

Alaska Family Services’ 2022 Client Satisfaction Survey

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Methodology

Survey Development

Alaska Family Services' Performance and Quality Improvement (PQI) Committee revised the 2021 client satisfaction survey for use in 2022. PQI Committee members started in December 2021 by revising three questions identified in last year's survey as not valid. Once those questions were re-written to better measure what they were intended to measure, the PQI Committee solicited feedback from all program managers on the draft survey. Each program manager also had the opportunity to add program specific questions for clients of their program. Both the Family Support and Preservation Program (FSPP) and the Behavioral Health Treatment Center (BHTC) requested to add program specific questions to the survey. Based on the feedback received the survey was revised once more and sent out for final review by the committee and program managers. The survey was finalized in early January 2022. A copy of the survey instrument without program specific survey questions is included at the end of this report as Appendix A. FSPP program specific questions are attached as Appendix B and BHTC program specific Questions are attached as Appendix C.

Survey Fielding

In December and January, the committee finalized the fielding plan for the survey, including incentives to participation.¹ After soliciting feedback from program managers, the committee decided on a mixed-methods approach of paper and online survey. The CEO converted the survey to an online instrument. The survey launched January 19, 2022. Survey completion numbers were shared weekly with program managers. The survey closed on March 19, 2022.

Survey Response

A total of 207 of Alaska Family Services clients completed the survey. Gathering feedback from clients about their experience with Alaska Family Services has been and continues to be critically important to us. Client feedback helps us evaluate our services, develop performance targets, and identify opportunities to better serve our communities. We thank the individuals who took the time to participate in this survey.

Dissemination of Results

Preliminary results were shared with the board at the April board meeting. Program specific results will be shared in summary reports with each program manager and program team. This complete report will be shared on the AFS website, via social media, and as part of the Annual Board Retreat.

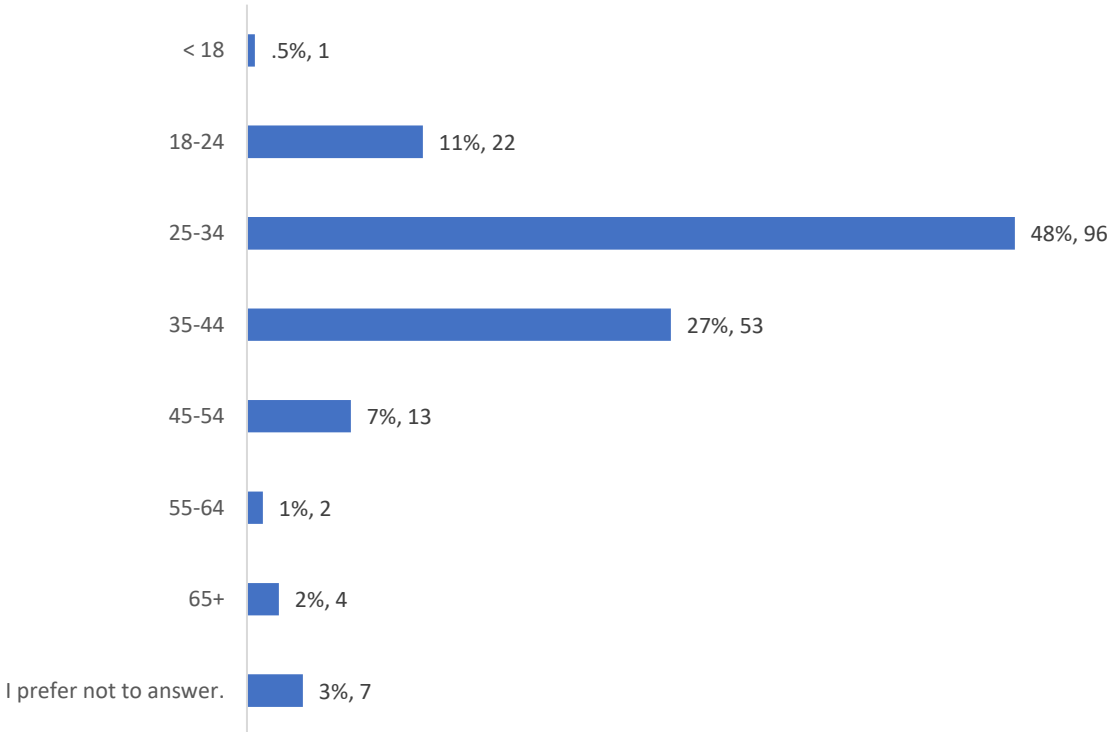
¹ Following the close date of the survey, the PQI Committee raffled off four \$50 Fred Meyer gift cards to respondents who entered their email in the raffle.

Overall Agency Results

Age

Almost half of AFS clients who responded to the survey are between the ages of 25 and 34 (48 percent).

Figure 1. What is your age in years?



Note: Nine respondents did not answer this question.

Gender Identity

Over three-quarters of clients who responded to the survey identified as female (81 percent).

Table 1. With which gender(s) do you most identify? (select all that apply)

Selected Answer	# of Responses	% Responses
Female	160	81%
Male	26	12%
Non-binary	1	1%
Another gender option not listed here	2	1%
I prefer not to answer this question	9	5%
Total	198	100%

Note: Nine respondents did not answer this question.

Interest in LGBTQ+ Programming

AFS asked respondents about their interest in programming specific to the LGBTQ+ community. Sixteen percent of respondents indicated interest.

Table 2. Would you be interested in programming specific to the LGBTQ+ community?

Response	# of Responses	% Responses
Yes	32	16%
No	163	84%
Total	195	100%

Note: Twelve respondents did not answer this question.

Community of Residence

Most survey respondents live in Wasilla (37 percent), followed by Palmer (28 percent) and Anchorage (21 percent).

Table 3. Where do you live?

Community	# of Responses	% Responses
Wasilla	73	37%
Palmer	55	28%
Anchorage	42	21%
Chickaloon	4	2%
Willow	4	2%
Kenai	4	2%
Homer	3	1%
Talkeetna	1	.5%
Valdez	1	.5%
Seward	1	.5%
Cordova	0	0%
Other	10	5%
Total	198	99.5%

Note: Other responses were Houston (5), Ohio (2), Eagle River (2), and Glennallen (1). Nine respondents did not answer this question.

Race & Ethnicity

When asked to identify the race and ethnicity categories that best described their identity, 13 percent of respondents identified as more than one race or ethnicity, and 1 percent identified as with a group not referenced in the question. Over half of survey respondents identified as White (69 percent), and one-fifth identified as Alaska Native or American Indian (21 percent).

