

# FLASH SURVEY #4: APPENDIX B

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## Child Welfare Worker Satisfaction in the State of Wisconsin

## Worker Satisfaction Survey

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Q1

Thank you for taking the time to take this survey! The Division of Safety and Permanence within the Department of Children and Families (DCF) is conducting a flash survey of the child welfare workforce's assessment of satisfaction with their jobs. Your answers will help DCF to understand what it's like to be a child welfare worker in Wisconsin. Results from this survey will inform strategic efforts for child welfare training, streamlined work processes, and improved casework ratios to be able to invest the time in families to keep children safely in home.

Please note, your answers to this survey will not identify you. Survey responses will be analyzed by the School of Social Work at the University of Wisconsin-Madison and the results will be aggregated at the statewide and regional levels only.

Your answers to many of the questions in this survey are likely to be influenced by the current situation with the COVID-19 or coronavirus pandemic. There is a set of questions specific to these current circumstances at the end of the survey. Please answer the next set of questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic and resulting public health emergency.

Please press the Next button below to start the survey.

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## Q2 Workload

Remember, there will be a set of questions about COVID-19 later in the survey.

Please answer the questions in a way that captures your work experiences more generally **prior to the onset of the COVID-19 pandemic**.

Q3 Please indicate how strongly you agree or disagree with the following statements.

|   | <b>Strongly disagree (1)</b> | <b>Somewhat disagree (2)</b> | <b>Neither agree nor disagree (3)</b> | <b>Somewhat agree (4)</b> | <b>Strongly agree (5)</b> |
|---|------------------------------|------------------------------|---------------------------------------|---------------------------|---------------------------|
| I have too much work to do in the amount of time that I have. (1) | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I don't have enough time to do my job effectively. (2)            | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| My workload is too high. (3)                                      | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |

Q4 Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

Q5 In the past 12 months but before the COVID-19 pandemic began, did you have cases assigned to you that required face-to-face interaction with children, parents, or caregivers (including foster parents)?

- Yes (1)
- No (2)

*Skip To: Q16 If In the past 12 months but before the COVID-19 pandemic began, did you have cases assigned to you... = No*

Q6 Time with families and/or foster care providers

The next questions pertain to in-home CPS, child welfare, and youth justice cases. Consider "in-

home” to mean cases where children have completed an initial assessment and are receiving ongoing services but have not been removed from their home and placed into out of home care.

Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

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Q7

In the last 12 months but before the COVID-19 pandemic began, have you had any in-home cases assigned to you?

- Yes (1)
- No (2)

*Skip To: Q11 If In the last 12 months but before the COVID-19 pandemic began, have you had any in-home cases assi... = No*

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Q8 Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

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Q9 Recognizing that some amount of administrative and “behind-the-scenes” work is necessary in carrying out casework responsibilities, please enter the percentage of face-to-face time with families, on average, that you feel you need to have to best serve in-home family cases in a given month.

- % (1) \_\_\_\_\_
- 

Q10 Thinking back to the last month you were in the office but before the COVID pandemic began, how much face-to-face time, on average, did you typically spend with families receiving in-home services in a given month? Please enter the percentage you feel was typical.

- % (1) \_\_\_\_\_

Q11 The next questions pertain to out-of-home care cases.  
Please answer the questions in a way that captures your work experiences more generally **prior to the onset of the COVID-19 pandemic.**

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Q12 In the last 12 months but before the COVID-19 pandemic began, have you had any family cases assigned to you where at least one child in the family was placed in out-of-home care?

- Yes (1)
- No (2)

*Skip To: Q16 If In the last 12 months but before the COVID-19 pandemic began, have you had any family cases assigned... = No*

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Q13 For the next two questions, consider “family” to mean the children, parents or caregivers (including foster parents) associated with an out-of-home case.  
Please answer the questions in a way that captures your work experiences more generally **prior to the onset of the COVID-19 pandemic.**

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Q14 Recognizing that some amount of administrative and “behind-the-scenes” is necessary in carrying out casework responsibilities, please enter the percentage of face-to-face time with families, on average, that you feel you need to have to best serve families where one or more children are in out-of-home care in a given month.

- % (1) \_\_\_\_\_

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Q15 Thinking back to the last month you were in the office but before the COVID-19 pandemic began, how much face-to-face time, on average, did you typically spend with families with one or more children in out-of-home care in a given month? Please enter the percentage you feel was typical.

