

# **YOUTH SAFETY SURVEY PROCESSES**

## OYA Bi-annual Substitute Care Quality Assurance/Safety Surveys

At six month intervals, all youth in substitute care (foster, proctor, and residential care) are questioned, using two distinct survey instruments:

- One identifying any programmatic issues or concerns the youth may have.
- One identifying possible youth safety issues.

Although the surveys are administered in a confidential manner, youth are offered the option of being contacted directly by the Professional Standards Office (PSO) to discuss their concerns if they wish to do so. Youth have 2 options to contact the PSO:

- Filling out the identifying information on the survey form to have the PSO contact them directly.
- Utilizing an enclosed business card which has direct contact information for the Professional Standards Office.

## Final Service and Safety Surveys

Safety and Customer Service Surveys are sent to youth and their families the month following the youth's termination with OYA. Surveys are sent to both parents separately.

These surveys are offered confidentially with an enclosed postage-paid pre-addressed envelope to assist the youth and families in returning it to the PSO for review. Youth and families are offered the option of being contacted directly by the PSO to discuss their concerns if they wish to do so. Youth and families have 2 options to contact the PSO:

- Filling out the identifying information on the survey form to have the PSO contact them directly.
- Utilizing an enclosed business card which has direct contact information for the Professional Standards Office.