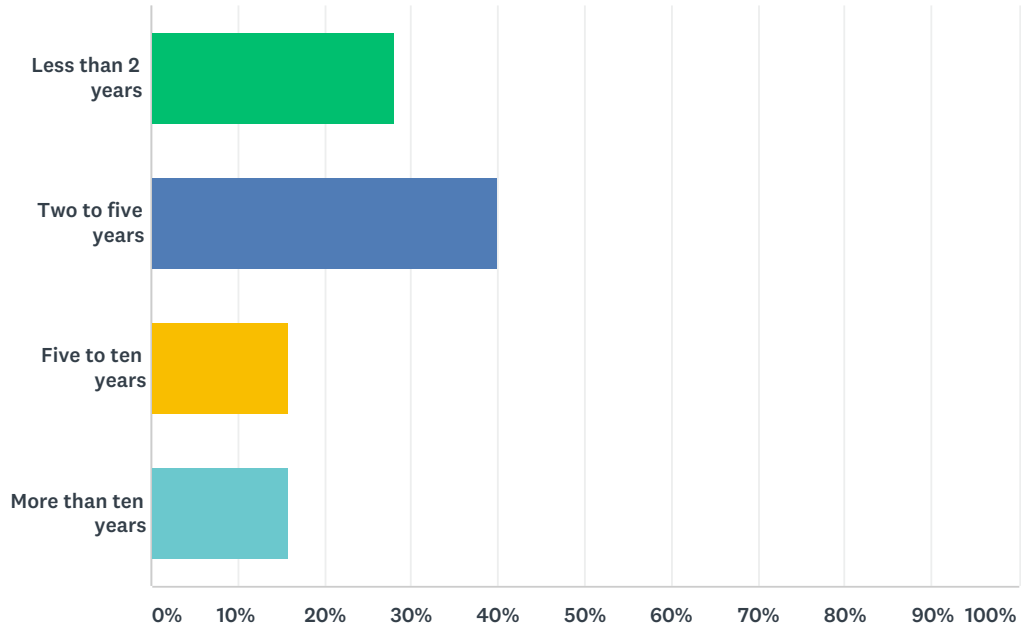


Q1 I have been a foster parent for...

Answered: 25 Skipped: 0

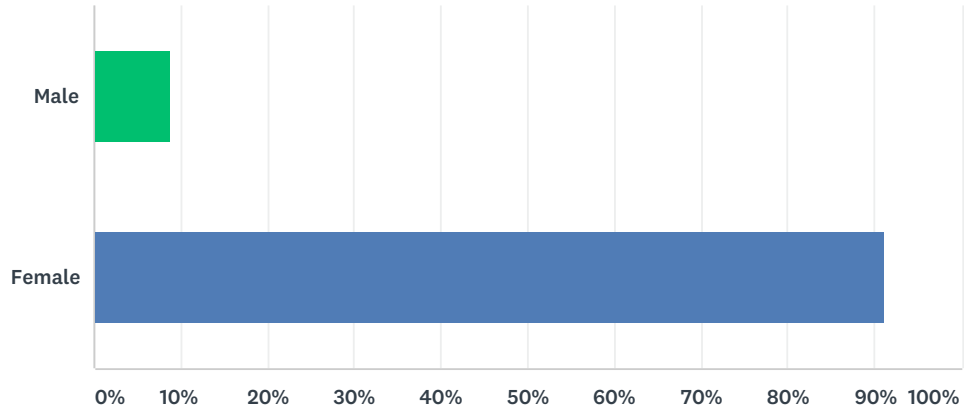


ANSWER CHOICES	RESPONSES
Less than 2 years	28.00% 7
Two to five years	40.00% 10
Five to ten years	16.00% 4
More than ten years	16.00% 4
TOTAL	25

Foster Parent Survey

Q2 My gender is...

Answered: 23 Skipped: 2

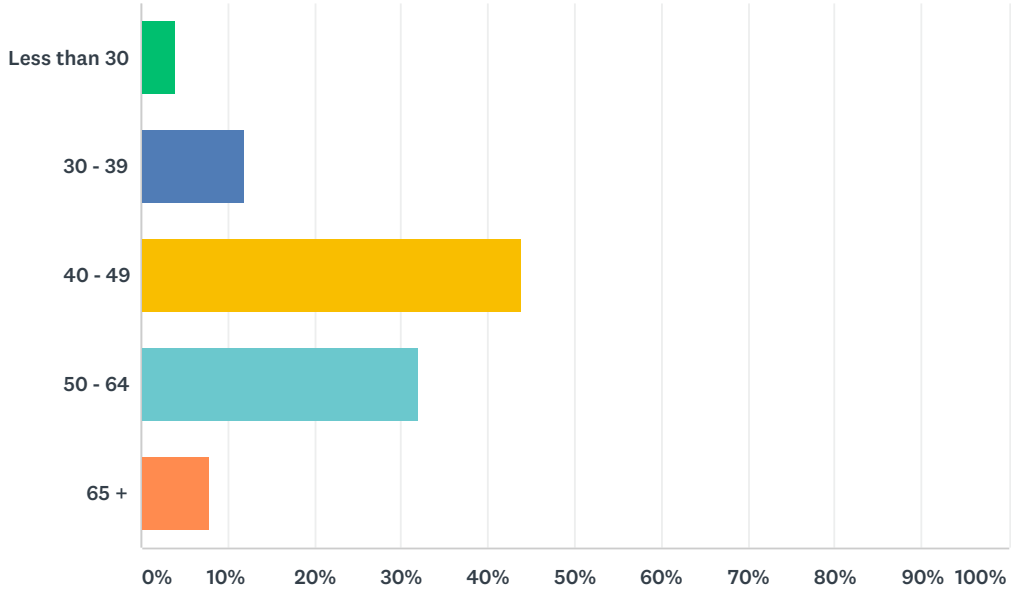


ANSWER CHOICES	RESPONSES	
Male	8.70%	2
Female	91.30%	21
TOTAL		23

Foster Parent Survey

Q3 My age is...