- % (1) \_\_\_\_\_

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*Display This Question:*

*If In the last 12 months but before the COVID-19 pandemic began, have you had any in-home cases assi... = Yes*

*Or In the last 12 months but before the COVID-19 pandemic began, have you had any family cases assig... = Yes*

Q16 Are there ways you wish you could change your job to allow more time to meet with families?

- Yes (There will be a follow up question for your response) (1)
  - No (2)
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*Display This Question:*

*If Are there ways you wish you could change your job to allow more time to meet with families? = Yes (There will be a follow up question for your response)*

Q17 What are the ways you wish you could change your job to allow more time to meet with families?

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Q18 Stressors

Q19 Please indicate how often you have felt stress for the following reasons in the last 12 months but before the COVID pandemic began.

|   | Never (1)             | Rarely (2)            | Sometimes (3)         | Often (4)             | N/A (5)               |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Inadequate information to do my job (1) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Amount of case documentation (2)        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

|  | Never (1) | Rarely (2) | Sometimes (3) | Often (4) | N/A (5) |
|--|-----------|------------|---------------|-----------|---------|
| Insufficient staff to cover cases (3)  | 0         | 0          | 0             | 0         | 0       |
| Inadequate training for the job (4)  | 0         | 0          | 0             | 0         | 0       |
| Stakeholders (e.g., court personnel, medical professionals, therapists, teachers) devaluing my input (5) | 0         | 0          | 0             | 0         | 0       |
| Being held accountable for things over which I have no control (6)                                       | 0         | 0          | 0             | 0         | 0       |
| Being blamed for something that goes wrong (7)   | 0         | 0          | 0             | 0         | 0       |
| Feeling unsafe while working in the field (8)  | 0         | 0          | 0             | 0         | 0       |
| Making difficult decisions (9)   | 0         | 0          | 0             | 0         | 0       |
| Lack of discretion in doing my job (10)  | 0         | 0          | 0             | 0         | 0       |
| Fear of making a mistake (11)  | 0         | 0          | 0             | 0         | 0       |
| Seeing families getting treated unfairly (12)  | 0         | 0          | 0             | 0         | 0       |
| Lack of resources for families (13)  | 0         | 0          | 0             | 0         | 0       |
| Carrying some of the workload for others (14)  | 0         | 0          | 0             | 0         | 0       |

|  | Never (1) | Rarely (2) | Sometimes (3) | Often (4) | N/A (5) |
|--|-----------|------------|---------------|-----------|---------|
| Experiencing discrimination in my job based on my own characteristics (e.g., race, ethnicity, age, religion, disability, sex, gender, sexual orientation) (15) | ○         | ○          | ○             | ○         | ○       |
| Other (please describe): (16)  |           |            |               |           |         |

Q20 The next questions pertain to foster care provider related responsibilities. Consider foster care provider responsibilities to mean activities related to recruitment, licensing, payment, and ongoing provider support.

Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

Q21 In the last 12 months but before the COVID-19 pandemic began, have you had any foster care provider related responsibilities?

- Yes (1)
- No (2)

*Skip To: Q28 If In the last 12 months but before the COVID-19 pandemic began, have you had any foster care provid... = No*

Q22

Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

Recognizing that some amount of administrative and “behind-the-scenes” is necessary in carrying out foster care responsibilities, please enter the percentage of face-to-face time with providers, on average, that you feel you need to have to best carry out foster care responsibilities in a given month.

- % (1) \_\_\_\_\_



Q23 Thinking back to the last month you were in the office but before the COVID pandemic began, how much face-to-face time with providers, on average, did you typically spend carrying out foster care responsibilities in a given month? Please enter the percentage you feel was typical.

- % (1) \_\_\_\_\_

Q24 Are there ways you wish you could change your job to allow for more time to carry out foster care responsibilities?

- Yes (There will be a follow up question for your response) (1)
- No (2)

*Display This Question:*

*If Are there ways you wish you could change your job to allow for more time to carry out foster care... = Yes (There will be a follow up question for your response)*

Q25 What are the ways you wish you could change your job to allow for more time to carry out foster care responsibilities?

