



# Job Search Assistance Strategies Evaluation

## Staff Survey Questionnaire

*March 2017*

**As you may know, [Michigan] is participating in an implementation study as part of 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 document the design and implementation of the [Program Name]. ACF has contracted with Abt Associates and Mathematica Policy Research to conduct the evaluation.**

**As part of the JSA evaluation, we are asking program staff who work with TANF recipients to complete a brief survey to help us better understand the types of services provided as part of the [Program Name]. The length of time to complete this survey is will vary by person, but is expected to take about 25-30 minutes on average. Your participation in this survey is important and will help us understand more about the services provided to TANF recipients.**

**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 by calling 1-866-236-3257 or emailing [JSASurvey@mathematica-mpr.com](mailto:JSASurvey@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?**

- 1  Government agency  
2  Nonprofit organization  
3  For-profit organization  
4  Other (*specify*)

**A3. What is your title?**

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**A4. What is your primary responsibility as part of [TANF program]?**

**MARK ONE ONLY**

- 1  Conducting assessments and preparing employment plans  
2  Working one-on-one with TANF recipients to find jobs  
3  Working to identify jobs for TANF recipients at employers (i.e. "job development")  
4  Providing group job search instruction (e.g., workshops)  
5  Other (*specify*)

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**A5. What other responsibilities do you have as part of [TANF program]? Check all that apply**

- 1  Conducting assessments and preparing employment plans  
2  Working one-on-one with TANF recipients to find jobs  
3  Working to identify jobs for TANF recipients at employers (i.e. "job development")  
4  Providing group job search instruction (e.g., workshops)  
5  Other (*specify*)

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- 6  None

**A6. How long have you been working in this position of [title from A3] at [name of the TANF program]?**

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

**A7. How long have you worked for [organization NAME FROM A1]?**

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

**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

**A10. On average, how many hours per week do you work at your job at [organization NAME FROM A1]?**

|\_|\_|\_| HOURS PER WEEK

**A11. On average, how many hours per week do you spend providing [coaching/case management] activities to TANF recipients? These include conducting assessments and preparing employment plans, providing group job search instruction, working one-on-one with TANF recipients to find jobs, and identifying jobs for TANF recipients. (Please enter a response from 1-100 hours.)**

|\_|\_|\_| HOURS PER WEEK

**A11n. Do you work with:**

**MARK ALL THAT APPLY**

- 1  Only with individuals in [PROGRAM NAME]
- 2  Only with individuals in Standard Services
- 3  Both
- 4  None

**A12. What fringe benefits, if any, do you receive as part of your job at [organization NAME FROM A1]?**

**MARK ALL THAT APPLY**

- 1  Paid vacation
- 2  Paid holidays
- 3  Health insurance
- 4  Life insurance
- 5  Sick leave
- 6  Retirement benefits (e.g., 401k)
- 7  Tuition benefits (e.g., Tuition reimbursement/discount)
- 8  Other (*specify*) \_\_\_\_\_
- 0  I do not receive any fringe benefits

## B. TYPES OF [PROGRAM NAME] SERVICES PROVIDED

**B1. Using a scale of 1 to 5, where 1 = Never and 5 = Always, please indicate how often these topics are covered with TANF recipients?**

SELECT ONE RESPONSE PER ROW

	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS
a. Identify the customer's strengths and weaknesses	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Use the Bridge [or ESQ] to identify areas the customer wants to improve	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Identify and revisit the customer's goal(s)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Walk customer through the process of breaking down the "SMART" goal into small achievable steps	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Discuss barriers to accomplishing identified goals and possible solutions	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Discuss strategies to accommodate weak executive skills	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Identify the specific task(s) that the customer will work on prior to the next meeting	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Review the customer's progress on his/her task(s) identified during the previous meeting	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Recognize the customer's successes in making progress toward or completing his/her goal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Discuss strategies for future success if a customer is not making progress	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

[ ]

**B2. Please indicate about how often you use the following [PROGRAM NAME] with TANF recipients.**

SELECT ONE RESPONSE PER ROW

	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS
a. Getting to Know You Questionnaire	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Executive Skills Questionnaire [TOOL NAME]	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. My Profile [TOOL NAME]	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. My Bridge of Strength.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. My Pathway [TOOL NAME]	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. My Task-Plan-Do-Review	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Strategies for Success Guide [TOOL NAME]	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. The Goal Action Plan (GAP) [TOOL NAME]	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
k. Other, please describe:..... _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**B3. Please indicate about how valuable you find each of these tools in helping TANF recipients moving to self-sufficiency.**

SELECT ONE RESPONSE PER ROW

	Not Valuable	Rarely Valuable	Somewhat Valuable	Valuable	Extremely Valuable
a. Getting to Know You Questionnaire.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Executive Skills Questionnaire [TOOL NAME].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. My Profile [TOOL NAME].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. My Bridge of Strength.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. My Pathway [TOOL NAME]. .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. My Task-Plan-Do-Review .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Strategies for Success Guide [TOOL NAME].....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. The Goal Action Plan (GAP) [TOOL NAME] .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

i. Other, please describe:..... 

