

**Illinois Differential Response Survey – DR Caseworker (Baseline)**

Your name: \_\_\_\_\_

Your work email: \_\_\_\_\_

Are you a:  DCFS Differential Response Specialist  
Region/Site/Field: \_\_\_\_\_

Private Agency (POS) Strengthening and Supporting Families Worker  
Agency/Employer: \_\_\_\_\_

**Tenure and Duties**

1. How long have you worked in child welfare? \_\_\_\_\_ years \_\_\_\_\_ months

2. How long have you been assigned Differential Response cases? \_\_\_\_\_ years \_\_\_\_\_ months  
(If new to DR, enter "0" for years and months.)

3. Who was your employer immediately prior to being hired as a Differential Response (DR) worker?

- Illinois Department of Children and Family Services
- Community child welfare agency (Specify: \_\_\_\_\_)
- Other social service agency (Specify: \_\_\_\_\_)
- Other employer (Specify: \_\_\_\_\_)

4. Job duties in your job immediately prior to being hired as a Differential Response (DR) worker?

- child protection investigator
- intact family child welfare worker
- child welfare placement worker
- child welfare adoption worker
- day care licensing worker
- purchase of service (POS) monitoring
- State Central Register (SCR) worker
- service intervention
- child welfare intake worker
- non-child welfare casework
- Other (Specify: \_\_\_\_\_)

## Skills

5. Please rate each item by circling the number that best describes your perception of your skill level in each area.

	<u>Basic</u>	<u>Advanced</u>
<b>INTERPERSONAL SKILLS</b>		
a. Interviewing	1---2---3---4---5---6---7	
b. Listening	1---2---3---4---5---6---7	
c. Counseling	1---2---3---4---5---6---7	
d. Non-verbal communication	1---2---3---4---5---6---7	
e. Reasoning	1---2---3---4---5---6---7	
f. Empathizing	1---2---3---4---5---6---7	
g. Interpersonal relationships	1---2---3---4---5---6---7	
h. Cultural sensitivity	1---2---3---4---5---6---7	
<b>CASE SKILLS</b>		
i. Fact finding skills	1---2---3---4---5---6---7	
j. Evaluating case facts	1---2---3---4---5---6---7	
k. Gathering complete and quality information	1---2---3---4---5---6---7	
l. Effectively having clients complete case plans	1---2---3---4---5---6---7	
m. Decision making skills	1---2---3---4---5---6---7	
n. Accuracy of judgments	1---2---3---4---5---6---7	
o. Developing case plans with families	1---2---3---4---5---6---7	
p. Involving families in the assessment process	1---2---3---4---5---6---7	
q. Identifying client and family strengths	1---2---3---4---5---6---7	
r. Connecting families with needed resources	1---2---3---4---5---6---7	
s. Collaborative decision making with families	1---2---3---4---5---6---7	

## Job Satisfaction

If you worked in child welfare immediately prior to your position as a DR worker, either at DCFS or a community agency, please answer Questions 6, 7, and 8 in relation to your **previous** job.

6. Overall, how satisfied were you with your prior child welfare job?

very  
 dissatisfied                      very  
 satisfied  
 1 --- 2 --- 3 --- 4 --- 5

7. How satisfied were you with the various aspects of your prior child welfare job listed below?

	very dissatisfied	very satisfied
a. Your workload	1 --- 2 --- 3 --- 4 --- 5	
b. Quality of the supervision you receive	1 --- 2 --- 3 --- 4 --- 5	
c. Opportunities for advancement ...	1 --- 2 --- 3 --- 4 --- 5	
d. Being valued for your work .....	1 --- 2 --- 3 --- 4 --- 5	
e. Cultural sensitivity in your agency.....	1 --- 2 --- 3 --- 4 --- 5	
f. Your salary .....	1 --- 2 --- 3 --- 4 --- 5	
g. Your physical safety .....	1 --- 2 --- 3 --- 4 --- 5	
h. Working conditions in your office .....	1 --- 2 --- 3 --- 4 --- 5	

