

# General Caseworker Survey

County: \_\_\_\_\_

Primary Responsibility:  Case Worker  Supervisor  Other: \_\_\_\_\_  
Fully Describe

## Tenure and Duties

1. How long have you worked in child welfare? \_\_\_ years \_\_\_ months

2. Check all work areas that are currently part of your job.

- |   |  |
|---|--|
| <input type="checkbox"/> Intake<br><input type="checkbox"/> Screening<br><input type="checkbox"/> Case assessment– Investigative Response (IR)<br><input type="checkbox"/> Case assessment– Alternative Response (AR)<br><input type="checkbox"/> Ongoing casework/ intact families | <input type="checkbox"/> Out-of-home placement/ custody cases<br><input type="checkbox"/> Family preservation/prevention services<br><input type="checkbox"/> Adoption<br><input type="checkbox"/> other _____ |
|---|--|

3. If you are a case worker:

3a. How many cases are on your current caseload? \_\_\_\_\_

3b. How many of these are AR cases? \_\_\_\_\_

4. If you are a supervisor, do you supervise any AR workers?  Yes  No

5. Has AR in any way caused an increase or decrease in your:

	<i>large decrease</i>	<i>small decrease</i>	<i>no change</i>	<i>small increase</i>	<i>large increase</i>
a. caseload size	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. overall workload	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. paperwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Skills

6. Please rate each item by circling the number that best describes your perception of your skill level in each area.

	Basic	Advanced
<b>INTERPERSONAL SKILLS</b>		
a. Interviewing	1---2---3---4---5---6---7	
b. Listening	1---2---3---4---5---6---7	
c. Counseling	1---2---3---4---5---6---7	
d. Non-verbal communication	1---2---3---4---5---6---7	
e. Reasoning	1---2---3---4---5---6---7	
f. Empathizing	1---2---3---4---5---6---7	
g. Interpersonal relationships	1---2---3---4---5---6---7	
h. Cultural sensitivity	1---2---3---4---5---6---7	
<b>CASE SKILLS</b>		
i. Fact finding skills	1---2---3---4---5---6---7	
j. Evaluating case facts	1---2---3---4---5---6---7	
k. Gathering complete and quality information	1---2---3---4---5---6---7	
l. Effectively having clients complete case plans	1---2---3---4---5---6---7	
m. Decision making skills	1---2---3---4---5---6---7	
n. Accuracy of judgments	1---2---3---4---5---6---7	
o. Developing case plans with families	1---2---3---4---5---6---7	
p. Involving families in the assessment process	1---2---3---4---5---6---7	
q. Identifying client and family strengths	1---2---3---4---5---6---7	
r. Connecting families with needed resources	1---2---3---4---5---6---7	
s. Collaborative decision making with families	1---2---3---4---5---6---7	

## Job Satisfaction

7. Overall, how satisfied are you with your current child welfare job?

very  
dissatisfied                      very  
satisfied  
 1 --- 2 --- 3 --- 4 --- 5

8. Has the introduction of AR made it any more or less likely that you will remain in this field of work?

much                      no                      much  
less likely                      effect                      more likely  
 1 --- 2 --- 3 --- 4 --- 5

## Alternative Response Knowledge and Attitudes

9. For cases that are appropriate for AR, in your opinion how does the AR approach compare to the IR approach regarding child safety?

AR much safer      no difference      IR much safer  
1 --- 2 --- 3 --- 4 --- 5

10. In your view, what are the major differences between AR and IR in your county?

	<i>much more likely with AR</i>	<i>no difference</i>	<i>much more likely with IR</i>
a. Families receive services they need.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Families receive services quickly.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Families referred to other resources or agencies in community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Separate interviews of child and caregiver.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Family members present at initial assessment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Cooperation of caregivers/family members.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Participation in decisions and case plans.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. In reviewing the following statements, please check all the statements that apply to AR:

- Check all that apply
- a. Families assigned to AR may receive a formal investigation if they prefer.
  - b. Families receiving AR may refuse services without consequence if there are no major safety concerns.
  - c. When families receive AR, no one is formally identified as a perpetrator.
  - d. Families receiving AR are transferred to the IR pathway when safety issues make it necessary.
  - e. Families receiving AR are approached in a friendly, non-accusing manner.
  - f. Families are consistently assigned to AR vs. IR pathways, based on clear criteria.
  - g. When families receive AR, there is no formal determination of child maltreatment.
  - h. AR is formalized in statute, policy, and protocols.
  - i. All CPS cases are eligible for AR.

