

2022 Gateway Website Survey

Note for Reviewers: Skip logic notes are written in red font. These notes will not appear in the actual question on the survey; they are only meant to serve as a notification as to which respondents will be offered the question. Every respondent will be offered questions that do not have a skip logic note to indicate who will be offered the question

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13). The purpose of this information collection is to gather feedback on the Child Welfare Information Gateway website to ensure capacity-building products and services meet the needs of child welfare professionals. Public reporting burden for this collection of information is estimated to average 5 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 Office of Management and Budget (OMB) control number. The OMB control number for this project is XXXX. The OMB control number expires on XX/XX/2022. If you have any comments on this collection of information, please contact Ashley Turk, Child Welfare Information Gateway, by email at Ashley.Turk@icf.com.

How are we doing? Please take 5 minutes to answer the questions below. Your input will help enhance Child Welfare Information Gateway products and services to better meet your needs. Your participation in this survey is voluntary and your responses will be anonymously shared in aggregate, with Child Welfare Information Gateway staff and the Children's Bureau to continuously improve service delivery. 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. Proceeding with the survey is an indication of your consent. If you have any questions or require accessibility assistance with this survey, please contact Information Gateway staff by email at info@childwelfare.gov or by phone at [800.394.3366](tel:800.394.3366). Thank you for helping us to help you.

Please note that Information Gateway does not have the authority to intervene in or give advice on personal situations. We are not equipped to accept reports of suspected child abuse or neglect or offer crisis counseling. For help with reporting child abuse and neglect or to speak with a counselor, contact Childhelp® at 800.422.4453.

Please note that questions with an * require a response.

1. Are you looking for information or resources on how to report child abuse and neglect?

- Yes, please take me to resources on how to report child abuse and neglect now. (LINK RESPONDENT [CWIG PAGE AND LEAVE SURVEY](#))
- Yes, but I would like to complete the survey first.
- No, please take me back to the survey.

2. Which of the following best describes your background or role? (This is a required question.)*

- Professional
- Student (Please indicate your field of study.) _____
- Kinship caregiver
- Youth in foster care (current or former)
- Prospective foster or adoptive parent
- Foster/resource parent
- Adoptive parent
- Parent (i.e., biological/birth)
- Adopted person
- Concerned person
- Other (Please describe.) _____

3. **PROFESSIONALS:** Please select your primary professional background/role from the list below.

- ☐ Child abuse prevention services
- ☐ Family support services
- ☐ Child protective services
- ☐ Foster care services
- ☐ Kinship care
- ☐ Adoption services
- ☐ Permanency
- ☐ Youth services
- ☐ Juvenile justice
- ☐ Health/mental health
- ☐ Substance use
- ☐ Legal/courts
- ☐ Researcher/evaluator/consultant
- ☐ Early childhood educator (0–5 years)
- ☐ Teacher (K–12)
- ☐ Professor/faculty (higher education)
- ☐ Training specialist
- ☐ Technical assistance provider
- ☐ Other (Please describe in the textbox below.) _____

4. **PROFESSIONALS:** Please select your secondary professional background/role from the list below.

- ☐ Child abuse prevention services
- ☐ Family support services
- ☐ Child protective services

- ☐ Foster care services
 - ☐ Kinship care
 - ☐ Adoption services
 - ☐ Permanency
 - ☐ Youth services
 - ☐ Juvenile justice
 - ☐ Health/mental health
 - ☐ Substance use
 - ☐ Legal/courts
 - ☐ Researcher/evaluator/consultant
 - ☐ Early childhood educator (0 to 5 years)
 - ☐ Teacher (K–12)
 - ☐ Professor/faculty (higher education)
 - ☐ Training specialist
 - ☐ Technical assistance provider
 - ☐ Other (Please describe in the textbox below.) _____
-

5. **PROFESSIONALS:** Which of the following best describes your position?

- ☐ Frontline worker (e.g., caseworker, direct-services worker)
- ☐ Supervisor/manager
- ☐ Director/administrator
- ☐ Other (Please describe in the textbox below.) _____

6. **STUDENTS:** What degree are you pursuing?

