



# Quality Management Report

October 2008-December 2008

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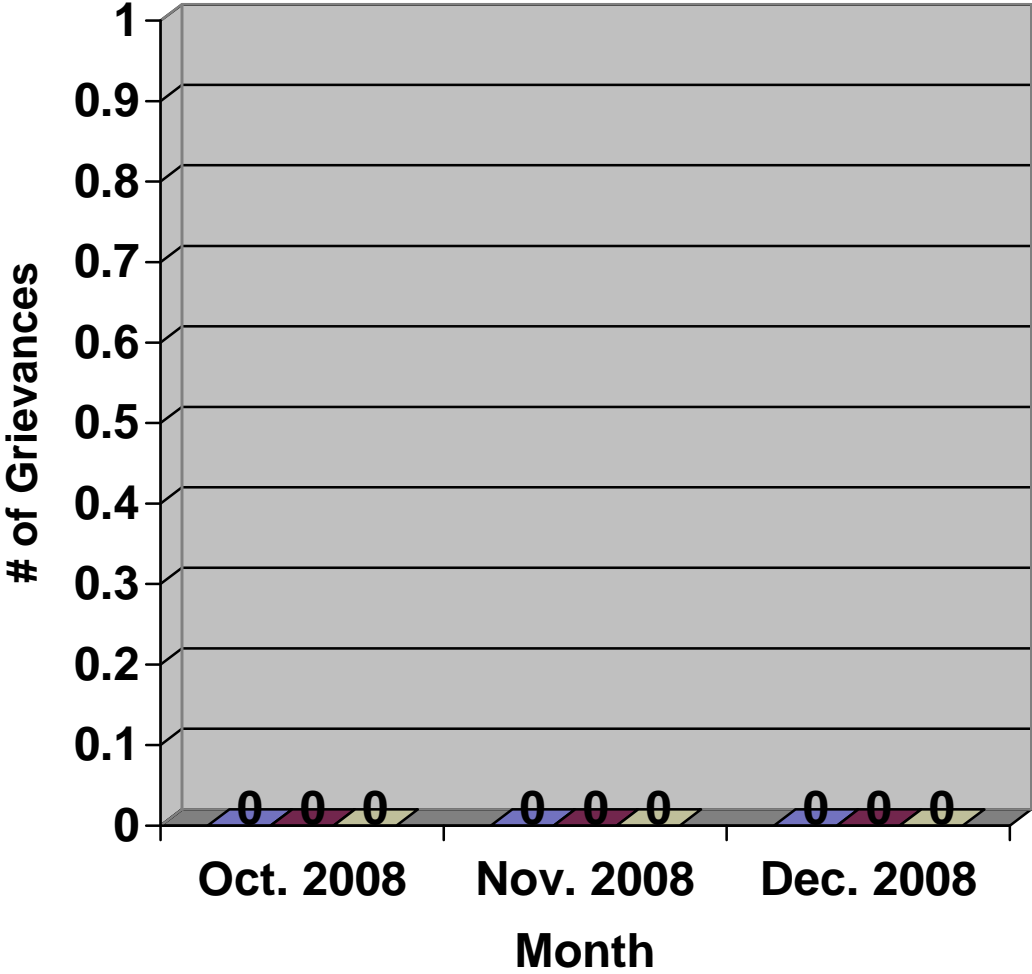
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# Section I: Client Grievances

