OMB Control No: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Length of time for instrument: 1.25 hours

# ATTACHMENT 16: HOME VISITOR SURVEY\_ 12 MONTH

8/27/2013

# **HOME VISITOR SURVEY - 12 MONTH**

The U.S. Department of Health and Human Services has contracted with MDRC to evaluate the federal Maternal, Infant and Early Childhood Home Visiting program (MIECHV).

The Mother and Infant Home Visiting Program Evaluation (MIHOPE) is designed to build knowledge for policymakers and practitioners about the effectiveness of MIECHV.

One objective of MIHOPE is to learn about the role of home visitors in home visiting programs.

We are requesting that you complete this survey because you are a staff member in one of the home visiting programs participating in MIHOPE. Your answers will help us to understand your role in the home visiting program and your perspective on the home visiting program.

Your answers will be kept private to the extent allowed by law. Only the research team will have access to this information. Your answers will not be shared with anyone at your program or any other agencies. In our research reports, the information you provide will not be attributed by name to you or your individual program.

The survey will begin on the next page.

- It will take about 1 hour and 15 minutes to complete this survey.
- If you are unsure how to answer a question, please give the best answer you can rather than leaving it blank.
- •
- If you have questions at any time during the study, please call MDRC toll-free at 1-877-305-6372 or email mihope@mdrc.org.
- To thank you, we will be sending you a gift card for \$30

## A. DEMOGRAPHICS

- 1. What was the highest level/degree you completed in school?
  - □ Some High School, no degree [SKIP TO 3]
  - □ High School/GED [SKIP TO 3]
  - □ Vocational/technical training program
  - □ Some college, no degree
  - □ Training program degree (e.g., nursing diploma)
  - Associate's degree (e.g., AA, AS, ADN)
  - □ Bachelor's degree (e.g., BA, BS, BSN)
  - □ Master's degree (e.g., MA, MS, MSW, MSN)
  - □ Professional degree (e.g., LLB, LD, MD, DDS)
  - Doctorate degree (e.g., PhD, EdD)
- 2. Field of study: CHECK ALL THAT APPLY. (Responses not limited to highest degree completed.)
  - $\Box$  Child development
  - □ Early childhood education
  - □ Education
  - □ Psychology
  - □ Social work/Social welfare
  - □ Nursing
  - $\Box$  Other (specify)
- 3. Are you of Hispanic, Latino/a or Spanish origin? One or more categories may be selected.
  - □ No, not of Hispanic, Latino/a, or Spanish origin
  - □ Yes, Mexican, Mexican American, Chicano/a
  - □ Yes, Puerto Rican
  - 🗆 Yes, Cuban
  - □ Yes, Another Hispanic, Latino/a or Spanish origin
  - 4. What is your race? One or more categories may be selected.
    - □ White
    - Black or African American
    - □ American Indian or Alaska Native
    - □ Asian Indian
    - □ Chinese
    - 🗆 Filipino
    - □ Japanese
    - 🗆 Korean
    - □ Vietnamese
    - □ Other Asian
    - □ Native Hawaiian
    - □ Guamanian or Chamorro

SamoanOther Pacific IslanderOther

- 5. What is your age?
  - □ Under 20 years □ 20-29 □ 30-39 □ 40-49 □ 50-59 □ 60 or older
- 6. What is your sex?

🗆 Male

□ Female

## **B. EMPLOYMENT HISTORY**

In this section, we would like to know about your employment history prior to working at your current agency.

1. Prior to your current position, did you have experience providing home visiting services to families?

□ No [SKIP TO 4] □ Yes

- 2. In which models do you have prior experience providing home visiting services to families? CHECK ALL THAT APPLY.
  - □ Nurse Family Partnership
  - □ Parents as Teachers
  - Healthy Families America
  - Early Head Start
  - Other (specify): \_\_\_\_\_
- 3. How many total years of experience do you have providing home visiting services?
  - Less than 1 year
    1-2 years
    3-5 years
    5-10 years
    More than 10 years
- 4. Do you have prior experience working with high risk families in any of the following settings? CHECK ALL THAT APPLY.

 $\Box$  In-home child care

- 🗆 Daycare
- Preschool
- □ School, grades K-12 (non-nurse)
- □ After school program
- □ Special education program
- □ Nurse
- □ School nurse
- □ Home health care
- □ Other health care
- □ Social services
- Mentoring programs
- □ Mental health agencies
- $\Box$  No prior experience
- Other (specify): \_\_\_\_\_

## C. CURRENT EDUCATION AND POSITION

1. When did you begin your present job as a home visitor? Please enter the month and year in numeric format. If you cannot recall which month you began, please leave it blank.

\_\_\_\_\_Month \_\_\_\_\_Year

- 2. Have you completed a training program, or earned a degree, certificate, or credential since you began your present job as a home visitor?
  - □ No [SKIP TO 5]
  - □ High School diploma/GED [SKIP TO 4]
  - □ Vocational/technical training program certificate
  - □ Training program degree (e.g., nursing diploma)
  - □ Professional credential (e.g., CDA)
  - □ Associate's degree (e.g., AA, AS, ADN)
  - □ Bachelor's degree (e.g., BA, BS, BSN)
  - □ Master's degree (e.g., MA, MS, MSW, MSN)
  - □ Professional degree (e.g., LLB, LD, MD, DDS)
  - □ Doctorate degree (e.g., PhD, EdD)
  - □ Other certification or licensure for your job (specify):
  - 3. Field of study for this training program, degree, certificate or credential: CHECK ALL THAT APPLY.
    - □ Child development
    - □ Early childhood education
    - □ Education
    - □ Psychology
    - □ Social work/Social welfare
    - □ Nursing

□ Other (specify)

4. When did you complete this training program, degree, certificate or credential? Please enter the month and year in numeric format. If you cannot recall which month you began, please leave it blank.

