

**ADMINISTRATIVE CASE REVIEW  
SATISFACTION SURVEY**

Reviewer Name: \_\_\_\_\_ Date of ACR \_\_\_\_\_

=====

**(Please mark only one category)**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Mother              | <input type="checkbox"/> Worker - DCFS               | <input type="checkbox"/> Other Professional working with the Child/Family |
| <input type="checkbox"/> Father              | <input type="checkbox"/> Worker - Private Agency     |   |
| <input type="checkbox"/> Youth (12 and over) | <input type="checkbox"/> Supervisor - DCFS           |   |
| <input type="checkbox"/> Foster Parent       | <input type="checkbox"/> Supervisor - Private Agency | <input type="checkbox"/> Other ACR Participant                            |
- =====

**1 = Yes      2 = Mostly Yes      3 = Mostly No      4 = No      5 = Not Applicable**

**Circle the number that best reflects your opinion:**

- |     |   |   |   |   |   |  |
|-----|---|---|---|---|---|--|
| 1)  | 1 | 2 | 3 | 4 | 5 | Have you ever attended an Administrative case review before today?   |
| 2)  | 1 | 2 | 3 | 4 | 5 | Were you informed of and encouraged to attend the Administrative Case Review?  |
| 3)  | 1 | 2 | 3 | 4 | 5 | Did you participate in the development of the Service Plan (prior to the ACR)?   |
| 4)  | 1 | 2 | 3 | 4 | 5 | Was the scheduled time of the review convenient for you?   |
| 5)  | 1 | 2 | 3 | 4 | 5 | Was there an introduction of all participants and their role at the review?  |
| 6)  | 1 | 2 | 3 | 4 | 5 | Did the Case Reviewer ensure that the purpose of the Administrative Case Review was explained clearly?   |
| 7)  | 1 | 2 | 3 | 4 | 5 | Was the Case Reviewer knowledgeable about Rule and Procedure as it applied to the case under review?   |
| 8)  |   |   |   |   |   | Please tell us how you were treated by the Reviewer (a thru f below)   |
| a)  | 1 | 2 | 3 | 4 | 5 | With Respect   |
| b)  | 1 | 2 | 3 | 4 | 5 | Made me feel comfortable   |
| c)  | 1 | 2 | 3 | 4 | 5 | Asked me questions   |
| d)  | 1 | 2 | 3 | 4 | 5 | Listened to my answers   |
| e)  | 1 | 2 | 3 | 4 | 5 | Made me feel a part of the review  |
| f)  | 1 | 2 | 3 | 4 | 5 | Allowed me to ask questions  |
| 9)  | 1 | 2 | 3 | 4 | 5 | Did the Administrative Case Review begin on time? <b>If no, was it due to:</b> (a thru c below)  |
| a)  | 1 | 2 | 3 | 4 | 5 | The Case Reviewer was late   |
| b)  | 1 | 2 | 3 | 4 | 5 | Previous case review ran past allotted time  |
| c)  | 1 | 2 | 3 | 4 | 5 | Waiting for other participants   |
| 10) | 1 | 2 | 3 | 4 | 5 | If conflicts were identified, was there a process developed to resolve them?   |
| 11) | 1 | 2 | 3 | 4 | 5 | Do you think there were individual differences that affected communication between the Case Reviewer and the participants?                           |
| 12) | 1 | 2 | 3 | 4 | 5 | Do you think there were cultural barriers that affected communication between the Case Reviewer and the participants?                                |
| 13) | 1 | 2 | 3 | 4 | 5 | Were you comfortable expressing your opinions?   |
| 14) | 1 | 2 | 3 | 4 | 5 | Do you think the Administrative Case Reviewer could have been more thorough? <b>If yes please provide your reasons in the comment section below.</b> |

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15)	1	2	3	4	5	Do you feel more time was needed to discuss issues pertaining to the portion of the review in which you participated?
16)	1	2	3	4	5	At the end of the Administrative Case Review, did the Case Reviewer summarize what had occurred?
17)	1	2	3	4	5	Did the Case Reviewer inform you of your right to appeal?
18)						At the conclusion of the ACR, did you have a clear understanding of the actions needed to ensure: (a thru c below)
a)	1	2	3	4	5	The safety of the child(ren)
b)	1	2	3	4	5	The permanency of the child(ren)
c)	1	2	3	4	5	The well being of the child(ren)
19)						Please indicate (circle) how long the review took: a.) 30 minutes or less b.) 60 minutes or less c.) 90 minutes or less d.) Over 90 minutes
20)	1	2	3	4	5	At the end of the Administrative Case Review did you understand what you needed to do to achieve permanency for the children?
21)	1	2	3	4	5	During the Administrative Case Review did the Case Reviewer state areas that would be included in the feedback?

What did you find helpful about the ACR process?

22) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What did you find least helpful about the ACR process?

23) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have any suggestions for improving ACR?

24) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

COMMENTS: Please indicate the number of the question you are commenting on.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**For additional space, please continue on back of page. Thank you for your time.**