*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.**