Table 4. What categories best describe you? [select all that apply]

Race / Ethnicity	# of Responses	% of Responses
White—For example, German, Irish, English	136	69%
American Indian or Alaska Native—For example, Tlingit, Athabaskan, Blackfeet Nation	41	21%
Black or African American—For example, Jamaican, Haitian, Nigerian	11	6%
Hispanic or Latino—For example, Mexican or Mexican American, Cuban, Salvadoran	14	7%
Asian—For example, Chinese, Filipino, Vietnamese, Korean	4	2%
Another race, ethnicity or origin, please specify	2	1%
Native Hawaiian or Other Pacific Islander—For example, Native Hawaiian, Samoan, Tongan	6	3%
Middle Eastern or North African—For example, Lebanese, Iranian, Egyptian	1	.5%
I prefer not to answer this question	12	6%
No Answer	10	5%
TOTAL	237	120%

Note(s): Other responses were Mexican, Chippewa Indian, Native American, German, and Italian. Twenty even respondents (13% of respondents) selected more than one category in their response to this question.

Program Participation

Respondents were asked about which programs they had used at AFS. Clients could select any number of programs. Almost half of clients who responded to the survey had participated in more than one AFS program (44 percent), ranging from 2 programs up to 10 programs. Clients who participated in the survey had participated in 2 AFS programs on average.

Table 5. What programs have you used at Alaska Family Services? [select all that apply]

Program	# of Responses	% of Responses
WIC- Wasilla	55	28%
Child Care Assistance - Wasilla	49	25%
Child Care Assistance- Anchorage	36	18%
Special Santa	35	18%
Work Services & Job Development	34	17%
WIC- Palmer	34	17%
Alcohol Safety Action Program (ASAP)	29	15%
Domestic Violence and Sexual Assault Services (Victim Services)	26	13%
Family Support	22	11%
Thanksgiving Baskets	22	11%
Behavioral Health Treatment Center	18	9%
Breastfeeding Peer Counselors	15	8%
Family Contact	7	3%
Legal Advocate	5	2%
Parents as Teachers	4	2%
WIC – Kenai	4	2%
Batterer's Intervention Program	3	1%
Circles of Support	2	1%
FIT Court Family Contact	2	1%
Anger Management	2	1%
WIC-Homer	2	1%
WIC-Seward	2	1%
No Response	9	4%
Total		100%

Overall Agency Ends Policies Survey Results

Client responses to survey questions related to AFS ends policies were very positive. For all questions, over 80 percent of respondents reported strong agreement or agreement with the question.

Figure 2. Summary Results for Questions 1-10



* Twenty-one respondents indicated their family was not involved in the services they received.

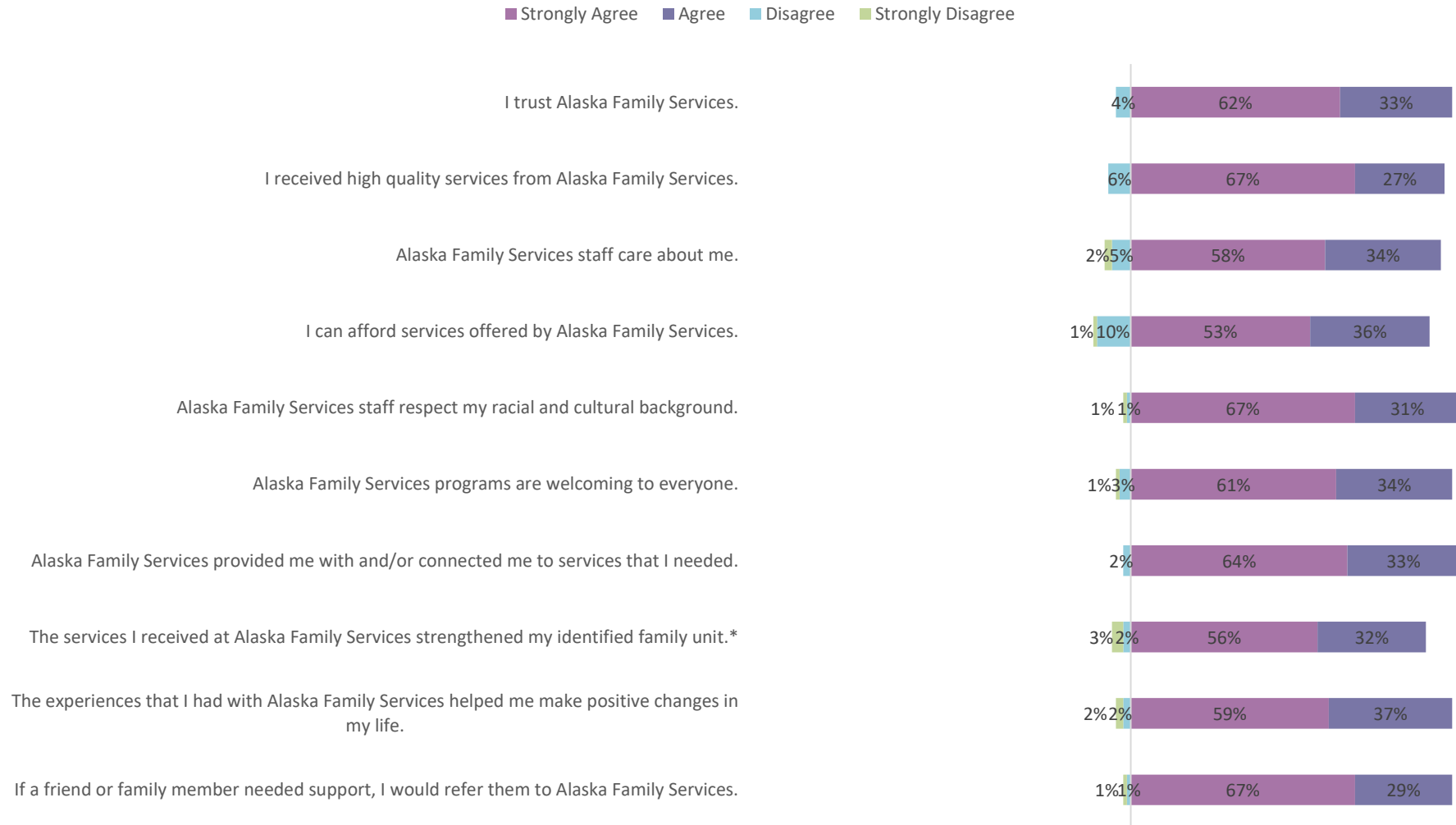
Program Specific Ends Policies Results

WIC Ends Policies Survey Results

A total of 90 clients said that they participated in WIC and 15 clients said they utilized Breastfeeding Peer Counselors. WIC results include respondents who indicated they participated in WIC at all WIC locations and respondents who utilized Breastfeeding Peer Counselors. Client responses to survey questions related to AFS ends policies were very positive. For all questions, over 85 percent of respondents reported strong agreement or agreement with the question.

Figure 3. Summary Results for Questions 1-10

Base: Clients who indicated they participated in WIC and Breastfeeding Peer Counselors.



* Six respondents indicated their family was not involved in the services they received.

