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**Foster parent satisfaction and retention**

Ruth Maria Albarran

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FOSTER PARENT SATISFACTION AND RETENTION

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Social Work

by
Ruth Maria Albarran
Ranee Taechameena Sahachartsiri
June 2008
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ABSTRACT

A sample of 52 foster parents were surveyed to determine overall satisfaction with their foster care experience at Children’s Way Foster Family Agency in San Bernardino, California. It was hypothesized that the higher the level of foster parent satisfaction, the higher the rates of retention. A modified version of an existing instrument titled “Foster Parent Satisfaction Survey” was utilized in this study. This study proposed to explore several factors that promote foster parent satisfaction in order to preserve quality foster homes to serve the 532,000 displaced children currently in the child welfare system. Foster parent retention affects the well-being of both child welfare agencies and the children they serve.

Results indicate that foster parent satisfaction is affected by factors, which include their experiences with agency and county social workers, quality of training received, and support from agency social workers.

The results in this study may assist agencies in developing appropriate training methods for foster parents as well as agency social workers. This may help relieve the current shortage of qualified foster homes.
ACKNOWLEDGMENTS

This project was made possible through the patience and support of the following individuals. Many thanks to Dr. Tom Davis, our Macro Practice professor and research supervisor, for guiding us from the first moments when we were merely writing the rough draft of our research proposal to the completion of our final draft. We would also like to show appreciation to Amy Roongsitthichai for the many hours she spent in the computer lab assisting us through the confusing process of deciphering our data. Thank you, Tim Thelander, for allowing us to make all the corrections even after you were done formatting each chapter and being so patient with us.

A sincere thank you to Dr. Sandra Toney, of Children’s Way Foster Family Agency for providing the opportunity for us to conduct our study and her continued support. We would also like to extend our sincere gratitude to all the foster parents who took the time to participate in our study.
DEDICATION

I would like to dedicate this thesis to the people who have made it possible for me to be who I am today. I would have not come this far without the presence and patience of these people in my life.

Mom and Dad, your love and the sacrifices you made, provided motivation for me to be the best that I can be in everything that I do. As I matured and advanced throughout my career, I have learned to appreciate how you raised me and would not trade you for any other parents.

Kelly, Bobby, and Billy, you guys have always been there to provide me with reality checks. Thanks for letting me know that it is okay for your big sister to make mistakes too.

Leon Taylor III, thank you for always being there for me, especially during the weakest moments of my life. I feel lucky to have someone who believes in me despite all my flaws.

To my true friends (you know who the very few you are), thanks for putting up with me and never giving up on me. Your friendship and support allowed me to feel like I can do anything and still be loved.

-Ranee Sahachartsiri
DEDICATION

To my dad, Jorge Albarran, for all the love you gave to me and all of the lessons you have taught me. I wouldn’t be who I am today without your guidance. I love you and miss you pa!

To my mom, Rutila Albarran, for all the support and unconditional love you have given me since day one. You are my strength and who I owe this accomplishment to. I love you.

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-Ruth Maria Albarran
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CHAPTER ONE

INTRODUCTION

Problem Statement

Today, 532,000 children are in foster care being provided with services in certified foster homes day by day (Orme, Cuddebeack, Buehler, Cox, & Le Prohn, 2007). In the past few decades, there has been an alarming shortage of quality homes to accommodate this growing population. “Turnover among foster parents, reported to range from 30 to 50% in some agencies, creat[ing] ongoing demands for agency staff to recruit, train, and license additional foster parents,” (Gibbs & Wildfire, 2007). This predicament has agencies resorting to employing marginally qualified foster parents in order to sufficiently maintain certified homes available for foster children to be situated in due to the increased demand (Gibbs & Wildfire, 2007).

A primary goal of the foster care system is to provide a stable environment for children to develop and thrive, despite coming from an abusive and/or neglectful past. These children enter the child welfare system at a critical period in their developmental years; therefore,
it is imperative that their neglected needs are fulfilled. Every child deserves an equal opportunity to live a childhood filled with as many positive experiences as possible.

In order to determine what is absent from the services foster family agencies provide, it is necessary to implement an evaluation process that identifies deficits that attribute to the shortage of foster parents. Some foster family agencies currently do not have an evaluation process despite being aware of the importance of identifying factors leading to qualified foster parents’ choice to terminate their services. In implementing an evaluation process, foster parents are given another opportunity to voice their concerns with the option of anonymity.

Purpose of Study

This study proposed to explore several factors that promote foster parent satisfaction in order to preserve quality foster homes to serve the 532,000 displaced children currently in the child welfare system. Foster parent retention is the desire of foster parents to continue fostering and providing a stable level of care.
for foster children for an extended period of time. Foster parent retention affects the well-being of both child welfare agencies and the children they serve. Therefore, it is important to identify what factors promote foster parent satisfaction to assure that quality foster parents remain certified.

It was hypothesized that the higher the level of foster parent satisfaction, the more likely they will remain certified. Identifying factors which directly influence foster parent retention through a quantitative survey will help advance foster parent training and supply agencies with more competent foster parents, hence providing a more gratifying experience for the foster parent, the child, the foster care social worker, and the agency. “Though longevity is not the only goal of foster parents, preventing the unnecessary loss of qualified foster parents would significantly enhance child welfare systems’ ability to enhance the safety, permanency, and well-being for children in their care,” (Gibbs & Wildfire, 2007). By conducting our proposed study, the results provided better understanding regarding the factors that promote foster parent satisfaction to offer
an essential first step towards the achievement of qualified foster parent retention.

The aforementioned problem affects our most valued population, the children. Many child welfare personnel, child protective services, state licensing officials, foster care agencies, foster care social workers, foster parents, and foster children are concerned with this growing dilemma. There needs to be an answer to what is needed to retain appropriate homes available for foster children in need. “Knowing the predictors of satisfaction should expand an agency’s understanding of foster parents’ needs and concerns and thereby deepen its grasp of how implementation is working,” (Denby, Rindfleisch, & Bean, 1999).

Understanding factors that influence retention among foster parents in more depth is important because currently there is a scarcity of qualified foster homes opened to receive abused, neglected, and dependent children everywhere in the state. “The United States General Accounting Office report on out-of-home care and family preservation services, affirmed that the foster care system is in a crisis,” (Denby, Rindfleisch, & Bean, 1999). These innocent children need to be taken care of
in a safe and appropriate environment where they can feel free to be kids. For this to happen, there is a need for qualified foster homes with trained foster parents available. To do so, there needs to be a joint effort to enhance foster parent training to promote job satisfaction.

The findings that this proposed study generated will help foster family agencies recognize what needs to be more accentuated when training foster parents for the first time or for re-certification. Identifying what factors lead qualified foster parents to decide not to become re-certified can help the agencies improve in the areas that they seem to lack in and consequently help them retain quality foster parents. This study hoped to change the way foster care agencies and social workers view the importance of foster parents' job descriptions and notice where adequate training and support are currently absent. Foster parents offer an invaluable service to those who need it most; therefore, it is critical that agencies realize this and do what is best in their authority to accommodate foster parents' needs and demands.
Significance of the Project for Social Work Practice

This study helped to improve social work labor as it increased social workers’ awareness of the factors that are associated with foster parent retention, which might go undetected if not investigated. As social workers, part of our mission is to empower those who are underprivileged in our society. Social workers are also responsible for advocating for resources for the aforementioned population. This study intended to be used as an informative tool for foster parents, foster care social workers, and foster care agencies in order to strengthen what is already considered an invaluable resource greatly needed in our society.

The results of our study allowed for foster care agencies to consider some areas for improvement in the services they provide when recruiting foster parents for their agency. In doing so, this will increase the level of satisfaction among foster parents and therefore increase general retention rates within their agency.

Often times, increased workloads in the agency may cause the provider to overlook some deficiencies that affect the agency as a whole. This study sought to assist
in the agency’s need to conduct periodic evaluations of their effectiveness in the child welfare system. This hoped to facilitate an awareness factor and perhaps refresh the vision reflected in the agency’s mission statement.

