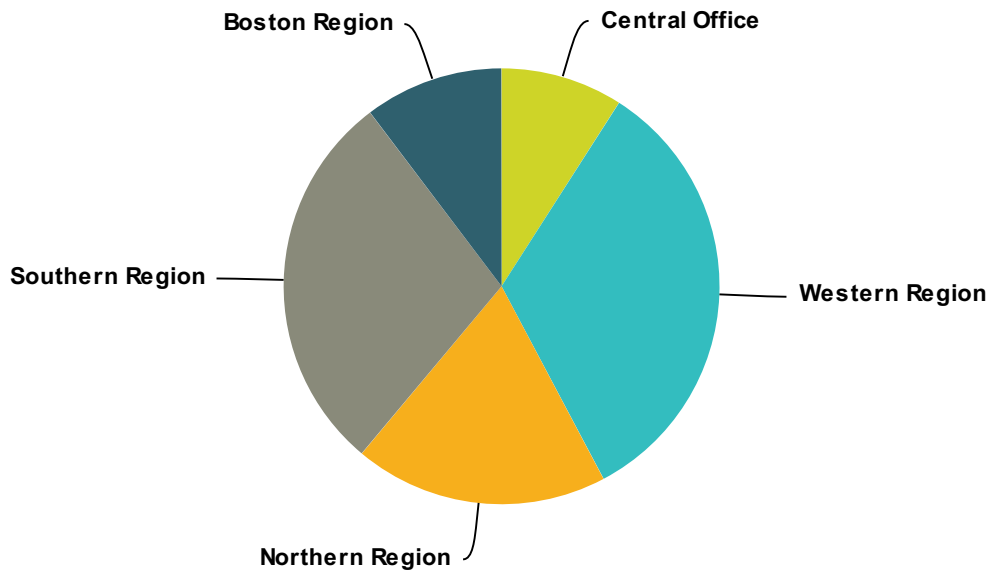


Q1 In what location do you work?

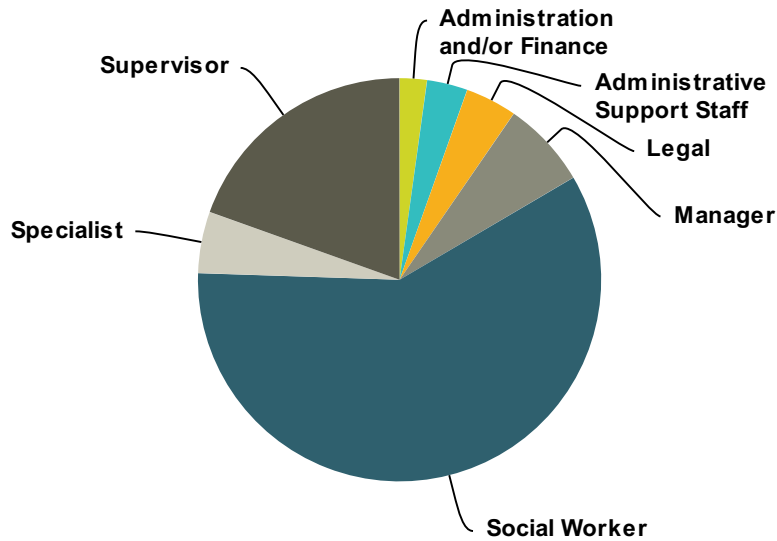
Answered: 1,136 Skipped: 10



Answer Choices	Responses	
Central Office	9.07%	103
Western Region	33.19%	377
Northern Region	18.84%	214
Southern Region	28.61%	325
Boston Region	10.30%	117
Total		1,136

Q2 What best describes your position at DCF?

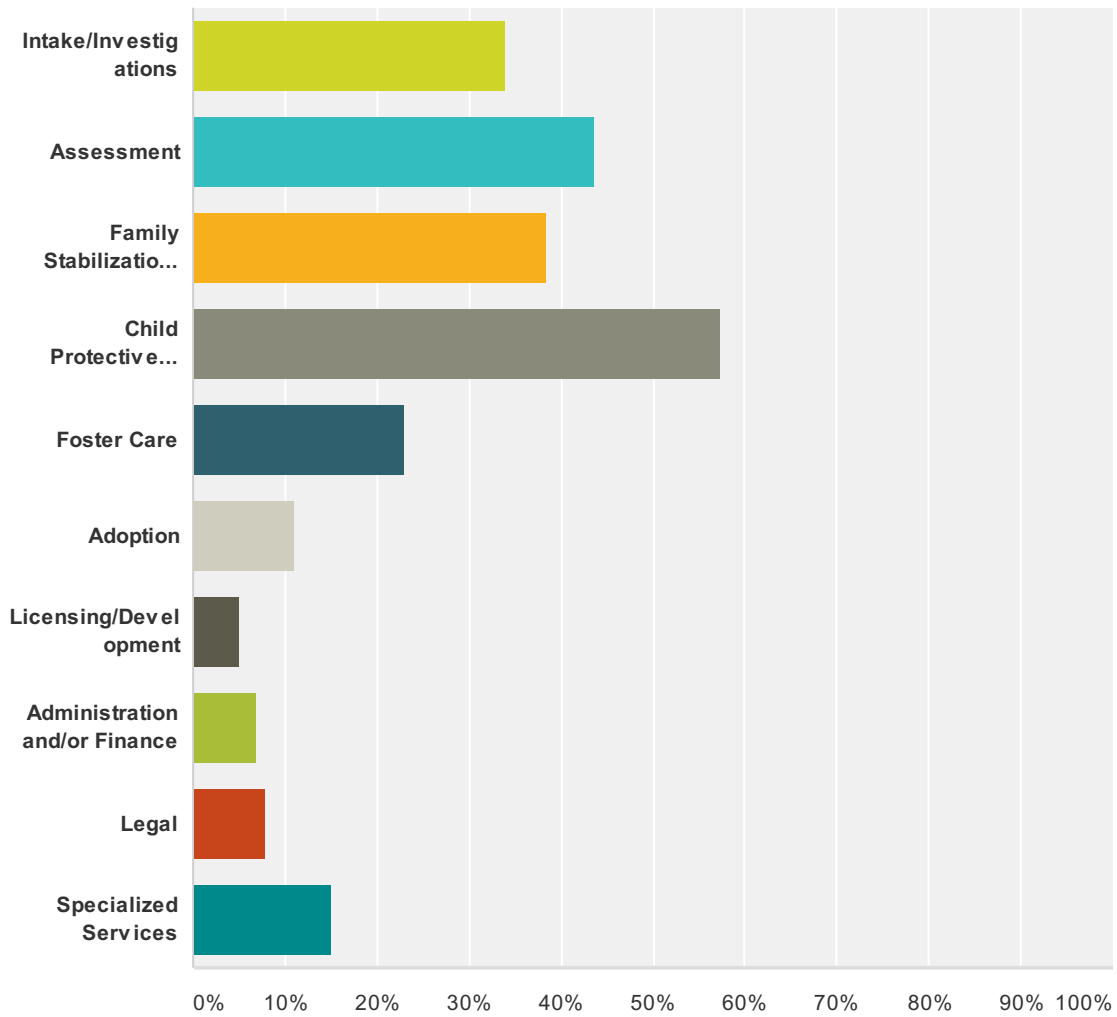
Answered: 1,136 Skipped: 10



Answer Choices	Responses
Administration and/or Finance	2.20% 25
Administrative Support Staff	3.26% 37
Legal	4.14% 47
Manager	6.95% 79
Social Worker	58.98% 670
Specialist	4.93% 56
Supervisor	19.54% 222
Total	1,136