Wasilla Child Care Assistance Program (CCAP) Ends Policies Survey Results

A total of 49 clients said that they participated in CCAP Wasilla services. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 90 percent of respondents and above reported strong agreement or agreement with the question.

Figure 4. Summary Results for Questions 1-10

Base: Clients who indicated they participated in CCAP Wasilla.

Strongly Agree Agree Disagree Strongly Disagree



* Two respondents indicated their family was not involved in the services they received

Family Support and Preservation Program (FSPP) Ends Policies Survey Results

A total of 22 clients said that they participated in Family Support, 7 clients participated in Family Contact, 2 clients participated in Circles of Support, 4 clients participated in Parents as Teachers, and 2 clients participated in FIT Court Family Contact. FSPP results include the 32 respondents who indicated they participated in Family Support, Family Contact, Circles of Support, Parents as Teachers, and/or FIT Court Family Contact. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 85 percent of respondents and above reported strong agreement or agreement with the question.

Figure 5. Summary Results for Questions 1-10

Base: Clients who indicated they participated in FSPP services.

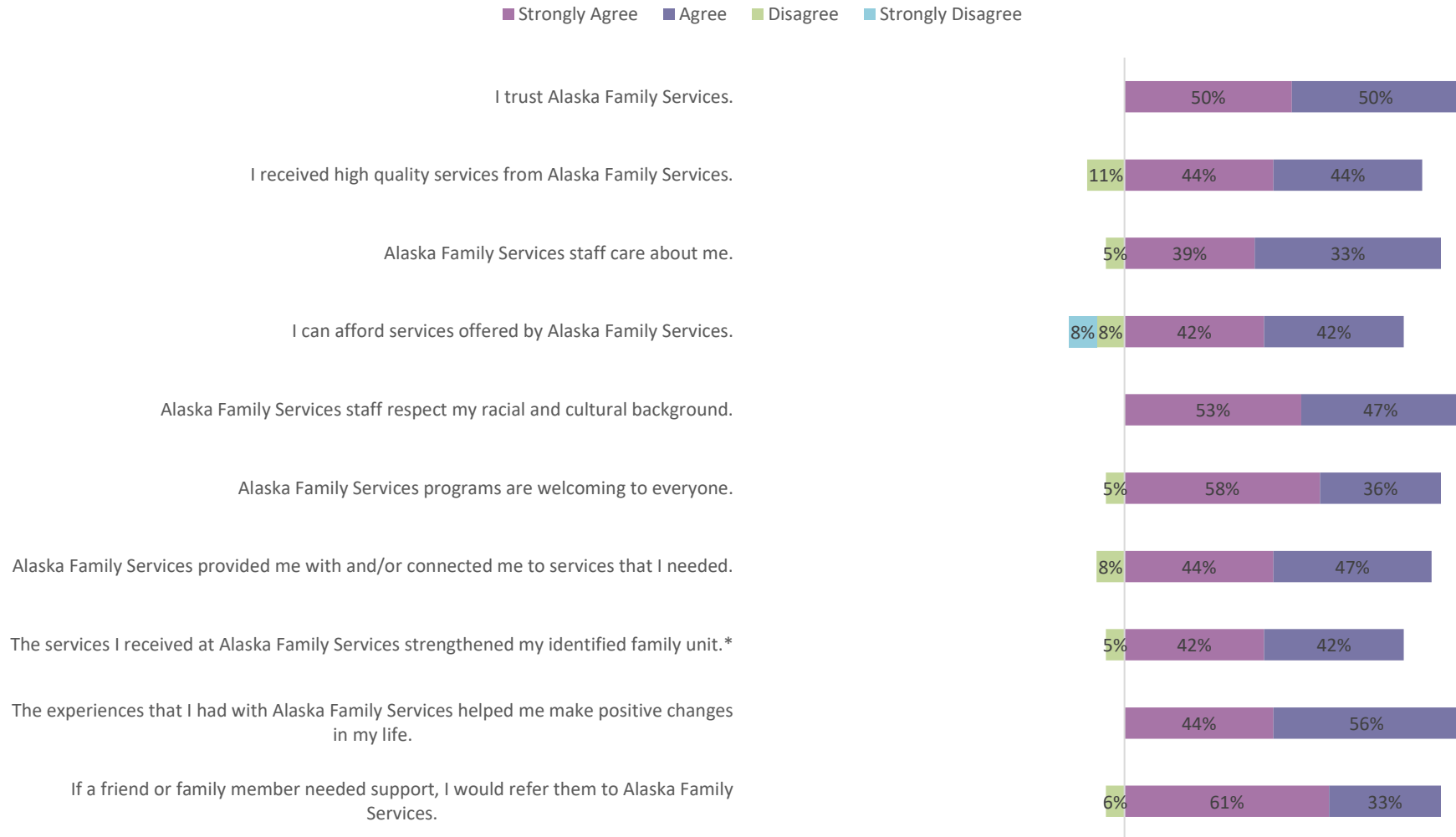
Strongly Agree Agree Disagree Strongly Disagree



Anchorage Child Care Assistance Program (CCAP) Ends Policies Survey Results

A total of 36 clients said that they participated in CCAP Anchorage. Client responses to survey questions related to AFS ends policies were very positive. For all questions, over 80 percent of respondents reported strong agreement or agreement with the question.

Figure 6. Summary Results for Questions 1-10
Base: Clients who indicated they participated in CCAP Anchorage.



* Four respondents indicated their family was not involved in the services they received.

Special Santa Ends Policies Survey Results

A total of 35 clients said that they participated in Special Santa. Client responses to survey questions related to AFS ends policies were very positive. For all questions, over 90 percent of respondents reported strong agreement or agreement with the question.

Figure 7. Summary Results for Questions 1-10
 Base: Clients who indicated they participated in Special Santa.

