**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? |  |
| **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? |  |
| **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. |  |
| **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? |  |
| **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? |  |
| **Describe your working relationship with stakeholders.**   * + GDIT Case Coordinators   + Legal Service Provider/Child Advocates   + Other Stakeholders – OSSI, ATIP, Immigration Court, etc. |  |
| **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? |  |
| **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? |  |
| **What recommendations do you have for ORR that I can take back to share with our headquarter teams?** |  |

## Additional Notes

Enter Additional Notes.