%	8	8%	3	3%

- **Did these steps you needed to take feel reasonable given the issue(s) identified?**

The family’s perception of the reasonableness of the activities they are asked to engage in can impact their willingness to tackle the necessary tasks. Parents were asked if the steps they needed to take were reasonable given the issues identified. Their responses are detailed in table 19.

Table 19

Parent Feels Steps are Reasonable Given Case Issues by Region, Number, and Percent						
Region	Yes – Steps Reasonable		No – Steps Not Reasonable		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	25	73%	7	21%	2	6%
Southcentral	23	72%	8	25%	1	3%
Anchorage	12	80%	3	20%	0	0%
Southeast	11	65%	5	29%	1	6%
Total	71	72%	23	24%	4	4%

• **What specific services did the adult and child members of your family receive?**

The Office of Children’s Services utilizes a wide array of services for families to address the concerns identified in their families. Services are provided to both parents and children depending on the needs of each person in the family. During the conversation, parents were asked to identify the services they received and the services their children received during the time their case was open for in-home services. They were able to select multiple types of services received, thus the total number of responses is greater than the number of participants in the survey. Tables 20 and 21 present the parent’s response.

Table 20

Services Received by Adult Family Members by Number and Percent		
Service	Number	Percent
Substance Abuse Services	54	55%
Mental Health Services	27	28%
Family Counseling	21	21%
Domestic Violence/Prevention/Intervention Services	10	10%
Anger Management Services	8	8%
In-Home Family Preservation Services	6	6%
Parenting Skills/Education Services	32	33%
Rental/Housing Assistance	2	2%
No Services Were Received	8	8%

Table 21

Services Received by Children by Number and Percent		
Service	Number	Percent
Child Substance Abuse Services	2	2%
Child Mental Health Services	21	21%
Family Counseling	15	15%
Child Education/Developmental Services	15	15%
Child Physical Health Services	8	8%
Respite Care/Child Care Services	1	1%
No Services Were Received	49	50%

- **Did your OCS worker help you to start receiving services such as setting up appointments, writing letters, and arranging transportation to appointments?**

It is helpful in engaging parents in services to provide support such as assisting in establishing appointments, providing referral information, and arranging transportation. Table 22 shows parents' responses to whether the Office of Children's Services assisted them in starting to receive services. Table 23 shows parent's responses to the types of assistance they received from the agency.

Table 22

Worker Assisted Parent in Receiving Services By Number and Percent				
Region	Yes – Received Assistance		No – Did Not Receive Assistance	
	Number	Percent	Number	Percent
Northern	23	68%	11	32%
Southcentral	24	75%	8	25%
Anchorage	13	87%	2	13%
Southeast	11	65%	6	35%
Total	71	72%	27	28%

Table 23

Assistance Provided by OCS By Number	
Types of Assistance	Parents Who Reported Receiving This Service
Bus Passes	9
Transportation Reimbursement	4
Referral to Community Agencies	69

• **How were the costs for services you and your family received handled?**

The services offered to families may have costs associated with providing those services. The Office of Children’s Services tries to match services that are affordable to families and at times the agency is able to share in the cost for services. Parents were asked to indicate how the costs for services were handled. Their responses are provided in the table below.

Table 24

Management of Service Costs by Number and Percent		
Service	Number	Percent
There Were No Costs for Services	20	21%
Parent Paid All Costs	17	17%
OCS Paid All Costs	17	17%
Costs Were Split Between Parent and OCS	13	13%
Medicaid	25	26%
No Services Were Received	6	6%

• **Were timelines set for you to complete services?**

When family’s needs are discussed and services identified, there are timeframes for parents to complete the services and demonstrate changed behavior. The timeframes put into place for parents to complete services allow sufficient time for parents to complete services. The timeframes also give parents an understanding of when their activities with the agency will be completed. Parents were asked during the conversation whether timeframes for completing services were put into place. Their responses are detailed in the table below.

Table 25

Timelines Set For Completion of Services by Region, Number, and Percent						
Region	Yes – Timelines Set		No – Timelines Not Set		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	14	42%	15	46%	4	12%
Southcentral	12	42%	12	41%	5	17%
Anchorage	9	64%	4	29%	1	7%
Southeast	5	31%	9	56%	2	13%
Total	40	44%	40	43%	12	13%

- **Were there services that either you or your child(ren) needed, but were not provided?**

When the Office of Children’s Services works with families, every effort is made to provide services matched to the needs of parents and children. During the conversation, parents were asked to indicate whether they needed additional services in the course of being provided services from the agency. The table below presents their responses.