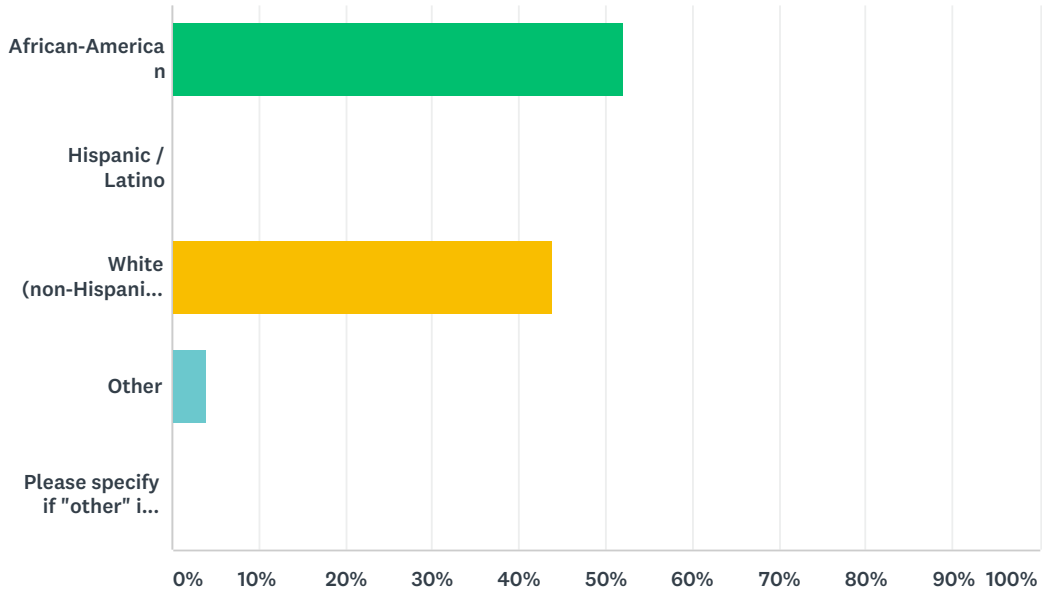
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than 30	4.00% 1
30 - 39	12.00% 3
40 - 49	44.00% 11
50 - 64	32.00% 8
65 +	8.00% 2
TOTAL	25

Q4 My racial / ethnic background is...

Answered: 25 Skipped: 0

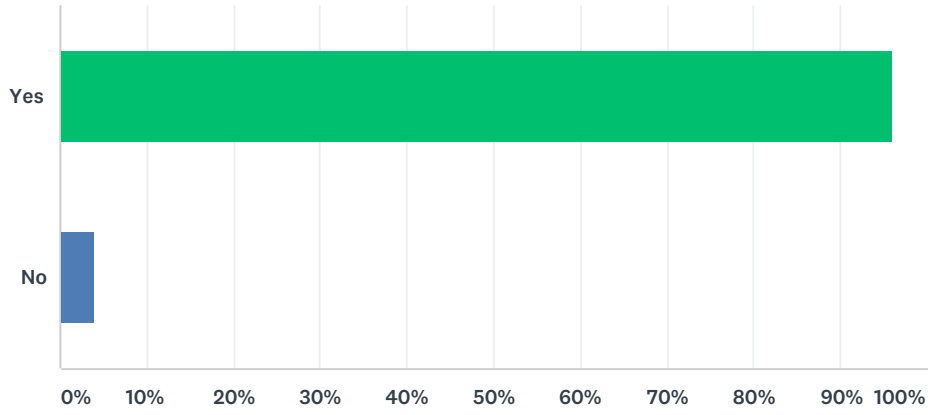


ANSWER CHOICES	RESPONSES	
African-American	52.00%	13
Hispanic / Latino	0.00%	0
White (non-Hispanic/Latino)	44.00%	11
Other	4.00%	1
Please specify if "other" is selected	0.00%	0
TOTAL		25

#	PLEASE SPECIFY IF "OTHER" IS SELECTED	DATE
	There are no responses.	

Q5 I currently have foster children residing in my home...

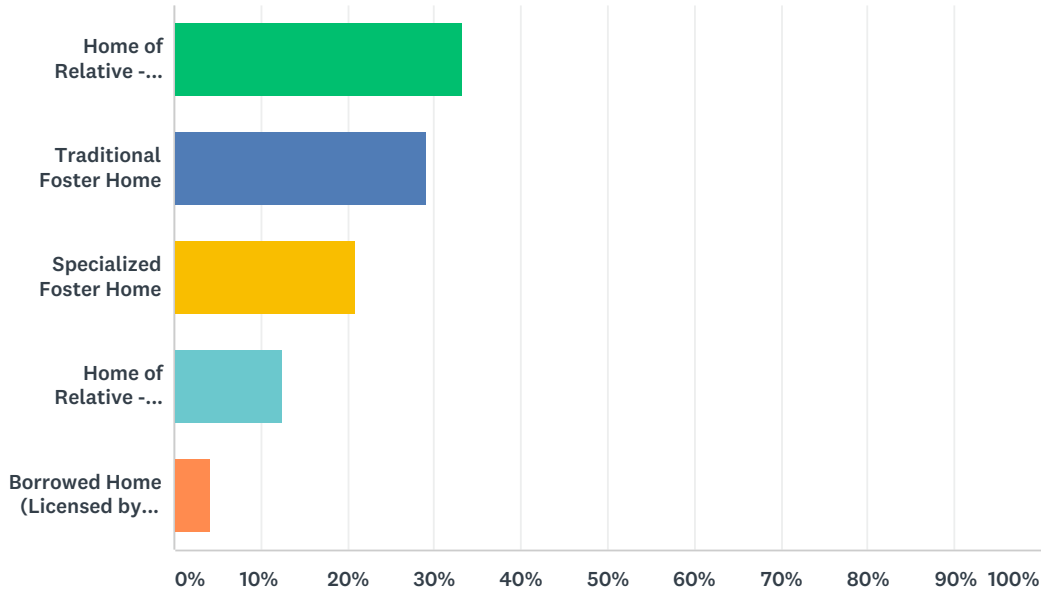
Answered: 25 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
TOTAL		25

Q6 What type of foster home are you?

