

RAMSEY COUNTY CITIZENS REVIEW PANEL SURVEY

Please **circle** the best answer to each question below, based on your own experiences with Child Protection Services. Please feel free to write in any added comments that you would like to make. Thank you for your help. We deeply appreciate your honesty and openness.

A. First Contact with Child Protection Services (CPS)

1= Not at all true 2= Partly true 3= True

- | | | | |
|---|---|---|---|
| 1. CPS got in touch with me as soon as there was a problem. | 1 | 2 | 3 |
| 2. The CPS worker explained what the problem was. | 1 | 2 | 3 |
| 3. The CPS worker was respectful in talking to me. | 1 | 2 | 3 |
| 4. The CPS worker seemed rushed and ignored my questions. | 1 | 2 | 3 |
| 5. The CPS worker did not explain what I needed to do next. | 1 | 2 | 3 |
| 6. The CPS worker seemed to care about my child's well-being. | 1 | 2 | 3 |
| 7. The CPS worker seemed to care about my well-being. | 1 | 2 | 3 |
| 8. The CPS worker listened to my side of the story. | 1 | 2 | 3 |
| 9. After the first contact, I felt my family would get the help we needed. | 1 | 2 | 3 |
| 10. After the first contact, I felt my family would be hurt by CPS. | 1 | 2 | 3 |
| 11. After the first contact, I felt the CPS worker understood me and my family. | 1 | 2 | 3 |
| 12. After the first contact, I felt CPS was butting in needlessly. | 1 | 2 | 3 |
| 13. After the first contact, I felt more hopeful about my family's situation. | 1 | 2 | 3 |
| 14. After the first contact, I felt worse than ever. | 1 | 2 | 3 |

B. 1. Which of the following describes your feelings after the Child Protection Services (CPS) worker had first contacted you?

Circle all that apply:

angry confused scared respected hopeful overwhelmed

Other feelings: _____

2. Which of the following describes your child(ren)'s feelings after the Child Protection Services (CPS) worker first contacted you?

Circle all that apply:

angry confused scared respected hopeful overwhelmed

Other feelings: _____

3. Which of the following describes the attitudes and behaviors of the Child Protection Services (CPS) worker at the first contact?

Circle all that apply:

angry confusing threatening respectful optimistic impatient

Other attitudes: _____

C. Working with Child Protection Services (CPS)

1= Not at all true 2= Partly true 3= True

- | | | | |
|--|---|---|---|
| 1. My worker told me what was happening. | 1 | 2 | 3 |
| 2. We started good, but then things got worse. | 1 | 2 | 3 |
| 3. My worker only told me about problems, not about good things I did. | 1 | 2 | 3 |
| 4. My worker always took time to answer my questions. | 1 | 2 | 3 |
| 5. My worker seemed to really care about helping my family. | 1 | 2 | 3 |

6. My worker didn't seem to really understand my family. 1 2 3

C. Working with Child Protection Services (CPS)

1= Not at all true 2= Partly true 3= True

7. Since my worker was a different race, it made it harder to work together. 1 2 3

8. My worker had a good understanding of my culture. 1 2 3

9. I always felt that things were going to get better for me and my family. 1 2 3

10. I always felt CPS was making things worse for me and my family. 1 2 3

11. My child(ren) got good help from CPS. 1 2 3

12. My worker got along good with my child(ren). 1 2 3

13. My worker didn't seem to care about my child(ren). 1 2 3

14. Working with CPS hurt my family more. 1 2 3

15. My worker showed me resources in my community I didn't know about before. 1 2 3

16. My worker kept me in the dark and I never knew what would happen next. 1 2 3

17. The plan my worker gave me was too hard; no one could do all that. 1 2 3

18. My plan was hard, but my worker made sure I could do it. 1 2 3

19. My worker made sure I understood what I had to do and helped me to do it. 1 2 3

20. If I had problems, I would call my worker again to get some help. 1 2 3

21. Overall, my family is better off because of CPS's work with us. 1 2 3

22. CPS just made everything worse; I didn't get the kind of help I wanted. 1 2 3

23. I wish my worker had listened to me more; I knew what we needed. 1 2 3

D. Please say anything else you would like to about working with the Child Protection Services (CPS) worker:

E. Please write down any suggestions you have for improving the work of Child Protection Services (CPS) in our community:

Thank you again for your help in this important project. We deeply appreciate the time you have taken and ALL your comments will be used.

Please mail your answers to: **Ramsey County Citizen Review Panel**
444 Lafayette Rd.
St. Paul, MN 55155 – 3832 (in the enclosed envelope)

OR call Skye at 651-215-1284

Revised 02/15/01