

Alaska Family Services’ 2023 Client Satisfaction Survey

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Methodology

Survey Development

Alaska Family Services' Performance and Quality Improvement (PQI) Committee maintained the 2022 client satisfaction survey questions for use in 2023. 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) carried over their program specific questions from 2021. 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 February, the PQI 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 survey launched March 15, 2023. Survey completion numbers were shared weekly with program managers. The survey closed on April 26, 2023.

Survey Response

A total of 251 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.

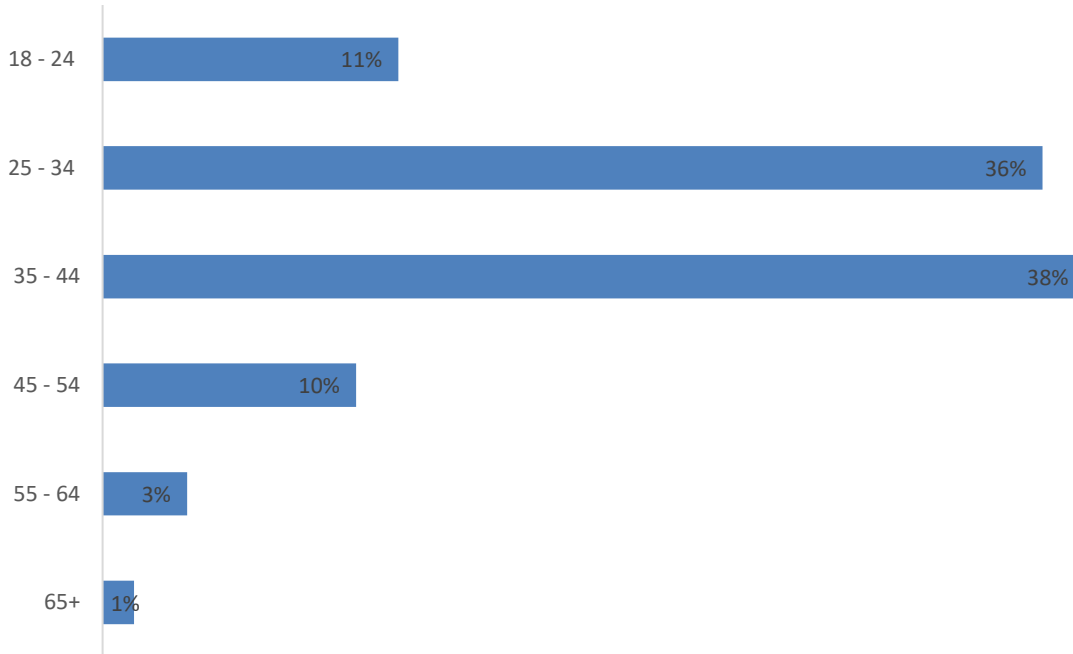
¹ Following the close date of the survey, the PQI Committee raffled off four \$50 Fred Meyer gift cards to respondents who entered their email in the raffle.

Overall Agency Results

Age

The majority of clients who responded to the survey (74 percent) were either between the ages of 25 and 34 (36 percent) or between the ages of 35 and 44 (38 percent).

Figure 1. What is your age in years?



Note: Nine respondents did not answer this question.

Gender Identity

Almost three-quarters of clients who responded to the survey identified as female (71 percent).

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

Selected Answer	# of Responses	% Responses
Female	176	71%
Male	70	28%
Non-binary	0	0%
Another gender option not listed here	0	0%
I prefer not to answer this question	1	1%
Total	247	100%

Note: Four respondents did not answer this question.

Community of Residence

Most survey respondents live in Wasilla (38 percent), followed by Anchorage (32 percent) and Palmer (20 percent).

Table 3. Where do you live?

Community	# of Responses	% Responses
Wasilla	93	38%
Anchorage	78	32%
Palmer	50	20%
Other	14	6%
Talkeetna	5	2%
Willow	5	2%
Chickaloon	1	.4%
Kenai	1	.4%
Cordova	0	0%
Seward	0	0%
Homer	0	0%
Total	247	100.8%

Note: Other responses were Big Lake (4), Houston (2), Chugiak (2), Nome (1), Sutton (1), Trapper Creek (1), Peters Creek (1), Hawaii (1), and South Carolina (1). Four respondents did not answer this question.

Race & Ethnicity

When asked to identify the race and ethnicity categories that best described their identity, 12 percent of respondents identified as more than one race or ethnicity, and 2 percent identified as with a group not referenced in the question. Over half of survey respondents identified as White (70 percent), and almost one-fifth identified as Alaska Native or American Indian (19 percent).

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

Race / Ethnicity	# of Responses	% of Responses
White—For example, German, Irish, English	172	70%
American Indian or Alaska Native—For example, Tlingit, Athabaskan, Blackfeet Nation	46	19%
Hispanic or Latino—For example, Mexican or Mexican American, Cuban, Salvadoran	16	6%
Black or African American—For example, Jamaican, Haitian, Nigerian	15	6%
I prefer not to answer this question	10	4%
Native Hawaiian or Other Pacific Islander—For example, Native Hawaiian, Samoan, Tongan	9	4%
Asian—For example, Chinese, Filipino, Vietnamese, Korean	9	4%
Another race, ethnicity or origin, please specify	5	2%
Middle Eastern or North African—For example, Lebanese, Iranian, Egyptian	0	0%
No Answer	4	2%
TOTAL	286	117%

Program Participation

Respondents were asked about which programs they had used at AFS. Clients could select any number of programs. Over a quarter of clients who responded to the survey had participated in more than one AFS program (27 percent), ranging from 2 programs up to 9 programs. Clients who participated in the survey had participated in 1.6 AFS programs on average.

