

# 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.

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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 05/31/2027. If you have any comments on this collection of information, please contact Jing Sun, Child Welfare Information Gateway, by e-mail at [jing.sun@icf.com](mailto:jing.sun@icf.com).

How are we doing? Please take a few 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 with Information Gateway staff and the Children's Bureau to continuously improve service delivery. Proceeding with the survey is an indication of your consent. 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).

1. Are you looking for information and 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. *(Redirect to "How to Report Child Abuse and Neglect" page)*
  - ☐ Yes, but I would like to complete the survey first. *(Continue to the rest of the survey and then redirect to the "How to Report Child Abuse and Neglect" page.)*
  - ☐ No, please take me to the survey. *(Continue to survey)*
2. **[All Customer Types]** What were the topics of the information or resources you were looking for today? **Select all that apply.**
  - ☐ Prevention
  - ☐ Safety
  - ☐ Youth
  - ☐ Well-being
  - ☐ Data systems, evaluation, and technology

- o Workforce
  - o Casework practice
  - o Social determinants of health
  - o Kinship
  - o Permanency
  - o Funding
  - o Partnerships and collaboration
  - o Laws, regulations, and policies
  - o Families, communities, and youth
  - o Children's Bureau requirements
  - o Other \_\_\_\_\_ (Please describe in the text box below)
3. **[All Customer Types]** Did you find the information or resources you were looking for?
- o Yes, I found all I need. *(Skip to Q5)*
  - o Yes, I found some of what I need.
  - o Not yet. I'm still looking.
  - o No. I don't think the Child Welfare Information Gateway website contains the information I need.
4. **[All Customer Types]** What information are you still looking for on the Child Welfare Information Gateway website?
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5. **[All Customer Types]** How are you going to use the information you were looking for today?
- o For my work
  - o For my education or schoolwork *(skip to Q13)*
  - o For my own personal or family use *(skip to Q12)*
6. **[Professional]** Please tell us more about how you intend to use the information in your work? **Select all that apply.**
- o Increase my knowledge or inform my attitudes *(skip to Q9)*
  - o Support practice improvement and/or sustain good practice *(skip to Q9)*
  - o Support public awareness and advocacy efforts *(skip to Q9)*
  - o Share the information with others
  - o For my own professional development *(skip to Q9)*
  - o Other (Please describe in the text box below.\_\_\_\_\_) *(skip to Q9)*
7. **[Professional]** How do you plan to share the information you were looking for today? **Select all that apply.**
- o Sending it in an email

- ☐ Sharing it in a meeting with colleagues
  - ☐ Incorporating it in a training (e.g., developing training materials, integrating the information into the training content, creating coursework or a curriculum)
  - ☐ Sharing it in a hard copy format
  - ☐ Creating a social media post
  - ☐ Posting it on an internal network (e.g., intranet, newsletter) at my work
  - ☐ Posting it to a public-facing website (e.g., agency, organization, blog site)
  - ☐ Using it in the media (e.g., newspaper, television, radio, journal)
  - ☐ Other (Please describe in the text box below.\_\_\_\_\_)
8. **[Professional]** With whom do you plan to share the information you found today? **Select all that apply.**
- ☐ Child welfare advocates
  - ☐ Colleagues
  - ☐ Families or clients
  - ☐ My social media network
  - ☐ My supervisor or director
  - ☐ Other related professionals
  - ☐ Staff who report directly to me
  - ☐ Youth in foster care (current or former)
  - ☐ Other (Please describe in the text box below.\_\_\_\_\_)
9. **[Professional]** Please select your primary professional background from the list below.
- ☐ Adoption services
  - ☐ Child protective services
  - ☐ Community partner (e.g., faith-based organization)
  - ☐ Educator or professor (higher education)
  - ☐ Educator or teacher (early childhood to 12th grade)
  - ☐ Family support or in-home services
  - ☐ Foster care services
  - ☐ Health or mental health services
  - ☐ Juvenile justice
  - ☐ Kinship care services
  - ☐ Legal or courts
  - ☐ Permanency
  - ☐ Prevention services
  - ☐ Residential provider
  - ☐ Substance use services
  - ☐ Youth services
  - ☐ Other (Please describe in the text box below.\_\_\_\_\_)
10. **[Professional]** Do you work with members of Tribal communities?
- ☐ Yes
  - ☐ No
11. **[Professional]** Which of the following best describes your position?
- ☐ Administrator
  - ☐ Caseworker
  - ☐ Director of a State or local agency
  - ☐ Program manager
  - ☐ Researcher or evaluator
  - ☐ Supervisor or manager

- ☐ Technical assistance provider or consultant
  - ☐ Training specialist
  - ☐ Other (Please describe in the text box below. \_\_\_\_\_)
- 12. **[Personal]** Which of the following best describes your role?
  - ☐ Adopted person
  - ☐ Adoptive parent
  - ☐ Concerned person
  - ☐ Foster or resource parent
  - ☐ Kin caregiver
  - ☐ Parent (biological or birth)
  - ☐ Prospective foster or adoptive parent
  - ☐ Relative
  - ☐ Youth in foster care (current or former)
- 13. **[All Customer Types]** How frequently do you visit or contact Child Welfare Information Gateway?
  - ☐ This is my first time.
  - ☐ Less than once a year
  - ☐ Quarterly
  - ☐ Monthly
  - ☐ Weekly
- 14. **[All Customer Types]** Based on your experience on the Child Welfare Information Gateway website today, please rate the following items on a scale of 1 (poor) to 5 (excellent).
  - ☐ Ease of finding information on the site
  - ☐ Ease of sharing information and resources from the site
  - ☐ Content that is informative and matches my needs
  - ☐ Timeliness of the information
  - ☐ **[Professional]** Content that matches the needs of the families and clients I work with
- 15. **[All Customer Types]** From 0 (not at all likely) to 10 (extremely likely), how likely are you to recommend the Child Welfare Information Gateway website to someone with information needs similar to yours?
  - ☐ 0 (not at all likely)
  - ☐ 1
  - ☐ 2
  - ☐ 3
  - ☐ 4
  - ☐ 5
  - ☐ 6
  - ☐ 7 *(Skip to Q17)*
  - ☐ 8 *(Skip to Q17)*
  - ☐ 9 *(Skip to Q17)*
  - ☐ 10 (extremely likely) *(Skip to Q17)*
- 16. **[All Customer Types]** How can we improve?  
\_\_\_\_\_
- 17. Do you have additional comments regarding your experience on the Child Welfare Information Gateway website?

Thank you for taking this survey!

If you have any questions, please contact Child Welfare Information Gateway staff by email at [info@childwelfare.gov](mailto:info@childwelfare.gov) or by phone at [800.394.3366](tel:800.394.3366).