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**INFORMATION COLLECTION ACTIVITY #3**

**INSTRUMENT #3**

**CHILD SUPPORT NONCUSTODIAL PARENT EMPLOYMENT DEMONSTRATION (CSPED)**

Program Staff Survey

March 28, 2013

National Child Support Noncustodial Parent Employment Demonstration (CSPED)

|  |
| --- |
| **Public Burden Statement:**  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 OMB control number for this project is [FILL NUMBER].  Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information.  Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: ACF Reports Clearance Officer [FILL ADDRESS]. |

The Child Support Noncustodial Parent Employment Demonstration (CSPED) evaluation is funded by the United States Department of Health and Human Services, Administration for Children and Families (ACF), Office of Child Support Enforcement (OCSE). The evaluation is documenting and evaluating the effectiveness of approaches taken by eight CSPED grantees to provide case management, employment, parenting, and child support services to noncustodial parents who are having difficulty meeting their child support obligation. Mathematica Policy Research and the University of Wisconsin-Madison are conducting this research on behalf of OCSE.

INTRODUCTION

**You are being asked to complete this survey because you were identified as a staff member who works directly with CSPED demonstration participants, at either a sponsoring agency or partner agency affiliated with the CSPED in one of the grantee sites. Your participation in this survey is important and will help us understand more about the staff that work in CSPED grantee and partner agencies. The length of this survey is different for different people, but on average it should take no more than 30 minutes.**

**Participation in the survey is completely voluntary and you may choose to skip any question. Your responses will be kept private and used only for research purposes. They will be combined with the responses of other staff and no individual names will be reported. While there are no direct benefits to participants, your participation will help the U.S. Department of Health and Human Services learn how to better provide services to noncustodial parents who are having difficulty meeting their child support obligations. There is minimal risk related to taking part in this study. In the unlikely event of a data breach, your participation in the demonstration could become known.**

**If you have any questions about the web survey, or if you prefer to complete the questionnaire by mail or telephone, please do not hesitate to contact Lisa Klein at Mathematica. You can reach Lisa by calling 1-202-250-3545 or emailing lklein@mathematica-mpr.com. If you have questions about the research, contact Jennifer Noyes at the University of Wisconsin-Madison. You can reach Jennifer by calling 1-608-262-7990 or emailing jnoyes@ssc.wisc.edu. If you have questions about your rights as a research participant, you should contact the University of Wisconsin-Madison Education Research and Social & Behavioral Science IRB Office by calling 1-608-263-2320.**

**Thank you for participating in this survey. By completing the survey and submitting your responses, you are confirming that you understand the information you provide will be kept private, used only for research purposes, and that your answers will be combined with the responses of other staff so that no individuals are identified.**

1. **SCREENER**

SCREENER

1. Do you currently work on the [CSPED DEMONSTRATION]?

SELECT ONE ONLY

1 □ Yes, I currently work on the [CSPED DEMONSTRATION] at a sponsoring agency or partner agency affiliated with [CSPED DEMONSTRATION]

0 □ No

**END SURVEY**

d □ Don’t know

**END SURVEY**

A. STAFF BACKGROUND AND RESPONSIBILITIES

A1. What is your current job title at [ORGANIZATION NAME]?

PACT

A2. How long have you been employed at [ORGANIZATION NAME]?

PACT

(0-120)

Please select one button below to indicate whether you are reporting in months or years.

SELECT ONE ONLY

🔾 Months 1

🔾 Years 0

🔾 Don’t know d

A3. The next questions are about your work activities at [ORGANIZATION NAME]. During a typical work week, which of the following activities do you take part in on this job?

