OMB No.: 0970-0440

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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****.**

**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 25-30 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?

1 □ Government agency

2 □ Nonprofit organization

3 □ For-profit organization

4 □ Other (*specify*)

A3. What is your title?

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)*

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)*

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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Use the Bridge [or ESQ] to identify areas the customer wants to improve | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Identify and revisit the customer’s goal(s) | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. Walk customer through the process of breaking down the “SMART” goal into small achievable steps | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. Discuss barriers to accomplishing identified goals and possible solutions | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. Discuss strategies to accommodate weak executive skills | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Identify the specific task(s) that the customer will work on prior to the next meeting | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. Review the customer’s progress on his/her task(s) identified during the previous meeting | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. Recognize the customer’s successes in making progress toward or completing his/her goal | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. Discuss strategies for future success if a customer is not making progress | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
|  |
|  |
|   |  |  |  |  |  |

 [

]

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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Executive Skills Questionnaire [TOOL NAME] | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. My Profile [TOOL NAME] | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. My Bridge of Strength  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. My Pathway [TOOL NAME] | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. My Task-Plan-Do-Review | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Strategies for Success Guide [TOOL NAME] | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. The Goal Action Plan (GAP) [TOOL NAME] | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
|  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
|  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| k. Other, please describe:  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
|   |  |  |  |  |  |

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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Executive Skills Questionnaire [TOOL NAME]  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. My Profile [TOOL NAME]  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. My Bridge of Strength  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. My Pathway [TOOL NAME].…………………. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. My Task-Plan-Do-Review  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Strategies for Success Guide [TOOL NAME]  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. The Goal Action Plan (GAP) [TOOL NAME]  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. Other, please describe:  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

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 □ | 0 □ | 1 □ | 2 □ | 3 □ |
| b. Executive Skills Questionnaire [TOOL NAME]  | 0 □ | 0 □ | 1 □ | 2 □ | 3 □ |
| c. My Profile [TOOL NAME]  | 0 □ | 0 □ | 1 □ | 2 □ | 3 □ |
| d. My Bridge of Strength  | 0 □ | 0 □ | 1 □ | 2 □ | 3 □ |
| e. My Pathway [TOOL NAME]  | 0 □ | 0 □ | 1 □ | 2 □ | 3 □ |
| f. My Task-Plan-Do-Review (to complete for a new task)  | 0 □ | 0 □ | 1 □ | 2 □ | 3 □ |
| g. My Task-Plan-Do-Review (to review task progress)  | 0 □ | 0 □ | 1 □ | 2 □ | 3 □ |
| h. Review of Strategies for Success Guide [TOOL NAME] i. Review of the Goal Action Plan (GAP) [TOOL NAME]j. Other, please describe | 0 □0 □0 □ | 0 □0 □0 □ | 1 □1 □1 □ | 2 □2 □2 □ | 3 □3 □3 □ |

**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** |
| **[PROGRAM NAME] coaching and tools**  |  |  |  |  |  |
| a. Coaching and tools help TANF recipients set realistic goals based on their executive skills ………………………. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. I consider TANF recipients’ executive skills often when working with them to set goals and develop action steps. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. The coaching and tools help TANF recipients break large goals into smaller, achievable steps…………………. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| d. Breaking goals into smaller steps helps TANF recipients achieve their goals…………………………………………….  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. The [PROGRAM NAME] approach helps TANF recipients move to employment quickly…………………………………….. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| f. The [PROGRAM NAME] helps TANF recipients find a job that is a good fit for them…………………………………………….. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. The [PROGRAM NAME] tools are easy to use………………….. | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. I generally use the [PROGRAM NAME] tools when working with TANF recipients……………………………………………… | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. The [PROGRAM NAME] tools are valuable in developing strategies to move TANF recipients to employment……… | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. The [PROGRAM NAME] coaching is a better way to work with TANF recipients than our previous approach…………..… | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Revised employment services orientation** |  |  |  |  |  |
| k. The revised orientation is an improvement upon the old orientation  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| l. The revised orientation helps TANF recipients develop SMART goals  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| m. The revised orientation helps TANF recipients better understand the goals of the TANF program and the services available.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| n. The revised orientation helps TANF recipients focus on key program elements by reducing the amount of paperwork. T | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

**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**  |
| **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, resilience, executive functioning)  | 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 □ |

