

In-Home Services

Survey Report

2009

Department of Health and Social Services

Office of Children's Services

Introduction

The Department of Health and Social Services, Office of Children's Services maintains a system of support for families when there are concerns for the care of the children. The agency provides a family assessment when there are concerns for neglect, physical abuse, sexual abuse, and emotional injury to children. When children cannot be safely maintained in their home, a system of out-of-home care is provided. However, most children can be safely maintained in their own homes with services provided to the family.

The in-home service program is multifaceted. Caseworkers provide direct support to families through home visitation and the provision and coordination of community services to families. This system of care provides ongoing monitoring of the safety of children in the home while providing parents the opportunity to learn new skills for keeping their children safe. Community services can include 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.

In addition, the caseworker can facilitate parents working with their extended family members for support. This interaction with family can provide social support and respite care for the parents when needed. The respite care may include the children residing with an extended family member for temporary periods of time.

The Office of Children's Services strives to provide a program of quality services to parents and children. To ensure that quality is maintained, the agency conducts an annual survey of parents throughout the state who have participated in the in-home service program. The survey seeks parents' opinions about the quality of services they have received and the assistance they received from their caseworker.

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 109 cases identified who had received services during 2008. Agency reviewers were able to complete phone surveys with 40 families. Attempts were made to reach families in all parts of the state. 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

Of the 40 parents participating in the survey, there were 26 mothers and 14 fathers. Table 1 presents the respondents to the survey by the region in which they reside.

Table 1

Survey Respondents by Region, Number, and Percent		
Region	Number Of Respondents	Percent Of All Respondents
Northern	8	20%
Southcentral	14	35%
Anchorage	10	25%
Southeast	8	20%
Total	40	100%

Findings

The responses of the interviews with parents were documented during the interview process. The information was then placed into a database and compiled so that no individual respondent could be identified.

There was opportunity at the end of the conversation with parents allowing for any additional comments parents wished to make. The comments received by parents were compiled, analyzed, and sorted for presentation purposes. The comments received from parents are presented in narrative form at the end of this report.

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

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

To determine the parents' understanding of the status of their case, they were asked if their case was currently open or if services had been completed and the case closed. Some parents 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	3	38%	3	37%	2	25%
Southcentral	6	43%	4	29%	4	28%
Anchorage	2	20%	7	70%	1	10%
Southeast	1	13%	6	75%	1	12%
Total	12	30%	20	50%	8	20%

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

The in-home program allows families to receive services that support children remaining in their homes. For some families it is helpful if children reside temporarily with extended family members while the parents receive services. 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	6	75%	2	25%
Southcentral	11	79%	3	21%
Anchorage	9	90%	1	10%
Southeast	8	100%	0	0%
Total	34	85%	6	15%

• **If your children are not in your home, where are your children currently living – and what are the reasons the child is with an alternate caregiver?**

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.

Children may reside outside of their home for different reasons such as temporary care is being provided by a relative, the other parent through a custodial arrangement, or a residential treatment setting.

Table 4 presents the locations where children who are not living in their own homes are residing and Table 5 presents the reasons parents believe their children are living out of their home.

Table 4

Children Residing Outside Their Homes by Region and Caregiver				
Region	Other Parent	Relative	Foster Care	Other Residence
Northern	2	0	0	0
Southcentral	0	2	1	0
Anchorage	0	1	0	0
Southeast	0	0	0	0
Total	2	3	1	0

Table 5

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	0	0%
My family/friend offered to help provide care	2	33%
I am involved in a custody arrangement with the other parent/their turn to have child(ren)	1	17%
OCS recommended placement outside of the home	3	50%

• **Did you feel that the children being with an alternate caregiver was voluntary?**

When there are concerns if a child can safely be maintained at home, the parent may decide to temporarily have a relative provide care. Sometimes parents feel their choices are limited in that they need time for themselves to engage in services but are reluctant to have others provide temporary care for their children. Parents were asked if they felt that placing their children out of their home was voluntary. Their responses are presented in table 6.

