**Staff Questionnaire – HS/PRS Caseworker**

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| **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.

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|  | NOTES |
| **Tell me about your role and main responsibilities as a caseworker.**   * How many cases do you typically cover? * In the last year, what was the highest number of cases on your caseload? Lowest number? * Is your current caseload manageable? Has your caseload been unmanageable in the past? If so, why? |  |
| **How do you keep up-to-date on current and new ORR policies and procedures?**   * + How are you trained/notified when there is an update or a change to ORR policies and procedures? Cooperative Agreement?   + Do you know where to find the most up to date information?   + What is the last policy update you received? Tell me about a recent policy update you received and how it was implemented in casework service provision?   + Do you receive information or participate in monthly calls with the ORR project officer? |  |
| **Do you feel that you receive adequate training to perform your HS/PRS duties?** If not, please explain.  **(Lead) Do you supervise or review the work of other staff? If so, describe your system to assess ongoing staff training needs and opportunities for development. How is this working?**   * Please describe any training needs that your staff currently has. * Describe how you are addressing these training needs based upon your system. |  |
| **Tell me about your staff meetings? How do you communicate with staff?**   * + All staff?   + Other caseworkers? Lead caseworker? |  |
| **Describe your working relationship with stakeholders.**   * + Community Partners/resources   + Other Stakeholders – OSSI, ATIP, Immigration Court, etc. |  |
| **How do provide psychoeducational services for youth and sponsors?**  How do you and your team ensure that services are culturally sensitive and age appropriate? |  |
| **What does *trauma-informed care* mean to you?**  **How do you deliver trauma-informed care to youth and sponsors?** |  |
| **Do you have any recommendations, suggestions or concerns regarding the way your cases are reviewed?**  Please elaborate. |  |
| **How do you ensure that all casework and communication with clients is accurately reflected in program documentation?**  **Please describe the process for submitting a Notification of Concern?** |  |
| **Can you describe your process for researching resources and making referrals to youth and sponsors?**   * Does your team have a centralized place for organizing this information? |  |
| **Tell me about your process for assessing safety in a home? Please use an example (i.e. interviews with household members; walkthrough of home)**   * Tell me about any challenges related to assessing youth and sponsor safety at home.   **What do you do if you if you suspect unsafe behavior or an unsafe environment? Please provide an example.** |  |
| **Describe the procedures when there is an allegation of child abuse or maltreatment.** (Interviewer provide an example of child abuse or neglect and ask casework staff the procedures for reporting.) |  |
| **Do you have any concerns about the safety or treatment of youth receiving services?**  **Do you have concerns about any particular staff members (any staff members you think should NOT be working with youth)?** |  |
| **What general recommendations do you have to strengthen the program? What improvements would you put in place?**   * Have you shared these ideas with your supervisor or any other program staff? |  |
| **What recommendations do you have for ORR that I can take back to share with our headquarter teams?** |  |

## Additional Notes

Enter Additional Notes.