MULTI-SITE IMPLEMENTATION EVALUATION OF TRIBAL HOME VISITING (MUSE)

PROGRAM COORDINATOR/MANAGER SURVEY

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Multi-Site Implementation Evaluation of Tribal Home Visiting OMB Supporting Documents: Program Coordinator/Manager Survey

MUSE Program Coordinator/Manager Survey

Thank you for taking part in the Multi-Site Implementation Evaluation of Tribal Home Visiting (MUSE). The purpose of this study is to learn about tribal home visiting program implementation and the experiences of families receiving home visiting services.

We are asking you to complete this survey because you are a program coordinator/manager in one of the home visiting programs participating in MUSE. Your answers will help us understand your role in the home visiting program and your perspective on the program. Because program coordinators' jobs are complex and involve many different tasks, this survey is also complex and a bit lengthy.

Your participation in this survey is voluntary. If you choose to participate, it will take about 1 hour to complete this survey. If you are unsure how to answer a question, please give the best answer you can instead of leaving it blank.

Your answers will be kept private. Only the MUSE study team will have access to this information. Your answers will not be shared with anyone at your program or any other agencies. We will not report information collected in this study in a way that could identify you or your program.

We would appreciate your response by MM/DD/YYYY. If you have questions about the survey or at any time during the study, please call Tess Abrahamson at James Bell Associates at ### or email _____.

A. BACKGROUND AND WORK EXPERIENCE

- 1. What was the highest level/degree you completed in school?
 - □ Some high school, no diploma
 - □ High school/GED
 - □ Some college/no degree
 - □ Technical training or certification
 - □ Associate's degree (e.g. AA, AS, ADN)
 - □ Bachelor's degree (e.g. BA, BS, BSN)
 - □ Master's degree or higher (e.g. MA, MS, MSW, MSN, PhD)
- 2. What were your main field(s) of study? CHECK ALL THAT APPLY. (Responses not limited to highest degree completed.)
 - □ Child development
 - □ Early childhood education
 - □ Education
 - □ Psychology
 - □ Social work/Social welfare
 - □ Public health
 - □ Nursing
 - Other (specify) _____
- 3. Prior to your current position, did you have experience providing home visiting services?
 - \Box No \rightarrow SKIP TO Question 4
 - \Box Yes \rightarrow GO TO Question 3a

3a. [If Question 3 = Yes] Prior to your current position, how many <u>total years</u> of experience do you have providing home visiting services, including your current home visiting program and any other home visiting programs (this may include a previous position held at your current home visiting program and any other home visiting programs)?

- □ Less than 1 year
- □ 1-2 years
- □ 3-5 years
- □ 6-10 years
- □ More than 10 years

- 4. Do you have experience working with families in any of the following settings? CHECK ALL THAT APPLY.
 - □ In-home day care
 - □ Center-based daycare
 - □ Preschool
 - □ School, grades K-12 (non-nurse)
 - □ School nurse
 - □ After school program
 - □ Special education program
 - □ Nursing
 - □ Home health care
 - □ Other health care
 - □ Social services
 - Mentoring programs
 - □ Mental health agencies
 - □ No prior experience
 - □ Other (specify): ____
- 5. How many total years of professional experience do you have working with families and young children, including home visiting jobs and other jobs doing related work (e.g., years of nursing experience plus years as a parent educator in different settings)?
 - □ Less than 1 year
 - □ 1-2 years
 - □ 3-5 years
 - □ 6-10 years
 - □ More than 10 years
- 6. Aside from your professional work, how many years of experience do you have raising children? Please include experience you have as a primary caregiver for any child(ren) including your own and other's children. Please count experience providing regular, consistent care for a child as a primary caregiver. Do not include babysitting or infrequent assistance with children. Years of experience: ______

B. CURRENT POSITION

- 1. How many years have you worked for your home visiting program? Include years worked for your home visiting program in positions other than your current one.
 - □ Less than 1 year
 - □ 1-2 years
 - □ 3-5 years
 - □ 6-10 years
 - □ More than 10 years
- In what month and year did you begin your present job as a program coordinator/manager? Month (Enter two digits for the month. For example, if you started in January enter "01". If you cannot recall which month you began, please leave this blank)

Year (Enter four digits for the year. For example, if you started in 2012, enter "2012") _____

- 3. How many hours do you work in a typical week? (For example, enter "1.5" if you spend an hour and a half.) Hours: ______
- 4. Do you carry a home visiting caseload?
 - \Box Yes \rightarrow GO TO Questions 4a & 4b
 - \Box No \rightarrow SKIP TO Question 5

4a. [If Question 4 = Yes] How many hours per week do you spend making home visits and accomplishing the related tasks? (For example, enter "1.5" if you spend an hour and a half.) Hours: ______

4b. [If Question 4 = Yes] How many families are on your caseload? Number of families: _____

- 4c. [If Question 4 = Yes] Please rate the size of your current caseload, given your other responsibilities as a program coordinator/manager:
 - Lighter than you are able to handle effectively
 - □ About right
 - □ Heavier than you are able to handle effectively
- 5. In your role as program coordinator/manager, how often do you interact directly with families?
 - Daily
 - □ Weekly
 - □ Monthly
 - □ Less than monthly
 - □ Never
- 6. How likely is it that you will be in your current position 6 months from now?
 - \Box Very likely \rightarrow SKIP TO Section C
 - \Box Somewhat likely \rightarrow GO TO Question 6a
 - \Box Somewhat unlikely \rightarrow GO TO Question 6a
 - \Box Very unlikely \rightarrow GO TO Question 6a
 - 6a. [If Question 6 = somewhat likely, somewhat unlikely, very unlikely] What factors affect whether you will stay in your position? [CHECK ALL THAT APPLY]
 - □ Salary
 - □ Opportunities for advancement within the organization
 - □ Funding for my position is uncertain
 - □ Caring for children or other family members
 - □ Pursue additional education or training
 - □ Retire or stop working
 - Moving out of the area
 - □ Challenging work environment
 - Other (specify) ______

