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CENTER FOR SOCIAL SERVICES RESEARCH

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## The Parent Partner Fidelity and Satisfaction Survey

Revised August 8, 2006

We would like to know whether the “Parent Partner Program” at Contra Costa County helped you.

This is an **anonymous survey** (don’t sign or write your name anywhere). Your privacy will be protected (for example we will immediately destroy envelopes that contain your return address). However, we may follow up with another survey form in about six months, and you have the option of providing your mailing address below so we can send you another survey form. Your name and address information will be kept confidential in a locked file at U.C. Berkeley, separate from the completed survey form.

Also, **you are not required to complete this**. If you decide not to, this will not change your eligibility for any services in Contra Costa County.

Please return this completed form to:

**University of California, Berkeley  
School of Social Welfare  
16 Haviland Hall, #7400  
Berkeley, CA 94720  
Attn: CSSR--Parent Partner Evaluation**

**If you would like assistance** completing this form or if you would prefer a telephone interview, please call toll-free at 877-263-9012 and a researcher at U.C. Berkeley will help you.

Should you wish to talk to someone about your concerns or rights as a research subject you may contact the Office for the Protection of Human Subjects, 2150 Shattuck Avenue, Suite 313 Berkeley, CA 94704-5940, phone 510-642-7461. The email address is [subjects@berkeley.edu](mailto:subjects@berkeley.edu).

*Please complete the following if you are interested in participating in another similar survey about the Parent Partner program:*

\_\_\_\_\_  
Name

\_\_\_\_\_  
Street

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
Phone Number

Thank you very much for completing this survey!

## *The Parent Partner Fidelity and Satisfaction Survey*

<i>How much do you agree or disagree with the following statements? (Circle one answer for each statement.)</i>	<i>1 = Very strongly agree</i>	<i>2 = Mostly agree</i>	<i>3 = Neutral or no opinion</i>	<i>4 = Mostly disagree</i>	<i>5 = Very strongly disagree</i>
1. My Parent Partner and I share many of the same experiences or circumstances	1	2	3	4	5
2. My Parent Partner understands me	1	2	3	4	5
3. My Parent Partner understands my child and my family	1	2	3	4	5
4. My Parent Partner took the time to get to know me and my circumstances	1	2	3	4	5
5. My Parent Partner helped me and others focus on my strengths and those of my child and family	1	2	3	4	5
6. My Parent Partner helped me find solutions to help me keep my family together	1	2	3	4	5
7. Because of my Parent Partner I feel more in control of my life	1	2	3	4	5
8. Because of my Parent Partner I feel more in control of decisions about my child	1	2	3	4	5
9. My Parent Partner helped me organize my time	1	2	3	4	5
10. My Parent Partner helped me to change as a person	1	2	3	4	5
11. My Parent Partner helped me to accept responsibility for my decisions and my family	1	2	3	4	5
12. My Parent Partner helped me get through the system by advocating for me or giving me information	1	2	3	4	5

<i>How much do you agree or disagree with the following statements? (Circle one answer for each statement.)</i>	<i>1 = Very strongly agree</i>	<i>2 = Mostly agree</i>	<i>3 = Neutral or no opinion</i>	<i>4 = Mostly disagree</i>	<i>5 = Very strongly disagree</i>
13. My Parent Partner educated me about the child welfare and legal system basics	1	2	3	4	5
14. My Parent Partner helped me get community resources	1	2	3	4	5
15. My Parent Partner helped me find services that fit my needs and the needs of my family	1	2	3	4	5
16. My Parent Partner was respectful of my own lifestyle and environment	1	2	3	4	5
17. My Parent Partner took my cultural or ethnic background seriously	1	2	3	4	5
18. My Parent Partner responded to me in a timely fashion	1	2	3	4	5
19. My Parent Partner was available during days and times that were convenient to me	1	2	3	4	5

<i>How satisfied were you with the services? (Circle one answer for each question.)</i>	<i>1 = Very satisfied</i>	<i>2 = Satisfied</i>	<i>3 = Neutral or no opinion</i>	<i>4 = Dissatisfied</i>	<i>5 = Very dissatisfied</i>
20. Overall, how satisfied were you with the services you received?	1	2	3	4	5
21. How satisfied were you with your Parent Partner's respect for your family's beliefs and values?	1	2	3	4	5
22. How satisfied were you with your Parent Partner's understanding of your family's (cultural) traditions?	1	2	3	4	5

23. How satisfied were you with your Parent Partner's ability to find services that fit your family's culture and traditions?	1	2	3	4	5
24. How satisfied were you with your child's progress in the last six months?	1	2	3	4	5

<i>Circle one answer for the following questions.</i>	<i>1 = Always</i>	<i>2 = Usually</i>	<i>3 = Some-times</i>	<i>4 = Seldom</i>	<i>5 = Never</i>
25. How often did your Parent Partner ask for your ideas and opinions concerning your child's placement, needs or services?	1	2	3	4	5
26. How much were you involved in planning services for your child?	1	2	3	4	5
27. How much were you asked to participate in meetings where services for your child were discussed?	1	2	3	4	5
28. How much were your needs met by other professionals in the county?	1	2	3	4	5
	<i>1 = Strongly agree</i>	<i>2 = Agree</i>	<i>3 = Not sure</i>	<i>4 = Disagree</i>	<i>5 = Strongly disagree</i>
29. How much do you agree with this statement: "Parent Partner will stick with us no matter what?"	1	2	3	4	5

Overall, since you started the Parent Partner program...	<i>1 = Yes</i>	<i>2 = Somewhat</i>	<i>3 = No</i>
30. Did you get the help you needed?	1	2	3
31. Did you need more help than you got?	1	2	3
32. Has the Parent Partner program helped you with your life?	1	2	3
33. Are you satisfied with how your life is going right now?	1	2	3

34. How long have you had or did you have a Parent Partner? (Please give your best estimate in days, weeks, or months.)

35. What has been the most helpful thing for you about the Parent Partner program?

36. Is there anything that you felt would have really made things better, or would improve any of the services you and your child received from the child welfare agency?

37. Do you have needs that are not currently being met with the services you received? What sorts of services do you need that you do not currently receive?