Q3 What best describes the service you currently provide, supervise, manage, or support? (Check all that apply)

Answered: 1,130 Skipped: 16



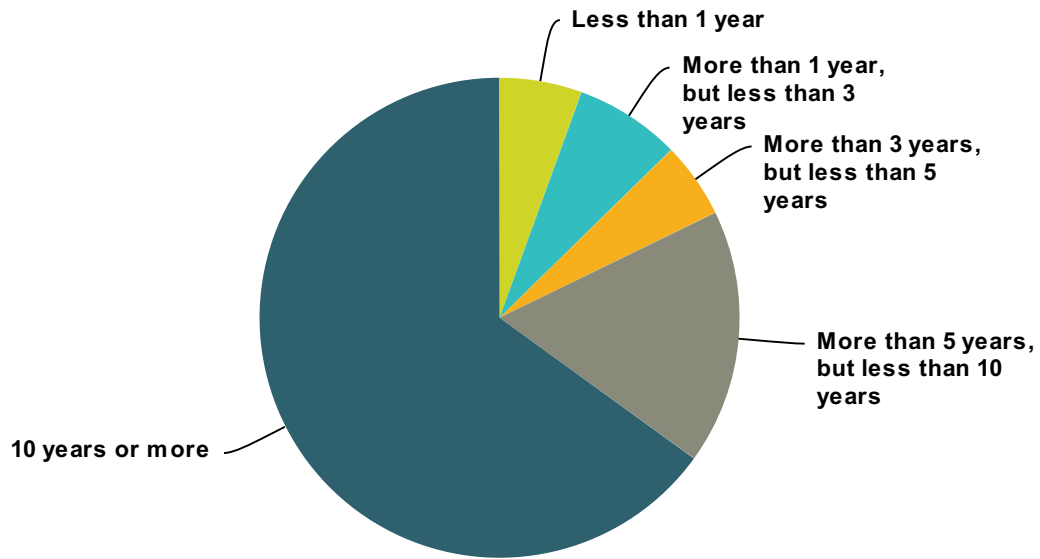
Answer Choices	Responses
Intake/Investigations	33.98% 384
Assessment	43.72% 494
Family Stabilization/Reunification	38.41% 434
Child Protective Services	57.43% 649
Foster Care	22.92% 259
Adoption	11.06% 125
Licensing/Development	4.96% 56
Administration and/or Finance	6.90% 78
Legal	7.96% 90

Massachusetts Department of Children and Families Personnel Survey

Specialized Services	14.96%	169
Total Respondents: 1,130		

Q4 How long, in total, have you worked at DCF?

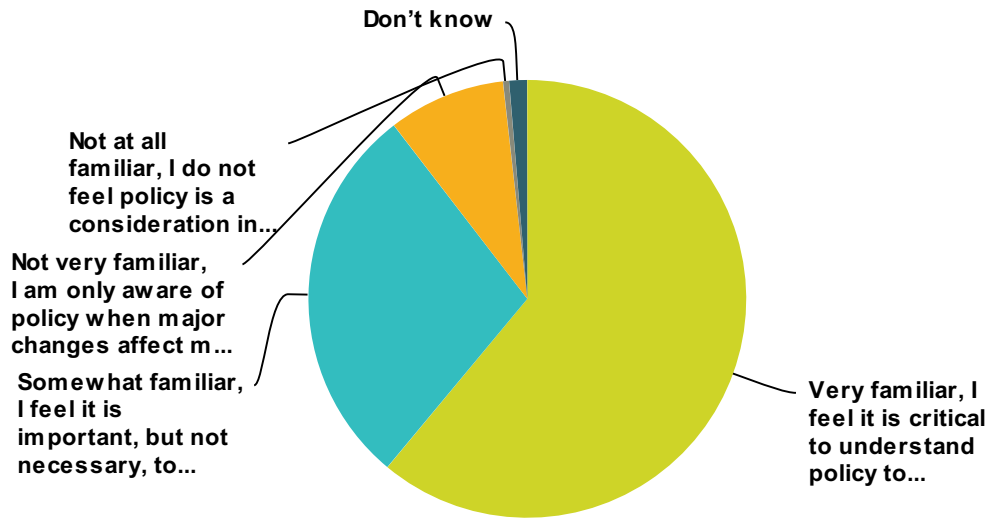
Answered: 1,135 Skipped: 11



Answer Choices	Responses	
Less than 1 year	5.55%	63
More than 1 year, but less than 3 years	7.14%	81
More than 3 years, but less than 5 years	5.11%	58
More than 5 years, but less than 10 years	17.18%	195
10 years or more	65.02%	738
Total		1,135

Q5 How familiar are you with the details of current DCF policy?