C. PERCEPTIONS OF PROGRAM

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

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

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

1. How much of a priority is each of the following outcomes for your program, on a scale of 0 to 10?

0 = Not a Priority

- 5 = Moderate priority
- 10 = Highest priority

		0	1	2	3	4	5	6	7	8	9	10	Not sure
1	Supporting prenatal health and obtaining prenatal care (including dental health/dental care)												
2	Supporting postpartum health and obtaining postpartum care (including dental health/dental care)												
3	Supporting breastfeeding												
4	Supporting physical health outside of pregnancy and postpartum health (including dental health/dental care)												
5	Supporting family planning												
6	Preventing and reducing alcohol, tobacco, and other drug use												
7	Promoting caregiver emotional well- being and preventing and reducing mental health problems or stress												
8	Preventing and reducing domestic violence												
9	Supporting healthy adult relationships (with boyfriends/girlfriends, husbands/wives, partners, co-parents)												
10	Increasing social support (support from family, friends, and community)												

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		0	1	2	3	4	5	6	7	8	9	10	Not sure
11	Furthering a caregiver's education and job training												
12	Supporting getting a job, or getting a better job												
13	Supporting child health (including dental health/dental care)												
14	Ensuring appropriate child care arrangements												
15	Supporting parenting to promote child development												
16	Basic needs like food, utilities, housing, transportation, and identification												
17	Legal system and services												
18	Supporting good nutrition and physical activity												
19	Supporting caregivers in budgeting and making ends meet												
20	Addressing unresolved issues from past caregiver trauma												
21	Connecting to community and culture (attending community and/or cultural activities, learning cultural teachings, making new relationships with others in your community)												
22	Supporting parent-child interaction												
23	Supporting positive discipline and behavior management												
24	Supporting caregivers in feeding children (including formula and solids, and not including breastfeeding)												
25	Helping caregivers to establish and maintain developmentally appropriate care/routines (daily routines like bedtime, mealtime, bath time)												
26	Supporting effective co-parenting												
27	Supporting child and home safety												

2. Because of local needs, programs sometimes prioritize different outcomes than the outcomes most emphasized by national home visiting models. The next set of questions are about how your program's priorities align with [NATIONAL MODEL]. For each priority, how does your program prioritize this outcome compared to how [NATIONAL MODEL] prioritizes this outcome?

		We give this outcome <u>a much</u> <u>lower</u> <u>priority</u> than the national model does	We give this outcome <u>the same</u> <u>priority</u> as the national model	We give this outcome <u>a much</u> <u>higher</u> <u>priority</u> than the national model does	Don't know
1	Supporting prenatal health and obtaining prenatal care (including dental health/dental care)				
2	Supporting postpartum health and obtaining postpartum care (including dental health/dental care)				
3	Supporting breastfeeding				
4	Supporting physical health outside of pregnancy and postpartum health (including dental health/dental care)				
5	Supporting family planning				
6	Preventing and reducing alcohol, tobacco, and other drug use				
7	Promoting caregiver emotional well-being and preventing and reducing mental health problems or stress				
8	Preventing and reducing domestic violence				
9	Supporting healthy adult relationships (with boyfriends/girlfriends, husbands/wives, partners, co-parents)				
10	Increasing social support (support from family, friends, and community)				
11	Furthering a caregiver's education and job training				
12	Supporting getting a job, or getting a better job				
13	Supporting child health (including dental health/dental care)				
14	Ensuring appropriate child care arrangements				
15	Supporting parenting to promote child development				
16	Basic needs like food, utilities, housing, transportation, and identification				
17	Legal system and services				
18	Supporting good nutrition and physical activity				
19	Supporting caregivers in budgeting and making ends meet				

		We give this outcome <u>a much</u> <u>lower</u> <u>priority</u> than the national model does	We give this outcome <u>the same</u> <u>priority</u> as the national model	We give this outcome <u>a much</u> <u>higher</u> <u>priority</u> than the national model does	Don't know
20	Addressing unresolved issues from past caregiver trauma				
21	Connecting to community and culture (attending community and/or cultural activities, learning cultural teachings, making new relationships with others in your community)				
22	Supporting parent-child interaction				
23	Supporting positive discipline and behavior management				
24	Supporting caregivers in feeding children (including formula and solids, and not including breastfeeding)				
25	Helping caregivers to establish and maintain developmentally appropriate care/routines (daily routines like bedtime, mealtime, bath time)				
26	Supporting effective co-parenting				
27	Supporting child and home safety				

- 3. Does your program expect home visitors to develop a family goal plan with enrolled families? Your program might use a different name for this, such as an individualized family service plan or support plan. When we use the term "family goal plan" below, we are referring to a plan to guide and tailor home visiting to help families reach goals.
 - □ No, my program doesn't expect home visitors to develop family goal plans→ SKIP TO question 4
 - \Box Yes, my program expects home visitors to develop family goal plans \rightarrow GO TO question 3a
 - \Box Not Sure \rightarrow SKIP TO question 4

3a. How much does your program agree or disagree with the following statements?

		Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	My program expects that					
1	Every family should have a goal plan.					
2	The family should take the lead in developing the goal plan.					
3	Goals should align with our program's priorities.					
4	Goals should address family's specific parenting needs.					
5	The goal plan should guide what happens in visits.					
6	The family and the home visitor should review goal progress and update the goal plan regularly.					

4. How much do you agree or disagree with the following statements?

		Strongly agree	Agree	Disagree	Strongly disagree	Not sure
	I think that					
1	It is valuable to work with families to develop a goal plan.					
2	Families find it useful to develop a goal plan.					
3	Families feel like home visitors are being pushy when they bring up goal plans.					

- 5. How much do you agree or disagree with the following statement: Your program provides all of the materials home visitors need to cover the topics they want to with families in home visits. Materials include home visiting model materials and any supplemental curricula, materials, and resources your program uses.
 - □ Strongly agree
 - □ Agree
 - □ Disagree
 - □ Strongly disagree
- 6. Please rate your agreement with the following statement: The materials your program provides meet the unique needs, values and priorities of the families you work with. Materials include home visiting model materials and any supplemental curricula, materials, and resources your program uses.
 - □ Strongly agree
 - □ Agree
 - □ Disagree
 - □ Strongly disagree

7. How much should home visitors focus on improving outcomes for...

		Not at all	Very little	Somewhat	A lot
1	Index child				
2	Primary caregiver				
3	Other children in the family or household				
4	Other adults in the family or household				

- 8. What does your program expect home visitors to do <u>during the visit</u> if something comes up that they haven't been prepared/trained to address?
 - □ My program expects home visitors just to explain that they can only work on things covered in the program
 - □ My program expects home visitors to direct the mother to a resource that <u>can</u> address this issue
 - □ My program expects home visitors to try to work on this issue even though they are not trained to address it
 - □ My program has no stated expectation for what home visitors do
 - □ Not sure
- 9. What does your program expect home visitors to do <u>during the visit</u> if a caregiver wants to do things differently than in the program curricula or protocols?
 - My program expects home visitors to explain that I must follow the program curricula and protocols
 - □ My program expects home visitors to modify visit activities to align with the caregiver's preferences while still being true to the 'spirit' of the curriculum or protocol
 - □ My program expects home visitors to do things the way the caregiver prefers, even if this is very different from program curricula and protocols
 - □ My program has no stated expectation for what home visitors do in this situation
 - □ Not sure
- 10. How effective is your program overall at making a difference for families in the following areas?

		Not at all effective	Somewhat effective	Mostly effective	Very effective
1	Prenatal health/prenatal care (including dental health/dental care)				
2	Postpartum health/postpartum care (including dental health/dental care)				
3	Breastfeeding				
4	Physical health outside of pregnancy and postpartum health (including dental health/dental care)				
5	Family planning				
6	Alcohol, commercial tobacco, and other drug use				
7	Caregiver emotional well-being, mental health or stress				

		Not at all effective	Somewhat effective	Mostly effective	Very effective
8	Domestic violence				
9	Healthy adult relationships (with boyfriends/girlfriends, husbands/wives, partners, coparents)				
	Social support (support from family, friends, and community)				
11	Furthering a caregiver's education and job training				
12	Getting a job, or getting a better job				
13	Child health (including dental health/dental care)				
14	Making child care arrangements				
15	Child development				
16	Basic needs like food, utilities, housing, transportation, and identification				
17	Legal system and services				
18	Nutrition and physical activity				
19	Budgeting/making ends meet				
20	Trauma (things that happened in the past that affect caregiver today)				
21	Connecting to community and culture (attending community and/or cultural activities, learning cultural teachings, making new relationships with others in your community)				
22	Parent-child interaction				
23	Discipline/behavior management				
24	Feeding children (including formula and solids, and not including breastfeeding)				
25	Developmentally appropriate care/routines (daily routines like bedtime, mealtime, bath time)				
26	Co-parenting				
27	Child/home safety				

D. SELF-EFFICACY

The next set of questions asks you to consider your own knowledge, skills and abilities needed to accomplish tasks related to supporting home visitors. Please do not consider external barriers like lack of funding or staff time, agency policies, or geography.

1. How much do you agree or disagree with the following statement: Overall, I am able to support home visitors to do their jobs well.

- □ Strongly agree
- □ Agree
- □ Disagree
- □ Strongly disagree

2. How confident are you that you can support home visitors to do the following things in most situations?

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident
1	Balance family preferences with program priorities					
2	Communicate warmth, respect and appreciation to the family					
3	Develop and use family goal plans					
4	Conduct required screenings					
5	Tailor activities in response to family interests, concerns, and preferences					
6	Build relationships and trust with caregivers and their families					
7	Deliver home visiting curriculum the way the program and model intends					
8	Model and coach parenting skills					
9	Identify and communicate strengths to caregivers					
10	Help families access needed services					
11	Collect data and information from caregivers					
12	Enter data and document what happens during home visits					
13	Plan home visits for families					
14	Retain families and keep caseload slots filled					
15	Deliver the expected number of home visits for each family					
16	Support families in managing crises					
17	Manage their time so that they can get everything done that they need to do					
18	Engage an uninterested or distracted caregiver during a home visit					

	Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident
19 Engage an uninterested or fussy child during a home visit					
20 Ensure their safety when making home visits					
21 Engage fathers in home visits					
22 Work with multigenerational families and non- traditional caregivers					

The next set of questions asks about supporting home visitors in their work with caregivers around different topics or issues.

