

**Supporting Statement  
For the Paperwork Reduction  
Act of 1995: Approval for the  
Baseline Data Collection,  
Implementation Study Site  
Visits, and Staff Surveys for the  
Job Search Assistance (JSA)  
Strategies Evaluation**

**Attachment E: Supervisor  
Survey**

OMB No. 0970-0440

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*Submitted by:*  
*Office of Planning,*  
*Research & Evaluation*  
Administration for Children & Families  
U.S. Department of Health  
and Human Services

Federal Project Officer  
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# Job Search Assistance Strategies Evaluation

## Supervisor Survey

**As you may know, [name of TANF program] is participating in the Job Search Assistance (JSA) Strategies Evaluation, funded by the Administration for Children and Families (ACF) within the U.S. Department of Health and Human Services. The study will assess a range of JSA approaches in multiple sites. ACF has contracted with Abt Associates and Mathematica Policy Research to conduct the evaluation.**

**As part of the JSA evaluation, we are asking program managers/supervisors involved with overseeing program staff to complete a brief survey to help us better understand the types of services provided as part of [name of TANF program]. The length of time to complete this survey will vary by person, but is expected to take about 30 minutes on average. Your participation in this survey is important and will help us understand more about the job search services provided to TANF recipients and, as part of the broader evaluation, which services are most effective.**

**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. Information you provide will not be shared with other program staff, including your supervisor. Only the evaluation team will have access to the information you provide through the survey.**

**Participation in the survey is voluntary. We hope you will choose to complete all of the questions on the survey, but you may choose to skip any question you do not feel comfortable answering.**

**If you have any questions about the survey, please do not hesitate to contact [NAME] at Mathematica Policy Research by calling 1-866-xxx-xxxx or emailing [xxxxxxx@mathematica-mpr.com](mailto:xxxxxxx@mathematica-mpr.com).**

**Thank you in advance for your assistance in completing this survey and providing important information about the study.**

## A. ORGANIZATIONAL AND STAFF BACKGROUND

**A1. What is the name of your organization?**

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**A2. What type of organization is this?**

**MARK ONE ONLY**

1  Government agency

2  Nonprofit organization

3  For-profit organization

4  Other (*describe*) \_\_\_\_\_

**A3. What is your title?**

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**A4. How long have you worked for [organization NAME FROM A1]?**

|\_|\_| / |\_|\_|

YEARS MONTHS

**A5. What is your primary responsibility as part of [name of the TANF program]?**

**MARK ONE ONLY**

1  Hiring staff

2  Supervising case managers/advisors

3  Supervising instructional staff

4  Supervising other types of staff (e.g., recruitment, study intake, enrollment)

5  Program design/enhancements

6  Program reporting

7  Fundraising

8  Other (*specify*) \_\_\_\_\_

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**A6. What other responsibilities do you have as part of [name of the TANF program]?**

**MARK ALL THAT APPLY**

- 1  Hiring staff
- 2  Supervising case managers/advisors
- 3  Supervising instructional staff
- 4  Supervising other types of staff (e.g., recruitment, study intake, enrollment)
- 5  Program design/enhancements
- 6  Program reporting
- 7  Fundraising
- 8  Other (*specify*)  
\_\_\_\_\_
- 9  None

**A7. How long have you been working in this position of [title from A3] at [name of the TANF program]?**

|\_|\_| / |\_|\_|  
YEARS MONTHS

**A8. How much total work experience (including your current and prior positions) do you have in performing responsibilities similar to those you carry out as part of [name of the TANF program]?**

**MARK ONE ONLY**

- 1  Less than 1 year
- 2  1 to less than 3
- 3  3 to 5 years
- 4  More than 5 years

IF A5 OR A6 = 2, 3, OR 4, GO TO QA8b. OTHERWISE CONTINUE.

**A8a. In your position of [time from A3] at [name of the TANF program], do you formally manage/supervise staff on an ongoing basis?**

- 1  Yes
- 0  No

IF A8a = No, GO TO QA9, OTHERWISE CONTINUE.

