

## DR/AR Worker Survey

Your name \_\_\_\_\_ County \_\_\_\_\_

Position/Title \_\_\_\_\_

***This questionnaire is confidential but not anonymous. No one outside the research team will view it.***

**1. How long have you worked as a child protection case manager or supervisor?**

Since (mo/yr) \_\_\_\_\_/\_\_\_\_\_

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

- |   |   |
|---|---|
| <input type="checkbox"/> case intake/screening                        | <input type="checkbox"/> out-of-home placement cases  |
| <input type="checkbox"/> case assessment – traditional investigations | <input type="checkbox"/> family preservation services |
| <input type="checkbox"/> case assessment – Alternative Response       | <input type="checkbox"/> adoption                     |
| <input type="checkbox"/> case management                              | <input type="checkbox"/> staff supervision            |
| <input type="checkbox"/> social work (providing direct services)      | <input type="checkbox"/> other _____                  |

**3. If you have a caseload:**

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

**3b. How many of these are Alternative Response (AR) cases, if any?** \_\_\_\_\_

**3c. If you have ever handled AR cases since July 2008, either assessment or ongoing, estimate about how many you have handled until now (enter 0 if none)** \_\_\_\_\_

**4. If you are a supervisor, about how many of workers handling AR cases have you supervised since July 2008?** \_\_\_\_\_

**5. On a scale from 1 to 10, where “1” represents “never” and “10” represents “always,” how often do families you work with view your agency as a resource or source of support and assistance? (Answer for both AR families and/or families that receive the traditional approach depending on your experience.)**

	never		always	don't know																
AR families	1	---	2	---	3	---	4	---	5	---	6	---	7	---	8	---	9	---	10	<input type="checkbox"/>
Other families	1	---	2	---	3	---	4	---	5	---	6	---	7	---	8	---	9	---	10	<input type="checkbox"/>

**6. To what extent do families you work with feel they are better off or worse off because of the involvement of the child protection agency?**

	much worse off		much better off	don't know																
AR families	1	---	2	---	3	---	4	---	5	---	6	---	7	---	8	---	9	---	10	<input type="checkbox"/>
Other families	1	---	2	---	3	---	4	---	5	---	6	---	7	---	8	---	9	---	10	<input type="checkbox"/>

**7. To what extent do you feel able to intervene in an effective way with the children and families you work with?**

	never		always	don't know																
AR families	1	---	2	---	3	---	4	---	5	---	6	---	7	---	8	---	9	---	10	<input type="checkbox"/>
Other families	1	---	2	---	3	---	4	---	5	---	6	---	7	---	8	---	9	---	10	<input type="checkbox"/>

**8. Please rate your overall ability to help families and children in cases you work with obtain the services/assistance they need.**

	<i>very poor</i>	<i>excellent</i>	<i>don't know</i>
AR families	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10		<input type="checkbox"/>
Other families	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10		<input type="checkbox"/>

**9. The following is a list of specific services and service providers. Please tell us (by circling yes or no):**

- a) Are you aware of any providers (resources) of these services in your service area? If yes:**  
**b) Do you know the name of a contact person within such a provider agency or have you ever met with anyone from such an agency or resource?**  
**c) Have you referred a client child or family to any such provider or resource within the last month?**

	a) any provider in area		b) know or met with contact person		c) referred to in the last month	
a. child care (day care)	yes	no	yes	no	yes	no
b. respite care/crisis nursery	yes	no	yes	no	yes	no
c. mental health services	yes	no	yes	no	yes	no
d. substance abuse treatment	yes	no	yes	no	yes	no
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e. MR/DD services	yes	no	yes	no	yes	no
f. medical services	yes	no	yes	no	yes	no
g. dental services that accept Medicaid	yes	no	yes	no	yes	no
h. transportation services	yes	no	yes	no	yes	no
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i. domestic violence services/shelter	yes	no	yes	no	yes	no
j. food services/food pantry	yes	no	yes	no	yes	no
k. housing assistance	yes	no	yes	no	yes	no
l. utilities & other household assistance	yes	no	yes	no	yes	no
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m. Job Service (Employment Security)	yes	no	yes	no	yes	no
n. JTPA services	yes	no	yes	no	yes	no
o. other employment services	yes	no	yes	no	yes	no
p. adult educational services	yes	no	yes	no	yes	no
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q. adult vocational training	yes	no	yes	no	yes	no
r. parenting classes	yes	no	yes	no	yes	no
s. household management	yes	no	yes	no	yes	no
t. youth organizations (e.g. Boy Scouts)	yes	no	yes	no	yes	no
u. recreational facilities (e.g. YMCA)	yes	no	yes	no	yes	no
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v. neighborhood organizations	yes	no	yes	no	yes	no
w. legal services	yes	no	yes	no	yes	no
x. support grps (e.g., parents anonymous)	yes	no	yes	no	yes	no
y. early childhood services	yes	no	yes	no	yes	no
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z. community action agency	yes	no	yes	no	yes	no
aa. churches/religious organizations	yes	no	yes	no	yes	no