3. How confident are you that you can support home visitors to address the following topics with caregivers?

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident
1	Prenatal health/prenatal care (including dental health/dental care)					
2	Postpartum health/postpartum care (including dental health/dental care)					
3	Breastfeeding					
4	Physical health outside of pregnancy and postpartum health (including dental health/dental care)					
5	Family planning					
6	Alcohol, commercial tobacco, and other drug use					
7	Caregiver emotional well-being, mental health or stress					
8	Domestic violence					
9	Healthy adult relationships (with boyfriends/girlfriends, husbands/wives, partners, co-parents)					
10	Social support (support from family, friends, and community)					
11	Furthering a caregiver's education and job training					
12	Getting a job, or getting a better job					
13	Child health (including dental health/dental care)					
14	Making child care arrangements					
15	Child development					
16	Basic needs like food, utilities, housing, transportation, and identification					
17	Legal system and services					

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident
18	Nutrition and physical activity					
19	Budgeting/making ends meet					
20	Trauma (things that happened in the past that affect caregiver today)					
21	Connecting to community and culture (attending community and/or cultural activities, learning cultural teachings, making new relationships with others in your community)					
22	Parent-child interaction					
23	Discipline/behavior management					
24	Feeding children (including formula and solids, and not including breastfeeding)					
25	Developmentally appropriate care/routines (daily routines like bedtime, mealtime, bath time)					
26	Co-parenting					
27	Child/home safety					

4. Program coordinators/managers take on many tasks in order to manage home visiting staff and successfully meet the Tribal MIECHV grant requirements. The next set of questions asks you to consider your own knowledge, skills and abilities needed to accomplish tasks related to managing a tribal home visiting program. If you are not responsible for some of the tasks below, please mark "Not part of my job." Please do not consider external barriers like lack of funding or staff time, agency policies, or geography. How confident are you that you can do the following tasks related to managing your home visiting program?

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident	Not part of my job
1	Develop and maintain program policies and procedures						
2	Monitor program performance						
3	Support staff to enroll enough families to keep caseload slots filled						
4	Recruit job candidates that have the right skills and experience to be effective home visiting program staff						
5	Successfully hire home visitors and other program staff						

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident	Not part of my job
6	Provide adequate training for program staff						
7	Retain home visiting staff						
8	Adequately compensate staff						
9	Support staff through the challenging aspects of their work						
10	Build and maintain relationships with other service providers in the community						
11	Implement our program the way we intend to, as described in our implementation plan						
12	Balance model requirements with local priorities						
13	Ensure high quality data collection						
14	Use data to make decisions guiding program implementation						
15	Sustain program funding						
16	Provide a supportive work environment for program staff						
17	Convene a local advisory board for your program						
18	Help program staff work together as a team						
19	Appropriately monitor fidelity of program implementation						
20	Tailor our program to be relevant to our local community and culture						
21	Cultivate community support for the program						
22	Monitor fiscal planning and oversight						

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident	Not part of my job
23	Cultivate tribal/agency leadership support for the program						
24	Manage subcontractors (e.g., contracted evaluators, clinical supervisors, data consultants, etc.)						
25	Effectively disseminate information about our program to professional audiences						
26	Effectively disseminate information about our program to tribal/organizational leadership						
27	Effectively disseminate information about our program to community audiences						
28	Monitor employee performance and communicate with them about improvement plans, if needed						
29	Balance multiple requirements across different funders						
30	Utilize technical assistance to achieve program goals						
31	Submit required reports in a timely manner (to funders, tribe, agency, model, etc.)						
32	Communicate effectively with funders						
33	Meet Tribal MIECHV grant requirements without putting in unreasonable time and effort						

5. The following questions ask about your approach to being your home visiting program's team leader. How much do you agree or disagree with the following statements?

		Strongly agree	Agree	Disagree	Strongly disagree
1	I initiate meetings to discuss the team's progress.				
2	I am available for consultation on problems.				
3	I am engaged in our team's day-to-day work.				
4	I manage crises in a calm and dependable way.				
5	I help the team get through challenges they face in their work.				
6	I handle personnel issues thoughtfully.				
7	I would go to bat for the team.				
8	I have enough training and experience to be an effective leader.				
9	I treat all team members fairly.				
10	I don't really know what the team needs to do its job well.				

E. JOB SATISFACTION

1. The following questions ask how you feel about your job overall. How often you feel this way?

		None of the time	A little of the time	Some of the time	Most of the time	All of the time
1	The work I do is satisfying.					
2	My job is boring.					
3	My job allows me to be creative.					
4	I feel respected at work.					
5	My job is frustrating.					
6	My work gives me a sense of accomplishment.					
7	My job is interesting.					
8	The work I do is important.					
9	My job is overwhelming.					

2. Think about your pay from this job. How much do you agree or disagree with the following about your pay?

		Strongly agree	Agree	Disagree	Strongly disagree	Not sure
1	I can depend on my paycheck to be regular and on time.					
2	The pay I get from this job is less than I deserve for the work that I do.					
3	The pay I get from this job is fair for my qualifications.					