8. Indicate how much you agree or disagree with each statement below about your prior child welfare job:

	do not agree	strongly agree
a. On the whole, I had sufficient emotional energy for the job.	1 ---- 2 ---- 3 ---- 4 ---- 5	
b. There was a good fit between my job and my personal health.	1 ---- 2 ---- 3 ---- 4 ---- 5	
c. On the whole, I was able to do my job and not burnout.	1 ---- 2 ---- 3 ---- 4 ---- 5	
d. In my work, I had a feeling of success and accomplishment.	1 ---- 2 ---- 3 ---- 4 ---- 5	
e. My work offered opportunities for improving knowledge and skills.	1 ---- 2 ---- 3 ---- 4 ---- 5	
f. My agency was respected in my community.	1 ---- 2 ---- 3 ---- 4 ---- 5	
g. When my co-workers were successful, I felt successful.	1 ---- 2 ---- 3 ---- 4 ---- 5	
h. When outsiders attacked my agency, I felt they are attacking me.	1 ---- 2 ---- 3 ---- 4 ---- 5	
i. I would recommend my agency to others seeking employment in child welfare.	1 ---- 2 ---- 3 ---- 4 ---- 5	
j. All in all, I felt good about what my agency did for children and families.	1 ---- 2 ---- 3 ---- 4 ---- 5	
k. By working in my agency I believed I was making a difference.	1 ---- 2 ---- 3 ---- 4 ---- 5	
l. I was able to provide help to people who needed my assistance.	1 ---- 2 ---- 3 ---- 4 ---- 5	
m. My work was important to society.	1 ---- 2 ---- 3 ---- 4 ---- 5	
n. My agency helped me to implement best practice.	1 ---- 2 ---- 3 ---- 4 ---- 5	
o. I received support and recognition from my supervisor.	1 ---- 2 ---- 3 ---- 4 ---- 5	
p. I was satisfied with the quality of my supervision.	1 ---- 2 ---- 3 ---- 4 ---- 5	
q. My supervisor was available to me when I need help.	1 ---- 2 ---- 3 ---- 4 ---- 5	
r. My supervisor provided well defined performance goals and objectives.	1 ---- 2 ---- 3 ---- 4 ---- 5	
s. My agency provided the resources I needed to help children and families.	1 ---- 2 ---- 3 ---- 4 ---- 5	
t. My work offered opportunities to ensure the safety and well-being of clients.	1 ---- 2 ---- 3 ---- 4 ---- 5	
u. I had a mentor available to me for support and guidance.	1 ---- 2 ---- 3 ---- 4 ---- 5	
v. I was proud to tell others that I was part of my agency.	1 ---- 2 ---- 3 ---- 4 ---- 5	
w. I really cared about the fate of the organization.	1 ---- 2 ---- 3 ---- 4 ---- 5	
x. Deciding to work for that agency was a definite mistake on my part.	1 ---- 2 ---- 3 ---- 4 ---- 5	
y. My agency really inspired me to do my very best.	1 ---- 2 ---- 3 ---- 4 ---- 5	
z. I found it difficult to agree with my agency's policies on important matters relating to children and families.	1 ---- 2 ---- 3 ---- 4 ---- 5	
aa. I was willing to put in a great deal of effort in order to help my agency be successful.	1 ---- 2 ---- 3 ---- 4 ---- 5	
bb. I often had to bend a rule in order to do my job.	1 ---- 2 ---- 3 ---- 4 ---- 5	
cc. I was often unable to satisfy the conflicting demands of my supervisor.	1 ---- 2 ---- 3 ---- 4 ---- 5	
dd. Interests of children and families were often replaced by bureaucratic concerns (e.g. paperwork).	1 ---- 2 ---- 3 ---- 4 ---- 5	

- ee. Rules and regulations often got in the way of getting things done. 1 ---- 2 ---- 3 ---- 4 ---- 5
- ff. The amount of work I had to do interfered with how well it got done. 1 ---- 2 ---- 3 ---- 4 ---- 5
- gg. I had to do things on my job that were against my better judgment. 1 ---- 2 ---- 3 ---- 4 ---- 5
- hh. Inconsistencies existed among the rules and regulations I was required to follow. 1 ---- 2 ---- 3 ---- 4 ---- 5
- ii. There were clear job expectations and performance standards for my work. 1 ---- 2 ---- 3 ---- 4 ---- 5
- jj. Job interviews to work in my agency gave prospective workers an accurate picture of the work and the agency. 1 ---- 2 ---- 3 ---- 4 ---- 5
- kk. Cases were assigned in a fair manner. 1 ---- 2 ---- 3 ---- 4 ---- 5
- mm. My agency's purpose was clear to me. 1 ---- 2 ---- 3 ---- 4 ---- 5
- nn. Work I did reflected the agency's purpose. 1 ---- 2 ---- 3 ---- 4 ---- 5
- oo. My agency encouraged and supported professional growth. 1 ---- 2 ---- 3 ---- 4 ---- 5
- pp. Staff training and continuing education were priorities in my agency. 1 ---- 2 ---- 3 ---- 4 ---- 5

9. Has the introduction of Differential Response made it any more or less likely that you will remain in this field of work?

much less likely      no effect      much more likely  
 1 --- 2 --- 3 --- 4 --- 5

10. Your plans to stay in your agency and your current (DR) position

- a) How long are you planning to continue working at your agency?  
 0-6 months     7-12 months     1-2 years     more than 2 years
- b) If you are planning to leave your agency in the next 12 months, is this because of dissatisfaction with your job?  
 Yes     To some extent     No     Not planning to leave in next 12 months
- c) Do you think you will be laid off in the next year?  
 No     Probably not     Probably     Yes
- d) Are you expecting to take another job within your agency in the next 12 months?  
**(check all that apply)**  
 Yes, I am going to be working in a different office  
 Yes, I am going to work in a different unit/team  
 Yes, I am likely to be promoted  
 No

### Differential Response Knowledge and Attitudes

11. For cases that are appropriate for Differential Response, in your opinion how does the Differential Response (DR) approach compare to the traditional investigative (IR) approach regarding child safety?