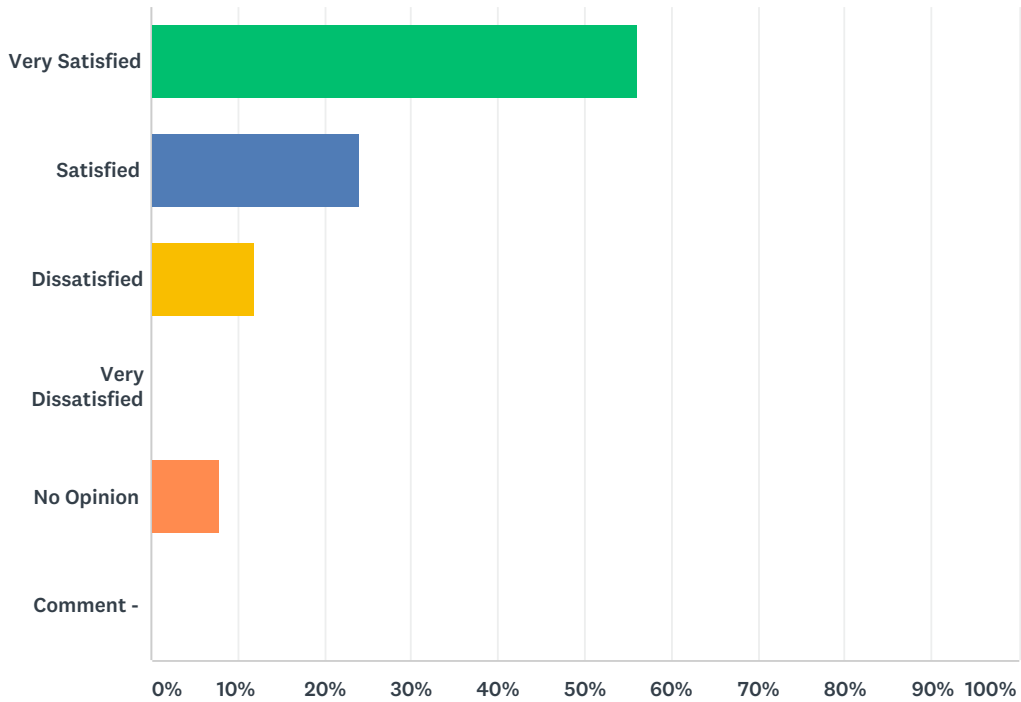
Answered: 24 Skipped: 1



ANSWER CHOICES	RESPONSES	
Home of Relative - Licensed	33.33%	8
Traditional Foster Home	29.17%	7
Specialized Foster Home	20.83%	5
Home of Relative - Unlicensed	12.50%	3
Borrowed Home (Licensed by DCFS or another Agency)	4.17%	1
TOTAL		24

Q7 How satisfied are you with the respect and courtesy shown to you by staff?

Answered: 25 Skipped: 0

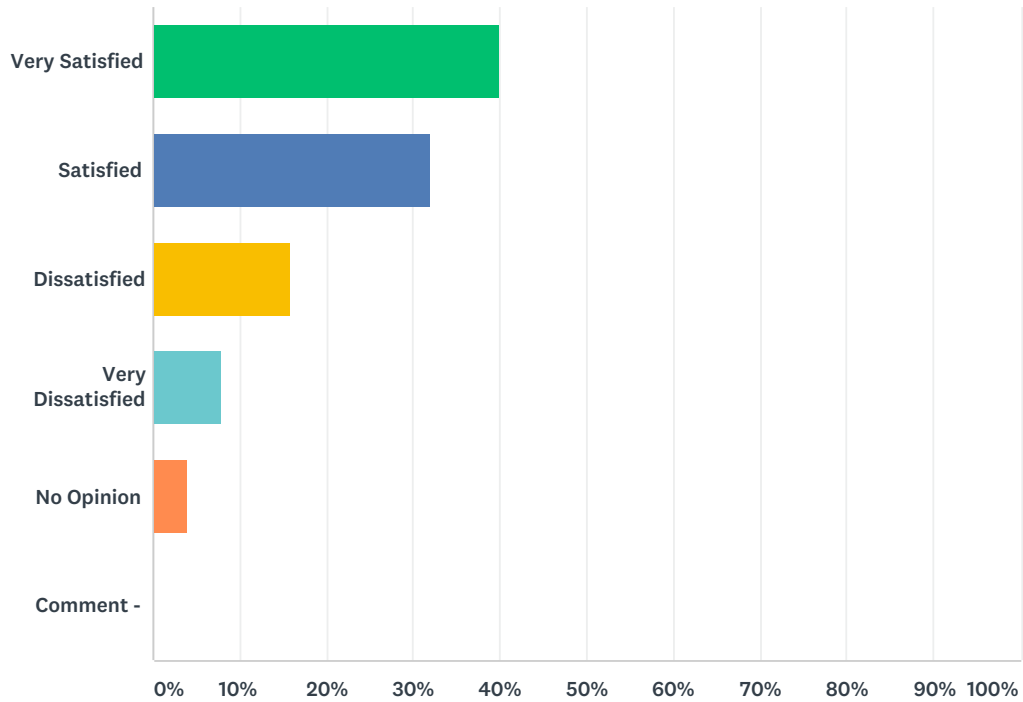


ANSWER CHOICES	RESPONSES
Very Satisfied	56.00% 14
Satisfied	24.00% 6
Dissatisfied	12.00% 3
Very Dissatisfied	0.00% 0
No Opinion	8.00% 2
Comment -	0.00% 0
TOTAL	25

#	COMMENT -	DATE
	There are no responses.	

Q8 How satisfied are you with the timeliness of the response by staff to requests for service or answers to questions?