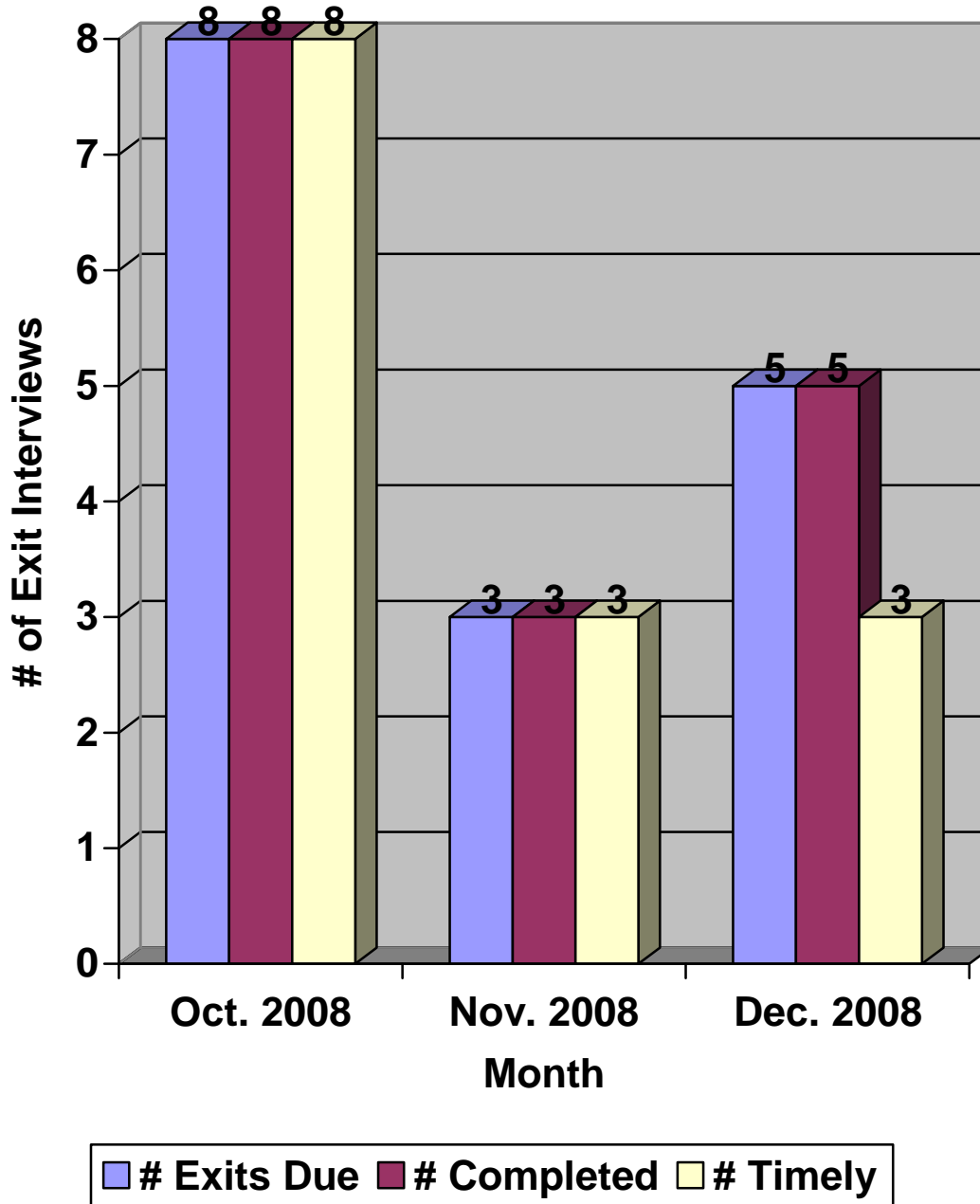
# Client Grievances Submitted



**# Submitted** **# Timely** **# Resolved**

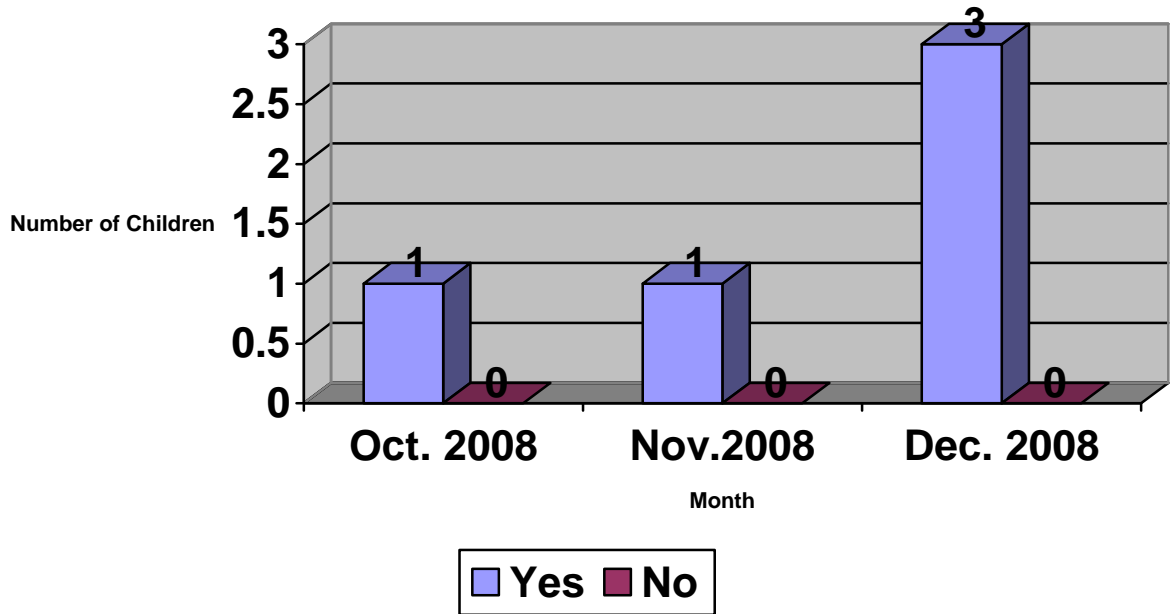
# Section II: Exit Interviews

## Exit Interviews Completed

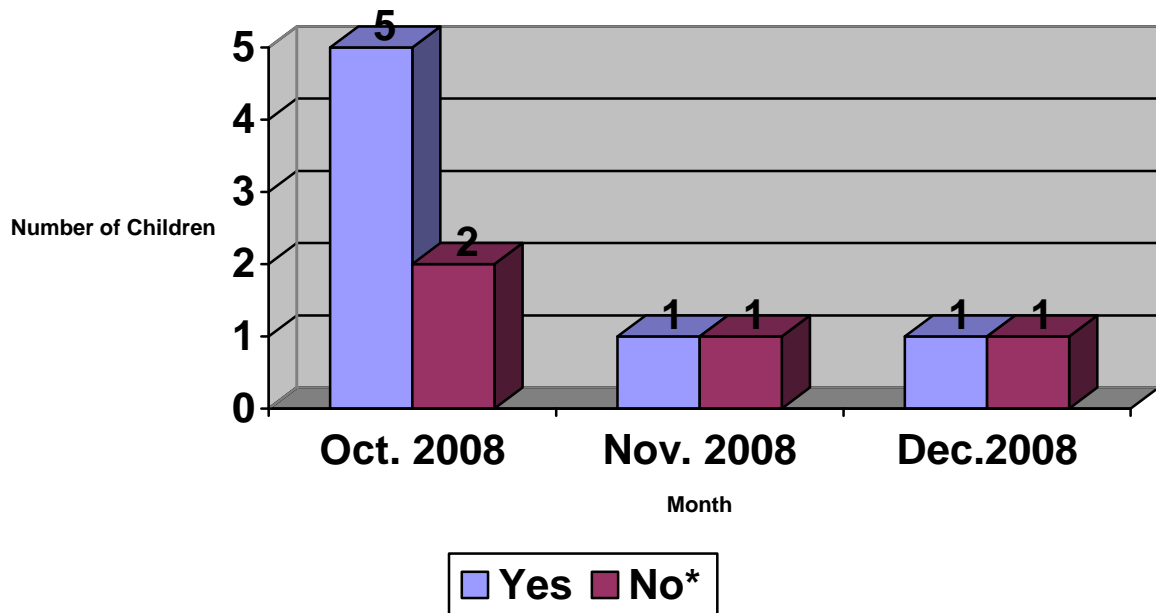


## Children Feeling Safe in the Placement

### KFF Foster Homes



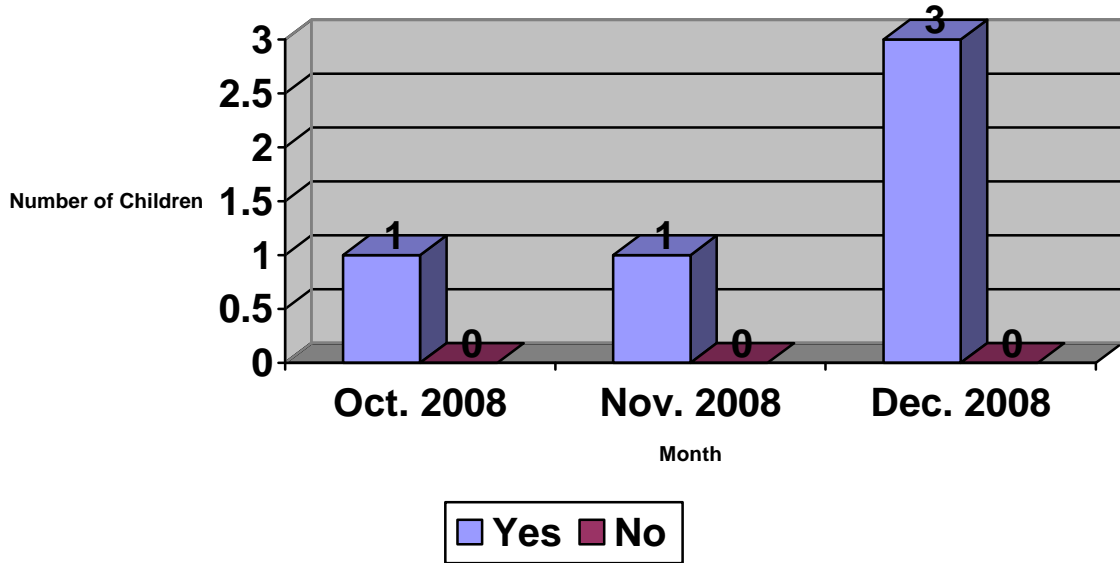
### Other Foster/Group Homes



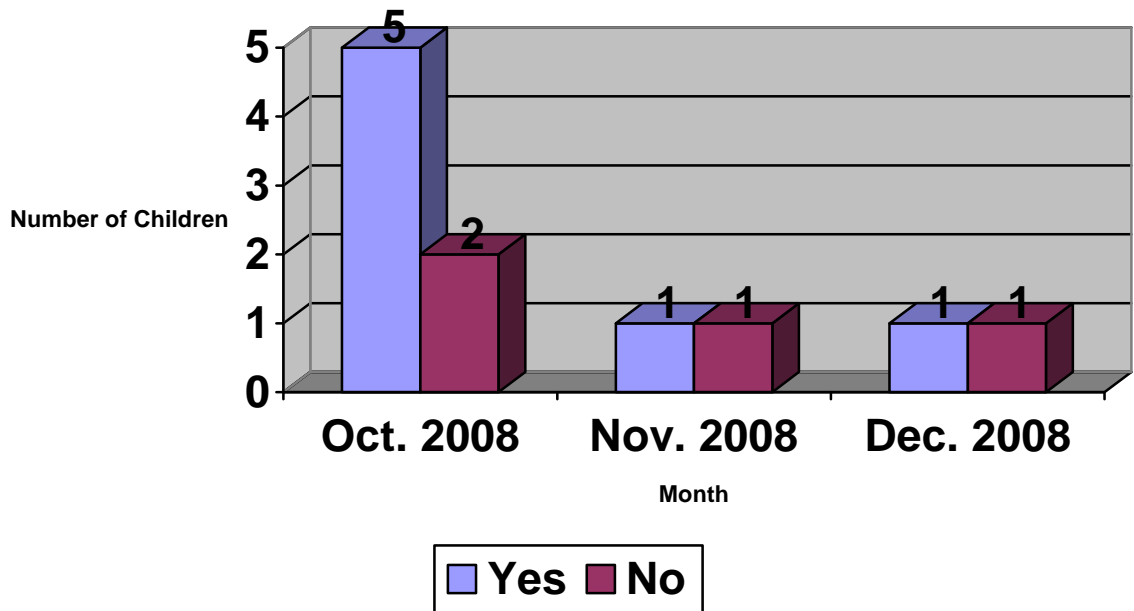
\* 2 Surveys did not state reason why child didn't feel safe, 1 survey stated that the child was afraid that he would get snatched when he was locked out of the home for misbehaving, and 1 survey stated that the home was in a bad neighborhood and people tried to break into the home