\_\_\_\_\_Month \_\_\_\_\_Year

- 5. Are you currently enrolled in school to obtain a degree, certificate, or credential?
  - □ No, not currently enrolled [SKIP TO 7]
  - □ High School diploma/GED [SKIP TO 7]
  - □ Vocational/technical training program certificate
  - □ Training program degree (e.g., nursing diploma)
  - □ Professional credential (e.g., CDA)
  - Associate's degree (e.g., AA, AS, ADN)
  - □ Bachelor's degree (e.g., BA, BS, BSN)
  - □ Master's degree (e.g., MA, MS, MSW, MSN)
  - □ Professional degree (e.g., LLB, LD, MD, DDS)
  - □ Doctorate degree (e.g., PhD, EdD)
  - □ Other certification or licensure for your job (specify):
- 6. Field of study for this degree, certificate, or credential: CHECK ALL THAT APPLY.
  - □ Child development
  - □ Early childhood education
  - $\Box$  Education
  - Psychology
  - □ Social work/Social welfare
  - □ Nursing
  - □ Other (specify)
- 7. How many hours do you work in a typical week?

HOURS:\_\_\_\_\_

8. In a typical week, how do these [Q2 ANSWER] hours break down across these activities? Please enter the number of hours you spend doing each of the following activities in a typical week. You can enter part of an hour for an activity that is less than an hour. Please enter 0 for activities you do not typically complete.

Home visiting (including first visits)	
Recruiting families	
Preparing for home visits	
Travel to home visits	
Transporting families	
Initial assessments and eligibility	

screens	
Time spent on the phone	
Staff group meetings	
Paperwork	
Data entry into computer	
Receiving supervision	
Training	

Other (specify hours):

You indicated [HOURS] hours are spent in other activities during the week. Please describe the types of activities this entails.

Other activity types: \_\_\_\_\_

9. How likely are you to leave your present job in the next 12 months?

- □ Very unlikely
- □ Somewhat unlikely
- Somewhat likely
- □ Very likely

#### **D. SERVICES PROVIDED**

1. In what language(s) are you fluent enough to provide home visiting services? CHECK ALL THAT APPLY.

🗆 English

🗆 Spanish

Other (specify): \_\_\_\_\_

- How many families are in your current caseload? \_\_\_\_\_\_
- 3. Please rate the size of your current caseload:
  - □ Lighter than you are able to handle
  - □ About right
  - $\Box$  Heavier than you are able to handle
- 4. In the past 6 months, how often have you had a caseload that was more than what you could handle effectively?
  - $\Box$  All of the time (100%)
  - $\Box$  Nearly all of the time (85%-99%)
  - $\Box$  Most of the time (61%-84%)

 $\Box$  About half of the time (40%-60%)

 $\Box$  Some of the time (15%-39%)

- $\Box$  Nearly none of the time (1-14%)
- $\Box$  None of the time (0%)
- 5. Are you required to prepare home visit plans in advance of each visit? A home visit plan generally includes written documentation of planned visit content, focus areas, and discussion points along with documentation of handouts, materials, or resources to be provided.
  - 🗆 Yes
  - □ Not required, and I do not prepare home visit plans [SKIP TO 8]
  - $\Box$  Not required, but I do prepare home visit plans
- 6. About how often do you prepare home visit plans in advance of visits?
  - $\Box$  All of the time (100%)
  - $\Box$  Nearly all of the time (85%-99%)
  - $\Box$  Most of the time (61%-84%)
  - $\Box$  About half of the time (40%-60%)
  - $\Box$  Some of the time (15%-39%)
  - $\Box$  Nearly none of the time (1-14%)
  - $\Box$  None of the time (0%)
- 7. Do you use a curriculum to prepare your home visit plans?
  - Yes, what is the name of the curriculum? \_\_\_\_\_\_
     No
- The following questions are about your <u>informal</u> observation of parents interacting with their child during home visits. Informal observation occurs when you are visiting a family and you see the parent and child interact under normal circumstances.
- 8. How often do you informally observe parents interacting with their child throughout the home visit?
  - $\Box$  Almost every visit
  - □ Most visits
  - $\Box$  About half of visits
  - $\Box$  Some visits
  - $\Box$  Few visits
  - □ Never
- 9. What types of feedback does your agency expect you to give the parent about his/her interaction with the child to manage problem behaviors? CHECK ALL THAT APPLY.

- □ Explore reasons for negative parenting behaviors
- □ Suggest alternative approaches to parenting
- □ Reinforce positive parenting behaviors
- $\Box$  Not expected to give feedback
- Other (specify): \_\_\_\_\_
- 10. What types of feedback does your agency expect you to give the parent about his/her interaction with the child to promote cognitive and language skills? CHECK ALL THAT APPLY.
  - □ Explore reasons for negative parenting behaviors
  - □ Suggest alternative approaches to parenting
  - □ Reinforce positive parenting behaviors
  - $\Box$  Not expected to give feedback
  - Other (specify): \_\_\_\_\_
- 11. What types of feedback does your agency expect you to give the parent about his/her interaction with the child to promote social emotional development? CHECK ALL THAT APPLY.
  - □ Explore reasons for negative parenting behaviors
  - □ Suggest alternative approaches to parenting
  - □ Reinforce positive parenting behaviors
  - $\Box$  Not expected to give feedback
  - Other (specify): \_\_\_\_\_
- The following questions are about your <u>formal</u> observation of parents interacting with their child during home visits. Formal observation occurs when you set aside time during a visit to observe the parent and child interact and you might ask them to do a task together or for the parent to teach the child something.
- 12. Do you formally observe parents interacting with their child as a specific part of the home visit?

□ No [SKIP TO SECTION F]

🗆 Yes

- 13. How often do you formally observe parents interacting with their child as a specific part of the home visit?
  - $\Box$  Almost every visit
  - □ Most visits
  - $\Box$  About half of visits
  - Some visits
  - Few visits
- 14. In formal observation, do you use any specific tool(s) to assess the quality of parent-child interaction?

