

Client experience monitor Parents End of aid

Was this good aid?

You have received this questionnaire because your child has had youth aid. Children older than 12 also get this questionnaire; if your child is older than 16, you don't fill in a questionnaire.

We would like to know from you what you think of this youth aid. Are you satisfied, or not?

We can evaluate what's going well and what's not going well better if lots of parents/guardians fill in this form. If some things turn out not to be going very well, we can do something about it. With your help we can improve the aid. So we hope you will participate!

Who are we, and what happens with your answers?

This questionnaire has been made by the youth aid organisation that gives your child aid, and by the municipality you are living in. The youth aid organisation uses the information to improve its aid. Why does the municipality get the answers? The municipality is responsible for all youth aid that is being given in your home town. This means the municipality pays for this aid, and also has to make sure that good aid can be found. The municipality also uses your answers to improve youth aid in general.

Anonymity preferred?

If you don't want the youth aid organisation to be able to trace your answers back to you, you can indicate this on the questionnaire. The municipality will only get the anonymised answers and is not able to see that you have filled it in. So you don't have to do anything extra.

Thank you for filling in this questionnaire.

The start of the aid

Question 1: I knew where I had to go to when we were looking for help.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. I didn't look myself
- f. Don't know

Question 2: I am satisfied with how soon we had the first interview (intake or start treatment) with the care worker*.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

How have you and your child been listened to?

Question 3: The care worker really listened to what my child or our family said it needed.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 4: My child and I were involved in the decisions about the aid.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 5: I am satisfied with the way I have been involved with the aid of my child.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. I was not being involved
- f. Don't know

** In this questionnaire, with care workers we mean people who have been helping you or your child. Maybe you call these people mentor, coach, therapist or another name.*

Cooperation between everyone who has been helping you and your child

Question 6: I think the different care workers* worked well together.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. My child only had one care worker
- f. Cooperation was not necessary/desirable
- g. Don't know

Question 7: I think the care worker(s)* and the school/educational institution/daycare ** worked well together.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. My child is not in school/isn't getting an education/isn't going to daycare
- f. Cooperation was not necessary/desirable
- g. Don't know

[Only answer Question 7a if your response to question 7 was 'disagree' or 'totally disagree']

Question 7a: We would have gotten better aid if the care worker(s) and the school/educational program/institution/day care had worked together better.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

[If your answer to question 7 was 'e' 'my child is not in school/isn't getting an education/isn't going to daycare', you don't have to answer question 7b]

Question 7b: The school/educational institution of my child has made a plan*** for aid.

- a. Yes
- b. No
- c. Not applicable, my child is going to day care
- d. Don't know

** In this questionnaire, with care workers we mean people who have been helping you and your child. Maybe you call these people mentor, coach, therapist or another name.*

***When it says school, you can think of the teacher, mentor or care coordinator of your child, or the day care worker. Important to know: If there has been contact between the care worker(s) and the school of your child, if your child is younger than 16 years old this has only happened after you have given permission. So if you haven't given your permission there will not have been contact.*

****A plan that the school has made together with you and your child. This plan states what education your child will follow after this school/educational institution, and how your child can be supported. This is also called a 'ontwikkelperspectiefplan (OPP)', a development perspective plan.*

How is your child doing now?

Question 8a: It is going well at home (the place where my child lives).

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8b: My child is doing well at school/educational institution/day care or work*.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Not applicable
- f. Don't know

Question 8c: My child is doing well in its free time**.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8c: My child is feeling well physically.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8e: My child feels well***.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Question 8f: My child feels safe.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

**Does your child have a side job, but is it at school for the largest part of its time? Then we are interested in how your child is doing at school.*

*** Think about the things your child is doing in its free time, like a hobby or sports.*

**** Think about how your child is feeling mentally/psychically.*

Question 8g: My child has self confidence.

- a. Totally agree
- b. Agree
- c. Disagree
- d. Totally disagree
- e. Don't know

Did you and your child benefit from the aid?

Question 9: Give a mark of 1 to 10 for how useful the aid was to your child.

Tick a number here. The number tells us how helpful the aid has been to your child. 1- didn't help at all, 10 - helped a lot.

Question 9b: Give a mark of 1 to 10 for how useful the aid was to you

Tick a number here. The number tells us how helpful the aid has been to you. 1- didn't help at all, 10 - helped a lot.

Question 10: Choose the answer that best applies to you.

My child and our family have benefited enough from the aid to go on ourselves afterwards:

- a. Totally agree: My child doesn't need any more aid.
- b. Agree: My child doesn't need further aid for now, but I expect my child will be asking for aid later on.
- c. Disagree*: My child needs aid, but less.
- d. Totally disagree**: My child needs the same kind of aid, or more.

In conclusion

If you want to tell or explain anything, you can do this here.

Your answers can help the youth aid organisation improve its aid. So it would be appreciated if you share your answers with the youth aid organisation. If you don't want this, tick the following box:

- I don't want my answers/data to be shared with the youth aid organisation

This is the end of the questionnaire.

Thank you for filling it in!

** My child can manage with a lighter form of aid.*

*** My child needs the same kind of aid or more substantial aid.*