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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**B4. Please indicate how much time it takes on average to complete each of the following [PROGRAM NAME] tools:**

SELECT ONE RESPONSE PER ROW

	Don't Use this Tool	1-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes
a. Getting to Know You Questionnaire.....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
b. Executive Skills Questionnaire [TOOL NAME] .....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
c. My Profile [TOOL NAME].....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
d. My Bridge of Strength.....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
e. My Pathway [TOOL NAME].....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
f. My Task-Plan-Do-Review (to complete for a new task).....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
g. My Task-Plan-Do-Review (to review task progress).....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
h. Review of Strategies for Success Guide [TOOL NAME].....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
i. Review of the Goal Action Plan (GAP) [TOOL NAME] .....	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
j. Other, please describe	0 <input type="checkbox"/>	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

The next questions are about your overall *opinions* on the [PROGRAM NAME] activities and tools. These ask more broadly about the approach and philosophy of the [PROGRAM NAME] activities, including the revised employment services orientation and executive-skills based coaching and tools including the [TOOL NAMES].

**B5. Using a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please indicate your agreement with the following statements about the [PROGRAM NAME] tools and the revised employment services orientation.**

SELECT ONE RESPONSE PER ROW

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
<b>[PROGRAM NAME] coaching and tools</b>					
a. Coaching and tools help TANF recipients set realistic goals based on their executive skills .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. I consider TANF recipients' executive skills often when working with them to set goals and develop action steps.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. The coaching and tools help TANF recipients break large goals into smaller, achievable steps.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
d. Breaking goals into smaller steps helps TANF recipients achieve their goals.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. The [PROGRAM NAME] approach helps TANF recipients move to employment quickly.....	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	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
f. The [PROGRAM NAME] helps TANF recipients find a job that is a good fit for them.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. The [PROGRAM NAME] tools are easy to use.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. I generally use the [PROGRAM NAME] tools when working with TANF recipients.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. The [PROGRAM NAME] tools are valuable in developing strategies to move TANF recipients to employment.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. The [PROGRAM NAME] coaching is a better way to work with TANF recipients than our previous approach.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Revised employment services orientation</b>					
k. The revised orientation is an improvement upon the old orientation.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. The revised orientation helps TANF recipients develop SMART goals.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. The revised orientation helps TANF recipients better understand the goals of the TANF program and the services available. ....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
n. The revised orientation helps TANF recipients focus on key program elements by reducing the amount of paperwork.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

## C. JOB SEARCH ASSISTANCE STAFF RESPONSIBILITIES

**C1a.** In your position of [insert title from A3] at [name of the TANF program], are you responsible for working with a number of TANF recipients on an ongoing basis (i.e., do you carry a “caseload”)?

- 1  Yes  
 0  No → GO TO QC2

**C1b.** How many TANF recipients currently are on your caseload?

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

**C1c.** Approximately, what percent of your TANF caseload is assigned to receive [PROGRAM NAME] activities?

|\_|\_|\_| % TANF RECIPIENTS ASSIGNED TO [PROGRAM NAME] ACTIVITIES

The next questions are about the amount of time you spend on various activities.

**C2.** Using a scale of 1 to 5, where 1 = No time at all and 5 = A lot of time, please indicate how much time you 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, resilience, executive functioning).....	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>					



SELECT ONE RESPONSE PER ROW

	NOT AT ALL	VERY LITTLE	SOME	QUITE A BIT	FREQUENTLY
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"/>
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"/>

**C3. On average, how often do you meet in person one-on-one with individual TANF recipients on your caseload that are assigned to JSA activities?**

**MARK ONE ONLY**

- 1  Quarterly
- 2  Monthly
- 3  Weekly
- 4  Multiple times a week

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

**MARK ONE ONLY**

- 1  Less than 15 minutes
- 2  15 or more, but less than 30 minutes
- 3  30 - 60 minutes
- 4  60+ minutes

**C5. Using a scale of 1 to 5, where 1 = No time at all and 5 = A lot of time, please indicate how you use the following methods when communicating with TANF clients about JSA.**

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"/>



## D. BARRIERS TO EMPLOYMENT

**D1. Based on your experience, for those assigned to JSA, how frequently do TANF recipients experience the barriers listed below?**

SELECT ONE RESPONSE PER ROW

	NOT AT ALL	VERY LITTLE	SOME	QUITE A BIT	FREQUENTLY
<b>Human Capital Deficits</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"/>
<b>Logistical Barriers</b>					
d. 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"/>
e. 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>					
f. 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"/>
g. Mental health condition(s).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Physical health condition(s).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. 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"/>
j. 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>					
k. Learning disabilities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. Intimate partner violence issues.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. 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"/>
n. Homelessness or housing problems.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
o. Criminal history.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
p. Legal problems.....	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>					
q. Limited jobs overall.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
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?**

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. Child behavioral issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
j. Homelessness or housing problems.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
k. Criminal history.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
l. Legal problems.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
m. Financial issues.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>
n. Other ( <i>please specify</i> ):.....	1 <input type="checkbox"/>	0 <input type="checkbox"/>	d <input type="checkbox"/>

## E. Program Participation and Nonparticipation

**E1. 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 [TANF program]:**

SELECT ONE RESPONSE PER ROW

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE
<b>Monitoring</b>					
a. Staff in this program closely monitor the progress of TANF recipients assigned to JSA.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Staff in this program learn quickly about a TANF recipient who did not attend assigned activities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
c. Staff in this program learn quickly about a TANF recipient who quit or lost a job....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Efforts to encourage engagement/ Sanctions</b>					
d. Staff in this program explain upfront job search expectations and consequences of nonparticipation.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
e. Staff in this program use incentives to encourage TANF participation (e.g., tokens used to buy items, extra cash, gift certificates).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
f. Staff in this program use positive reinforcement to encourage TANF recipient participation (e.g., praise, clapping or ringing a bell when someone gets a job).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
g. Staff in this program impose sanctions on TANF recipients who do not participate or comply with JSA program rules.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
h. Staff in this program are consistent in their initiation of a sanction (e.g., same number of contacts, consistent criteria)...	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. Staff implement sanctions quickly after a TANF recipient stops participating in job search activities.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
j. Staff work hard to reengage sanctioned TANF recipients in job search activities..	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

**E2. Thinking about the TANF recipients on your caseload assigned to job search activities, during a given month what percent are (categories should add to 100%):**

- 1  Fully participating in JSA activities |\_|\_|\_| PERCENT
- 2  Participating, but not meeting federal work requirements |\_|\_|\_| PERCENT
- 3  Not participating in any activities (zero hours) |\_|\_|\_| PERCENT

## Section F. TANF Program and Organizational Performance

**F1. This first set of questions focuses on your perceptions of the quality 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 [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.

**F2. 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 about your agency 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 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. TANF staff 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>Training</b>					
g. Staff training and professional development are priorities in the TANF program.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
i. The TANF program holds regular in-service training.....	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
j. The budget in the TANF program allows staff to attend professional training.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Supervision</b>					
k. The TANF program is managed well.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
l. The TANF program has supervisors who are capable and qualified.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
m. When needed, TANF program supervisors devote much time and attention to staff supervision.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
n. Management decisions for the TANF program are well considered.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
o. You have confidence in how decisions in the TANF program are made.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
p. You meet frequently with supervisors about TANF recipients' needs and progress.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
q. Staff concerns are ignored by management when making decisions about 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>					
r. 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"/>
s. 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"/>
t. 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"/>
u. 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>					
v. 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"/>
w. 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"/>
x. 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"/>
y. 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"/>
z. 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"/>
aa. 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>Mission</b>					
bb. Some staff members seem confused about the main goals for the TANF program.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
cc. The TANF program operates with clear goals and objectives.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
dd. Your duties are clearly related to the goals for the TANF program.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
ee. Management for the TANF program has a clear plan for its future.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>Stress</b>					

SELECT ONE RESPONSE PER ROW

	<b>STRONGLY DISAGREE</b>	<b>SOMEWHAT DISAGREE</b>	<b>NEITHER AGREE NOR DISAGREE</b>	<b>SOMEWHAT AGREE</b>	<b>STRONGLY AGREE</b>
ff. The heavy staff workload reduces the effectiveness of the TANF program.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
gg. 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"/>
hh. Staff members at 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"/>
ii. 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"/>



## G. Demographics

The final questions are about your background.

**G1. Are you male or female?**

- 1  Male  
2  Female

**G2. What is your age?**

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

**G3. 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

**G4. What is your race?**

**MARK ALL THAT APPLY**

- 1  White  
2  Black or African American  
3  American Indian or Alaska Native  
4  Native Hawaiian or other Pacific Islander  
5  Asian  
6  Other (*please specify*) \_\_\_\_\_

**G5. 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.**