Table 26

Service Needs Not Provided by Region, Number, and Percent						
Region	Yes – Needed Services		No – Services Not Needed		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	2	6%	32	94%	0	0%
Southcentral	2	6%	30	94%	0	0%
Anchorage	5	33%	10	67%	0	0%
Southeast	4	23%	12	71%	1	6%
Total	13	13%	84	86%	1	1%

- **What were the services you or your family would like to have received?**

For those 13 parents who indicated that they were in need of additional services, the following table presents the number of parents who identified a service that had been needed but not received. Of note is that some parents indicated more than one service need.

Table 27

Services Parent Would Like to Have Received by Number and Percent		
Service	Number of Parents	Percent of Parents
Substance Abuse Services	1	8%
Family Counseling	3	23%
Parenting Skills/Education Services	2	15%
Food Assistance	1	8%
Public Assistance	1	8%
Rental/Housing Assistance	3	23%
Child Mental Health Services	2	15%
Respite Care/Child Care Services	3	23%

- **On a scale of 1 to 5, how helpful were the services you received with 1 being not helpful and 5 being very helpful?**

The services provided to parents by our partner agencies aid in helping parents make necessary changes in their life circumstance. Parents were asked to indicate how helpful the services they received were to their family on a scale of Very Helpful to Not Helpful. The number of parents selecting the level of helpfulness of services is presented in table 28.

Table 28

Level of Helpfulness of Services by Region and Number of Parents						
Region	Very Helpful	Somewhat Helpful	Neither Helpful or Unhelpful	Somewhat Unhelpful	Not Helpful	No Services Received
Northern	11	13	2	1	6	1
Southcentral	10	8	3	2	6	3
Anchorage	6	4	2	0	2	1
Southeast	5	2	3	4	2	1
Total	32	27	10	7	16	6

- **How often did you (parent) receive visits in your home from your OCS caseworker?**

During the course of providing services to families, the agency monitors their progress in services through visits with the family to discuss case issues. Parents were asked about the level of contact they had with their caseworker in their home while receiving in-home services. Overall, 54% of parents indicated they have less than monthly visits from their worker while 27% reported monthly contact. The number of parents who selected each category of visitation with their worker is presented in table 29.

Table 29

Frequency of Worker Visits to Parent's Home By Region and Number					
Region	Weekly	Twice Monthly	Monthly	Less Than Monthly	Never
Northern	3	3	8	19	1
Southcentral	2	0	8	20	2
Anchorage	2	2	6	4	1
Southeast	0	2	4	10	1
Total	7	7	26	53	5

• **How often did your child receive visits in your home or at school from the OCS caseworker?**

Children should receive regular visits to monitor their safety and well-being. These visits can occur with the child in the home or at the child’s school. Parents were asked to indicate the frequency of visits the caseworker had with their children during the course of receiving in-home services. Overall, parents reported 56% of children received less than monthly visits. The number of parents who selected each category of worker visitation with their child is presented in table 30.

Table 30

Parents Report of Worker Visits With Child by Region and Number					
Region	Weekly	Twice Monthly	Monthly	Less Than Monthly	Never
Northern	3	4	7	19	1
Southcentral	2	0	7	20	3
Anchorage	3	2	6	4	0
Southeast	0	2	2	12	1
Total	8	8	22	55	5

• **How often did you visit with the OCS caseworker in their office?**

Parents were also asked to indicate how frequently they met with their caseworker in the caseworker’s office during the time they were receiving in-home services. Their responses are indicated in table 31.

Table 31

Frequency of Parents’ Visits In Worker Office by Region and Number					
Region	Weekly	Twice Monthly	Monthly	Less Than Monthly	Never
Northern	2	1	0	19	12
Southcentral	1	0	1	15	15
Anchorage	0	0	1	8	6
Southeast	0	1	2	11	3
Total	3	2	4	53	36

• **Do you feel your OCS worker understands the needs of your family?**

The Office of Children’s Services strives to meet each need that was identified initially and throughout the provision of in-home services. It is important that the caseworker have a good understanding of the needs of the families with whom they work so that appropriate services can be arranged for and provided. Parents were asked to indicate whether the Office of Children’s Services understands the needs of families. Their responses are presented in table 32.

Table 32

Caseworker Understands Needs of Family by Region, Number, and Percent						
Region	Yes – Needs Understood		No – Needs Not Understood		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	21	62%	11	32%	2	6%
Southcentral	21	66%	9	28%	2	6%
Anchorage	9	60%	5	33%	1	7%
Southeast	8	47%	8	47%	1	6%
Total	59	60%	33	34%	6	6%

• **Do you feel your OCS worker supports your family in making changes?**

The Office of Children’s Services makes every effort to support families in the services they are receiving and to make the necessary changes in their lives through arranging and providing targeted services to meet the identified needs in the family. Parents were asked to indicate whether they felt supported by their caseworker in making changes in their behavior. Their responses are detailed in the table below.