- 3. As you think about the pay you get from this job, which statement best describes your thoughts? The pay I get from this job is...
 - □ Barely enough to live on
 - □ Enough to cover my normal expenses
 - □ Enough to live comfortably
- 4. For each job characteristic listed below, how satisfied or dissatisfied you are with your current job at the home visiting program in this regard?

		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
1	My job security				
2	The amount of vacation time I receive				
3	The amount of on-the-job stress				
4	My chances for promotion				
5	The number of home visitors I supervise				
6	The amount of time required of me to get the job done				
7	The amount of time I spend travelling for my day-to-day job				
8	The flexibility of my schedule				
9	The health insurance benefits my employer offers				
10	The retirement plan my employer offers				
11	The amount of leave or schedule flexibility available for family and community obligations				
12	The control I have over my daily work schedule				
13	The physical workspace				
14	Balancing the different tasks that are required of me				
15	Being able to get my work done with the amount of interruptions I experience				
16	The recognition I receive at work for my accomplishments				
17	The amount of money I earn				
18	My relationship with my immediate supervisor				
19	My physical safety while doing my job				
20	My relationships with coworkers				

		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
21	The training and professional development opportunities available to me				
22	How interesting the work is				
23	My work-life balance				
24	The mentoring and support I receive				
25	My ability to contribute to others in a meaningful way				
26	My job overall				

5. We are interested in learning about how your job relates to the community where you provide home visiting services. How much do you agree or disagree with the following statements?

		Strongly agree	Agree	Disagree	Strongly disagree	Not sure
1	The local community is very involved in shaping the home visiting services your home visiting program provides.					
2	My job makes me feel more connected to my community.					
3	I worry that my job has negatively impacted how I'm perceived in the local community.					
4	My job is meaningful to the local community.					
5	My job makes a positive difference in the local community.					
6	My job is contributing to a brighter future for the local community.					

F. Professional Quality of Life

When you work in home visiting services, you have direct contact with people's lives. As you may have found, your compassion for those you serve can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a home visiting program coordinator/manager. Consider each of the following questions about you and your current work situation. How often did you experience these things in the last 30 days?

		Never	Rarely	Sometimes	Often	Always
1	I am happy.					
2	I am preoccupied with more than one person our program serves.					
3	I get satisfaction from being able to make home visiting services available to people.					
4	I feel connected to others.					
5	I jump or am startled by unexpected sounds.					
6	I feel invigorated after working with those our program serves.					
7	I find it difficult to separate my personal life from my life as a home visiting program coordinator/manager.					
8	I am not as productive at work because I am losing sleep over the traumatic experiences of a person our program serves.					
9	I think that I might have been affected by the traumatic stress of those our program serves.					
10	I feel trapped by my job as a home visiting program coordinator/manager.					
11	Because of my role with the home visiting program, I have felt "on edge" about various things.					
12	I like my work as a program coordinator/manager.					
13	I feel depressed because of the traumatic experiences of the people our program serves.					
14	I feel as though I am experiencing the trauma of someone our program has served.					
15	I have beliefs that sustain me.					
16	I am pleased with how I am able to keep up with home visiting techniques and protocols.					
17	I am the person I always wanted to be.					
18	My work makes me feel satisfied.					
19	I feel worn out because of my work as a program coordinator/manager.					
20	I have happy thoughts and feelings about those our program serves and how I could help them.					

		Never	Rarely	Sometimes	Often	Always
21	I feel overwhelmed because my case load seems endless.					
22	I believe I can make a difference through my work.					
23	I avoid certain activities or situations because they remind me of frightening experiences of the people our program serves.					
24	I am proud of what I can do as a home visiting program coordinator/manager.					
25	As a result of home visiting, I have intrusive, frightening thoughts.					
26	I feel "bogged down" by the system.					
27	I have thoughts that I am a "success" as a program coordinator/manager.					
28	I can't recall important parts of my work with trauma victims.					
29	I am a very caring person.					
30	I am happy that I chose to do this work.					
31	The chronic stresses in the lives of people our program serves make me depressed.					
32	I take the stress of people our program serves home with me.					
33	I get overwhelmed by the ongoing challenges faced by the people our program serves.					

G. TRAINING

We would like to know whether program coordinators/managers receive the training and supervisory support they need to do their jobs well. Please tell us whether you would like additional training and support in order to successfully accomplish the tasks related to being the home visiting program coordinator/manager.

1. How much additional training and supervisory support do you need to do the following parts of your job well:

		None	A little bit	A good amount	A lot	Not part of my job
1	Develop and maintain program policies and procedures					
2	Monitor program performance					
3	Support staff to enroll enough families to keep caseload slots filled					
4	Recruit job candidates that have the right skills and experience to be effective home visiting program staff					
5	Successfully hire home visitors and other program staff					
6	Provide adequate training for program staff					
7	Retain home visiting staff					

		None	A little bit	A good amount	A lot	Not part of my job
8	Adequately compensate staff					
9	Support staff through the challenging aspects of their work					
10	Build and maintain relationships with other service providers in the community					
11	Implement our program the way we intend to, as described in our implementation plan					
12	Balance model requirements with local priorities					
13	Ensure high quality data collection					
14	Use data to make decisions guiding program implementation					
15	Sustain program funding					
16	Provide a supportive work environment for program staff					
17	Convene a local advisory board for your program					
18	Help program staff work together as a team					
19	Appropriately monitor fidelity of program implementation					
20	Tailor our program to be relevant to our local community and culture					
21	Cultivate community support for the program					
22	Monitor fiscal planning and oversight					
23	Cultivate tribal/agency leadership support for the program					
24	Manage subcontractors (e.g., contracted evaluators, clinical supervisors, data consultants, etc.)					
25	Effectively disseminate information about our program to professional audiences					
26	Effectively disseminate information about our program to tribal/ organizational leadership					
27	Effectively disseminate information about our program to community audiences					
28	Monitor employee performance and communicate with them about improvement plans, if needed					
29	Balance multiple requirements across different funders					
30	Utilize technical assistance to achieve program goals					
31	Submit required reports in a timely manner (to funders, tribe, agency, model, etc.)					
32	Communicate effectively with funders					
33	Meet Tribal MIECHV grant requirements without putting in unreasonable time and effort					

2. How much do you agree or disagree with the following statement: Overall, the training I receive provides me with everything I need to manage the home visiting program.