**A8b. How many staff do you typically manage/supervise?**

|\_|\_| NUMBER OF STAFF SUPERVISED

**A8c. Do you supervise:**

**MARK ALL THAT APPLY**

- 1  Instructors
- 5  Case managers or advisors
- 6  Employment-related staff

7  Administrative staff

8  Other (*specify*) \_\_\_\_\_

**A9. In your position of [insert title from A3] at [name of the TANF program], are you a:**

**MARK ONE ONLY**

1  Full-time employee

2  Part-time employee

## B. TYPES OF JOB SEARCH ASSISTANCE SERVICES PROVIDED

**B1. Please indicate how often the following activities are conducted for TANF recipients assigned to job search assistance activities.**

SELECT ONE RESPONSE PER ROW

	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS
a. Assessment.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Employment plan development.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Independent, self-directed job search (where TANF recipients search on their own for jobs).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Group job search instruction.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. One-on-one job search support.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. "Life skills" activities (including resilience/executive functioning).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Assistance addressing barriers to employment.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Job development.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Monitoring participation in job search assistance activities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Reengaging nonparticipants/sanctioning activities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Post-employment follow-up.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. Other ( <i>please specify</i> ).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**B2. Does your organization provide support for independent, self-directed job search for TANF recipients?**

1  Yes

0  No

IF B2 = No, GO TO B5, OTHERWISE CONTINUE.

**B3. How many hours per week does a TANF recipient typically participate in independent, self-directed job search activities?**

|\_|\_|\_| HOURS IN INDEPENDENT, SELF-DIRECTED JSA

**B4. Please indicate which of the following resources are available to support independent, self-directed job search.**

SELECT ONE RESPONSE PER ROW

	YES	NO
a. Centralized job search engines and resources (for example, job banks).....	1 <input type="checkbox"/>	0 <input type="checkbox"/>
b. Internet-based job search services.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>
c. Web-based job readiness curriculum/ courses.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>
d. Web-based life skills curriculum/courses.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>
e. Resources for creating resumes and/or posting resumes.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>
f. Staff person to answer questions that arise.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>
g. Designated resource room with computers and staff available to assist with services....	1 <input type="checkbox"/>	0 <input type="checkbox"/>

**B5. Does your organization provide group job search activities?**

- 1  Yes  
0  No

IF B5 = 0, GO TO QB8, OTHERWISE CONTINUE.

**B6. How many hours per week does a TANF recipient typically participate in group job search activities?**

|\_|\_| HOURS IN GROUP JSA

**B7. Please indicate how much emphasis is provided on the following topics during group job search instruction:**

SELECT ONE RESPONSE PER ROW

	NO EMPHASIS	MINOR/ LIMITED EMPHASIS	MODERATE EMPHASIS	MAJOR EMPHASIS
a. Resume preparation.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
b. Job search techniques.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
c. Use of online job search resources.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
d. Assistance filling out job applications.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
e. Interviewing skills/mock interviews.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
f. Communication in the workplace.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
g. Problem solving (work-related or personal).....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
h. Proper workplace behaviors.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
i. Handling stress and anxiety in the workplace.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
j. Balancing work and family responsibilities.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
k. Other ( <i>please specify</i> ):.....	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

**B8. Does your organization provide one-on-one job search support?**

- 1  Yes  
 0  No

IF B8 = No, GO TO QB11, OTHERWISE CONTINUE.

**B9. How many hours per week does a TANF recipient typically participate in staff-assisted, individualized job search activities?**

|\_|\_|\_| HOURS IN STAFF ASSISTED, INDIVIDUALIZED JSA

**B10. Using a scale of 1 to 5, where 1 = Never and 5 = Always, please indicate how often these topics are covered during one-on-on job search assistance?**

SELECT ONE RESPONSE PER ROW

	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS
a. Review number of job applications submitted.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Review hours of job search completed.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Provide assistance identifying specific job leads.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Provide assistance or guidance with creating or modifying a resume.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Provide guidance on communication and professional relationships in the workplace....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Provide guidance on problem solving work and personal challenges.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Provide guidance on workplace behaviors.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Provide guidance on handling stress and anxiety in the workplace.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Provide training on balancing work and family responsibilities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Provide counseling and advice on jobs and careers to consider.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Provide assistance to encourage for peer-to-peer learning and support	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. Other ( <i>please specify</i> ):.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>



The next questions are about your overall opinions on job search activities and practices, both generally and those used in [TANF program]. This is talking more broadly about the approach and philosophy of JSA activities.