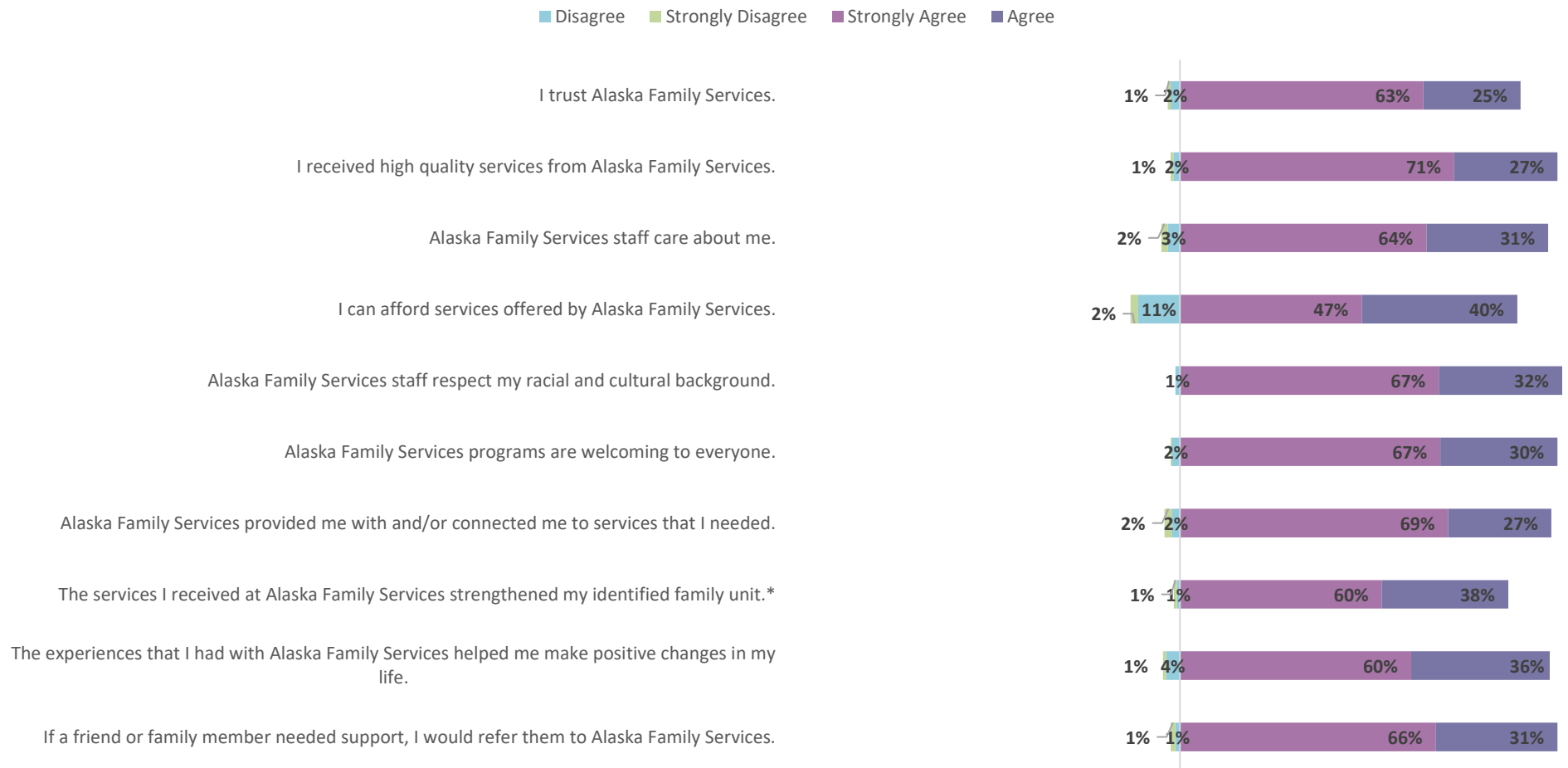
Table 5. What programs have you used at Alaska Family Services? [select all that apply]

Program	# of Responses	% of Responses
WIC- Wasilla	40	16%
Child Care Assistance - Wasilla	20	8%
Child Care Assistance- Anchorage	70	28%
Special Santa	24	10%
Work Services & Job Development	33	13%
WIC- Palmer	19	8%
Alcohol Safety Action Program (ASAP)	59	24%
Domestic Violence and Sexual Assault Services (Victim Services)	26	11%
Thanksgiving Baskets	19	8%
Behavioral Health Treatment Center	25	10%
Breastfeeding Peer Counselors	12	5%
Family Contact	4	2%
Legal Advocate	4	2%
Parents as Teachers	6	2%
WIC – Kenai	1	.4%
Batterer's Intervention Program	13	5%
Family Support and Preservation In Home	12	5%
Anger Management	9	4%
WIC-Homer	12	0%
WIC-Seward	0	0%
No Response	4	2%

Overall Agency Ends Policies Survey Results

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 2. Summary Results for Questions 1-10



* Thirty-four respondents indicated their family was not involved in the services they received.