Answered: 25 Skipped: 0

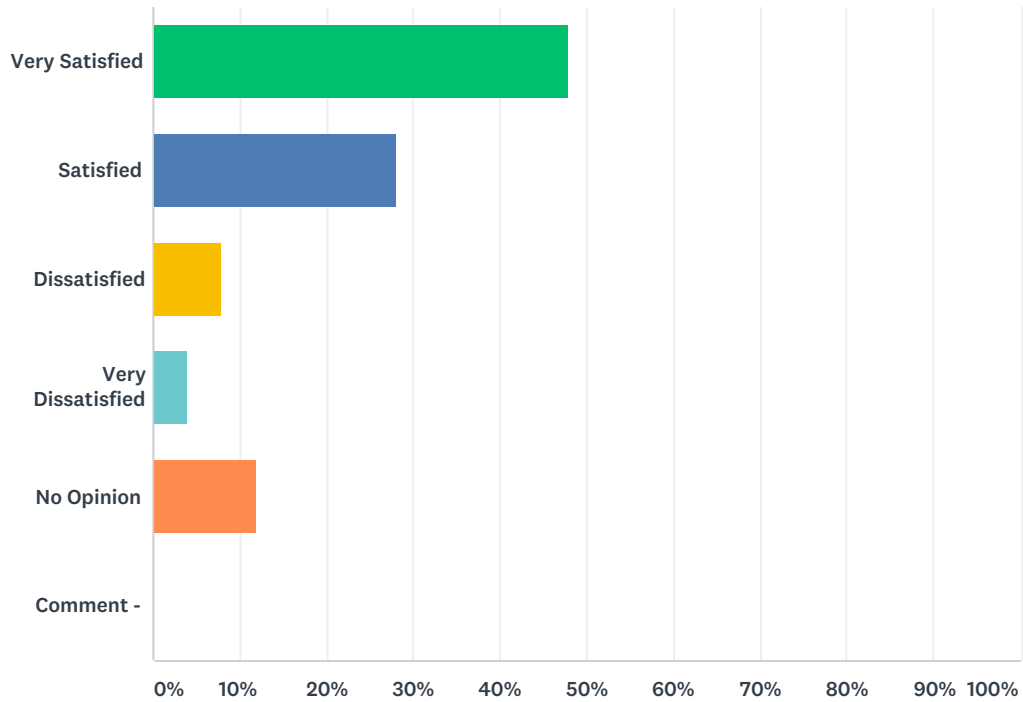


ANSWER CHOICES	RESPONSES	
Very Satisfied	40.00%	10
Satisfied	32.00%	8
Dissatisfied	16.00%	4
Very Dissatisfied	8.00%	2
No Opinion	4.00%	1
Comment -	0.00%	0
TOTAL		25

#	COMMENT -	DATE
	There are no responses.	

Q9 How satisfied are you with the knowledge, skill and professionalism of staff?

Answered: 25 Skipped: 0



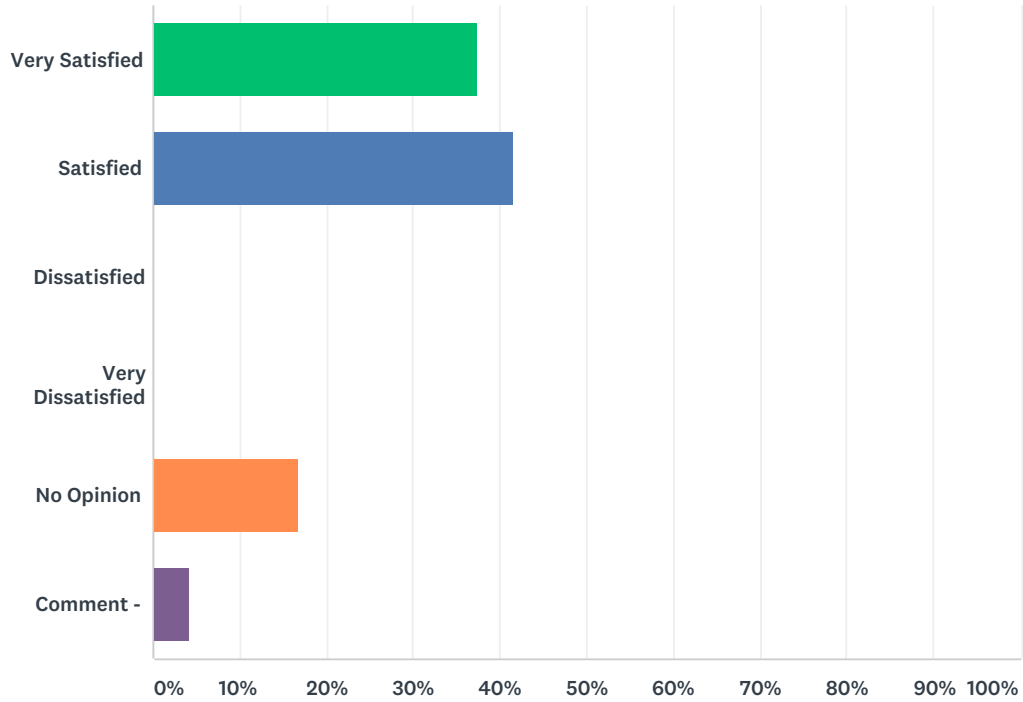
ANSWER CHOICES	RESPONSES
Very Satisfied	48.00% 12
Satisfied	28.00% 7
Dissatisfied	8.00% 2
Very Dissatisfied	4.00% 1
No Opinion	12.00% 3
Comment -	0.00% 0
TOTAL	25

#	COMMENT -	DATE
	There are no responses.	

Foster Parent Survey

Q10 How satisfied are you with the convenience of the office location?