Yes, what is the name of the tool(s)? \_\_\_\_\_No

15. Do you use video recording when formally observing parents interacting with their children?

□ Yes □ No [SKIP TO 17]

- 16. Do you review the video recording with the family?
  - 🗆 Yes
  - 🗆 No
- 17. What types of feedback does your agency expect you to give the parent about his/her interaction with the child to manage problem behaviors? CHECK ALL THAT APPLY.
  - □ Explore reasons for negative parenting behaviors
  - □ Suggest alternative approaches to parenting
  - □ Reinforce positive parenting behaviors
  - $\Box$  Not expected to give feedback
  - Other (specify): \_\_\_\_\_
- 18. What types of feedback does your agency expect you to give the parent about his/her interaction with the child to promote cognitive and language skills? CHECK ALL THAT APPLY.
  - Explore reasons for negative parenting behaviors
  - □ Suggest alternative approaches to parenting
  - □ Reinforce positive parenting behaviors
  - $\Box$  Not expected to give feedback
  - Other (specify): \_\_\_\_\_
- 19. What types of feedback does your agency expect you to give the parent about his/her interaction with the child to promote social emotional development? CHECK ALL THAT APPLY.
  - □ Explore reasons for negative parenting behaviors
  - $\Box$  Suggest alternative approaches to parenting
  - $\Box$  Reinforce positive parenting behaviors
  - $\Box$  Not expected to give feedback
  - Other (specify): \_\_\_\_\_

## F. SUPERVISION

- 1. About how often, on average, do you have one-on-one supervision meetings with your supervisor? Supervision meetings are meetings in which your supervisor provides you feedback or guidance on your home visiting caseload.
  - $\Box$  Weekly or more frequently
  - □ Every two weeks
  - □ Every three weeks
  - □ Monthly
  - $\Box$  Once every 1-3 months
  - $\Box$  Once every 4-6 months
  - $\Box$  Once a year

□ Never

- 2. About how often, on average, do you have group supervision meetings with your supervisor?
  - $\Box$  Weekly or more frequently
  - Every two weeks
  - $\Box$  Every three weeks
  - □ Monthly
  - $\Box$  Once every 1-3 months
  - $\Box$  Once every 4-6 months
  - □ Once a year
  - □ Never
- 3. Do your supervisors or mentors ever go with you on visits to observe you working with families or view video recordings of your home visits as part of supervision?
  - □ No [SKIP TO SECTION G]
  - $\Box$  Views video recordings only
  - $\Box$  Observes in person only
  - $\Box$  Views video recordings and observes in person

- 4. How many of your home visits have they viewed in the past 12 months, either in person or by watching video recordings?
  - $\Box$  One
  - 🗆 Two
  - □ Three
  - 🗆 Four
  - 🗆 Five
  - $\Box$  Six to ten
  - Eleven or more
- 5. When your supervisor observes you, how often does she give you feedback at any time (either right after the visit or sometime later)?
  - □ Always
  - □ Usually
  - $\Box$  Sometimes
  - 🗆 Rarely
  - □ Never
- 6. How helpful is the feedback to you?
  - $\Box$  Extremely helpful
  - $\Box$  Very helpful
  - $\Box$  Somewhat helpful
  - □ Not very helpful
  - $\Box$  Not at all helpful

#### G. TECHNOLOGY RESOURCES

- 1. Do you have laptops/tablets/iPads for use during home visits?
  - □ Yes □ No
- 2. Do you document what happens during a home visit on paper forms?
  - □ Yes □ No [SKIP TO 7]
- 3. How easy is it for you to document what happens during a home visit on paper forms?
  - $\Box$  Very easy in all respects
  - $\Box$  Easy in most respects
  - $\Box$  Easy in some respects
  - $\Box$  Not at all easy
- 4. How easy is it for you to go back and retrieve information you might need from your paper forms?

- $\Box$  Very easy in all respects
- $\Box$  Easy in most respects
- $\Box$  Easy in some respects
- □ Not at all easy
- 5. Do you document what happens during a home visit electronically?
  - $\Box$  Yes, electronically on laptops/tablets/iPads during a home visit
  - $\square$  Yes, electronically when I am at an office computer
  - $\square$  Yes, both during a home visit and at the office
  - □ No [SKIP TO SECTION H]
- 6. How easy is it for you to document what happens during a home visit electronically?
  - $\Box$  Very easy in all respects
  - □ Easy in most respects
  - $\Box$  Easy in some respects
  - $\Box$  Not at all easy
- 7. How easy is it for you to go back and retrieve information you might need from the electronic record?
  - □ Very easy in all respects
  - $\square$  Easy in most respects
  - $\Box$  Easy in some respects
  - $\Box$  Not at all easy

#### H. WELL-BEING

<u>Instructions</u>: Thinking about your relationships in <u>general</u>, please indicate the extent to which you agree or disagree with each of the twenty-nine statements. The scale ranges from 1 (totally disagree) to 6 (totally agree). Please select only one response for each statement. There are no wrong or right answers; please select the answer that most generally applies to you.

		Totally Disagre e	Strongly Disagre e	Disagre e	Agre e	Strongl y Agree	Totall y Agree
1.	I feel confident that other people will be there for me when I need them.						
2.	I prefer to depend on myself rather than other people.						
3.	I prefer to keep to myself.						
4.	Achieving things is more important than building relationships.						
5.	Doing your best is more important than						

		Totally Disagre e	Strongly Disagre e	Disagre e	Agre e	Strongl y Agree	Totall y Agree
	getting on with others.						
6.	If you've got a job to do, you should do it no matter who gets hurt.						
7.	It's important to me that others like me.						
8.	I find it hard to make a decision unless I know what other people think.						
9.	My relationships with others are generally superficial.						
10	Sometimes I think I am no good at all.						
11	I find it hard to trust other people.						
12	I find it difficult to depend on others.						
13	I find that others are reluctant to get as close as I would like.						
14	I find it relatively easy to get close to other people.						
15	I find easy to trust others.						
16	I feel comfortable depending on other people.						
17	I worry that others won't care about me as much as I care about them.						
18	I worry about people getting too close.						
19	I worry that I won't measure up to other people.						
20	I have mixed feelings about being close to others.						
21	I wonder why people would want to be involved with me.						