## Children Satisfied with the Placement

### KFF Foster Homes

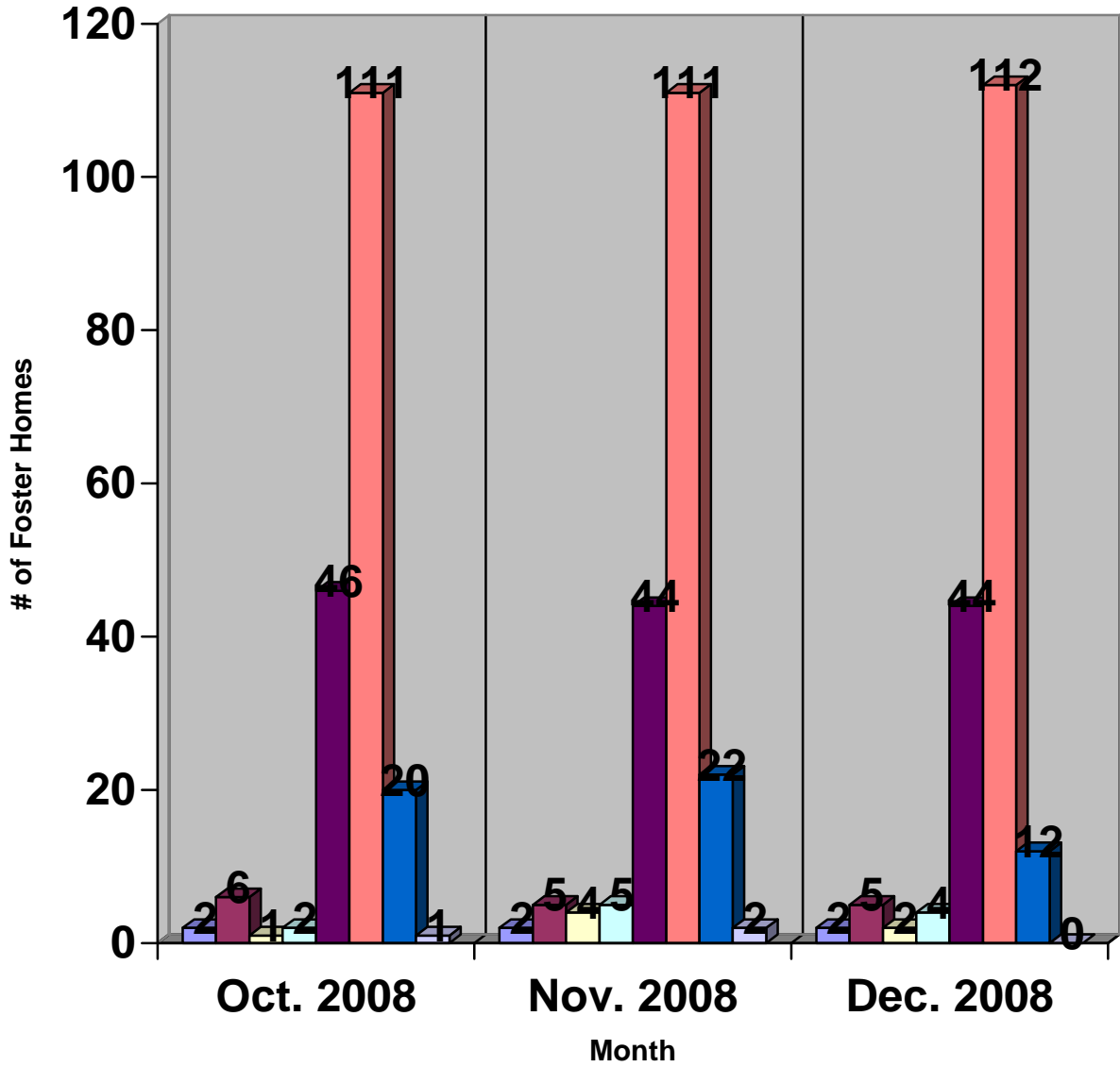


### Other Foster/Group Homes



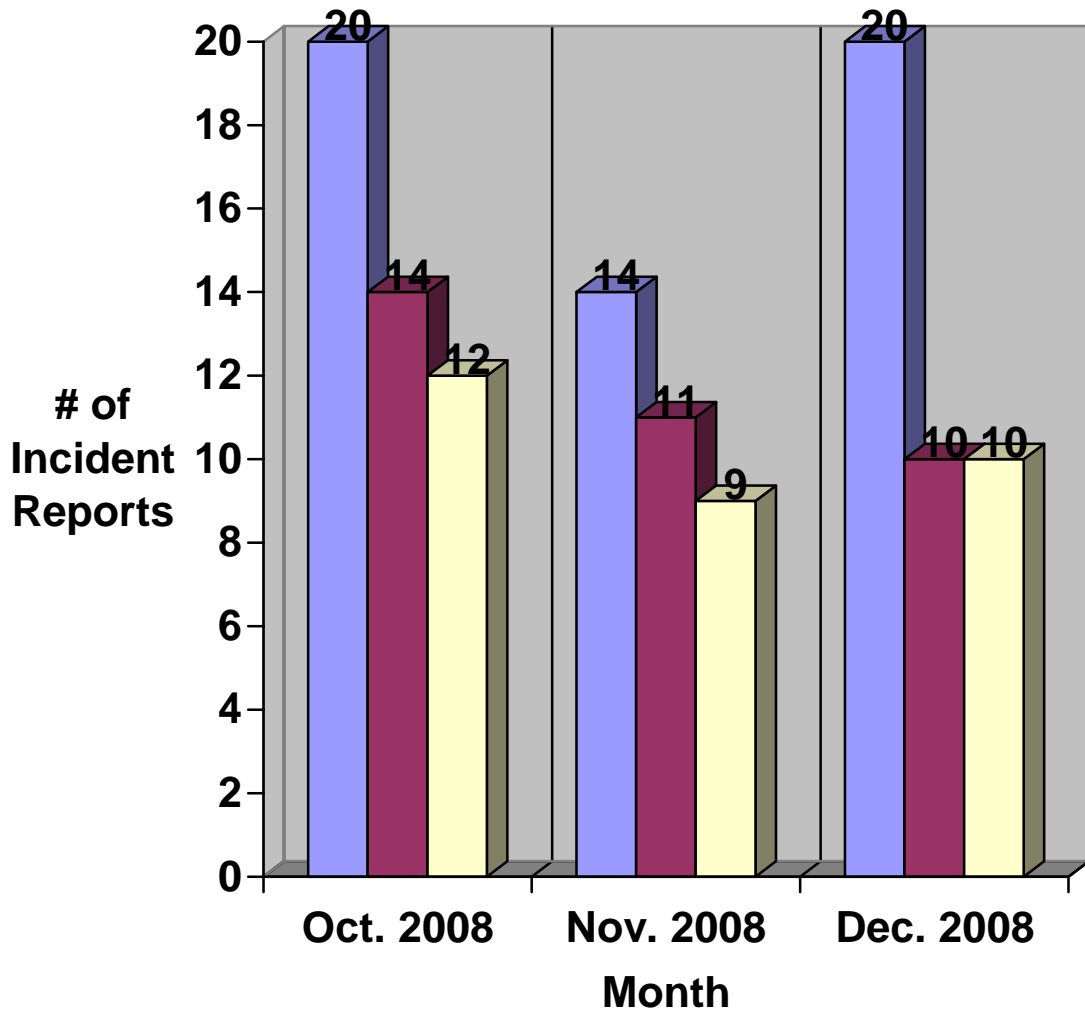
# Section III: KFF Foster Homes

### Status of KFF Foster Homes



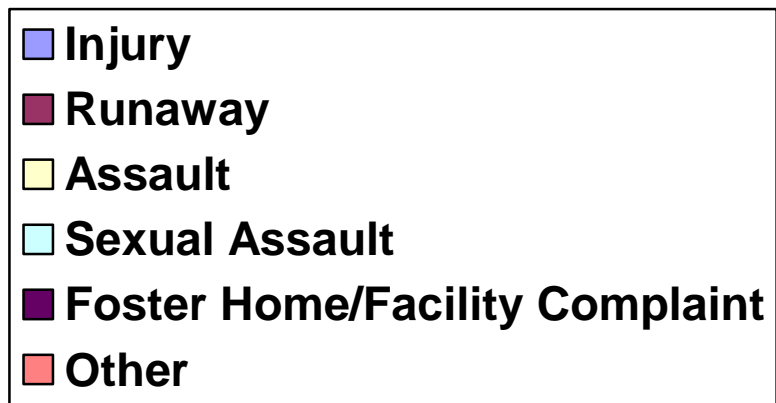
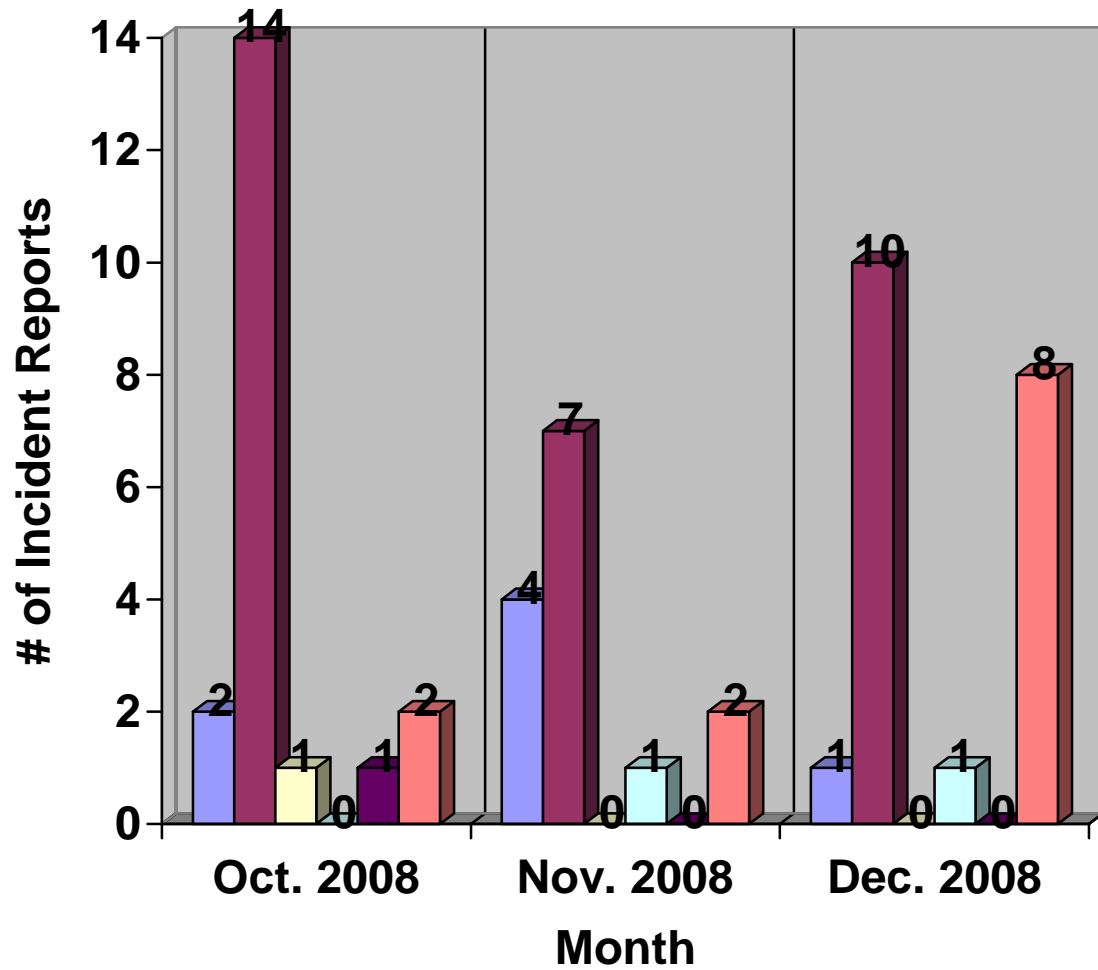
# Section IV: Incident Reporting