□ Strongly agree

- □ Agree
- □ Disagree
- □ Strongly disagree

- 3. Have you ever attended the [NATIONAL MODEL] training for home visitors?
 - □ Yes
 - 🗆 No
- 4. Have you ever attended the [NATIONAL MODEL] training for supervisors?
 - □ Yes
 - 🗆 No
- 5. Have you ever received training in how to manage staff?
 - 🗆 Yes
 - 🗆 No
- 6. How much do you agree or disagree with the following statement: Overall, the training I receive provides me with everything I need to support the home visitors I supervise.
 - □ Strongly agree
 - □ Agree
 - □ Disagree
 - □ Strongly disagree
- 7. The following questions ask about the training you receive to help you supervise and support home visitors. How much do you agree or disagree with the following statements?

The <u>training I receive</u> provides me with everything I need to support the home visitors I supervise in the following areas:

		Strongly agree	Agree	Disagree	Strongly disagree
1	Monitoring progress of particular caregivers, including general updates and celebrating successes.				
2	Problem-solving for particular caregivers. This includes getting families connected to services, addressing challenging topics with families, strategies for motivating families, and supporting families through crises.				
3	Managing caseloads. This includes the number of families on their caseloads, enrolling new families into home visiting, scheduling home visits, and making the number of expected home visits.				
4	Building home visitor skills to provide information and support to families . This includes planning home visits, delivering the curriculum, learning how to model positive parenting and facilitate parent-child interaction, and accessing training and professional development.				
5	Home visitors' thoughts, feelings, actions and reactions when working with families, including any past trauma home visiting might bring up for them.				

		Strongly agree	Agree	Disagree	Strongly disagree
6	Home visitor emotional wellbeing, including managing stress and exhaustion, things happening in their personal life, and community events influencing morale.				
7	Home visitor's professional development, including discussing their professional development goals and actions that can be taken to achieve those goals.				
8	Working effectively with other team members, including collaborating on activities, and roles and responsibilities of team members.				
9	Data collection and entry, including tracking what data to collect and when, questions about forms or assessments, data entry, explaining data collection to families, completing forms in a timely manner.				
10	Policies and procedures and other administrative topics. This includes following agency or program policies and procedures, changes to policies and procedures, completing administrative trainings and forms, time and leave reporting.				
11	Monitoring home visitor performance and providing feedback. This includes conducting both formal and informal performance reviews and supporting improvement when needed.				

[In Question 7 above, for areas that received disagree and strongly disagree ratings, GO TO Question 7a below. For areas that received agree or strongly agree ratings, SKIP TO Question 8.]

7a. [If Question 7 = disagree or strongly disagree] In the previous question you reported that the training you receive does not provide you with everything you need to support the home visitors you supervise in the following area(s). Why do you think the training you received in the following area(s) has not fully prepared you to support home visitors in this/these area(s)? CHECK ALL THAT APPLY

- □ I didn't get enough training in this area
- □ I didn't fully understand the training I received in this area
- □ The training I received wasn't useful
- □ I need something other than to training to be able to support home visitors in this area
- 8. If you ask, can you attend trainings in specific areas relevant to your needs or professional goals?
 - 🗆 No
 - □ Yes, I can once in a while when I ask
 - □ Yes, I can about half the time I ask
 - □ Yes, I can most of the times I ask
 - □ Yes, I can every time I ask
 - □ Not sure
- 9. How often do the trainings you attend directly relate to your day-to-day work with families?
 - □ Never
 - □ Rarely

- □ Sometimes
- □ Often
- □ Always

10. How often are the trainings you attend helpful and engaging?

- □ Never
- □ Rarely
- □ Sometimes
- □ Often
- □ Always

11. How often are the trainings you attend individualized to meet your needs?

- □ Never
- □ Rarely
- □ Sometimes
- □ Often
- □ Always
- 12. How often do the trainings you attend offer techniques or materials that are relevant for your community and the families you serve?
 - □ Never
 - □ Rarely
 - □ Sometimes
 - □ Often
 - □ Always

13. How important is each of the following in preparing and supporting home visitors?

		Not at all important	Minimally important	Somewhat important	Very important
1	Shadowing another home visitor				
2	One-on-one time with his/her direct supervisor				
3	[Model] training sessions				
4	Receiving reflective supervision				
5	Talking with other home visitors				
6	Case conferencing				
7	Watching videos of other home visitors				
8	Debriefing with co-workers				
9	Coursework/education in early childhood development or a related field				
10	Continuing education opportunities				

H. SUPERVISION

- 1. The size of your current supervisor to home visitor ratio is...
 - □ Lighter than you are able to handle effectively
 - □ About right
 - □ Heavier than you are able to handle effectively
- 2. In the past 6 months, how long have you had a supervisor to home visitor ratio that was more than what you could handle effectively?
 - □ Never
 - □ Less than 1 month
 - □ 1 month
 - \Box 2 months
 - □ 3 months
 - □ 4 months or longer
- 3. Given your program's resources and the training and support you've received, how confident are you that you can support home visitors in the following areas during one-on-one or group supervision?