Totally Strongly Totall Disagre Disagre Disagre Agre Strongl У е е е е y Agree Agree 22 I worry a lot about my relationships. 23 I wonder how I would cope without someone to love me. • 24 I feel confident about relating to others. . 25 I often feel left out or alone. • 26 I often worry that I do not really fit with other people. • Other people have their own problems, so I 27 don't bother them with mine. • If something is bothering me, others are 28 generally aware and concerned. • I am confident that other people will like 29 and respect me. .

<u>Instructions</u>: For each statement, please choose which best describes how you have been feeling in the past week: Rarely or none of the time; some or a little of the time (1-2 days), occasionally (3-4 days), or most of the time (5-7 days).

		Rarely or None of the Time	Some or a Little of the Time (1-2 days)	Occasionall y (3-4 days)	Most of the Time (5-7 days)
30.	I felt depressed.				
31.	I felt that everything I did was an effort.				
32.	My sleep was restless.				
33.	l was happy.				
34.	I felt lonely.				
35.	People were unfriendly.				
36.	I enjoyed life.				

		Rarely or None of the Time	Some or a Little of the Time (1-2 days)	Occasionall y (3-4 days)	Most of the Time (5-7 days)
37.	I felt sad.				
38.	I felt that people disliked me.				
39.	I could not get going.				

## I. ORGANIZATIONAL SOCIAL CONTEXT MEASURE

**This is a copyrighted measure.** © The University of Tennessee Children's Mental Health services Research Center, 2006. Organizational Social Context (OSC). The scale may not be used without the express written consent of the Children's Mental Health Services Research Center.

## J. PROGRAM OUTCOMES

**Instructions:** In this section, we would like to learn how *staff members* perceive their program's intended outcomes. In general, a *program outcome* is a benefit to a child, parent, or family. For example, some programs might see the improvement of prenatal health as an important outcome.

Below is a list of possible outcomes for home visiting programs. We know your program may care about all of these benefits for your families. However, we would like to get a sense of which outcomes you think **your program** believes may be more important than others. We would like you to check the box that best represents what you think your program believes about the outcome.

To help you decide on an outcome's rank, think about whether it is discussed routinely in training and supervision. Think about what staff in your agency are told about its importance. Check the box that best describes your program's ranking of this outcome.

1. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>good prenatal health</u>, such as diet, exercise, rest, and not smoking?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

2. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>preventing</u> <u>poor birth outcomes</u>, such as pre-term birth and low birth weight?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

3. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>breastfeeding</u>?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

4. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>maternal physical health outside of pregnancy</u>, such as good nutrition, exercise, and rest?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

5. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>family planning and birth spacing</u>?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

6. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>preventing</u> <u>and reducing maternal tobacco use</u>?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

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7. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>preventing</u> <u>and reducing maternal mental health and substance use problems</u>?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

8. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>preventing</u> <u>and reducing domestic violence</u>?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

9. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>family economic self-sufficiency</u>, such as reaching goals for employment and education?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

10. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>children's preventive health care</u>, such as having all recommended well-child visits, being up-to-date on immunizations, and having parents baby-proof their home to prevent injuries?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

11. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>positive parenting behaviors</u>, such as nurturing, encouraging the child's learning, and using positive behavior management techniques?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest

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Expiration Date:	

Priority	Priority	Priority
at All		

12. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>preventing</u> <u>and reducing child abuse and neglect</u>?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

13. Considering all of the outcomes your program aims to achieve, how much of a priority is <u>promoting</u> <u>child cognitive and language development and social- emotional well-being</u>?

0	1	2	3	4	5	6	7	8	9	10
Not a					Moderate					Highest
Priority					Priority					Priority
at All										

- 14. Please select the most appropriate response regarding your responsibilities for improving outcomes for parent(s):
  - $\Box$  My responsibility is to improve outcomes for the mother.
  - □ My responsibility is to improve outcomes for the mother and the father, if he is involved in child-rearing.

#### K. PROGRAM REFERRALS

- 1. Overall, how would you rate your supervisor's guidance on how to make referrals for the community services your families need?
  - 🗆 Poor
  - 🗆 Fair
  - $\Box$  Good
  - Excellent
  - 🗆 Unsure
- 2. How do you usually arrange referrals with families?
  - □ I arrange the referral myself nearly all of the time
  - □ I arrange the referral myself most of the time
  - $\Box$  I arrange the referral myself about half of the time
  - □ The family arranges the referral about half of the time
  - □ The family arranges the referral most of the time
  - □ The family arranges the referral nearly all of the time

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Expiration Date:	

In this section, Questions 3-7 are asked for each service type listed below, A-L.

Service Type:

- A. Prenatal Care
- B. Maternal Preventive Care
- C. Family Planning and Reproductive Health Care
- D. Substance Use (Alcohol and other drugs) Treatment
- E. Mental Health Treatment
- F. Domestic Violence Shelter
- G. Domestic Violence Counseling/Anger Management
- H. Adult Education Services (including GED and ESL)
- I. Job Training and Employment
- J. Pediatric Primary Care
- K. Childcare
- L. Early Intervention Services
- 3. Is there at least one organization which provides [SERVICE TYPE] in your area?

