

Family Contact Survey

JUNE 2021



Introductions



Carole Wilcox

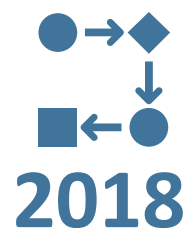
Carole.Wilcox@du.edu



Andrea Westinicky

Andrea.Westinicky@du.edu

Butler **evaluated systemic challenges** in family contact to help improve the availability, frequency, and quality of family contact for families in the borough served by the South Central Office.



Butler provided **implementation assistance** to develop best practices guides, deliver family contact facilitator and combined audience training, and project management.



2017



Butler conducted a **Theory of Change** with members of Raising Our Children with Kindness (R.O.C.K.) Mat-Su's Family Contact Improvement Partnership (FCIP).

2019 - 2020



Butler is partnering with R.O.C.K. Mat-Su to provide **implementation assistance, support products, and an evaluation** to strengthen family contact services for children in out-of-home placement in the Mat-Su Borough.

What do we want to learn from the parent survey process?

We want to know if families are experiencing an increase in best practices during their family contacts, as identified in the family contact best practice guide.

What is the parent survey looking at?

- **Best Practices included in the survey:**
 - Inclusion of the parent/guardian in planning family contact
 - Participation of the parent/guardian in goal-setting
 - Demonstration of coaching, encouragement, and understanding by the family contact facilitator or supporter
 - Inclusion of family traditions in family contact

Who will distribute the survey?

We need your help!

- Family contact facilitators and supporters will distribute the survey to parents/guardians they are supporting

When will the survey be distributed?

The survey will be distributed twice in 2021


- Timepoint 1: June 14 – July 16
- Timepoint 2: September 20 – October 18

Who will take the survey?

- Parents/guardians who have received in-person and/or virtual family contact support for **at least three months**
 - Parents/guardians: Biological parents or legal guardians who temporarily do not have custody of their children and who are visiting their children through family contacts with a family contact facilitator or supporter.
 - The parent/guardian will take the survey once per timepoint
 - If the parents/guardians have separate contact (e.g. the child's mother has contact separately from the child's father – they can **each** take the survey once per timepoint. If the parents have contact together, they can only take the survey one time.

How will the survey be administered?

- **Online**
 - Through the facilitator or supporter's tablet
 - On the family's electronic device (e.g. phone, tablet, computer)
 - Families can follow the link or QR code on the flyer or Butler can email the link to the family



We want to hear from parents like you!


You can take a survey about your experience with your family time supporter or family contact facilitator.

- The survey should take about 15 minutes.
- Your responses will be kept private.
- You can choose to be entered into a drawing for one of ten \$20 gift cards!


You can take the survey here:


<https://socialwork.du.edu/butler/family-contact-survey>

Or you can use the QR code to go to the survey:



If you have any questions, please contact Andrea Westinicky at Andrea.Westinicky@du.edu or 303-871-4524

 UNIVERSITY OF DENVER
BUTLER INSTITUTE FOR FAMILIES
Graduate School of Social Work

 **ROCK Mat-Su**
Raising Our Children with Kindness

The Survey

- A link to the online survey through Qualtrics that can be used multiple times will be provided to family contact supporters and facilitators.

- <https://socialwork.du.edu/butler/family-contact-survey>

Family Contact Survey

[Click here to take the Family Contact Survey!](#)

You could be entered into a drawing for a \$20 gift card if you complete the survey!

- The survey will ask about your experience with your family time support or facilitator.
- The survey should take about 15 minutes.
- Your responses will be kept private.

Questions? Contact Andrea Westinicky at Andrea.Westinicky@du.edu.



Family Contact Events

What type/s of family contact have you received in the past 3 months? (**check all that apply**)

Unsupervised

Supported

Supervised

Guided-
supervision

I don't know

What materials are included for this survey?



- **Family Contact Survey Project Information Sheet**
 - Provides information about the survey and evaluation contact information
 - This can be emailed or printed and for families, but it's optional for them to take it since it is included at the beginning of the survey.

Evaluation of Family Contact Events

Project Information: Raising Our Children with Kindness (R.O.C.K.) Mat-Su and the local Office of Children's Services (OCS) are partnering with the Butler Institute for Families at the University of Denver to learn about family contact in the Matanuska-Susitna (Mat-Su) Borough. As part of this evaluation, you are invited to take a survey about your experience when you had family contact events with a family time supporter or facilitator.

Your Participation: This survey should take about 15 minutes to complete. The survey is voluntary, and you may skip any question you do not want to answer.

Compensation: We are conducting a \$20 gift card drawing for this survey (one entry per household, please). Your survey responses will not be connected to the personal information you provide for the gift card.

Confidentiality: All information you share is confidential. To keep your responses to the survey safe, we will keep all data in locked cabinets and/or on a secured server. Results will be reported as a summary of all responses and no individual responses will be shared with anyone outside of the Butler Institute evaluation team.

Possible Risks and Discomforts: The evaluators have taken steps to minimize the risks of this evaluation. If, however, you experience discomfort you may discontinue your participation at any time. We respect your right to choose not to answer any questions that may make you feel uncomfortable.

Questions?: If you have any questions, please contact Carole Wilcox at (303) 871-4088 or Carole.wilcox@du.edu.

Common Challenges

- **If the family cannot take the survey in the moment:**
 - They can use the link on the flyer to take it at a time that works for them.
- **If there is an error with the link:**
 - Contact Andrea and she will send the link directly to you or the parent/guardian
 - If you are using a computer or kindle for everyone, clear the browsing history regularly
- **If you click the link and the survey does not start at the beginning:**
 - If a parent is using one of your devices and they don't complete the survey, it will save where they stop. The facilitator/supporter should click through to the end and submit the survey so the next family will start a new survey.
- **If the family does not want to take the survey:**
 - The survey is optional. Parent can skip questions they don't want to answer or decide not to take the survey at all.
 - You can remind them the survey is an option when you see them again, but no need to push it if they are not interested.
 - Keep in mind: Parents must submit the survey to be eligible for the gift card drawing.

What is the purpose of this survey?



Continuous quality improvement



Future evaluation planning

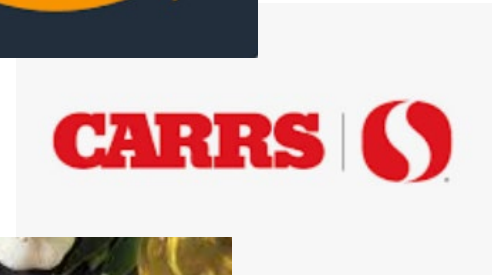
Will results be shared?

Butler will share summary results after each timepoint:

- After Timepoint 1, Butler will send a short baseline report to the FCIP evaluation workgroup to distribute
- After Timepoint 2, Butler will send a longer, timepoint comparative report to the FCIP evaluation workgroup to distribute

Will facilitators and supporters be incentivized for their effort?

- Facilitators and supporters will be entered into a drawing for one of five \$20 gift cards
- Butler will randomly select the drawing winners and distribute the gift cards



Thank you!!

Questions? Concerns?

Contact: Andrea Westinicky at
Andrea.Westinicky@du.edu or 303-871-4524