2010 NSCG tailored for CSPED

SELECT ONE PER ROW

|  |  |
| --- | --- |
|  | YES | NO | DON’T KNOW |
| a. Conducting outreach to recruit potential program participants | 1 □ | 0 □ | d □ |
| b. Screening potential participants for program eligibility | 1 □ | 0 □ | d □ |
| c. Enrolling potential participants or informing them of their program status after random assignment | 1 □ | 0 □ | d □ |
| d. Providing case management services, including initial needs assessment | 1 □ | 0 □ | d □ |
| e. Providing enhanced child support services, such as conducting expedited reviews and initiating order modification, compromising state-owed arrears, reinstating drivers’ licenses, or suspending other enforcement tools | 1 □ | 0 □ | d □ |
| f. Providing parenting education and/or fatherhood services with peer support | 1 □ | 0 □ | d □ |
| g. Helping participants prepare for employment | 1 □ | 0 □ | d □ |
| h. Help participants find employment | 1 □ | 0 □ | d □ |
| i. Recruiting employers to hire participants | 1 □ | 0 □ | d □ |
| j. Placing participants into jobs | 1 □ | 0 □ | d □ |
| k. Following up with employers and participants after job placement | 1 □ | 0 □ | d □ |
| l. Conducting job readiness assessments | 1 □ | 0 □ | d □ |
| m. Dealing with domestic violence issues | 1 □ | 0 □ | d □ |
| n. Coordinating services for participants with other partner agencies | 1 □ | 0 □ | d □ |
| o. Helping connect participants with needed support services or resources | 1 □ | 0 □ | d □ |
| p. Managing or supervising other individuals at your organization | 1 □ | 0 □ | d □ |
| q. Training other staff at your organization | 1 □ | 0 □ | d □ |
| r. Other services *(Specify)* | 1 □ | 0 □ | d □ |
|  |  |  |  |

A4. Before coming to work for [ORGANIZATION NAME], did you ever have any of the following experiences?

Baby FACES tailored for CSPED

SELECT ONE PER ROW

|  | YES | NO | DON’T KNOW |
| --- | --- | --- | --- |
| a. Working with noncustodial parents | 1 □ | 0 □ | d □ |
| b. Providing case management services | 1 □ | 0 □ | d □ |
| c. Enforcing child support orders | 1 □ | 0 □ | d □ |
| d. Providing enhanced child support services, such as conducting expedited reviews and initiating order modification, compromising state-owed arrears, reinstating drivers’ licenses, or suspending other enforcement tools. | 1 □ | 0 □ | d □ |
| e. Providing parenting education and/or fatherhood services with peer support | 1 □ | 0 □ | d □ |
| f. Helping individuals prepare for employment | 1 □ | 0 □ | d □ |
| g. Helping individuals obtain employment or placing them in jobs | 1 □ | 0 □ | d □ |
| h. Recruiting employers to hire participants | 1 □ | 0 □ | d □ |
| i. Placing participants into jobs | 1 □ | 0 □ | d □ |
| j. Following up with employers and participants after job placement | 1 □ | 0 □ | d □ |
| k. Conducting job readiness assessments | 1 □ | 0 □ | d □ |
| l. Dealing with domestic violence issues | 1 □ | 0 □ | d □ |
| m. Recruiting or enrolling participants into a voluntary program | 1 □ | 0 □ | d □ |
| n. Coordinating services with staff in partner agencies | 1 □ | 0 □ | d □ |
| o. Managing or supervising staff | 1 □ | 0 □ | d □ |
| p. Any other relevant experience *(Specify)* | 1 □ | 0 □ | d □ |
|  |  |  |  |

PROGRAMMER: ASK QUESTION A5 ONLY IF THE RESPONDENT ANSWERED “YES” TO QUESTION A3.d

A5. Considering all work you have done for current and past organizations, how long have you been providing case management services?

PACT

*Please enter how long have you been providing case management services in either months or years.* (0-120)

Please select one button below to indicate whether you are reporting in months or years.

SELECT ONE ONLY

🔾 Months 1

🔾 Years 0

🔾 Don’t know d

PROGRAMMER: ASK QUESTION A6 ONLY IF THE RESPONDENT ANSWERED “YES” TO QUESTION A3.e

A6. Considering all work you have done for current and past organizations, how long have you been doing child support case management, such as reviewing and modifying child support orders, modifying arrears collection, or suspending other enforcement tools?