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident	Not part of my job
1	Monitoring progress of particular caregivers, including general updates and celebrating successes.						
2	Problem-solving for particular caregivers. This includes getting families connected to services, addressing challenging topics with families, strategies for motivating families, and supporting families through crises.						
3	Managing caseloads. This includes the number of families on their caseloads, enrolling new families into home visiting, scheduling home visits, and making the number of expected home visits.						

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident	Not part of my job
4	Building home visitor skills to provide information and support to families. This includes planning home visits, delivering the curriculum, learning how to model positive parenting and facilitate parent-child interaction, and accessing training and professional development.						
5	Home visitors' thoughts, feelings, actions and reactions when working with families, including any past trauma home visiting might bring up for them.						
6	Home visitor emotional wellbeing, including managing stress and exhaustion, things happening in their personal life, and community events influencing morale.						
7	Home visitor's professional development, including discussing their professional development goals and actions that can be taken to achieve those goals.						
8	Working effectively with other team members, including collaborating on activities, and roles and responsibilities of team members.						
9	Data collection and entry, including tracking what data to collect and when, questions about forms or assessments, data entry, explaining data collection to families, completing forms in a timely manner.						

		Not at all confident	Not very confident	Somewhat confident	Mostly confident	Completely confident	Not part of my job
10	Policies and procedures and other administrative topics. This includes following agency or program policies and procedures, changes to policies and procedures, completing administrative trainings and forms, time and leave reporting, and performance reviews.						
11	Monitoring home visitor performance and providing feedback. This includes conducting both formal and informal performance reviews and supporting home visitors where they need to improve.						

- 4. In the past year, has there been a time when you did not have a supervisor or someone in a leadership position that you could go to for support in your job?
 - □ Yes
 - 🗆 No
 - □ Unsure
- 5. In the past year, has there been a time when you were unable to go to your supervisor or other provider to explore your thoughts, feelings, actions and reactions when working with home visitors and families?
 - □ Yes
 - 🗆 No
 - □ Unsure
- 6. In the past year, has there been a time when you were unable to go to anyone in your program that you had a trusting relationship with to explore your thoughts, feelings, actions and reactions when working with home visitors and families?
 - □ Yes
 - □ No
 - □ Unsure
- 7. Since you began your position as a supervisor at your agency, how many direct supervisors have you had? Enter Number: _____

I. OBSERVATION OF HOME VISITS

1. Do you ever observe home visitors during actual visits or by reviewing video-recordings of their visits as part of supervision?

- \Box No \rightarrow SKIP TO Section K
- \Box View video recordings only \rightarrow GO TO question 2
- \Box Observe in person only \rightarrow GO TO question 2
- \Box View video recordings and observe in person \rightarrow GO TO question 2

2. Do you observe all home visitors or only under certain conditions? CHECK ALL THAT APPLY.

- □ Observe all home visitors
- □ Observe home visitors who are newly hired
- Observe home visitors who request to be observed
- □ Observe home visitors who need extra help
- □ Observe home visitors under other conditions (specify): _____

3. About how many times per year do you observe each home visitor?

- □ Less than 1 time per year
- □ 1 time per year
- □ 2 times per year
- □ 3-10 times per year
- □ 11 or more times per year

4. Do you use any specific tool(s) or form(s) for observing home visits?

- \Box Yes, what is the name of the tool(s) or form(s)? \rightarrow GO TO Question 4a
- \Box No \rightarrow SKIP TO question 5

4a. [If Question 4 = Yes] Did you receive training on using this tool(s) from the tool developers?

- \Box Yes, in-person training \rightarrow GO TO Question 4b
- \Box Yes, virtual training \rightarrow GO TO Question 4b
- \Box No \rightarrow SKIP TO Question 4c

4b. [If Question 4a = Yes] How long ago did you receive this training?

- □ Within the last year
- □ 1 or 2 years ago
- □ 3 or more years ago

4c. [If Question 4 = Yes] How much do you agree or disagree with the following statement: I feel I could use additional training in using this tool(s).

- □ Strongly agree
- □ Agree
- □ Disagree
- □ Strongly disagree

- 4d. [If Question 4 = Yes] How satisfied or dissatisfied are you with the rating areas this tool(s) includes?
 - □ Very dissatisfied
 - Dissatisfied
 - □ Satisfied
 - □ Very satisfied
- 4e. [If Question 4 = Yes] How useful do you find this tool(s) for guiding your home visit observations?
 - □ Extremely useful
 - □ Somewhat useful
 - □ Not at all useful
- 5. How important is observation in your overall supervision and evaluation of home visitors?
 - □ Observation is the most important tool for evaluating home visitors
 - □ Observation is one of several essential tools for evaluating home visitors
 - □ Observation can be useful for evaluating home visitors, but it is not essential
 - Observation is not a very useful way to evaluate home visitors
 - □ Observation is not at all useful for evaluating home visitors
- 6. When you observe a home visit, what types of feedback do you give to the home visitor? CHECK ALL THAT APPPLY
 - □ Written feedback on a standard form
 - □ Written feedback not on a standard form
 - □ Verbal feedback with explicit areas for improvement
 - □ Verbal feedback with little specific instruction
 - □ I do not give feedback
- 7. How much do you agree or disagree with the following statements:

		Strongly agree	Agree	Disagree	Strongly disagree	Unsure
1	Home visitors behave differently when they are being observed than when they are doing a visit on their own.					
2	The way families act in a home visit is pretty much the same whether the visit is being observed or they are just with their home visitor.					
3	Most families don't seem to mind when I go along on home visits to observe.					
4	Being videotaped is more uncomfortable for families than having someone there in person observing a home visit.					
5	I do not have the time I need to conduct home visit observations and provide feedback.					
6	Home visitors find it helpful to receive feedback from observations of their visits.					

