



**Instrument 2: National Center on Substance Abuse and Child Welfare's (NCSACW) Training and Technical Assistance (TTA) Long-term Technical Assistance Engagement Satisfaction Surveys**

Respondents will be informed that their participation is completely voluntary and that their information will be kept private. They will be informed that surveys are intended to gather feedback from NCSACW TTA users as to their satisfaction with the training and/or technical assistance received from NCSACW staff, and the information will be used to improve the work and resources of the NCSACW. The following information will also be added to each survey: 1) estimated time to complete the survey (no more than 15 minutes) 2) contact information should respondent have questions about the survey which will read. *For questions regarding this survey, please contact the NCSACW TTA Evaluator, Dr. Colleen Killian, by telephone at (714) 505-3525 or by email at [ckillian@cffutures.org](mailto:ckillian@cffutures.org), and 3) the link to the NCSACW website for further information of activities.*

Each survey will also display the following Paperwork Reduction Act Statement:

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to gather feedback from National Center on Substance Abuse and Child Welfare Training and Technical Assistance users as to their satisfaction with the training and/or technical assistance received from NCSACW staff. Feedback will be used to improve future training events as well as make modifications to NCSACW content to better meet user needs. Public reporting burden for this collection of information is estimated to average 15 minutes per respondent including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. 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. The OMB # is 0970-0401 and the expiration date is 06/30/2024. If you have any comments on this collection of information, please contact Surina Amin, ACF Child Welfare Program Specialist, [Surina.Amin@acf.hhs.gov](mailto:Surina.Amin@acf.hhs.gov).

This document includes the universe of potential questions (i.e., not all questions will be asked on every survey). Surveys will be tailored based on the content of the TTA and the partnership.

## **Demographic Items**

**Select the system that best represents where you worked at the time you received NCSACW TTA services:**

- Child Welfare
- Early Childhood Development (home visiting programs, Head Start, Early Head Start, other Early Intervention Programs)
- Health Services (medical)
- Public Health/Maternal Child Health
- Health Care Providers (OB/GYN, Pediatricians, hospitals, hospital association, Perinatal Quality Collaborative)
- Medicaid
- Managed Care Organization
- Indian Tribe/Tribal Consortium
- Juvenile Court/Dependency Court
- Mental Health Treatment
- Other Court System (Specify):
- Substance Use Disorder Treatment
- Tribal Social Services Department
- University/Education (college, post-grad)
- Other (Specify):

**If a respondent replies Child Welfare, Substance Use Disorder Treatment, or Mental Health to system question, they will also be asked:**

**A1. How would you describe the type of organization in which you currently work?**

- State Department/Office
- County Department/Office
- Regional Department/Office
- Non-profit community-based organization
- For-profit community-based organization
- Other (Specify):

## **Satisfaction Items**

Overall, I am satisfied with quality of TTA provided.

The information and/or resources I received were helpful.

The TTA enhanced my knowledge in working with families involved in the child welfare system and affected by substance use disorders.

The TTA helped develop/strengthen my initiative's partnership.

The NCSACW staff assisted my site in identifying and engaging critical partners.

The TTA supported my site in sustainability planning.

The TTA provided was instrumental in supporting my site's efforts to improve outcomes for families.

The NCSACW staff were responsive to my TTA needs.

The NCSACW offered useful subject matter expertise.

NCSACW Team/Consultants engaged our collaborative in exploring and selecting evidence-based strategies, activities, and tools that are relevant to our collaborative.

The NCSACW Team/Consultants encouraged an atmosphere of individual and organizational self-reflection and pursued opportunities for continuous quality improvement.

The NCSACW Team/Consultants helped us to identify and set milestones and measurable outcomes to track progress and success.

The NCSACW Team/Consultants helped us to gather, identify and/or use information/data to document progress, and make decisions and improvements as needed.

Likert Scale Responses:

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly Agree

The NCSACW staff's knowledge and level of expertise in responding to my requests.

The information provided by NCSACW staff as it related to the topic area(s) requested.

Likert Scale Responses:

Strongly dissatisfied

Dissatisfied

Neutral

Satisfied

Very satisfied

## **Useful Items**

Participation in regularly scheduled calls  
Participation in webinars hosted by the NCSACW  
Virtual peer-to-peer networking/exchanges  
Communities of practice  
In-person/virtual Grantee meetings  
In-person/virtual site visits

Likert scale responses:

Not helpful at all  
Not helpful  
Somewhat helpful  
Helpful  
Very helpful  
Other options:  
Not Applicable

## **Knowledge**

The [Event] content increased my knowledge regarding issues of equity related to [Topic Area].  
The [Event] content included strategies to address issues of disproportionality and disparity in [Topic Area].  
Likert Scale Responses:  
Strongly Disagree  
Disagree  
Neither agree nor disagree  
Agree  
Strongly Agree

## **Application of Technical Assistance**

The TTA supported my development of effective strategies and approaches to serve target families.

I have applied skills learned through the TTA engagement to my work.

I have applied strategies learned through the TTA engagement to my work.

I used the information received to respond to challenges or barriers within my project and/or collaboration.

I used the information received to respond to implementation challenges within my project or collaboration.

Based on the TTA provided, team members engaged in communications and supported the team's continuous learning by sharing their own knowledge and experiences.

Our collaborative has applied the strategies learned through the TTA and improved engagement and partnership.

Our collaborative has applied the strategies learned through the TTA and improved the culture and climate.

Likert Scale Responses:

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly Agree

## **Open-ended Questions**

What was your primary role in this TTA engagement with the NCSACW?

What aspects of the TTA were most useful in supporting the goals of your project and/or collaboration?

What was least helpful about the TTA you received?

What knowledge or skills have you gained from the NCSACW TTA in the past year?

What policy or practice changes did you make as a result of the TTA? Please describe both program level and system level changes.

When thinking about your overall satisfaction with the TTA provided by the NCSACW, what are some of the strengths of the TA received?

How could NCSACW improve their TTA in the future?