

# 2023 Child Welfare Information 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.

OMB Control Number:0970-0401 Expiration Date 06/30/2024

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 0970-0401. The OMB control number expires on 6/30/2024. If you have any comments on this collection of information, please contact Lyscha Marcynyszyn, Child Welfare Information Gateway, by e-mail at [lyscha.marcynyszyn@icf.com](mailto:lyscha.marcynyszyn@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 privately shared in aggregate with 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](mailto: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](tel: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? (This is a required question.) \*

- ☐ Yes, please take me to resources on how to report child abuse and neglect now. (End Survey)
- ☐ Yes, but I would like to complete the survey first.
- ☐ No, please take me to the survey.

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

- ☐ Professional
- ☐ Student (Please describe your field of study in the text box below.) \_\_\_\_\_
- ☐ 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 in the text box below.) \_\_\_\_\_

2a. (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 services
- ☐ Substance use services
- ☐ 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.) \_\_\_\_\_

2b. (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.) \_\_\_\_\_

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

- ☐ This is my first time.
- ☐ Less than once a year
- ☐ Quarterly
- ☐ Monthly
- ☐ Weekly

---

4. (First-Time Professionals) 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.) \_\_\_\_\_

5. On a scale of 1 (poor) to 5 (excellent), please rate the following regarding your experience on the Information Gateway website.

|                                                         | 1                     | 2                     | 3                     | 4                     | 5                     | N/A                   |
|---------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Ease of finding information on the site                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of sharing information and resources from the site | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Appeal of the website design                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Content matches my needs                                | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of the search tool                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

|                                                                                        |   |   |   |   |   |   |
|----------------------------------------------------------------------------------------|---|---|---|---|---|---|
| (Professionals) Content that matches the needs of the families and clients I work with | 0 | 0 | 0 | 0 | 0 | 0 |
|----------------------------------------------------------------------------------------|---|---|---|---|---|---|

6. Please provide an explanation for your ratings in the previous question. \_\_\_\_\_

7. Please select the topics of information you were looking for today from the list below. 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)
- Child welfare practice to address racial disproportionality and disparity
- Intersectionality in child welfare
- Organizational advancement in racial equity (e.g., building and supporting an inclusive and equitable culture within an organization)
- Strategies to achieve more equitable outcomes for children and families
- White privilege in child welfare
- Recognizing implicit bias in child welfare
- Addressing implicit bias in child welfare
- Strengthening families using a racial equity approach
- Racial equity and youth homelessness
- Other (Please describe in the textbox below.) \_\_\_\_\_

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

\_\_\_\_\_

9. (Selected options 11–19 in Q7) How did you intend to use the information or resources that related to diversity, equity, and inclusion (e.g., LGBTQ+, racial equity, gender identity, intersectionality, etc.) from Information Gateway that you were looking for? Select all that apply.

- Increase my knowledge or inform my attitudes
- Support public awareness and advocacy efforts
- Support practice improvement and/or sustain good practice
- Increase my own knowledge to interpret data with a diversity, equity, and inclusion-focused approach
- Share the information with others
- Other (Please describe in the textbox below.) \_\_\_\_\_
- I do not intend to use any information or resources related to diversity, equity, and inclusion

9a. (Not offered to those who selected *I do not intend to use any information...* in Q9.) Please indicate your agreement with the following statements.

| <i>The resources on diversity, equity, and inclusion from Information Gateway that I have reviewed...</i>                    | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | N/A |
|------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|-----|
| ...were useful.                                                                                                              |                   |          |                            |       |                |     |
| ...increased my knowledge of disproportionality and disparities in child welfare.                                            |                   |          |                            |       |                |     |
| ...increased my understanding of strategies and intervention to address bias in child welfare.                               |                   |          |                            |       |                |     |
| ...increased my understanding of strategies and intervention to reduce inequity in child welfare.                            |                   |          |                            |       |                |     |
| ...increased my awareness of resources to promote diversity, equity, and inclusion at the system level in child welfare.     |                   |          |                            |       |                |     |
| ...increased my awareness of resources to promote diversity, equity, and inclusion at the individual level in child welfare. |                   |          |                            |       |                |     |

10. Please indicate your level of agreement with the following statement:

*Information Gateway provides timely and current information when I need it.*

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

11. Please indicate with whom you plan to **share** the information found today. Select all that apply.

- ☐ 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
- ☐ My social media network
- ☐ I do not plan to share the information.
- ☐ Other (Please describe in text box below.) \_\_\_\_\_

12. (Not offered to those who selected *I do not plan to share* in Q11.) How do you plan to share the information you found today?

- By sending the resource in an email
- Sharing the information in a meeting with colleagues
- In a training
- In a hard copy format
- Creating a social media post
- Posting the information on an internal network (e.g., intranet, listserv) at my work

- Other (Please describe in the textbox below.) \_\_\_\_\_

13. (Not offered to those who selected *I do not plan to share in Q11.*) Please describe the information or resources you found today that you plan to share with those you selected in the previous questions. \_\_\_\_\_

14. (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.) \_\_\_\_\_

14. (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 in the textbox below.) \_\_\_\_\_
- ☐ Internship/practicum (Please describe in the textbox below.) \_\_\_\_\_
- ☐ To find information about how to pursue a child welfare career
- ☐ Other (Please describe in the textbox below.) \_\_\_\_\_



15. (Professionals) Do you need child welfare resources in Spanish?

☐ Yes

☐ No

☐ Maybe

15a. (Yes/Maybe need Spanish resources) Select the topics for which you need Spanish resources to **increase your own knowledge** and **to share with families or clients**.

| Topics                                                                                                                                    | Increase your own knowledge | 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                                                                                                                                     | •                           | •                              |

15b. (Yes/Maybe need Spanish resources) Please provide more detail (e.g., content, topic of information, resource, format) about the child welfare resources in Spanish you need. \_\_\_\_\_

16. How likely are you to recommend Information Gateway to someone with similar information needs to yours?

| Not likely at all |   |   |   |   | Likely |   |   |   |   | Extremely Likely |
|-------------------|---|---|---|---|--------|---|---|---|---|------------------|
| 0                 | 1 | 2 | 3 | 4 | 5      | 6 | 7 | 8 | 9 | 10               |

17. If you could improve one thing about Information Gateway, what would it be? \_\_\_\_\_

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