Program Specific Ends Policies Results

Alcohol Safety Action Program (ASAP) Ends Policies Survey Results

A total of 59 clients said that they participated in ASAP 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 3. Summary Results for Questions 1-10
Base: Clients who indicated they participated in ASAP

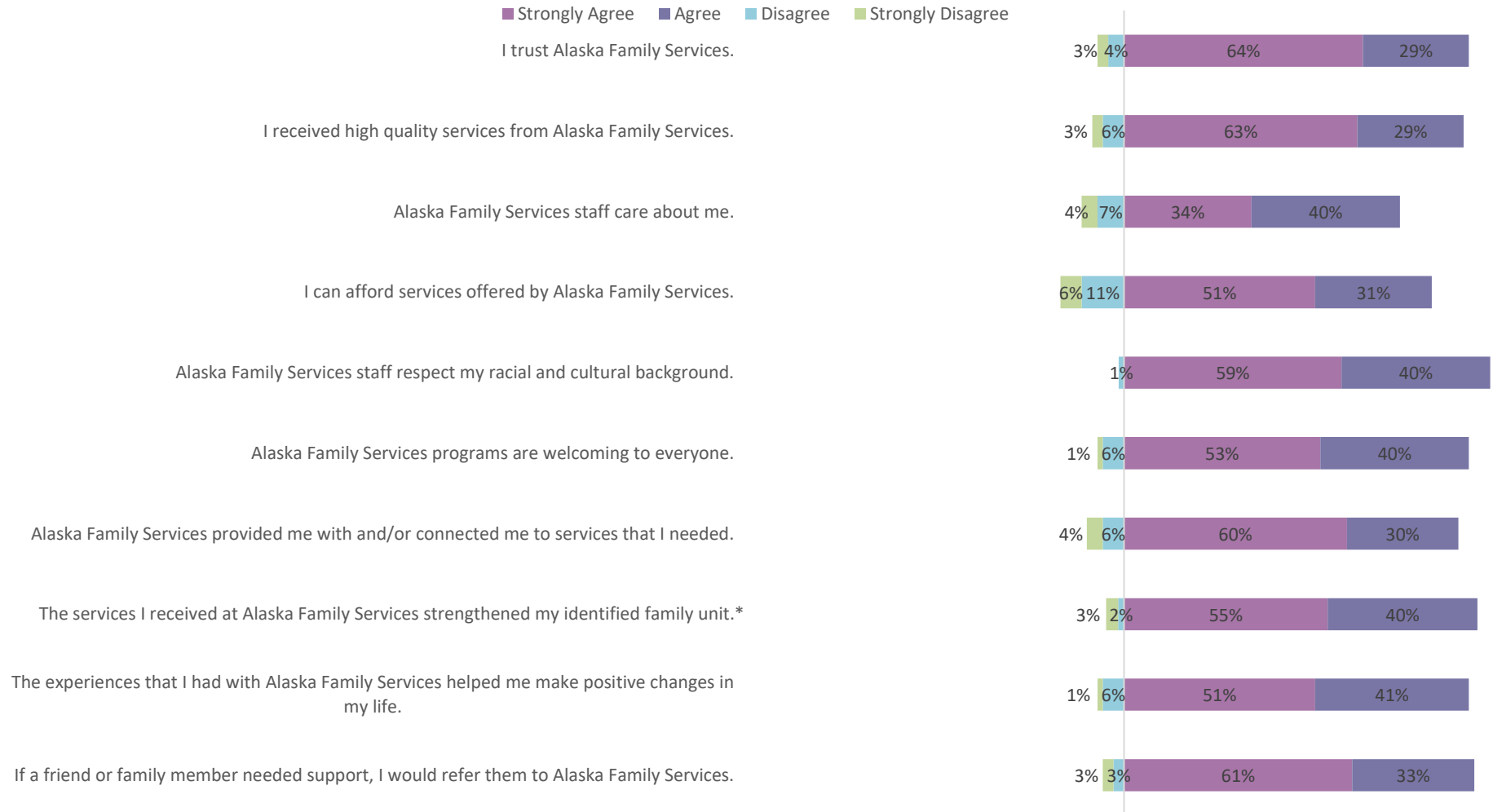


* Fifteen respondents indicated their family was not involved in the services they received.

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

A total of 70 clients said that they participated in CCAP Anchorage services. Client responses to survey questions related to AFS ends policies were positive. For all questions, 80 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 Anchorage.