The generalist model asserts that the evaluation process is a vital component in the social work process. It is important for foster care agencies to evaluate the effectiveness of the services they provide for the purposes of maintaining quality care to the population they serve. This study addresses the evaluation aspect of the generalist practice model in social work practice. Our study question is, “What factors specific to the agency will influence foster parent satisfaction in order to increase foster parent retention?”
CHAPTER TWO
LITERATURE REVIEW

Introduction

The following literature review will illustrate the importance of understanding foster parent satisfaction and retention in order to facilitate growth in the foster care system, which continues to be a vital resource for social service organizations in many communities. Many studies indicate that the number of foster parents unwilling to provide foster care for longer periods of time is due to child behavioral issues, exposure to communicable diseases, lack of training, and lack of support from foster care agencies (Denby, Rindfleisch, & Bean, 1999). Foster care is an inevitably important factor in the well being of children who are taken out of abusive and neglectful families. If there is sufficient knowledge of what the missing links are to foster parent satisfaction and retention, then foster care agencies can provide a more sufficient type of system that will increase retention within this beneficial resource (Denby, Rindfleisch, & Bean, 1999).
Foster Parent Satisfaction

A study on foster home closures in Alaska identified several factors that led up to the closures of said homes. These factors included inadequate agency services, feelings of deceit about the full requirements of foster parenting, discord between foster children and biological children, lack of support from other foster parents in the agency, and discord with the foster child’s biological parents (Denby, Rindfleisch, & Bean, 1999). Denby, Rindfleisch, and Bean (1999) mentioned that although there were many studies conducted on factors in relation to the continuation of foster homes, none of the studies addressed factors in relation to foster parent satisfaction and/or their intent to the continue to foster. This absence led to the development of an instrument of measurement for their study, which included sections on measuring opinions about fostering, experiences with your agency, and training experience; and stress, support and satisfaction. Out of the 539 questionnaires that were returned, there was an overall sense of foster parent satisfaction among the active foster homes.
The results indicated that satisfaction and intentions to continue fostering are critical. Some of the factors contributing to the levels of satisfaction included working relationships between agency social workers and foster parents characterized by "sharing of information, respect, and positive regard." Foster family agencies should expand their knowledge in understanding needs and concerns of foster parents.

Westmark et al. (2007) conducted an exploratory study on 28 Swedish foster parents participating in the Multidimensional Treatment Foster Care (MTFC), which is a treatment method using a manual targeting behavioral modification tactics for foster children. MTFC differs from traditional foster care in that it provides a more structured living arrangement for one foster child at a time and the purpose of the stay was to possibly reintegrate the child back to his biological family. The researchers noted that prior studies indicated that their reasons for leaving the foster care system were due to: inadequate support, inadequate training, absence of respite care, and difficulties involved in caring for children with behavioral issues without prior adequate training. Although this study was based in Sweden, the
researchers indicated that the foster care crisis is an international crisis.

MTFC consists of a foster parents' 24-hour access to a treatment manual and treatment team. The treatment team consists of a program supervisor, who works closely with the family and is on call 24-hours a day; a family therapist, who conducts family therapy between the foster child and his/her biological parents on a weekly basis; a skills trainer, who assists the foster child in developing pro-social behavior; the foster parents, who use a token system to reinforce positive behavior in the home; parent daily report (PDR) caller, who has phone contact with the foster family on a daily basis and reports progress to the program supervisor; and a youth therapist, who provides therapy, support, and advocacy to the foster child on a weekly basis. The constant access to treatment tools and 24-hour support were identified as the major factors leading to satisfaction in the foster families.

While both Dean et al. (1999), and Westmark (2007) both mentioned factors behind the reasons for foster parents exiting the foster care system, Westmark studied the effectiveness of a newer approach to foster care,
which was Multidimensional Treatment Foster Care. Dean et al. studied foster parent satisfaction in the United States, while Westmark et al. studied foster parent satisfaction in Sweden. There appears to be consistency regarding the factors affecting foster parents desire to remain in the foster care system, which generally consist of absences in the services delivered by foster family agencies.

Training

Because foster children reportedly have more behavioral issues requiring assistance beyond traditional parenting practices, there is a growing need for foster parents to have access to ongoing in-service training, which is currently limited in scope. This leaves many foster parents to find their own training materials, which are often outdated and fail to address the needs of the specific foster child in their care. Training workshops offered by some foster family agencies are beneficial; however, do not accommodate in regards to transportation, time, and childcare, especially for foster parents residing in rural areas. The researchers suggested that online web-based training would prove more
beneficial and convenient to the entire foster family as a whole (Pacifici et al., 2006).

A total of 97 foster parents from nine community colleges in California were recruited to participate in online web-based training courses. Pre-assessments and post-assessments were conducted to keep track of level of knowledge gained from the courses. The two online courses used were from the Foster Parent College series: Lying and Sexualized Behavior. Results indicated that foster parents were able to have a better understanding of specific behavioral issues and feel competent in handling the negative behaviors in their home.

As mentioned before, adequate foster parent training is “minimal or nonexistent” in preparing parents for foster parenting (Hampson et al., 1983). Training allows foster parents to become knowledgeable and more likely to continue the placement, which reduces the number of multiple placements experienced by the foster child in question. This in turn allows the foster home to remain as a licensed placement. The researchers opted to determine if foster parent training is in fact effective and compared differences between group and individualized training of the foster parents.
A study was conducted among 18 foster families in the Dallas County Department of Human Resources with a total of 29 foster parents participating. The families were divided into two groups of nine. One group received individualized in-home training while the other group received group training. The training was conducted over an 11-week period. A follow-up study was conducted six months afterwards.

Few differences were found between the effectiveness and level of knowledge gained from the two modes of training. Nonetheless, foster parents trained on an individual basis in their homes felt their training was more effective and had more positive attitudes toward the progress with the foster children in their care. After six months, the follow-up study indicated that foster parents in general, saw more long-term patterns of improvement in the target behaviors of their foster child.

Both Pacifici et al. (2006), and Hampson et al. (1983) concentrated on the issues resulting from absence of training, which causes foster parents to feel incompetent when it comes to handling behavioral issues of foster children in their care. While Pacifici et al.
focused on providing convenient access to training for foster parents via programs on the internet, Hampson et al. focused on comparisons between foster parents receiving training as a group or individualized training in their homes. Both groups of researchers strived to inform other researchers and foster family agencies of the importance of providing adequate training that will meet the specific needs of foster parents in an effort to increase their level of retention in the foster care system.

Retention

Because foster care continues to be a valuable resource in the child welfare system, it is important to note the reasons behind foster parents' intent to cease or continue to foster. It is mandatory for foster care agencies to continuously recruit new foster parents to upkeep their demands for placement of foster children due to the high turnover rates. There is an assumption that experienced foster parents are more competent to accommodate the needs of their foster children. Some characteristics and experiences identified as factors that affect foster parents' intent to cease or continue
fostering include lower levels of satisfaction, low levels of financial support, and dissatisfaction with training received. Additionally,

Interactions with the child welfare agency are the most commonly cited factors affecting foster parents' decision to cease foster parenting. These include unsatisfactory interactions with workers, agency insensitivity, and lack of services...caseworkers did not communicate expectations clearly and treated foster parents in a condescending manner.... (Gibbs & Wildfire, 2007).

Gibbs and Wildfire (2007) conducted a longitudinal analysis on length of service from child welfare databases in Oregon, Oklahoma, and New Mexico. The median lengths of service across the three states ranged between 8 months to 14 months. In Oklahoma, only 72 percent of foster parents provided care exceeding six months. The other two states showed less length of service. Many of the foster children were at risk for disrupted care due to foster parents exiting the terms of service (Gibbs & Wildfire, 2007).

Many studies have been conducted on reasons behind why foster parents exit the foster care system; however,
very few studies focus on the reasons behind why other foster parents choose to stay. A study was conducted among 210 randomly selected long-term foster homes in the Orange County Social Services Agency in California. The researchers intended to provide a more positive perspective of the foster care system instead of focusing on the negative aspects, which cause foster parents to exit the system (Silverstrini & Volz, 1995).

Significant relationships were found between foster parent satisfaction and financial reimbursement, how placement vacancies were handled by the foster care agency, problem-solving techniques pertaining to placement issues, how licensing complaints were handled, and social worker and foster parent communication.

The majority of foster family studies focus on foster parents that have exited the foster care system. There are few studies that focus on retention of currently active foster families in the system and what would contribute to their continued terms of service. The researcher in this study sought to identify the difference in terms of characteristics between foster families who foster for over two years and those who exit
the system before those who foster for less than two years (Ramirez, 2003).

Ramirez (2003) examined 33 case files of foster families who had been in the foster care system for over two years and 66 families who exited the system after fostering for less than two years. An analysis was conducted on factors such as The foster family’s personal income, age, marital children, available space for foster children, initial reasons for wanting to foster, foster mother’s age, foster father’s age, number of hours of pre-certification training, and size of their families of origin (2003). Significant factors affecting foster parent retention were found to include: age of foster mother, how long the foster parents were married, number of biological children, and how long they stayed at their residence. Foster mothers who were older in age tended to foster for more than two years. Foster parents who stayed married longer (approximately 19 years) tended to foster for a longer period. Foster families with 2-3 biological children staying at home report greater satisfaction with their foster care experience. Lastly, foster families who have stayed at a residence for approximately 11 years tend to continue actively fostering.
Both Ramirez (2003), and Gibbs and Wildfire (2007) conducted analyses studying foster parent databases or case files. Neither one of the studies involved directly interviewing or surveying of the foster families. Silverstrini and Volz (1995), and Ramirez (2003) focused on the positive aspects of foster care, which is foster parent retention. More focus was placed on the factors surrounding reasons why foster parents choose to stay in the system instead of why they choose to exit the system.

