

## Staff Questionnaire - Youth Care Worker/Lead Youth Care Worker

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
<b>Tell me about your role and main responsibilities as a Youth Care Worker.</b>	
<b>What are the things that you love/enjoy about your job? What are the challenges you face in your job?</b>	
<b>Do you have access to the UAC Portal?</b> <ul style="list-style-type: none"> <li>▪ <b>If yes, are you aware of ORR tools, such as the UAC MAP, and where updates are located on the homepage?</b></li> <li>▪ <b>Ask YCW to describe where/how they would access the tools in the UAC Portal.</b></li> </ul>	

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to allow ORR Monitoring Team staff to interview and document responses from youth care workers during biennial site visits. Public reporting burden for this collection of information is estimated to average 1.0 hour per response (plus an additional 1.0 hour if the site visit is performed by a contractor monitor), including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a mandatory collection of information (Homeland Security Act, 6 U.S.C. 279). An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. If you have any comments on this collection of information please contact [UCPolicy@acf.hhs.gov](mailto:UCPolicy@acf.hhs.gov).

<p><b>What formal/informal trainings have you received?</b></p> <ul style="list-style-type: none"> <li>▪ <b>What additional training do you think a person in your position could benefit from?</b></li> </ul> <p><b>(Lead Youth Care Worker) Do you have a system to assess ongoing staff training needs?</b></p> <ul style="list-style-type: none"> <li>▪ <b>Please describe any training needs that your staff currently have.</b></li> </ul>	
<p><b>Tell me about how you usually handle behavioral challenges among UACs?</b></p> <ul style="list-style-type: none"> <li>▪ <b>How effective do you think the behavior management system is?</b></li> </ul> <p><b>Have you received trainings on Behavior Management?</b></p> <ul style="list-style-type: none"> <li>▪ <b>If yes, what did you learn in the training?</b></li> <li>▪ <b>Are you allowed to use restraints? Please elaborate.</b></li> </ul>	
<p><b>What does <i>trauma-informed care</i> mean to you?</b></p> <ul style="list-style-type: none"> <li>o <b>How do you deliver trauma-informed care as part of the YCW team?</b></li> </ul>	
<p><b>How do you usually handle mental health concerns among UACs in the program?</b></p> <ul style="list-style-type: none"> <li>▪ <b>With whom would you talk to and how would you respond to the concern?</b></li> <li>▪ <b>Do you feel confident in your ability to appropriately</b></li> </ul>	

handle a mental health emergency or crisis situation?	
<b>What are the required UAC to staff ratios?</b> <ul style="list-style-type: none"><li>▪ Daytime:</li><li>▪ Evenings</li><li>▪ During transportation:</li></ul>	
<b>What does line of sight supervision mean to you? How do you ensure line of sight supervision during the following periods?</b> <ul style="list-style-type: none"><li>▪ Daytime:</li><li>▪ Nighttime:</li><li>▪ Weekends:</li><li>▪ During transportation:</li><li>▪ Legal Orientation:</li></ul>	
<b>What activities are provided to UAC every day?</b> <ul style="list-style-type: none"><li>▪ Outdoor:</li><li>▪ Indoor:</li><li>▪ Weekends:</li></ul>	
<b>How often are youth required to be outside?</b> <ul style="list-style-type: none"><li>▪ Weekdays:</li><li>▪ Weekends:</li></ul>	
<b>How often do you have staff meetings?</b> <ul style="list-style-type: none"><li>▪ <b>Team Meetings</b></li><li>▪ <b>All Staff Meetings</b></li></ul>	

<p><b>(Lead Youth Care Worker) How often do you have meetings with department leads?</b></p>	
<p><b>Tell me about your relationship with your supervisor.</b></p> <ul style="list-style-type: none"> <li>▪ <b>How often do you have meetings with your supervisor?</b></li> <li>▪ <b>Do you feel that your supervisor provides appropriate support, supervision, constructive criticism, and feedback?</b></li> </ul>	
<p><b>When YCWs come on shift, how are updates/lingering issues communicated between shifts?</b></p> <ul style="list-style-type: none"> <li>▪ How are YCWs informed about the following: <ul style="list-style-type: none"> <li>▪ UAC with special conditions:</li> <li>▪ Disabilities:</li> <li>▪ Allergies:</li> </ul> </li> </ul>	
<p><b>Describe the procedures for the following situations:</b> (Please note: any/multiple example(s) can be used for this question)</p> <ul style="list-style-type: none"> <li>▪ An allegation of child abuse or maltreatment: (Example: UAC reports that a staff has made sexually inappropriate comments to youth)</li> <li>▪ Runaway:</li> <li>▪ Fire drill:</li> <li>▪ Grievances:</li> </ul>	
<p><b>What are some of the topics covered by the Code of Conduct?</b></p> <ul style="list-style-type: none"> <li>▪ <b>What happens if you violate the Code of Conduct?</b> (Ask YCW to answer the question with an example.)</li> </ul>	

<p><b>Do you have any concerns with the treatment of UAC in care?</b></p> <p><b>Do you have concerns about any particular staff members (any staff members you think should NOT be working with UAC)?</b></p>	
<p><b>What would you do to improve or strengthen the program here?</b></p>	
<p><b>What recommendations do you have for ORR that I can take back to share with our headquarter teams?</b></p>	

**Additional Notes**

Enter Additional Notes.