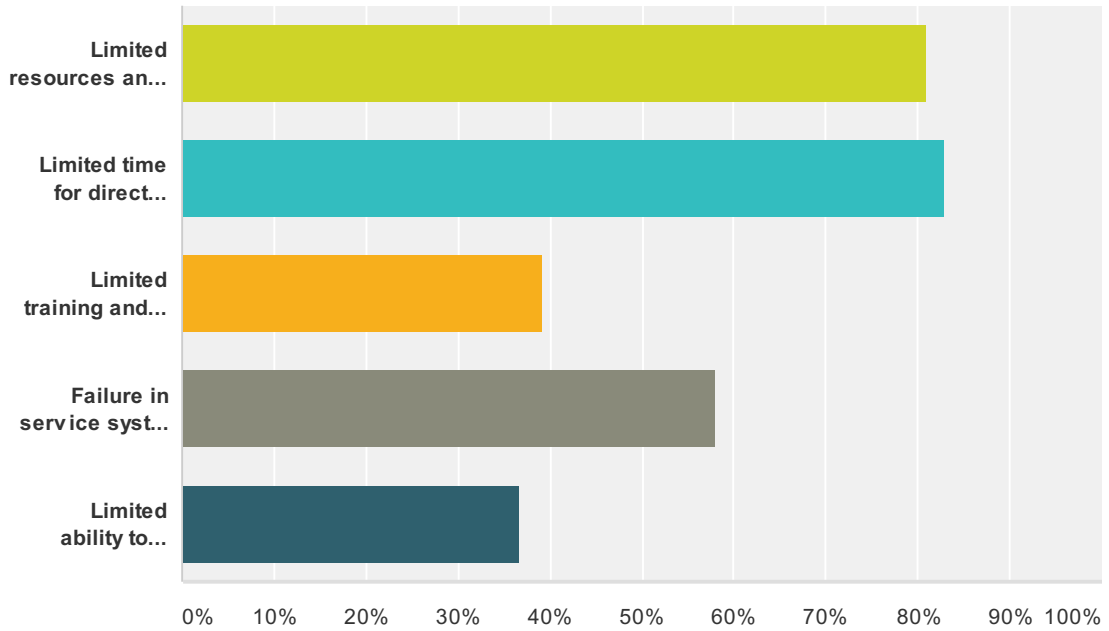
Answered: 1,132 Skipped: 14



Answer Choices	Responses
Very familiar, I feel it is critical to understand policy to accomplish my work	61.04% 691
Somewhat familiar, I feel it is important, but not necessary, to understand policy to accomplish my work	28.53% 323
Not very familiar, I am only aware of policy when major changes affect my work	8.66% 98
Not at all familiar, I do not feel policy is a consideration in my work	0.44% 5
Don't know	1.33% 15
Total	1,132

**Q6 What are the barriers to meeting the needs of children and their families?
(Check all that apply)**

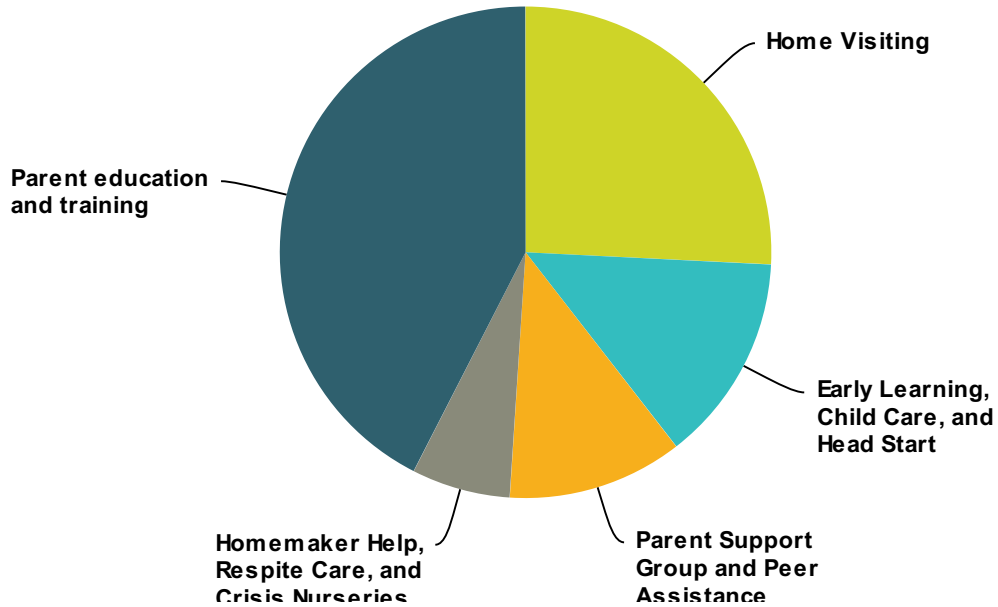
Answered: 1,125 Skipped: 21



Answer Choices	Responses
Limited resources and services that are family-focused and strength-based	81.07% 912
Limited time for direct contact with children and families	82.93% 933
Limited training and skill level of workforce to adequately assess and meet the needs of children and families	39.29% 442
Failure in service system collaboration	58.04% 653
Limited ability to measure success	36.80% 414
Total Respondents: 1,125	

Q7 In considering the following community supports for the parent/guardian role, which is the MOST beneficial to effectively and efficiently improve the lives of children and their families?

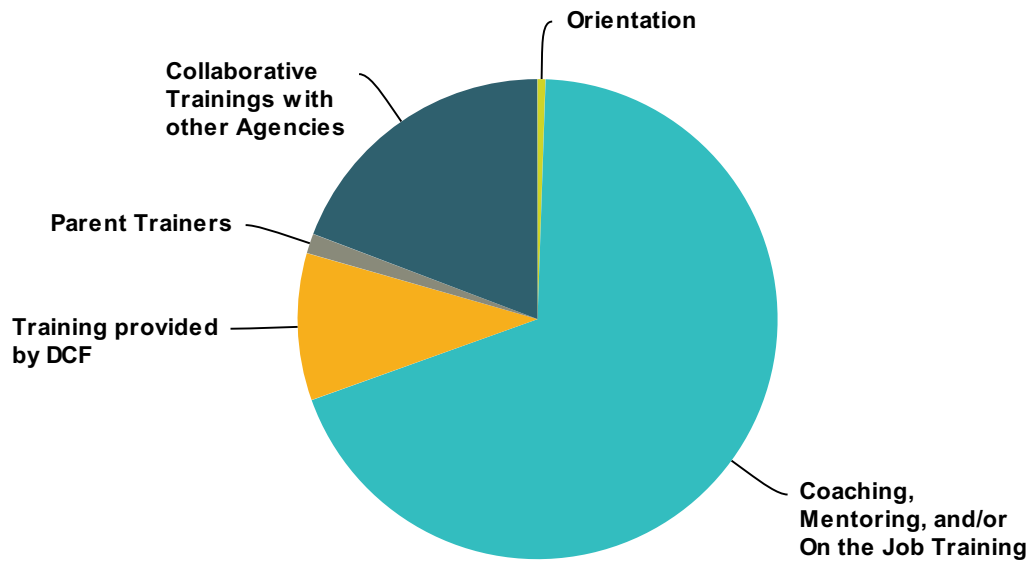
Answered: 1,109 Skipped: 37



Answer Choices	Responses	
Home Visiting	25.79%	286
Early Learning, Child Care, and Head Start	13.71%	152
Parent Support Group and Peer Assistance	11.54%	128
Homemaker Help, Respite Care, and Crisis Nurseries	6.49%	72
Parent education and training	42.47%	471
Total		1,109

Q8 What training approach do you think best helps frontline workers and supervisors to develop and maintain the skills they need to engage successfully with children, youth, and families?