PACT

*Please enter how long have you been doing child support case management in either months or years.*

SELECT ONE ONLY

🔾 Months 1

🔾 Years 0

🔾 Don’t know d

PROGRAMMER: ASK QUESTION A7 ONLY IF THE RESPONDENT ANSWERED “YES” TO QUESTION A3.f

A7. Considering all work you have done for current and past organizations, how long have you been providing parenting education and/or fatherhood services with peer support?

PACT

*Please enter how long have you been providing parenting and/or fatherhood education in either months or years.*

(0-120)

Please select one button below to indicate whether you are reporting in months or years.

SELECT ONE ONLY

🔾 Months 1

🔾 Years 0

🔾 Don’t know d

PROGRAMMER: ASK QUESTION A8 ONLY IF THE RESPONDENT ANSWERED “YES” TO QUESTION A3.g

A8. Considering all work you have done for current and past organizations, how long have you been helping individuals prepare for employment?

PACT

*Please enter how long have you been helping individuals prepare for employment in either months or years.*

(0-120)

Please select one button below to indicate whether you are reporting in months or years.

SELECT ONE ONLY

🔾 Months 1

🔾 Years 0

🔾 Don’t know d

PROGRAMMER: ASK QUESTION A9 ONLY IF THE RESPONDENT ANSWERED “YES” TO QUESTION A3.h

A9. Considering all work you have done for current and past organizations, how long have you been helping individuals find employment?

PACT

*Please enter how long have you been helping individuals find employment in either months or years.*

(0-120)

Please select one button below to indicate whether you are reporting in months or years.

SELECT ONE ONLY

🔾 Months 1

🔾 Years 0

🔾 Don’t know d

The next questions ask about your caseload. Please answer thinking about your own caseload, not the caseload of [ORGANIZATION NAME] as a whole.

A10. Currently, about how many clients are in your caseload?

CSPED developed

(0-500)

🔾 Don’t know d

A11. How often are you aware when an individual in your caseload is participating in the [CSPED DEMONSTRATION] program?

CSPED developed

SELECT ONE ONLY

1 □ Never

2 □ Rarely

3 □ Sometimes

4 □ Very often

5 □ Always

A12. Approximately what percentage of your caseload is participating in the [CSPED DEMONSTRATION] program?

CSPED developed

*Please enter a number rounded up to the nearest percentage point.*

(0-100) PERCENT

🔾 Don’t know d

A13. In a typical week, approximately what percentage of your work hours do you spend on activities related to the [CSPED DEMONSTRATION] program?

CSPED developed

*Please enter a number rounded up to the nearest percentage point.*

(0-100) PERCENT

🔾 Don’t know d

1. GOALS OF THE [CSPED DEMONSTRATION] PROGRAM

**B1. Organizations decide to participate in the [CSPED DEMONSTRATION] for many different reasons. How important were each of the following reasons in your organization’s decision to participate in the [CSPED DEMONSTRATION]?**

Early Head Start Fatherhood Demonstration

|  | **SELECT ONE PER ROW** | | | | |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **NOT AT ALL IMPORTANT** | **A LITTLE IMPORTANT** | **SOME WHAT IMPORTANT** | **VERY IMPORTANT** | **EXTREMELY IMPORTANT** | DON’T KNOW |
| a. Increasing child support payments from noncustodial parents | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| b. Helping noncustodial parents with parenting skills | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| c. Helping noncustodial parents get or maintain stable employment | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| d. Helping noncustodial parents stay in contact with their children | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| e. Being recognized in the community as a good resource for noncustodial parents | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| f. Involving noncustodial parents in other available services | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| g. Preventing domestic violence in child support cases | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |

B2. In your opinion, which types of agencies should take the lead in establishing employment programs for unemployed noncustodial parents?

SELECT ALL THAT APPLY

1 □ Child support agencies

2 □ Employment agencies

3 □ Fatherhood programs

4 □ Other, specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

d □ Don’t Know

B3. In your opinion, which of the following should be included as core services provided by employment programs for unemployed noncustodial parents?