□ No [SKIP TO Q3 FOR NEXT SERVICE TYPE]

🗆 Yes

4. What is the name of the organization to which you most often make referrals for [SERVICE TYPE]?

Not sure of the name [SKIP TO Q3 FOR NEXT SERVICE TYPE]
 The name is:

- 5. How easy or hard is it for the families you work with to get services from [ORGANIZATION NAME]?
  - 🗆 Unsure
  - □ Very Easy
  - Relatively Easy
  - □ Relatively Difficult
  - □ Very Difficult
- 6. Overall, how effective do you think this agency has been in meeting families' needs for [SERVICE TYPE]?
  - 🗆 Unsure
  - $\Box$  Very effective
  - □ Quite effective
  - $\Box$  Somewhat effective
  - $\Box$  Not effective at all

- 7. Overall, how would you rate how well you and this agency are able to share information about the families you refer?
  - 🗆 Poor
  - 🗆 Fair
  - $\Box$  Good
  - $\Box$  Excellent
  - 🗆 Unsure

[GO TO QUESTION 3 FOR NEXT SERVICE AREA]

#### L. CONCERNS

Please express your agreement or disagreement with the statements below. We are interested in knowing your thoughts about the families you currently serve.

cou wit	n sometimes concerned it Ild hurt my relationship h a mother if I talk with about	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagree	Disagree	Strongly Disagree
1.	Prenatal nutrition, exercise, and access to care.							
2.	Her prenatal care provider's recommendations.							
3.	Her physical health habits and access to primary care outside of pregnancy.							
4.	Her family planning and birth spacing.							
5.	Her tobacco use.							
6.	Her alcohol and other drug use.							
7.	Her mental health.							
8.	Her relationships with family and friends.							
9.	Partner violence.							
10.	Her plans for school and work							
11.	The public benefits she receives and needs.							
12.	Breastfeeding.							
13.	How she manages her child's behavior.							
14.	Her child's development.							

I am sometimes concerned it could hurt my relationship with a mother if I talk with her about	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagree	Disagree	Strongly Disagree
15. Home safety.							
16. Her child's health care.							
17. Her child care arrangements.							

## M. IMPACTS

Please express your agreement or disagreement with the statements below. We are interested in knowing your thoughts about families who are currently receiving services or who have completed the program.

l fee	l that as a result of the					Slightly		Strongly
	ices my program site has	Strongly		Slightly	_	Disagre	Disagre	Disagre
-	/ided	Agree	Agree	Agree	Neutral	е	e	е
1.	Expectant women are more							
	likely to get adequate							
	prenatal care.							
2.	More expectant women have							
	healthy nutrition and exercise							
	habits while pregnant.							
3.	More babies are born full-							
	term and normal weight.							
4.	More mothers have healthy							
	eating and exercise habits							
	outside of pregnancy.							
5.	Mothers are more likely to							
	space their births.							
6.	Fewer mothers use tobacco.							
7.	Fewer mothers have problem							
	alcohol and other drug use.							
8.	Mothers are better able to							
	recognize and address mental							
	health issues.							
9.	Fewer mothers are							
	depressed.							
10.	Fewer mothers have high							
	parenting stress.							
11.	Mothers are better able to							
	recognize and address							
	partner violence.							
12.	More mothers develop							
	relationships with people							

serv	I that as a result of the ices my program site has <i>i</i> ided	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
	they can count on.							
13.	More mothers get the public benefits for which they qualify.							
14.	More families become economically self sufficient.							
15.	Mothers are more likely to start and continue breastfeeding.							
16.	More mothers use positive child behavior management techniques.							
17.	More mothers support their children's cognitive and language development.							
18.	More mothers support their children's social-emotional development.							
19.	Children have better cognitive and language development.							
20.	More children are securely attached.							
21.	Fewer children are abused or neglected.							
22.	Fewer homes have safety hazards.							
23.	More children are up to date on their shots and well child care.							
24.	Fewer children have injuries requiring medical care.							

# **N. EXPECTATIONS**

Think about the expectations that your supervisor has of you as a home visitor. Please express your agreement or disagreement with the statements below.

My supervisor expects me to help mothers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
<ol> <li>Have a healthy lifestyle prenatally, such as good nutrition, exercise and prenatal care.</li> </ol>							

-	supervisor expects me to help hers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
2.	Develop a healthy lifestyle							
	outside of pregnancy, such as good nutrition, exercise and preventive health care.							
3.	Space their births.							
4.	Reduce their tobacco use.							
5.	Recognize and deal with problem alcohol and other drug use.							
6.	Recognize and deal with mental health issues.							
7.	Recognize and deal with partner violence.							
8.	Get the public benefits for which they qualify.							
9.	Become economically self- sufficient.							
10.	Start and continue breastfeeding.							
11.	Use positive child behavior management techniques.							
12.	Support their children's cognitive and language development.							
13.	Support their children's social-emotional development.							
14.	Baby-proof their homes.							
	Secure high quality child care.							
16.	Make sure their children are up to date on shots and well child care.							

# **O. EFFECTIVENESS**

Please express your agreement or disagreement with the statements below. We are interested in knowing your thoughts about the families you currently serve.

I feel I am effective in helping mothers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
<ol> <li>Have a healthy lifestyle prenatally, such as good nutrition, exercise and prenatal care.</li> </ol>							

	l I am effective in helping hers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
2.	Develop a healthy lifestyle							
	outside of pregnancy, such as							
	good nutrition, exercise and preventive health care.							
3.	Space their births.							
<u> </u>	Reduce their tobacco use.							
<del>.</del> 5.	Recognize and deal with							
5.	problem alcohol and other							
	drug use.							
6.	Recognize and deal with mental health issues.							
7.	Recognize and deal with							
	partner violence.							
8.	Get the public benefits for which they qualify.							
9.	Become economically self- sufficient.							
10.	Start and continue breastfeeding.							
11.	Use positive child behavior management techniques.							
12.	Support their children's cognitive and language development.							
13.	Support their children's social-emotional development.							
14.	Baby-proof their homes.							
15.	Secure high quality child care.							
16.	Make sure their children are up to date on shots and well child care.							