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

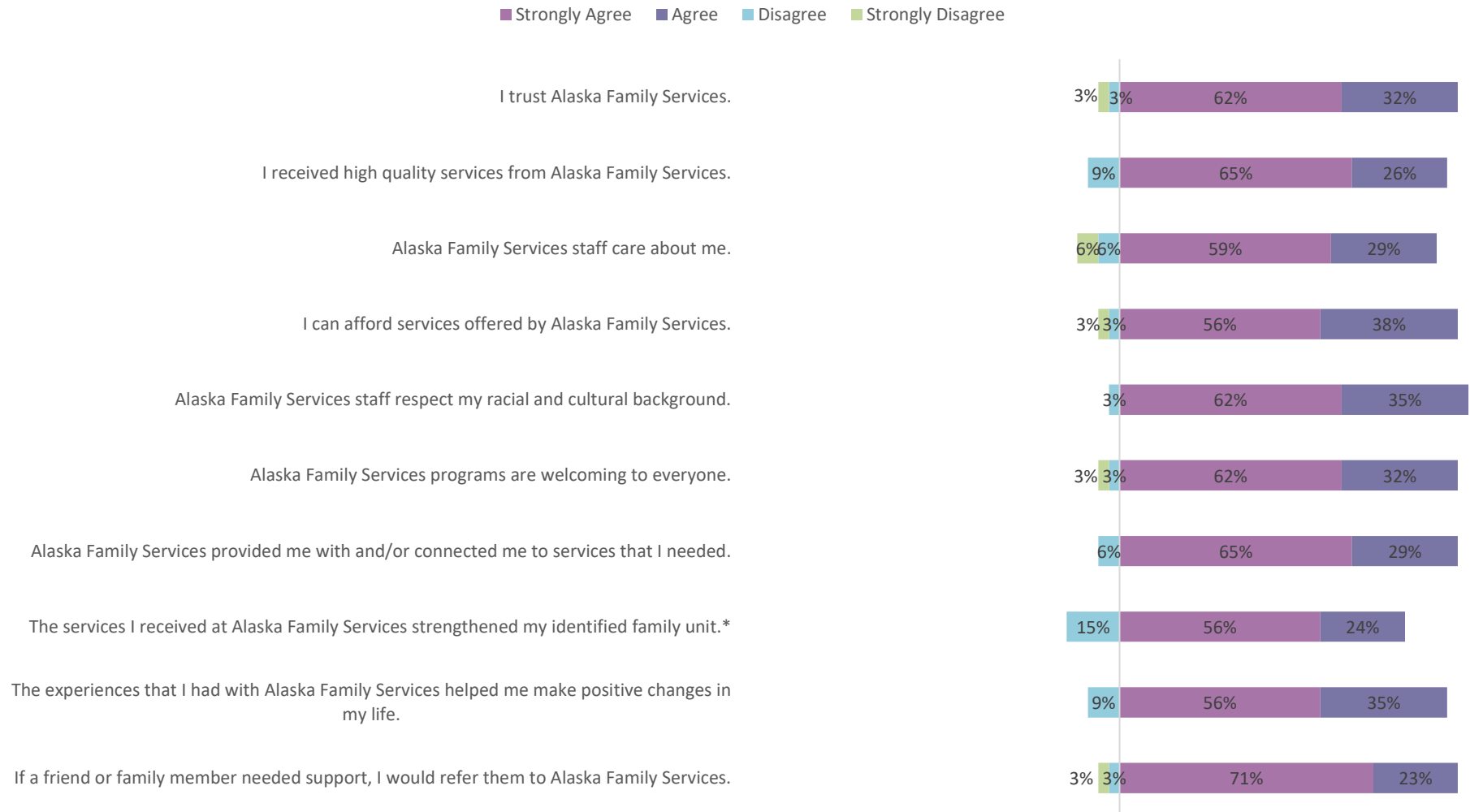


* Three respondents indicated their family was not involved in the services they received.

Work Services and Job Development (WSJD) Ends Policies Survey Results

A total of 34 clients said that they participated in WSJD. Client responses to survey questions related to AFS ends policies were very positive. For all questions, over 85 percent of respondents reported strong agreement or agreement with the question.

Figure 8. Summary Results for Questions 1-10
Base: Clients who indicated they participated in Special Santa.



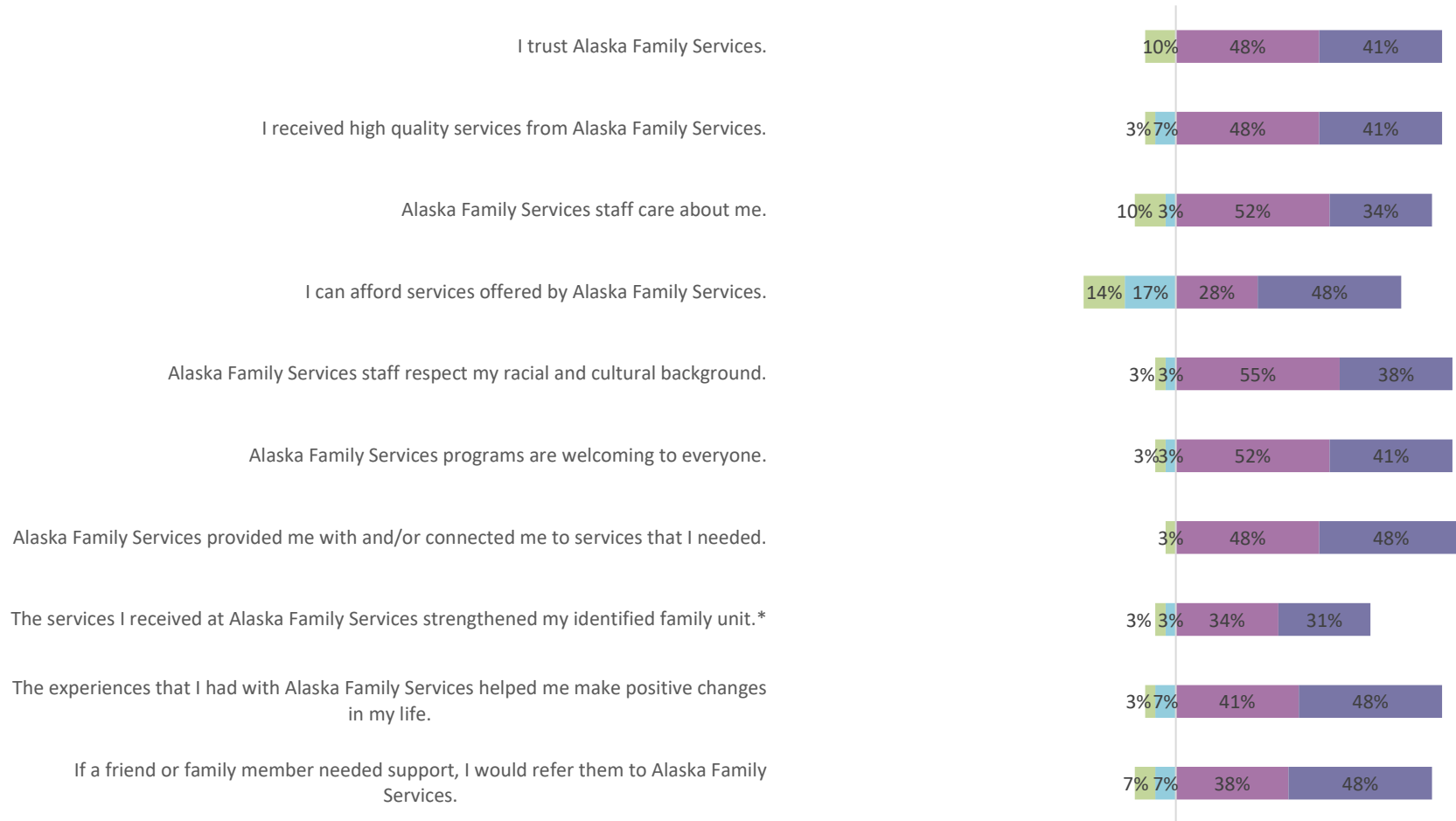
* Two respondents indicated their family was not involved in the services they received.