Mental Health

Mental health services are a recognized need for children in foster care placements as most of their family backgrounds consist of neglect and abuse. This component is fundamental in the welfare of foster children; however, it is often times overlooked regardless of its importance. Foster parents usually depend on the guidance of their county social worker (CSW) and/or foster care social worker (FCSW) and on services that are available when caring for a child with mental health needs.

Various studies have been conducted regarding the mental health needs of children in foster care and the
need for such services to be readily available to benefit the child in question. Additionally, foster parents working for therapeutic foster care agencies are expected to know how to manage children with mental health issues; however, research indicates that a great deal of dissatisfaction is related to feelings of doubt as foster parents feel that they are not appropriately trained on the in’s and out’s of mental health welfare.

National studies indicate children in foster care utilize only a small portion of public mental health services even though they have a high level of need. Raghavan et al., (2007) conducted a nationwide study among social service agencies to determine the reason behind the absence of mental health services among foster children. Despite their level of need, only a quarter of the children in the foster care system are receiving services at a given time. It is vital that there is a focus on the role of financial, organizational, and administrative procedures in promoting access to mental health services for foster children.

The researchers explained that the barriers impeding access to services are not due to the wide range of emotional problems foster children exhibit, but are due
to their inconsistent living arrangements, absence of medical history upon entering the system, and clinicians being unable to differentiate between adaptive behavioral issues and emerging psychopathology. The researchers recommend mental health screenings upon placement as well as comprehensive mental health assessment within a month of entering the foster care system and more collaboration between mental health and child welfare agencies. The abovementioned suggestions are those that should be set into legitimate policy. Foster children, like any children, should have the right to the medical treatment and mental health services they need.

The Surgeon General Report on Mental Health (1999) mentions the benefits of implementing therapeutic foster care (TFC), which "is considered the least restrictive form of out-of-home therapeutic placement for children with severe emotional disorders." Children with mental health issues are treated with a combination of family-based care with specialized treatment interventions, which in turn creates a favorable therapeutic environment in the framework of a "nurturant family home".
Many TFC programs are conjointly funded by child welfare and mental health agencies directly responsible for the training and supervision of the foster parents. These parents are granted higher stipends and receive more specialized training than traditional foster parents. The parents are supervised by case managers with much smaller caseloads and each parent usually fosters only one child at a time. The benefits of TFC programs include being less expensive than other residential treatment programs, lower reinstitutionalization rates, and more progress in terms of behavioral improvements.

A study conducted by Ellermann (2007) focuses on foster children’s mental health, the children’s need for coping strategies, problems encountered with the foster care system, transitions between foster homes, and the need for medical homes. The author notes that significant mental health problems are common among young foster children entering adolescence. Surprisingly, “80% of the children entering foster care have some form of educational, developmental, emotional, physical, or mental health problem”.

A qualitative study was conducted on a sample of foster youth, foster parents, and professionals
associated with foster children. The study reports that foster children feel as though more training is needed for both foster parents and children to deal with situations that arise such as multiple home-to-home moves. Such training is usually conducted by the foster care agency to assist their foster parents in coping with issues that arise in the home. It is imperative to note the suggestions that foster youth contribute during such studies as they are the ones who live through these experiences and know what factors are absent during their stay in a foster home.

Theory Guiding Conceptualization

After looking into research pertaining to issues surrounding foster families and how foster parent satisfaction could increase level of retention, the ecological perspective is considered as the theory guiding conceptualization of this study. The ecological perspective focuses on the interactions between the person and the environment in which they are a part of. Therefore, this perspective notes that the social focus is on improving the relationship between the person and his/her environment, through allowing the person to
utilize his/her "adaptation potential and environmental qualities" (Ramirez, 2003).

Kirst-Ashman and Hull (2006) note that "persons are dependent on effective interactions with [the] environment in order to survive and thrive". The environment includes all the individuals, groups, organizations, and systems in which people come into contact with. Keeping this concept in mind, foster parents depend on smooth interactions with foster care agencies for helpful training and support to deliver high quality parenting to the children in their care.

Without these important interactions, foster parents become dissatisfied with their foster parenting experience due to feelings of inadequacy, which usually results in their tendency to cease foster parenting. "Social work practice then is directed at improving the interactions among the person and the various systems"; therefore, to retain qualified foster parents for an extended period of time, foster care agencies need to work in accordance with their certified families and foster care social workers to provide a supportive environment and various training opportunities.
CHAPTER THREE

METHODS

Introduction

This chapter will focus on the study design that was used during this research study, the sample from which the research data was obtained, and instruments that was used in our data collection procedure.

Study Design

This research study proposed to explore the factors associated with foster parent satisfaction in an effort to increase the level of retention among qualified foster parents, which continues to be a necessity in the current foster care system. It was hypothesized that the higher the level of foster parent satisfaction, the higher the rates of retention. In addition, this study considered the absence of adequate foster parent training and foster agency support, which leads foster parents to feel less competent in handling the various behavioral issues prominent among children in foster care.

This study used a quantitative design that surveyed both foster caregivers in the foster home. The independent variables in this study are agency support
and certified training. The dependent variables are foster parent satisfaction and retention.

Some limitations to this study included the fact that foster parents who participated in the study were all from one local agency and may only be drawing from their experiences at this particular agency. Although the question of generalization arose, the researchers deemed that the trends that result from the data collected will be able to be generalized to the entire foster care system. Other limitations that occurred during the research process will be addressed at a later time (Grinell, 2005). Our study question was “What factors specific to the agency will influence foster parent satisfaction in order to increase foster parent retention?”

Sampling

This study utilized a convenience sample of certified foster parents associated with Children’s Way Foster Family Agency (CWFFA). CWFFA is a private, non-profit social service organization in San Bernardino, California. The qualifications for participation in this study included being certified by the agency for a period
of at least three months and having at least one foster child currently placed in their home.

A total of approximately 60 foster parents were included in the study. This included foster mothers, fathers, and adult biological children who contribute to the care of the foster child(ren). Currently, CWFFA has a total of 35 foster families. There were 3 more foster families pending certification at the time of study with the agency.

Data Collection and Instruments

A modified version of an existing instrument titled “Foster Parent Satisfaction Survey” was utilized in this study. Thirty questions not including demographics was extracted from the aforementioned survey. Responses to the survey questions varied from filling in blanks to making marks on a scale (See Appendix A).

Permission to conduct the study was granted to the researchers from the administrator of CWFFA, Dr. Sandra Toney (See Appendix B).

Procedures

The study was announced to all foster homes associated with CWFFA indicating a specific time and date
the surveys will be distributed, which was during a monthly in-service training workshop at the agency. Both researchers were present during the distribution and collection of the surveys. The agency provided a roster of all foster parents including contact information and language preference. The roster provided the researchers with a method of keeping record of which foster parent participated in the study.

The researchers provided an incentive upon completion of each survey. For participants who were unable to attend the in-service training workshop, arrangements were made for the surveys to be completed at a more convenient time.

Protection of Human Subjects

Each packet distributed to the foster caregivers included: A letter of informed consent (See Appendix C), The Foster Parent Satisfaction Survey (See Appendix A), and a Debriefing Statement (See Appendix D). Each packet was distributed during the in-service training workshop at the agency.

The letter of informed consent ensured that the participants were aware of their voluntary participation,
which allowed the option of withdrawing consent at any time during the survey and assured them of their anonymity. In addition, the informed consent also provided an overview of the area of study, approximate length of time to complete the survey, and contact information of the research supervisor should any questions or concerns arise after the study.

Additionally, a debriefing statement reiterated the purpose of the study and provided contact information to the research project supervisor. There was also mention of the availability of the study results at the agency. Participants were encouraged to detach the debriefing statement for safe recordkeeping.

Data Analysis

This study used a quantitative analysis to describe the foster parent population participating in the study. The first part of the survey sought to obtain information about the foster parents participating in the study. The section included items such as when the foster home was first certified and how many children they have cared for since they were first certified.
The demographic information was presented in the form of frequencies and percentages. A bivariate Pearson correlation analysis was used to distinguish factors between foster parents who are satisfied with their fostering experience and choose to continue to remain certified for a prolonged period of time and foster parents who are dissatisfied and choose to cease fostering. An independent t-test was conducted to determine the significance of each correlation between the independent and dependent variables. Frequency distributions were also conducted to determine where foster parent satisfaction and retention range among foster parents who receive various amounts of training and support.

