

## CASEWORKER SURVEY

*The survey will begin immediately following completion of the consent form.*

**INTRO1** Thank you for participating in our survey. The first set of questions ask about your professional experience and primary job responsibilities.

**Q1** In your current position, which of the following activities do you perform? [CODE ALL THAT APPLY]

- 1 Conducting child protective services (CPS) investigations or assessments
- 2 Providing in-home services
- 3 Providing ongoing case management
- 4 Other (SPECIFY): \_\_\_\_\_

**Q1a** [IF Q1 = MORE THAN ONE RESPONSE] Which of these is your primary role or job responsibility?

- 1 Conducting CPS investigations or assessments
- 2 Providing in-home services
- 3 Providing ongoing case management
- 4 Other (SPECIFY): \_\_\_\_\_

**Q1b** Does your caseload include children of all ages or only children in specific age groups?

- 1 ALL AGES
- 2 SPECIFIC AGE GROUPS

**Q1c** [IF Q1b=2] Which age group or groups? [CODE ALL THAT APPLY]

- 1 Infants and toddlers ages birth to 2
- 2 Preschoolers ages 3 to 5
- 3 Young children ages 6 to 12
- 4 Adolescents ages 13 to 17
- 5 Young adults ages 18 and older and/or emancipated youth

In total, how many years have you been a caseworker...

**Q2** In any child welfare agency?

YEARS

**OR**

MONTHS

**Q2a** In this child welfare agency?

YEARS

**OR**

MONTHS

**INTRO2** Next, we'd like to learn more about your background.

**Q3** Please look at CARD X. What is the highest degree, diploma, or certificate that you have completed?

- 1 NONE
- 2 HIGH SCHOOL DIPLOMA OR HIGH SCHOOL EQUIVALENCY (GED)
- 3 VOCATIONAL TECH CERTIFICATE/DIPLOMA
- 4 ASSOCIATE DEGREE (for example: AA, AS, ASN)

- 5 BACHELOR'S DEGREE (for example: BA, AB, BS, BSN)
- 6 MASTER'S DEGREE (for example: MA, MS, MEng, Med, MSW, MBA)
- 7 GRADUATE OR PROFESSIONAL DEGREE (for example: MD, JD, PhD, EdD)

**Q4a** [IF Q3=5 OR 6 OR 7] Do you have a degree in **social work**?

- 1 YES
- 2 NO

**Q4b** [IF Q4a=2] What is your degree in?  
\_\_\_\_\_

**Q4c** [IF Q4a=1] Which degrees do you hold in **social work**? [CODE ALL THAT APPLY]

- 1 Bachelor's degree in Social Work
- 2 Master's degree in Social Work
- 3 PhD or Doctor of Social Work

**Q4d** [IF Q4b=1] Some social work programs provide the opportunity for students to focus their studies on child and family or child welfare issues. Many programs also provide federally funded Title IV-E stipends to students who are employed or preparing for employment in a child welfare agency. Did you receive a Title IV-E stipend for your Bachelor's degree?

- 1 YES
- 2 NO
- 3 RECEIVED STIPEND BUT UNSURE IF TITLE IV-E

**Q4e** [IF Q4b=2] Did you receive a Title IV-E stipend for your Master's degree?

- 1 YES
- 2 NO
- 3 RECEIVED STIPEND BUT UNSURE IF TITLE IV-E

**Q4f** [IF Q4b=2 OR 3] Have you ever been licensed or certified by a state to independently practice social work at the Bachelor's or Master's degree level?

- 1 YES
- 2 NO

**Q4g** [IF Q4f=1] Are you currently licensed or certified by a state to independently practice social work at the Bachelor's or Master's degree level?

- 1 YES
- 2 NO

**Q5** What is your sex?

- 1 Male
- 2 Female

**Q6** Are you of Hispanic, Latino/a, or Spanish origin? [CODE ALL THAT APPLY]

- 1 No, not of Hispanic, Latino/a or Spanish origin
- 2 Yes, Cuban
- 3 Yes, Mexican, Mexican-American, Chicano/a
- 4 Yes, Puerto Rican
- 5 Yes, another Hispanic, Latino/a, or Spanish origin

**Q7** Please look at CARD X. What is your race? You may pick one or more groups from the card. [CODE ALL THAT APPLY]

- 1 WHITE
- 2 BLACK OR AFRICAN AMERICAN
- 3 AMERICAN INDIAN OR ALASKA NATIVE
- 4 ASIAN INDIAN
- 5 CHINESE
- 6 FILIPINO
- 7 JAPANESE
- 8 KOREAN
- 9 VIETNAMESE
- 10 OTHER ASIAN
- 11 NATIVE HAWAIIAN
- 12 GUAMANIAN OR CHAMORRO
- 13 SAMOAN
- 14 OTHER PACIFIC ISLANDER

**Q8** In what year were you born?

\_\_\_\_\_ YEAR

**INTRO3** The next set of questions ask about your caseload and the skills and knowledge most critical to success in your job.

**Q9a** On average, about how many cases do you handle in your caseload? You might have more than one child within a particular case, please count these children as part of one case.

CASES

**Q9b** On average, about how many total children are in your caseload?

CHILDREN

**Q10a** Please look at CARD X. Which three of the following **types of knowledge** would you say are the most critical to success in your job?

