

Today's Date: _____

**Foster Parent Pre-Survey
Customer Service**

Bernalillo East

As you may know, CYFD is working on improving customer service to our foster parents as well as all the other people with whom we work. Your county is one of six "transformation zones" where we will focus on diligent recruitment of new foster parents as well as improved customer service. This survey will serve as a "baseline" regarding your current perceptions of customer service in your county. We ask that you take a few minutes and fill it out. We very much appreciate your participation in this survey, but even more importantly, we are grateful for the service you provide our children and youth as foster parents.

Please indicate the extent to which you agree with each of the following items:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
CYFD staff are respectful.	1	2	3	4	5
CYFD staff respond to you in a timely manner.	1	2	3	4	5
CYFD staff answer your questions in a helpful manner.	1	2	3	4	5
CYFD staff process your paperwork in a timely manner.	1	2	3	4	5
CYFD staff are courteous and professional.	1	2	3	4	5
CYFD staff provide you necessary information about the children needing foster/adoptive placement.	1	2	3	4	5
CYFD staff value and appreciate you.	1	2	3	4	5
CYFD staff consider you part of the team caring for children.	1	2	3	4	5
CYFD staff support your participation in case planning.	1	2	3	4	5
Your communication with CYFD is positive.	1	2	3	4	5
CYFD secures services like childcare and respite for you.	1	2	3	4	5
CYFD provides you with supports when you are dealing with difficult problems.	1	2	3	4	5
You are satisfied with CYFD services.	1	2	3	4	5

How long have you been a foster parent? _____(months)

How many foster children are currently placed with you? _____

Are you participating in the Customer Service training? _____ (yes/no)

If you have any comments or suggestions, please write them on the back side of the survey.