Table 6

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	100%	0	0%	0	0%
Southcentral	0	0%	2	67%	1	33%
Anchorage	0	0%	1	100%	0	0%
Southeast	0	0%	0	0%	0	0%
Total	1	20%	3	60%	1	20%

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

When families are receiving in-home services, a child being cared for out of their home is temporary. The child’s return to their home is dependent on the parent’s progress in services. Parents were asked to indicate the length of time that their children have resided out of their home. Their responses are shown in table 7.

Table 7

Length of Time Child Has Resided Out of Parent’s Home by Region, Number, and Percent				
Region	Between 0 Month and 6 Months		Longer Than 6 Months	
	Number	Percent	Number	Percent
Northern	1	50%	1	50%
Southcentral	1	33%	2	67%
Anchorage	0	0%	1	100%
Southeast	0	0%	0	0%
Total	2	33%	4	67%

• **Do you have a safety plan?**

When there are concerns for the safety of children in the home, the Office of Children’s Services will initiate a safety plan with the parents to address those concerns. Safety plans consist of short-term activities that are designed to be responsive to the concerns by engaging the family in services and other supportive interventions. Parents were asked if they had a safety plan. Their responses are presented in table 8.

Table 8

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	5	63%	1	12%	2	25%
Southcentral	10	72%	3	21%	1	7%
Anchorage	9	90%	1	10%	0	0%
Southeast	6	75%	2	25%	0	0%
Total	30	75%	7	18%	3	7%

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

Safety plans require that parents actively engage with the agency and service providers. Parents should be involved in developing the plan and understand the activities in which they are to participate. Parents were asked to indicate whether they understood the activities required on the safety plan. Their responses are detailed in table 9.

Table 9

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	5	71%	0	0%	2	29%
Southcentral	9	82%	0	0%	2	18%
Anchorage	9	100%	0	0%	0	0%
Southeast	6	100%	0	0%	0	0%
Total	29	88%	0	0%	4	12%

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

When the safety plan is completed with the parents, they should then receive a copy of the plan to insure that they understand the activities and to enable them to refer to it when needed. Table 10 provides parents' responses to whether they were provided with a written copy of the safety plan.

Table 10

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	3	43%	4	57%
Southcentral	9	82%	2	18%
Anchorage	9	100%	0	0%
Southeast	5	83%	1	17%
Total	26	79%	7	21%

• **Do you have a case plan?**

Each family will participate in the development of a case plan which sets out the needs that have been identified and provides for a plan of services. The case plan details the goals and objectives of parents and children. Parents were asked whether they have a case plan. Their responses are illustrated in table 11.

Table 11

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	4	50%	3	38%	1	12%
Southcentral	7	50%	6	43%	1	7%
Anchorage	6	60%	4	40%	0	0%
Southeast	6	75%	2	25%	0	0%
Total	23	58%	15	37%	2	5%

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

Case plans are developed with the parents and should involve their direct input on how issues in their family can be addressed. Parents were asked to indicate whether they participated in the development of their case plan. Their responses are presented in table 12.

Table 12

Parent Participated in Case Plan Development by Region, Number, and Percent				
Region	Yes - Participated		No – Did Not Participate	
	Number	Percent	Number	Percent
Northern	4	80%	1	20%
Southcentral	7	88%	1	12%
Anchorage	6	100%	0	0%
Southeast	5	83%	1	17%
Total	22	88%	3	12%

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

When the case plan is completed, parents should receive a written copy for reference as they begin to engage in services. This assists families in focusing on the issues in their case and in making needed changes. Parents were asked if they received a written copy of the case plan from their caseworker. Their responses are provided in table 13.

Table 13

Parent Received Copy of Case Plan by Region, Number, and Percent				
Region	Yes – Received Plan		No – Did Not Receive	
	Number	Percent	Number	Percent
Northern	3	60%	2	40%
Southcentral	7	88%	1	12%
Anchorage	6	100%	0	0%
Southeast	5	83%	1	17%
Total	21	84%	4	16%

- **Did OCS discuss services or activities you and your family could do to address the concerns and did you understand the actions needed to resolve the issues that brought your family to the attention of OCS?**

As the case plan is developed this process should include a discussion with the parents of the services available in the community and how these services can facilitate actions by the parents to resolve concerns regarding the safety of children.