**B11. Thinking about all job search activities provided as part of [name of the TANF program], and using a scale from 1 to 5, what would you say is the more important goal of the job search activities?**

SELECT ONE RESPONSE

<b>Rapid Employment</b> To help TANF recipients find a job as quickly as possible	<b>Both Equally</b>	<b>Making a Good Job Match</b> To help TANF recipients find a job that is a good fit for them even if it means continuing to receive cash assistance for a longer period of time
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**B12. In your opinion, and using a scale from 1 to 5, which do you feel the more important goal of the program should be?**

SELECT ONE RESPONSE

<b>Rapid Employment</b> To help TANF recipients find a job as quickly as possible	<b>Both Equally</b>	<b>Making a Good Job Match</b> To help TANF recipients find a job that is a good fit for them even if it means continuing to receive cash assistance for a longer period of time
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
	4 <input type="checkbox"/>	5 <input type="checkbox"/>

## C. STAFF ACTIVITIES AND PERCEPTIONS

**C1a. In your program, are staff responsible for working with a number of TANF recipients on an ongoing basis (i.e., do staff carry a “caseload”)?**

1  Yes

0  No

IF C1a = No, GO TO QC2, OTHERWISE CONTINUE.

**C1b. How many TANF recipients on average are on a staff member’s caseload?**

|\_|\_|\_|\_| AVG # OF TANF RECIPIENTS ON CASELOAD

**C1c. Approximately, what percent of a staff member’s TANF caseload is assigned to receive JSA activities?**

|\_|\_|\_|\_| % TANF RECIPIENTS ASSIGNED TO JSA ACTIVITIES

The next questions are about the amount of time staff spends on various activities.

**C2. Using a scale of 1 to 5, where 1 = Not at all and 5 = Frequently, please indicate how much time, on average, staff members spend on each of the following activities in the [name of the TANF program]:**

SELECT ONE RESPONSE PER ROW

	NOT AT ALL	VERY LITTLE	SOME	QUITE A BIT	FREQUENTLY
<b>Conducting TANF Eligibility Determination, Assessments, and Developing Employment Plans</b>					
a. Determining initial and ongoing TANF eligibility.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Conducting initial assessments.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Developing employment plans.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Conducting ongoing assessments (including specialized assessments) and modifications to employment plans.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Job Search Activities</b>					
e. Overseeing TANF recipients who are engaged in self-directed job search activities (where individuals search on their own for jobs).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Providing group training on job search strategies such as preparing a resume, writing cover letters, searching for jobs, and completing applications.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Conducting one-on-one sessions to review job leads and monitor job search.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Conducting one-on-one sessions to provide counseling on career and job opportunities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Providing assistance focused on “life skills” including training on communication and social skills, teamwork, and problem solving.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Providing guidance on workplace behaviors or etiquette.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Providing guidance on persisting in job search and skills needed to overcome challenges (e.g., stress, anxiety, other challenges).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Engaging in Job Development</b>					
l. Contacting employers to identify job needs.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. Identifying job openings through on-line and other (non-employer) sources.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
n. Organizing recruiting events.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
o. Working directly with TANF recipients and matching them to a job based on their job skills and interests).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Addressing Barriers and Other Issues</b>					
p. Screening TANF recipients for barriers to employment.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

