

Example Survey: Continuous Quality Improvement

The first set of questions ask about your work experiences, your agency’s readiness for change and your work stress. Please indicate how much you agree or disagree with the following statements. Source: Modified from Center for States Readiness tool.

	Disagree	Partially Agree	Strongly Agree	Not Sure
I believe change is needed and beneficial.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe change is possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with parents is compatible with my values.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with parents is do-able.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is potential that working with parents can fit within the agency's work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how much you agree or disagree with the following statements. Please consider the following definitions below:

Organization: Family Recovery Court

Supervisor: The person who directly oversees/provides feedback on your work (if applicable)

Source: Modified from Center for States Readiness tool.

	Disagree	Partially Agree	Strongly Agree	Not Sure
I feel valued as part of this organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel respected as part of this organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel stressed as part of this organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe practitioners within this organization work well together.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe our organization works well with practitioners outside our organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have the tools I need to obtain feedback from my supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For the following set of questions (eight total), please think about how often you and/or your organization/agency engage in the following family-centered practices (within and outside of the Family Recovery Court).

	Seldom or never	Some of the time	As often as I can	Most of the time	N/A
Treat family members in ways that are respectful of personal and cultural practices and beliefs.	<input type="checkbox"/>				
Provide family members complete and unbiased information in order for them to make informed choices and decisions.	<input type="checkbox"/>				
Be responsive to the family's unique life circumstances.	<input type="checkbox"/>				
Be nonjudgemental about the family's choices and decisions.	<input type="checkbox"/>				
Together with the family develop a plan that is responsive to family concerns and priorities.	<input type="checkbox"/>				
Work with the family in a collaborative manner to obtain family prioritized supports and services.	<input type="checkbox"/>				

Use family member strengths and existing abilities for obtaining resources and supports.	<input type="checkbox"/>				
Provide family members support and guidance as part of their engagement in obtaining supports and resources.	<input type="checkbox"/>				

In this section we will measure compassion satisfaction and compassion fatigue among providers. When you help people you have direct contact in their lives. As you may have found, your compassion for those you help can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a helper. Consider each of the following questions about you and your role as a provider within the FRC. Select the option that honestly reflects how frequently you experienced these things in the last 30 days. If there are questions that are not yet applicable, please select "not sure" or skip that item.

	Very often	Often	Sometimes	Rarely	Never	Not Sure
I am happy	<input type="checkbox"/>					
I am preoccupied with more than one person I help	<input type="checkbox"/>					
I get satisfaction from being able to help people	<input type="checkbox"/>					
I feel connected to others	<input type="checkbox"/>					
I jump or am startled by unexpected sounds	<input type="checkbox"/>					
I feel invigorated after working with those I help	<input type="checkbox"/>					
I find it difficult to separate my personal life from my life as a provider	<input type="checkbox"/>					
I am not as productive at work because I am losing sleep over traumatic experiences of a person I help	<input type="checkbox"/>					
I think I might have been affected by traumatic stress of those I help	<input type="checkbox"/>					
I feel trapped by my role as a provider	<input type="checkbox"/>					
Because of my work as a provider I have felt "on edge" about various things	<input type="checkbox"/>					
I like my work as a provider	<input type="checkbox"/>					
I feel depressed because of the traumatic experiences of the people I help	<input type="checkbox"/>					
I feel as though I am experiencing the trauma of someone I have helped	<input type="checkbox"/>					
I have beliefs that sustain me	<input type="checkbox"/>					
I am pleased with how I am able to keep up with the provider techniques and protocols	<input type="checkbox"/>					
I am the person I always wanted to be	<input type="checkbox"/>					
My work makes me feel satisfied	<input type="checkbox"/>					
I feel worn out because of my work as a provider	<input type="checkbox"/>					
I have happy thoughts and feelings about those I help and how I could help them	<input type="checkbox"/>					
I feel overwhelmed because my work as a provider seems endless	<input type="checkbox"/>					

I believe I can make a difference through my work	<input type="checkbox"/>					
I avoid certain activities or situations because they remind me of frightening experiences of the people I help	<input type="checkbox"/>					
I am proud of what I can do to help	<input type="checkbox"/>					
As a result of my role as a provider, I have intrusive, frightening thoughts	<input type="checkbox"/>					
I feel "bogged down" by the system	<input type="checkbox"/>					
I have thoughts that I am a "success" as a provider	<input type="checkbox"/>					
I can't recall important parts of my work with trauma victims	<input type="checkbox"/>					
I am a very caring person	<input type="checkbox"/>					
I am happy that I chose to do this work as a provider	<input type="checkbox"/>					

8.2 Part of the Family Recovery Court work involves building partnerships among community providers. Statements that mention "collaborative group" or "collaborative project" refer to the Family Recovery Court. Please indicate how much you agree or disagree with the following statements.

Source: Wilder Collaboration Factors Inventory.