Alcohol Safety Action Program (ASAP) Ends Policies Survey Results

A total of 29 clients said that they participated in ASAP services. Client responses to survey questions related to AFS ends policies were very positive. For all but one question, at least 85 percent of respondents and above reported strong agreement or agreement with the question.

Figure 9. Summary Results for Questions 1-10
Base: Clients who indicated they participated in ASAP.

Strongly Agree Agree Disagree Strongly Disagree



* Eight respondents indicated their family was not involved in the services they received.

Domestic Violence and Sexual Assault (DVSA) Ends Policies Survey Results

A total of 28 clients said that they participated in DVSA Services and 5 clients said they utilized the Legal Advocate. DVSA results include respondents who indicated they participated in DVSA Services and respondents who utilized the Legal Advocate. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 85 percent of respondents and above reported strong agreement or agreement with the question.

Figure 10. Summary Results for Questions 1-10

Base: Clients who indicated they participated in DVSA Services and Legal Advocate.

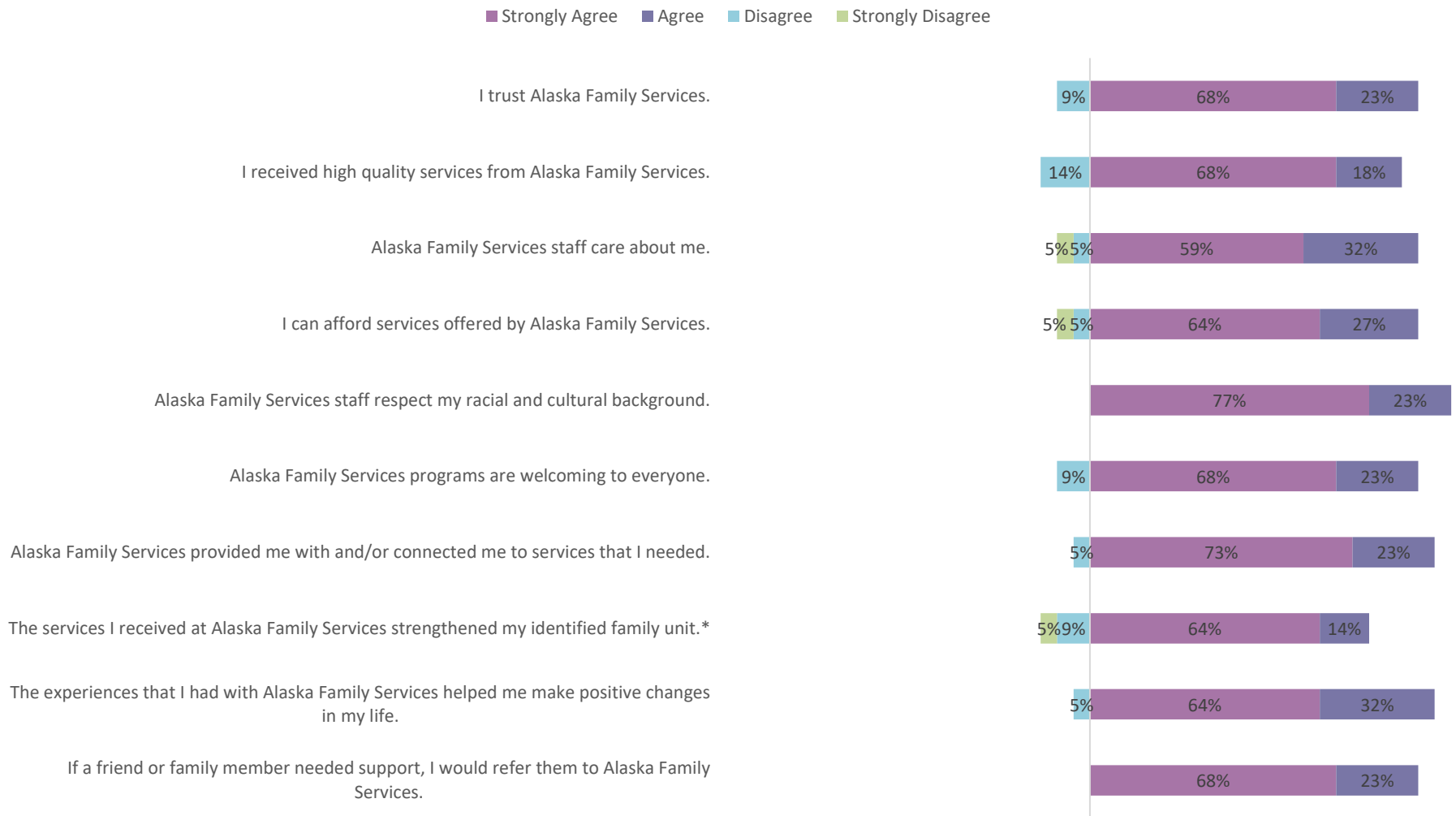


* Three respondents indicated their family was not involved in the services they received.

Thanksgiving Baskets Ends Policies Survey Results

A total of 22 clients said that they participated in Thanksgiving Baskets. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 85 percent of respondents and above reported strong agreement or agreement with the question.

Figure 11. Summary Results for Questions 1-10
Base: Clients who indicated they participated in Thanksgiving Baskets.