SELECT ALL THAT APPLY

1 □ Child support services

2 □ Employment services

3 □ Fatherhood services

4 □ Other, specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

d □ Don’t Know

**B4. The next questions ask you about the [CSPED DEMONSTRATION] program’s purpose and goals.**

CSPED developed

|  | **SELECT ONE PER ROW** | | | | |  | |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **NOT AT ALL** | **A LITTLE** | **SOME WHAT** | **VERY** | **EXTREMELY** | DON’T KNOW |
| a. How clear is the purpose of the [CSPED DEMONSTRATION] program to you? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| b. How familiar are you with the other organizations providing services to program participants through the [CSPED DEMONSTRATION]? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| c. How well do you understand your organization’s role in the program? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| d. How well do you understand the role of other organizations in the program? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| e. How important do you think the services provided by other organizations in this program are to serving participants? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| f. How well do you know the criteria by which the program’s success will be judged? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| g. How often do you receive feedback about how well your organization is meeting program expectations? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |
| h. How often do you receive information about whether or not other partner organizations are meeting program expectations? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | d □ |

B5. How successfully do you think the [CSPED DEMONSTRATION] program provides each of the following services?

Head Start Family and Child Experiences Survey tailored for CSPED

|  | **SELECT ONE PER ROW** | | | | |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **DOES NOT PROVIDE THIS SERVICE** | **NOT AT ALL** | **A LITTLE** | **SOMEWHAT** | **VERY** | **EXTREMELY** |
| a. Case management………………………….. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| b. Enhanced child support services, including expedited review and initiating order modifications, compromising state-owed arrears, reinstating licenses, and suspending other enforcement tools ………….…………… | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| c. Parenting education and/or fatherhood services with peer support | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| d. Job readiness training | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| e. Job search assistance | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| f. Job placement services | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| g. Job retention services | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| h. Referrals to community organizations | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| i. Domestic violence prevention or treatment services | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| j. Other services *(Specify)* | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
|  |  |  |  |  |  |  |

B6. For noncustodial parents who do not participate in the [CSPED DEMONSTRATION] program, how easy is it to access the following types of services in the community?

CSPED developed

|  | **SELECT ONE PER ROW** | | | | |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **DOES NOT PROVIDE THIS SERVICE** | **NOT AT ALL** | **A LITTLE** | **SOMEWHAT** | **VERY** | **EXTREMELY** |
| a. Case management………………………….. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| b. Enhanced child support procedures, including reviewing and modifying child support orders, modifying arrears collection, and suspending other enforcement tools………….…………… | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| c. Parenting education and/or fatherhood services with peer support | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| d. Job readiness training | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| e. Job search assistance | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| f. Job placement services | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| g. Job retention services | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| h. Referrals to community organizations | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| i. Domestic violence prevention or treatment services | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |
| j. Other services *(Specify)* | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ |

**B7.The next questions ask about your agency’s collaboration with other partner agencies in the [CSPED DEMONSTRATION] program.**

CSPED developed

|  | **SELECT ONE PER ROW** | | | | |
| --- | --- | --- | --- | --- | --- |
|  | **NOT AT ALL** | **A LITTLE** | **SOMEWHAT** | **VERY** | **EXTREMELY** |
| a. Overall, how strong is your agency’s partnership with the other agencies involved in this program? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. How helpful is working collaboratively with other agencies for doing your job? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. How strong is your agency’s partnership with domestic violence programs? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

B8. In the past 12 months, how often did you call or meet with another case manager to coordinate services or activities, either for individual participants or for groups of participants?

CSPED developed

SELECT ONE ONLY

🔾 Never 1

🔾 Daily 2

🔾 Weekly 3

🔾 Bi-Weekly 4

🔾 Monthly 5

🔾 Once every few months 6

🔾 Yearly 7

🔾 Don’t know d

B9. Are any of the services you provide co-located with other partner agencies in the [CSPED DEMONSTRATION]?

CSPED developed

🔾 Yes 1 GO TO B11

🔾 No 0

🔾 Don’t know d

ASK IF B9=NO, DON’T KNOW

B10. In your opinion, how much would co-location with other partner agencies help you to provide services for the [CSPED DEMONSTRATION]?