- 1 AGENCY'S CORE PRACTICE MODEL
- 2 CHILD AND FAMILY TEAMING
- 3 CHILD DEVELOPMENT
- 4 CHILD WELFARE LAW, POLICY, AND PROCEDURES
- 5 CULTURAL PRACTICES AND DIVERSITY
- 6 DISABILITIES AND SPECIAL HEALTH CARE NEEDS
- 7 DOMESTIC VIOLENCE
- 8 FAMILY DEVELOPMENT AND PARENTING
- 9 MENTAL HEALTH
- 10 SUBSTANCE ABUSE
- 11 TRAUMA-INFORMED PRACTICE
- 12 OTHER (SPECIFY): \_\_\_\_\_

**Q10b** To what extent do you possess knowledge of [FILL RESPONSE 1 FROM Q10a]?  
Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To some extent
- 4 Not at all

**Q10c** To what extent do you possess knowledge of [FILL RESPONSE 2 FROM Q10a]?  
Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To some extent
- 4 Not at all

**Q10d** To what extent do you possess knowledge of [FILL RESPONSE 3 FROM Q10a]?  
Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To some extent
- 4 Not at all

**Q10e** Please look at CARD X. In what areas would you benefit from more training?  
Knowledge of... [CODE ALL THAT APPLY]

- 1 AGENCY'S CORE PRACTICE MODEL
- 2 CHILD AND FAMILY TEAMING
- 3 CHILD DEVELOPMENT
- 4 CHILD WELFARE LAW, POLICY, AND PROCEDURES
- 5 CULTURAL PRACTICES AND DIVERSITY
- 6 DISABILITIES AND SPECIAL HEALTH CARE NEEDS
- 7 DOMESTIC VIOLENCE
- 8 FAMILY DEVELOPMENT AND PARENTING
- 9 MENTAL HEALTH
- 10 SUBSTANCE ABUSE
- 11 TRAUMA-INFORMED PRACTICE
- 12 OTHER (SPECIFY): \_\_\_\_\_

**Q11a** Please look at CARD X. Which three **skills** would you say are the most critical to success in your job?

- 1 ACTIVE LISTENING
- 2 ADVOCACY
- 3 BOUNDARY SETTING
- 4 CLIENT AND FAMILY ENGAGEMENT
- 5 COMMUNICATION
- 6 CRITICAL THINKING
- 7 DOCUMENTATION
- 8 INFLUENCING/PERSUADING
- 9 INFORMATION GATHERING
- 10 ORGANIZATION
- 11 PARTNERING AND BUILDING COLLABORATIVE RELATIONSHIPS
- 12 TIME MANAGEMENT
- 13 OTHER (SPECIFY): \_\_\_\_\_

**Q11b** To what extent do you possess [FILL RESPONSE 1 FROM Q11a] skills? Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To a small extent
- 4 Not at all

**Q11c** To what extent do you possess [FILL RESPONSE 2 FROM Q11a] skills? Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To a small extent
- 4 Not at all

**Q11d** To what extent do you possess [FILL RESPONSE 3 FROM Q11a] skills? Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To a small extent
- 4 Not at all

**Q11e** Please look at CARD X. In what areas would you benefit from more training? [CODE ALL THAT APPLY]

- 1 ACTIVE LISTENING
- 2 ADVOCACY
- 3 BOUNDARY SETTING
- 4 CLIENT AND FAMILY ENGAGEMENT
- 5 COMMUNICATION
- 6 CRITICAL THINKING
- 7 DOCUMENTATION
- 8 INFLUENCING/PERSUADING
- 9 INFORMATION GATHERING
- 10 ORGANIZATION
- 11 PARTNERING AND BUILDING COLLABORATIVE RELATIONSHIPS
- 12 TIME MANAGEMENT
- 13 OTHER (SPECIFY): \_\_\_\_\_

**Q12a** Please look at CARD X. Which three **personal traits or characteristics** would you say are most critical to success in your job?

- 1 ACCOUNTABILITY
- 2 ATTENTION TO DETAIL
- 3 COOPERATIVENESS AND THE ABILITY TO WORK WITH OTHERS
- 4 CULTURAL SENSITIVITY
- 5 DECISIVENESS
- 6 EMPATHY
- 7 FLEXIBILITY
- 8 INITIATIVE
- 9 INTEGRITY/HONESTY

- 10 RESILIENCE
- 11 SELF-CONFIDENCE
- 12 STRESS MANAGEMENT
- 13 TOLERANCE FOR UNCERTAINTY AND AMBIGUITY
- 14 OTHER (SPECIFY): \_\_\_\_\_

**Q12b** Of those personal traits or characteristics, which three would you say are most critical to success in your job?

- 1 ACCOUNTABILITY
- 2 ATTENTION TO DETAIL
- 3 COOPERATIVENESS AND THE ABILITY TO WORK WITH OTHERS
- 4 CULTURAL SENSITIVITY
- 5 DECISIVENESS
- 6 EMPATHY
- 7 FLEXIBILITY
- 8 INITIATIVE
- 9 INTEGRITY/HONESTY
- 10 RESILIENCE
- 11 SELF-CONFIDENCE
- 12 STRESS MANAGEMENT
- 13 TOLERANCE FOR UNCERTAINTY AND AMBIGUITY
- 14 OTHER (SPECIFY): \_\_\_\_\_

**Q12c** To what extent do you possess [FILL RESPONSE 1 FROM Q12b]? Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To some extent
- 4 Not at all