# P. COMFORT

Please express your agreement or disagreement with the statements below. We are interested in knowing your thoughts about the families you currently serve.

	el comfortable talking with thers about how to	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
1.	Have a healthy lifestyle							
	prenatally, such as good							
	nutrition, exercise and							

OMB Control No: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

	l comfortable talking with hers about how to	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
	prenatal care.							
2.	Develop a healthy lifestyle outside of pregnancy, such as good nutrition, exercise and preventive health care.							
3.	Space their births.							
4.	Reduce their tobacco use.							
5.	Recognize and deal with problem alcohol and other drug use.							
6.	Recognize and deal with mental health issues.							
7.	Recognize and deal with partner violence.							
8.	Get the public benefits for which they qualify.							
9.	Become economically self- sufficient.							
10.	Start and continue breastfeeding.							
11.	Use positive child behavior management techniques.							
12.	Support their child's cognitive and language development.							
13.	Support their child's social- emotional development.							
14.	Baby-proof their homes.							
15.								
16.	Make sure their children are up to date on shots and well child care.							

# **Q. TRAINING**

Think about your training and the families that receive home visiting at your program site. Please express your agreement or disagreement with the statements below.

	el I am adequately trained to p mothers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
1.	Have a healthy lifestyle prenatally, such as good nutrition, exercise and prenatal care.							
2.	Develop a healthy lifestyle							

	l I am adequately trained to mothers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
	outside of pregnancy, such as good nutrition, exercise and preventive health care.							
3.	Space their births.							
4.	Reduce their tobacco use							
5.	Recognize and deal with problem alcohol and other drug use.							
6.	Recognize and deal with mental health issues.							
7.	Recognize and deal with partner violence.							
8.	Get the public benefits for which they qualify.							
9.	Become economically self- sufficient.							
10.	Start and continue breastfeeding.							
11.	Use positive child behavior management techniques.							
12.	Support their children's cognitive and language development.							
13.	Support their children's social- emotional development.							
14.	Baby-proof their homes.							
	Secure high quality child care.							
16.	• • •							

# **R. STRATEGIES AND TOOLS**

Think about the strategies and tools provided by your program site. Please express your agreement or disagreement with the statements below.

stra	program gives me useful itegies and tools to help thers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
1.	Have a healthy lifestyle prenatally, such as good nutrition, exercise and prenatal care.							
2.	Develop a healthy lifestyle							

stra	program gives me useful tegies and tools to help hers	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
	outside of pregnancy, such as good nutrition, exercise and preventive health care.	Agree	Agree	Agree				
3.	Space their births.							
4.	Reduce their tobacco use.							
5.	Recognize and deal with problem alcohol and other drug use.							
6.	Recognize and deal with mental health issues.							
7.	Recognize and deal with partner violence.							
8.	Get the public benefits for which they qualify.							
9.	Become economically self- sufficient.							
10.	Start and continue breastfeeding.							
11.	Use positive child behavior management techniques.							
12.	Support their children's cognitive and language development.							
13.	Support their children's social-emotional development.							
14.	Baby-proof their homes.							
	Secure high quality child care.							
16.	Make sure their children are up to date on shots and well child care.							

# S. FEEDBACK

Think about the feedback that you receive from your supervisor. Please express your agreement or disagreement with the statements below.

con	supervisor gives me positive and structive feedback on how I ⁄k with mothers to	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
1.	Have a healthy lifestyle							
	prenatally, such as good							
	nutrition, exercise and prenatal							

cons	supervisor gives me positive and structive feedback on how I k with mothers to	Strongly Agree	Agree	Slightly Agree	Neutral	Slightly Disagre e	Disagre e	Strongly Disagre e
	care.							
2.	Develop a healthy lifestyle outside of pregnancy, such as good nutrition, exercise and preventive health care.							
3.	Space their births.							
4.	Reduce their tobacco use.							
5.	Recognize and deal with problem alcohol and other drug use.							
6.	Recognize and deal with their mental health issues.							
7.	Recognize and deal with partner violence.							
8.	Get the public benefits for which they qualify.							
9.	Become economically self- sufficient.							
10.	Start and continue breastfeeding.							
11.	Use positive child behavior management techniques.							
12.	Support their children's cognitive and language development.							
13.	Support their children's social- emotional development.							
14.	Baby-proof their homes.							
15.	Secure high quality child care.							
16.								

# T. MIECHV

The following questions are about how your program has changed recently as a result of MIECHV funding. Each question has 7 response choices, please choose the response which is closest to how you feel. You may pick a response that is between the labeled response choices.

For example, if you feel that your job is a little easier than before, you should answer as below:

At the present time, as a result of MIECHV, My job is....

						trol No: n Date:
	Much easier than before □		×	About the same as before		Much harder than before
<u>At the</u>	<u>present time, as</u>	a result of N	<u>AIECHV,</u>			
1.	My work is Much easier than before			About the same as before		Much harder than before
2.	My role is Much clearer than before			About the same as before		Much less clear than before
3.	My responsibil Much greater than before	ities are		About the same as before		Much ess than before

					Expiratio	n Date:
4.	My program si Much more efficiently than before □	te operates		About the same as before		Much less efficiently than before
5.	The time I sper	nd on docum	entation is			
	Much greater than before			About the same as before		Much less than before
6.	The quality of t	the services	my site provi	des is		
	Much higher than before			About the same as before		Much lower than before
7.	My program's	benefits for	families are			
	Much broader than before			About the same as before		Much narrower than before

OMB Control No: \_\_\_\_\_

## **U. FACTORS FOR SERVICE DELIVERY**

The following questions are about your role as a home visitor. Each question has 7 response choices between two opposite ends of the spectrum. Please choose the response anywhere along the spectrum which is closest to how you feel.