CSPED developed

SELECT ONE ONLY

🔾 Not at all 1

🔾 A little 2

🔾 Somewhat 3

🔾 Quite a bit 4

🔾 A very great deal 5

🔾 Don’t know d

ASK IF B10=YES OR B10=ANSWERED

B11. In your opinion, how much does co-location with other partner agencies help you to provide services for the [CSPED DEMONSTRATION]?

CSPED developed

SELECT ONE ONLY

🔾 Not at all 1

🔾 A little 2

🔾 Somewhat 3

🔾 Quite a bit 4

🔾 A very great deal 5

🔾 Don’t know d

B12. The next questions ask about the challenges programs may face in providing services. Do any of the following challenges exist for [CSPED DEMONSTRATION]?

SELECT ONE PER ROW

Head Start Family and Child Experiences Survey tailored for CSPED

|  | YES | NO | DON’T KNOW |
| --- | --- | --- | --- |
| a. Our program does not have enough money for needed program activities. | 1 □ | 0 □ | d □ |
| b. Our program does not have adequate space for program activities. | 1 □ | 0 □ | d □ |
| c. Our program does not have adequate equipment and supplies for needed program activities. | 1 □ | 0 □ | d □ |
| d. Our program does not have enough of the right staff to deliver services. | 1 □ | 0 □ | d □ |
| e. There is a lack of administrative or support staff. | 1 □ | 0 □ | d □ |
| f. Our program has experienced considerable staff turnover. | 1 □ | 0 □ | d □ |
| g. Our program has lacked good leadership. | 1 □ | 0 □ | d □ |
| h. There is a lack of agreement among staff on participants’ needs and interests. | 1 □ | 0 □ | d □ |
| i. Our program needs more interpreters or bilingual staff. | 1 □ | 0 □ | d □ |
| j. Our program has difficultly notifying participants of upcoming activities. | 1 □ | 0 □ | d □ |
| k. Our program has little ability to offer activities at times convenient for participants. | 1 □ | 0 □ | d □ |
| l. Our program has difficulty getting participants engaged in services. | 1 □ | 0 □ | d □ |
| m. Our program lacks experience working with noncustodial parents with multiple barriers to paying child support. | 1 □ | 0 □ | d □ |
| n. Our program has difficulty meeting participant’s needs due to inflexible child support policies. | 1 □ | 0 □ | d □ |
| o. Other (specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 1 □ | 0 □ | d □ |

C. TRAINING OPPORTUNITIES

**The next questions ask about training activities you have participated in as a staff member at [ORGANIZATION].**

C1. During the past 12 months, have you participated in any training activities related to your work, either at your workplace or somewhere else?

EHS R&P tailored for PACT and CSPED

1 □ Yes

0 □ No

**GO TO C4**

C2. Why did you participate in these training activities?

EHS R&P tailored for PACT and CSPED

SELECT ONE PER ROW

|  | YES | NO |
| --- | --- | --- |
| a. Required by your employer, specifically because of the [CSPED Program] | 1 □ | 0 □ |
| b. Required by your employer, **not** specifically because of the [CSPED Program] | 1 □ | 0 □ |
| c. Interest in topics | 1 □ | 0 □ |
| d. To work towards additional credentials, certificates, or degrees | 1 □ | 0 □ |
| e. To update your skills | 1 □ | 0 □ |
| f. Other *(Specify)* | 1 □ | 0 □ |
|  |  |  |

C3. Thinking about the content of the training activities you have participated in during the past 12 months, how helpful was this training in guiding how you do your work?

EHS R&P tailored for PACT and CSPED

SELECT ONE ONLY

1 □ Not at all helpful

2 □ A little helpful

3 □ Somewhat helpful

4 □ Very helpful

5 □ Extremely helpful

C4. During the past 12 months, did you participate in training activities about the following topics?

CSPED-developed

SELECT ONE PER ROW

|  | YES | NO |
| --- | --- | --- |
| a. Domestic violence | 1 □ | 0 □ |
| b. Policy and procedures for [CSPED DEMONSTRATION] | 1 □ | 0 □ |
| c. Fatherhood curriculum | 1 □ | 0 □ |
| d. Workforce development | 1 □ | 0 □ |
| e. Child support | 1 □ | 0 □ |

C5. Overall, based on all of the training you have received at [ORGANIZATION NAME] during the past 12 months, how prepared do you feel for your staff role?