Answered: 24 Skipped: 1

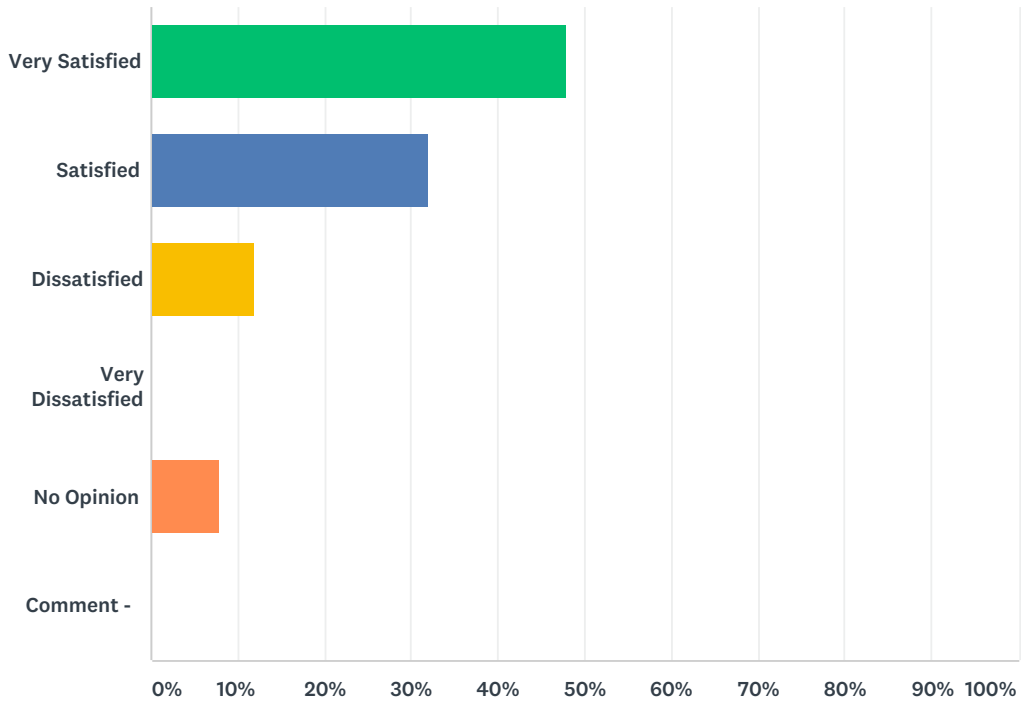


ANSWER CHOICES	RESPONSES	
Very Satisfied	37.50%	9
Satisfied	41.67%	10
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
No Opinion	16.67%	4
Comment -	4.17%	1
TOTAL		24

#	COMMENT -	DATE
1	Have never been to office.	12/17/2018 10:57 AM

Q11 How satisfied are you with the frequency of communication between you and the staff working with you?

Answered: 25 Skipped: 0

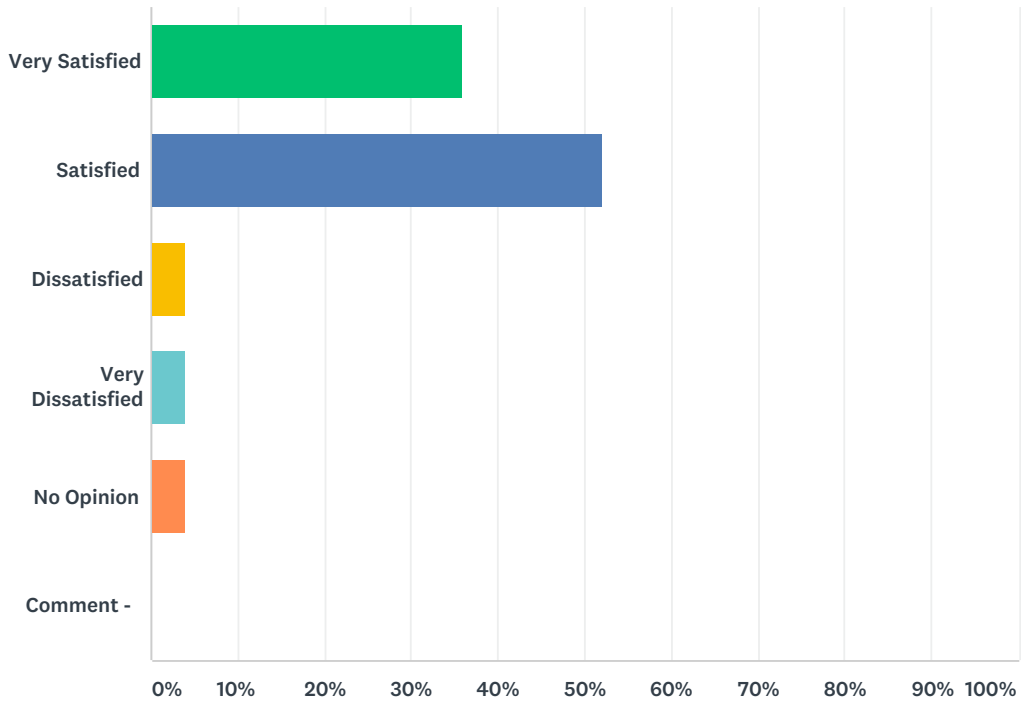


ANSWER CHOICES	RESPONSES	
Very Satisfied	48.00%	12
Satisfied	32.00%	8
Dissatisfied	12.00%	3
Very Dissatisfied	0.00%	0
No Opinion	8.00%	2
Comment -	0.00%	0
TOTAL		25

#	COMMENT -	DATE
	There are no responses.	

Q12 How satisfied are you with the opportunity to be involved in important decisions?