## Incident Reports Submitted



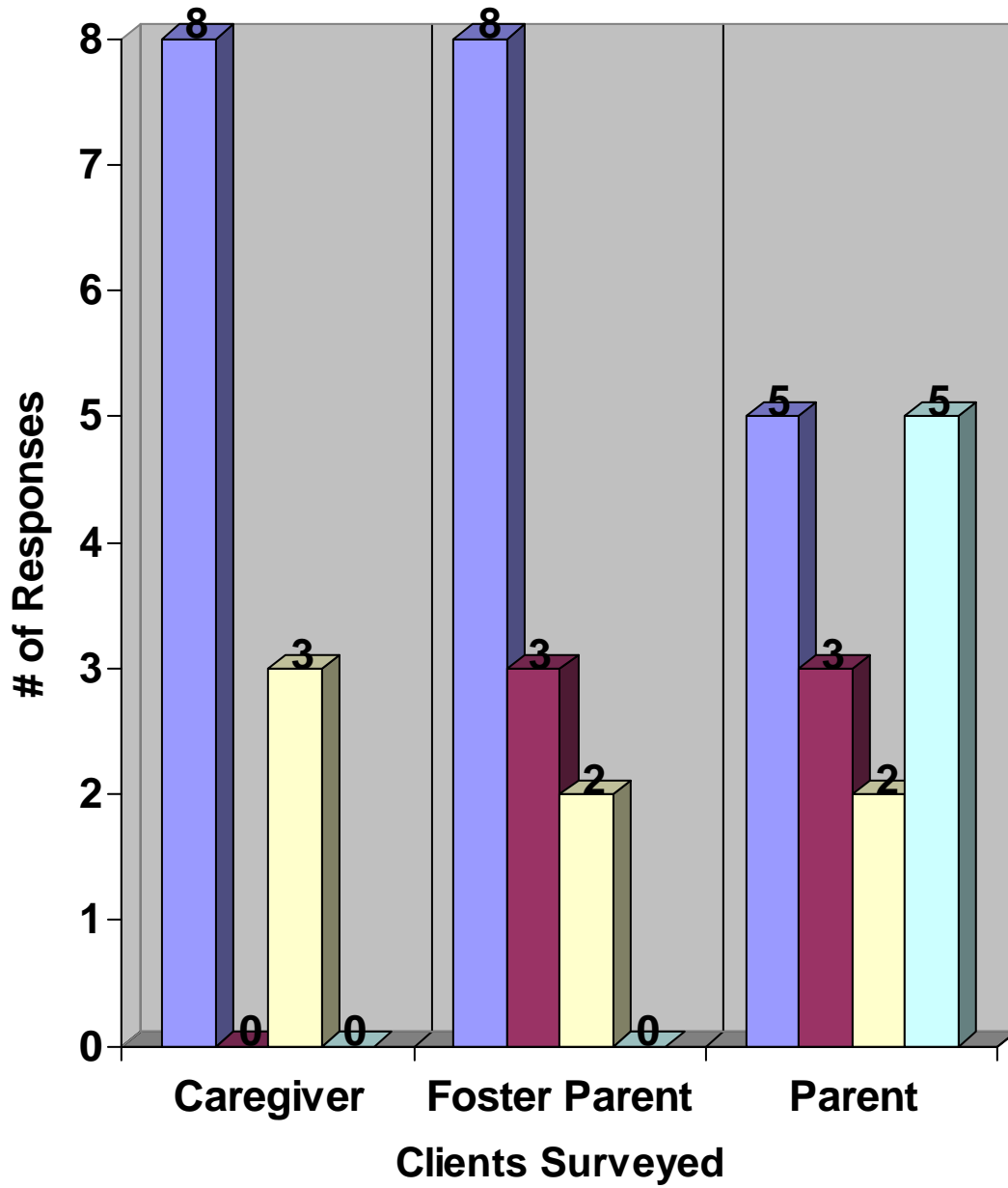
**# Completed**   **# Sent to DCF**   **# Timely to DCF**

## Incident Reports by Category



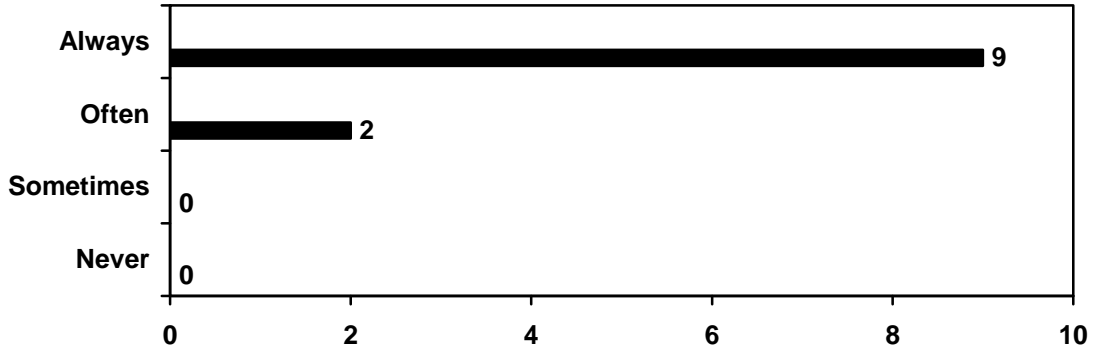
# Section V: Satisfaction Surveys

## Overall Satisfaction with Services

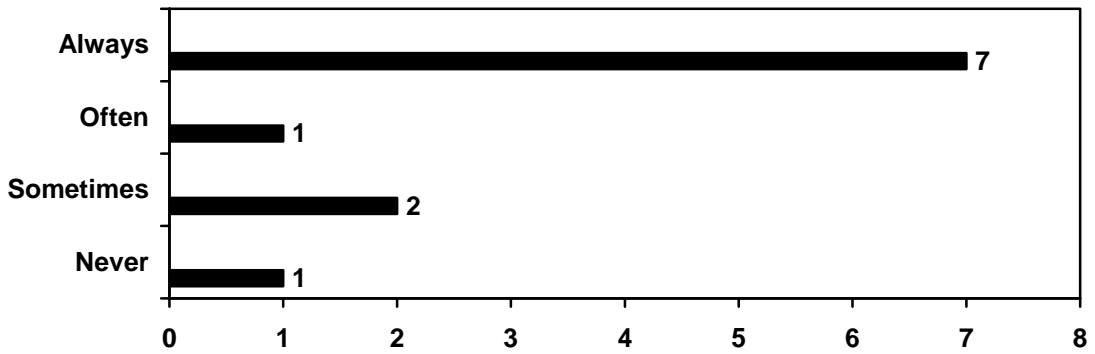


# Caregiver Satisfaction Surveys

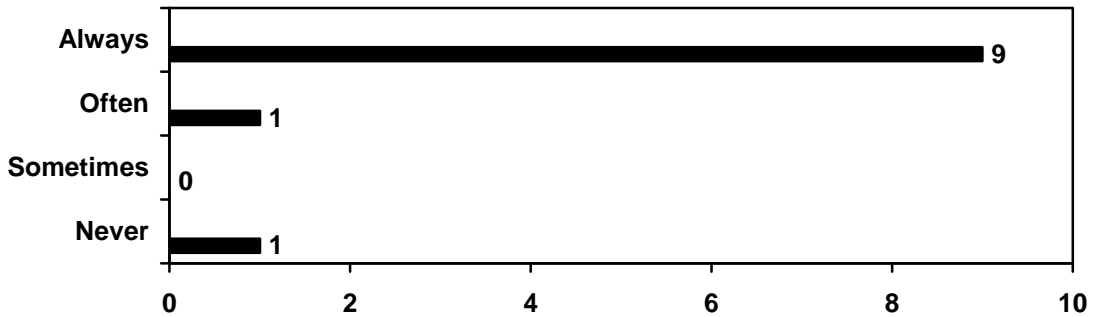
A. I am treated with respect by the staff at Clay & Baker Kids Net, Inc.



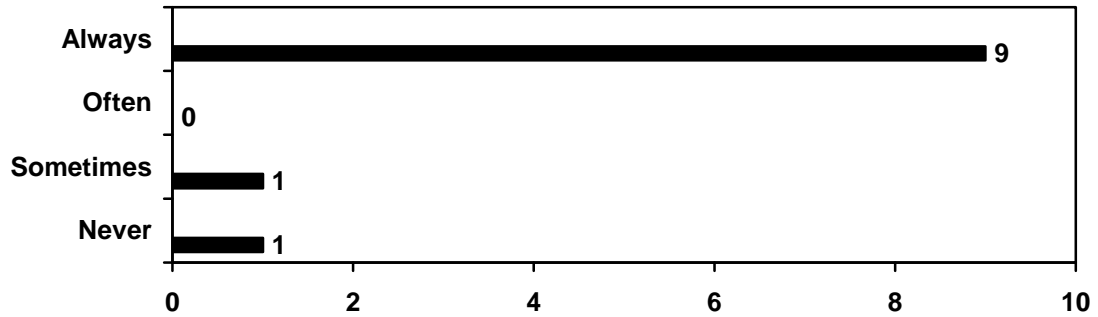
B. I am involved in the decisions made about the child(ren) in my care.



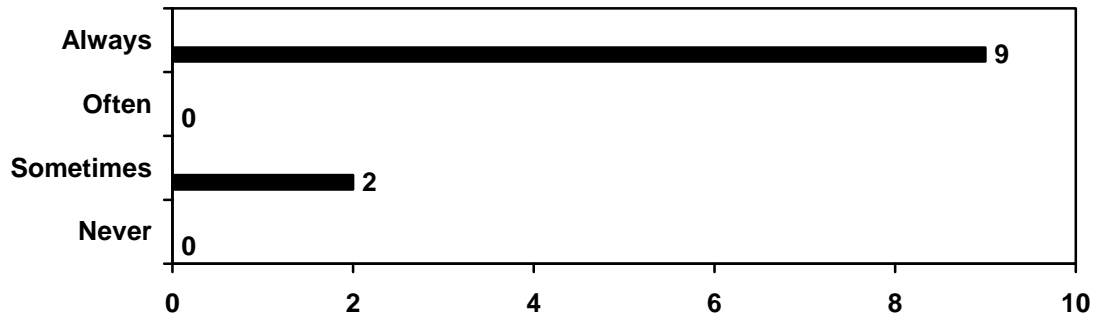
C. Meetings with the Family Services Counselor occur at least once a month in my home.