SELECT ONE RESPONSE PER ROW

	NOT AT ALL	VERY LITTLE	SOME	QUITE A BIT	FREQUENTLY
q. Assisting TANF recipients with barrier removal (e.g., assistance with or referrals to child care, transportation, emergency assistance, mental health counseling, legal assistance).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Monitoring Participation in TANF Work Activities</b>					
r. Monitoring and reporting participation in job search and other work-related activities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
s. Reengaging nonparticipants or TANF recipients who are not fully engaged in mandatory work activities (e.g., letters, outreach calls, home visits).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
t. Carrying out the sanctioning process (point from which sanction is initiated until when it is imposed).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Conducting Post-Employment Follow-Up</b>					
u. Following up with TANF recipients after they are placed in employment.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
v. Other activities ( <i>please specify</i> )..... _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

IF C1a = No, GO TO QC4, OTHERWISE CONTINUE.

**C3. On average, how often do staff meet in person one-on-one with individual TANF recipients on their caseload who are assigned to JSA activities? (Meetings may cover issues related to job search and/or other topics).**

**MARK ONE ONLY**

- 1  Never
- 2  Quarterly
- 3  Monthly
- 4  Weekly
- 5  Multiple times a week

**C4. What is the average length of time staff spends with a TANF recipient during an in person, one-on-one meeting?**

**MARK ONE ONLY**

- 1  Staff do not have in-person, one-on-one meetings with TANF recipients
- 2  Less than 15 minutes
- 3  15 or more, but less than 30 minutes
- 4  30 - 60 minutes
- 5  60+ minutes

**C5. Using a scale of 1 to 5, where 1 = Not at all and 5 = Frequently, please indicate how often staff in your program who work with participants on an ongoing basis use the following methods when communicating with TANF recipients specifically about their job search activities.**

SELECT ONE RESPONSE PER ROW

	NOT AT ALL	VERY LITTLE	SOME	QUITE A BIT	FREQUENTLY
a. In person, one-on-one.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. In person, group session.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Over the phone.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. By email or other electronic communication.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Other method ( <i>please specify</i> )..... _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**C6. On average, how often do you...**

SELECT ONE RESPONSE PER ROW

	NOT AT ALL	VERY LITTLE	SOME	QUITE A BIT	FREQUENTLY
a. Communicate with <i>instructional staff</i> about participants' individual situations (e.g., participant progress, strengths, barriers to participation)?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Communicate with <i>case managers/advisors</i> about participants' individual situations (e.g., participant progress, strengths, barriers to participation)?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Communicate directly with participants about their individual situations (e.g., participant progress, strengths, barriers to participation)?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

## D. BARRIERS TO EMPLOYMENT

**D1. Based on your experience, for those assigned to JSA, what percentage of TANF recipients experience the barriers listed below?**

SELECT ONE RESPONSE PER ROW

	<20%	20% - 40%	41% - 60%	61% - 80%	>80%
<b>Limited Work History and Education</b>					
a. Limited education.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Limited prior work or volunteer experience.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Limited, if any, relevant vocational skills.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Limited English proficiency	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Logistical Barriers</b>					
e. Child care or dependent care issues.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Transportation problems.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Physical/Mental Health Conditions</b>					
g. Low motivation to find employment.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Mental health condition(s).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Physical health condition(s).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Limited problem-solving, communication, and other types of "life skills".....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Drug and/or alcohol addiction.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Other Personal or Family Challenges</b>					
l. Learning disabilities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. Intimate partner violence issues.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
n. Other domestic issues (e.g., divorce, child custody).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
o. Homelessness or housing problems.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
p. Criminal history.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
q. Limited support system (e.g. family, friends).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Limited Job Opportunities</b>					
r. Limited number of jobs that match the education, skills, and abilities of TANF recipients.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
s. Limited number of good jobs (e.g., well-paying, benefits).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
t. TANF recipient doesn't know where to find jobs.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
u. TANF recipient afraid to approach employers.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Other (please specify).....</b>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**D2. In your opinion, does your program offer sufficient support services to TANF recipients with the following issues? If your organization does not address these issues, select 'DON'T KNOW'.**