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 □ | 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 □ |
|   |  |  |  |  |  |

**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** |
| **Human Capital Deficits**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 □ |
| **Logistical Barriers**d. Child care or dependent care issues  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. Transportation problems  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Physical/Mental Health Conditions**f. Low motivation to find employment  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Mental health condition(s)  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. Physical health condition(s)  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. Limited problem-solving, communication, and other types of “life skills”  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. Drug and/or alcohol addiction  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Other Personal or Family Challenges**k. Learning disabilities  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| l. Intimate partner violence issues  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| m. Other domestic issues (e.g., divorce, child custody)  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| n. Homelessness or housing problems  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| o. Criminal history  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| p. Legal problems  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Limited Job Opportunities**q. Limited jobs overall  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 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?

|  |  |
| --- | --- |
|  | 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. Child behavioral issues  | 1 □ | 0 □ | d □ |
| j. Homelessness or housing problems  | 1 □ | 0 □ | d □ |
| k. Criminal history  | 1 □ | 0 □ | d □ |
| l. Legal problems  | 1 □ | 0 □ | d □ |
| m. Financial issues  | 1 □ | 0 □ | d □ |
| n. Other *(please specify)*:  | 1 □ | 0 □ | d □ |
|   |  |  |  |

**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** |
| **Monitoring** |  |  |  |  |  |
| a. Staff in this program closely monitor the progress of TANF recipients assigned to JSA.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| b. Staff in this program learn quickly about a TANF recipient who did not attend assigned activities.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| c. Staff in this program learn quickly about a TANF recipient who quit or lost a job.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Efforts to encourage engagement/ Sanctions** |  |  |  |  |  |
| d. Staff in this program explain upfront job search expectations and consequences of nonparticipation.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. Staff in this program use incentives to encourage TANF participation (e.g., tokens used to buy items, extra cash, gift certificates).  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| 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 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| g. Staff in this program impose sanctions on TANF recipients who do not participate or comply with JSA program rules  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| h. Staff in this program are consistent in their initiation of a sanction (e.g., same number of contacts, consistent criteria)..  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. Staff implement sanctions quickly after a TANF recipient stops participating in job search activities  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. Staff work hard to reengage sanctioned TANF recipients in job search activities.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

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 □ | 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.**

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** |
| **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 TANF program has enough staff to meet current TANF recipient needs.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| e. TANF staff 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 □ |
| **Training** |  |  |  |  |  |
| g. Staff training and professional development are priorities in the TANF program.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| i. The TANF program holds regular in-service training.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| j. The budget in the TANF program allows staff to attend professional training.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Supervision** |  |  |  |  |  |
| k. The TANF program is managed well.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| l. The TANF program has supervisors who are capable and qualified.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| m. When needed, TANF program supervisors devote much time and attention to staff supervision.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| n. Management decisions for the TANF program are well considered.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| o. You have confidence in how decisions in the TANF program are made.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| p. You meet frequently with supervisors about TANF recipients’ needs and progress.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| q. Staff concerns are ignored by management when making decisions about the TANF program.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Growth**  |  |  |  |  |  |
| r. The TANF program encourages and supports professional growth for the staff.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| s. Keeping your knowledge and skills up-to-date is a priority for you.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| t. You do a good job of regularly updating and improving your skills.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| u. You seek to learn new techniques or updates in the field regularly.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Satisfaction** |  |  |  |  |  |
| v. You are satisfied with your present job.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| w. You feel appreciated for the job you do.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| x. You give high value to the work you do.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| y. You are proud to tell others where you work.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| z. You like the people you work with.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| aa. You would like to find a job somewhere else.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Mission** |  |  |  |  |  |
| bb. Some staff members seem confused about the main goals for the TANF program.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| cc. The TANF program operates with clear goals and objectives.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| dd. Your duties are clearly related to the goals for the TANF program.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| ee. Management for the TANF program has a clear plan for its future.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| **Stress** |  |  |  |  |  |
| ff. The heavy staff workload reduces the effectiveness of the TANF program.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| gg. You are under too many pressures to do your job effectively.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| hh. Staff members at the TANF program often show signs of high stress and strain.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |
| ii. Staff frustration is common where you work.  | 1 □ | 2 □ | 3 □ | 4 □ | 5 □ |

**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.**