PACT

SELECT ONE ONLY

1 □ Not at all prepared

2 □ A little prepared

3 □ Somewhat prepared

4 □ Very prepared

5 □ Extremely prepared

**The next question asks about additional training that you think you need to be successful as a staff member on the [CSPED DEMONSTRATION] program.**

CSPED

**C.6 How much additional training do you think you need on:**

|  | SELECT ONE PER ROW | | | | |
| --- | --- | --- | --- | --- | --- |
|  | **NONE** | **A LITTLE** | **SOME** | **QUITE A BIT** | **A VERY GREAT DEAL** |
| a. recruiting participants? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. motivating participants to participate in program activities? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. facilitating group sessions? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. providing case management? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. helping participants with multiple barriers to employment find work? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. implementing enhanced child support services and suspending enforcement actions? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. coordinating with partner agencies? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. implementing a fatherhood or parenting curriculum? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. dealing with situations of possible domestic violence? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. referring participants to other organizations for substance abuse, mental health, or other services? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| k. recruiting employers to hire participants who have multiple barriers to work? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| l. helping participants find jobs that provide a living wage? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| m. helping participants learn to keep a job? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| n. helping participants with criminal records find jobs? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

D. PROGRAM SUPERVISION

**The next questions ask about your supervision as a staff member of [ORGANIZATION NAME]. If you have more than one supervisor, please answer these questions about the supervisor you work with the most in [ORGANIZATION NAME].**

D1. Is there at least one person at [ORGANIZATION NAME] whom you regard as your supervisor?

PACT

1 □ Yes

0 □ No

**GO TO D5**

D2. In the past 12 months, how often did you have formal, one-on-one supervision meetings?

PACT

SELECT ONE ONLY

🔾 Never 1

🔾 Daily 2

🔾 Weekly 3

🔾 Bi-Weekly 4

🔾 Monthly 5

🔾 Once every few months 6

🔾 Yearly 7

🔾 Don’t know d

D3. In the past 12 months, how often did you participate in group meetings with other staff members?

PACT

SELECT ONE ONLY

🔾 Never 1

🔾 Daily 2

🔾 Weekly 3

🔾 Bi-Weekly 4

🔾 Monthly 5

🔾 Once every few months 6

🔾 Yearly 7

🔾 Don’t know d

D4. Please indicate if you strongly disagree, disagree, somewhat disagree, somewhat agree, agree, or strongly agree with each statement. My supervisor:

| Dickinson and Painter tailored for PACT and CSPED |
| --- |

**SELECT ONE PER ROW**

|  | **STRONGLY DISAGREE** | **DISAGREE** | **SOMEWHAT DISAGREE** | **SOMEWHAT AGREE** | **AGREE** | **STRONGLY AGREE** | **DON’T KNOW** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| a. provides the expert help I need to do my job. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| b. knows effective ways to work with noncustodial parents. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| c. is willing to help me complete difficult tasks. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| d. encourages creative solutions. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| e. reinforces the training I receive. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| f. helps me learn and improve. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| g. is available to me when I ask for help. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| h. has expectations for my work that are challenging but reasonable. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| i. gives me clear feedback on my job performance. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |
| j. has helped staff develop into an effective team. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ | 6 □ | d □ |

**D5. If you have questions about the [CSPED DEMONSTRATION] program, do you know who to ask?**

CSPED developed

SELECT ONE ONLY

1 □ Yes

0 □ No

E. SERVICES FOR PARENTS

**The next questions are about your opinions on jobs and services for noncustodial parents.**

**E1. In your opinion, is it generally better to encourage noncustodial parents to:**

SELECT ONE PER ROW

CSPED developed

|  | YES | NO |
| --- | --- | --- |
| a. take any available job they can find rather than help them build basic job skills first? | 1 □ | 0 □ |
| b. take a low-skill, low-paying job, rather than wait for a better opportunity? | 1 □ | 0 □ |