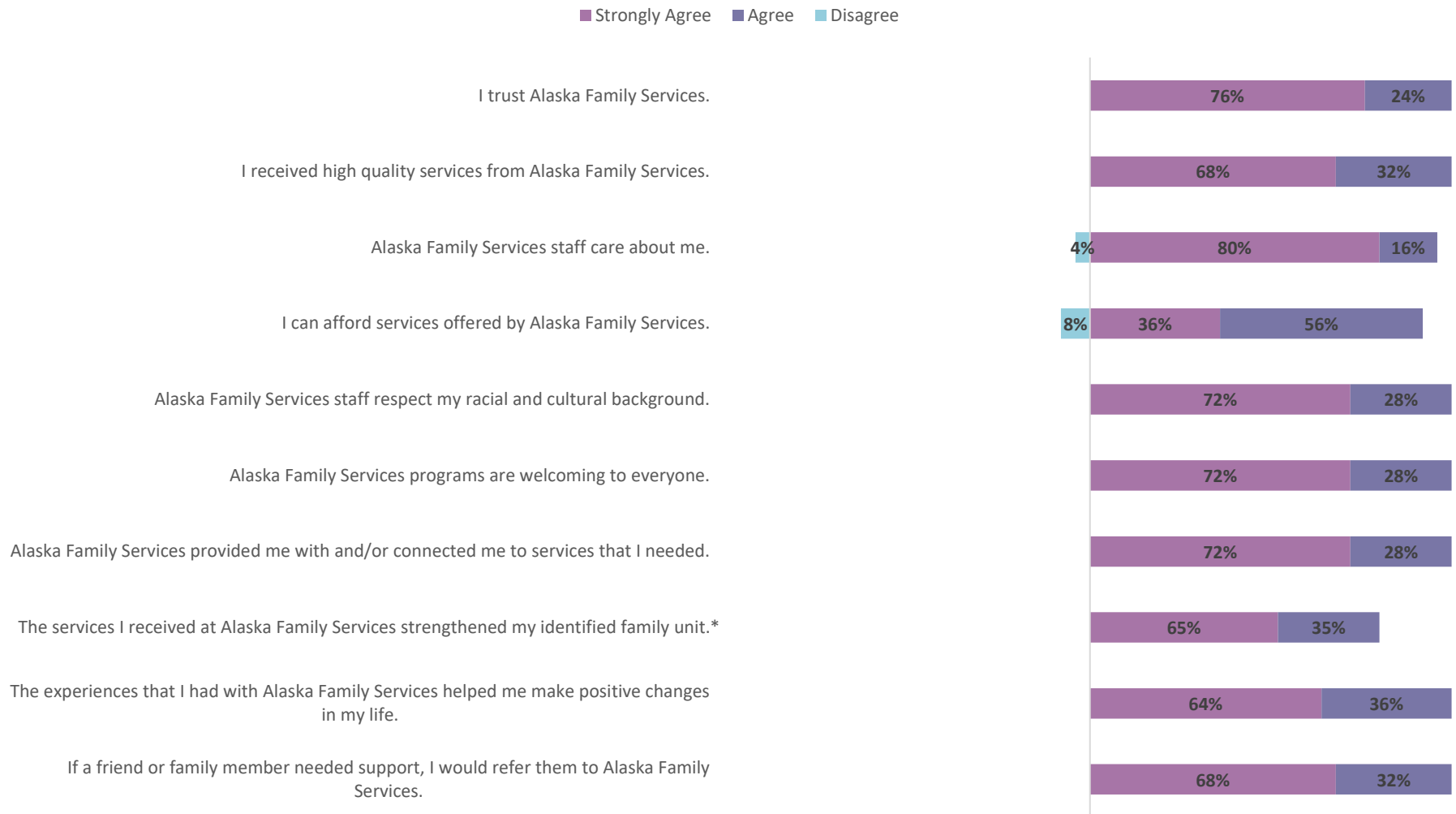


* Eight respondents indicated their family was not involved in the services they received.

Behavioral Health Treatment Center (BHTC) Ends Policies Survey Results

A total of 25 clients said that they participated in BHTC 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 5. Summary Results for Questions 1-10
 Base: Clients who indicated they participated in BHTC services.