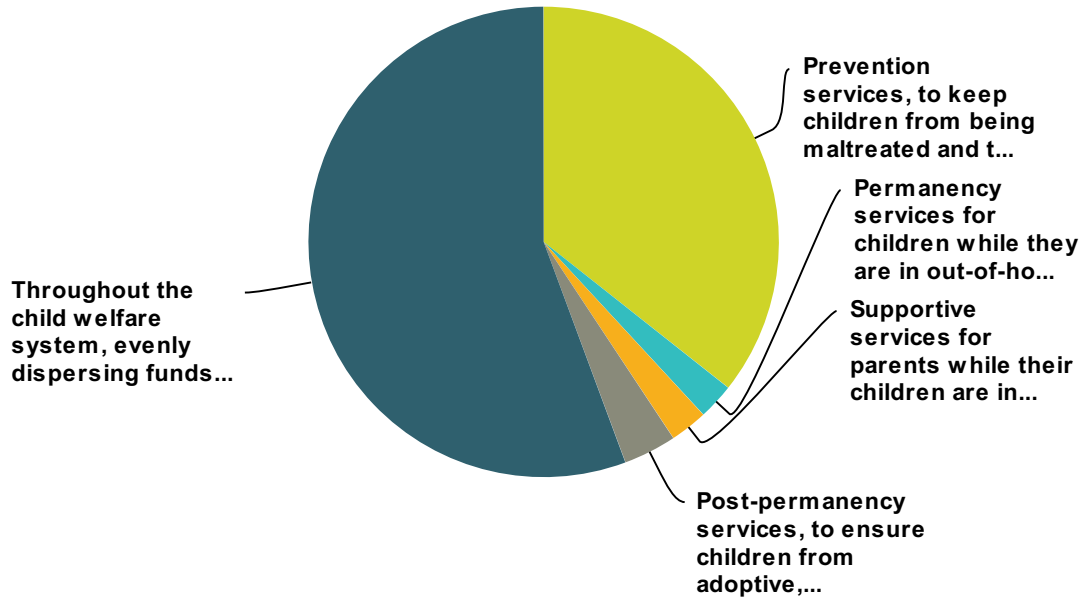
Answered: 1,119 Skipped: 27



Answer Choices	Responses
Orientation	0.54% 6
Coaching, Mentoring, and/or On the Job Training	68.99% 772
Training provided by DCF	9.92% 111
Parent Trainers	1.34% 15
Collaborative Trainings with other Agencies	19.21% 215
Total	1,119

Q9 Imagine a scenario in which there are sufficient funds for child welfare services, where would additional funding be needed most?

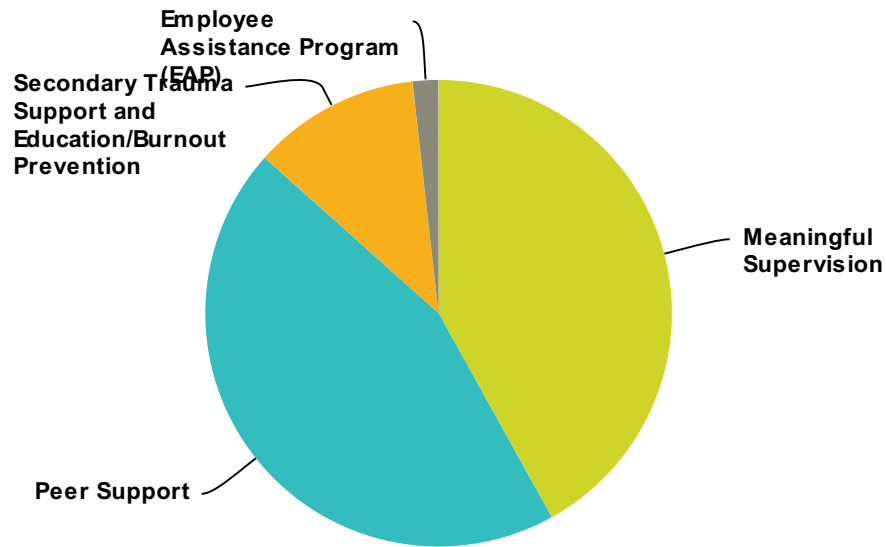
Answered: 1,125 Skipped: 21



Answer Choices	Responses
Prevention services, to keep children from being maltreated and to avoid out-of-home placement	35.64% 401
Permanency services for children while they are in out-of-home care	2.49% 28
Supportive services for parents while their children are in out-of-home care	2.58% 29
Post-permanency services, to ensure children from adoptive, kinship/guardianship, and reunified families do not need out-of-home care and/or receive appropriate support services	3.64% 41
Throughout the child welfare system, evenly dispersing funds to prevention, permanency, supportive, and post-permanency services	55.64% 626
Total	1,125

Q10 What resource is most helpful to you in promoting self-care and supporting you in your work?

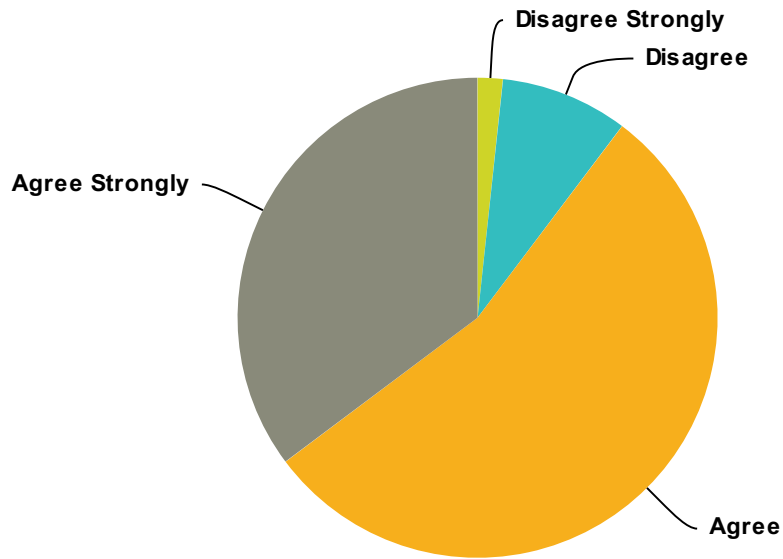
Answered: 1,121 Skipped: 25



Answer Choices	Responses	
Meaningful Supervision	41.93%	470
Peer Support	44.69%	501
Secondary Trauma Support and Education/Burnout Prevention	11.60%	130
Employee Assistance Program (EAP)	1.78%	20
Total		1,121

Q11 I am responsible for advancing the fundamental rights of children.