Table 33

Caseworker Supports Family in Making Changes by Region, Number, and Percent						
Region	Yes - Supported		No – Not Supported		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	22	65%	12	35%	0	0%
Southcentral	21	66%	8	25%	3	9%
Anchorage	11	73%	3	20%	1	7%
Southeast	9	53%	7	41%	1	6%
Total	63	64%	30	31%	5	5%

• **Do you feel your OCS worker treats you with respect?**

The Office of Children’s Services works in partnership with parents to ensure that they receive the services necessary to make needed changes. It is important that caseworkers are mindful of the needs of families throughout the working relationship and during the time parents are receiving in-home services from the agency. In order to measure the effectiveness of working relationships between the Office of Children’s Services and families, parents were asked to indicate if they feel that they were treated with respect by their caseworker. Their responses are presented in the table below.

Table 34

Caseworker Treats Family With Respect by Region, Number, and Percent						
Region	Yes - Respected		No – Not Respected		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	21	62%	11	32%	2	6%
Southcentral	23	72%	7	22%	2	6%
Anchorage	11	73%	4	27%	0	0%
Southeast	9	53%	8	47%	0	0%
Total	64	65%	30	31%	4	4%

• **Do you feel your family is better off or worse after having received in-home Services from the Office of Children’s Services?**

The primary goal for providing services is that parents become more effective in parenting. To determine how parents viewed the outcome of participating in the in-home service program, parents were asked to indicate how they viewed the well-being of their family after service. Their responses are presented in the table below.

Table 35

Family Status After Receiving In-Home Services by Region, Number, and Percent						
Region	Better Off		Worse		No Change	
	Number	Percent	Number	Percent	Number	Percent
Northern	17	50%	10	29%	7	21%
Southcentral	21	66%	7	22%	4	12%
Anchorage	9	60%	3	20%	3	20%
Southeast	10	59%	2	12%	5	29%
Total	57	58%	22	23%	19	19%

Further Discussion of Family Status

When discussing the outcome of having received services, parents were asked to elaborate on their response. Most parents commented on the ways in which their family situation has changed as a result of receiving in-home services. Some parents cited that the services they received helped them identify the issues that resulted in how the Office of Children’s Services became involved with their family, and the behaviors they needed to change. Parents commented on the services, such as substance abuse and family counseling, which helped them make the necessary behavior changes in their lives to be better parents to their children. Parents indicated support for in-home services received from the Office of Children’s Services in helping improve their family situation and achieving case goals.

Parents who indicated that their family is worse as a result of being provided with in-home services cited communication barriers with their caseworker and differences of opinion on what services the family needed. Some parents indicated that their family is worse due to their children not residing with them while other parents commented that the services they received did not have any impact on their behavior or result in any changes to the family situation.

- **On a scale of 1 to 5, how would you rate your overall experience with the OCS In-Home Services with 1 being Very Unsatisfied and 5 being Very Satisfied?**

Near the end of the conversation with parents, they were asked to rate their overall satisfaction with receiving in-home services from the Office of Children’s Services. Their responses are provided in table 36.

Table 36

Overall Satisfaction With In-Home Services by Region, Level of Satisfaction, and Number						
Region	Very/ Somewhat Satisfied		Neither Satisfied/ Unsatisfied		Somewhat/Very Unsatisfied	
	Number	Percent	Number	Percent	Number	Percent
Northern	14	41%	8	24%	12	35%
Southcentral	16	50%	4	13%	12	37%
Anchorage	8	53%	3	20%	4	27%
Southeast	8	47%	3	18%	6	35%
Total	46	47%	18	18%	34	35%

Additional Comments

Parents were asked to provide any additional comments they wished at the end of the discussion. Parents who provided additional comments expressed support for the Office of Children's Services continued efforts to improve the quality of in-home services provided to families throughout the state. They cited efforts that are being made to ensure that both parents and children receive services to help the family to make changes. There were comments received indicating support for workers committed to helping parents keep their children safe in the home through providing services and support to families.

There were concerns expressed by parents for more timely response by caseworkers to their inquiries as well as the need for greater monitoring of their cases. There were also comments received from parents citing the lack of availability of services in their region. Concern was expressed by parents whose children are living out of their homes that caseworkers need to do better in providing support and assistance so that the parent is able to accomplish their case goals.

Appreciation to Respondents

The response and thoughtful comments to this survey by parents who were recipients of in-home services are deeply appreciated by the Office of Children's Services and will be incorporated by management and staff in our work to continue to improve our ability to assist families and children.