Summary

The purpose of this chapter was to provide a detailed overview of the study design, sample population, data collection and instrument used in the study. Additionally, the process of providing informed consent and debriefing information was discussed to ensure anonymity and provide the right to voluntary participation and withdrawal of consent.
CHAPTER FOUR
RESULTS

Introduction

This chapter will present the research findings of the study. The following tables and their content represent the quantitative outcomes of this study. These quantitative outcomes are further delineated, interpreted, and discussed at length in chapter five. The following quantitative outcomes were guided by the fundamental questions of this study: What factors specific to the agency will influence foster parent satisfaction in order to increase foster parent retention? This study was comprised of 52 participants from Children’s Way Foster Family Agency in San Bernardino, California. To conclude this chapter, a summary of the results will be provided.

Foster Family Demographics

Fifty-two foster parents participated in this study. Of the fifty-two completed surveys, 17 participants were male (32.7%) and 35 participants were female (67.3%). Table 1 shows the frequencies for variable Gender.
Table 1. Frequency Table for Gender

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid Male</td>
<td>17</td>
<td>32.7</td>
<td>32.7</td>
<td>32.7</td>
</tr>
<tr>
<td>Female</td>
<td>35</td>
<td>67.3</td>
<td>67.3</td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>52</td>
<td>100.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Out of the fifty-two foster parents, 19 participants were African-American (36.5%), 5 participants were Caucasian (9.6%), and 27 participants were Latino/Hispanic (51.9%). One participant opted not to disclose his/her race (1.9%). Table 2 shows the frequencies for variable Race.

Table 2. Frequency Table for Race

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid African American</td>
<td>19</td>
<td>36.5</td>
<td>37.3</td>
<td>37.3</td>
</tr>
<tr>
<td>Caucasian</td>
<td>5</td>
<td>9.6</td>
<td>9.8</td>
<td>47.1</td>
</tr>
<tr>
<td>Latino/Hispanic</td>
<td>27</td>
<td>51.9</td>
<td>52.9</td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>51</td>
<td>98.1</td>
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<tr>
<td>Missing System</td>
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<td>1.9</td>
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<td></td>
</tr>
<tr>
<td>Total</td>
<td>52</td>
<td>100.0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Out of the fifty-two foster parents, 8 participants were single (15.4%), 37 participants were married.
(71.2%), 3 participants were separated (5.8%), 2 participants were divorced (3.8%), and 2 participants were co-habitating (3.8%). Table 3 shows the frequencies for variable Marital Status.

Table 3. Frequency Table for Marital Status

<table>
<thead>
<tr>
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<th>Frequency</th>
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<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid Single</td>
<td>8</td>
<td>15.4</td>
<td>15.4</td>
<td>15.4</td>
</tr>
<tr>
<td>Married</td>
<td>37</td>
<td>71.2</td>
<td>71.2</td>
<td>86.5</td>
</tr>
<tr>
<td>Separated</td>
<td>3</td>
<td>5.8</td>
<td>5.8</td>
<td>92.3</td>
</tr>
<tr>
<td>Divorced</td>
<td>2</td>
<td>3.8</td>
<td>3.8</td>
<td>96.2</td>
</tr>
<tr>
<td>Co-habitating</td>
<td>2</td>
<td>3.8</td>
<td>3.8</td>
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<tr>
<td>Total</td>
<td>52</td>
<td>100.0</td>
<td>100.0</td>
<td></td>
</tr>
</tbody>
</table>

Out of the fifty-two participants, 5 participants stated that neither foster parent had other jobs other than fostering (9.5%), 11 participants stated that only the foster mother had another job other than fostering (21.2%), 25 participants stated that only the foster father had another job other than fostering (48.1%), and 11 participants stated that both foster parents had other jobs other than fostering (21.2%). Table 4 shows the frequencies variable for Paid Work.
Table 4. Frequency Table for Paid Work

<table>
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<th>Cumulative Percent</th>
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</thead>
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<td>9.6</td>
<td>9.6</td>
<td>9.6</td>
</tr>
<tr>
<td>Foster mother</td>
<td>11</td>
<td>21.2</td>
<td>21.2</td>
<td>30.8</td>
</tr>
<tr>
<td>Foster father</td>
<td>25</td>
<td>48.1</td>
<td>48.1</td>
<td>78.8</td>
</tr>
<tr>
<td>Both foster parents</td>
<td>11</td>
<td>21.2</td>
<td>21.2</td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>52</td>
<td>100.0</td>
<td>100.0</td>
<td></td>
</tr>
</tbody>
</table>

Out of the fifty-two participants, 5 stated that they had 0 average monthly phone contacts with their agency social worker (9.6%), 8 stated that they had 1 average monthly phone contact with their agency social worker (15.4%), 10 stated that they had 2 average monthly phone contacts with their agency social worker (10.2%), 6 stated that they had 3 average monthly phone contacts with their agency social worker (11.5%), 4 stated that they had 4 average monthly phone contacts with their agency social worker (7.7%), 2 stated that they had 5 average monthly phone contacts with their agency social worker (3.8%), 1 stated that they had 6 average monthly phone contacts with their agency social worker (1.9%), 2 stated that they had 8 average monthly phone contacts with their agency social worker (3.8%), 2 stated that
they had 10 average monthly phone contacts with their agency social worker (3.8%), 1 stated that they had 25 average monthly phone contacts with their agency social worker (1.9%), 1 stated that they had 30 average monthly phone contacts with their agency social worker (1.9%), 10 participants declined to answer the question (19.2%).

Table 5 shows the frequencies for variable Average Monthly Agency Contact by Phone.

Table 5. Frequency Table for Average Monthly Agency Contact by Phone

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Percent</td>
<td></td>
</tr>
<tr>
<td>Valid</td>
<td>.00</td>
<td>5</td>
<td>9.6</td>
<td>11.9</td>
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<td></td>
<td>1.00</td>
<td>8</td>
<td>15.4</td>
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<td>19.2</td>
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</tr>
<tr>
<td></td>
<td>Total</td>
<td>52</td>
<td>100.0</td>
<td></td>
</tr>
</tbody>
</table>
Out of the fifty-two participants, 4 stated that they had 0 average monthly face-to-face contacts with their agency social worker (7.7%), 9 stated that they had 1 average monthly face-to-face contact with their agency social worker (17.3%), 11 stated that they had 2 average monthly face-to-face contacts with their agency social worker (21.2%), 8 stated that they had 3 average monthly face-to-face contacts with their agency social worker (15.4%), 8 stated that they had 4 average monthly face-to-face contacts with their agency social worker (15.4%), 1 stated that they had 5 average monthly face-to-face contacts with their agency social worker (1.9%), 1 stated that they had 8 average monthly face-to-face contacts with their agency social worker (1.9%), 1 stated that they had 10 average monthly face-to-face contacts with their agency social worker (1.9%), 9 participants declined to answer the question (17.3%). Table 6 shows the frequencies for variable Average Monthly Agency Social Worker Face to Face Contacts.
Table 6. Frequency Table for Average Monthly Agency Social Worker Face to Face Contacts

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
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<tr>
<td>0.00</td>
<td>4</td>
<td>9.3</td>
</tr>
<tr>
<td>1.00</td>
<td>9</td>
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<td>15.4</td>
</tr>
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<td>5.00</td>
<td>1</td>
<td>1.9</td>
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<tr>
<td>8.00</td>
<td>1</td>
<td>1.9</td>
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<tr>
<td>10.00</td>
<td>1</td>
<td>1.9</td>
</tr>
<tr>
<td>Total</td>
<td>43</td>
<td>82.7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing</td>
<td>9</td>
<td>17.3</td>
</tr>
<tr>
<td>Total</td>
<td>52</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Out of the fifty-two participants, 6 stated that they had 0 average monthly phone contacts with their county social worker (11.5%), 13 stated that they had 1 average monthly phone contact with their county social worker (25.0%), 8 stated that they had 2 average monthly phone contacts with their county social worker (15.4%), 9 stated that they had 3 average monthly phone contacts with their county social worker (17.3%), 1 stated that they had 4 average monthly phone contacts with their county social worker (1.9%), 2 stated that they had 5 average monthly phone contacts with their county social
worker (3.8%), 1 stated that they had 7 average monthly phone contacts with their county social worker (1.9%), 12 participants declined to answer the question (23.1%). Table 7 shows the frequencies for variable Average Monthly County Contact by Phone.