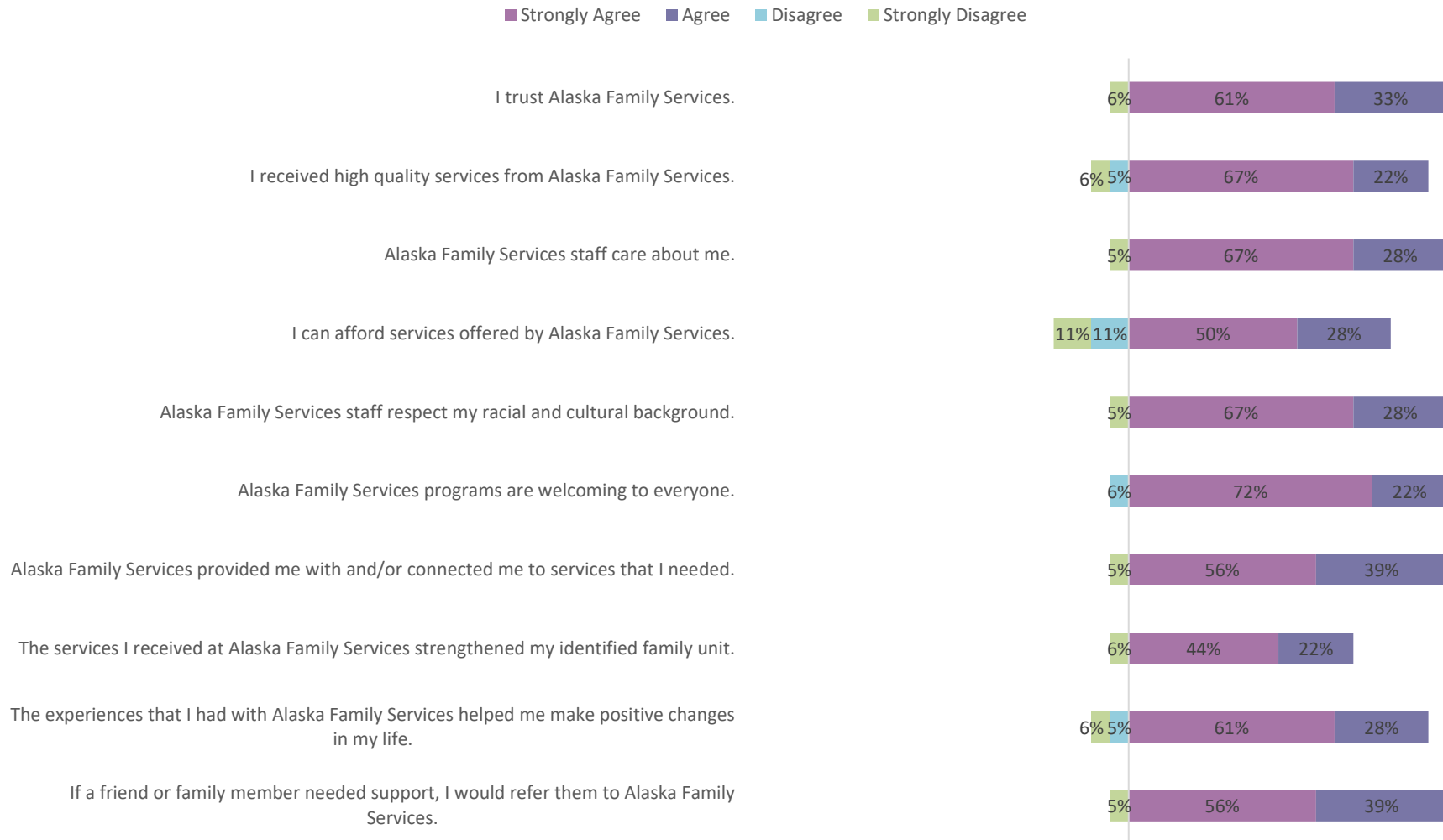
respondents indicated their family was not involved in the services they received.

* Two

Behavioral Health Treatment Center (BHTC) Ends Policies Survey Results

A total of 18 clients said that they participated in BHTC services. Client responses to survey questions related to AFS ends policies were positive. For all but one question, 80 percent of respondents and above reported strong agreement or agreement with the question.

*Figure 12. Summary Results for Questions 1-10
Base: Clients who indicated they participated in BHTC services.*

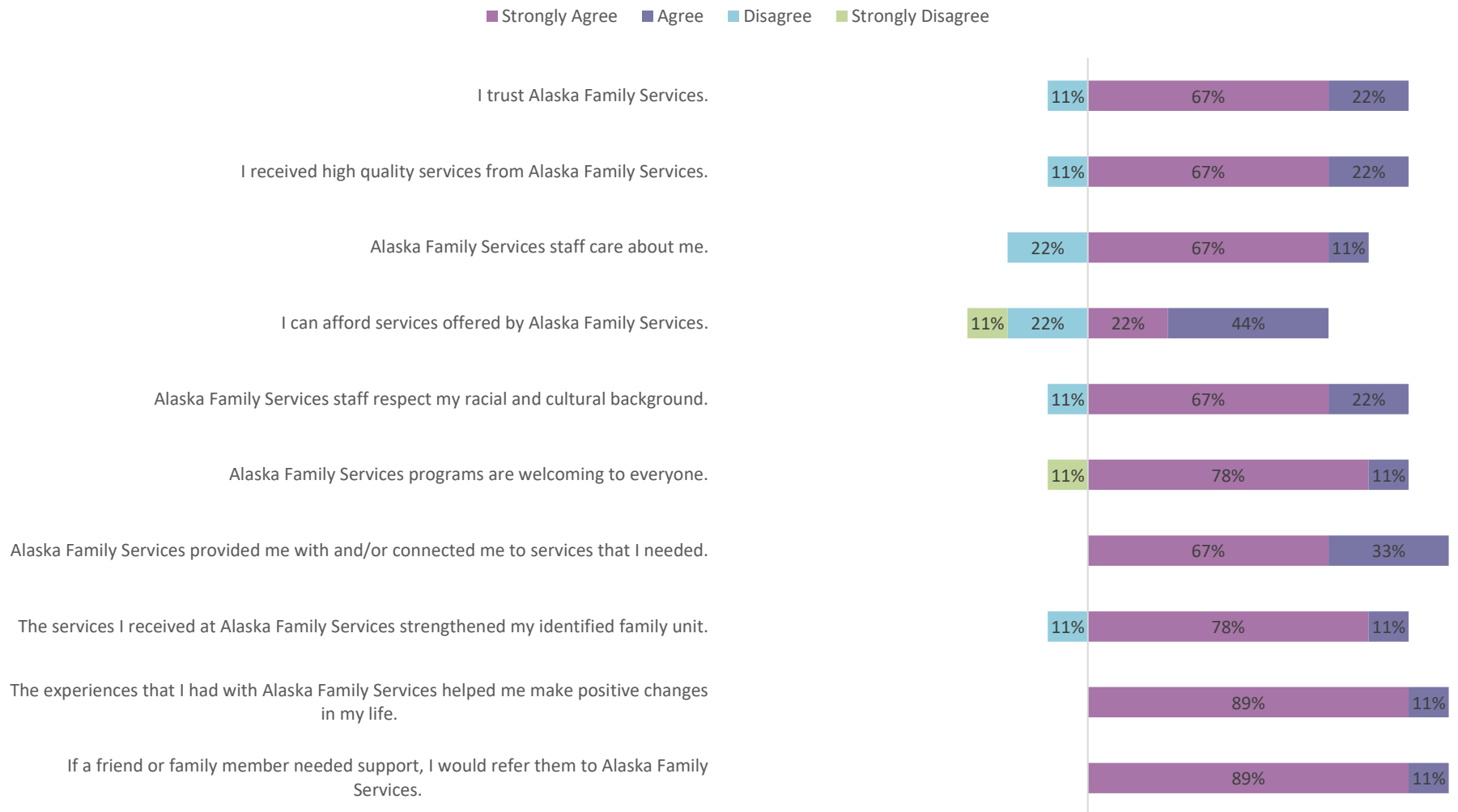


** Five respondents indicated their family was not involved in the services they received.*

No Response Ends Policies Survey Results

A total of 9 clients did not identify the program in which they participated. Client responses to survey questions related to AFS ends policies were very positive. For all but one question 80 percent of respondents and above reported strong agreement or agreement with the question.