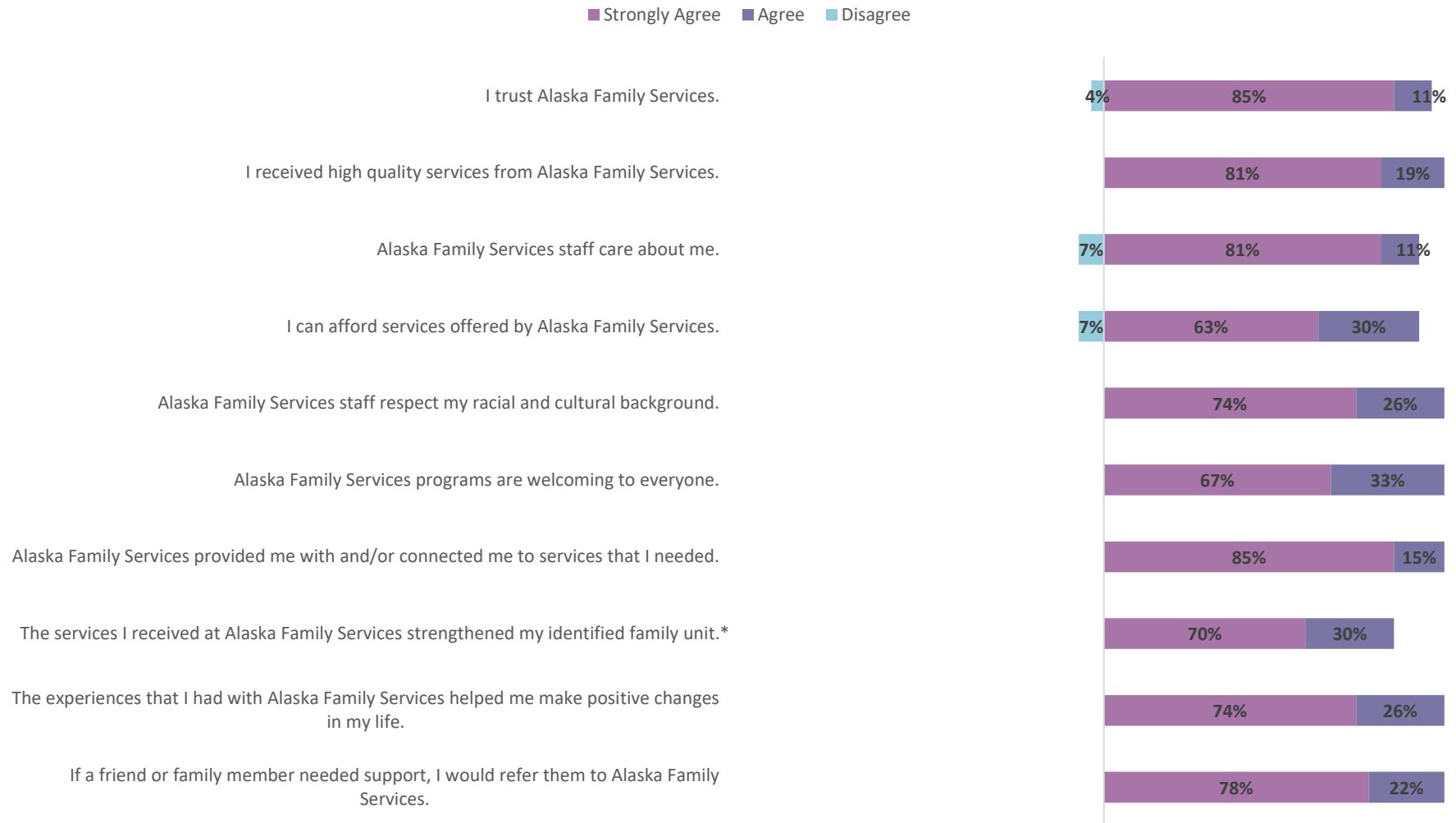


* Five respondents indicated their family was not involved in the services they received.

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

A total of 26 clients said that they participated in DVSA Services (victim services) and 4 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, 90 percent of respondents and above reported strong agreement or agreement with the question.