Table 7. Frequency Table for Average Monthly County Contact by Phone

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>6</td>
<td>11.5</td>
<td>15.0</td>
<td>15.0</td>
</tr>
<tr>
<td>1.00</td>
<td>13</td>
<td>25.0</td>
<td>32.5</td>
<td>47.5</td>
</tr>
<tr>
<td>2.00</td>
<td>8</td>
<td>15.4</td>
<td>20.0</td>
<td>67.5</td>
</tr>
<tr>
<td>3.00</td>
<td>9</td>
<td>17.3</td>
<td>22.5</td>
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<td>4.00</td>
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<td>1.9</td>
<td>2.5</td>
<td>92.5</td>
</tr>
<tr>
<td>5.00</td>
<td>2</td>
<td>3.8</td>
<td>5.0</td>
<td>97.5</td>
</tr>
<tr>
<td>7.00</td>
<td>1</td>
<td>1.9</td>
<td>2.5</td>
<td>100.0</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
<td>76.9</td>
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<td></td>
</tr>
</tbody>
</table>

Out of the fifty-two participants, 7 stated that they had 0 average monthly face-to-face contacts with their county social worker (13.5%), 26 stated that they had 1 average monthly face-to-face contact with their county social worker (50.0%), 5 stated that they had 2 average monthly face-to-face contacts with their county social worker (9.6%).
social worker (9.6%), 2 stated that they had 3 average monthly face-to-face contacts with their county social worker (3.8%), 1 stated that they had 5 average monthly face-to-face contacts with their county social worker (1.9%), 11 participates declined to answer the question (21.2%). Table 8 shows the frequencies for variable Average Monthly County Social Worker Face to Face Contacts.

Table 8. Frequency Table for Average Monthly County Social Worker Face to Face Contacts

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid</td>
<td>.00</td>
<td>7</td>
<td>13.5</td>
<td>17.1</td>
</tr>
<tr>
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<td>1.00</td>
<td>26</td>
<td>50.0</td>
<td>63.4</td>
</tr>
<tr>
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<td>2.00</td>
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<td>9.6</td>
<td>12.2</td>
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<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>52</td>
<td>100.0</td>
<td></td>
</tr>
</tbody>
</table>

Out of the fifty-two participants, 4 reported to have fostered 1 child since first certified (7.7%), 2 reported to have fostered 2 children since first certified (3.8%), 2 reported to have fostered 3 children
since first certified (3.8%), 2 reported to have fostered 4 children since first certified (3.8%), 4 reported to have fostered 5 children since first certified (7.7%), 6 reported to have fostered 6 children since first certified (11.5%), 2 reported to have fostered 7 children since first certified (3.8%), 2 reported to have fostered 9 children since first certified (3.8%), 3 reported to have fostered 10 children since first certified (5.8%), 1 reported to have fostered 11 children since first certified (1.9%), 2 reported to have fostered 12 children since first certified (3.8%), 1 reported to have fostered 13 children since first certified (1.9%), 3 reported to have fostered 14 children since first certified (5.8%), 2 reported to have fostered 15 children since first certified (3.8%), 1 reported to have fostered 16 children since first certified (1.9%), 1 reported to have fostered 17 children since first certified (1.9%), 1 reported to have fostered 18 children since first certified (1.9%), 2 reported to have fostered 19 children since first certified (3.8%), 1 reported to have fostered 21 children since first certified (1.9), 1 reported to have fostered 30 children since first certified (1.9%), 1 reported to have fostered 33 children since first certified (1.9%), 3
reported to have fostered 40 children since first certified (5.8%), 1 reported to have fostered 41 children since first certified (1.9%), 2 reported to have fostered 50 children since first certified (3.8%), 1 reported to have fostered 100 children since first certified (1.9%), 1 participant declined to answer the question (1.9%). Table 9 shows the frequencies for variable Number of Children Fostered since Certification.

The relationship between foster parent satisfaction and the willingness to provide foster care without reimbursement (as measured by the Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a positive correlation between the two variables \( r = .32, p < .05 \). Table 10 shows the correlations between parents' satisfaction with foster care and the willingness to continue to foster without reimbursement.
Table 9. Frequency Table for Number of Children Fostered Since Certification

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Frequency</th>
<th>Percent</th>
<th>Valid Percent</th>
<th>Cumulative Percent</th>
</tr>
</thead>
<tbody>
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<td>7.7</td>
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<td>System</td>
<td>1</td>
<td>1.9</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>52</td>
<td>100.0</td>
<td></td>
</tr>
</tbody>
</table>
Table 10. Willingness to Continue Fostering without Reimbursement

<table>
<thead>
<tr>
<th></th>
<th>satisfaction with foster care</th>
<th>without reimbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>satisfaction with foster care</td>
<td>Pearson Correlation</td>
<td>1.000</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.328*</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51.000</td>
</tr>
<tr>
<td>Willingness to continue fostering without reimbursement</td>
<td>Pearson Correlation</td>
<td>.328*</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.020</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>50</td>
</tr>
</tbody>
</table>

*Correlation is significant at the 0.05 level (2-tailed).

The relationship between foster parent satisfaction and how competent the foster parents feel in handling the type(s) of children in their home (as measured by the Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a positive correlation between the two variables \([r = .30, n = 51, p < .05]\). Table 11 shows the correlation between parents’
satisfaction with foster care and how competent they feel in handling the foster children assigned to them.

Table 11. Level of Competence in Handling Foster Children

<table>
<thead>
<tr>
<th>Correlations</th>
<th>satisfaction with foster care</th>
<th>competent</th>
</tr>
</thead>
<tbody>
<tr>
<td>satisfaction with foster care</td>
<td>Pearson Correlation 1.000</td>
<td>.301*</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.032</td>
</tr>
<tr>
<td>N</td>
<td>51.000</td>
<td>51</td>
</tr>
<tr>
<td>Level of competence in handling foster children</td>
<td>Pearson Correlation .301*</td>
<td>1.000</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.032</td>
</tr>
<tr>
<td>N</td>
<td>51</td>
<td>51.000</td>
</tr>
</tbody>
</table>

*. Correlation is significant at the 0.05 level (2-tailed).

The relationship between foster parent satisfaction and reinforcement of knowledge and skills learned in foster parent training by agency social worker (as measured by the Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a negative correlation between the two variables \( r = .39, n = 51, \)
p < .01]. Table 12 shows the relationship between parents' satisfaction with foster care and whether or not the skills they learned during training is reinforced by the agency social worker.

Table 12. Skills Reinforced by Agency Social Worker

<table>
<thead>
<tr>
<th>Correlations</th>
<th>satisfaction with foster care</th>
<th>reinforced by agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>satisfaction with foster care</td>
<td>Pearson Correlation</td>
<td>1.000</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51.000</td>
</tr>
<tr>
<td>Skills reinforced by agency social worker</td>
<td>Pearson Correlation</td>
<td>.390**</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).

The relationship between foster parent satisfaction and if foster parent training was provided based upon real training needs (as measured by the Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and
homoscedasticity. There was a positive correlation between the two variables \[ r = .62, n = 51, p < .01 \].

Table 13 shows the relationship between parents' satisfaction with foster care and whether or not training was provided based on foster parent training needs.

Table 13. Training Provided Based on Training Needs

<table>
<thead>
<tr>
<th></th>
<th>satisfaction with foster care</th>
<th>training needs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pearson Correlation</td>
<td>1.000</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51.000</td>
</tr>
<tr>
<td>satisfaction with foster care</td>
<td>Pearson Correlation</td>
<td>.624**</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).

The relationship between foster parent satisfaction and training received during orientation in anticipation of difficulties later experienced as a foster parent (as measured by the Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to
ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a positive correlation between the two variables \([r = .45, n = 51, p < .01]\). Table 14 shows the relationship between parents' satisfaction with foster care and training received during orientation in anticipation of difficulties later experienced as a foster parent.

Table 14. Training Received During Orientation

<table>
<thead>
<tr>
<th>Correlations</th>
<th>satisfaction with foster care</th>
<th>Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Correlation</td>
<td>1.000</td>
<td>.446**</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.001</td>
</tr>
<tr>
<td>N</td>
<td>51.000</td>
<td>51</td>
</tr>
<tr>
<td>Training received during orientation</td>
<td>Pearson Correlation</td>
<td>1.000</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.001</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>51</td>
<td>51.000</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).

The relationship between foster parent satisfaction and usefulness of training received (as measured by the Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient.
Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a positive correlation between the two variables \( r = .27, n = 51, p < .05 \).

Table 15 shows the relationship between parents' satisfaction with foster care and the usefulness of training received.

Table 15. Usefulness of Training Received

<table>
<thead>
<tr>
<th></th>
<th>satisfaction with foster care</th>
<th>usefulness of training received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pearson Correlation</td>
<td>1.000</td>
<td>.278*</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.048</td>
<td>.048</td>
</tr>
<tr>
<td>N</td>
<td>51.000</td>
<td>51</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).

The relationship between foster parent satisfaction and how warm and friendly the agency social worker is towards foster parent when distressed/concerned (as measured by the Foster Parent Satisfaction Survey) was
investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a positive correlation between the two variables \( r = .31, n = 51, p < .05 \). Table 16 shows the relationship between parents' satisfaction with foster care and the warmth and friendliness of the agency social worker.