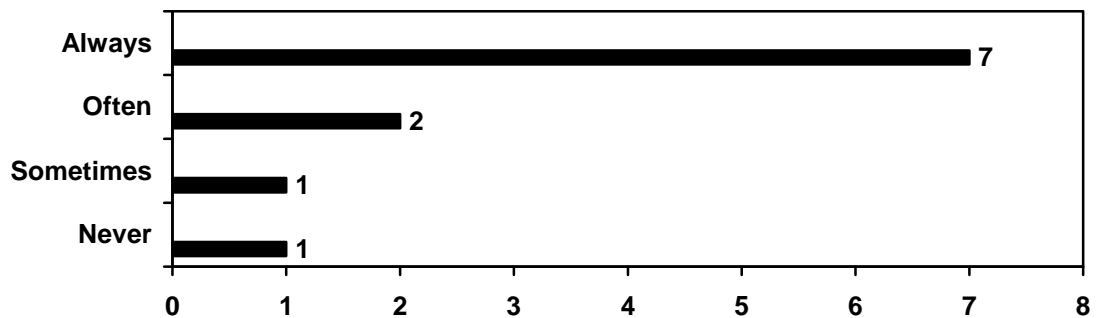
**D. The Family Services Counselor devotes enough time to the the child(ren) in my care.**



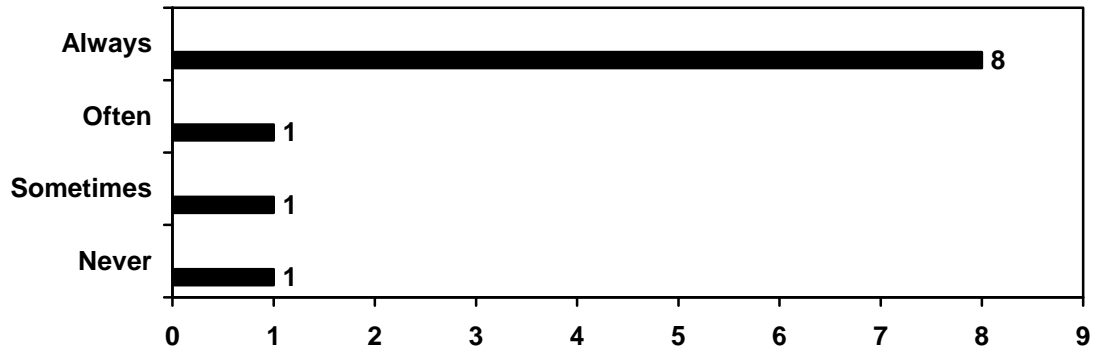
**E. The Family Services Counselor cares about the child(ren) in my care.**



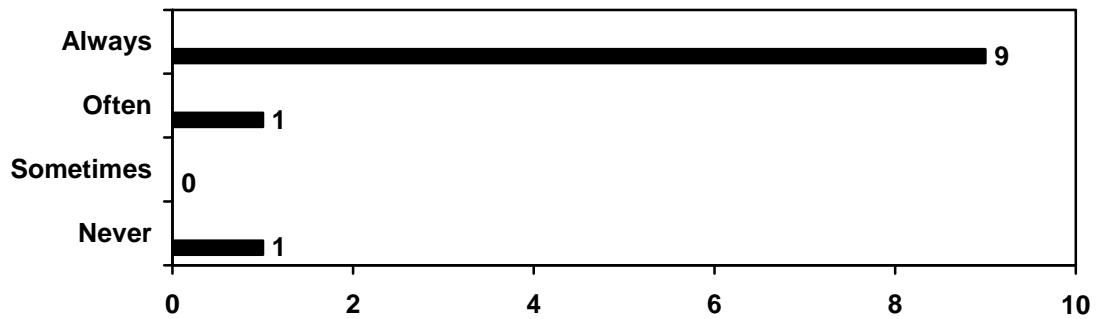
**F. The Family Services Counselor assists me in getting the necessary services to complete the child(ren)'s case plan.**



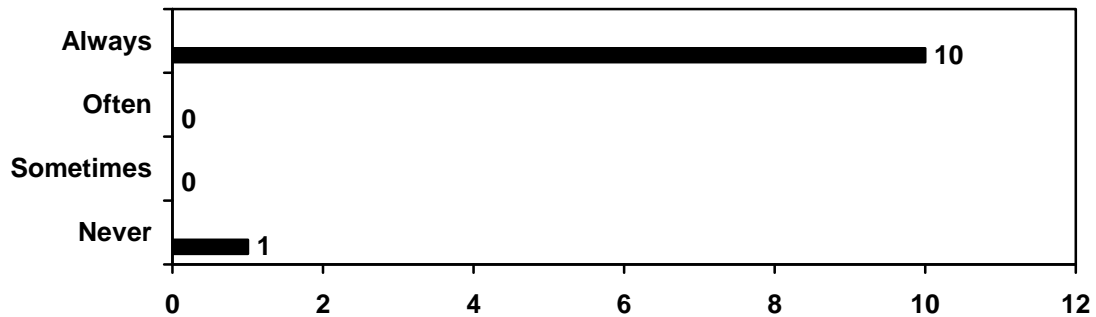
**G. The Family Services Counselor returns my calls within 24 hours.**



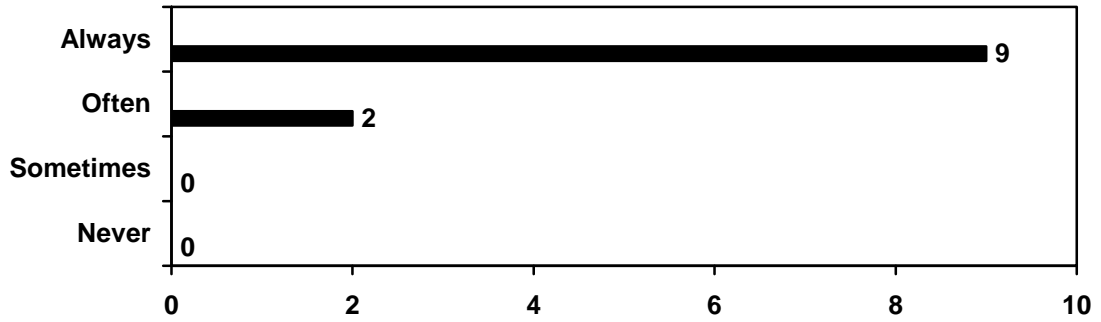
**H. I am aware of who the Family Services Counselor's Supervisor is and how to contact them.**



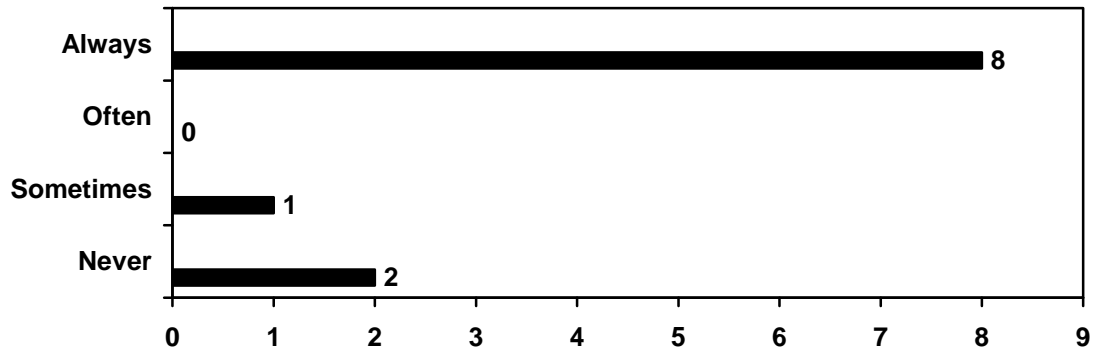
**I. I have been advised of my right to attend court hearings and to have my opinions heard.**



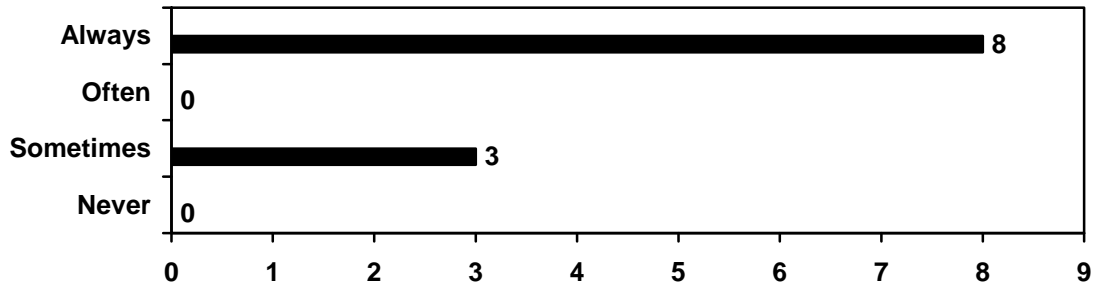
**J. I am informed about court dates in time to make plans to attend.**