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

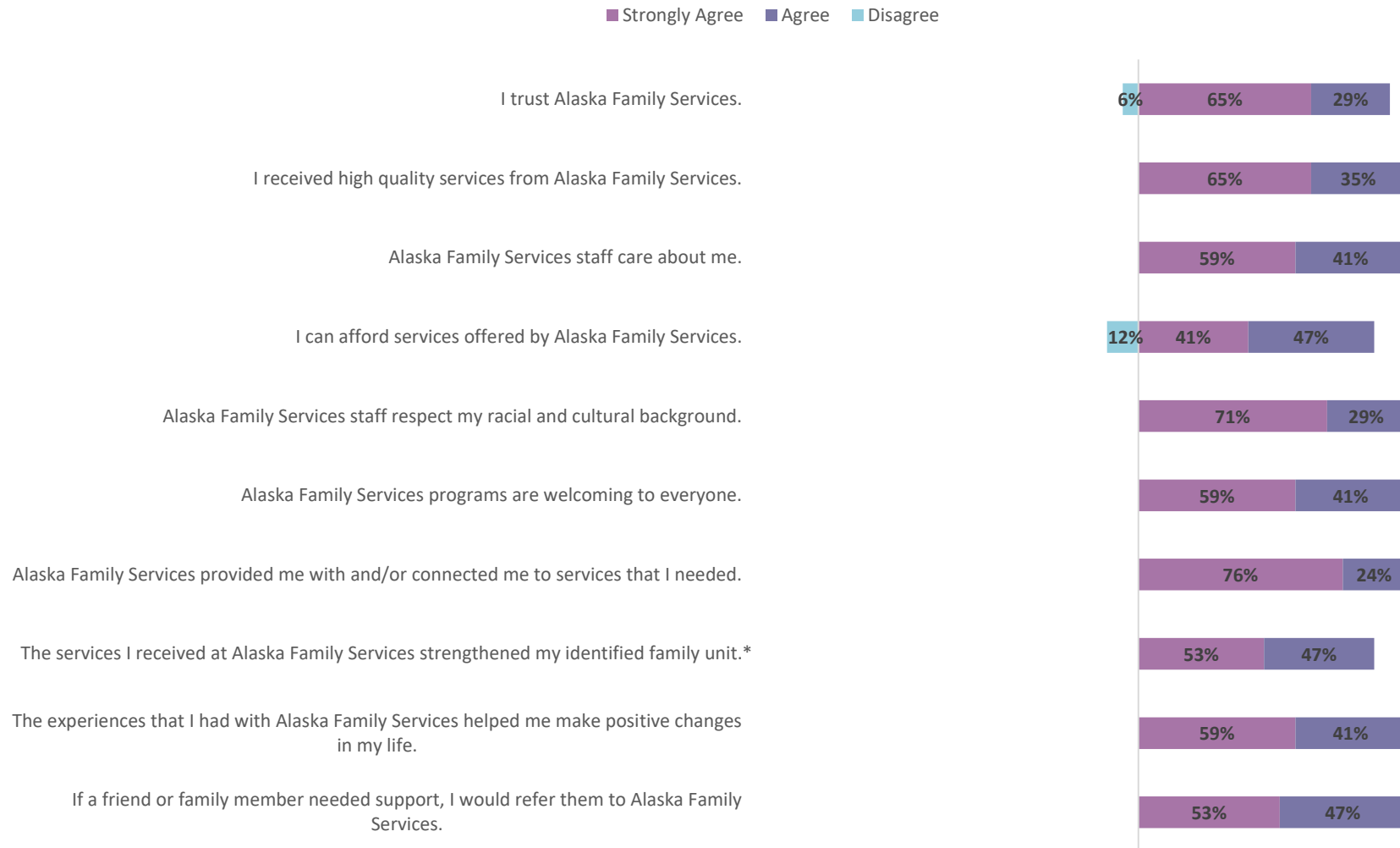


* Four respondents indicated their family was not involved in the services they received.

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

A total of 12 clients said that they participated in Family Support and Preservation In Home, 6 clients participated in Parents as Teachers, and 4 clients participated in Family Contact. FSPP results include the 22 respondents who indicated they participated in Family Support and Preservation In Home, Family Contact, and/or Parents as Teachers. 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 7. Summary Results for Questions 1-10
Base: Clients who indicated they participated in FSPP.



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

Family Violence Intervention Program (FVIP) Ends Policies Survey Results

A total of 13 clients said that they participated in the Batterer’s Intervention Program (BIP) and 9 clients participated in Anger Management. FVIP results include the 22 respondents who indicated they participated in BIP and Anger Management. Client responses to survey questions related to AFS ends policies were positive. For all questions, 80 percent of respondents and above reported strong agreement or agreement with the question.

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



No Response Ends Policies Survey Results

A total of 4 clients did not identify the program in which they participated. Client responses to survey questions related to AFS ends policies were not all positive.

Figure 9. Summary Results for Questions 1-10
Base: Clients who did not indicate their program participation.



Special Santa Ends Policies Survey Results

A total of 24 clients said that they participated in Special Santa. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 95 percent of respondents and above reported strong agreement or agreement with the question.

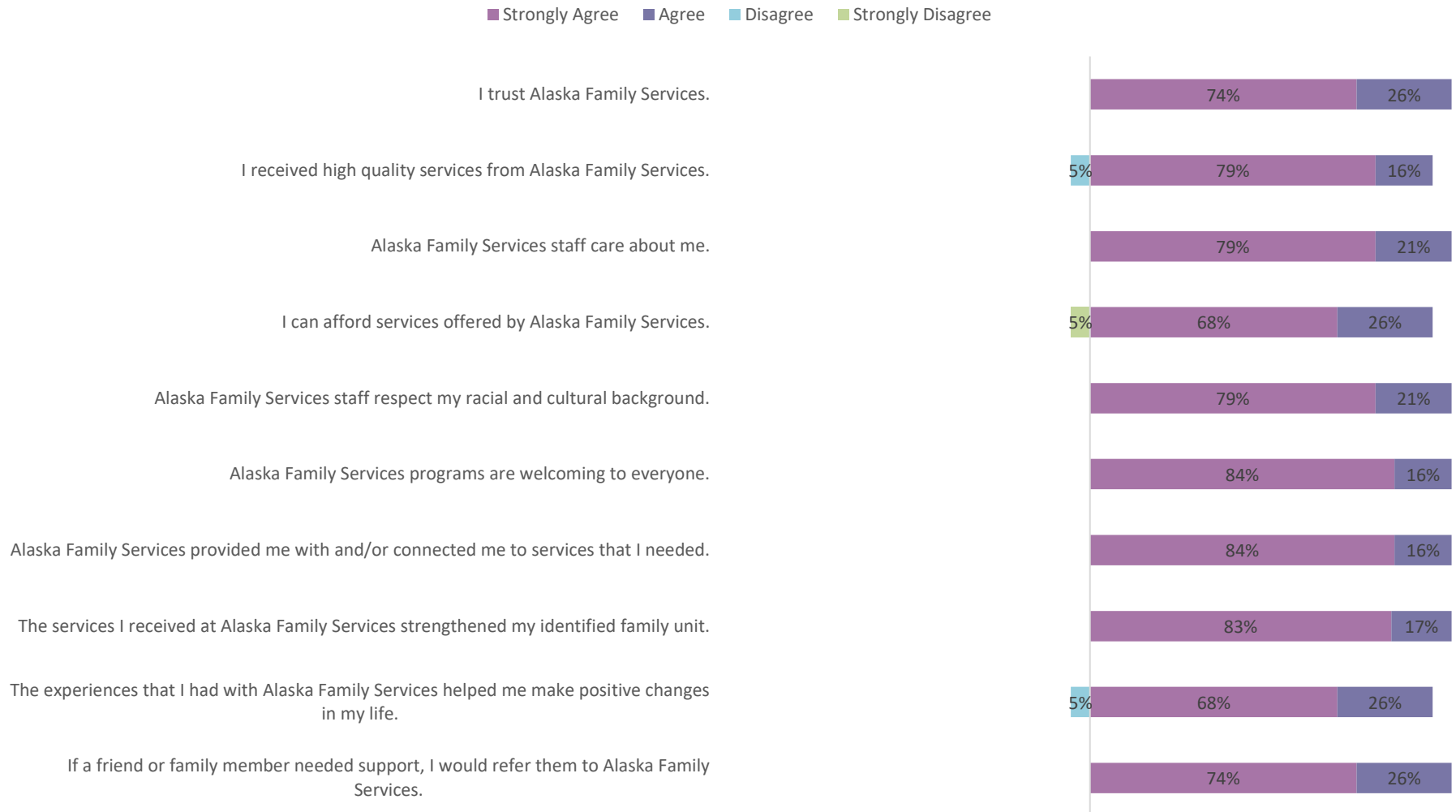
Figure 10. Summary Results for Questions 1-10
Base: Clients who indicated they participated in Special Santa.