Table 16. Warmth and Friendliness of Agency Social Worker

<table>
<thead>
<tr>
<th></th>
<th>satisfaction with foster care</th>
<th>warm and friendly</th>
</tr>
</thead>
<tbody>
<tr>
<td>satisfaction with foster care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pearson Correlation</td>
<td>1.000</td>
<td>.311*</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td></td>
<td>.026</td>
</tr>
<tr>
<td>N</td>
<td>51.000</td>
<td>51</td>
</tr>
<tr>
<td>warmth and friendliness of agency social worker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pearson Correlation</td>
<td>.311*</td>
<td>1.000</td>
</tr>
<tr>
<td>Sig. (2-tailed)</td>
<td>.026</td>
<td></td>
</tr>
<tr>
<td>N</td>
<td>51</td>
<td>51.000</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).

The relationship between foster parent satisfaction and how often the agency social worker helps the foster parent complete a difficult task (as measured by the
Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a moderate, positive correlation between the two variables \( r = .43, \) \( n = 51, \) \( p < .01 \). Table 17 shows the relationship between parents' satisfaction with foster care and how often the agency social worker helps the foster parent complete a difficult task.

Table 17. How often Agency Social Worker Helps with Difficult Task

<table>
<thead>
<tr>
<th></th>
<th>satisfaction with foster care</th>
<th>help with task</th>
</tr>
</thead>
<tbody>
<tr>
<td>satisfaction with foster care</td>
<td>Pearson Correlation</td>
<td>1.000</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.439**</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51.000</td>
</tr>
<tr>
<td></td>
<td>**. Correlation is significant at the 0.01 level (2-tailed).</td>
<td></td>
</tr>
<tr>
<td>How often agency social worker helps with difficult task</td>
<td>Pearson Correlation</td>
<td>.439**</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.001</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51</td>
</tr>
<tr>
<td></td>
<td>**. Correlation is significant at the 0.01 level (2-tailed).</td>
<td>51.000</td>
</tr>
</tbody>
</table>
The relationship between foster parent satisfaction and the willingness of foster parents to remain certified for at least one year from now (as measured by the Foster Parent Satisfaction Survey) was investigated using Pearson product-moment correlation coefficient. Preliminary analyses were performed to ensure no violation of the assumptions of normality, linearity, and homoscedasticity. There was a strong, positive correlation between the two variables [$r = .71$, $n = 50$, $p < .01$]. Table 18 shows the relationship between parents' satisfaction with foster care and the willingness to remain certified at least one year from now.

Table 18. Parents' Willingness to Remain Certified

<table>
<thead>
<tr>
<th>Correlations</th>
<th>satisfaction with foster care</th>
<th>remain certified</th>
</tr>
</thead>
<tbody>
<tr>
<td>satisfaction with foster care</td>
<td>Pearson Correlation</td>
<td>1.000</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>51.000</td>
</tr>
<tr>
<td>Parents' willingness to remain certified</td>
<td>Pearson Correlation</td>
<td>.716**</td>
</tr>
<tr>
<td></td>
<td>Sig. (2-tailed)</td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>N</td>
<td>50</td>
</tr>
</tbody>
</table>

**. Correlation is significant at the 0.01 level (2-tailed).
Summary

This chapter illustrated the foster family demographics and significant results that were collected during our study. None of the foster family demographic information significantly correlated with foster parents’ overall satisfaction or their intent to continue fostering. A bivariate Pearson r correlation analysis was conducted with foster parents’ satisfaction and intent to continue fostering (Pallant, 2001).
CHAPTER FIVE

DISCUSSION

Introduction

This chapter will discuss the results presented in Chapter Four. A discussion of the limitations of this study will be included in addition to recommendations for social work practice, policy, and research.

Discussion

One of the most significant findings in this study was that foster parents' willingness to remain certified was positively related to their level of satisfaction with their foster parenting. This suggests that if foster parents are content with their experience with fostering children, they will be more likely to opt to recertify after their contract expires. This finding supports our hypothesis that foster parents will remain certified (retention) if they are satisfied with their current foster parenting experience.

Another significant finding that was positively related to foster parent satisfaction was that the foster parents found the training provided during in-service training sessions to be useful based upon real training
needs of their role in foster care. This finding also supports the hypothesis in terms of keeping foster parents satisfied and well-trained in order to increase the level of retention among foster parents.

An additional significant finding in this study was a positive relationship between foster parent satisfaction and if training received during orientation prepares foster parents in anticipation of difficulties that are experienced later on in foster parenting. This finding suggests that if foster parents find the information received during their orientation to be useful in preparing them for the difficulties that await them in caring for their foster children, they will more than likely be satisfied with foster parenting. Interestingly, this was not supported by the findings in Martin's (2004) study, which states that "Over 65% of the foster parents surveyed did not find the orientation they intended prior to becoming certified useful" (p. 65).

Another significant finding in this study was a positive relationship between foster parent satisfaction and how often the agency social worker helps the foster parents out with difficult tasks. These tasks include, but are not limited to, obtaining Medi-Cal information.
for the purpose of routine medical/dental visits, communicating concerns with the county social worker, scheduling visits with clinical therapist(s), and organizing/monitoring visits with foster children's biological parents. This finding was supported by the findings Martin's (2004) study.

Other significant findings worth mentioning in this study included positive relationships between foster parent satisfaction and reinforcement of knowledge and skills learned in foster parent training by the agency social worker, foster parents' willingness to continue fostering without reimbursement, and the warmth and friendliness of the agency social worker when the foster parent is stressed and/or concerned.

Since training is an important factor in keeping foster parents satisfied and certified, it is imperative that they are provided with adequate training. This includes foster parents' need to have the agency social worker support what was taught during training sessions through reinforcement of the knowledge and skills either during home visits or through periodic phone calls. This could also maintain a positive relationship between the agency social worker and the foster parents.
Interestingly, if foster parents are satisfied with their foster parenting experience(s), there is the possibility that they may even choose to continue fostering without any form of reimbursement. This factor is supported in Martin (2004), 51.6% of the study's sample implied that if given the opportunity, foster parents who were generally satisfied with their foster parenting experience, would agree to provide foster care without any form of monetary compensation.

A final significant finding that reinforces our hypothesis is that the demeanor of the agency social worker in times of distress and/or concern is crucial to maintain foster parent satisfaction. Our finding suggests that agency social workers who show support through their warmth and friendliness during the abovementioned situations will contribute to foster parents' overall satisfaction. Since foster parenting is a difficult role, the human factor needs to be present to alleviate the challenges that foster parents face on a daily basis.

Overall, the foster parents at Children's Way Foster Family Agency reported being satisfied with their foster care experience. Learning which factors are included in the foster parents' satisfaction will assist in their
willingness to remain certified. Knowing these factors will help alleviate the current child welfare crisis through quality foster parent retention.

Limitations

There were a number of limitations to this study. One of the limitations was that the study was conducted within a single agency in San Bernardino County, which provided only a small sample of 52 participants. Because of the small sample size, there is limited generalizability of the findings in this study. Additionally, the type(s) of statistical analyses used to interpret the results was limited because of the small sample size.

The Foster Parent Satisfaction Survey was modified for the purposes of this study. This modification may have altered the outcomes of this study as the questions selected out of each section of the original instrument appeared to have caused some confusion among the participants regarding what the question intended to ask.
Recommendations for Social Work Practice, Policy, and Research

Foster parents are the foundation of the foster care system. The factors found in this study, which directly influence foster parent satisfaction and retention, are important components to understanding the effects on the foster care system at the practice, policy, and research levels.

At the practice level, we hope that the results of this study will aid foster family agencies in understanding the importance of proper training of foster parents and social workers. Foster parents may feel more competent in providing care for foster children if the tools and skills they need are provided during the training sessions they are required to attend. The relationship between foster parents and their agency and county social workers will benefit from better channels of communication and support.

Caring for children is an important, yet difficult task; support is vital to achieving foster parent satisfaction. Many foster parents reported negative experiences with agency and county social workers, which
may directly affect their willingness to remain certified as foster parents.

At the policy level, one of the recommendations includes providing training that is understandable, feasible, and worth the time and effort spent. Since the foster parents come from various backgrounds, it is imperative that the foster family agency is able to provide training that will be beneficial to foster parents from different levels of education and ethnicities. If the trainings are not useful, then the requirement for training is merely fulfilled without any benefits gained.

Agency social workers should also be trained regarding their style of communication and availability to accommodate foster parents in need of support. Agency social workers would be more efficient in their roles if they were willing to return foster parents’ phone calls, or even a small gesture such as helping to explain or complete a difficult task. This may help increase the number of satisfied foster parent, who would be willing to remain certified.