	Strongly Disagree	Disagree	Neutral, No Opinion	Agree	Strongly Agree
Agencies in our community have a history of working together.	<input type="checkbox"/>				
Trying to solve problems through collaboration has been common in this community. It's been done a lot before.	<input type="checkbox"/>				
Leaders in this community who are not part of our collaborative group seem hopeful about what we can accomplish.	<input type="checkbox"/>				
Others (in this community) who are not part of this collaboration would generally agree that the organizations involved in this collaborative project are the "right" organizations to make this work.	<input type="checkbox"/>				
The political and social climate seems to be "right" for starting a collaborative project like this one.	<input type="checkbox"/>				
The time is right for this collaborative project.	<input type="checkbox"/>				
People involved in our collaboration always trust one another.	<input type="checkbox"/>				
I have a lot of respect for the other people involved in this collaboration.	<input type="checkbox"/>				
The people involved in our collaboration represent a cross section of those who have a stake in what we are trying to accomplish.	<input type="checkbox"/>				
All the organizations that we need to become members of this collaborative group have become members of the group.	<input type="checkbox"/>				
My organization will benefit from being involved in this collaboration.	<input type="checkbox"/>				
People involved in our collaboration are willing to compromise on important aspects of our project.	<input type="checkbox"/>				

The organizations that belong to our collaborative group invest the right amount of time in our collaborative efforts.	<input type="checkbox"/>				
Everyone who is a member of our collaborative group wants this project to succeed.	<input type="checkbox"/>				
The level of commitment among the collaboration participants is high.	<input type="checkbox"/>				
When the collaborative group makes major decisions, there is always enough time for members to take information back to their organizations to confer with colleagues about what the decision should be.	<input type="checkbox"/>				
Each of the people who participate in decisions in this collaborative group can speak for the entire organization they represent, not just a part.	<input type="checkbox"/>				
There is a lot of flexibility when decisions are made; people are open to discussing different options.	<input type="checkbox"/>				
People in this collaborative group are open to different approaches to how we can do our work. They are willing to consider different ways of working.	<input type="checkbox"/>				
People in this collaborative group have a clear sense of their roles and responsibilities.	<input type="checkbox"/>				
There is a clear process for making decisions among the partners in this collaboration.	<input type="checkbox"/>				
This collaboration is able to adapt to changing conditions, such as fewer funds than expected, changing political climate, or change in leadership.	<input type="checkbox"/>				
This group has the ability to survive even if it had to make major changes in its plans or add some new members in order to reach its goals	<input type="checkbox"/>				
This collaborative group has tried to take on the right amount of work at the right pace.	<input type="checkbox"/>				
We are currently able to keep up with the work necessary to coordinate all the people, organizations, and activities related to this collaborative project.	<input type="checkbox"/>				
People in this collaboration communicate openly with one another.	<input type="checkbox"/>				
I am informed as often as I should be about what goes on in the collaboration.	<input type="checkbox"/>				
The people who lead this collaborative group communicate well with the members.	<input type="checkbox"/>				
Communication among the people in this collaborative group happens both at formal meetings and in informal ways.	<input type="checkbox"/>				
I personally have informal conversations about the project with others who are involved in this collaborative group.	<input type="checkbox"/>				
I have a clear understanding of what our collaboration is trying to accomplish.	<input type="checkbox"/>				
People in our collaborative group know and understand our goals.	<input type="checkbox"/>				
People in our collaborative group have established reasonable goals.	<input type="checkbox"/>				
The people in this collaborative group are dedicated to the idea that we can make this project work.	<input type="checkbox"/>				
My ideas about what we want to accomplish with this collaboration seem to be the same as the ideas of	<input type="checkbox"/>				

others.					
What we are trying to accomplish with our collaborative project would be difficult for any single organization to accomplish by itself.	<input type="checkbox"/>				
No other organization in the community is trying to do exactly what we are trying to do.	<input type="checkbox"/>				
Our collaborative group had adequate funds to do what it wants to accomplish.	<input type="checkbox"/>				
Our collaborative group has adequate “people power” to do what it wants to accomplish.	<input type="checkbox"/>				
The people in leadership positions for this collaboration have good skills for working with other people and organizations.	<input type="checkbox"/>				

The next set of items explores community-wide readiness to support the Family Recovery Court. Please rate each item below with how much you agree with it. We appreciate your honesty as this can help us identify areas to provide more support and technical assistance.

	Disagree (not yet ready)	Partially agree (somewhat ready)	Strongly agree (fully ready to go)
Leadership at my agency/organization believes change is needed and beneficial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership at my agency/organization believes change is possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is stability among agency leadership, such as agency directors, administrators, and program managers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staffing levels support effective functioning and implementation of programs and practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court has effective processes for retaining staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court has an effective process for training new and existing staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court has structures and processes in place to engage youth, families, and foster parents in change initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court has structures (e.g., networks, workgroups) in place to engage system partners (e.g., community service providers, attorneys, caseworkers) in change initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court aligns with my agency's mission, values, and guiding principles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The next set of items examines community buy-in for the Family Recovery Court. Please rate each item below with how much you agree with it.

	Disagree (not yet ready)	Partially agree (somewhat ready)	Strongly agree (fully ready to go)
The Family Recovery Court supports existing programs and initiatives and fits with how the agency does things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court is compatible with the values of individuals who will deliver it (e.g., caseworkers, service providers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court is compatible with the values of the intervention's target population (e.g., parents with SUD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership, staff, and stakeholders clearly understand the Family Recovery Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court is viewed as "doable"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are buy-in and support for the Family Recovery Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Family Recovery Court is perceived as being better than other alternatives to address the problem and current practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program champions are willing to advocate for the Family Recovery Court and devote efforts to its success	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is leadership and organizational support for the Family Recovery Court (including state, county, local, and private child welfare agency leaders, as relevant)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Key partner systems (e.g., courts, community service providers) are engaged in the planning and implementation of the Family Recovery Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff from different agencies/organizations know what they need to do to help carry out the Family Recovery Court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What barriers has FRC faced?

What barriers have families faced?

What strengths/benefits have you seen of FRC for your organization?

What strengths/benefits have you seen of FRC for families?