For example, if you feel that there is usually enough time in visits to do everything you are expected to do, you should answer as below:

1.	There is too little time in a home visit to do all the things that my program expects me to do.		X		I often have to search for things to do in order to fill up an hour.
1.	There is too little time in a home visit to do all the things that my program expects me to do.				I often have to search for things to do in order to fill up an hour.
2.	My role in promoting positive parenting is too rigidly defined;				My role in promoting positive parenting is not defined well

OMB Control No: Expiration Date: \_\_\_\_\_ I don't have the flexibility I enough; I don't know what I am need to tailor services. expected to do with families. 3. My role in addressing parenting My role in addressing parenting risks is too rigidly defined; I risks is not defined well enough; I don't have the flexibility I need don't know what I am expected to to tailor services. do with families. 4. My role in promoting family My role in promoting family economic self-sufficiency is too economic self-sufficiency is not rigidly defined; I don't have the defined well enough; I don't know flexibility I need to tailor what I am expected to do with services. families. 5. My program defines service My program does not define tailoring completely and service tailoring very clearly and provides training to build home does not provide training in visitors' skills in tailoring. building home visitors' skills in tailoring. 6. It is clear to me which parts of It is hard for me to decide which my job are the most important parts of my job are the most to carry out with each family. important to carry out with each family. 7. My role is to help the mother My role is only to help the address issues she already mother address issues that she recognizes AND to help her herself already recognizes. recognize and address those she does not yet recognize. 8. My role is only to help mothers My role is both to help mothers who are already motivated to who are already motivated to take take action. action AND to motivate those who are not yet ready to take action. 9. My role is to promote positive My role is to promote positive parenting BOTH by reinforcing the parenting only by reinforcing positive behaviors that I see AND the positive parenting to promote the mother's use of behaviors that I see. alternative approaches to negative parenting that I see.

					Expiration Date:
10	My role is to promote positive parenting only by reinforcing appropriate parenting attitudes and beliefs.				My role is to promote positive parenting by BOTH reinforcing appropriate parenting attitudes and beliefs AND to influence mothers to change inappropriate parenting attitudes and beliefs.
11	All the activities of my role fit together in a way that makes sense.				It is hard to see how all the activities of my role fit together.
12	All of the activities I am expected to carry out with families are important.				I question the value of many of the activities I am expected to carry out with families.
13	It is clear how working toward one program goal with a family helps achieve the other program goals as well.				The goals of my program don't fit together well; working toward one program goal is a distraction from working toward other program goals.
14	My supervisor guides me in how to tailor services to each family.				I am on my own in deciding how to tailor services to each family.
15	My supervisor guides me in how to work with families when their goals are different from our program site's goals.				I am on my own in deciding how to balance program goals and family goals.

OMB Control No: \_\_\_\_\_

# **V. CHALLENGING SITUATIONS**

#### INSTRUCTIONS:

There are many situations that create difficulties for home visitors in carrying out activities with families. For each question, please indicate how confident you are in carrying out each activity. The scale ranges from 0 to 10.

0	1	2	3	4	5	6	7	8	9	10
Not at all	Moderately Completely									Completely
confident		confident confid								

1. When another family member gives the expectant mother conflicting information about

prenatal health, how confident do you feel helping the expectant mother follow the prenatal care provider's recommendations?

0 1 2 3 4 5 6 7 8 9 10

When the parent seems unmotivated, how confident do you feel helping the expectant mother follow the prenatal care provider's recommendations?
 0 1 2 3 4 5 6 7 8 9 10

											ol No: Date:
3.	When the promoting						aception	i, how co	onfident	do you t	feel
	0	1	2	3	4	5	6	7	8	9	10
4.	When the confident of	-							ntracepti	on optic	ons, how
	0	1	2	3	4	5	6	7	8	9	10
5.	When ano concern, h problem?		-	o you fee			-			-	
	0	1	2	3	4	5	6	7	8	9	10
6.	When the getting the	-			-			-	n, how co	onfident	do you feel
	0	1	2	3	4	5	6	7	8	9	10
7.	When ano concern, h problem?		-				-			-	
	0	1	2	3	4	5	6	7	8	9	10
8.	When the getting the	-			-		-		iow confi	ident do	o you feel
	0	1	2	3	4	5	6	7	8	9	10
9.	When the the parent	•	•	-				how co	nfident c	lo you f	eel helping
	0	1	2	3	4	5	6	7	8	9	10
10.	. When the make a pla	-					confide	nt do yo	u feel he	lping th	e parent
	0	1	2	3	4	5	6	7	8	9	10
11.		do you f	eel prob	lem solv	ing with	the pare	nt to ov	ercome	barriers	to scho	ol or work?
	0	1	2	3	4	5	6	7	8	9	10
12.	. When the parent to c	-					nt do you	u feel pr	oblem so	olving w	ith the
	0	1	2	3	4	5	6	7	8	9	10
13.	. When ano how confic		-	-	-		-				
	0	1	2	3	4	5	6 6	7	8	9	10

14. When the parent feels uncomfortable or silly interacting or talking with an infant, how confident do you feel motivating the parent to adopt positive parenting techniques?

15. When another family member gives the parent conflicting information about the child's health, how confident do you feel helping the parent follow the pediatric primary care provider's recommendations?

0 1 2 3 4 5 6 7 8 9 10

16. When the parent seems unmotivated, how confident do you feel helping the parent follow the pediatric primary care provider's recommendations?
0 1 2 3 4 5 6 7 8 9 10

#### W. HEALTH CARE SERVICES

1. Does your program expect you to assure that the <u>mother</u> has health care coverage or access to a clinic that provides free or low-cost care?

□ No □ Yes

2. Has your program provided you with excellent training in how to assure that the <u>mother</u> has health care coverage or access to a clinic that provides free or low-cost care?

□ No □ Yes

3. Does your program have resources available to help you assure that the <u>mother</u> has health care coverage or access to a clinic that provides free or low-cost care?

□ No □ Yes

4. Does your program expect you to assure that the <u>child</u> has health care coverage or access to a clinic that provides free or low-cost care?

□ No □ Yes

5. Has your program provided you with excellent training in how to assure that the <u>child</u> has health care coverage or access to a clinic that provides free or low-cost care?

□ No □ Yes

6. Does your program have resources available to help you assure that the <u>child</u> has health care coverage or access to a clinic that provides free or low-cost care?