**E2. In your opinion, is it appropriate for child support agencies to help noncustodial parents by providing access to:**

SELECT ONE PER ROW

CSPED developed

|  | YES | NO |
| --- | --- | --- |
| a. employment services? | 1 □ | 0 □ |
| b. fatherhood or parenting services?  c. child support enhanced services, such as expedited order modification and suspension of administrative enforcement remedies | 1 □ | 0 □ |

**The following questions ask about your views on fatherhood.**

**E3. Fathers do many things for their children. How important is it for fathers to do each of the following?**

**SELECT ONE PER ROW**

Fragile Families and Child Well-being

|  | **NOT AT ALL** | **A LITTLE** | **SOMEWHAT** | **VERY** | **EXTREMELY** |
| --- | --- | --- | --- | --- | --- |
| 1. Provide regular financial support | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 1. Teach children about life | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 1. Provide direct care, such as feeding, dressing, and child care | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 1. Show love and affection to the child | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 1. Provide protection for the child | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 1. Serve as an authority figure and discipline the child | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

**E4. How much do you agree with the following statements about the rights and obligations of fathers who live apart from their children?**

**SELECT ONE PER ROW**

| PACT | **NOT AT ALL** | **A LITTLE** | **SOMEWHAT** | **QUITE A BIT** | **A GREAT DEAL** |
| --- | --- | --- | --- | --- | --- |
| 1. A father should be able to see his child only if he provides regular financial support. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 1. Regardless of child support or formal custody arrangements, a father should be allowed to help make decisions about his child. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

E5. Below is a list of things that can make it hard for people to find or keep a job. How often do you hear from noncustodial parents that each of the following makes it hard to find or keep a job?

CSPED developed, adapted from participant baseline survey

SELECT ONE PER ROW

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | **NEVER** | **RARELY** | **SOMETIMES** | **VERY OFTEN** | **EXTREMELY OFTEN** |
| a. **Problems getting**  **to work, such as not having a car or access to public transportation** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. **Not having the kinds of skills employers are looking for** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. **Having to take care of a family member** **(Has this made finding and keeping a job extremely hard, very hard, somewhat hard, a little bit hard, or not hard at all?) (Has this made finding and keeping a job extremely hard, very hard, somewhat hard, a little bit hard, or not hard at all?)** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. **Not having a steady place to live** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. **Problems with alcohol or other drugs** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. **Trouble getting along with other people or controlling your anger** **(Has this made finding and keeping a job extremely hard, very hard, somewhat hard, a little bit hard, or has this not made it hard at all?) (Has this made finding and keeping a job extremely hard, very hard, somewhat hard, a little bit hard, or has this not made it hard at all?)** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. **Physical or mental health issues** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. **Having a criminal record** | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

F. STAFF DEMOGRAPHICS

The next questions ask about your background.

F1. Are you Hispanic, Latino, or of Spanish origin?

PACT

SELECT ONE ONLY

1 □ No, not of Hispanic, Latino or Spanish origin

2 □ Yes, Mexican, Mexican American, Chicano

3 □ Yes, Puerto Rican

4 □ Yes, another Hispanic, Latino or Spanish origin

F2. What is your race?

PACT

SELECT ALL THAT APPLY

1 □ American Indian or Alaska Native

2 □ Asian

3 □ Black or African American

4 □ Native Hawaiian or other Pacific Islander

5 □ White

F3. What is the highest level of education you have completed?

PACT

SELECT ONE ONLY

0 □ Did not complete high school or GED

1 □ High School: Diploma

2 □ High School: General Education Development or GED

3 □ Some college/some postsecondary vocational courses

4 □ 2-year or 3-year college degree (Associate’s degree)

5 □ Vocational school diploma

6 □ 4-year college degree (Bachelor’s degree)

7 □ Some graduate work/no graduate degree

8 □ Graduate or professional degree (e.g., MA, MBA, PH.D., JD, MD)

F4. Are you male or female?

PACT

SELECT ONE ONLY

1 □ Male

2 □ Female

**THANK YOU FOR TAKING PART IN THIS IMPORTANT SURVEY!**