*Figure 13. Summary Results for Questions 1-10
Base: Clients who did not indicate the program in which they participated.*



Family Violence Intervention Program (FVIP) Ends Policies Survey Results

A total of 3 clients said that they participated in the Batterer’s Intervention Program and 2 clients participated in Anger Management. FVIP results include respondents who indicated they participated in the Batter’s Intervention Program and Anger Management. Client responses to survey questions related to AFS ends policies were very positive. For all but one question 80 percent of respondents and above reported strong agreement or agreement with the question.

*Figure 14. Summary Results for Questions 1-10
Base: Clients who indicated they participated in Batterer’s Intervention Program and Anger Management.*



* One respondent indicated their family was not involved in the services they received.

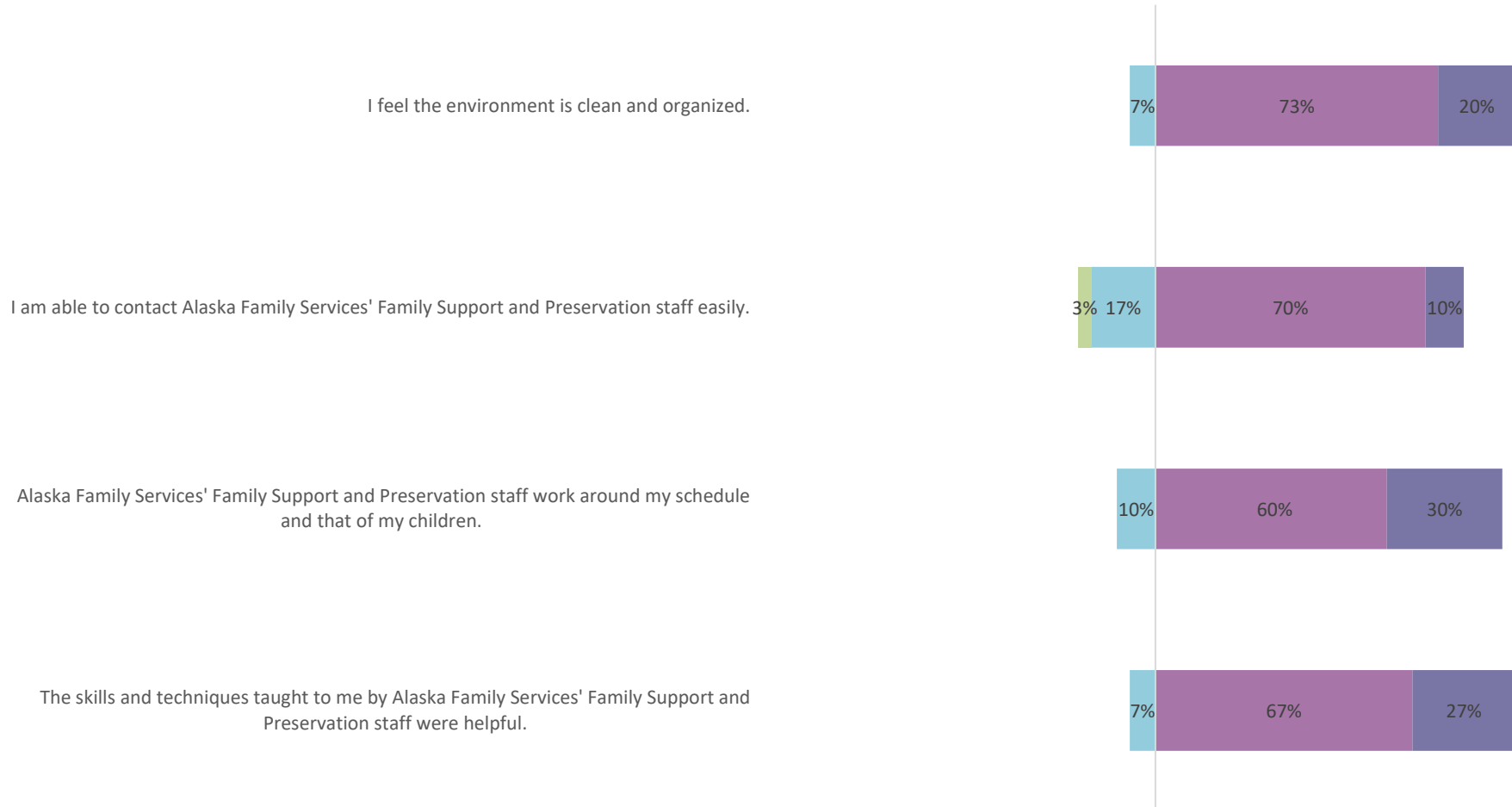
Program Specific Survey Question Results

Family Support and Preservation Program (FSPP) Program Specific Survey Question Results

A total of 32 clients said they participated in at least one of the Family Support and Preservation Program (FSPP) services. Of those 32 clients, 30 responded to the FSPP program specific survey questions. Client responses to program specific survey questions were very positive. For all questions, 80 percent of respondents and above reported strong agreement or agreement with the question.

Figure 15. Summary Results for FSPP Program Specific Survey Questions
Base: FSPP clients who completed the program specific survey questions.