At the research level, there is a shift in focus to the current issues behind the absence of mental health
services within the foster care system. Studies indicate that children in the foster care system require mental health services at a higher rate than children outside the system (Landsverk & Garland, 1999). The number of children entering the system is growing significantly; therefore, the number of children requiring mental health intervention and treatment continues to grow. Children placed over the age of 2 tend to have a higher range of emotional, developmental, and behavioral problems compared to those placed prior to the age of 2. There should be more collaborative efforts between the public mental health system and the child welfare system as foster care serves as the entryway into the mental health system for a majority of abused and neglected children. There is very little research on mental health services used by children in the foster care system (Landsverk & Garland, 1999).

Conclusion
This study contributed to the existing foundation of knowledge regarding the importance of increasing foster parent satisfaction and retention in order to keep foster parents from leaving the foster care system. Foster
parents are the ones who provide care to abused and neglected children in our society. They provide a valuable contribution in raising the members of our future generation. It is imperative that we value the services foster parents provide through ensuring that their foster care experience is filled with adequate training and support, which will contribute to their satisfaction and retention.
APPENDIX A

QUESTIONNAIRE
Foster Parent Satisfaction Survey

Please answer each question by filling in the blank, placing a checkmark in the brackets, or circling a number on the scale.

1. Approximately when was your home first certified?
   Month __________________ Year __________

2. Approximately how many children have you cared for since first certified?
   Number ________

3. Conflict with the agency social worker:
   ( ) Not at all  ( ) A little
   ( ) Pretty Much  ( ) A great deal

4. Conflict with the County (Children’s) social worker:
   ( ) Not at all  ( ) A little
   ( ) Pretty Much  ( ) A great deal

5. Not enough money:
   ( ) Not at all  ( ) A little
   ( ) Pretty Much  ( ) A great deal

6. Training requirements:
   ( ) Not at all  ( ) A little
   ( ) Pretty Much  ( ) A great deal

7. Losing children I was fond of:
   ( ) Not at all  ( ) A little
   ( ) Pretty Much  ( ) A great deal

8. Seeing children sent back to a bad situation:
   ( ) Not at all  ( ) A little
   ( ) Pretty Much  ( ) A great deal

9. Dealing with the foster child’s negative behavior:
   ( ) Not at all  ( ) A little
   ( ) Pretty Much  ( ) A great deal

10. Other (please specify) __________________________________________
    ( ) Not at all  ( ) A little
    ( ) Pretty Much  ( ) A great deal
11. The foster children’s social worker shares fully about the background and problems of the children whom they ask me to accept.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

12. Periods of time I could take away from the pressures of being a foster parent were sufficient in duration.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

13. When I felt I needed to talk over my concerns about a child, I did not hesitate to phone my agency social worker.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

14. I receive support from other foster parents.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

15. If I could, I would provide foster care services without reimbursement of any kind.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

16. The agency social worker is available to assist me in handling special problems/needs of the children in my care.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

17. The agency social worker respects my opinions regarding the foster child(ren) in my care.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

18. I feel competent to handle the type(s) of children in my home.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

19. Knowledge and skills I learned in foster parent training were later reinforced by the agency social worker.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

20. The foster parent training I have received has been based upon my real training needs.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A

21. Looking back, I was helped through orientation to anticipate many of the difficulties I later experienced as a foster parent.
   Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree N/A
22. The hours of on-going training required by my agency per year have been difficult to arrange.  
Strongly Agree  1  2  3  4  5  6  7  Strongly Disagree  N/A

23. Overall, the training I have received has been useful to me.  
Strongly Agree  1  2  3  4  5  6  7  Strongly Disagree  N/A

24. How often are you clear about what the agency social worker expected of you as a foster parent?  
( )Never  ( )Seldom  ( )Sometimes  ( )Often  
( )Very Often

25. How often do you participate in shared experiences like picnics and award banquets for foster parents?  
( )Never  ( )Seldom  ( )Sometimes  ( )Often  
( )Very Often

26. How often is your agency social worker warm and friendly when you are distressed/concerned as a foster parent?  
( )Never  ( )Seldom  ( )Sometimes  ( )Often  
( )Very Often

27. How often does the agency social worker help you complete a difficult task?  
( )Never  ( )Seldom  ( )Sometimes  ( )Often  
( )Very Often

28. How often does the agency social worker give you information when you need it?  
( )Never  ( )Seldom  ( )Sometimes  ( )Often  
( )Very Often

29. All in all, how satisfied are you with foster parenting?  
( )Not at all satisfied  ( )Somewhat satisfied  
( )Pretty much satisfied  ( )Very satisfied

30. How likely is it that a year from now, your home will still be a certified foster home?  
( )Not at all likely  ( )Somewhat likely  
( )Very likely
Foster Parent Satisfaction Survey

Please answer each question by filling in the blank, placing a checkmark in the brackets, or circling a number on the scale.

1. Aproximadamente cual fue la fecha que su hogar fue certificado por primera vez?
   Month __________________    Year __________

2. Aproximadamente cuantos ninos usted ha brindado cuidado desde que su hogar fue certificado?
   Number ________

3. Conflictos con el o la trabajadora social de la agencia:
   ( )No es mi razon    ( )Un poco
   ( )es la razon    ( )es mi mayor razon

4. Conflicto con la trabajadora social del condado:
   ( )No es mi razon    ( )Un poco
   ( )es la razon    ( )es mi mayor razon

5. No pagan suficiente dinero:
   ( )No es mi razon    ( )Un poco
   ( )es la razon    ( )es mi mayor razon

6. Los requisitos de entrenamiento:
   ( )No es mi razon    ( )Un poco
   ( )es la razon    ( )es mi mayor razon

7. Perder los ninos con quienes nos habiamos encarinado:
   ( )No es mi razon    ( )Un poco
   ( )es la razon    ( )es mi mayor razon

8. Ver a los ninos regresar a una mala situacion:
   ( )No es mi razon    ( )Un poco
   ( )es la razon    ( )es mi mayor razon

9. Tener que lidiar con los comportamientos negativos del menor:
   ( )No es mi razon    ( )Un poco
   ( )es la razon    ( )es mi mayor razon

10. Otra razon(por favor explique) ____________________________
    ( )No es mi razon    ( )Un poco
    ( )es la razon    ( )es mi mayor razon
11. Antes de aceptar el niño o nina el trabajador social de los ninos comparte toda la informacion y problemas del nino conmigo.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

12. Los periodos de tiempo que pude tomar de las presiones de ser madre/padre de crianza fueron suficientes en duracion.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

13. Cuando siento que necesito hablar con alguien sobre mis inquietudes o preocupaciones del nino/nina no dudo en llamar a mi trabajador/a social de la agencia.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

14. Yo recibo apoyo de otros padres de ciaaza.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

15. Si pudiera, proveeria cuidado de crianza sin ninguna recompensacion monetaria.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

16. El trabajador social de la agencia esta disponible para asistirme en problemas y/o necesidades de los ninos bajo mi cuidado.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

17. El trabajador social de la agencia respeta mis opiniones sobre los ninos de crianza que estan bajo mi cuidado.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

18. Me siento competente de poder lidiar con los tipos de ninos que estan en mi hogar.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

19. Las habilidades que aprendi en el entrenamiento de padres de crianza fueron despuess reenforzados por el trabajador social de la agencia.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

20. Los entrenamientos que he recibido para padres de crianza fueron basados en mis necesidades de entrenamiento.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

21. Se me brindo ayuda durante la orientacion para anticipar muchas de las dificultades que entrentaria como padre de crianza.
De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo
22. Las horas de entrenamiento para recertificación requeridas por mi agencia han sido muy difícil de cumplir.

De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

23. En general, los entrenamientos que he recibido han sido muy útiles.

De acuerdo 1 2 3 4 5 6 7 N/A En desacuerdo

24. Cuantas veces esta claramente seguro/a sobre lo que la agencia espera de usted como padre/madre de crianza?

( )Nunca ( )rara vez ( )algunas veces ( )a menudo ( )Muchas veces

25. Cuantas veces participa en actividades compartidas por ejemplo, picnics, y/o banquetes de premios para padres de crianza?

( )Nunca ( )rara vez ( )algunas veces ( )a menudo ( )Muchas veces

26. Cuantas veces su trabajador social de la agencia le ha brindado apoyo cuando ha estado preocupado o angustiado/a por ser padre/madre de crianza?

( )Nunca ( )rara vez ( )algunas veces ( )a menudo ( )Muchas veces

27. Cuantas veces su trabajador social de la agencia le ha ayudado a cumplir o hacer algo difícil?

( )Nunca ( )rara vez ( )algunas veces ( )a menudo ( )Muchas veces

28. Cuantas veces su trabajador de la agencia le dio informacion cuando la necesitaba?

( )Nunca ( )rara vez ( )algunas veces ( )a menudo ( )Muchas veces

29. Cuan tan satisfecho/a esta usted con ser padre/madre de crianza?

( )No estoy satisfecho ( )Un poco satisfecho ( )Estoy satisfecho ( )Muy satisfecho

30. Que tan probable es que de aqui en un ano, su hogar se vuelva a certificar como hogar de crianza?

( ) No muy seguro ( ) Un poco seguro ( )Muy seguro
Demographics

Please answer each question by filling in the blank or by placing a check mark in the brackets.

Sex  ( ) Male   ( ) Female

Age ______

Race  ( ) African-American  ( ) Caucasian
      ( ) Latino/Hispanic  ( ) Asian
      ( ) Other: Please Specify _______________________

Marital Status (check one)
      ( ) Single   ( ) Married
      ( ) Separated  ( ) Divorced
      ( ) Widowed  ( ) Co-Habitating

Highest level of education completed (Circle or check appropriate level below):

Elementary-High School
1 2 3 4 5 6 7 8 9 10 11 12

College
1 2 3 4

Graduate School
1 2 3 4 5

Please check which parent earned paid work outside of the home after the home was certified:

( ) Neither parent   ( ) Foster Mother
( ) Foster Father   ( ) Both Foster Parents

About how many contacts, on average, do you have with the agency social worker per month?

Average number of contacts with the agency social worker:
By phone _________  In person _________

Average number of contacts per month with the foster child’s county social worker:
By phone _________  In person _________

This concludes the end of the survey
Demográfica de los Padres

Favor de responder a las preguntas marcando la respuesta más apropiada.

Sexo  ( ) Masculino  ( ) Femenino

Edad _______

Raza  ( ) African-American  ( ) Caucasian
      ( ) Latino/Hispanic  ( ) Asian
      ( ) Other: Please Specify ____________________

Estatus (check one)
      ( ) Soltero/a  ( ) Casada
      ( ) Separada  ( ) Divorciada
      ( ) Viuda/o  ( ) relacion no-comunal

Nivel de education (cercule el numero apropiado)

Primaria - Secundaria
1 2 3 4 5 6 7 8 9 10 11 12

Colegio
1 2 3 4

Escuela profesional
1 2 3 4 5

Favor de notar el padre/madre que trabaja por paga aparte de ser padre de crianza

( ) Ningun padre  ( ) Madre de crianza
( ) Padre de crianza  ( ) Los dos padres

En promedio, cuantas veces por mes es contactada/o por el trabajador social de la gencia?

Numero de contactos con la trabajador/a social de la agencia:
Por telefono _______  En persona _______

En promedio, cuantas veces por mes es contactada/o por el trabajador social del condado:
Por telefono _______  En persona _______

Esto concluye el questionario.
APPENDIX B

INFORMED CONSENT
Foster Parent Satisfaction and Retention
Informed Consent

Ruth Albarran and Ranee Sahachartsiri are graduate students in Social Work at California State University, San Bernardino (CSUSB). We are conducting a study to explore the factors associated with foster parent satisfaction in an effort to increase the level of retention among qualified foster parents, which continues to be a necessity in the current foster care system.

You are being asked to participate in this study because you meet the following criteria:

- You have been certified with the agency for at least three months.
- You have at least one foster child currently residing in your home.

Participation in this study is completely voluntary.

Should you choose to participate, your identity will remain anonymous. The results of this study will be used to assess foster parent satisfaction with 1) the agency, 2) the agency social worker, 3) training, and 4) overall satisfaction with fostering in general. A copy of the findings will be made available at the agency for viewing after June 2008.

The Department of Social Work Sub-Committee of the CSUSB Institutional Review Board has approved this project. Dr. Thomas Davis is supervising this research project. He can be reached via e-mail at tomdavis@csusb.edu or by phone at (909)537-3839.

This survey will take approximately 20 minutes to complete. Please do not make any identifying marks on the survey. This will help to ensure your anonymity. If for any reason a question makes you feel uncomfortable, feel free to skip it. You may also withdraw your consent to participate in this study at any time without reprisal. In addition, you will receive a raffle ticket for a chance to win one of three prizes. The raffle ticket is a token of our appreciation for taking the time to complete this survey.

Thank you very much for agreeing to participate in this study. Your comments are invaluable.

By placing a checkmark in the box below, I acknowledge that I have been informed of, and that I understand the nature and purpose of this study, and I freely consent to participate. I also acknowledge that I am at least 18 years of age.

Place checkmark here □  Today’s date __________.
Satisfacción de Padres de Crianza
Informe De Consentimiento

Ruth Albarran y Ranee Sahachartsiri son estudiantes de maestría en trabajo social en California State University, San Bernardino (CSUSB). Estamos conduciendo una encuesta que identifica los factores relacionados con la satisfacción de padres de crianza.

Pedimos su participación en esta encuesta por que usted satisface los siguientes requerimientos:

- Usted ha sido certificado con la agencia por lo menos tres meses.
- Usted tiene por lo menos un niño de crianza actualmente viviendo en su hogar.

Su participación en esta encuesta es completamente voluntaria.

Si decide participar su identidad se mantendrá anónima. Los resultados de esta encuesta se usaran para medir la satisfacción de padres de crianza con 1) La agencia 2) el/la trabajador/a social de la agencia 3) entrenamiento 4) y su satisfacción en general con el cuidado de crianza. Una copia de los encuentros del estudio será disponible en la agencia después de junio 2008.

La subcomisión del departamento de Trabajo Social de la universidad estatal de San Bernardino ha aprobado este proyecto. El Dr. Tom Davis está supervisando este proyecto. El puede ser localizado por correo electrónico al tomdavis@csusb.edu o por teléfono al (909) 537-3839.

Esta encuesta tomará aproximadamente 20 minutos para completar. Por favor no ponga ninguna información de identidad en la encuesta o en el sobre proveído que lo/la pueda identificar, esto asegurara su anonimato. Si, por alguna razón alguna pregunta le hace sentir incomodo por favor pase a la siguiente pregunta. En cualquier momento usted puede retirar su consentimiento sin ninguna represalia. Como muestra de nuestro agradecimiento hacia usted por haber tomado el tiempo de completar esta encuesta encontrara un cupón para una rifa donde podrá ganar uno de tres premios. Muchas gracias por haber participado en esta encuesta. Sus comentarios son muy valiosos.

Al marcar el siguiente espacio, yo certifico que he sido informado/a y que entiendo completamente el propósito y la naturaleza de este estudio y doy mi consentimiento para participar. Tambien certifico que soy mayor de 18 años de edad.

Marque aquí □ Fecha _______________
APPENDIX C

DEBRIEFING STATEMENT
Foster Parent Satisfaction and Retention
Debriefing Statement

You have just completed a survey to investigate foster parent satisfaction and retention. This study conducted by Ruth Albarran and Ranee Sahachartsiri asked questions pertaining to foster parent satisfaction with 1) the agency, 2) the agency social worker, 3) training, and 4) overall satisfaction with fostering in general.

If participating in this study has caused you any concern, feel free to contact Dr. Tom Davis at (909) 537-3839, located at 5500 University Parkway San Bernardino, CA. 92407 or send an e-mail to tomdavis@csusb.edu.

Thank you for your participation in this study. Your comments are invaluable. A copy of the findings will be made available at the agency for viewing after June 2008.
Satisfacción de Padres de Crianza

Declaración

Usted acaba de participar en una encuesta que servirá para investigar la satisfacción de padres de crianza. La encuesta fue dirigida por Ruth Albarran y Ranee Sahachartsiri. Las preguntas fueron diseñadas para medir la satisfacción de padres de crianza con 1) la agencia de crianza 2) El/La trabajador/a social de la agencia 3) el especialista de programas y el personal que sirve de apoyo 4) sobretodo la satisfacción con el cuidado de crianza.

Si su participación en esta encuesta ha causado alguna inquietud o interés por favor llame al Dr. Tom Davis al(909) 537-3839 localizado en 5500 University Parkway San Bernardino, CA. 92407-2318 o envíele un correo electrónico a tomdavis@csusb.edu.

Muchas gracias por haber participado en esta encuesta. Sus comentarios son muy valiosos. Una copia de los encuentros del estudio será disponible en la agencia después de junio 2008.
REFERENCES


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This was a two-person project where authors collaborated throughout. However, for each phase of the project, certain authors took primary responsibility. These responsibilities were assigned in the manner listed below.

1. Data Collection:
   Team Effort: Ruth Albarran & Ranee Sahachartsiri

2. Data Entry and Analysis:
   Team Effort: Ruth Albarran & Ranee Sahachartsiri

3. Writing Report and Presentation of Findings:
   a. Introduction and Literature
      Team Effort: Ruth Albarran & Ranee Sahachartsiri
   b. Methods
      Team Effort: Ruth Albarran & Ranee Sahachartsiri
   c. Results
      Team Effort: Ruth Albarran & Ranee Sahachartsiri
   d. Discussion
      Team Effort: Ruth Albarran & Ranee Sahachartsiri