SELECT ONE RESPONSE PER ROW

	YES	NO	DON'T KNOW
a. Motivational issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
b. Mental health issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
c. Substance abuse issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
d. Physical health issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
e. Domestic violence issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
f. Other domestic issues (e.g., marital or relationship issues).....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
g. Child care or dependent care issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
h. Transportation problems.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
i. Homelessness or housing problems.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
j. Criminal history.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
k. Other ( <i>please specify</i> ):..... _____	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>

## Section E. TANF PROGRAM AND ORGANIZATIONAL PERFORMANCE

**E1. This first set of questions focuses on your perceptions of the quality of the [name of the TANF program].**

Using a scale of 1 to 5, where 1 = Strongly Disagree and 5 = Strongly Agree, please indicate how much you agree or disagree with the following statements about [name of the TANF program]:

SELECT ONE RESPONSE PER ROW

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
a. Staff make an effort to get to know TANF recipients well.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Staff make an effort to learn about TANF recipients' personal and family situations.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Staff make an effort to learn about TANF recipients' career and employment goals and motivation to work.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Services are tailored to meet TANF recipients' needs.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. TANF recipients are matched to jobs based on their skills, abilities, and interests.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

The next questions ask about your opinions about your work place.

**E2. Using a scale of 1 to 5, where 1 = Strongly Disagree and 5 = Strongly Agree, please rate how strongly you agree or disagree with each of the following statements [name of the TANF program] and your experiences in your position:**

SELECT ONE RESPONSE PER ROW

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
<b>Staffing</b>					
a. Frequent staff turnover is a problem for your organization/site/location.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Staff are able to spend the time needed with TANF recipients.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Staff have the skills they need to do their jobs.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. The [name of the TANF program] has enough staff to meet current TANF recipient needs.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Staff from the [name of TANF program] are well-trained.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. A larger support staff is needed to help meet needs in the TANF program.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Growth</b>					
g. The [name of the TANF program] encourages and supports professional growth for the staff.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

SELECT ONE RESPONSE PER ROW

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
h. Keeping your knowledge and skills up-to-date is a priority for you.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. You do a good job of regularly updating and improving your skills.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. You seek to learn new techniques or updates in the field regularly.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Satisfaction</b>					
k. You are satisfied with your present job.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. You feel appreciated for the job you do.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. You give high value to the work you do.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
n. You are proud to tell others where you work.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
o. You like the people you work with.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
p. You would like to find a job somewhere else.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Stress</b>					
q. The heavy staff workload reduces the effectiveness of the [name of the TANF program].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
r. You are under too many pressures to do your job effectively.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
s. Staff members at the [name of the TANF program] often show signs of high stress and strain.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
t. Staff frustration is common where you work.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>



## F. DEMOGRAPHICS

The final questions are about your background.

**F1. Are you male or female?**

- 1  Male
- 2  Female

**F2. What is your age?**

|\_\_|\_\_| YEARS OLD

**F3. Are you of Hispanic, Latino, or Spanish Origin?**

**MARK ONE ONLY**

- 0  No, not of Hispanic, Latino, or Spanish origin
- 1  Yes, Mexican, Mexican American, Chicano
- 2  Yes, Puerto Rican
- 3  Yes, Cuban
- 4  Yes, another Hispanic, Latino, or Spanish origin

**F4. What is your race?**

**MARK ONE OR MORE**

- 1  White
- 2  Black or African American
- 3  American Indian or Alaska Native
- 4  Asian Indian
- 5  Chinese
- 6  Filipino
- 7  Japanese
- 8  Korean
- 9  Vietnamese
- 10  Other Asian
- 11  Native Hawaiian
- 12  Guamanian or Chamorro
- 13  Samoan
- 14  Other Pacific Islander

**F5. What is the highest level of education you have completed?**

**MARK ONE ONLY**

- 1  Some high school (no diploma/no GED)
- 2  High school diploma or GED
- 3  Some college (no degree)
- 4  Associate's Degree
- 5  Bachelor's Degree
- 6  Master's degree
- 7  Doctoral degree or equivalent
- 8  Other (*please specify*) \_\_\_\_\_

**Thank you for your time in filling out this questionnaire.**