**K. I feel supported in my role as caregiver by the staff at CBKN.**

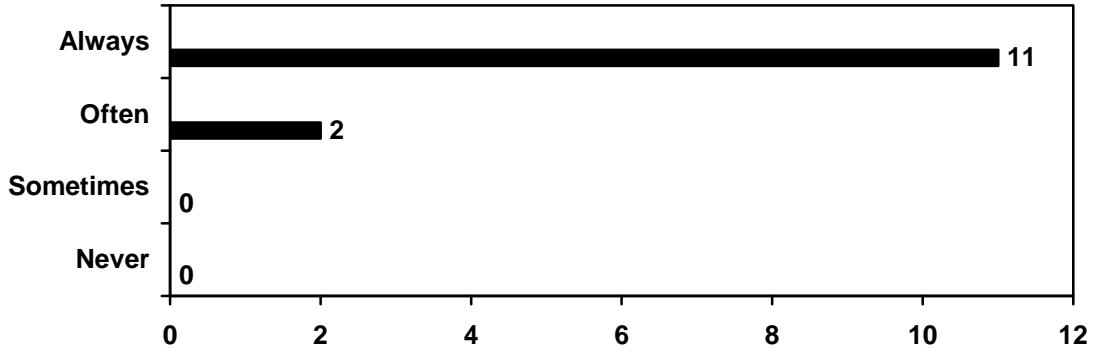


**L. Overall, I am satisfied with the services provided by Clay and Baker Kids Net. Inc.**

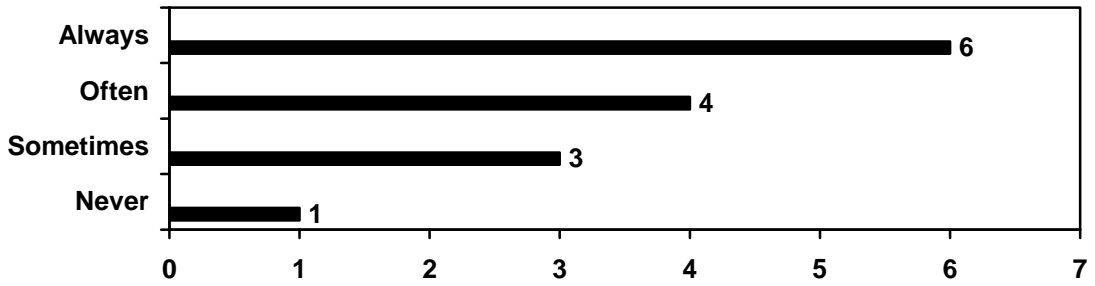


# Foster Parent Satisfaction Surveys

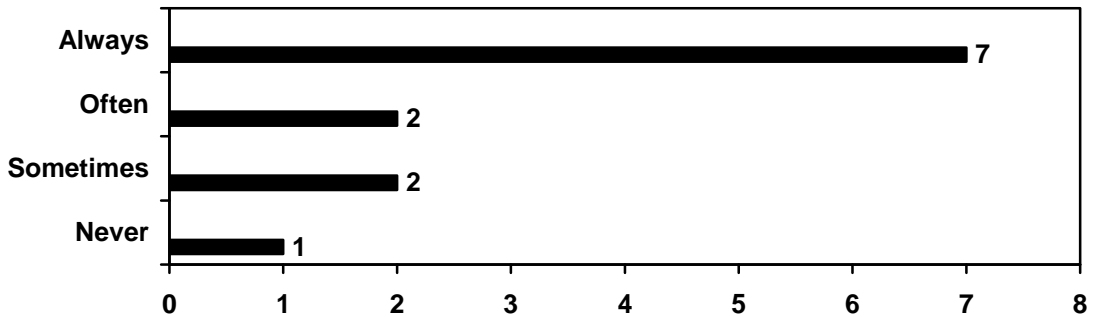
A. I am treated with respect by the staff at Clay & Baker Kids Net, Inc.



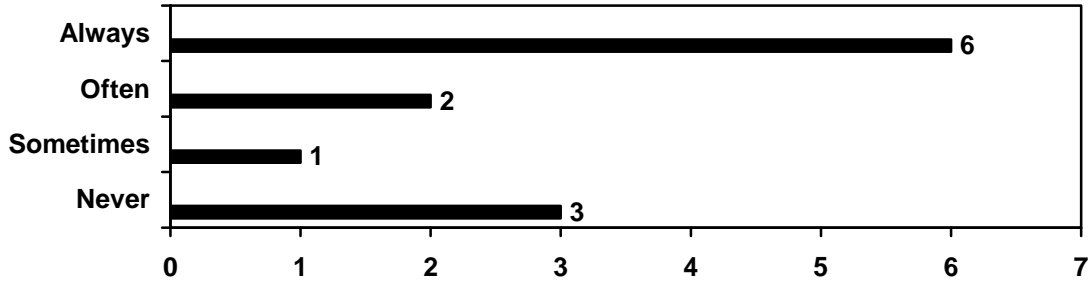
B. The Family Services Counselor has provided support by responding to telephone calls, correspondence and other requests within 24 hours.



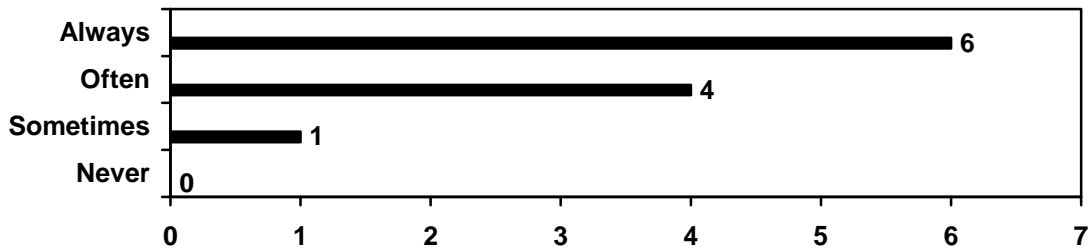
C. The Family Services Counselor has had face to face contact with me monthly to discuss their assigned child.



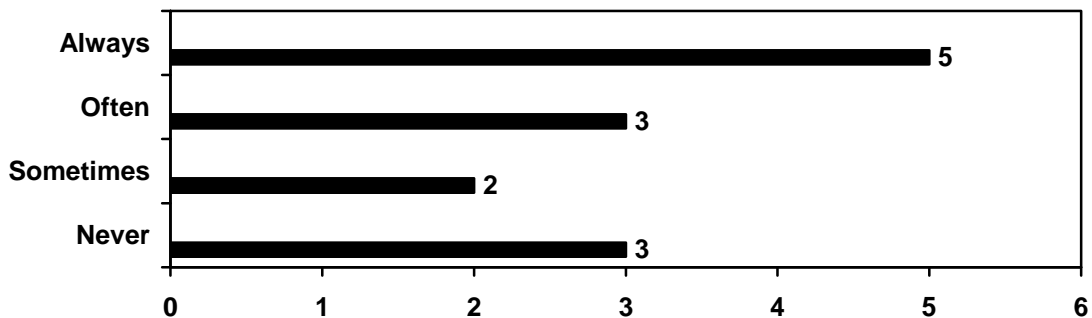
**D. The Family Services Counselor has provided me with the names and phone numbers of staff who can be contacted in emergencies.**



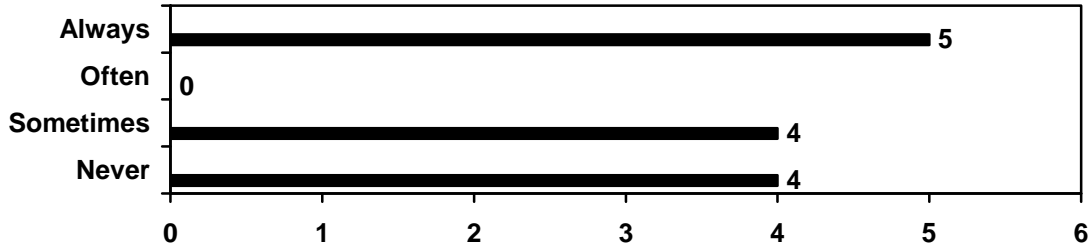
**E. The Family Services Counselor has provided me with all available social, educational, and medical information on each child and provided a copy of the Resource file within 72 hours of placement.**



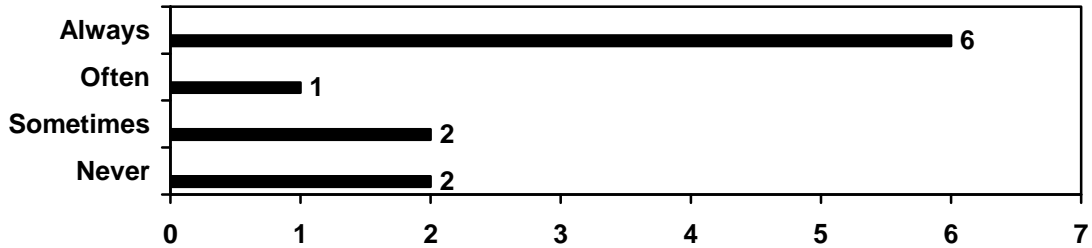
**F. The Family Services Counselor has provided me with a copy of the child's case plan and any case plan updates.**



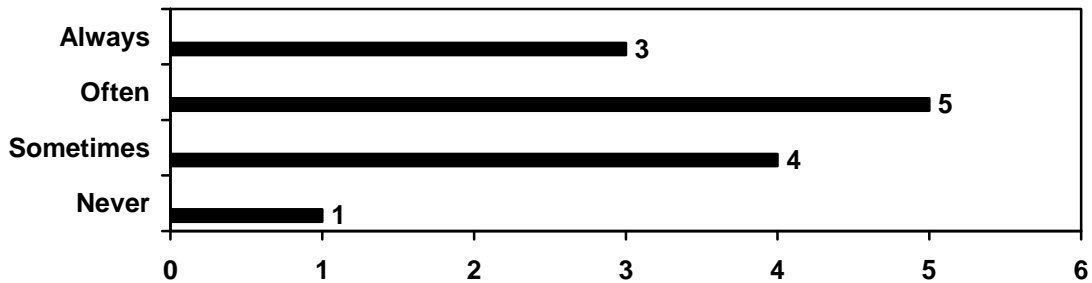
**G. The Family Services Counselor has related to me as a team member by recognizing my contributions, soliciting my input, and keeping me informed about all aspects of case movement and progress.**