Thanksgiving Baskets Ends Policies Survey Results

A total of 19 clients said that they participated in Thanksgiving Baskets. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 95 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.



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

A total of 20 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, 100 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 Wasilla CCAP services.



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

WIC Ends Policies Survey Results

A total of 45 clients said that they participated in WIC and 12 clients said they utilized Breastfeeding Peer Counselors. WIC results include the 57 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 90 percent of respondents reported strong agreement or agreement with the question.

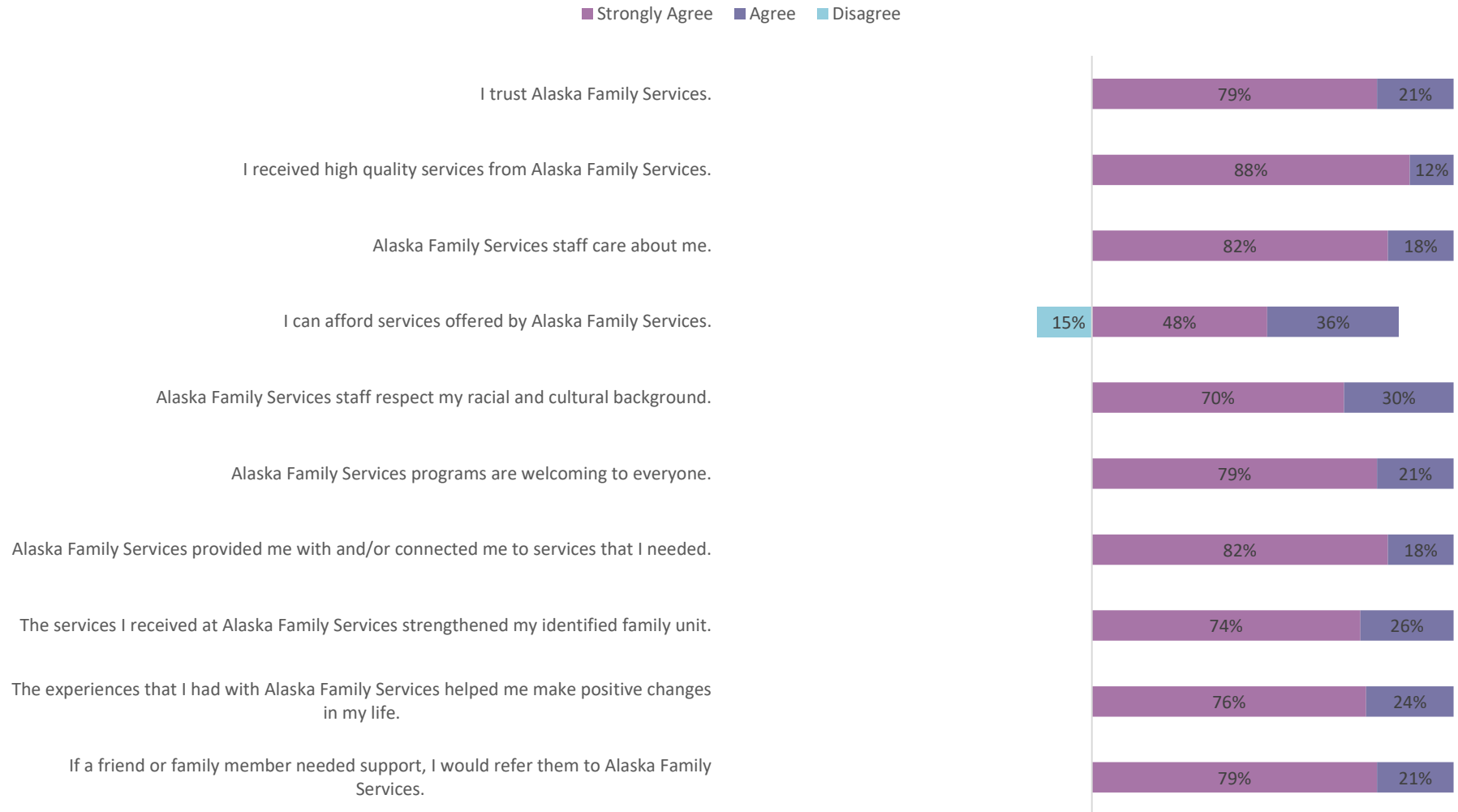
Figure 13. Summary Results for Questions 1-10
 Base: Clients who indicated they participated in WIC and Breastfeeding Peer Counselors.