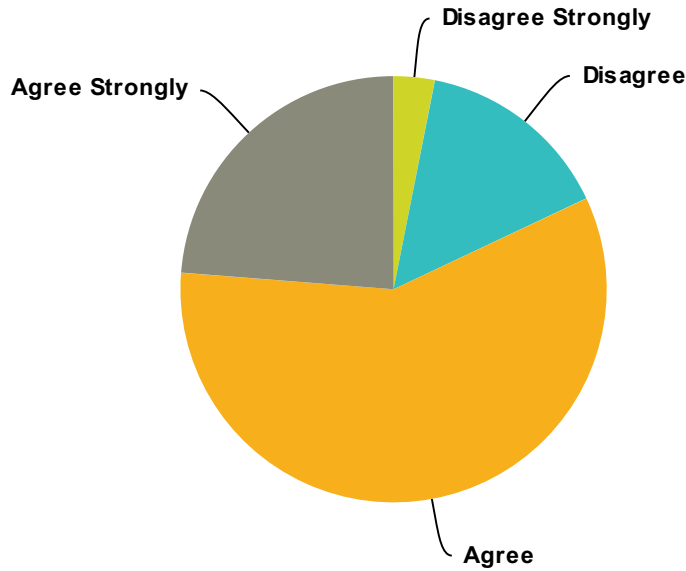
Answered: 1,059 Skipped: 87



Answer Choices	Responses	
Disagree Strongly	1.70%	18
Disagree	8.59%	91
Agree	54.49%	577
Agree Strongly	35.22%	373
Total		1,059

Q12 Children, youth, and families served by DCF have the opportunity to ask questions, share their thoughts and feelings, and participate in meetings/hearings related to them.

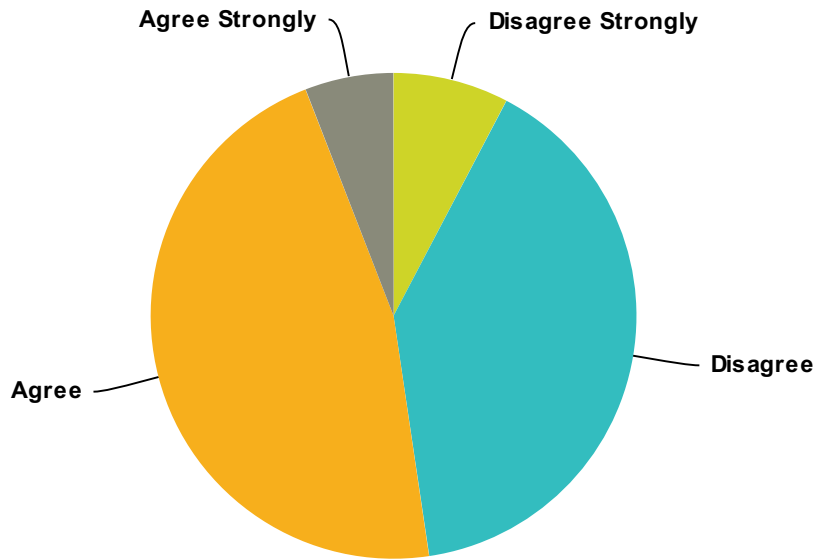
Answered: 1,061 Skipped: 85



Answer Choices	Responses	
Disagree Strongly	3.11%	33
Disagree	14.89%	158
Agree	58.25%	618
Agree Strongly	23.75%	252
Total		1,061

Q13 DCF facilitates children and youths’ access to information about their original families, connection to their cultures/communities, and provides support in developing/preserving strong and healthy racial, ethnic, cultural, and religious identities.

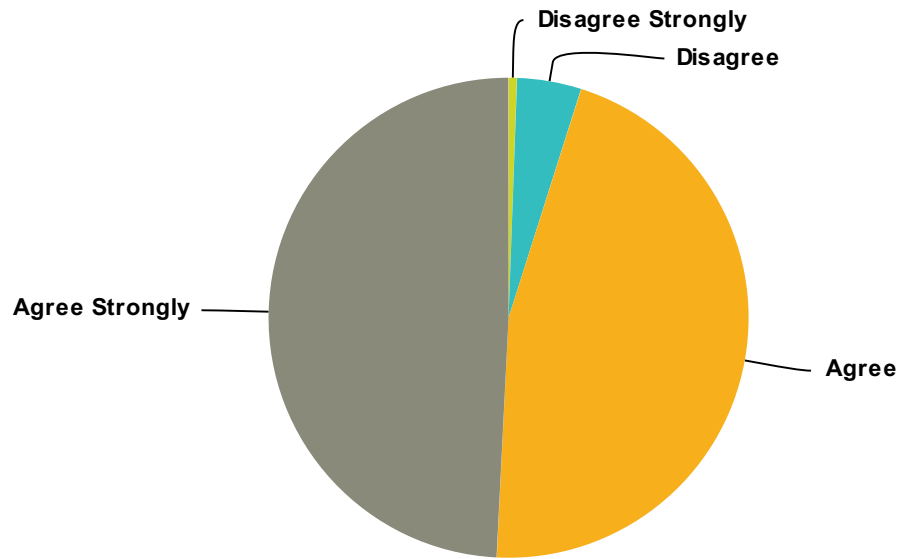
Answered: 1,051 Skipped: 95



Answer Choices	Responses	
Disagree Strongly	7.71%	81
Disagree	39.96%	420
Agree	46.43%	488
Agree Strongly	5.90%	62
Total		1,051

Q14 I have the qualifications and training I need to perform my job responsibilities.

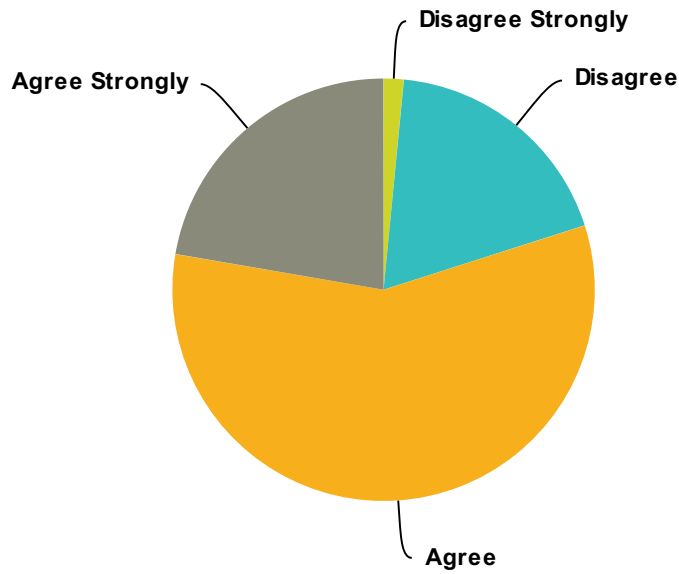
Answered: 1,063 Skipped: 83



Answer Choices	Responses	
Disagree Strongly	0.56%	6
Disagree	4.33%	46
Agree	45.91%	488
Agree Strongly	49.20%	523
Total		1,063

Q15 I am competent in trauma-informed approaches and engagement of people who have experienced traumatic stress.

