



National Center on
Substance Abuse
and Child Welfare

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. Katie Bhatta, by telephone at (714) 505-3525 or by email at kbhatta@cffutures.org, and 3) the link to the NCSACW website for further information on 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 05/31/2027. If you have any comments on this collection of information, please contact Surina Amin, ACF Child Welfare Program Specialist, 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
- Other Social Services
- 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 Government Department/Office
- County Government Department/Office
- City Government Department/Office
- Regional Government Department/Office
- Non-profit community-based organization
- For-profit community-based organization
- Other (Specify):

Do you currently provide direct services to clients?

- Yes
- No

Are or were you affiliated with a Regional Partnership Grant (RPG) program?

- Yes
- No

Are or were you affiliated with an In-Depth Technical Assistance (IDTA) project?

- Yes
- No

Are you affiliated with a grant program funded by ACF?

- Yes
- No

Are you affiliated with a grant program funded by SAMHSA?

- Yes
- No

Satisfaction Items

Overall, I am satisfied with the quality of [TA/TTA] provided.

The information and/or resources I received were helpful.

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

The [TA/TTA] helped us develop/strengthen partnerships.

The NCSACW [Team/Consultants] assisted us in identifying and engaging critical partners.

The [TA/TTA] supported us in sustainability planning.

The [TA/TTA] provided was instrumental in supporting efforts to improve outcomes for families.

The NCSACW [Team/Consultants] were responsive to my [TA/TTA] needs.

The NCSACW [Team/Consultants] were knowledgeable in responding to my [TA/TTA] needs.

The NCSACW [Team/Consultants] offered useful subject matter expertise.

NCSACW [Team/Consultants] engaged us in exploring and selecting relevant evidence-based strategies, activities, and tools.

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

Useful Items

Participation in regularly scheduled calls NCSACW [TA/TTA] meetings

Participation in webinars hosted by the NCSACW

Virtual peer-to-peer networking/exchanges, such as Communities of Practice or Learning Exchanges

In-person/virtual Grantee meetings or site meetings

In-person/virtual site visits

Specific products, such as implementation or sustainability workplans or policies developed with NCSACW

NCSACW products such as briefs, publications, and other resources

Likert scale responses:

Not helpful at all

Not helpful

Somewhat helpful

Helpful

Very helpful

Other options:

Not Applicable

Other Items

The [TA/TTA/Event] increased my knowledge regarding issues of disproportionality and disparity.

The [TA/TTA/Event] content included strategies to [identify/examine/reduce] issues of disproportionality and disparity.

Likert Scale Responses:

Strongly Disagree

Disagree

Neither agree nor disagree

Agree

Strongly Agree

Application of Technical Assistance

The [TA/TTA] supported my development of effective strategies and approaches to serve focus families.

I have applied skills learned through the [TA/TTA] to my work.

I have applied strategies learned through the [TA/TTA] to my work.

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

Our [project/initiative/collaborative] has applied the strategies learned through the [TA/TTA] and improved engagement and partnership.

Our [project/initiative/collaborative] has applied the strategies learned through the [TA/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 [TA/TTA] with the NCSACW?

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

What was least helpful about the [TA/TTA] you received?

What knowledge or skills have you gained from the NCSACW [TA/TTA] in the past year?

What policy or practice changes did you make as a result of the [TA/TTA]? Please describe all program level and system level changes you made.

What did you find most helpful about the [TA/TTA] you received?

How could NCSACW improve their [TA/TTA] in the future?