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

A total of 33 clients said that they participated in WSJD services. Client responses to survey questions related to AFS ends policies were positive. For all questions, 85 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 WSJD.



Program Specific Survey Question Results

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

A total of 22 clients said they participated in at least one of the Family Support and Preservation Program (FSPP) services. All of those clients responded to the FSPP program specific survey questions. Client responses to program specific survey questions were very positive. For all questions, 95 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

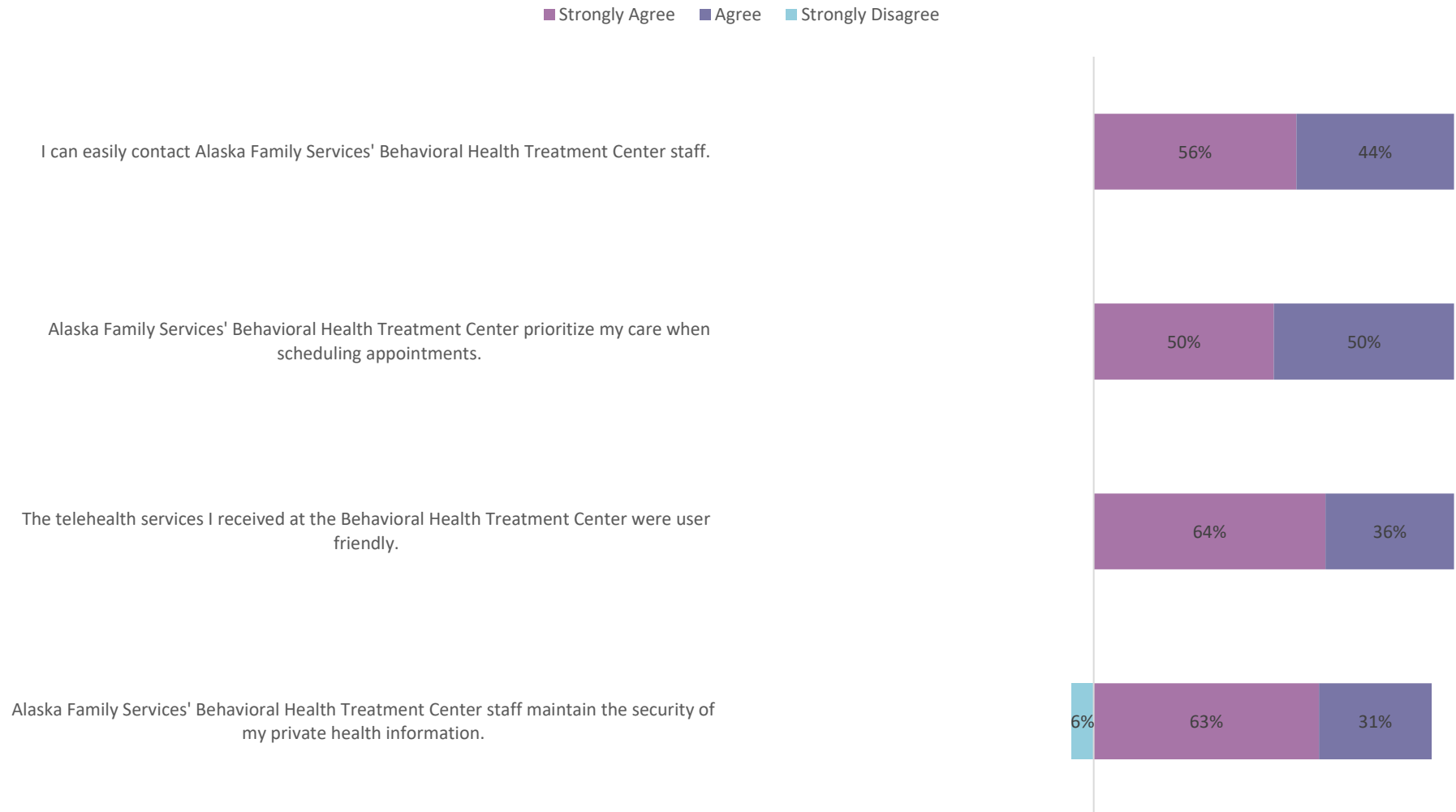


Behavioral Health Treatment Center (BHTC) Program Specific Survey Question Results

A total of 25 clients said they participated in Behavioral Health Treatment Center (BHTC) services. Of those 25 clients, 16 responded to the BHTC program specific survey questions. Client responses to program specific survey questions were very positive. For all questions, 90 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.



**Two 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. Where do you live?
 - Wasilla
 - Palmer
 - Talkeetna
 - Chickaloon
 - Willow
 - Cordova
 - Valdez
 - Seward
 - Anchorage
 - Kenai
 - Homer
 - Other (please specify) _____

4. 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.

5. 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.

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Appendix B

Family Support and Preservation Program (FSPP) 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) 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. Alaska Family Services' Behavioral Health Treatment Center staff maintain the security of my private health information.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Comments:
