# ORR Federal and Contractor Staff - Training Feedback Survey
## Office of Refugee Resettlement, Unaccompanied Children Program

## Overview

The Office of Refugee Resettlement, Unaccompanied Children Program's (ORR UC Program) Training & Technical Assistance (TTA) Center is conducting a comprehensive Training Needs Assessment (TNA) to identify learning gaps and needs of the UC Program network and federal staff and contractors working within this system. This feedback survey is a key component of the TNA and is designed to collect input from federal staff and contractors. The purpose of this assessment is to gather information that will be used to support the design and development of a comprehensive Training Plan for the ORRUC Program. The survey should take approximately 10 minutes to complete, and participation is voluntary.

The following federal staff positions were identified to take part in this phase of the TNA: Federal Field Specialists (FFS), FFS Supervisors, Project Officers (PO), Case Management Team, Child Welfare Team, Division of Health for Unaccompanied Children (DHUC), ORR Intakes, ORR Policy Team, ORR Monitoring, and federally contracted staff working on ORR's UC Program, including Case Coordinators, Contracted Field Specialists and ORR Intakes Specialists.

## Basic Demographic Information

1. Position Type:
   a. Federal Employee
   b. Federal Contractor

2. What branch/position do you work within?
   a. FFS or FFS Supervisor
   b. Case Management
   c. Child Welfare
   d. Project Officer
   e. DHUC
   f. ORR Policy Team
   g. ORR Monitoring
   h. ORR Intakes
   i. Case Coordinator
   j. Contract Field Specialist

3. How long have you been in your *current* position with ORR?
   a. Less than 1 year
   b. 1 – 3 years
   c. 4 – 8 years

    d.   9 – 11 years
    e.   12 – 15 years
    f.   16 years or more

4. How long have you been employed with ORR overall?
    a.   Less than 1 year
    b.   1 – 3 years
    c.   4 – 8 years
    d.   9 – 11 years
    e.   12 – 15 years
    f.   16 years or more

5. Please indicate your professional background *prior* to your role in ORR.
    a.   Unaccompanied Children Program – Care Provider Staff
    b.   Child Welfare - Other
    c.   Immigrant/Refugee Services - Other
    d.   Enforcement/Border Patrol
    e.   Other government roles
    f.   Other (please specify):

6. What is your educational background?
    a.   Some higher education but no degree
    b.   Bachelor's Degree
    c.   Master's Degree or higher
    d.   Additional Licensure(s):

7. What is your supervisory status?
    a.   Non-Supervisor: You do not supervise other employees
    b.   Team Leader: Not an official supervisor; provide guidance in projects, but not supervisory responsibilities
    c.   Supervisor: Responsible for employees' performance appraisals
    d.   Manager: In a management position and supervise one or more supervisors
    e.   Executive: Member of the Senior Executive Service or equivalent

## Training Needs for Job Knowledge, Skills and Competencies

8. Which of the following <u>skills and competency areas</u> would you and/or your staff benefit from additional training in? (Select all that apply)
    a.   Budget writing, reading, and analysis
    b.   Contract management and grant writing
    c.   Data analysis and literacy, including making sense of large data sets
    d.   Monitoring, evaluation, and oversight of programs, identifying possible compliance and logistical issues and organizing this information into clear plan recommendations
    e.   Computer and technical skills, including use of UC Portal, Adobe, Microsoft Office Suite (i.e., Teams, Outlook, Excel training for efficiency and use of formulas)

9. Which of the following <u>knowledge areas</u> would you and/or your team benefit from additional training in? (Select all that apply)
    a. In depth information about legal authorities (e.g., Flores Settlement Agreement, Saravia Settlement Agreement, Homeland Security Act, Trafficking Victims Protection Reauthorization Act of 2008 (TVPRA) and how these impact UC program operations)
    b. In depth information about Department of Homeland Security (DHS) operations that impact the UC Program (e.g., Migrant Protection Protocols (MPP), family separation)
    c. An overview of the various departments within ORR and their roles and relationship to the UC program, including contractors and other federal agencies (e.g., DHS)
    d. Basics of residential care, "what happens" in a care provider program or shelter
    e. Understanding the different levels of care within the ORR network
    f. An overview of the UC population, journey, current trends, cultural and linguistic considerations, emerging populations (including Unaccompanied Afghan Minors), updated resources to learn more about the populations
    g. Sponsor vetting and reunification processes, safety concerns, red flags
    h. Complex cases requiring additional care and attention, TVPRA home studies, post-release services
    i. Child welfare best practices
    j. Other:

