

Illinois Differential Response Survey – DR Supervisor (Baseline)

Your Name: _____

Your work email: _____

Are you a: DCFS Differential Response Supervisor

Region/Site/Field: _____

Private Agency (POS) Strengthening and Supporting Families Supervisor

Agency/Employer: _____

Tenure and Duties

1. How long have you worked in child welfare? ___ years ___ months
2. How long have you been supervising 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) supervisor?

- 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) supervisor?

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

5. How many workers do you currently supervise? _____

Skills

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

	<u>Basic</u>	<u>Advanced</u>
INTERPERSONAL SKILLS		
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	
 CASE SKILLS		
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 supervisor, either at DCFS or a community agency, please answer Questions 6, 7, and 8 in relation to your **previous** job.

7. Overall, how satisfied are you with your prior child welfare job?

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

8. How satisfied are 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	

9. 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 have sufficient emotional energy for the job.	1 ---- 2 ---- 3 ---- 4 ---- 5	
b. There is a good fit between my job and my personal health.	1 ---- 2 ---- 3 ---- 4 ---- 5	
c. On the whole, I'm able to do my job and not burnout.	1 ---- 2 ---- 3 ---- 4 ---- 5	
d. In my work, I have a feeling of success and accomplishment.	1 ---- 2 ---- 3 ---- 4 ---- 5	
e. My work offers opportunities for improving knowledge and skills.	1 ---- 2 ---- 3 ---- 4 ---- 5	
f. My agency is respected in my community.	1 ---- 2 ---- 3 ---- 4 ---- 5	
g. When my co-workers are successful, I feel successful.	1 ---- 2 ---- 3 ---- 4 ---- 5	
h. When outsiders attack my agency, I feel 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 feel good about what my agency does for children and families.	1 ---- 2 ---- 3 ---- 4 ---- 5	
k. By working in my agency I believe I am making a difference.	1 ---- 2 ---- 3 ---- 4 ---- 5	
l. I'm able to provide help to people who need my assistance.	1 ---- 2 ---- 3 ---- 4 ---- 5	
m. My work is important to society.	1 ---- 2 ---- 3 ---- 4 ---- 5	
n. My agency helps me to implement best practice.	1 ---- 2 ---- 3 ---- 4 ---- 5	
o. I receive support and recognition from my supervisor.	1 ---- 2 ---- 3 ---- 4 ---- 5	
p. I am satisfied with the quality of my supervision.	1 ---- 2 ---- 3 ---- 4 ---- 5	
q. My supervisor is available to me when I need help.	1 ---- 2 ---- 3 ---- 4 ---- 5	
r. My supervisor provides well defined performance goals and objectives.	1 ---- 2 ---- 3 ---- 4 ---- 5	
s. My agency provides the resources I need to help to help children and families.	1 ---- 2 ---- 3 ---- 4 ---- 5	
t. My work offers opportunities to ensure the safety and well-being of clients.	1 ---- 2 ---- 3 ---- 4 ---- 5	
u. I have a mentor available to me for support and guidance.	1 ---- 2 ---- 3 ---- 4 ---- 5	
v. I am proud to tell others that I am part of my agency.	1 ---- 2 ---- 3 ---- 4 ---- 5	
w. I really care about the fate of this organization.	1 ---- 2 ---- 3 ---- 4 ---- 5	
x. Deciding to work for this agency was a definite mistake on my part.	1 ---- 2 ---- 3 ---- 4 ---- 5	
y. My agency really inspires me to do my very best.	1 ---- 2 ---- 3 ---- 4 ---- 5	
z. I find it difficult to agree with my agency's policies on important matters relating to children and families.	1 ---- 2 ---- 3 ---- 4 ---- 5	
aa. I am 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 have to bend a rule in order to do my job.	1 ---- 2 ---- 3 ---- 4 ---- 5	
cc. I'm often unable to satisfy the conflicting demands of my supervisor.	1 ---- 2 ---- 3 ---- 4 ---- 5	
dd. Interests of children and families are often replaced by bureaucratic concerns (e.g. paperwork).	1 ---- 2 ---- 3 ---- 4 ---- 5	
ee. Rules and regulations often get in the way of getting things done.	1 ---- 2 ---- 3 ---- 4 ---- 5	