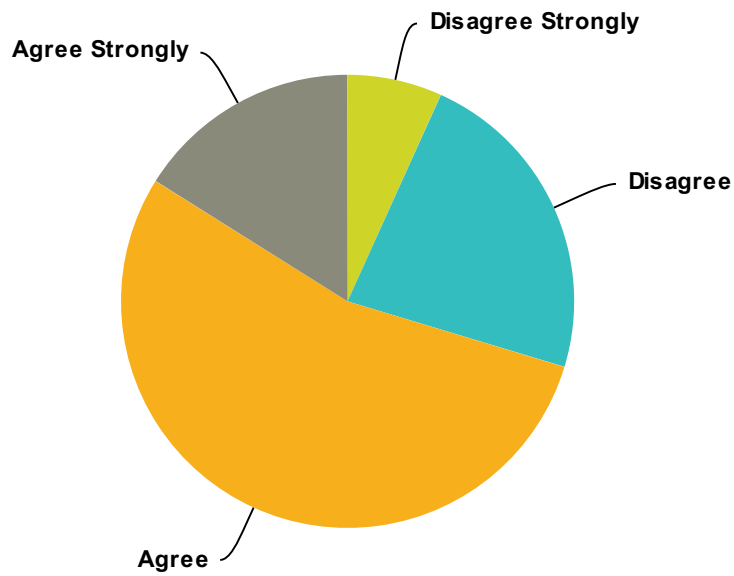
Answered: 1,041 Skipped: 105



Answer Choices	Responses	
Disagree Strongly	1.54%	16
Disagree	18.54%	193
Agree	57.64%	600
Agree Strongly	22.29%	232
Total		1,041

Q16 I understand secondary trauma, and supports are available to me whenever I need them.

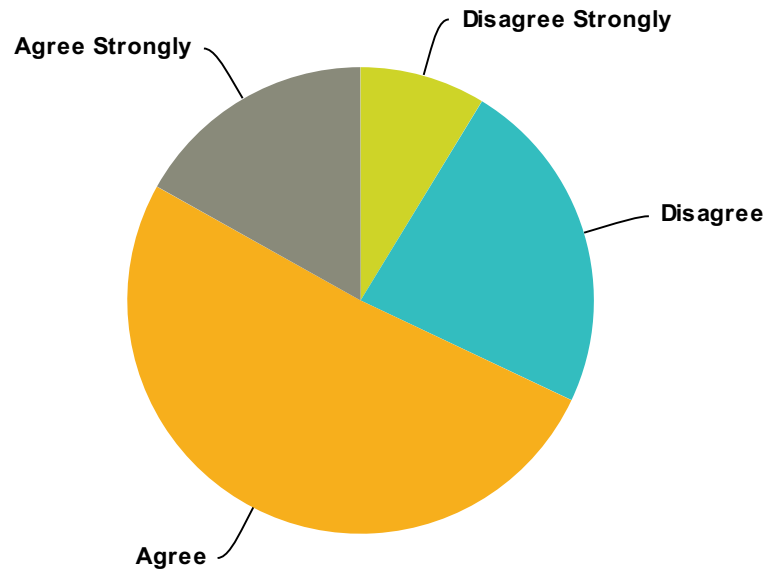
Answered: 1,051 Skipped: 95



Answer Choices	Responses	
Disagree Strongly	6.76%	71
Disagree	22.93%	241
Agree	54.23%	570
Agree Strongly	16.08%	169
Total		1,051

Q17 I am provided with the supervision I need to perform my job responsibilities.

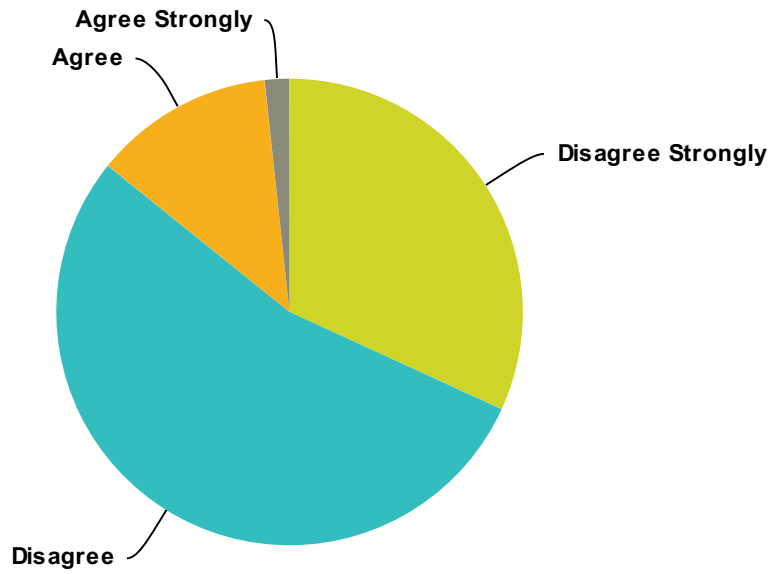
Answered: 1,055 Skipped: 91



Answer Choices	Responses	
Disagree Strongly	8.72%	92
Disagree	23.32%	246
Agree	51.09%	539
Agree Strongly	16.87%	178
Total		1,055

Q18 Youth and families are involved in all aspects of DCF’s work, including: • program design and development, • policy, procedure, and practice guideline development, • hiring, staff orientation and training, • evaluation, and • quality improvement processes.