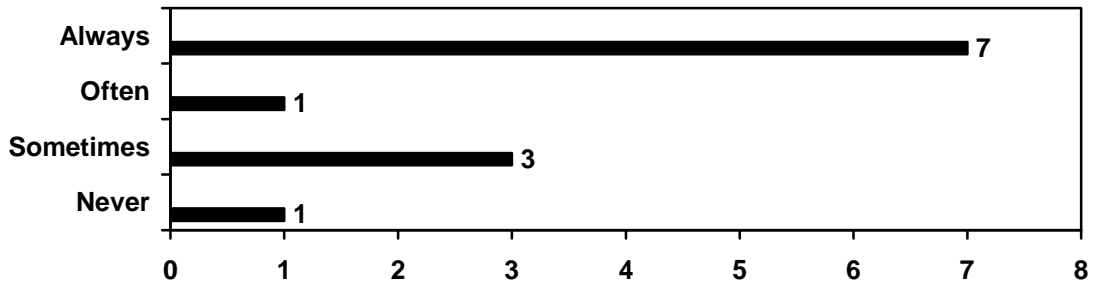
**H. The Family Services Counselor has provided timely notice of all judicial reviews, administrative hearings and staffings regarding the child (ren) placed in my home and has requested my input and/or attendance.**



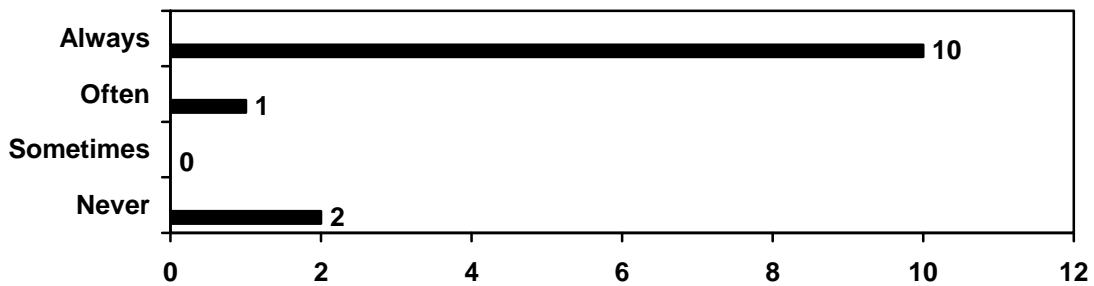
**I. The Family Services Counselor has provided routine and specially requested information, supervision and assistance that was helpful to me in caring for the child (ren).**



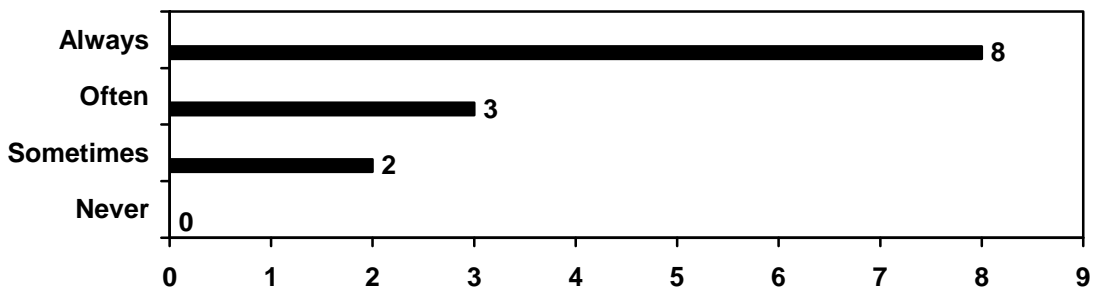
**J. The Family Services Counselor has consulted me regarding visits, meetings and appointments and attempts to schedule them at a convenient time for me whenever possible.**



**K. To the best of my knowledge, the Family Services Counselor has visited with their assigned child monthly, either at my home or at another location.**

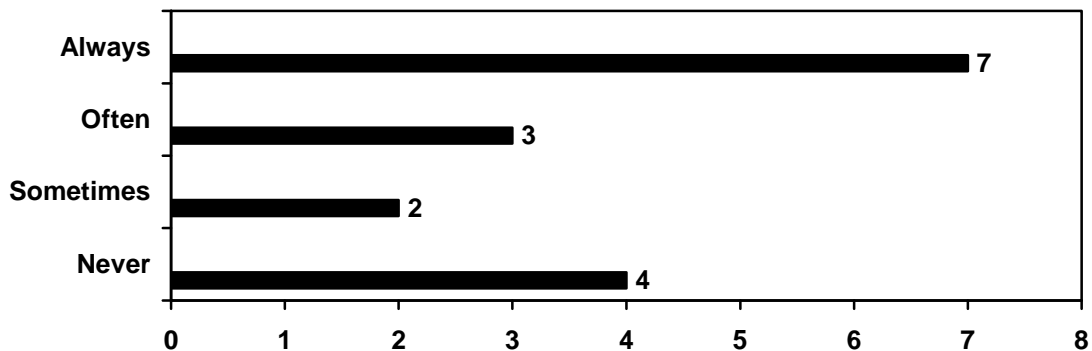


**L. Overall, I am satisfied with the services provided by Clay and Baker Kids Net. Inc.**

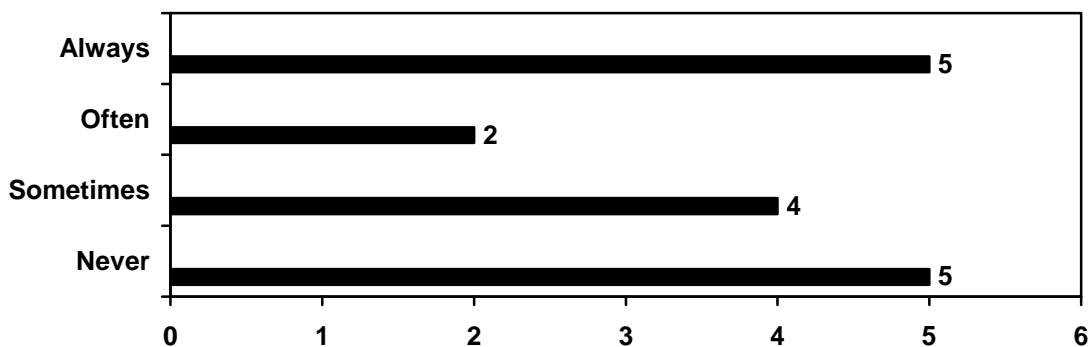


## Parent Satisfaction Surveys

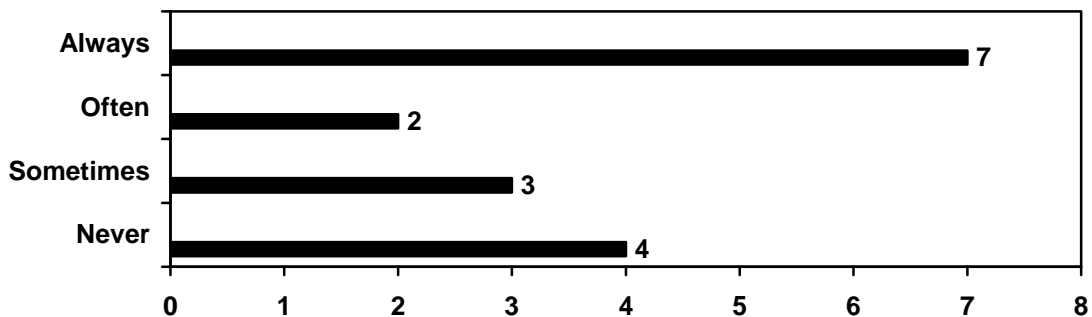
### A. I am treated with respect by the staff at Clay & Baker Kids Net, Inc.



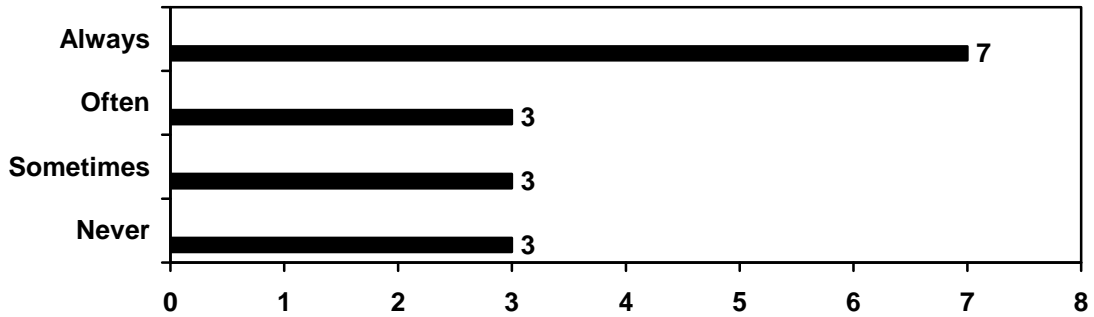
### B. I am involved in the decisions made about my case.



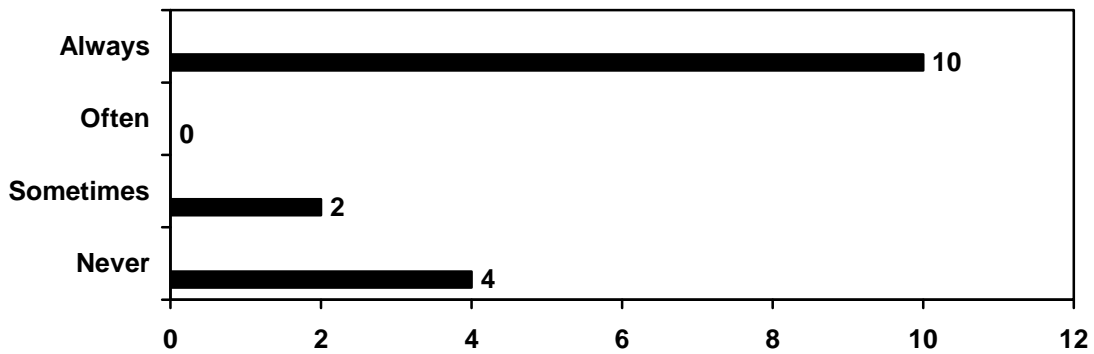
### C. Meetings with my Family Services Counselor occur at least once a month.