- ☐ B.S.W.
- ☐ M.S.W.

☐ D.S.W.

☐ Ph.D. (Please indicate your fields of study in the textbox below.) _____

☐ None of the above (Please describe in the textbox below.) _____

7. How frequently do you visit/contact Information Gateway? (This is a required question.)*

- ☐ This is my first time.
- ☐ Less than once a year
- ☐ 1 to 4 times a year
- ☐ 1 to 4 times a month
- ☐ More than once a week

8. **FIRST-TIME PROFESSIONAL:** How did you first find out about Information Gateway?

- ☐ Search engine (e.g., Google, Yahoo)
- ☐ Notification (e.g., email, intranet posting) from my local or state agency
- ☐ Linked from another website (Please describe in the textbox below.) _____
- ☐ Conference or presentation/webinar (Please describe in the textbox below.) _____
- ☐ Email from Information Gateway or the Children's Bureau
- ☐ Email from another organization (Please describe in the textbox below.) _____
- ☐ From a colleague or friend
- ☐ Social media (e.g., Facebook, Twitter) (Please describe in the textbox below.) _____
- ☐ Hardcopy publication
- ☐ Podcast
- ☐ Other (Please describe in the textbox below.) _____

9. On a scale of 1 (poor) to 5 (excellent), please rate the following regarding your experience on the Information Gateway website and provide an explanation for your ratings.

	1	2	3	4	5	N/A
Ease of finding information on the site						
Ease of sharing information and resources from the site						
Appeal of the website design						
Content matches my needs						
Quality of the search tool						

10. Please provide an explanation for your ratings in the previous question. _____

11. Please select the primary topic of information you were looking for today from the list below.

- ☐ Family-centered practice (e.g., family group decision-making, creating a family-centered agency culture)

- ☐ Child abuse and neglect (e.g., identification, impact, fatalities)
- ☐ Preventing child abuse and neglect (e.g., evidence-based practice promoting child and family well-being)
- ☐ Responding to child abuse and neglect (e.g., reporting, trauma-informed practice, collaborative response)
- ☐ Supporting and preserving families (e.g., in-home services, family support services, family preservation services)
- ☐ Out-of-home care (e.g., foster care, transitioning youth, residential group care, kinship care)
- ☐ Achieving and maintaining permanency (e.g., reunification, guardianship)
- ☐ Adoption (e.g., how to adopt, laws related to adoption, postadoption support)
- ☐ Management and supervision (e.g., practice improvement, disaster preparedness and response, training)
- ☐ Systemwide (e.g., statistics, diverse communities, domestic violence, substance use, behavioral/mental health, youth, human trafficking)
- ☐ Other (Please describe in the textbox below.) _____

12. Please select the secondary topic of information you were looking for today from the list below.

- ☐ Family-centered practice (e.g., family group decision-making, creating a family-centered agency culture)
- ☐ Child abuse and neglect (e.g., identification, impact, fatalities)
- ☐ Preventing child abuse and neglect (e.g., evidence-based practice promoting child and family well-being)
- ☐ Responding to child abuse and neglect (e.g., reporting, trauma-informed practice, collaborative response)
- ☐ Supporting and preserving families (e.g., in-home services, family support services, family preservation services)
- ☐ Out-of-home care (e.g., foster care, transitioning youth, residential group care, kinship care)
- ☐ Achieving and maintaining permanency (e.g., reunification, guardianship)
- ☐ Adoption (e.g., how to adopt, laws related to adoption, postadoption support)
- ☐ Management and supervision (e.g., practice improvement, disaster preparedness and response, training)
- ☐ Systemwide (e.g., statistics, diverse communities, domestic violence, substance use, behavioral/mental health, youth, human trafficking)
- ☐ Other (Please describe in the textbox below.) _____

13. Please provide more detail (e.g., content, topic of information, resource, format) about what you were looking for. _____

14. Have you found what you were looking for?

☐ Yes

☐ No

☐ I'm still looking.

15. Please indicate with whom you plan to share the information found today and whom you believe would find this information valuable? Select all that apply.

	With whom do you plan to share the information you found today?	Whom else do you believe would find the information you found today valuable?
Families or clients	•	•
Youth in foster care (current or former)	•	•
My supervisor or director	•	•
Staff who report directly to me	•	•
Colleagues	•	•
Child welfare professionals in my community or network	•	•
Classmates	•	•
My teachers or professors	•	•
Policymakers	•	•
Legal professionals in my community or network	•	•
Mental health or substance use professionals in my community or network	•	•
Child welfare advocates	•	•
Other related professionals	•	•
I do not plan to share the information. (SKIP TO QUESTION 17)	•	•
Other (Please describe.) _____	•	•

16. Please describe the information or resources you found today that you plan to share with those you selected in the previous question. _____

17. **PROFESSIONALS:** How do you intend to use the information or resources from Information Gateway? (Select all that apply.)

- Increase my knowledge or inform my attitudes
- Support public awareness or advocacy efforts
- Share in a formal training environment
- Support practice improvement and/or sustain good practice
- Implement, sustain, or improve programs (e.g., program management, logic model development, program evaluation)
- Support policy change and/or sustain good policies
- Conduct research or evaluation
- Grant writing/fundraising
- Other (Please describe in the textbox below.) _____

18. **STUDENTS:** How do you intend to use the information or resources from Information Gateway? (Select all that apply.)

- To find information regarding social work programs
- Class assignment
- Research (Please describe.) _____
- Internship/practicum (Please describe.) _____
- To find information about how to pursue a child welfare career

- Other (Please describe.) _____

19. PROFESSIONALS: Do you need child welfare resources in Spanish?

- Yes
- No
- Maybe

20. **ANSWERED YES/MAYBE IN Q19:** For which child welfare topics do you wish to have more Spanish resources? (Select all that apply.)

- Family-centered practice (e.g., family group decision-making, creating a family-centered agency culture)
- Child abuse and neglect (e.g., identification, impact, fatalities)
- Preventing child abuse and neglect (e.g., evidence-based practice promoting child and family well-being)
- Responding to child abuse and neglect (e.g., reporting, trauma-informed practice, collaborative response)
- Supporting and preserving families (e.g., in-home services, family support services, family preservation services)
- Out-of-home care (e.g., foster care, transitioning youth, residential group care, kinship care)
- Achieving and maintaining permanency (e.g., reunification, guardianship)
- Adoption (e.g., how to adopt, laws related to adoption, postadoption support)
- Management and supervision (e.g., practice improvement, disaster preparedness and response, training)
- Systemwide (e.g., statistics, diverse communities, domestic violence, substance use, behavioral/mental health, youth, human trafficking)
- Other (Please describe in the textbox below.) _____

21. You indicated you wish to have more Spanish resources on the topics below. Please indicate if you would like Spanish resources on these topics to increase your knowledge and/or share with families or clients. **(ONLY TOPICS SELECTED IN Q21 WILL BE DISPLAYED HERE.)**

Topics	I would like Spanish resources on this topic to increase my own knowledge.	I would like Spanish resources on this topic to share with families or clients.
Family-centered practice (e.g., philosophy and key elements of family-centered practice, engaging families)	•	•
Child abuse and neglect (e.g., definitions, impact, identification)	•	•
Preventing child abuse and neglect (e.g., prevention programs, promoting child and family well-being)	•	•
Responding to child abuse and neglect (e.g., reporting, trauma-informed practice, child protection casework)	•	•
Supporting and preserving families (e.g., in-home services, family support services, family preservation services)	•	•
Out-of-home care (e.g., foster care, transitioning youth, residential group care)	•	•
Achieving and maintaining permanency (e.g., reunification, guardianship)	•	•
Adoption (e.g., how to adopt, laws related to adoption, ethical issues in adoption)	•	•
Management and supervision (e.g., training, workforce, system reform, evaluation)	•	•
Systemwide (e.g., statistics, resources for tribes, domestic violence, substance use, behavioral/mental health, youth, human trafficking)	•	•
Other	•	•

22. If you could improve one thing about Information Gateway, what would it be? _____

23. Do you have any additional comments regarding your experience on Information Gateway's website?