DR much safer      IR much safer  
 1 --- 2 --- 3 --- 4 --- 5

12. In your view, what are the major differences between DR and IR in Illinois?

	<i>much more likely with DR</i>		<i>no difference</i>		<i>much more likely with IR</i>
a. Families receive services they need.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Families receive services quickly .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Families referred to other resources or agencies in community .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Separate interviews of child and caregiver.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Family members present at initial assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Cooperation of caregivers/family members.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Participation in decisions and case plans.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. In reviewing the following statements, please check all the statements that apply to Differential Response

	Check all that apply
a. Families assigned to DR may receive a traditional investigation if they prefer.	<input type="checkbox"/>
b. Families receiving DR may refuse services without consequence if there are no major safety concerns.	<input type="checkbox"/>
c. When families receive DR, no one is formally identified as a perpetrator.	<input type="checkbox"/>
d. Families receiving DR are transferred to the IR pathway when safety issues make it necessary.	<input type="checkbox"/>
e. Families receiving DR are approached in a friendly, non-accusing manner.	<input type="checkbox"/>
f. Families are consistently assigned to DR vs. IR pathways, based on clear criteria.	<input type="checkbox"/>
g. When families receive DR, there is no formal determination of child maltreatment.	<input type="checkbox"/>
h. DR is formalized in statute, policy, or protocols.	<input type="checkbox"/>
i. All cases are eligible for DR.	<input type="checkbox"/>

14. In your experience how effective is the current child protection system in working with client families in which there is:

	not at all effective		very effective
a. drug abuse	1	----- 2	----- 3
b. alcohol abuse	1	----- 2	----- 3
c. domestic violence/intimate partner	1	----- 2	----- 3
d. extreme poverty	1	----- 2	----- 3
e. extreme child behavior problems	1	----- 2	----- 3
f. mental illness	1	----- 2	----- 3
g. mental retardation/developmental disability	1	----- 2	----- 3
h. extremely poor parenting skills	1	----- 2	----- 3
i. educational neglect	1	----- 2	----- 3
j. parent-child conflict	1	----- 2	----- 3

15. Overall, how satisfied are you with the DR program being implemented in Illinois?

not at all satisfied	completely satisfied
1	5

16. Is there anything that will prevent Differential Response from working as well as it could in Illinois?

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q. youth, recreational activities	1-----2-----3-----4-----5
r. legal services	1-----2-----3-----4-----5
s. support groups (e.g. parents anonymous)	1-----2-----3-----4-----5
t. mentoring	1-----2-----3-----4-----5

**Demographic Characteristics**

22. What is your age? \_\_\_\_ (years)

23. What is your gender?  Male  Female

24. Are you of Hispanic, Latino, or Spanish Origin?

- Yes (please specify) \_\_\_\_\_
- No

25. What is your race? (check all that apply)

- Black or African American
- Asian (please specify) \_\_\_\_\_
- Native Hawaiian or other Pacific Islander
- Alaska Native
- White
- American Indian
- Other (please specify) \_\_\_\_\_

26. What is the highest educational level you have attained?

- High school graduation (or GED)
- 1-2 years college (no degree)
- Community college associate degree
- 3-4 years college (no degree)
- Bachelors' degree
- Graduate study (no degree)
- Master's degree
- Doctoral degree

**Values**

	do not agree	strongly agree
27. Most parents love their children and want what is best for them.	1 ---- 2 ---- 3 ---- 4 ---- 5	
28. Parents can be assisted to provide safe and nurturing homes.	1 ---- 2 ---- 3 ---- 4 ---- 5	
29. Parents should be partners in securing child safety,	1 ---- 2 ---- 3 ---- 4 ---- 5	

30. In the following items you will be presented with a pair of statements. We want you to choose between them. We understand that you might endorse both statements but try to **choose the statement that best reflects your general work focus and beliefs**. Indicate your preference by circling A or B. You will see a statement more than once, but each pairing is different. There are no right or wrong answers.

After choosing a statement, please rate the strength of your preference on the following scale of one (Very Weak) to five (Very Strong).

	Items	Which statement?	Strength of preference?
a.	Work should be focused on keeping the family together. Child protection workers should be willing to be an advocate for the child.	A B	1 2 3 4 5
b.	The client is the child and all other work is secondary. Work should be focused on keeping the family together.	A B	1 2 3 4 5
c.	Work should be focused on protecting the child. Work should be focused on keeping the family together.	A B	1 2 3 4 5
d.	Families are the best place for children to achieve their full potential. There is a need to ensure the physical and emotional well being of all children.	A B	1 2 3 4 5
e.	Children's rights should be safeguarded so they achieve their full potential. The family's right to guide the development of their children should be safeguarded.	A B	1 2 3 4 5
f.	Families are the best place for children to achieve their full potential. The state has a responsibility to protect children.	A B	1 2 3 4 5
g.	There is a need to ensure the physical and emotional well being of all children. The state should not be responsible for families or their children.	A B	1 2 3 4 5
h.	Families are the best place for children to achieve their full potential. Children's rights should be safeguarded so they achieve their full potential.	A B	1 2 3 4 5

THANK YOU FOR YOUR TIME!