**Q12d** To what extent do you possess [FILL RESPONSE 2 FROM Q12b]? Would you say...

- 1 To a great extent
- 2 To a moderate extent
- 3 To some extent
- 4 Not at all

**Q12e** To what extent do you possess [FILL RESPONSE 3 FROM Q12b]? Would you say...



- 1 To a great extent
- 2 To a moderate extent
- 3 To some extent
- 4 Not at all

**Q12f** Please look at CARD X. In what areas would you benefit from more training? [CODE ALL THAT APPLY].

- 1 ACCOUNTABILITY
- 2 ATTENTION TO DETAIL
- 3 COOPERATIVENESS AND THE ABILITY TO WORK WITH OTHERS
- 4 CULTURAL SENSITIVITY
- 5 DECISIVENESS
- 6 EMPATHY
- 7 FLEXIBILITY
- 8 INITIATIVE
- 9 INTEGRITY/HONESTY
- 10 RESILIENCE
- 11 SELF-CONFIDENCE
- 12 STRESS MANAGEMENT
- 13 TOLERANCE FOR UNCERTAINTY AND AMBIGUITY
- 14 OTHER (SPECIFY): \_\_\_\_\_

**INTRO4** The next set of questions ask about the requirements of your job and about training and professional development opportunities at your agency.

**Q13** How likely is it that you will meet all of the requirements of your job, including interactions with families, administrative duties and documentation, travel, etc. within a typical work week? Would you say...

- 1 Not Likely
- 2 Somewhat Likely
- 3 Very Likely

**Q14** In a given 8-hour workday, about how many hours do you spend on paperwork and documentation?

\_\_\_\_\_ HOURS

**Q15** Would you say that the amount of documentation and paperwork that is required as part of your job is...

- 1 Very Reasonable

- 2 Reasonable
- 3 Unreasonable

**Q16** Which of the following types of trainings have you received while working at this agency? Training on... [CODE ALL THAT APPLY]

- 1 Attachment
- 2 Child Development
- 3 Cross-System and/or Cross-Office Collaboration
- 4 Cultural Competency
- 5 Developmental Disabilities
- 6 Evidence-Based Practice or Building Evidence in Child Welfare
- 7 Family Engagement
- 8 Family First Prevention Services Act Readiness
- 9 Human Trafficking
- 10 Identifying and Responding to the Unique Behavioral Health Needs of Children
- 11 Identifying and Responding to the Unique Behavioral Health Needs of Caregivers
- 11 In-Home Visiting
- 12 Intimate Partner Violence or Domestic violence
- 13 Kinship Navigator Services
- 14 Monitoring of Psychotropic and Antipsychotic Medication Use
- 15 Opioid Misuse
- 16 Post-permanency services and supports
- 17 Preparing Youth Aging out of Foster Care for Independent Living
- 18 Substance Misuse Other Than Opioids
- 19 Trauma
- 20 Working with LGBTQ Youth

**Q17a** How often are trainings held during your regular working hours? Would you say...

- 1 Always
- 2 Very Often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q17b** [IF Q17a=2 OR 3 OR 4 OR 5] How often are trainings held outside of your regular working hours? Would you say...

- 1 Always
- 2 Very Often
- 3 Sometimes
- 4 Rarely

5 Never

**Q18** How are you trained? Through... [CODE ALL THAT APPLY]

- 1 By participation in a Community of Learning or peer-to-peer network
- 2 By reviewing a slide presentation or other materials on your own
- 3 Conference calls
- 4 In-person sessions
- 5 On-the-job training on your own. For example, following a checklist and completing certain tasks in the field.
- 6 On-the-job training with support. For example, shadowing a coworker or being coached by a supervisor.
- 7 Webinars, online courses, or e-learning modules
- 8 Other (SPECIFY): \_\_\_\_\_

**Q19** [IF MORE THAN ONE SELECTED IN Q18] How are you trained most often?

- 1 By participation in a Community of Learning or peer-to-peer network
- 2 By reviewing a slide presentation or other materials on your own
- 3 Conference calls
- 4 In-person sessions
- 5 On-the-job training on your own. For example, following a checklist and completing certain tasks in the field.
- 6 On-the-job training with support. For example, shadowing a coworker or being coached by a supervisor.
- 7 Webinars, online courses, or e-learning modules
- 8 Other (SPECIFY): \_\_\_\_\_

**Q20a** Have you attended a voluntary training in the past year?

- 1 YES
- 2 NO

**Q20b** [IF Q20a=2] What are the reasons you have not attended a voluntary training in the past year? [CODE ALL THAT APPLY]

- 1 COST OF TRAINING
- 2 DAYS/TIMES TRAINING WAS OFFERED
- 3 LOCATION TRAINING WAS HELD
- 4 NO VOLUNTARY TRAININGS OFFERED
- 5 NO VOLUNTARY TRAININGS OF INTEREST
- 6 TRAININGS ARE OF POOR QUALITY AND/OR EXECUTED POORLY
- 7 WORK BURDEN/CASELOAD
- 8 OTHER (SPECIFY): \_\_\_\_\_

**Q20c** Have you attended a mandatory training in the past year?

- 1 YES
- 2 NO

**Q20d** [IF Q20c=1] About how many mandatory trainings have you attended in the past year?

\_\_\_\_\_ NUMBER

**Q21a** When you started work at this agency, approximately how many hours of pre-service training or other types of job orientation did you complete after you were hired but before you began working with clients?

\_\_\_\_\_ HOURS

**Q21b** [IF Q21a>0] To what extent did the pre-service training and other types of job orientation prepare you to perform the core functions of your position? Would you say...

- 1 Very Well
- 2 Well
- 3 Acceptably
- 4 Poorly
- 5 Very Poorly

**Q22** Do you typically receive a test or some other type of assessment of what you learned after completing a training?