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 tables 14 and 15.

Table 14

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	7	88%	1	12%
Southcentral	14	100%	0	0%
Anchorage	9	90%	1	10%
Southeast	8	100%	0	0%
Total	38	95%	2	5%

Table 15

Parent Understands Steps and Actions Needed to Resolve Case Issues by Region, Number, and Percent						
Region	Yes - Understand		No – Do Not Understand		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	6	75%	1	12%	1	13%
Southcentral	12	86%	1	7%	1	7%
Anchorage	9	90%	1	10%	0	0%
Southeast	8	100%	0	0%	0	0%
Total	35	88%	3	7%	2	5%

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

Engaging the parents in the planning and service process can facilitate their understanding of the need for services. Parents were asked if they believed the steps and actions identified were reasonable given the issues in their case. Their responses are detailed in table 16.

Table 16

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	6	75%	1	13%	1	12%
Southcentral	12	86%	1	7%	1	7%
Anchorage	9	90%	1	10%	0	0%
Southeast	8	100%	0	0%	0	0%
Total	35	88%	3	7%	2	5%

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

The needs of parents and children often require a variety of services to address the concerns. During the survey interview, 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 asked to provide all the types of services they received, thus the total number of responses is greater than the number of participants in the survey. Tables 17 and 18 present the parents' responses.

Table 17

Services Received by Adult Family Members by Number and Percent		
Service	Number	Percent
Substance Abuse Services	10	25%
Mental Health Services	11	28%
Family Counseling	10	25%
Domestic Violence/Prevention/Intervention Services	3	8%
Anger Management Services	1	3%
In-Home Family Preservation Services	3	8%
Parenting Skills/Education Services	12	30%
Rental/Housing Assistance	2	5%
Public Assistance	1	3%
No Services Were Received	8	20%

Table 18

Services Received by Children by Number and Percent		
Service	Number	Percent
Child Mental Health Services	7	18%
Family Counseling	5	13%
Child Education/Developmental Services	3	8%
No Services Were Received	28	70%

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

As parents begin to engage in services, they often can benefit from ongoing support in accessing those services. This support can include assistance in setting appointments, providing referral information, and arranging transportation. Table 19 shows parents' responses to whether the Office of Children's Services assisted them in starting to receive services. The parents' responses to the types of assistance they received from the agency are presented in table 20.

Table 19

Worker Assisted Parent in Receiving Services By Number and Percent						
Region	Yes – Received Assistance		No – Did Not Receive Assistance		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	2	28%	3	43%	2	29%
Southcentral	10	84%	1	8%	1	8%
Anchorage	8	80%	2	20%	0	0%
Southeast	4	50%	4	50%	0	0%
Total	24	65%	10	27%	3	8%

Table 20

Assistance Provided by OCS to Parents By Type and Number	
Types of Assistance	Parents Who Reported Receiving This Service
Bus Passes	0
Transportation Reimbursement	2
Referral to Community Agencies	23

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

A continuing issue in service provision is the cost of those services. There are a limited number of agencies which can provide services at no cost or on a sliding fee scale. Some services are able to be paid for by OCS. Parents were asked to indicate how the costs for services they received were handled. Their responses are provided in table 21.

Table 21

Management of Service Costs by Number and Percent		
Service	Number	Percent
There Were No Costs for Services	9	31%
Parent Paid All Costs	5	17%
OCS Paid All Costs	3	10%
Costs Were Split Between Parent and OCS	3	10%
Medicaid	7	24%
No Services Were Received	2	7%

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

When a family participates in services, it is helpful to the planning process to determine with the family an approximate time for completion of services. This enables the family to understand the need for their active participation in achieving their case goals. Parents were asked during the conversation whether timeframes for completing services were put into place. Their responses are detailed in table 22.