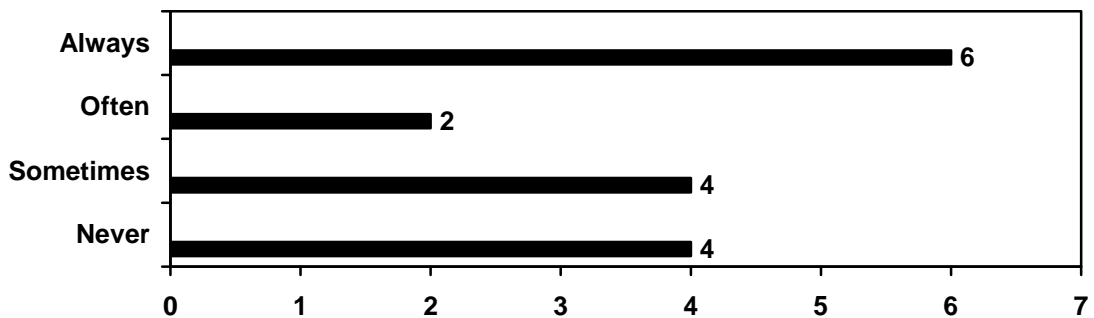
**D. My Family Services Counselor devotes enough time to my case.**



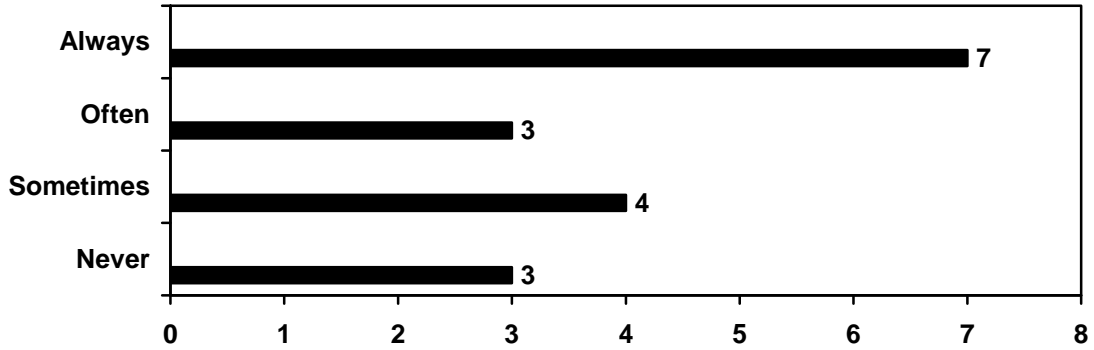
**E. My Family Services Counselor cares about my kids.**



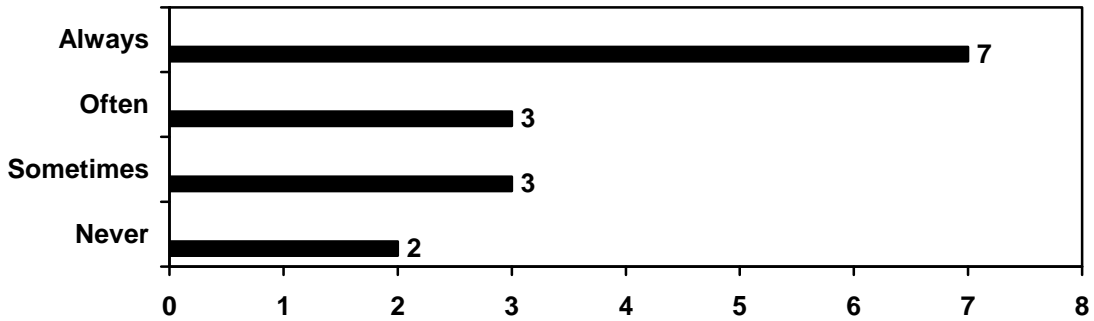
**F. My Family Services Counselor assists me in getting the necessary services to complete my case plan.**



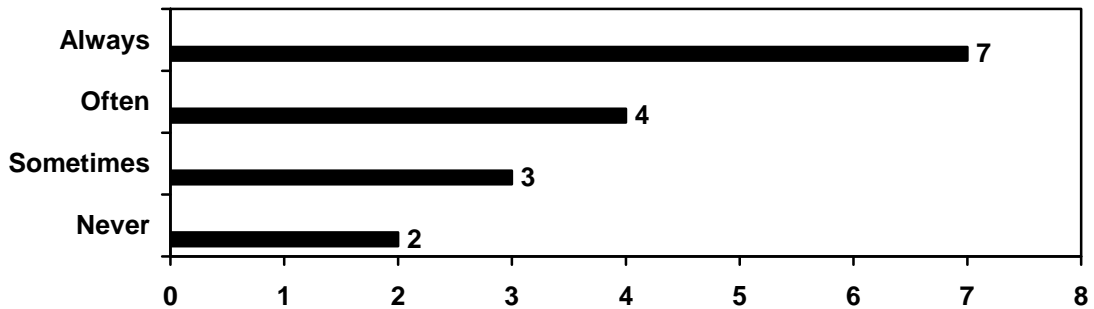
**G. My Family Services Counselor returns my calls within 24 hours.**



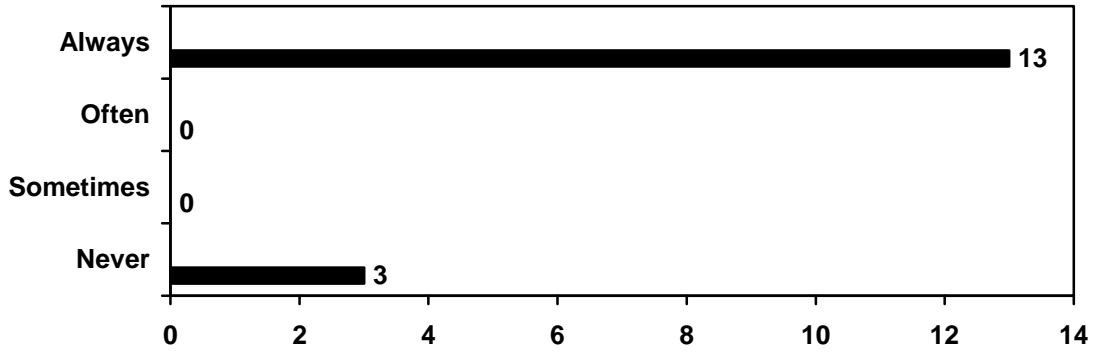
**H. I am aware of who my Family Services Counselor's Supervisor is and how to contact them.**



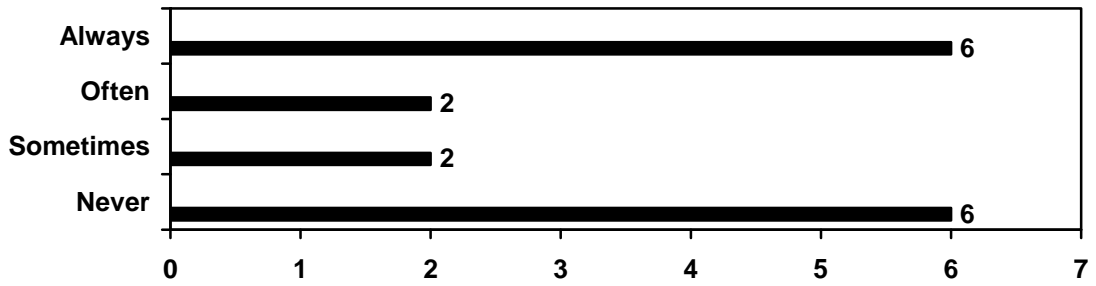
**I. I have received information on how to file a complaint if I am unhappy with my treatment or the services provided by the agency.**



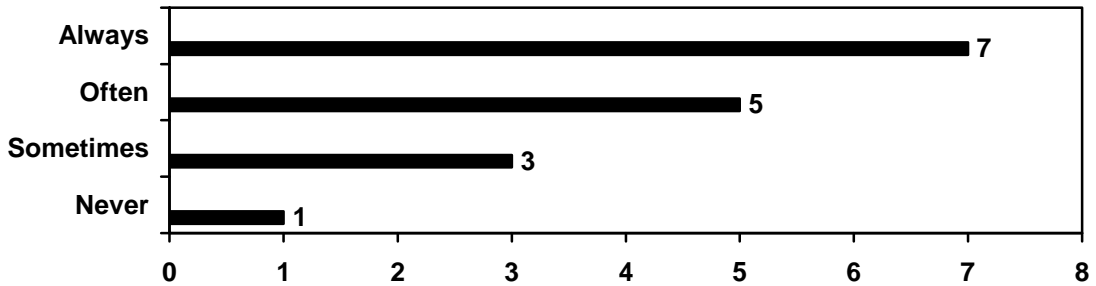
**J. I am informed about court dates in time to make plans to attend.**



**K. My Family Services Counselor explains court proceedings in advance and discusses what they plan to say about my family, both positive and negative.**



**L. If my child was removed, I was able to have regular contact during our separation.**



**M. Overall, I am satisfied with the services provided by Clay and Baker Kids Net. Inc.**

