**Staff Questionnaire – Case Manager/Lead Case Manager**

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| **Interview Details** |  |
| Program Name: | Past and Current Position(s) at Program:  |
| Level of Care: | Date/Time of Interview: |
| Full Name: | Interviewer: |

\*Note: Before beginning the interview and/or providing this questionnaire to staff, provide a brief introduction, including monitor role and purpose of monitoring visit, confidentiality of staff interview, and clarify any questions. See *Introduction Prompt for Staff* for additional guidance as needed.

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|  | NOTES |
| **Tell me about your role and main responsibilities as a case manager.** * How many cases do you typically cover?
* In the last year, what was the highest number of cases on your caseload? Lowest number?
* Is your current caseload manageable? Has your caseload been unmanageable in the past? If so, why?
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| **What are the things that you love/enjoy about your job? What are the challenges you face in your job?** |  |
| **How do you keep up-to-date on current and new ORR policies and procedures?** * + How are you trained/notified when there is an update or a change to ORR policies and procedures? Cooperative Agreement? Flores Settlement Agreement?
	+ Do you know where to find the most up to date information?
	+ What is the last policy update you received? Tell me about a recent policy update you received and how it was implemented in case management service provision?
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| **Do you feel that you receive adequate training to perform your case management duties?** If not, please explain.**(Lead Case Manager) Describe your system to assess ongoing staff training needs and opportunities for development? How is this working?*** Please describe any training needs that your staff currently has.
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| **Tell me about your staff meetings? How do you communicate with staff?** * + All staff?
	+ Case Managers and Lead Case Manager?
	+ Describe how your weekly case staffing works.
	+ Do you feel that your weekly staff meetings and case staffing meetings are helpful?
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| **Please describe your relationship with your supervisor.*** How often do you have individual and/or group supervision?
* How often do you participate in other staff meetings?
* Do you feel that you have adequate support from you supervisor?
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| **Describe your working relationship with stakeholders.** * + GDIT Case Coordinators
	+ Legal Service Provider/Child Advocates
	+ Other Stakeholders – OSSI, ATIP, Immigration Court, etc.
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| **How do you encourage the participation of UAC in the case management and reunification process?**What does *trauma-informed care* mean to you?How do you deliver trauma-informed care as part of the case management team?Describe how the case management team ensures that services are culturally sensitive and age appropriate? |  |
| **Do you have any recommendations, suggestions or concerns regarding the way your cases are reviewed/staffed?**  Please elaborate. Are there any current challenges to ensuring safe and timely release of UACs? |  |
| **How do you collaborate with other teams to ensure that UACs physical, mental health, developmental, social, and educational needs are being met?*** What recommendations do you have to strengthen the collaboration and communication with other departments?
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| **Tell me about staff and UAC interactions.*** + Are staff able to work with UAC effectively?
	+ How does the program handle behavioral challenges among UACs? How effective do you think the behavior management system is? Are there issues? Explain concerns:
 |  |
| **Describe the procedures when there is an allegation of child abuse or maltreatment.** (Interviewer provide an example of child abuse or neglect and ask case management staff the procedures for reporting.) |  |
| **Do you have any concerns about the treatment of UACs in care?** **Do you have concerns about any particular staff members (any staff members you think should NOT be working with UAC)?**  |  |
| **What general recommendations do you have to strengthen the program? What improvements would you put in place?** * Have you shared these ideas with your supervisor or any other program staff?
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| **What recommendations do you have for ORR that I can take back to share with our headquarter teams?**  |  |

## Additional Notes

Enter Additional Notes.