Table 22

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	2	67%	0	0%	1	33%
Southcentral	7	70%	2	20%	1	10%
Anchorage	6	60%	3	30%	1	10%
Southeast	5	83%	1	17%	0	0%
Total	20	69%	6	21%	3	10%

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

It is the agency’s responsibility to have a comprehensive case planning and service provision process with families. Services are closely matched to the needs of the parents and children.

There are times when families feel they did not receive all the services they needed. During the survey interview, parents were asked to indicate whether they believed they

needed additional services not provided and to identify those services. Table 23 presents the parents' responses on service needs being met and table 24 lists the services parents would like to have received.

Table 23

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	1	13%	6	75%	1	12%
Southcentral	1	7%	11	79%	2	14%
Anchorage	0	0%	10	100%	0	0%
Southeast	1	12%	7	88%	0	0%
Total	3	8%	34	85%	3	7%

Table 24

Services Parent Would Like to Have Received by Number and Percent		
Service	Number of Parents	Percent of Parents
Substance Abuse Services	1	33%
Mental Health Services	1	33%
Family Counseling	2	67%
Domestic Violence Prevention/Intervention	2	67%
Parenting Skills/Education Services	1	33%

- **How helpful were the services you received on a scale of 1-5 with 1 being not helpful and 5 being very helpful?**

Services to parents are planned to target the high risk and safety factors in the case. Parents were asked to rate the quality of helpfulness of the services they engaged in. The number of parents selecting the level of helpfulness of services is presented in table 25.

Table 25

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	2	2	0	2	1	1
Southcentral	3	3	3	1	3	1
Anchorage	5	3	0	0	1	1
Southeast	3	3	0	2	0	0
Total	13	11	3	5	5	3

• **How often did you (parent) receive visits in your home from your OCS caseworker and how often do you visit with your worker at their office?**

Consistent caseworker visits with parents in their homes and at the agency office support the development of a working relationship between the caseworker and parents. These visits facilitate discussion on the parents' progress and case needs. Respondents were asked to indicate how frequently the worker visited them in their home and the frequency of the parents' visits at the agency office. The parents' reports on frequency of worker visits is presented in tables 26 and 27.

Table 26

Frequency of Worker Visits to Parent's Home By Region and Number					
Region	Weekly	Twice Monthly	Monthly	Less Than Monthly	Never
Northern	0	0	3	4	1
Southcentral	0	2	4	8	0
Anchorage	2	4	2	1	1
Southeast	0	1	2	4	1
Total	2	7	11	17	3

Table 27

Frequency of Parent's Visits in Worker Office by Region and Number					
Region	Weekly	Twice Monthly	Monthly	Less Than Monthly	Never
Northern	0	0	1	2	5
Southcentral	0	0	2	7	5
Anchorage	0	1	3	3	3
Southeast	0	0	0	5	3
Total	0	1	6	17	16

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

When children remain in their home when there are concerns for maltreatment they should be monitored through visitation on a regular basis. 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. The number of parents who selected each category of worker visitation with their child is presented in table 28.

Table 28

Parents Report of Worker Visits With Child by Region and Number					
Region	Weekly	Twice Monthly	Monthly	Less Than Monthly	Never
Northern	0	0	1	4	3
Southcentral	0	2	3	5	4
Anchorage	2	2	2	1	3
Southeast	0	1	2	4	1
Total	2	5	8	14	11

• **Do you feel your OCS worker understands the needs of your family and is supportive of your family making changes?**

The assessment which is conducted with families includes the identification of their needs and provision of services to assist them in making changes. The caseworker is an integral part of working with the family during this process. Parents were asked to indicate whether the Office of Children’s Services understands the needs of families and is supportive of the family making changes. Their responses are presented in tables 29 and 30.