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*Display This Question:*

*If In the last 12 months but before the COVID-19 pandemic began, have you had any foster care provid... = Yes*

Q26 Stressors related to foster care responsibilities

*Display This Question:*

*If In the last 12 months but before the COVID-19 pandemic began, have you had any foster care provid... = Yes*

Q27 Please indicate how often you have felt stress for the following reasons **related to foster care responsibilities** in the last 12 months but before the COVID-19 pandemic began.

|   | Never (1) | Rarely (2) | Sometimes (3) | Often (4) | N/A (5) |
|---|-----------|------------|---------------|-----------|---------|
| Inadequate information to do my job (1)   | 0         | 0          | 0             | 0         | 0       |
| Amount of documentation related to home studies or updating provider records (2)                | 0         | 0          | 0             | 0         | 0       |
| Insufficient staff to cover number of foster homes and active license applications (3)          | 0         | 0          | 0             | 0         | 0       |
| Inadequate training for the job (4)   | 0         | 0          | 0             | 0         | 0       |
| Decisions by the court that challenge the ability to retain foster homes (5)                    | 0         | 0          | 0             | 0         | 0       |
| Being held accountable for things over which I have no control (6)                              | 0         | 0          | 0             | 0         | 0       |
| Being blamed for something that goes wrong (7)  | 0         | 0          | 0             | 0         | 0       |
| Feeling unsafe while working in the field (8)   | 0         | 0          | 0             | 0         | 0       |
| Mediating between foster families and other caseworkers without being in a supervisory role (9) | 0         | 0          | 0             | 0         | 0       |
| Lack of discretion in doing my job (10)   | 0         | 0          | 0             | 0         | 0       |

|  | Never (1) | Rarely (2) | Sometimes (3) | Often (4) | N/A (5) |
|--|-----------|------------|---------------|-----------|---------|
| Fear of making a mistake (11)  | 0         | 0          | 0             | 0         | 0       |
| Pressure to produce families without agency culture that supports foster families (12)   | 0         | 0          | 0             | 0         | 0       |
| Setting expectations for foster families that are not followed through with by the agency/agency partners (13)   | 0         | 0          | 0             | 0         | 0       |
| Time to work with community members to recruit and support families (14)   | 0         | 0          | 0             | 0         | 0       |
| Pressure to create placement resources (15)  | 0         | 0          | 0             | 0         | 0       |
| Fill additional roles within the agency such as foster care, kinship care, independent living, and carrying a caseload (16)                                    | 0         | 0          | 0             | 0         | 0       |
| Experiencing discrimination in my job based on my own characteristics (e.g., race, ethnicity, age, religion, disability, sex, gender, sexual orientation) (17) | 0         | 0          | 0             | 0         | 0       |
| Other (please describe): (18)  |           |            |               |           |         |

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Q28 Job satisfaction

Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

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Q29 Please indicate how strongly you agree or disagree with the following statements.

|   | <b>Strongly disagree (1)</b> | <b>Somewhat disagree (2)</b> | <b>Neither agree nor disagree (3)</b> | <b>Somewhat agree (4)</b> | <b>Strongly agree (5)</b> |
|---|------------------------------|------------------------------|---------------------------------------|---------------------------|---------------------------|
| All in all, I am satisfied with my job. (1)                     | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| In my work, I have a feeling of success and accomplishment. (2) | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| My work has the right level of challenge. (3)                   | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I feel appreciated for the work that I do. (4)                  | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |

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Q30 Job/Career Commitment

Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

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Q31 Please indicate how strongly you agree or disagree with the following statements.

|   | <b>Strongly disagree (1)</b> | <b>Somewhat disagree (2)</b> | <b>Neither agree nor disagree (3)</b> | <b>Somewhat agree (4)</b> | <b>Strongly agree (5)</b> |
|---|------------------------------|------------------------------|---------------------------------------|---------------------------|---------------------------|
| I plan to leave this job in the near future. (1)                | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I expect to still be working at this job in 5 years. (2)        | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I plan to leave the child welfare field in the near future. (3) | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I expect to still be working in child welfare in 5 years. (4)   | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |

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Q32 Supervisor & Coworker Support

Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

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Q33 Please indicate how strongly you agree or disagree with the following statements.