- 1 YES
- 2 NO

**Q23** Overall, how would you describe training you receive in this agency? Would you say...

- 1 The focus is on providing information
- 2 The focus is on providing information, but some attention is paid to skill development
- 3 There is some focus on providing information but most attention is paid to skill development
- 4 There is an equal focus on providing information and on skill development

**Q24a** How often do you apply knowledge gained during a training into practice?

- 1 Always
- 2 Very often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q24b** [IF Q24a=1 OR 2 OR 3 OR 4] Does your supervisor typically work with you to apply what you learned in training to your work with clients?

- 1 YES
- 2 NO

**Q25** Do your trainings typically occur in response to agency-level changes? That is, do they signal a shift in overall agency practice and/or service delivery?

- 1 YES
- 2 NO

**Q26** Does your agency offer you professional development opportunities? Professional development includes opportunities to gain and improve the knowledge and skills important to your position and job performance. This can include earning or maintaining professional credentials, attending conferences, and informal learning opportunities.

- 1 YES
- 2 NO

**Q27a** [IF Q26=1] Please look at Card X. What types of opportunities? [CODE ALL THAT APPLY]

- 1 ATTENDANCE AT AGENCY-BASED CONFERENCES
- 2 ATTENDANCE AT NATIONAL CONFERENCES
- 3 ATTENDANCE AT REGIONAL CONFERENCES
- 4 ATTENDANCE AT STATE CONFERENCES
- 5 COACHING
- 6 CONTINUING EDUCATION (CE) COURSES
- 7 FORMAL MENTORING OR SHADOWING PROGRAMS
- 8 MEMBERSHIP IN PROFESSIONAL ORGANIZATIONS
- 9 TUITION ASSISTANCE OR REIMBURSEMENT FOR DEGREE-RELATED COURSEWORK
- 10 WEBINARS AND/OR WORKSHOPS
- 11 OTHER (SPECIFY):\_\_\_\_\_

**Q27b** Does your agency typically fund all or part of your professional development, whether through reimbursement or paid time off to attend?

- 1 YES
- 2 NO

**Q27c** Have you experienced any difficulties or barriers to participating in training or professional development activities?

- 1 YES
- 2 NO

**Q27d** [IF Q29=1] Please look at CARD X. What types of difficulties or barriers? (CODE ALL THAT APPLY)

- 1 AVAILABLE SLOTS FILL UP BEFORE I CAN REGISTER/SIGN UP
- 2 CONTENT OF OPPORTUNITIES TOO LIMITED
- 3 HAVE TO BE COMPLETED ON MY OWN TIME/AFTER WORKING HOURS
- 4 NOT ENOUGH TIME DURING THE WORKDAY
- 5 NOT INTERESTED
- 6 NOT REIMBURSED/ HAD TO PAY OUT OF POCKET
- 7 NOT TIED TO CAREER ADVANCEMENT OR SALARY INCREASES
- 8 OPPORTUNITIES ARE OF POOR QUALITY AND/OR EXECUTED POORLY
- 9 OPPORTUNITIES NOT RELEVANT TO MY JOB
- 10 OTHER (SPECIFY): \_\_\_\_\_

**INTRO4a** The next set of questions ask about various casework activities. Please look at Card X. How prepared do you feel in the following aspects of your casework?

**Q28a** Court Appearances.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28b** Decisions about family services.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28c** Understanding the needs of children and families.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28d** Conducting a risk assessment.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28e** Engaging in partnerships with clients.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28f** Referring clients to available community resources.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28g** Working with resistant clients.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28h** Identifying dynamics and indicators of abuse.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28i** Building positive relationships with clients from your own racial and ethnic group.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**Q28j** Building positive relationships with clients of different racial and ethnic groups.

- 1 VERY WELL PREPARED
- 2 WELL PREPARED
- 3 ACCEPTABLY PREPARED
- 4 POORLY PREPARED
- 5 VERY POORLY PREPARED

**INTRO5** Next, we'd like to know more about the benefits you receive through your job.

**Q29** Do you have access to health care benefits through this job?

- 1 YES
- 2 NO

**Q30** Do you have access to life insurance, short-term disability insurance, and/or long-term disability insurance through this job?

- 1 YES
- 2 NO

**Q31** Do you have access to paid time off through this job?

- 1 YES
- 2 NO

**Q32** Do you have access to a retirement plan or 401K through this job?

- 1 YES
- 2 NO

**Q33** Do you have access to the following benefits through this job? (CODE ALL THAT APPLY)

- 1 Child care assistance
- 2 Employee wellness programs or Employee Assistance Programs
- 3 Flexible work hours or work location
- 4 Subsidized commuting

**Q34** Do you have the option to join a union?

- 1 YES
- 2 NO

**Q35** [IF Q34=1] Are you currently a member of a union?

- 1 YES
- 2 NO

**Q36** Please look at CARD X. Which category represents your annual salary from this job?



- 1 LESS THAN \$23,999
- 2 \$24,000 TO \$31,999
- 3 \$32,000 TO \$45,999
- 4 \$46,000 TO \$67,999
- 5 \$68,000 TO \$93,999
- 6 MORE THAN \$94,000

**Q37** Please look at CARD X. How difficult is it for you to pay your household's bills each month? Would you say you have a...

- 1 GREAT DEAL OF DIFFICULTY
- 2 QUITE A BIT OF DIFFICULTY
- 3 SOME DIFFICULTY
- 4 A LITTLE DIFFICULTY
- 5 NO DIFFICULTY AT ALL

**Q38** Please look at CARD X. Generally, at the end of each month do you end up with...

- 1 NOT ENOUGH TO MAKE ENDS MEET
- 2 ALMOST ENOUGH TO MAKE ENDS MEET
- 3 JUST ENOUGH TO MAKE ENDS MEET
- 4 SOME MONEY LEFT OVER
- 5 MORE THAN ENOUGH MONEY LEFT OVER

**INTRO6** The following questions ask about your safety on the job.

**Q39** Have you ever been threatened, assaulted, or physically injured during your interactions with clients? [CODE ALL THAT APPLY]

- 1 YES, THREATENED ONLY
- 3 YES, ASSAULTED ONLY
- 3 YES, ASSAULTED AND PHYSICALLY INJURED
- 4 NO

**Q40a** [IF Q39= 1 OR 2 OR 3] About how many times in your entire career as a caseworker?

- # TIMES THREATENED
- # TIMES ASSAULTED BUT NOT PHYSICALLY INJURED
- # TIMES ASSAULTED AND PHYSICALLY INJURED

**Q40b** [IF Q39=1 OR 2 OR 3] Did any of these situations occur in the past year?

- 1 YES
- 2 NO

**Q40c** [IF Q40b=1] About how many of these situations occurred in the past year?

\_\_\_\_\_

**Q41** Has your agency provided you with training or strategies for maintaining your physical safety while in the field?

- 1 YES
- 2 NO

**Q42** How often does your supervisor help you plan for interactions with difficult clients or for potentially threatening situations?

- 1 Always
- 2 Very Often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q43** Have you ever filed a workers' compensation claim as a result of an assault or injury sustained as a result of the work you do?

- 1 YES
- 2 NO

**INTRO7** The next set of questions ask about your job satisfaction and future plans. Please indicate **how often** each of the following statements is true for you.

**Q44** I'm content with the quality of the work I do. Would you say this is true...

- 1 Always
- 2 Very often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q45** I'm content with the amount of work that I get done. Would you say this is true...

- 1 Always
- 2 Very often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q46** I'm content with my ability to solve problems at work. Would you say this is true...

- 1 Always
- 2 Very often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q47** I'm content with my ability to maintain a good relationship with my co-workers at work. Would you say this is true...

- 1 ALWAYS
- 2 VERY OFTEN
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

**Q48** I receive information about the quality of the work I do. Would you say this is true...

- 1 ALWAYS
- 2 VERY OFTEN
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

**Q49** I can immediately assess whether I did my work well. Would you say this is true...

- 1 ALWAYS
- 2 VERY OFTEN
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

**Q50** I am content with my ability to help families. Would you say this is true...

- 1 ALWAYS
- 2 VERY OFTEN
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

**Q51a** How likely is it that you will still be working at this agency a year from now?

- 1 Not Likely
- 2 Somewhat Likely
- 3 Very Likely

**Q51b** [IF Q51a=1 OR 2] If you were to leave this agency do you envision continuing a career in social work, moving on to a different career, retiring, or something else?

- 1 CONTINUING CAREER
- 2 DIFFERENT CAREER
- 3 RETIRING
- 4 SOMETHING ELSE

**INTRO8** Next, we'd like to know more about your interactions with your supervisor.

**Q52** Does your supervisor offer you support in obtaining a promotion or progressing to the next job level?

- 1 YES
- 2 NO

**Q53a** Do you have a set time/standing meeting with your supervisor to discuss your work and caseload?

- 1 YES
- 2 NO

**Q53b** [IF Q53a=1] How often do you meet with your supervisor? Would you say...

- 1 Daily
- 2 Weekly
- 3 Monthly
- 4 Quarterly
- 5 Twice a Year
- 6 Yearly

**Q53c** [IF Q53a=1] Do you typically meet with your supervisor alone or in a group?

- 1 ALONE
- 2 IN A GROUP

**Q54** [IF Q53c=2] About how many staff typically attend the group meetings with your supervisor?

\_\_\_\_\_ NUMBER

**Q55** How often does the supervision you receive change your practice? Would you say...

- 1 Always

- 2 Very Often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q56a** How often does your supervisor review your performance? Would you say...

- 1 Daily
- 2 Weekly
- 3 Monthly
- 4 Quarterly
- 5 Yearly
- 6 Never

**Q56b** [IF Q56=1 OR 2 OR 3 OR 4 OR 5] How often does your performance review change your practice? Would you say...

- 1 Always
- 2 Very Often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q57** How supportive is your supervisor in addressing your needs? Would you say...

- 1 Always
- 2 Very Often
- 3 Sometimes
- 4 Rarely
- 5 Never

**Q58** How well does your supervisor recognize your potential? Would you say...

- 1 Not at all
- 2 A little
- 3 Moderately
- 4 Mostly
- 5 Fully

**Q59** What are the chances that your supervisor would use his/her power to help you solve problems in your work? Would you say...

- 1 Not Likely
- 2 Somewhat Likely
- 3 Very Likely

**Q60** What are the chances your supervisor would “bail you out” even if it might negatively impact him/her? Would you say...

- 1 Not Likely
- 2 Somewhat Likely
- 3 Very Likely

**Q61** What is the likelihood that you would defend and justify your supervisor’s decision if he/she were not present to do so? Would you say...

- 1 Strongly Agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly disagree

**Q62** How would you characterize your working relationship with him/her? Would you say...

- 1 Very Good
- 2 Good
- 3 Acceptable
- 4 Poor
- 5 Very Poor

**INTRO9** The next set of questions focus on how the COVID-19 pandemic may have impacted your work.

**Q63** How well do you feel your health has been protected while conducting your day-to-day work during the coronavirus or COVID-19 pandemic?