**10. How would you rate your overall knowledge of service resources in the community?**

<i>very poor</i>	<i>very good</i>
1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	

**11. How would you rate your office's working relationship with the following?**

	no relationship	poor	fair	good	excellent	unsure
a. local law enforcement authorities	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			
b. juvenile court	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			
c. circuit court/prosecuting attorney	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			
d. school administrators and teachers	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			
e. hospitals, clinics and school nurses	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			
f. mental health providers	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			
g. Job Service and JTPA offices	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			
h. churches/religious organizations	<input type="checkbox"/>	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>			

**12. How effective is the current child protection system overall in protecting children in client families who are at risk of:**

	very ineffective	very effective	unsure
a. sexual maltreatment	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
b. moderate to severe physical abuse	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
c. neglect of basic needs (food, clothing, etc.)	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
d. lack of supervision of young children	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
e. medical neglect	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	

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

	very ineffective	very effective	unsure
a. drug abuse	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
b. alcohol abuse	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
c. domestic violence/spouse abuse	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
d. extreme poverty	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
e. extreme child behavior problems	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
f. mental illness	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
g. mental retardation/developmental disability	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
h. extremely poor parenting skills	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
i. educational neglect	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	
j. parent-adolescent conflict	1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10	<input type="checkbox"/>	

**14. If you worked in child protection before the start of AR, has the has the Alternative Response demonstration affected how you approach families or perform your work (that is, are you doing anything differently from before)?**

- not at all       in small ways       in a few important ways       a great deal  
 I began working in child protection after AR started

*Please explain your answer briefly:*

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**15. How well do you understand the goals and philosophy of the Alternative Response approach to child abuse/neglect that is being implemented in this demonstration?**

- thoroughly       adequately       less than adequately       poorly       does not apply

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

- Children are more often safe under traditional investigations than under AR
- Children are about equally safe under AR and traditional investigations
- Children are more often safe under AR than in traditional investigations
- Do not know or cannot judge

**17. When AR has a positive impact on families, how much of this is generally caused by (a) the family-centered and family-friendly approach of AR or (b) services under AR that families need and receive?**

1) the approach                          \_\_\_\_\_ %  
 2) services    \_\_\_\_\_ %  
 total =    100 %

**18. Would the AR approach have a positive effect on families if there were no additional funds for services?**

- yes,
- yes, but not as much
- not sure
- no

Please explain your answer briefly:

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**19. Do you feel the need for more training related to Alternative Response?**

- yes, a lot
- yes, a little
- no
- unsure

**19a. If yes, what kind of training or technical assistance would help you and your co-workers the most?**

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**19b. What kind of training has helped you the most in the past?**

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**20. In your view, what are the major differences between Alternative Response and traditional CPS in your county?**

	<i>much more likely with AR</i>	<i>somewhat more likely with AR</i>	<i>no difference</i>	<i>somewhat more likely with traditional CPS</i>	<i>much more likely with trad. CPS</i>
a. Families approached in a friendly, non-accusing manner .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. No finding or substantiation of report .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Families receive some/any services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Families receive services they need.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Families receive services quickly .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Families referred to other resources or agencies in community .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Separate interviews of child and caregiver.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Family members present at initial assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Cooperation of caregivers/family members.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Participation in decisions and case plans.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**21. Overall, how satisfied are you with the child protection system in place in your county?**

very  
dissatisfied
     
 very  
satisfied
     
 unsure

1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10

22. Overall, how satisfied are you with your child protection job?

very dissatisfied	very satisfied	unsure
1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10		<input type="checkbox"/>

23. Overall, how satisfied are you with your workload and duties?

very dissatisfied	very satisfied	unsure
1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10		<input type="checkbox"/>

24. To what extent do you feel “burned out” by the demands of your job?

not at all	completely	unsure
1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10		<input type="checkbox"/>

25. Overall, how satisfied are you with the Alternative Response program in place in your county?

not at all	completely	unsure
1 --- 2 --- 3 --- 4 --- 5 --- 6 --- 7 --- 8 --- 9 --- 10		<input type="checkbox"/>

26. Has Alternative Response in any way caused an increase or decrease in your:

	<i>large increase</i>	<i>small increase</i>	<i>no change</i>	<i>small decrease</i>	<i>large decrease</i>
a. caseload size	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. 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"/>
d. job-related stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- Much more likely
- A little more likely
- No effect
- A little less likely
- Much less likely

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

29. Is there anything about the way AR approach is being implemented in your county that you consider exemplary or that involves something other counties should be aware of and consider?