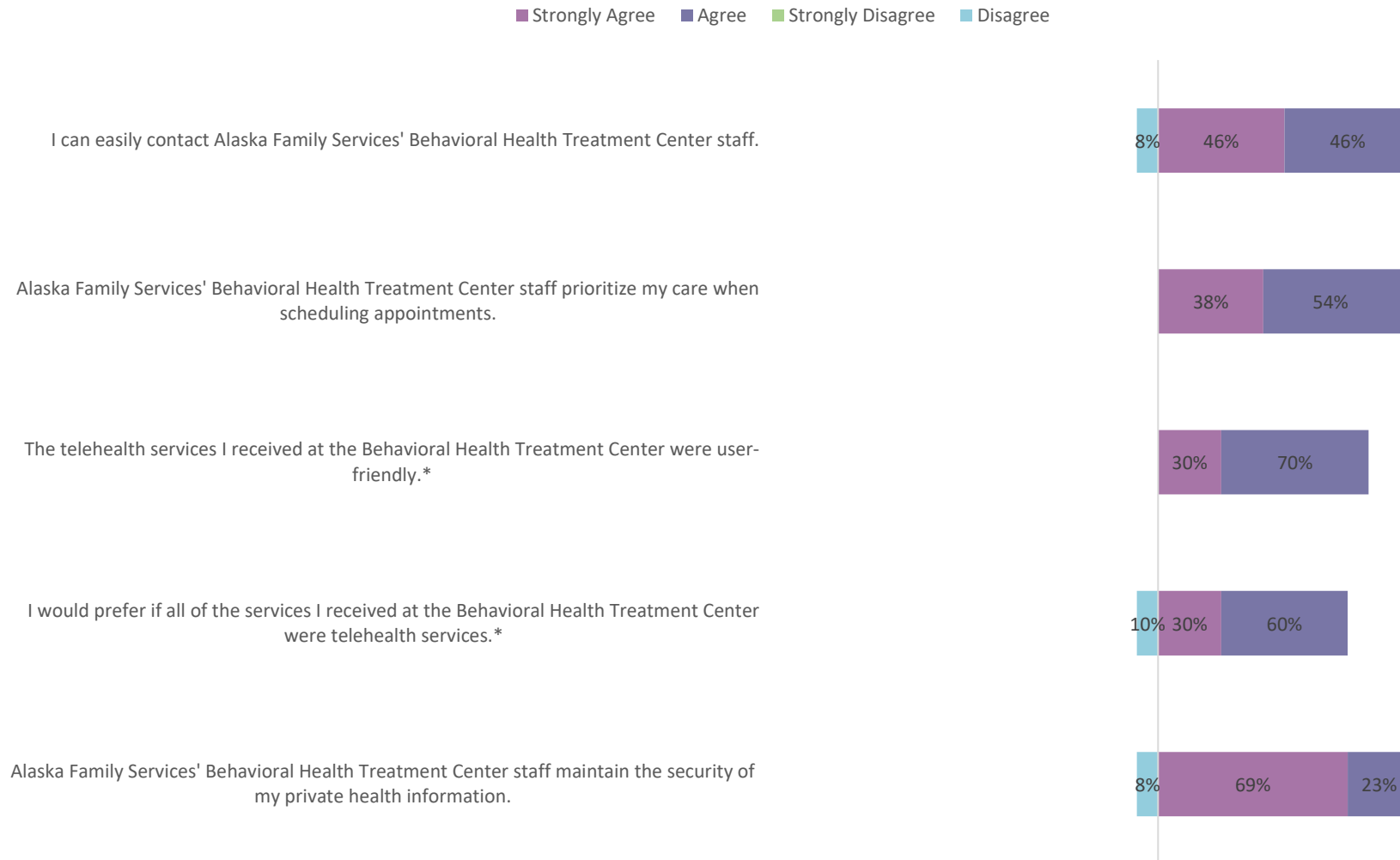
Strongly Agree Agree Disagree Strongly Disagree



Behavioral Health Treatment Center (BHTC) Program Specific Survey Question Results

A total of 18 clients said they participated in Behavioral Health Treatment Center (BHTC) services. Of those 18 clients, 13 responded to the BHTC program specific survey questions. Client responses to program specific survey questions were very positive. For all questions, 80 percent of respondents and above reported strong agreement or agreement with the question.

Figure 16. Summary Results for BHTC Program Specific Survey Questions
Base: BHTC clients who completed the program specific survey questions.



**Three respondents indicated they did not use telehealth services*

Appendixes

Appendix A

Alaska Family Services 2022 Client Satisfaction Survey

1. I trust Alaska Family Services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

2. I received high quality services from Alaska Family Services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

3. Alaska Family Services staff care about me.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

4. I can afford services offered by Alaska Family Services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

5. Alaska Family Services staff respect my racial and cultural background.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

6. Alaska Family Services programs are welcoming to everyone.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

7. Alaska Family Services provided me with and/or connected me to the services that I needed.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

8. The services I received at Alaska Family Services strengthened my identified family unit.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- My family was not involved in the services I received.

Comments:

9. The experiences that I had with Alaska Family Services helped me make positive changes in my life.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

10. If a friend or family member needed support, I would refer them to Alaska Family Services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

Demographic Questions

1. What is your age in years?

- Under 18
- 18 – 24

- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 +
- I prefer not to answer.

2. With which gender(s) do you most identify? [select all that apply]

- Man
- Woman
- Non-binary
- Another option not listed here. Please specify: _____
- I prefer not to answer this question.

3. Would you be interested in programming specific to the LGBTQ+ community?

- No
- Yes
- If yes, what programming would you like offered. _____

4. Where do you live?

- Wasilla
- Palmer
- Talkeetna
- Chickaloon
- Willow
- Cordova
- Valdez
- Seward
- Anchorage
- Kenai
- Homer
- Other (please specify) _____

5. Which categories best describe you? [select all that apply]
- American Indian or Alaska Native—For example, Tlingit, Athabaskan, Blackfeet Nation
 - Asian—For example, Chinese, Filipino, Vietnamese, Korean
 - Black or African American—For example, Jamaican, Haitian, Nigerian
 - Hispanic or Latino—For example, Mexican or Mexican American, Cuban, Salvadoran
 - Middle Eastern or North African—For example, Lebanese, Iranian, Egyptian
 - Native Hawaiian or Other Pacific Islander—For example, Native Hawaiian, Samoan, Tongan
 - White—For example, German, Irish, English
 - Another race, ethnicity or origin, please specify: _____
 - I prefer not to answer this question.
6. What programs have you used at Alaska Family Services? [select all that apply]
- Alcohol Safety Action Program (ASAP)
 - Behavioral Health Treatment Center
 - Child Care Assistance – Wasilla
 - Child Care Assistance – Anchorage
 - Circles of Support
 - Domestic Violence and Sexual Assault Services (victim services)
 - Family Support
 - Family Contact
 - Parents as Teachers
 - FIT Court
 - Batters Intervention Program
 - Anger Management
 - Legal Advocate
 - WIC – Palmer
 - WIC – Wasilla
 - WIC – Kenai
 - WIC – Homer
 - WIC – Seward
 - Breastfeeding Peer Counselors
 - Work Services & Job Development
 - Special Santa
 - Thanksgiving Baskets

Raffle Entry

If you would like to be entered into the raffle for a \$50 Fred Meyer gift card, please provide your name and email address. Your name will not be connected to your survey answers.

1. Name: _____

2. Email Address: _____

Thank you for helping AFS learn and improve! Your input matters to us.

Like and follow our Facebook page!

Appendix B

Family Support and Preservation Program (FSPP) Program Specific Questions

1. I feel the environment is clean and organized.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

2. I am able to contact Alaska Family Services' Family Support and Preservation staff easily.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

3. Alaska Family Services' Family Support and Preservation staff work around my schedule and that of my children.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

4. The skills and techniques taught to me by Alaska Family Services' Family Support and Preservation staff were helpful.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

Appendix C

Behavioral Health Treatment Center (BHTC) Program Specific Questions

1. I can easily contact Alaska Family Services' Behavioral Health Treatment Center staff.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

2. Alaska Family Services' Behavioral Health Treatment Center staff prioritize my care when scheduling my appointments.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:

3. The telehealth services I received at the Behavioral Health Treatment Center were user-friendly.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I did not receive telehealth services

Comments:

4. I would prefer if all of the services I received at the Behavioral Health Treatment Center were telehealth services.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I did not receive telehealth services

Comments:

5. Alaska Family Services' Behavioral Health Treatment Center staff maintain the security of my private health information.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:
