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

August 11, 2014

Submitted by:

Office of Planning,   
Research & Evaluation

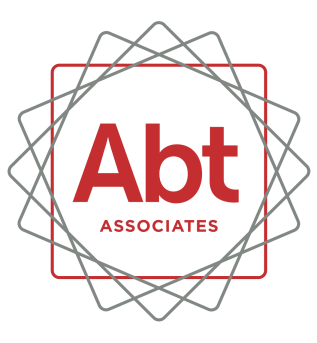
Administration for Children & Families

U.S. Department of Health   
and Human Services

Federal Project Officer

Erica Zielewski

OMB No.: 0970-0440

Expiration Date: xx/xx/xxxx

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-xxxxx 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.**

|  |
| --- |
| According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection will be entered after clearance. The time required to complete this information collection is estimated to average 30 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. |

**A. ORGANIZATIONAL AND STAFF BACKGROUND**

A1. What is the name of your organization?

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?

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)*

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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Employment plan development | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Independent, self-directed job search (where TANF recipients search on their own for jobs) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. Group job search instruction | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. One-on-one job search support | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. “Life skills” activities (including resilience/ executive functioning) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Assistance addressing barriers to employment | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. Job development | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. Monitoring participation in job search assistance activities | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. Reengaging nonparticipants/sanctioning activities | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| k. Post-employment follow-up | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| l. Other *(please specify)* | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
|  |  |  |  |  |  |

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 □ | 0 □ |
| b. Internet-based job search services | 1 □ | 0 □ |
| c. Web-based job readiness curriculum/ courses | 1 □ | 0 □ |
| d. Web-based life skills curriculum/courses | 1 □ | 0 □ |
| e. Resources for creating resumes and/or posting resumes | 1 □ | 0 □ |
| f. Staff person to answer questions that arise | 1 □ | 0 □ |
| g. Designated resource room with computers and staff available to assist with services | 1 □ | 0 □ |

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 □ | 1 □ | 2 □ | 3 □ |
| b. Job search techniques | 0 □ | 1 □ | 2 □ | 3 □ |
| c. Use of online job search resources | 0 □ | 1 □ | 2 □ | 3 □ |
| d. Assistance filling out job applications | 0 □ | 1 □ | 2 □ | 3 □ |
| e. Interviewing skills/mock interviews | 0 □ | 1 □ | 2 □ | 3 □ |
| f. Communication in the workplace | 0 □ | 1 □ | 2 □ | 3 □ |
| g. Problem solving (work-related or personal) | 0 □ | 1 □ | 2 □ | 3 □ |
| h. Proper workplace behaviors | 0 □ | 1 □ | 2 □ | 3 □ |
| i. Handling stress and anxiety in the workplace | 0 □ | 1 □ | 2 □ | 3 □ |
| j. Balancing work and family responsibilities | 0 □ | 1 □ | 2 □ | 3 □ |
| k. Other *(please specify)*: | 0 □ | 1 □ | 2 □ | 3 □ |
|  |  |  |  |  |

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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Review hours of job search completed | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Provide assistance identifying specific job leads | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. Provide assistance or guidance with creating or modifying a resume | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. Provide guidance on communication and professional relationships in the workplace | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. Provide guidance on problem solving work and personal challenges | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Provide guidance on workplace behaviors | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. Provide guidance on handling stress and anxiety in the workplace | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. Provide training on balancing work and family responsibilities | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. Provide counseling and advice on jobs and careers to consider | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| k. Provide assistance to encourage for peer-to-peer learning and support | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| l. Other (*please specify*): | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
|  |  |  |  |  |  |

**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 | | | | | | | | |
| **Rapid Employment**  To help TANF recipients find a job as quickly as possible |  |  | | **Both Equally** |  | |  | **Making a Good Job Match**  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 □ | 2 □ | | 3 □ | | | 4 □ | | 5 □ |

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 | | | | | | | | |
| **Rapid Employment**  To help TANF recipients find a job as quickly as possible |  |  | | **Both Equally** |  | |  | **Making a Good Job Match**  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 □ | 2 □ | | 3 □ | | | 4 □ | | 5 □ |

**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** |
| **Conducting TANF Eligibility Determination, Assessments, and Developing Employment Plans** |  |  |  |  |  |
| a. Determining initial and ongoing TANF eligibility | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Conducting initial assessments | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Developing employment plans | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. Conducting ongoing assessments (including specialized assessments) and modifications to employment plans | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Job Search Activities** |  |  |  |  |  |
| e. Overseeing TANF recipients who are engaged in self-directed job search activities (where individuals search on their own for jobs) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. Providing group training on job search strategies such as preparing a resume, writing cover letters, searching for jobs, and completing applications | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Conducting one-on-one sessions to review job leads and monitor job search | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. Conducting one-on-one sessions to provide counseling on career and job opportunities | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. Providing assistance focused on “life skills” including training on communication and social skills, teamwork, and problem solving | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. Providing guidance on workplace behaviors or etiquette | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| k. Providing guidance on persisting in job search and skills needed to overcome challenges (e.g., stress, anxiety, other challenges) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Engaging in Job Development** |  |  |  |  |  |
| l. Contacting employers to identify job needs | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| m. Identifying job openings through on-line and other (non-employer) sources | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| n. Organizing recruiting events | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| o. Working directly with TANF recipients and matching them to a job based on their job skills and interests) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Addressing Barriers and Other Issues** |  |  |  |  |  |
| p. Screening TANF recipients for barriers to employment | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Monitoring Participation in TANF Work Activities** |  |  |  |  |  |
| r. Monitoring and reporting participation in job search and other work-related activities | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| s. Reengaging nonparticipants or TANF recipients who are not fully engaged in mandatory work activities (e.g., letters, outreach calls, home visits) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| t. Carrying out the sanctioning process (point from which sanction is initiated until when it is imposed) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Conducting Post-Employment Follow-Up** |  |  |  |  |  |
| u. Following up with TANF recipients after they are placed in employment | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| v. Other activities *(please specify)* | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. In person, group session | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Over the phone | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. By email or other electronic communication | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. Other method *(please specify)* | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
|  |  |  |  |  |  |

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 *instructional staff* about participants’ individual situations (e.g., participant progress, strengths, barriers to participation)? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Communicate with *case managers/advisors* about participants’ individual situations (e.g., participant progress, strengths, barriers to participation)? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Communicate directly with participants about their individual situations (e.g., participant progress, strengths, barriers to participation)? | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

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

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 □ | 0 □ | d □ |
| b. Mental health issues | 1 □ | 0 □ | d □ |
| c. Substance abuse issues | 1 □ | 0 □ | d □ |
| d. Physical health issues | 1 □ | 0 □ | d □ |
| e. Domestic violence issues | 1 □ | 0 □ | d □ |
| f. Other domestic issues (e.g., marital or relationship issues) | 1 □ | 0 □ | d □ |
| g. Child care or dependent care issues | 1 □ | 0 □ | d □ |
| h. Transportation problems | 1 □ | 0 □ | d □ |
| i. Homelessness or housing problems | 1 □ | 0 □ | d □ |
| j. Criminal history | 1 □ | 0 □ | d □ |
| k. Other *(please specify)*: | 1 □ | 0 □ | d □ |
|  |  |  |  |

**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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Staff make an effort to learn about TANF recipients’ personal and family situations. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Staff make an effort to learn about TANF recipients’ career and employment goals and motivation to work. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. Services are tailored to meet TANF recipients’ needs. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. TANF recipients are matched to jobs based on their skills, abilities, and interests. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

**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** |
| **Staffing** |  |  |  |  |  |
| a. Frequent staff turnover is a problem for your organization/site/location. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Staff are able to spend the time needed with TANF recipients. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Staff have the skills they need to do their jobs. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. The [name of the TANF program] has enough staff to meet current TANF recipient needs. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. Staf from the [name of TANF program] are well-trained. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. A larger support staff is needed to help meet needs in the TANF program. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Growth** |  |  |  |  |  |
| g. The [name of the TANF program] encourages and supports professional growth for the staff. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. Keeping your knowledge and skills up-to-date is a priority for you. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. You do a good job of regularly updating and improving your skills. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. You seek to learn new techniques or updates in the field regularly. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Satisfaction** |  |  |  |  |  |
| k. You are satisfied with your present job. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| l. You feel appreciated for the job you do. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| m. You give high value to the work you do. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| n. You are proud to tell others where you work. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| o. You like the people you work with. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| p. You would like to find a job somewhere else. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Stress** |  |  |  |  |  |
| q. The heavy staff workload reduces the effectiveness of the [name of the TANF program]. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| r. You are under too many pressures to do your job effectively. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| s. Staff members at the [name of the TANF program] often show signs of high stress and strain. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| t. Staff frustration is common where you work. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

**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.**