- 1 Very well
- 2 Somewhat well
- 3 Not very well

**Q64** Has your agency provided personal protective equipment (PPE) such as disposable or reusable masks or gloves to protect your health while in contact with families or coworkers during the COVID-19 pandemic?

- 1 YES
- 2 NO

**Q64a** [IF Q64=1] When did you first receive PPE?

- 1 Early in the pandemic
- 2 Later in the pandemic

**Q64b** [IF Q64=1] How often have you received PPE?

- 1 Regularly
- 2 Sporadically
- 3 Rarely

**Q64c** [IF Q64=1] How adequately has the agency’s provision of PPE protected your health while in contact with families or coworkers?

- 1 Very adequately
- 2 Somewhat adequately
- 3 Not at all adequately

**Q65** Did you receive training related to the COVID-19 pandemic on any of the following topics? [CODE ALL THAT APPLY]

- 1 Mitigating the risk of contagion while doing in-person client visits
- 2 Using virtual technology platforms
- 3 Engaging families using virtual platforms
- 4 Supporting virtual court proceedings
- 5 Conducting virtual risk assessments
- 6 Making service referrals
- 7 Helping clients access virtual telehealth services
- 8 Receiving remote supervision
- 9 Understanding the impact of COVID-19 on child trauma, stress, mental well-being, or physical well-being
- 10 Understanding the impact of COVID-19 on parent trauma, relapse, mental well-being, physical well-being, or financial well-being
- 11 Supporting your own well-being during the COVID-19 pandemic
- 12 Other (SPECIFY): \_\_\_\_\_

**Q65a** Thinking across all of the trainings you’ve received, including trainings related to the COVID-19 pandemic, is there a training topic you wish you could have been trained on but were not?

- 1 YES
- 2 NO

**Q65b** [IF Q65a=1] What type of training topic or topics?

INTERVIEWER: RECORD THE VERBATIM RESPONSE IN THE SPACE BELOW.

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**Q66** [IF Q1=1 OR 4] On average, how many investigations or assessments did you complete in a week **prior** to the COVID-19 pandemic?

\_\_\_\_\_ NUMBER (ALLOW FOR ZERO/NOT APPLICABLE)

**Q66a** [IF Q1=1 OR 4] On average, how many investigations or assessments do you currently complete in a week?

\_\_\_\_\_ NUMBER (ALLOW FOR ZERO/NOT APPLICABLE)

**Q67** [IF Q1=2, 3 OR 4] On average, how many families in your caseload were you able to work within a week **prior** to the COVID-19 pandemic?

\_\_\_\_\_ NUMBER (ALLOW FOR ZERO/NOT APPLICABLE)

**Q67a** [IF Q1=2, 3, OR 4] On average, how many families in your caseload are you currently able to work within a week?

\_\_\_\_\_ NUMBER (ALLOW FOR ZERO/NOT APPLICABLE)

**Q68** Prior to COVID-19, did your agency provide you with a technological device (such as a laptop, tablet, or smart phone) or reimburse you for the use of your own personal device to support electronic record keeping or facilitate virtual contact with children, youth, and families?

- 1 Yes, I was provided with a device
- 2 Yes, I was offered reimbursement to use my personal device
- 3 No

**Q68a** [IF Q68=3] During COVID-19, did your agency provide you with a technological device (such as a laptop, tablet, or smart phone) or reimburse you for the use of your own personal device to support electronic record keeping or facilitate virtual contact with children, youth, and families?

- 1 Yes, I was provided with a device
- 2 Yes, I was offered reimbursement to use my personal device
- 3 No



**Q69** Is there anything else you would like to share about your work experiences during the COVID-19 pandemic?

INTERVIEWER: RECORD THE VERBATIM RESPONSE IN THE SPACE BELOW.

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**INTERVIEWER: TURN THE LAPTOP OVER TO THE CASEWORKER. WHEN HE/SHE IS DONE WITH THE REMAINING MODULES, GO THROUGH THE REMAINING SCREENS THAT INDICATE THE CASE IS COMPLETE.**

For each of the questions that follow, enter your answers using the number keys at the top of the keyboard, then press the [Enter] key to save your answer and move on to the next question.

If you do not know the answer to a particular question, please press the [F3] key at the top of the keyboard to enter a “don't know” response. To “refuse” a particular question, press the [F4] key.

**INTRO10** The next set of questions focus on your relationship with your supervisor and ways he or she may support you. Please select the option that best fits your answer to the following statements.

**Q70** My supervisor genuinely cares about me.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**Q71** My supervisor gives me help when I need it.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**Q72** My supervisor supports me in difficult case situations.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**Q73** My supervisor helps me learn and improve.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**Q74** My supervisor values and seriously considers my opinions in case decision-making.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**Q75** My supervisor helps me prevent and address burnout.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**Q76** My supervisor is fair in his/her interactions with me.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**Q77** My supervisor is fair in his/her interactions with other members of my unit.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 NEITHER AGREE NOR DISAGREE
- 4 DISAGREE
- 5 STRONGLY DISAGREE

**INTRO11** Secondary trauma, also called secondary traumatic stress, can occur when a professional experiences stress or symptoms of trauma when working with children and families who are experiencing abuse, neglect, or family violence.

The following is a list of statements made by persons who have been impacted by their work with traumatized clients. Please look at CARD X and indicate **how frequently** the statement was true for you **in the past 7 days**.

**Q78** I felt emotionally numb.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q79** My heart started pounding when I thought about my work with clients.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q80** It seemed as if I was reliving the trauma(s) experienced by my client(s).