Answered: 1,049 Skipped: 97

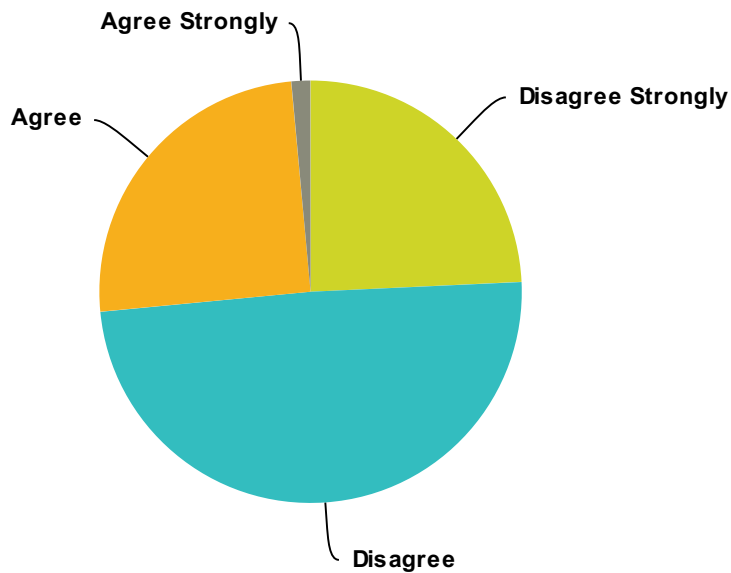


Answer Choices	Responses	
Disagree Strongly	31.84%	334
Disagree	53.96%	566
Agree	12.49%	131
Agree Strongly	1.72%	18
Total		1,049

Q19 DCF has a quality improvement system with:

- Structures and mechanisms for gathering quantitative and qualitative information about work processes, quality, and outcomes;
- Effective and ongoing processes for examining information, sharing information with people who need it, evaluating information, and making decisions based upon it;
- Multiple opportunities for reporting results, including regular reporting on key measures and special reporting on emerging or urgent issues.

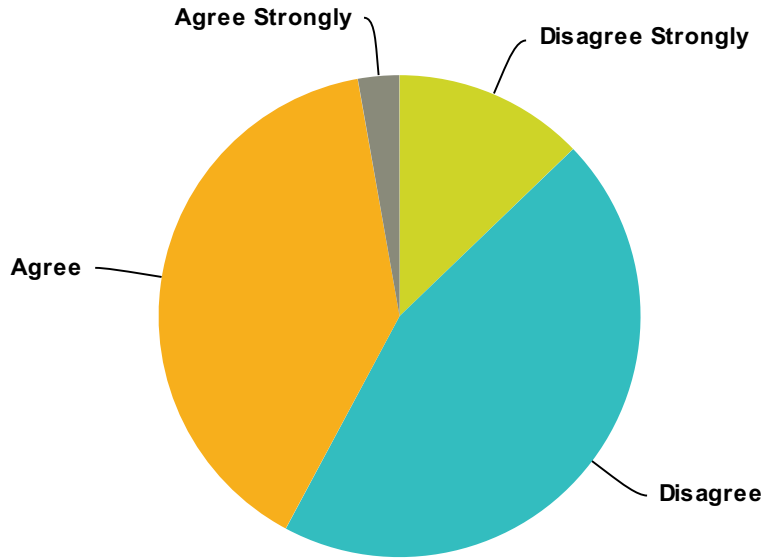
Answered: 1,034 Skipped: 112



Answer Choices	Responses	
Disagree Strongly	24.27%	251
Disagree	49.23%	509
Agree	25.05%	259
Agree Strongly	1.45%	15
Total		1,034

Q20 DCF's provision of services is culturally responsive and appropriate to the needs of children, youth, and families from diverse cultural, ethnic, religious, socioeconomic, and other backgrounds.

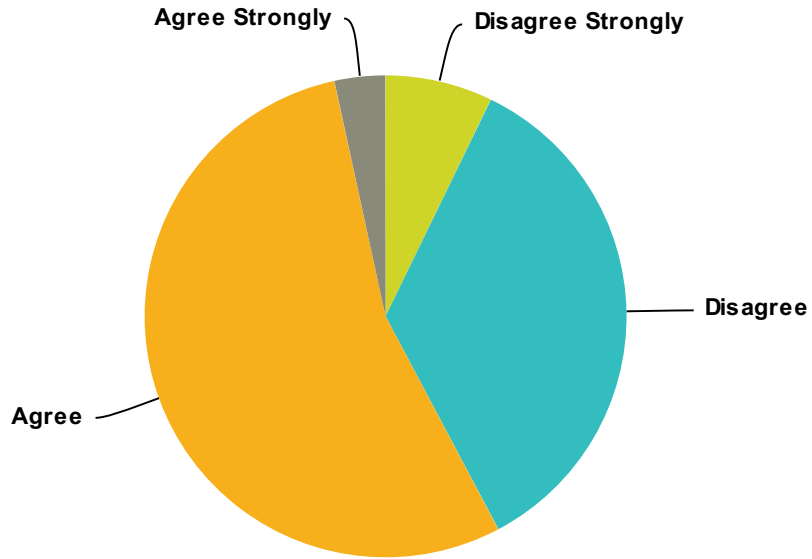
Answered: 1,046 Skipped: 100



Answer Choices	Responses	
Disagree Strongly	12.81%	134
Disagree	45.03%	471
Agree	39.39%	412
Agree Strongly	2.77%	29
Total		1,046

Q21 DCF collaborates with national, state, local, and tribal organizations to support good health and to create safe, healthy communities.

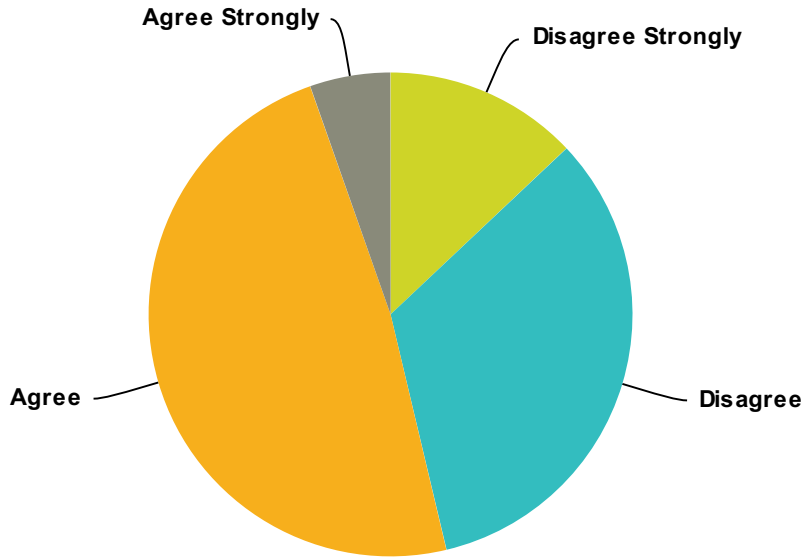
Answered: 1,027 Skipped: 119



Answer Choices	Responses	
Disagree Strongly	7.21%	74
Disagree	35.05%	360
Agree	54.33%	558
Agree Strongly	3.41%	35
Total		1,027

Q22 DCF has policies and procedures to govern use of technology and social media by staff, volunteers, and people receiving supports and services.

