*Children’s Bureau Express*

Public reporting burden for this collection of information is estimated to be 5 minutes per response to complete this questionnaire. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The control number for this project is 0980-0266. The control number expires on XX/XX/XXXX.

Customer Survey

Please take a few minutes to answer the questions below. Your feedback will be used to help ensure that *Children’s Bureau Express* meets your information needs. Your participation is voluntary and your identity remains confidential. Thank you for your input.

1. Which of the following *best* describes your professional background or role in the child welfare field? *(Check one)*
* CPS/Foster care professional
* Child abuse prevention/Family support professional
* Adoption professional
* Other child welfare professional – *Please describe \_\_\_\_\_\_\_\_\_\_\_\_*
* Educator/Faculty
* Other *– Please describe*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. Which sections of *Children's Bureau Express* do you read regularly? (Check all that apply)
	* News From the Children’s Bureau
	* Spotlight on a different theme each issue (i.e., Spotlight on National Adoption Month, Spotlight on Differential Response, etc.)
	* Training and Technical Assistance Network Updates
	* Children’s Bureau Grantee News
	* Child Welfare News
	* Strategies and Tools for Practice
	* Resources
	* Training and Conferences
	* Other *- Please explain:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. How do you usually read an issue of *Children’s Bureau Express*?
	* Click on article titles from the email alert
	* Use the website to browse the issue
	* Print the entire issue from the website
	* Other *- Please explain:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. While most of the articles in *Children’s Bureau Express* alert readers to news or new resources, a few original articles based on interviews are included. How do you feel about the types of articles included in *Children’s Bureau Express*?
	* It’s the right mix of articles
	* I would prefer more original articles
	* I would prefer more links to other resources
	* Other *- Please explain:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. How do you feel about the level of detail provided in *Children's Bureau Express*? Do the articles provide:
	* Too much information
	* Just enough information
	* Not enough information *- Please explain:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. How do you feel about the number of articles in a typical issue of *Children's Bureau Express*? Do you feel there are:
	* Too many articles
	* Just the right number of articles
	* Not enough articles *- Please explain:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. What topics covered by *Children’s Bureau Express* are you generally interested in? (Check all that apply)
	* Adoption
	* Out-of-home care/foster care
	* Child abuse and neglect
	* Family support and preservation
	* Permanency for children/youth
	* Prevention
	* Child welfare services and systems (CFSRs, service array, workforce, etc.)
	* Implementation science (systems change)
	* Federal information (legislation, news, etc.)
	* Other *- Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. How do you regularly use the information you receive from *Children’s Bureau Express*? (Check one and provide detail)
	* + Fundraising/grant writing - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Professional development - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Program development- Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Program improvement - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Policy development - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Provide information to families - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Public awareness - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Research - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Service delivery - *Please describe:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
		+ Other - *Please describe*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. How often do you search the archives on the *Children's Bureau Express* website?
	* About once a month
	* 1 to 4 times a year
	* Less than once a year
	* I have never searched the archives
	* I was not aware of the archive search function
9. Overall, how satisfied are you with the *Children’s Bureau Express*?
* Very satisfied *- Please explain*: \_\_\_\_\_\_\_\_\_
* Somewhat Satisfied *- Please explain*: \_\_\_\_\_\_\_\_\_
* Neither satisfied nor dissatisfied *- Please explain*: \_\_\_\_\_\_\_\_\_
* Somewhat dissatisfied *- Please explain*: \_\_\_\_\_\_\_\_\_
* Very dissatisfied *- Please explain:* \_\_\_\_\_\_\_\_\_
1. How did you learn about THIS issue of Children’s Bureau Express?
	* I am a subscriber, it came to my email
	* It was forwarded to me by a colleague, listserv, or organization
	* Link from the Children’s Bureau website
	* Link from the Child Welfare Information Gateway website
	* Link from another website – *Please name:* \_\_\_\_\_\_\_\_\_
	* I learned of this resource at a conference
	* Search engine (e.g., Google, Yahoo)
	* Other - *Please describe \_\_\_\_\_\_\_\_\_*
2. Are you familiar with the work of the Children’s Bureau in the US Department of Health and Human Services? (check one)
	* I am very familiar with the work of the Children’s Bureau.
	* I am somewhat familiar with the work of the Children’s Bureau.
	* I have heard of the Children’s Bureau, but don’t know what it does.
	* I have never heard of the Children’s Bureau.
3. Please use the spaces below to indicate the top three places (e.g., websites, government agencies, non-profit organizations) you go to access child welfare information?
	* The *first* place I go to find child welfare information is here:
	* The *second* place I go to find child welfare information is here:
	* The *third* place I go to find child welfare information is here:
4. Are you familiar with the services provided by Child Welfare Information Gateway? (check one)
	* I am familiar with Child Welfare Information Gateway, and have used their services.
	* I am familiar with Child Welfare Information Gateway, but have never used their services.
	* I have heard of Child Welfare Information Gateway, but don’t know what it does.
	* I have never heard of Child Welfare Information Gateway.
5. Which of the following *best* describes your position? *(Check one)*
	* Frontline worker (e.g., caseworker, direct service worker)
	* Supervisor/Manager
	* Director/Administrator
	* Other *– Please describe*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. How many years of service do you have in your current profession? *(Check one)*
	* Less than 1 year
	* 1-5 years of service
	* 6-10 years of service
	* 11-15 years of service
	* 16+ years of service
7. In which State/territory is your work geographically located? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. Do you work with American Indian/Alaska Native/Native Hawaiian populations?

 ❒ Yes ❒ No

1. Which of the following best describes your workplace? (check one)
* Community-based organization (private sector)
* Local or County agency (public sector)
* State agency
* Federal agency
* National Organization (nonprofit, advocacy, T/TA Center)
* Educational institution (high school, college, university)
* Other – *Please specify:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
1. Do you have any suggestions or recommendations to make future issues of *Children’s Bureau Express* more useful (e.g., different format, specific topics, frequency)?

**Thank you for your participation. Your time and input are greatly appreciated.**