

Child and Family Services Reviews Specialist Awareness, Use, and Satisfaction



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We would like to know your experiences related to the Capacity Building Center for States (the Center's) Child and Family Services Reviews (CFSR) Round 4 Supports. It should take approximately 10 minutes to complete, and your participation is voluntary. You may exit the survey at any time and are free to decline to answer any question.

There are no foreseeable risks and no direct benefits from participating with this survey. Individual responses will be kept private, names removed, and will be shared in aggregate with Center for States staff and the Children's Bureau and the Capacity Building Collaborative's 3rd party evaluator to improve service delivery. **While we are taking precautions to ensure your privacy by removing names from all reporting, due to the evaluation's small sample size, it is possible that your responses could reveal your identity.**

Proceeding with the survey is an indication of your consent.

Thank you for your participation!

For this survey, please use the following definitions in your responses to the questions below.

- A **racial equity approach** refers to a deliberate approach to identifying the systemic and institutional structures, policies, and practices that produce disparate outcomes for Black, Indigenous, and people of color [and their] communities. This approach requires taking intentional steps to address these inequities."¹
- **Lived experience** refers to "representation and understanding of an individual's human experiences, choices, and options and how those factors influence one's perception of knowledge" based on one's own life . . . [it] provides insight into patterns, common behaviors, challenges, and barriers among individuals who share similar experiences."²
- **Lived expertise** refers to "the unique ability to translate personal experiences in the child welfare system into meaningful system change. Developing lived expertise is a process that takes ongoing training, support, and skill building."³

¹ Capacity Building Center for States (2023). Diversity, racial equity, and inclusion in child welfare: Terms and Definitions. <https://capacity.childwelfare.gov/states/resources/rei-terms-and-definitions>

² Given, L. M. (Ed.). (2008). The SAGE encyclopedia of qualitative research methods (Vol. 2). Thousand Oaks, CA: SAGE. <https://dx.doi.org/10.4135/9781412963909>

³ Pauter, S. M., Dicharry, L., Cuza, H., Harvey, J., Hernandez, V., McDaniel, S., & Trochtenberg, R. (2019, July). Definition of partnership. In S. Pauter (Chair), Think tank on partnering with youth and young adults in child welfare. Symposium conducted at the Chadwick Center, San Diego, CA. <https://www.tipscenter.org/public/uploads/ckeditor/5e98837a743cf1587053434.pdf>

Please select all the state/jurisdiction(s) that you are providing feedback for. If you support several jurisdictions, the questions are designed to start again after survey completion for each jurisdiction selected below (there will be a prompt stating which state/jurisdiction to focus on for the next set of questions).

- Florida
- Georgia
- Idaho
- Indiana
- Kansas
- Massachusetts
- Missouri
- Oklahoma
- Puerto Rico
- Tennessee
- Vermont
- Other (Please specify)

Part 1A: Tailored Services – Awareness, Usage, and Capacity

Q1. Did your agency receive Tailored Services CFSR Supports (e.g., individualized Center support for your jurisdiction)?

1= No, 2=Yes, 99=I don't know

Q2. *[For those who responded “yes” to Q1 ONLY]* What types of support did your agency receive as part of the Center's Tailored Services focus on CFSR? (Select all that apply)

- Partner inclusion, involvement, and engagement (examples of partners include legal/judicial system partners, service providers, or other state agencies).
- Youth and family inclusion, involvement, and engagement
- Data consultation and plan development
- Data and root cause analysis
- Review of draft documents
- Intervention selection and development
- Implementation and evaluation planning
- Other services [please specify]

Q3. *[For those who responded “yes” to Q1 ONLY]* From your perspective, please describe the Tailored Services CFSR Supports that your agency received. (Open-ended).

In the next set of questions, please rate your level of agreement with the following statements based on your observations of your agency's CFSR process:

Q4. My agency was aware of CFSR supports in advance of starting the CFSR process.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

[If 5=Somewhat agree or higher] How did you learn about CFSR supports? (Open-ended)

[If 4= Neither agree nor disagree or lower] What suggestions do you have to increase your agency's awareness of the Center's CFSR services? (Open-ended)

Q5. Overall, my agency was satisfied with the Center services we received.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

Q6. My agency found the Center's services useful for our CFSR process.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

[If 5=Somewhat agree or higher] What was useful about the Center's services? (Open-ended)

[If 4= Neither agree nor disagree or lower] What would make the Center's CFSR services more useful? (Open-ended)

The next set of questions are about Tailored Services CFSR Support Plan activities.

Q7. Which of the following support plan activities did your agency select to work on? (Select all that apply)

- Data planning and/or analysis, including any data related to disproportionality and disparities
- Root cause analysis
- Strategy selection (includes identifying how strategies will address root causes)
- Statewide assessment planning and development
- Community provider, legal and judicial system partners, or tribal partner inclusion, involvement, and engagement
- Lived experience and/or lived expertise inclusion, involvement, and engagement
- Theory of change development
- PIP development
- Other support areas [Please specify]
- Don't know

Q8. For your agency's Tailored Services CFSR Support Plan activities, what do you believe was the highest priority area for your agency? (Select one)

- Data planning and/or analysis, including any data related to disproportionality and disparities
- Root cause analysis
- Strategy selection (includes identifying how strategies will address root causes)
- Statewide assessment planning and development
- Community provider, legal and judicial system partners, or tribal partner inclusion, involvement, and engagement
- Lived experience and/or lived expertise inclusion, involvement, and engagement
- Theory of change development

- PIP development
- Other support areas [Please specify]
- Don't know

Q9. For the priority area you selected from the CFSR Support Plan activities directly above, please rate your agreement with the following statements:

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	Don't Know
a. The Center's supports increased my agency's capacity to achieve our highest priority outcome.								
b. The Center's supports increased my agency's capacity to work toward sustaining our highest priority outcome.								
c. Overall, my agency gained skills, knowledge, and/or capacities from using the Center's services.								