|   | <b>Strongly disagree (1)</b> | <b>Somewhat disagree (2)</b> | <b>Neither agree nor disagree (3)</b> | <b>Somewhat agree (4)</b> | <b>Strongly agree (5)</b> |
|---|------------------------------|------------------------------|---------------------------------------|---------------------------|---------------------------|
| My supervisor is available for me when I need input and guidance. (1) | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I feel supported by my supervisor. (2)                                | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| My supervisor helps me create effective plans for clients. (3)        | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I feel supported by coworkers. (4)                                    | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |
| I feel like "part of the team" at work. (5)                           | <input type="radio"/>        | <input type="radio"/>        | <input type="radio"/>                 | <input type="radio"/>     | <input type="radio"/>     |

Q34 Agency Support

Please answer the questions in a way that captures your work experiences more generally prior to the onset of the COVID-19 pandemic.

Q35 Please indicate how strongly you agree or disagree with the following statements.

|  | Strongly disagree (1) | Somewhat disagree (2) | Neither agree nor disagree (3) | Somewhat agree (4)    | Strongly agree (5)    |
|--|-----------------------|-----------------------|--------------------------------|-----------------------|-----------------------|
| I feel valued as a staff member at this agency. (1)                              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>          | <input type="radio"/> | <input type="radio"/> |
| This agency supports staff efforts to maintain a work-personal life balance. (2) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>          | <input type="radio"/> | <input type="radio"/> |
| I am treated with respect at my agency. (3)                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>          | <input type="radio"/> | <input type="radio"/> |

Q36 Questions related to the COVID-19 Pandemic

The next set of questions is related to the COVID-19 or coronavirus pandemic. Please answer keeping the current public health crisis in mind.

Q37 To what extent do you agree that the CPS system in your local agency is dealing effectively with the COVID-19 or coronavirus pandemic?

- Strongly disagree (1)
- Somewhat disagree (2)
- Neither agree nor disagree (3)
- Somewhat agree (4)
- Strongly agree (5)

Q38 How has the COVID-19 pandemic affected the daily workload in your job?

- My workload has decreased a lot (1)
  - My workload has decreased a little (2)
  - My workload is about the same (3)
  - My workload has increased a little (4)
  - My workload has increased a lot (5)
- 

Q39 How has the COVID-19 pandemic affected your job satisfaction?

- My job satisfaction has decreased a lot (1)
  - My job satisfaction has decreased a little (2)
  - My job satisfaction is about the same (3)
  - My job satisfaction has increased a little (4)
  - My job satisfaction has increased a lot (5)
- 

Q40 What comments or questions do you have, if any, related to your job in the context of the COVID-19 pandemic?

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Q41 Demographics

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Q42 What is your highest level of completed education?

- Grade school (1)
  - High school or GED (2)
  - Some college (3)
  - College degree (4)
  - Master's degree (5)
  - Doctorate (6)
  - Law degree (7)
  - Other, please specify (8) \_\_\_\_\_
-



Q43 What is the highest Social Work degree that you have completed?

- Bachelor's (1)
  - Master's (2)
  - Doctorate (3)
  - No Social Work degree (4)
- 

*Display This Question:*

*If What is the highest Social Work degree that you have completed? != No Social Work degree*

Q44 Did you receive Title IV-E funding to support your social work education?

- Yes (1)
  - No (2)
  - Not sure (3)
- 

*Display This Question:*

*If What is the highest Social Work degree that you have completed? != No Social Work degree*

Q45 Are you a certified or licensed social worker in Wisconsin?

- Yes (1)
  - No (2)
  - Not sure (3)
- 

Q46 How old are you?

- < 25 (1)
  - 25-34 (2)
  - 35-44 (3)
  - 45-54 (4)
  - 55+ (5)
-

Q47 What is your gender?

- Female (1)
- Male (2)
- Non-Binary (3)
- Transgender (4)
- Prefer not to answer (5)
- Other (6) \_\_\_\_\_

Q48 How do you identify yourself in terms of race or ethnicity (check all that apply):

- Hispanic/Latinx (1)
  - Black/African/African-American (2)
  - American Indian or Alaska Native (3)
  - White/Caucasian (4)
  - Asian (5)
  - Pacific Islander (6)
  - Prefer not to answer (7)
  - Other (specify) (8) \_\_\_\_\_
- 

Q49 Is there anything else you would like to share?

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Q50 You have reached the end of the survey.

Thank you for taking the time to participate in this survey!