J. ORGANIZATIONAL CULTURE AND CLIMATE

The following set of questions asks you to think about <u>how</u> your home visiting team does its work. We want to know how your team works together, takes in information, and makes decisions about the team's approach to home visiting. When answering questions about your team, please think about the staff that make up your home visiting program. This would include home visitors, program coordinators/managers, supervisors, evaluators, data managers and anyone else that might work closely with your program.

1. How much do you agree or disagree with the following statements?

		Strongly agree	Agree	Disagree	Strongly disagree
1	Our team gets all the information it needs to do our work and plan our schedules.				
2	It is easy for our team to obtain expert assistance when something comes up that we don't know how to handle.				
3	Our team is kept in the dark about decisions that impact day-to-day work and what may happen with the program and its staff in the future.				
4	Our team lacks access to useful training on the job.				
5	Excellent work pays off in this organization.				
6	It is clear what our team is supposed to accomplish.				
7	Our team spends time making sure every team member understands their role and responsibilities.				
8	Our team has invested plenty of time to clarify our goals.				
9	If you make a mistake on our team, it is often held against you.				
10	Members of our team are able to bring up problems and tough issues.				
11	People on our team are expected to conform to the group.				
12	It is safe to try something new on our team.				
13	It is difficult to ask other members of our team for help.				
14	No one on our team would deliberately act in a way that undermines my efforts.				
15	Working with members of our team, my unique skills and talents are valued and utilized.				
16	Achieving this team's goals is well within our reach.				
17	Our team can complete work as assigned without being required to put in unreasonable time or effort.				
18	With focus and effort, our team can do anything we set out to accomplish.				
19	Most people in our team have the ability to solve the problems that come up in our work.				
20	All members of our team have more than enough training and experience for the kind of work they have to do.				

		Strongly agree	Agree	Disagree	Strongly disagree
21	Certain individuals in our team lack the special skills needed for good team work.				
22	We regularly take time to figure out ways to improve our team's work processes.				
23	Our team tends to handle differences of opinion privately, rather than addressing them directly as a group.				
24	Team members go out and get all the information they possibly can from others-such as families, community members, and other program partners.				
25	Our team frequently uses information and data that lead s us to make important changes.				
26	In our team, someone always makes sure that we stop to reflect on the team's work process.				
27	People on our team often speak up to test assumptions we might have.				
28	People on our team are encouraged to think outside the box.				
29	We invite people from outside our team to present information or have discussions with us.				
30	Our team uses data to see if our processes are leading to the results we want.				
31	Members of our team are encouraged to try new strategies to see if they will work.				
32	Members of our team support each other as we work to master new skills.				
33	The quality of work provided by our team is improving over time.				

K. CONNECTION TO COMMUNITY SERVED

- 1. Do you live in the same community or neighborhoods your program provides services to?
 - \Box Yes \rightarrow GO TO Question 1a
 - \Box No \rightarrow SKIP TO Question 1b

1a. [If Question 1 = Yes] In total, how many years have you lived in the same community or neighborhoods your program provides services to?

- □ Less than 1 year
- □ 1-2 years
- □ 3-5 years
- □ 6-10 years
- □ More than 10 years

1b. [If Question 1 = No] If you ever previously lived in the same community or neighborhoods your program provides services to, how long did you live there?

- □ I never lived there
- □ Less than 1 year
- □ 1-2 years
- □ 3-5 years
- □ 6-10 years
- □ More than 10 years
- 2. Do you consider yourself a member of the same tribal or urban Indian community your program provides services to?
 - □ Yes
 - 🗆 No
 - □ Somewhat
- 3. In general, do you feel as though you and the families your program serves share a similar cultural background?
 - □ Yes, with most families
 - □ Yes, with some families
 - □ Yes, with a few families
 - 🗆 No

L. DEMOGRAPHICS

- 1. What is your Ethnicity?
 - □ Hispanic or Latino
 - □ Not Hispanic or Latino
- 2. What is your Race? (Select one or more)
 - □ American Indian or Alaska Native
 - Asian
 - Black or African American
 - \Box Native Hawaiian or Other Pacific Islander \rightarrow SKIP TO Question 3
 - □ White

→ GO TO Question 2a → SKIP TO Question 3

- \rightarrow SKIP TO Question 3
 - \rightarrow SKIP TO Question 3
- \rightarrow SKIP TO Question 3

2a. [If Question 2 = American Indian or Alaska Native] What is your tribal affiliation and/or identity?

- 3. What is your age?
 - 25 and under
 - □ 26-29
 - □ 30-39
 - □ 40-49
 - □ 50-59
 - □ 60 or older

[NEXT SCREEN]

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.

Please click NEXT to exit the survey.