[If 9c = 6 "Agree" or higher] Overall, I believe [it is likely] that the skills, knowledge, or capacities gained from using the Center's CFSR services will transfer and become applied to other aspects of my agency's work beyond the CFSR (e.g., partner engagement, youth and family engagement, data use, plan development, intervention selection/development, implementation and evaluation planning).

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree; 5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

[If 9c = 5 "Somewhat Agree" or lower] What factors impeded your agency's ability to gain skills, knowledge, and/or capacities from the Center's CFSR services? (Open-ended)

Q10. What are two ways that the Center can improve Tailored Services CFSR Supports? (Open-ended)

Part 1B: Tailored Services – Racial Equity and Lived Experience and/or Lived Expertise

Please rate your agreement with the following statements:

Q11. The Center CFSR services that my agency received addressed racial equity (e.g., increasing capacity for interpreting data by race and/or ethnicity to understand populations and their needs, using data to understand gaps in and barriers to service delivery for families of color, increasing understanding of service needs for families and communities of color).

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree; 5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

Q12. The Center's CFSR services fit well with my agency's current efforts to integrate racial equity in our work.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

[If 5=Somewhat agree or higher] Why do the CFSR services fit well? (Open-ended)

[If 4=Neither agree nor disagree or lower] Why do the CFSR services not fit well with your agency's current efforts? (Open-ended)

Q13. The Center's CFSR services that my agency received addressed the incorporation of lived experience and/or lived expertise (e.g., applying strategies that encourage and support active participation and inclusion of families and youth with lived experience and/or expertise in program planning, implementation, or continuous quality improvement).

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

[If 5=Somewhat agree or higher] How did the Center's CFSR services support your engagement with individuals who have lived experience and/or lived expertise? (Open-ended)

[If 4=Neither agree nor disagree or lower] How can the Center improve its support of lived experience and/or lived expertise in its CFSR services? (Open-ended)

Q14. The Center's CFSR services fit well with my agency's current efforts to integrate lived experience and/or lived expertise in our work.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

Part 2A: CFSR Planning and Implementation Tools - Awareness, Usage, and Capacity

Q15. Have you and your agency used any of the Center's Planning and Implementation Tools on the Center's CFSR topic webpage such as the "CFSR Connections and Integration Tool" or the "Application Example for Using the State Data Profile and Context Data"?

1=No, 2=Yes, 99=I don't know

[For those who responded "no," or "I don't know" to Q15 (they will receive this follow-up question and then skip to Part 3)] What factors kept you from using the CFSR Planning and Implementation Tools? (Open-ended)

[For those who responded "yes" to Q15] Which one(s)? (Open-ended)

Q16. My agency found the Center's CFSR Planning and Implementation Tools useful for our CFSR process.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree; 5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

Please describe the reason for your rating. (Open-ended)

Q17. Overall, my agency was satisfied with the CFSR Planning and Implementation Tools.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree; 5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

Q18. How can the Center improve the CFSR Planning and Implementation Tools? (Open-ended)

Part 2B: CFSR Planning and Implementation Tools - Racial Equity and Lived Experience and/or Lived Expertise

Please rate your agreement with the following statements:

Q19. The Center's CFSR Planning and Implementation Tools addressed racial equity (e.g., increasing capacity for interpreting data by race and/or ethnicity to understand populations and their needs, using data to understand gaps in and barriers to service delivery for families of color, increasing understanding of service needs for families and communities of color).

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree; 5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

Q20. The Center's CFSR Planning and Implementation Tools fit well with my agency's current efforts to integrate racial equity in our work.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree; 5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

[If 5=Somewhat agree or higher] Why do the CFSR Planning and Implementation Tools fit well? (Open-ended)

[If 4=Neither agree nor disagree or lower] Why do the CFSR Planning and Implementation Tools not fit well with your agency's current efforts? (Open-ended)

Q21. The Center's Planning and Implementation Tools addressed the incorporation of lived experience and/or lived expertise (e.g., applying strategies that encourage and support active participation and inclusion of families and youth with lived experience and/or expertise in program planning, implementation, or continuous quality improvement).

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know

[If 5=Somewhat agree or higher] How did the Center's CFSR Planning and Implementation Tools support your engagement with individuals who have lived experience and/or lived expertise? (Open-ended).

[If 4=Neither agree nor disagree or lower] How can the Center improve its incorporation of lived experience and/or lived expertise in its CFSR Planning and Implementation Tools? (Open-ended)

Q22. The Center's CFSR Implementation Planning and Implementation Tools fit well with my agency's current efforts to integrate lived experience and/or lived expertise in our work.

1=Strongly Disagree; 2=Disagree; 3=Somewhat Disagree; 4=Neither agree nor disagree;
5=Somewhat Agree; 6=Agree; 7=Strongly Agree; 99=Don't Know