Illinois Differential Response Survey – Investigator (Baseline)

Your Name: _______________________________________

Your work email:___________________________________________________

Region/Site/Field:___________________

Tenure and Duties

1. How long have you worked in child welfare? ______ years _____ months

2. How long have you worked in your current position?
   ______ years _____ months

Skills

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

   INTERPERSONAL SKILLS
   a. Interviewing
   b. Listening
   c. Counseling
   d. Non-verbal communication
   e. Reasoning
   f. Empathizing
   g. Interpersonal relationships
   h. Cultural sensitivity

   CASE SKILLS
   i. Fact finding skills
   j. Evaluating case facts
   k. Gathering complete and quality information
   l. Effectively having clients complete case plans
   m. Decision making skills
   n. Accuracy of judgments
   o. Developing case plans with families
   p. Involving families in the assessment process
   q. Identifying client and family strengths
   r. Connecting families with needed resources
   s. Collaborative decision making with families
Job Satisfaction

4. Overall, how satisfied are you with your current child welfare job?

<table>
<thead>
<tr>
<th>very dissatisfied</th>
<th>very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 --- 2 --- 3 --- 4 --- 5</td>
<td></td>
</tr>
</tbody>
</table>

5. How satisfied are you with the various aspects of your job listed below?

<table>
<thead>
<tr>
<th>very dissatisfied</th>
<th>very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 --- 2 --- 3 --- 4 --- 5</td>
<td></td>
</tr>
</tbody>
</table>

a. Your workload
b. Quality of the supervision you receive
c. Opportunities for advancement
d. Being valued for your work
e. Cultural sensitivity in your agency
f. Your salary
g. Your physical safety
h. Working conditions in your office

6. Indicate how much you agree or disagree with each statement below:

<table>
<thead>
<tr>
<th>do not agree</th>
<th>strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 ---- 2 ---- 3 ---- 4 ---- 5</td>
<td></td>
</tr>
</tbody>
</table>

a. On the whole, I have sufficient emotional energy for the job.
b. There is a good fit between my job and my personal health.
c. On the whole, I’m able to do my job and not burnout.
d. In my work, I have a feeling of success and accomplishment.
e. My work offers opportunities for improving knowledge and skills.
f. My agency is respected in my community.
g. When my co-workers are successful, I feel successful.
h. When outsiders attack my agency, I feel they are attacking me.
i. I would recommend my agency to others seeking employment in child welfare.
j. All in all, I feel good about what my agency does for children and families.
k. By working in my agency I believe I am making a difference.
l. I’m able to provide help to people who need my assistance.
m. My work is important to society.
n. My agency helps me to implement best practice.
o. I receive support and recognition from my supervisor.
p. I am satisfied with the quality of my supervision.
q. My supervisor is available to me when I need help.
r. My supervisor provides well defined performance goals and objectives.
s. My agency provides the resources I need 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

7. 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
8. 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

9. 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
   DR much safer       IR much safer
   1 --- 2 --- 3 --- 4 --- 5

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

    much more likely with
    DR          no difference          much more likely with
    IR

    a. Families receive services they need............
    b. Families receive services quickly ...............
    c. Families referred to other resources
       or agencies in community......................
    d. Separate interviews of child and caregiver.....
    e. Family members present at initial assessment
    f. Cooperation of caregivers/family members.....
    g. Participation in decisions and case plans......
11. In reviewing the following statements, please check all the statements that apply to Differential Response.

a. Families assigned to DR may receive a traditional investigation if they prefer.

b. Families receiving DR may refuse services without consequence if there are no major safety concerns.

c. When families receive DR, no one is formally identified as a perpetrator.

d. Families receiving DR are transferred to the IR pathway when safety issues make it necessary.

e. Families receiving DR are approached in a friendly, non-accusing manner.

f. Families are consistently assigned to DR vs. IR pathways, based on clear criteria.

g. When families receive DR, there is no formal determination of child maltreatment.

h. DR is formalized in statute, policy, or protocols.

i. All cases are eligible for DR.

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

<table>
<thead>
<tr>
<th></th>
<th>not at all effective</th>
<th>very effective</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. drug abuse</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>b. alcohol abuse</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>c. domestic violence/ intimate partner</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>d. extreme poverty</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>e. extreme child behavior problems</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>f. mental illness</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>g. mental retardation/ developmental disability</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>h. extremely poor parenting skills</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>i. educational neglect</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
<tr>
<td>j. parent-child conflict</td>
<td>1 ----- 2 ----- 3 ----- 4 ----- 5</td>
<td></td>
</tr>
</tbody>
</table>

13. Overall, how satisfied are you with the DR program in Illinois (answer even if you are not a DR worker):

<table>
<thead>
<tr>
<th></th>
<th>not at all satisfied</th>
<th>completely satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 --- 2 --- 3 --- 4 --- 5</td>
<td></td>
</tr>
</tbody>
</table>

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

__________________________________________________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________________________________________________

Training

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

<table>
<thead>
<tr>
<th></th>
<th>Training Received</th>
<th>Training Needed</th>
<th>No training needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. General introduction/overview of DR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Core DR Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Refresher of DR concepts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Individual training (i.e. direct coaching, mentoring, shadowing)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Training on engagement and interviewing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Specialized trainings (i.e. domestic violence, mental health)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
16. In your experience how effective was the training you received in Differential Response? 

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

17. 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

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

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

19. 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 needs, they are able to be met by a local community provider:

<table>
<thead>
<tr>
<th>not confident</th>
<th>very confident</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. child care/day care</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>b. early childhood services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>c. respite care/crisis nursery</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>d. mental health services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>e. substance abuse treatment</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>f. developmental disability services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>g. medical services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>h. dental services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>i. transportation services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>j. domestic violence services/shelter</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>k. food services/food pantry</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>l. housing assistance</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>m. utilities &amp; other household assistance</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>n. employment services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>o. adult education/vocational services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>p. parenting classes, household management</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>q. youth, recreational activities</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>r. legal services</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>s. support groups (e.g. parents anonymous)</td>
<td>1----2----3----4----5</td>
</tr>
<tr>
<td>t. mentoring</td>
<td>1----2----3----4----5</td>
</tr>
</tbody>
</table>
Demographic Characteristics

20. What is your age? _____ (years)

21. What is your gender? □ Male □ Female

22. Are you of Hispanic, Latino, or Spanish Origin?
   □ Yes (please specify) __________________________
   □ No

23. 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) __________________________

24. 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

25. Most parents love their children and want what is best for them.  
   do not agree strongly agree
   1 ----- 2 ----- 3 ----- 4 ----- 5

26. Parents can be assisted to provide safe and nurturing homes.  
   1 ----- 2 ----- 3 ----- 4 ----- 5

27. Parents should be partners in securing child safety.  
   1 ----- 2 ----- 3 ----- 4 ----- 5
28. 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).

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

**THANK YOU FOR YOUR TIME!**