10. What <u>communication skills</u> would you and/or your team benefit from additional training in? (Select all that apply)
    a. Effective communication techniques with high-level personnel, including government officials, members of Congress, DHS, the media, and other stakeholders
    b. Effective communication strategies with grantee programs, other federal staff, and stakeholders
    c. Developing and providing skilled responses to complex cases, crises, emergencies, and "tough" conversations
    d. Providing training and technical assistance to programs effectively, including communicating best practices for innovative program implementation
    e. Writing and documentation
    f. "Virtual" communication strategies and planning and leading effective meetings

11. Have you visited a care provider residential program <u>in the past 3 years</u>?
    a. Yes
    b. No
    c. Never visited a program

12. If travel isn't a possibility, would you be interested in virtual tours of UC programs?
    a. Yes
    b. No

## General Training Needs

13. How valuable would you find a training for yourself and/or your staff that focused on the skills, attitudes, and behaviors critical to <u>leadership or management development</u>?
    a. Extremely valuable
    b. Very valuable

      c.   Somewhat valuable
      d.   Not so valuable
      e.   Not at all valuable

14. How satisfied are you with the opportunities ORR provides for <u>continuing education</u> and/or <u>professional development?</u>
    a. Very satisfied
    b. Satisfied
    c. Neither satisfied nor dissatisfied
    d. Dissatisfied
    e. Very dissatisfied
    f. Comment:

15. How satisfied are you with opportunities for <u>career growth</u> in your current role/department?
    a. Very satisfied
    b. Satisfied
    c. Neither satisfied nor dissatisfied
    d. Dissatisfied
    e. Very dissatisfied
    f. Comment:

16. How satisfied are you with the <u>onboarding training</u> provided to staff in your department?
    a. Very satisfied
    b. Satisfied
    c. Neither satisfied nor dissatisfied
    d. Dissatisfied
    e. Very dissatisfied
    f. Comment:

17. Would your position benefit from more <u>job-specific training</u>?
    a. Yes
    b. No
    c. Comment:

## Trainings Designated for Grantees

18. Based on your observations of the needs across the ORR UC Care Provider Network, which training topics should the Training and Technical Assistance Center <u>prioritize for UC Shelters and other Care Providers program staff</u>? (Select top 3)
    a. Policies & Procedures
    b. Legal Authorities (e.g., Flores Settlement Agreement, Saravia Settlement Agreement, Homeland Security Act, Trafficking Victims Protection Reauthorization Act of 2008)
    c. Prevention of sexual abuse (Interim Final Rule on the Standards to Prevent, Detect, and Respond to Sexual Abuse and Sexual Harassment Involving Unaccompanied Children, related policies and procedures, and the *Assessment for Risk*)
    d. Safety assessments – including identifying red flags during the sponsor assessment
    e. The Family Reunification Packet and sponsor assessment process policies and procedures
    f. Skills and knowledge of mental health and wellness needs of UCs
    g. Documentation/Writing skills
    h. Supervisory/Management skills

i. Behavior management - including identifying, training, and implementing an effective behavior management model and de-escalation strategies
j. Code of Conduct and appropriate boundaries of staff
k. Cultural responsiveness with diverse ethnic populations
l. Specific mental health needs or behaviors (e.g. self-harm, suicide, aggression, depression, etc.)
m. Tender Age Children (ages 0-12) – Child development considerations and models of care
n. Other:

19. Which departments, positions, and competencies should the TTA Center prioritize for <u>training of UC Shelters and other Care Provider programs</u>? (Select top 2)
    a. Case Management
    b. Clinical
    c. Program Management
    d. Milieu/YCW Floor Staff and Supervisors
    e. Education
    f. Medical
    g. Other

## Technical Assistance Needs

20. Where do you go to get your questions answered about policy updates, procedural changes, or new ORR guidance? (Select all that apply)
    a. Guidance documents located on the ORR website or UC Portal (e.g., ORR Policy Guide, UC MAP, Field Guidance)
    b. Emails distributed by ORR
    c. UC Policy Mailbox (ucpolicy@acf.hhs.gov)
    d. Supervisor/Team Lead
    e. Other peers
    f. Other:

21. Do you know where and how to access key department-specific resources such as policy guidance, procedures, reference guidance, and/or training materials to support your work?
    a. Yes
    b. No
    c. Unsure

22. How likely would you be to utilize a more centralized database or resource center to find answers to questions or additional training materials?
    a. Very likely
    b. Likely
    c. Neither likely nor unlikely
    d. Unlikely
    e. Very unlikely

23. How likely would you be to participate in a mentorship program or a peer network that would enable you to connect with other staff in similar roles?
    a. Very likely
    b. Likely
    c. Neither likely nor unlikely

d. Unlikely
e. Very unlikely

24. What modality would you prefer for technical assistance? (Select all that apply)
    a. Hotline
b.     Email account checked regularly
    c. Interactive/Online Platform
    d. Other:

25. Please share any other comments related to ORR Training and Technical Assistance (TTA) Center priorities: (Write in)