- ff. The amount of work I have to do interferes with how well it gets done. 1 ----- 2 ----- 3 ----- 4 ----- 5
- gg. I have to do things on my job that are against my better judgment. 1 ----- 2 ----- 3 ----- 4 ----- 5
- hh. Inconsistencies exist among the rules and regulations I am required to follow. 1 ----- 2 ----- 3 ----- 4 ----- 5
- ii. There are clear job expectations and performance standards for my work. 1 ----- 2 ----- 3 ----- 4 ----- 5
- jj. Job interviews to work in my agency give prospective workers an accurate picture of the work and the agency. 1 ----- 2 ----- 3 ----- 4 ----- 5
- kk. Cases are assigned in a fair manner. 1 ----- 2 ----- 3 ----- 4 ----- 5
- mm. My agency's purpose is clear to me. 1 ----- 2 ----- 3 ----- 4 ----- 5
- nn. Work I do reflects the agency's purpose. 1 ----- 2 ----- 3 ----- 4 ----- 5
- oo. My agency encourages and supports professional growth. 1 ----- 2 ----- 3 ----- 4 ----- 5
- pp. Staff training and continuing education are priorities in my agency. 1 ----- 2 ----- 3 ----- 4 ----- 5

10. 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

11. Your plans to stay in your agency and your current 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

12. 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

13. 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"/>

14. 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"/>

15. 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 ---- 4 ---- 5	
b. alcohol abuse	1 ---- 2 ---- 3 ---- 4 ---- 5	
c. domestic violence/intimate partner	1 ---- 2 ---- 3 ---- 4 ---- 5	
d. extreme poverty	1 ---- 2 ---- 3 ---- 4 ---- 5	
e. extreme child behavior problems	1 ---- 2 ---- 3 ---- 4 ---- 5	
f. mental illness	1 ---- 2 ---- 3 ---- 4 ---- 5	
g. mental retardation/developmental disability	1 ---- 2 ---- 3 ---- 4 ---- 5	
h. extremely poor parenting skills	1 ---- 2 ---- 3 ---- 4 ---- 5	
i. educational neglect	1 ---- 2 ---- 3 ---- 4 ---- 5	
j. parent-child conflict	1 ---- 2 ---- 3 ---- 4 ---- 5	

16. Overall, how satisfied are you with the DR program in Illinois (answer even if you aren't a DR supervisor)?

not at all satisfied	completely satisfied
1 --- 2 --- 3 --- 4 --- 5	

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

Training

18. Indicate what type of training opportunities you have received regarding Differential Response and training opportunities you could benefit from

	Training Received	Training Needed	No training needed or received
a. General introduction/overview of DR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Core DR Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Refresher of DR concepts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Individual training (i.e. direct coaching, mentoring, shadowing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Training on engagement and interviewing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Specialized trainings (i.e. domestic violence, mental health)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. In your experience how effective was the training you received in Differential Response?

not at all effective very effective
 1 ----- 2 ----- 3 ----- 4 ----- 5

20. In your experience how relevant was the training you received in Differential Response?

not at all relevant very relevant
 1 ----- 2 ----- 3 ----- 4 ----- 5

Services

21. Indicate how much you agree with each statement below, in terms of your experience with obtaining services in the communities where you work.

	do not agree	strongly agree
a) I can usually find services in my community that can help keep children safe in their home.	1 ----- 2 ----- 3 ----- 4 ----- 5	
b) It is easy to work with most of the service providers in my community.	1 ----- 2 ----- 3 ----- 4 ----- 5	

22. The following is a list of specific services. For each service listed below, please indicate agreement with the following statement:

I have confidence that when a family has one of the following community needs, these needs are able to be met by a local community provider:

	not confident	very confident
a. child care/day care	1-----2-----3-----4-----5	
b. early childhood services	1-----2-----3-----4-----5	
c. respite care/crisis nursery	1-----2-----3-----4-----5	
d. mental health services	1-----2-----3-----4-----5	
e. substance abuse treatment	1-----2-----3-----4-----5	
f. developmental disability services	1-----2-----3-----4-----5	
g. medical services	1-----2-----3-----4-----5	
h. dental services	1-----2-----3-----4-----5	
i. transportation services	1-----2-----3-----4-----5	
j. domestic violence services/shelter	1-----2-----3-----4-----5	
k. food services/food pantry	1-----2-----3-----4-----5	
l. housing assistance	1-----2-----3-----4-----5	
m. utilities & other household assistance	1-----2-----3-----4-----5	
n. employment services	1-----2-----3-----4-----5	
o. adult education/vocational services	1-----2-----3-----4-----5	
p. parenting classes, household management	1-----2-----3-----4-----5	

- 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

23. What is your age? _____ (years)
24. What is your gender? Male Female
25. Are you of Hispanic, Latino, or Spanish Origin?
- Yes (please specify) _____
 No
26. 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) _____
27. 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 |
|--|-----------------------------------|-------------------|
| 28. Most parents love their children and want what is best for them. | 1 ----- 2 ----- 3 ----- 4 ----- 5 | |
| 29. Parents can be assisted to provide safe and nurturing homes. | 1 ----- 2 ----- 3 ----- 4 ----- 5 | |
| 30. Parents should be partners in securing child safety, | 1 ----- 2 ----- 3 ----- 4 ----- 5 | |

Values

31. 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!