

Linkages Staff Survey: Example

Introduction

You have been asked to complete this survey because of your experience working with Linkages clients – families who are receiving both CalWORKs/TANF and Child Welfare services. No matter what your experiences and opinions of Linkages, we are interested in hearing from you. There are no “right” or “wrong” answers and your name will not be connected to any of your answers, so please feel free to be honest. This survey is intended to help improve families’ experiences. Thank you!

Please mark your answers clearly by marking the box next to your answer.

General Information

1. Please select the agency/department/program for which you are working:

- Child Welfare Services (CWS)
 CalWORKs/TANF Other (specify): _____

2. How long have you worked as part of your county’s Linkages initiative? (For example, identifying common cases, conducting joint visits, or attending case coordination meetings.)

- Less than 6 months Between 6 months and 1 year 1 to 3 years Over 3 years

3. Of all the families you directly worked with during the past 12 months, how many were common cases?

- A few (less than 25%) Some (25% to 74%) Most (75% to 99%) All (100%)

Workplace Practices and Experiences

4. In my county, Linkages is (*check all that apply*):

- Mutual identification of clients
 Coordinated case planning
 Joint case conferences or TDMs
 Joint case management
 Sharing resources
 Other, please specify: _____

5. How do you usually find out that one of your clients is a mutually-served client (in CalWORKs/TANF and CWS)? (Please check the **one best answer**.)

- I **sometimes** cross-check to find out if the family has an open case in the other program.
- I **always** cross-check to find out if the family has an open case in the other program.
- I am informed by someone in **CalWORKs** when a new client has an open case in the other program.
- I am informed by someone in **CWS** when a new client has an open case in the other program.
- I am informed by a flag or label in our computer data system.
- I do not usually find out this information.
- Other: _____

6. In your experience, are all staff in CalWORKs and CWS familiar with the policies and procedures of both agencies/departments?

- Always Usually Sometimes Rarely Never

7. In your experience, how has Linkages changed the way that Child Welfare and CalWORKs staff interact?

8. a. Is your county a Differential Response (DR) county?

- Yes No (Skip to Question 9) Not sure (Skip to Question 9)

b. If yes, does your county have a written Linkages policy outlining the roles and responsibilities of the CalWORKs staff and the DR provider?

- Yes No Not sure

c. (If yes to part a:) When families are given Path 1 referrals to community services, are they also screened to find out if they are being served by CalWORKs?

- Yes No (Skip to Question 9) Not sure (Skip to Question 9)

d. If yes, approximately what percent of families referred to Path 1 are in CalWORKs?

- Less than 25% 25-49% 50-74% 75% or more Not sure

Linkages Impact on Families

9. a. Overall, do you feel that Linkages improves outcomes for eligible families?

- Yes No Not sure

b. If yes, please describe how families benefit from Linkages in your county: _____

10. In your experience, does Linkages help you identify special issues for families, such as domestic violence?
- Always Sometimes Never Not sure/ Does not apply
11. In your experience, do Linkages families with substance abuse issues receive treatment more quickly and have access to a wider variety of treatment services than non-Linkages families?
- Always Sometimes Never Not sure/ Does not apply
12. In your experience, does Linkages help families have faster reunification after their children are placed in out-of-home care?
- Always Sometimes Never Not sure/ Does not apply
13. In your experience, are Linkages families better able to address problems such as mental health issues and substance abuse than non-Linkages families?
- Always Sometimes Never Not sure/ Does not apply

Your Linkages Experiences

14. For a mutually-served Linkages client, how often on average do you talk to the other program's caseworker about that client?
- More than once a week Once a week 2 to 3 times each month Once a month or less often
15. a. For a mutually-served Linkages client, how often on average do you participate in a TDM or other case conference with agency staff from both CWS and CalWORKs/TANF?
- At least 2 to 3 times each month
- About once a month
- About once every 3 months
- About once every 6 months or less often
- Never – case conferences are not part of our Linkages initiative
- b. Do these case conferences involve the family?
- Always Sometimes Never Not sure/ Does not apply
16. Over the past year, how has Linkages affected your ability to be successful with your clients?
- I am MORE able to be successful with my clients.
- I am LESS able to be successful with my clients.
- No change
- Not sure

17. a. Over the past year, how has being involved in Linkages changed your personal satisfaction with your work?
 I am MORE satisfied I am LESS satisfied No change

b. Please describe what has made you more satisfied or less satisfied: _____

How much of the time do you think each statement below is true? Please mark your answer below each statement.

18. I feel like I am part of a Linkages team when I serve clients.
 Always Usually Sometimes Rarely Never

19. Linkages increases my workload for no apparent benefit.
 Always Usually Sometimes Rarely Never

20. Working with the other program’s caseworker helps me provide clients with better services.
 Always Usually Sometimes Rarely Never

21. I am held accountable for following coordinated service protocols for all Linkages cases.
 Always Usually Sometimes Rarely Never

22. Linkages is the way we do business in my county.
 Always Usually Sometimes Rarely Never

23. Any further comments? _____

Thank you very much!