Table 29

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	6	75%	1	13%	1	12%
Southcentral	10	71%	4	29%	0	0%
Anchorage	8	80%	2	20%	0	0%
Southeast	5	63%	3	37%	0	0%
Total	29	73%	10	25%	1	2%

Table 30

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	6	75%	2	25%	0	0%
Southcentral	9	64%	4	29%	1	7%
Anchorage	9	90%	1	10%	0	0%
Southeast	6	75%	2	25%	0	0%
Total	30	75%	9	23%	1	2%

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

A productive working relationship between the worker and the family is an important factor as families work toward reaching their case goals. Parents were asked to indicate if they feel that they were treated with respect by their caseworker. Their responses are presented in table 31.

Table 31

Caseworker Treats Family with Respect by Region, Number, and Percent						
Region	Yes - Respected		No – Not Respected		Unsure	
	Number	Percent	Number	Percent	Number	Percent
Northern	7	88%	1	12%	0	0%
Southcentral	11	79%	2	14%	1	7%
Anchorage	9	90%	1	10%	0	0%
Southeast	5	63%	3	37%	0	0%
Total	32	80%	7	18%	1	2%

- **Do you feel your family is better off or worse after having received in-home services from the Office of Children’s Services and how would you rate your overall satisfaction with the in-home program?**

One measure of program effectiveness is the level of confidence in the program expressed by the consumer and their overall perception of the effectiveness of the services they received. 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 tables 32 and 33, and a narrative summary of parents’ comments is provided.

Table 32

Parents’ Report of Family Well Being after receiving In-Home Services by Region, Number, and Percent						
Region	Better Off		Not Better Off		No Change	
	Number	Percent	Number	Percent	Number	Percent
Northern	4	50%	2	25%	2	25%
Southcentral	8	57%	2	14%	4	29%
Anchorage	7	70%	2	20%	1	10%
Southeast	6	75%	2	25%	0	0%
Total	25	63%	8	20%	7	17%

Parent Comments Summary: Parents were asked to provide more detailed information about the status of their family after receiving in-home services from the agency. Many parents offered feedback regarding the positive impact of the services that were provided. Some parents commented how the agency was helpful in arranging services to assist the family in making necessary changes. Parents remarked services such as mental health counseling and parenting education classes helped them remedy the circumstances that led to the Office of Children’s Services becoming involved with their family. Numerous parents also expressed that the Office of Children’s Services caseworker was supportive in working with their family.

Of the parents who commented their family did not benefit from the in-home services provided, several indicated the agency’s involvement with their family was not merited. Some parents remarked their family situation was worse due to their child no longer residing with them. A small number of parents cited little progress with their family situation due to not receiving necessary services based on a lack of understanding by the Office of Children’s Services caseworker.

A few parents expressed indifference to being provided in-home services by the agency, noting there were no changes in their family or changes in the family were not related to the services the agency provided.

Table 33

Parents’ 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	3	38%	4	50%	1	12%
Southcentral	8	57%	1	7%	5	36%
Anchorage	8	80%	0	0%	2	20%
Southeast	6	75%	1	12%	1	13%
Total	25	63%	6	15%	9	22%

Additional Comments

Parents were asked if there was any other information they would like to share. A summary of their comments is presented below.

Several respondents expressed satisfaction from working with the Office of Children’s Services due to support and encouragement they received from their assigned worker. These respondents identified the worker as having regular communication with them,

making necessary referrals, and as being respectful. Respondents noted their families received services to help make necessary changes. Many of the respondents also reported their worker was non-judgmental, which allowed them to feel comfortable working with the agency. Several respondents noted improvements in working with the agency as compared to prior involvement with the agency. These respondents remarked there was improved communication and more support than when they had a previous case with OCS.

Respondents also provided comments about areas of concern. Several of the respondents expressed the need for workers to have better communication through returning phone calls in a timely manner and clearly explaining expectations of the agency as presented in their case plans. Respondents remarked the agency needs to improve communication with tribes in order for the tribal workers to be more actively involved in the case and to be a support for parents.

Respondents also observed that workers need to build relationships with parents and children and to help parents achieve their case goals through more frequent home visits and monitoring. Additionally, respondents relayed that workers need more training and should have the ability to be sensitive when working with families. Respondents felt it was critical for workers to encourage parents and to recognize accomplishments when progress is made.

Appreciation to Respondents

The responses 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.