

Staff Questionnaire - Case Manager/Lead Case Manager

| Interview Details | |
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| 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 |
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| <p>Tell me about your role and main responsibilities as a case manager.</p> <ul style="list-style-type: none"> 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? | |
| <p>What are the things that you love/enjoy about your job? What are the challenges you face in your job?</p> | |
| <p>How do you keep up-to-date on current and new ORR policies and procedures?</p> <ul style="list-style-type: none"> ▪ How are you trained/notified when there is an update or a change to ORR policies and | |

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| <p>procedures? Cooperative Agreement? Flores Settlement Agreement?</p> <ul style="list-style-type: none"> ▪ 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? | |
| <p>Do you feel that you receive adequate training to perform your case management duties? If not, please explain.</p> <p>(Lead Case Manager) Describe your system to assess ongoing staff training needs and opportunities for development? How is this working?</p> <ul style="list-style-type: none"> o Please describe any training needs that your staff currently has. | |
| <p>Tell me about your staff meetings? How do you communicate with staff?</p> <ul style="list-style-type: none"> ▪ 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? | |
| <p>Please describe your relationship with your supervisor.</p> <ul style="list-style-type: none"> • 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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| <p>Describe your working relationship with stakeholders.</p> <ul style="list-style-type: none"> ▪ GDIT Case Coordinators ▪ Legal Service Provider/Child Advocates ▪ Other Stakeholders - OSSI, ATIP, Immigration Court, etc. | |
| <p>How do you encourage the participation of UAC in the case management and reunification process?</p> <ul style="list-style-type: none"> o What does <i>trauma-informed care</i> mean to you? <ul style="list-style-type: none"> o How do you deliver trauma-informed care as part of the case management team? o Describe how the case management team ensures that services are culturally sensitive and age appropriate? | |
| <p>Do you have any recommendations, suggestions or concerns regarding the way your cases are reviewed/staffed? Please elaborate.</p> <ul style="list-style-type: none"> o Are there any current challenges to ensuring safe and timely release of UACs? | |
| <p>How do you collaborate with other teams to ensure that UACs physical, mental health, developmental, social, and educational needs are being met?</p> <ul style="list-style-type: none"> o What recommendations do you have to strengthen the collaboration and communication with other departments? | |
| <p>Tell me about staff and UAC interactions.</p> <ul style="list-style-type: none"> ▪ Are staff able to work with UAC effectively? ▪ How does the program handle behavioral challenges among UACs? How effective do you | |

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| <p>think the behavior management system is? Are there issues? Explain concerns:</p> | |
| <p>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.)</p> | |
| <p>Do you have any concerns about the treatment of UACs in care?</p> <p>Do you have concerns about any particular staff members (any staff members you think should NOT be working with UAC)?</p> | |
| <p>What general recommendations do you have to strengthen the program? What improvements would you put in place?</p> <ul style="list-style-type: none"> • Have you shared these ideas with your supervisor or any other program staff? | |
| <p>What recommendations do you have for ORR that I can take back to share with our headquarter teams?</p> | |

Additional Notes

Enter Additional Notes.