

Staff Questionnaire - HS/PRS Caseworker

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.

	NOTES
Tell me about your role and main responsibilities as a caseworker. - o How many cases do you typically cover? - o In the last year, what was the highest number of cases on your caseload? Lowest number? - o Is your current caseload manageable? Has your caseload been unmanageable in the past? If so, why?	
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? ▪ 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	

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how it was implemented in casework service provision? ▪ Do you receive information or participate in monthly calls with the ORR project officer?	
Do you feel that you receive adequate training to perform your HS/PRS duties? If not, please explain. (Lead) Do you supervise or review the work of other staff? If so, describe your system to assess ongoing staff training needs and opportunities for development. How is this working? - o Please describe any training needs that your staff currently has. - o Describe how you are addressing these training needs based upon your system.	
Tell me about your staff meetings? How do you communicate with staff? ▪ All staff? ▪ Other caseworkers? Lead caseworker?	
Describe your working relationship with stakeholders. ▪ Community Partners/resources ▪ Other Stakeholders – OSSI, ATIP, Immigration Court, etc.	
How do provide psychoeducational services for youth and sponsors? o How do you and your team ensure that services are culturally sensitive and age appropriate?	

What does <i>trauma-informed care</i> mean to you? o How do you deliver trauma-informed care to youth and sponsors?	
Do you have any recommendations, suggestions or concerns regarding the way your cases are reviewed? Please elaborate.	
How do you ensure that all casework and communication with clients is accurately reflected in program documentation? Please describe the process for submitting a Notification of Concern?	
Can you describe your process for researching resources and making referrals to youth and sponsors? o Does your team have a centralized place for organizing this information?	
Tell me about your process for assessing safety in a home? Please use an example (i.e. interviews with household members; walkthrough of home) • Tell me about any challenges related to assessing youth and sponsor safety at home. What do you do if you if you suspect unsafe behavior or an unsafe environment? Please provide an example.	
Describe the procedures when there is an allegation of child abuse or maltreatment. (Interviewer provide an example of child abuse or neglect and ask casework staff the procedures for reporting.)	

Do you have any concerns about the safety or treatment of youth receiving services?	
Do you have concerns about any particular staff members (any staff members you think should NOT be working with youth)?	
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.