Answered: 25 Skipped: 0

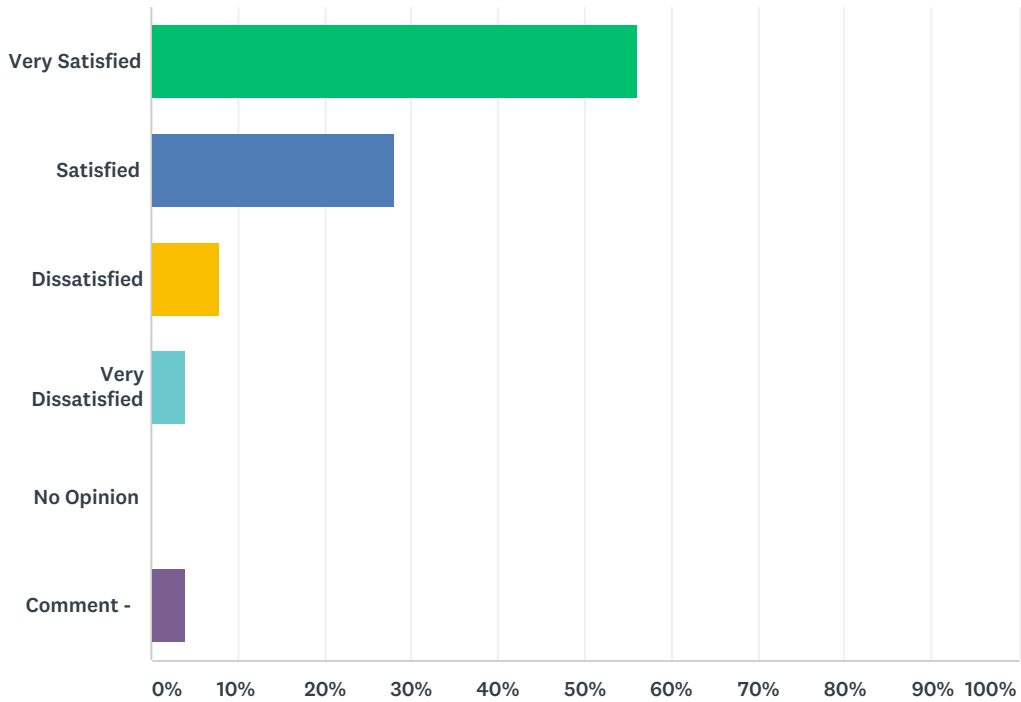


ANSWER CHOICES	RESPONSES	
Very Satisfied	36.00%	9
Satisfied	52.00%	13
Dissatisfied	4.00%	1
Very Dissatisfied	4.00%	1
No Opinion	4.00%	1
Comment -	0.00%	0
TOTAL		25

#	COMMENT -	DATE
	There are no responses.	

Q13 How satisfied are you with the preparation you received to become a foster parent?

Answered: 25 Skipped: 0

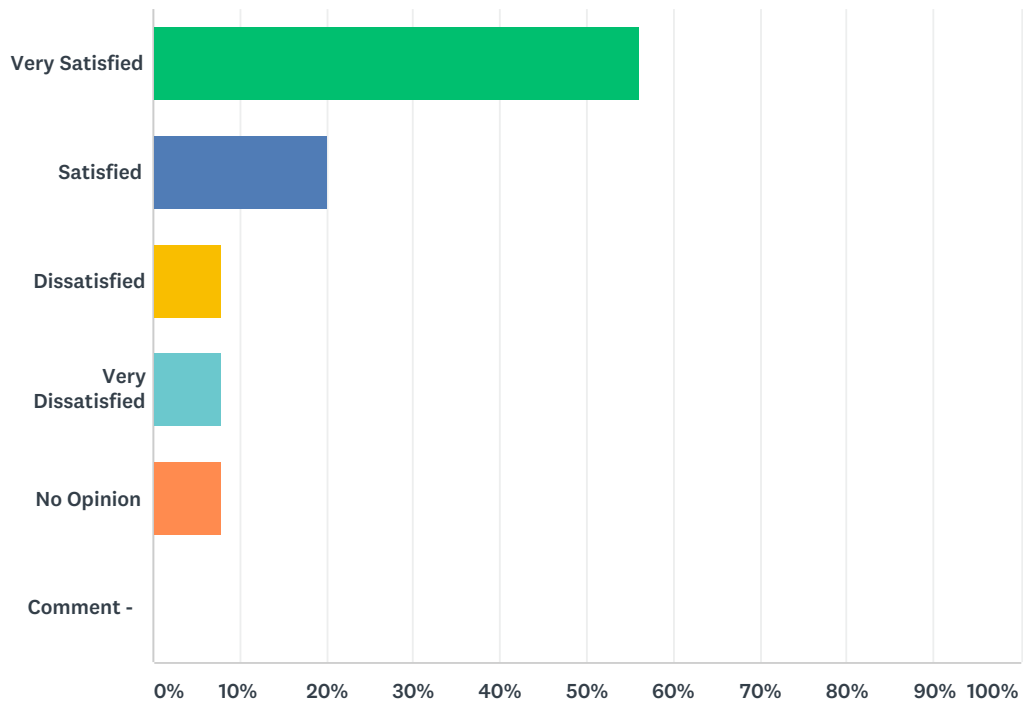


ANSWER CHOICES	RESPONSES
Very Satisfied	56.00% 14
Satisfied	28.00% 7
Dissatisfied	8.00% 2
Very Dissatisfied	4.00% 1
No Opinion	0.00% 0
Comment -	4.00% 1
TOTAL	25

#	COMMENT -	DATE
1	It all happened unplanned and fast	12/17/2018 10:57 AM

Q14 How satisfied are you with the licensing services and assistance offered?