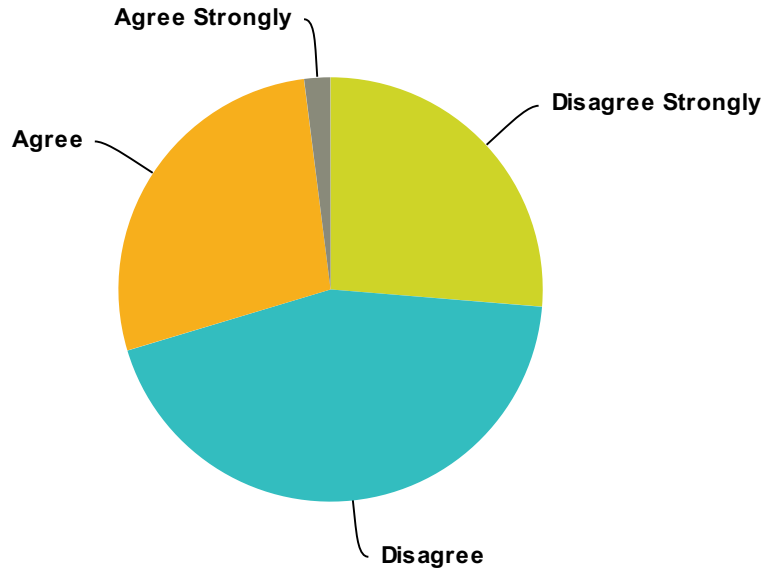
Answered: 1,041 Skipped: 105



Answer Choices	Responses	
Disagree Strongly	12.97%	135
Disagree	33.33%	347
Agree	48.32%	503
Agree Strongly	5.38%	56
Total		1,041

**Q23 DCF values and rewards
accountability, communication,
responsiveness, and commitment to
improvement.**

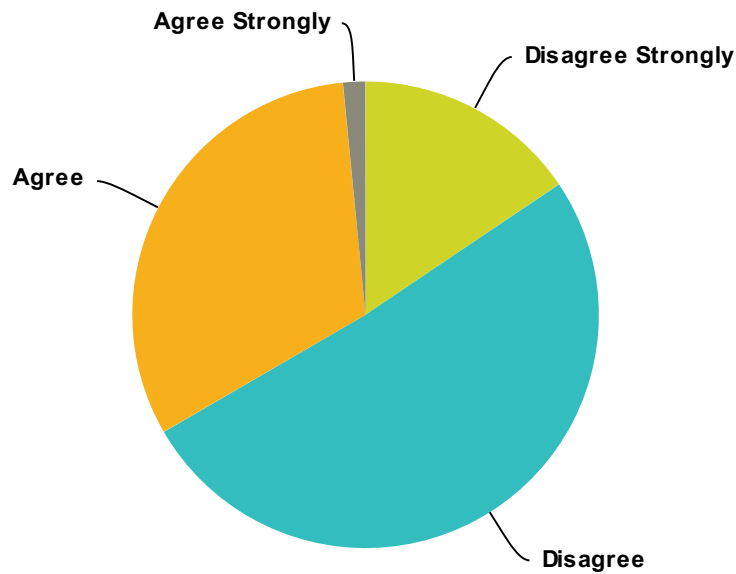
Answered: 1,049 Skipped: 97



Answer Choices	Responses	
Disagree Strongly	26.31%	276
Disagree	44.04%	462
Agree	27.65%	290
Agree Strongly	2.00%	21
Total		1,049

Q24 DCF develops and implements only those programs and practices that are based upon the best available evidence.

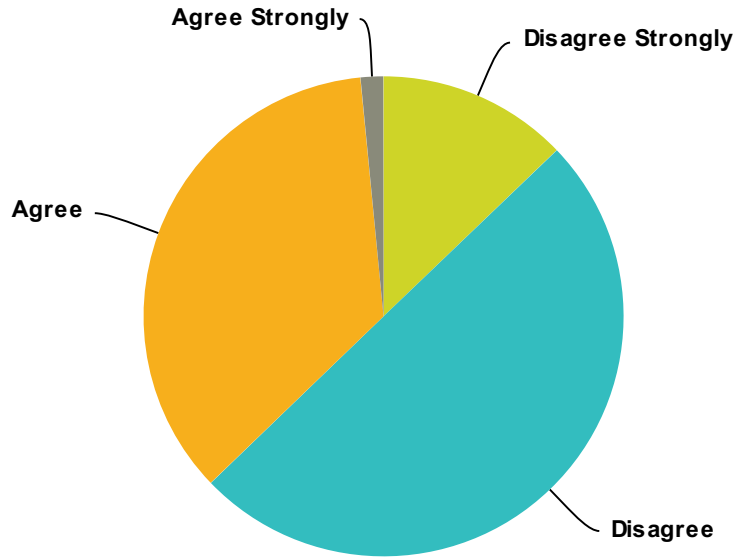
Answered: 1,028 Skipped: 118



Answer Choices	Responses	
Disagree Strongly	15.56%	160
Disagree	51.07%	525
Agree	31.81%	327
Agree Strongly	1.56%	16
Total		1,028

Q25 DCF has effective and meaningful partnerships with private providers, and there is seamless integration of supports and services.

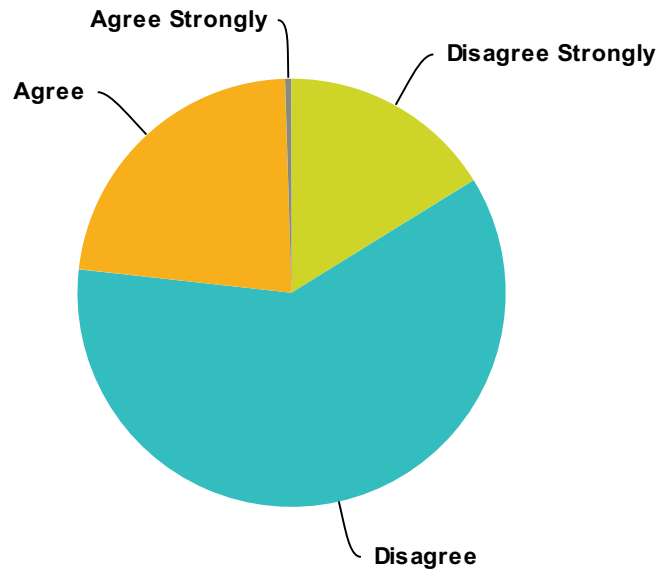
Answered: 1,043 Skipped: 103



Answer Choices	Responses	
Disagree Strongly	12.85%	134
Disagree	49.95%	521
Agree	35.67%	372
Agree Strongly	1.53%	16
Total		1,043

Q26 DCF and private partners share data and have consistent outcome measures.

Answered: 1,020 Skipped: 126



Answer Choices	Responses	
Disagree Strongly	16.18%	165
Disagree	60.59%	618
Agree	22.75%	232
Agree Strongly	0.49%	5
Total		1,020