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q81** I had trouble sleeping.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q82** I felt discouraged about the future.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY

- 4 OFTEN
- 5 VERY OFTEN

**Q83** Reminders of my work with clients upset me.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q84** I had little interest in being around others.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q85** I felt jumpy.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q86** I was less active than usual.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q87** I thought about my work with clients when I didn't intend to.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q88** I had trouble concentrating.

- 1 NEVER

- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q89** I avoided people, places, or things that reminded me of my work with clients.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q90** I had disturbing dreams about my work with clients.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q91** I wanted to avoid working with some clients.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q92** I was easily annoyed.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q93** I expected something bad to happen.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**Q94** I noticed gaps in my memory about client sessions.

- 1 NEVER
- 2 RARELY
- 3 OCCASIONALLY
- 4 OFTEN
- 5 VERY OFTEN

**INTRO12** The following questions ask about how you have been feeling during the **past 30 days**. For each question, please select the response that best describes how often you had this feeling.

**Q95** During the **past 30 days**, about how often did you feel nervous?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 A little of the time
- 5 None of the time

**Q96** During the **past 30 days**, about how often did you feel hopeless?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 A little of the time
- 5 None of the time

**Q97** During the **past 30 days**, about how often did you feel restless or fidgety?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 A little of the time
- 5 None of the time

**Q98** During the **past 30 days**, about how often did you feel so sad or depressed that nothing could cheer you up?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 A little of the time
- 5 None of the time

**Q99** During the **past 30 days**, about how often did you feel that everything was an effort?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 A little of the time

5 None of the time

**Q100** During the **past 30 days**, how often did you feel down on yourself, no good, or worthless?

- 1 All of the time
- 2 Most of the time
- 3 Some of the time
- 4 A little of the time
- 5 None of the time

**INTRO13** The final questions assess the culture, climate, and social context of the agency. For each of the following statements, please indicate the extent to which each is true for you and your agency.

**Q101** How often do your coworkers show signs of stress?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q102** I have to ask a supervisor or coordinator before I do almost anything.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q103** I really care about the fate of this organization.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q104** I can easily create a relaxed atmosphere with the clients I serve.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q105** Members of my organizational unit are expected to have up-to-date knowledge.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q106** How often does your job interfere with your family life?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q107** I understand how my performance will be evaluated.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q108** How satisfied are you with the chance to do something that makes use of your abilities?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q109** Members of my organizational unit are expected to avoid being different.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q110** I feel like I'm at the end of my rope.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q111** I am willing to put in a great deal of effort in order to help this organization be successful.



- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q112** I feel exhilarated after working closely with the clients I serve.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q113** Members of my organizational unit are expected to be critical.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q114** The same procedures are to be followed in most situations.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q115** A person can make his or her own decisions without checking with anyone else.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q116** I feel I treat some of the clients I serve as impersonal objects.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q117** Members of my organizational unit are expected to improve the well-being of each client.

- 0 Not at all

- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q118** I have accomplished many worthwhile things in this job.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q119** How satisfied are you with the chances of advancement?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q120** Once I start an assignment, I am not given enough time to complete it.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q121** Members of my organizational unit are expected to evaluate how much we benefit clients.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q122** To what extent are the objectives and goals of your position clearly defined?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q123** This agency provides numerous opportunities to advance if you work for it.

- 0 Not at all

- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q124** We usually work under the same circumstances day-to-day.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q125** Members of my organizational unit are expected to stay uninvolved.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q126** I deal very effectively with the problems of the clients I serve.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q127** My job responsibilities are clearly defined.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q128** I am proud to tell others that I am part of this organization.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q129** Members of my organizational unit are expected to criticize mistakes.

- 0 Not at all
- 1 A slight extent

- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q130** How satisfied are you with the freedom to use your own judgment?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q131** This agency emphasizes growth and development.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q132** When I face a difficult task, the people in my agency help me out.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q133** Members of my organizational unit are expected to place the well-being of clients first.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q134** I find that my values and the organization's values are very similar.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q135** People here always get their orders from higher up.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent

- 3 A great extent
- 4 A very great extent

**Q136** No matter how much I do, there is always more to be done.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q137** Members of my organizational unit are expected to find ways to serve clients more effectively.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q138** I know what the people in my agency expect of me.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q139** I feel fatigued when I get up in the morning and have to face another day on the job.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q140** To what extent do your coworkers trust each other?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q141** Members of my organizational unit are expected to avoid problems.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent

- 3 A great extent
- 4 A very great extent

**Q142** How satisfied are you with the feeling of accomplishment you get from your job?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q143** There is only one way to do the job - the boss's way.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q144** This agency rewards experience, dedication, and hard work.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q145** Members of my organizational unit are expected to be stern and unyielding.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q146** We are to follow strict operating procedures at all times.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q147** I feel used up at the end of the workday.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent

4 A very great extent

**Q148** I feel I'm positively influencing other people's lives through my work.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q149** Members of my organizational unit are expected to act in the best interest of each client.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q150** People here do the same job in the same way every day.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q151** Members of my organizational unit are expected to become more effective in serving clients.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q152** I talk up this organization to my friends as a great organization to work for.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q153** In my work I am calm in dealing with the emotional problems of others.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent

4 A very great extent

**Q154** Members of my organizational unit are expected to be competitive with coworkers.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q155** How satisfied are you with the prestige your job has within the community?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q156** Whenever we have a problem, we are supposed to go to the same person for an answer.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q157** There can be little action until a supervisor or coordinator approves the decision.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q158** Members of my organizational unit are expected to go along with group decisions.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q159** I feel burned out from my work.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent



**Q160** I have become more callous towards people since I took this job.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q161** Any decision I make has to have a supervisor's or coordinator's approval.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q162** Members of my organizational unit are expected to strive for excellence.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q163** Rules and regulations often get in the way of getting things done.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q164** How satisfied are you with being able to do things the right way?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q165** Interests of the clients are often replaced by bureaucratic concerns such as paperwork.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q166** Members of my organizational unit are expected to interact positively with others.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q167** There is a feeling of cooperation among my coworkers.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q168** To what extent is it possible to get accurate information on policies and administrative procedures?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q169** How satisfied are you with the chance to try your own approaches to working with clients?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q170** Members of my organizational unit are expected to learn new tasks.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q171** How well are you kept informed about things that you need to know?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q172** How often is there friction among your coworkers?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q173** To what extent are you constantly under heavy pressure on your job?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q174** Members of my organizational unit are expected to follow rather than lead.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q175** How satisfied are you with the chance to do things for clients?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q176** This organization really inspires the very best in me in the way of job performance.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q177** I have to do things on my job that are against my better judgment.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q178** Members of my organizational unit are expected to be dominant and assertive.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q179** There are not enough people in my agency to get the work done.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q180** There are more opportunities to advance in this agency than in other jobs in general.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q181** How often do you end up doing things that should be done differently?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q182** Members of my organizational unit are expected to be available to each client we serve.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q183** The amount of work I have to do keeps me from doing a good job.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q184** I am extremely glad that I chose to work for this organization.

- 0 Not at all

- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q185** How things are done around here is left pretty much up to the person doing the work.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q186** Members of my organizational unit are expected to pay attention to details.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q187** I feel emotionally drained from my work.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q188** It's hard to feel close to the clients I serve.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q189** How satisfied are you with the recognition you get for doing a good job?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q190** Members of my organizational unit are expected to not make waves.

- 0 Not at all
- 1 A slight extent

- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q191** The same steps must be followed in processing every piece of work.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q192** How often do you have to bend a rule in order to carry out an assignment?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q193** I worry that this job is hardening me emotionally.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q194** Members of my organizational unit are expected to be number one.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q195** I feel I'm working too hard on my job.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q196** How often do you feel unable to satisfy the conflicting demands of your supervisors?

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent

- 3 A great extent
- 4 A very great extent

**Q197** For me this is the best of all possible organizations to work for.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q198** Members of my organizational unit are expected to plan for success.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q199** I feel that I am my own boss in most matters.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q200** Members of my organizational unit are expected to be thoughtful and considerate.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q201** Opportunities for advancement in my position are much higher compared to those in other positions.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q202** Members of my organizational unit are expected to defeat the competition.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent

- 3 A great extent
- 4 A very great extent

**Q203** At times, I find myself not really caring about what happens to some of the clients.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q204** Inconsistencies exist among the rules and regulations that I am required to follow.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**Q205** Members of my organizational unit are expected to be responsive to the needs of each client.

- 0 Not at all
- 1 A slight extent
- 2 A moderate extent
- 3 A great extent
- 4 A very great extent

**EXIT** Thank you for completing this survey. We appreciate your feedback.

We realize that that reflecting on your work in this survey may have brought up some emotions you were not feeling at the start. Below you various types of support available to you if you might need it.

### Crisis Lines and Service Referrals

Resource	Type of Assistance	Contact Information
<b><i>24-Hour Helpline</i></b>	Treatment and service referrals, including support groups and community-based organizations	Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment Referral Helpline, <b>1-877-SAMHSA7 (1-877-726-4727)</b>
<b><i>Mental Health Resources</i></b>	Information about mental health including	Website: <a href="https://www.mentalhealth.gov/">https://www.mentalhealth.gov/</a>



	brochures and booklets.	
<b><i>NAMI- National Alliance on Mental Illness</i></b>	Fact sheets and resources related to mental health problems.	Website: <a href="https://www.nami.org/Find-Support/NAMI-HelpLine/Top-HelpLine-Resources">https://www.nami.org/Find-Support/NAMI-HelpLine/Top-HelpLine-Resources</a>

### Child Welfare Professional Organizations

Resource	Type of Assistance	Contact Information
<b><i>National Association of Social Workers</i></b>	Contact information and networking. Resources on COVID-19, racial justice, legal demands.	Website: <a href="https://www.socialworkers.org/">https://www.socialworkers.org/</a> Email: <a href="mailto:membership@socialworkers.org">membership@socialworkers.org</a> Phone: 1-800-742-4089
<b><i>Child Welfare League of America</i></b>	Contact information and networking. Resources on COVID-19, technical assistance and consultation	Website: <a href="https://www.cwla.org/">https://www.cwla.org/</a> Email: <a href="mailto:cwla@cwla.org">cwla@cwla.org</a> Phone: 202-688-4200
<b><i>National Child Welfare Workforce Institute</i></b>	Training and technical assistance. organizational interventions focused on developing and retaining a diverse and effective workforce	Website: <a href="https://www.ncwwi.org">https://www.ncwwi.org</a> Email: <a href="mailto:ndickinson@ssw.umaryland.edu">ndickinson@ssw.umaryland.edu</a> Phone: (410) 706-3740
<b><i>National Indian Child Welfare Association</i></b>	Workshops and training programs, using culturally appropriate resources.	Website: <a href="https://www.nicwa.org">https://www.nicwa.org</a> Phone: (503) 222-4044 Email: <a href="mailto:info@nicwa.org">info@nicwa.org</a>