Answered: 25 Skipped: 0

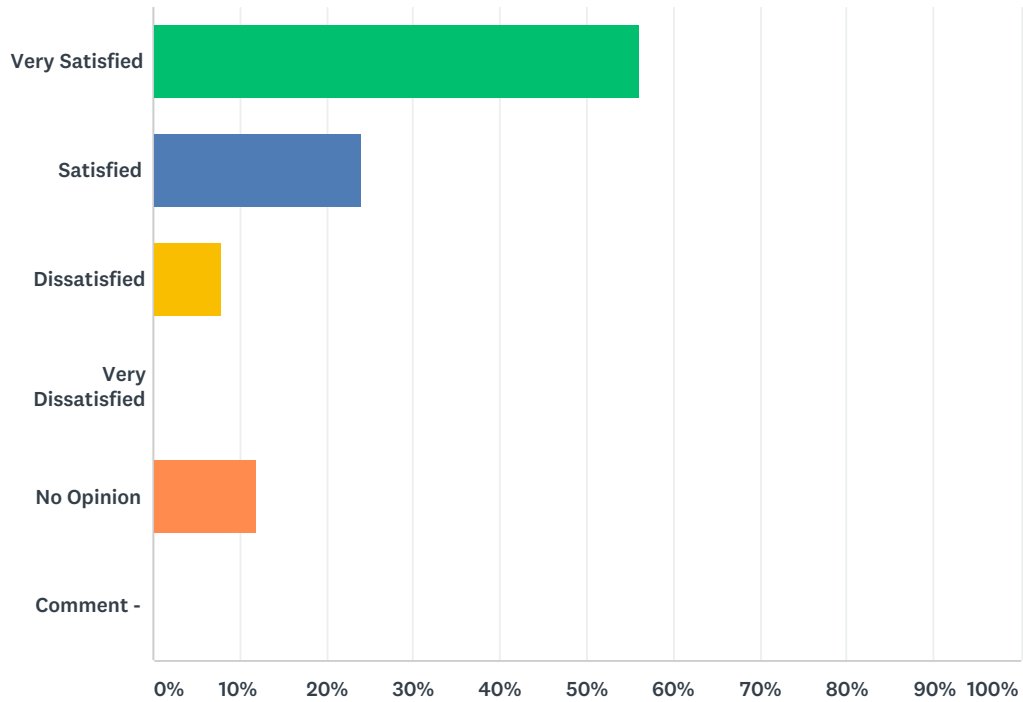


ANSWER CHOICES	RESPONSES
Very Satisfied	56.00% 14
Satisfied	20.00% 5
Dissatisfied	8.00% 2
Very Dissatisfied	8.00% 2
No Opinion	8.00% 2
Comment -	0.00% 0
TOTAL	25

#	COMMENT -	DATE
	There are no responses.	

Q15 How satisfied are you with the foster parent training opportunities you are offered?

Answered: 25 Skipped: 0

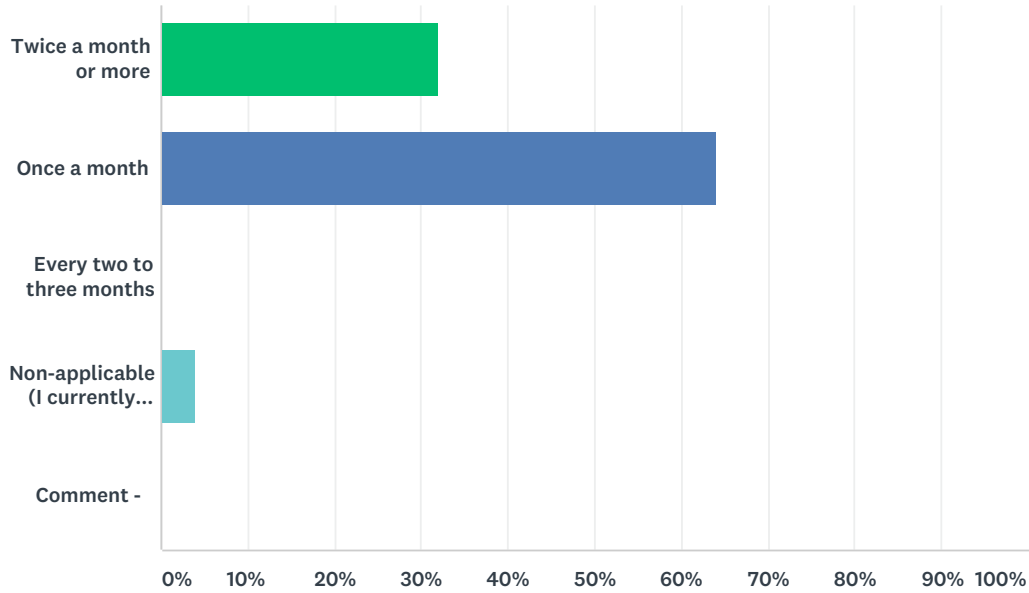


ANSWER CHOICES	RESPONSES
Very Satisfied	56.00% 14
Satisfied	24.00% 6
Dissatisfied	8.00% 2
Very Dissatisfied	0.00% 0
No Opinion	12.00% 3
Comment -	0.00% 0
TOTAL	25

#	COMMENT -	DATE
	There are no responses.	

Q16 My caseworker visits my home...

