

ABSTRACT

PARENT SATISFACTION WITH CONCURRENT PLANNING SERVICES PROVIDED BY CALIFORNIA'S FRESNO COUNTY DEPARTMENT OF CHILDREN AND FAMILY SERVICES

This study examined consumer satisfaction with Concurrent Planning services provided by Fresno County's Department of Children and Family Services. Telephone surveys were conducted with 21 mothers receiving family reunification services for their children. The majority of respondents were satisfied with their workers and the agency; however, they were more satisfied with the agency than their workers, implying that it may not be *what* CWS is doing, rather *how* they are doing it. Participants provided suggestions to increase consumer satisfaction. Suggestions for workers included increasing communication and availability; improving work ethics and relationships with consumers; recognizing the dignity and worth of consumers; and decreasing the frequency of cases being transferred to different workers. Suggestions for the agency included ensuring good social work practice; taking responsibility for staff; improving service delivery; increasing communication, availability and involvement; and using precaution when placing children out-of-home. Implications for social work practice and recommendations are discussed.

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