□ No □ Yes

#### X. RESOURCES AVAILABLE TO YOU

**Instructions:** Next, we are interested in the guidance you receive from supervisors or other sources about your work as a home visitor. In this section, we asked questions for each service area listed below, A-H.

Service Area:

- A. Prenatal Health
- B. Maternal Physical Health
- c. Substance Use
- D. Stress and Mental Health
- E. Healthy Adult Relationships
- F. Family Economic Self-Sufficiency
- G. Parenting to Support Child Development
- H. Parenting to Support Child Health
  - 1. How often does your supervisor give you guidance about [SERVICE AREA]?
    - □ Never [SKIP TO 3]
    - $\Box$  Once a week
    - $\Box$  Once every two weeks
    - Once a month
    - $\Box$  Once every couple of months
    - $\Box$  Once every 6 months
    - $\Box$  Once a year
    - □ Less frequently than once a year
  - 2. How helpful is your supervisor's guidance concerning [SERVICE AREA]?
    - □ Never helpful
    - □ Rarely helpful
    - □ Sometimes helpful
    - □ Frequently helpful
    - Always helpful
  - 3. Not including your supervisor, do you have easy access to one or more professionals to consult with about [SERVICE AREA]?
    - □ No [SKIP TO Q1 FOR NEXT SERVICE AREA]
    - $\Box$  Yes
    - □ Not sure [SKIP TO Q1 FOR NEXT SERVICE AREA]
  - 4. Have you accessed these professionals in the past six months?
    - □ No [SKIP TO Q1 FOR NEXT SERVICE AREA] □ Yes

- 5. How helpful are these professionals to you?
  - □ Never helpful
  - □ Rarely helpful
  - □ Sometimes helpful
  - □ Frequently helpful
  - □ Always helpful

[GO TO Q1 FOR NEXT SERVICE AREA]

#### Y. RATING OF SUPERVISION

 For this question, we would like you to think about what occurs day-to-day at your work place. Read the following statements and consider how true they are for you and your place of employment. Please rank the following statements on a scale with 1 being the lowest and 5 being the highest:

		Strongly		Neutra		Strongly
		Disagree	Disagree	I	Agree	Agree
		1	2	3	4	5
а.	I have adequate support from my supervisor to make appropriate decisions in my day-to-day work.					
b	My supervisor encourages my input and respects my ideas.					
с.	My supervisor is responsive to me.					
d	My supervisor is knowledgeable about the specific work I do (e.g., issues related families and children).					

2. This question asks you to think about your direct supervisor. The chart below lists traits that may or may not describe your supervisor. Please rank the following traits for your supervisor on a scale with 1 being the lowest and 5 being the highest:

		Strongly Disagree	Disagree	Neutra I	Agree	Strongly Agree
		1	2	3	4	5
a.	Positive attitude					
b	Team player/inclusivity of decision making					
с.	Approachability					
d	Patience					
e.	Understanding and empathy					
f.	Ability to set boundaries					
g.	Respectfulness					
h	Supportive advocate for staff					

i.	Appreciative of individual skills, needs, and interests			
j.	Accessible			
k.	Helps me solve problems and get information			

**<u>3. Instructions:</u>** The following table describes areas towards which supervisors work at becoming successful. Think about your direct supervisor and rank how strong you believe s/he is in each of these areas. Use the description below of each ranking to understand what each number means. If you have never observed your supervisor in this area, select N/A.

Rankings are defined as:

- 1. Serious Issue A pressing need to address.
- 2. Weakness Results have fallen short in this area.
- 3. Skilled/OK The manager does what is expected and is about the same as most others.
- 4. Talented Notable strength in this area; manager is better than most and could be a coach in this area.
- 5. Towering Strength Manager is outstanding in this area and is a role model.

Please rank how strong you believe your supervisor is in each of these areas:

		1 Seriou s Issue	2 Weak -ness	3 Skille d /OK	4 Talente d	5 Towerin g Strength	N/ A
а	Listening:						
•	Practices attentive and active listening. Has patience to hear people out. Can accurately restate the opinions of others even when not in agreement.						
b	Composure:						
•	Is cool under pressure. Does not become defensive or irritated when times are tough. Is considered mature. Can be counted to hold things together during tough times. Can handle stress. Is not knocked off balance by the unexpected. Is a settling influence in a crisis.						
C.	<b>Decision-Making Ability:</b> Makes good decisions based on a mixture of analysis, wisdom, experience, and judgment. Most solutions or suggestions turn out to be correct and accurate. Sought out by others for advice.						
d	Sociocultural Diversity:						
•	Deals effectively with all races,						

			:		
1	2	3 Skille	4 Talente	5 Towerin	N/
Seriou	Weak	d	d	g	Α
s Issue	-ness	/ОК		Strength	

nationalities, cultures, disabilities, and ages, and both sexes. Supports fair and equal treatment for all. Is aware of sociocultural issues and their effect on clients and colleagues. Makes room for sociocultural discussion in team discussions.

			1	
е	Knowledge Base			
	Has mastery of the content of early childhood development and early childhood mental health. Knows how to engage families and is effective at intervention strategies. Is a resource for other team members. Shares knowledge readily and effectively.			
f.	<b>Directing/Supervising Others:</b> Is good at establishing clear guidelines. Sets stretch goals. Distributes workload appropriately. Lays out work in a well- planned manner. Maintains two-way dialogue. Brings out the best in people. Is a clear communicator. Provides support as needed. Helps others meet their goals.			
g	Informing:			
	Provides the information people need to know to do their jobs and feel good about being a member of the team. Provides individuals with information so that they can make accurate decisions. Is timely with information.			
h	Motivating Others:			
•	Knows what motivates others or how to do it. People who work with the supervisor want to do their best. Empowers others. Many people want to work for this leader. Is a good reader of others. Motivates others.			
i.	<b>Training Ability:</b> Conceptualizes and organizes ideas for effective learning. Balances content and process in training. Is able to create training materials that are helpful to others. Is able to present ideas to a diverse group. Is well prepared. Facilitates training well.			