Answered: 25 Skipped: 0

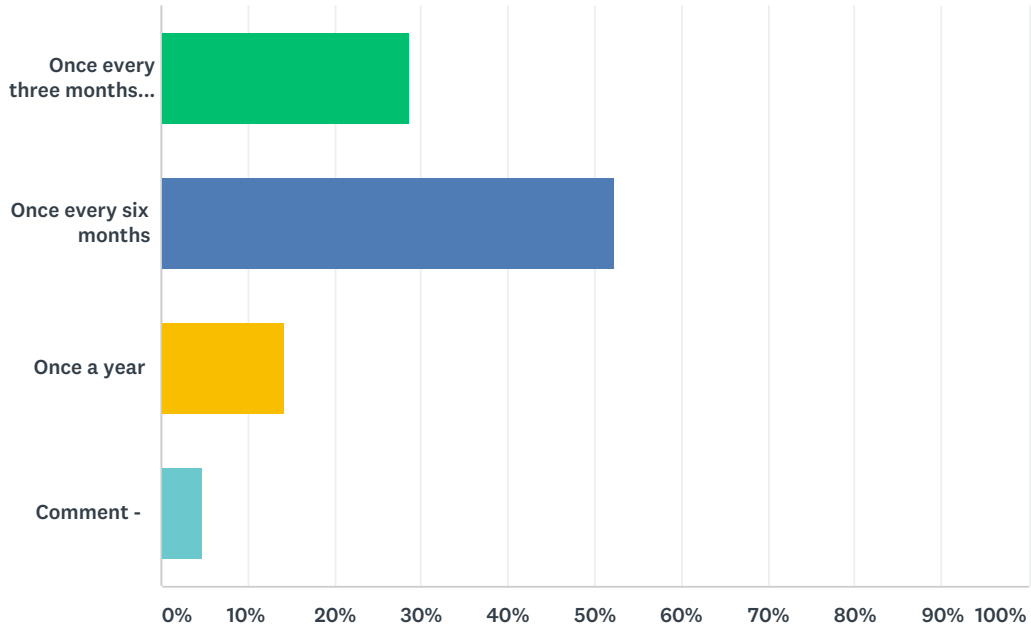


ANSWER CHOICES	RESPONSES	
Twice a month or more	32.00%	8
Once a month	64.00%	16
Every two to three months	0.00%	0
Non-applicable (I currently have no foster children in my home)	4.00%	1
Comment -	0.00%	0
TOTAL		25

#	COMMENT -	DATE
	There are no responses.	

Q17 My licensing worker visits my home...

Answered: 21 Skipped: 4

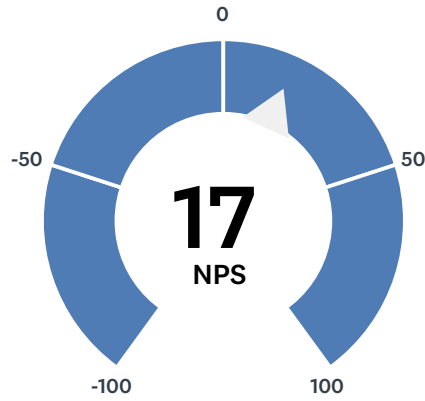


ANSWER CHOICES	RESPONSES
Once every three months or more often	28.57% 6
Once every six months	52.38% 11
Once a year	14.29% 3
Comment -	4.76% 1
TOTAL	21

#	COMMENT -	DATE
1	Not sure	12/17/2018 1:56 PM

Q18 How likely is it that you would recommend Hoyleton Ministries to a friend or colleague?

Answered: 23 Skipped: 2



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
30% 7	22% 5	48% 11	17

Foster Parent Survey

Q19 What do you like best about working with Hoyleton?

Answered: 13 Skipped: 12

#	RESPONSES	DATE
1	Nothing- leadership exhibits zero integrity, holds onto cases to insure larger budget distribution from the state, has no consideration of children- only works in Hoyleton's best interest.	12/17/2018 3:51 PM
2	They are very helpful in everything I need.	12/17/2018 3:41 PM
3	Working with children	12/17/2018 1:59 PM
4	I like the people I've met and the love they have for the kids.	12/17/2018 1:56 PM
5	The kindness of my workers. Them understanding my job outside of being a foster parent and respecting my busy schedule. The very quick turn around of travel and reimbursement.	12/17/2018 1:40 PM
6	Friendly and kindness of staff	12/17/2018 12:16 PM
7	Nice	12/17/2018 12:12 PM
8	The kids	12/17/2018 12:09 PM
9	The children that I have had a chance to meet.	12/17/2018 12:07 PM
10	Friendly and helpful staff, quick response to questions, etc.	12/17/2018 12:03 PM
11	Too new	12/17/2018 11:58 AM
12	My children	12/17/2018 11:56 AM
13	Stress free process and they believe in family reunification.	12/17/2018 10:57 AM

Foster Parent Survey

Q20 What could we do to improve our services?

Answered: 16 Skipped: 9

#	RESPONSES	DATE
1	You have a couple of caseworkers that their top quality in integrity. Find them, promote them to leadership positions. Leadership is NOT working now. The left hand doesn't know what the right hand is doing.	12/17/2018 3:51 PM
2	NA	12/17/2018 3:41 PM
3	Get licensing done in a more timely manor. Better communication.	12/17/2018 3:38 PM
4	Open communication	12/17/2018 1:59 PM
5	Just keep up the good work.	12/17/2018 1:56 PM
6	NA	12/17/2018 1:40 PM
7	N/A	12/17/2018 12:16 PM
8	Pay more money	12/17/2018 12:12 PM
9	Communication	12/17/2018 12:09 PM
10	unsure	12/17/2018 12:07 PM
11	All seems to be operating effectively to meet child's needs, putting the kids first.	12/17/2018 12:03 PM
12	Too new	12/17/2018 11:58 AM
13	The changing of staff and the way foster parents are treated.	12/17/2018 11:56 AM
14	Communication with the foster parents. Being on top of things.	12/17/2018 11:01 AM
15	Keep workers more than a year or at least a year	12/17/2018 10:59 AM
16	N/A	12/17/2018 10:57 AM

Foster Parent Survey

Q21 Comments

Answered: 3 Skipped: 22

#	RESPONSES	DATE
1	7. Lied to our face every time we inquire about our case 8. Still waiting on call backs on inquiries 9. Out of 8 caseworkers, our latest is the only one that shows professionalism 11. What frequency, Hoyleton is a black hole on distributing information 12. We're foster parents, the law doesn't allow us to be involved in decisions 13. Here take these classes and shut up 14. Our license expired in Feb. Just yesterday licensing showed up to re accomplish for 2nd time this year. 17. Maybe once every two years	12/17/2018 3:51 PM
2	16. She is very nice and professional	12/17/2018 3:41 PM
3	6. Not sure. Applied for licensing months ago. Have heard nothing. 13. NONE 15. Not offered any 17. Never met them!!!	12/17/2018 3:38 PM