

## Tazewell County Family Satisfaction Survey for Children's Services Act (CSA) Funded Services

Please read the following questions carefully. In an ongoing effort to improve the quality of CSA services, we ask that you take the time to complete the following by choosing the best answer for each:

**Date:**

**Name (Optional):**

**Please indicate if you are:**

Birth Parent    Foster Parent    Adoptive Parent    Other

**Age of Child:**   **Gender:**   **Race:**   **Type of Service:**   **Service Provider:**

1. Do you feel that the FAPT services provided, assisted your family in reaching or accomplishing goals you had set?

Agree  
 Disagree

**Comment:**

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2. Were the services provided successful in assisting members of your family in identifying, understanding, and using other community agencies/systems/resources according to the needs of your family?

Agree  
 Disagree

**Comment:**

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3. Did the service providers listen to the concerns and needs of your family and develop a plan with you to help resolve/meet those needs?

Agree  
 Disagree

**Comment:**

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4. Were the **service providers** successful in speaking for and representing the needs/concerns of your child(ren) and family to other professionals, community service teams, or agencies working with your family and making efforts to secure services to meet those needs?

Agree  
 Disagree

**Comment:**

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5. Has your child been able to remain in your home since the ending of CSA funded services?

- Yes
- No

**Comment:**

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6. Has your child remained enrolled/involved in an educational-school setting or vocational program/employment?

- Yes
- No

**Comment:**

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7. Overall, please rate your satisfaction with the FAPT/CSA funded services provided for your family.

- Not Helpful
- Somewhat Helpful
- Helpful
- Very Helpful

**Comment:**

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**Please provide any additional comments below:**

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**Your comments are important to us. Please return to your Case Manager, FAPT Team, or the CSA Office below:**

Margo Trigg  
**Tazewell County Children’s Services Act Coordinator**  
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