12. In your experience how effective is the current child protection system in working with client families in which there is:

	not at all effective	very effective
a. drug abuse	1 ---- 2 ---- 3 ---- 4 ---- 5	
b. alcohol abuse	1 ---- 2 ---- 3 ---- 4 ---- 5	
c. domestic violence/intimate partner	1 ---- 2 ---- 3 ---- 4 ---- 5	
d. extreme poverty	1 ---- 2 ---- 3 ---- 4 ---- 5	
e. extreme child behavior problems	1 ---- 2 ---- 3 ---- 4 ---- 5	
f. mental illness	1 ---- 2 ---- 3 ---- 4 ---- 5	
g. mental retardation/developmental disability	1 ---- 2 ---- 3 ---- 4 ---- 5	
h. extremely poor parenting skills	1 ---- 2 ---- 3 ---- 4 ---- 5	
i. educational neglect	1 ---- 2 ---- 3 ---- 4 ---- 5	

j. parent-child conflict 1 ----- 2 ----- 3 ----- 4 ----- 5

13. Overall, how satisfied are you with the AR program in your county?  
 not at all satisfied 1--- 2 --- 3 --- 4 --- 5 completely satisfied

14. Is there anything that is preventing the AR from working as well as you think it could or should be working?

**Training**

15. Indicate what type of training opportunities you have received regarding AR and training opportunities you could benefit from

	Training Received	Training Needed	No training needed or received
a. General introduction/overview of AR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Core AR Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Refresher of AR concepts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Individual training (i.e. direct coaching, mentoring, shadowing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Training on engagement and interviewing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Specialized trainings (i.e. domestic violence, mental health)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Services**

16. Indicate how much you agree with each statement below, in terms of your experience with obtaining services in the communities where you work.

	do not agree	strongly agree
a. I can usually find services in my community that can help keep children safe in their home.	1 ----- 2 ----- 3 ----- 4 ----- 5	
b. It is easy to work with most of the service providers in my community.	1 ----- 2 ----- 3 ----- 4 ----- 5	

17. The following is a list of specific services and service providers. For each service listed below, please indicate agreement with the following statement:

*I have confidence that when a family has one of the following needs, these needs are able to be met by a local community provider:*

	not confident	very confident
a. child care/day care	1-----2-----3-----4-----5	
b. early childhood services	1-----2-----3-----4-----5	
c. respite care/crisis nursery	1-----2-----3-----4-----5	
d. mental health services	1-----2-----3-----4-----5	
e. substance abuse treatment	1-----2-----3-----4-----5	
f. developmental disability services	1-----2-----3-----4-----5	
g. medical services	1-----2-----3-----4-----5	
h. dental services	1-----2-----3-----4-----5	
i. transportation services	1-----2-----3-----4-----5	
j. domestic violence services/shelter	1-----2-----3-----4-----5	

k. food services/food pantry	1-----2-----3-----4-----5
l. housing assistance	1-----2-----3-----4-----5
m. utilities & other household assistance	1-----2-----3-----4-----5
n. employment services	1-----2-----3-----4-----5
o. adult education/vocational services	1-----2-----3-----4-----5
p. parenting classes, household management	1-----2-----3-----4-----5
q. youth, recreational activities	1-----2-----3-----4-----5
r. legal services	1-----2-----3-----4-----5
s. support groups (e.g. parents anonymous)	1-----2-----3-----4-----5
t. mentoring	1-----2-----3-----4-----5

### Demographic Characteristics

18. What is your age? \_\_\_\_\_ (years)

19. What is your gender?  Male  Female

20. Are you of Hispanic, Latino, or Spanish Origin?

- Yes (please specify) \_\_\_\_\_
- No

21. What is your race? (check all that apply)

- Black or African American
- Asian (please specify) \_\_\_\_\_
- Native Hawaiian or other Pacific Islander
- Alaska Native
- White
- American Indian
- Other (please specify) \_\_\_\_\_

22. What is the highest educational level you have attained?

- Less than high school education
- High school graduation (or GED)
- 1-2 years college(no degree)
- Community college associate degree
- 3-4 years college(no degree)
- Bachelors' degree
- Graduate study(no degree)
- Master's degree
- Doctoral degree

23. In the following items you will be presented with a pair of statements. We want you to choose between them. We understand that you might endorse both statements but try to **choose the statement that best reflects your general work focus and beliefs**. Indicate your preference by circling A or B. You will see a statement more than once, but each pairing is different. There are no right or wrong answers.

Please rate the strength of your preference on the following scale of one (Very Weak) to five (Very Strong).

	Items	Which statement?	Strength of preference?
a.	Work should be focused on keeping the family together. Child protection workers should be willing to be an advocate for the child.	A B	1 2 3 4 5
b.	The client is the child and all other work is secondary. Work should be focused on keeping the family together.	A B	1 2 3 4 5
c.	Work should be focused on protecting the child. Work should be focused on keeping the family together.	A B	1 2 3 4 5
d.	Families are the best place for children to achieve their full potential. There is a need to ensure the physical and emotional well being of all children.	A B	1 2 3 4 5
e.	Children's rights should be safeguarded so they achieve their full potential. The family's right to guide the development of their children should be safeguarded.	A B	1 2 3 4 5
f.	Families are the best place for children to achieve their full potential. The state has a responsibility to protect children.	A B	1 2 3 4 5
g.	There is a need to ensure the physical and emotional well being of all children. The state should not be responsible for families or their children.	A B	1 2 3 4 5
h.	Families are the best place for children to achieve their full potential. Children's rights should be safeguarded so they achieve their full potential.	A B	1 2 3 4 5

THANK YOU FOR YOUR TIME!