

Assessing Mobile Technologies in Child Protective Services

Sponsored by the New York State Office for Children and Family Services and New York City Administration for Children's Services

Conducted by the Center for Technology in Government, University at Albany

SURVEY DESCRIPTION

This survey is part of our effort to assess how the laptop pc you will receive affects your work. For this assessment we need to learn some things about your work before you use the laptops. We will ask you many of the same questions again near the end of the test period so we can assess what differences the laptops may have made. This survey also asks your opinions about the use of technology in your everyday activities, as well as some demographic questions.

Please note The survey is designed to help us understand how laptop use might fit in your regular work, including investigations, documentation, and court-related activities. For that we need an overall picture of how your work is done to help us understand how technology interacts with child protective service work in general. This is not an assessment of work practices per se.

SURVEY INSTRUCTIONS

The survey is divided into 4 sections and takes approximately 15 minutes to complete. You may review or change your survey answers at any time by moving back and forth through the online questionnaire using the "previous" and "save and continue" buttons on the survey pages. To avoid losing any data that you have entered, please do not use your browser's "Back" and "Forward" buttons.

When you have completed the entire survey, be sure to click "Submit Survey" at the end of the last screen.

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IMPORTANT

The survey asks about your work in terms of the four kinds activities described below. Please review the descriptions and use them to answer the questions.

Case Investigation and Intervention

This category includes planning and conducting assessments, providing direct services for children and caregivers, as well as communicating with supervisors and peers about case work. It also includes reading case histories, doing background research on family histories, collateral contact work, visiting, observing, or interviewing families in order to collect facts, and seeking additional information on a case, or removing a child.

Case Documentation and Reporting

This category includes organizing notes, writing narratives, accessing information from CONNECTIONS or other sources, and entering information into CONNECTIONS and other required applications. Required documentation includes progress notes, intake reports, Family Assessment Service Plans (FASP), safety and risk assessments, and other supporting documentation. This category does not include legal or court documentation.

Court-related activities

This category includes preparing for and participating in court proceedings, meetings with attorneys, consultations with supervisors or law guardians, gathering and submitting of additional documentation, preparing petitions and any reports ordered by court, reviewing case histories in preparation for testimony, participating in follow-up debriefings, and gathering of required information for case specific court activity. It also refers to all case-related courtroom appearances and associated wait time.

Administration and other office duties

This category includes non-case-related meetings with co-workers and supervisors, community outreach, completion of time sheets and personnel forms, work such as filing, faxing, mailing, general clerical, computer and system maintenance. It also pertains to participation in research, state and federal audits, focus groups and staff evaluations.

Section 1: Technology, your work, and you

This section asks about the current technologies you use in your daily work as well as your current skill levels and comfort with technology.

1. How would you describe your current skill level with the following tasks?

	None	Basic	Intermediate	Advanced	Expert	N/A
General computer use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Typing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Internet use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CONNECTIONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other computer applications used for CPS work (use box below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe...

2. To what extent would you like to have [training](#) in each of the following?

	Do not want training	Basic training	Intermediate training	Advanced training	N/A
General computer use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Typing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Internet use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CONNECTIONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other computer applications used for CPS work (use text box below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe...

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3. To what extent do you agree with the following statements:

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
I like using technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am excited about trying new technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I adjust easily to new technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I help co-workers learn technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Which technologies do you **currently use** to complete CPS work? (please select all that apply)

- Desktop PC
- Laptop
- Tablet PC
- Personal Digital Assistant (for example, Blackberry, etc.)
- Dictation service or device
- Cell phone
- Other (please specify in box below)

5. Which technologies have you **used in the past** to complete CPS work but are **no longer using**? (select all that apply)

- I have only used my desktop PC
- Laptop
- Tablet PC
- Personal Digital Assistant (for example, Blackberry, etc.)
- Dictation device or service

- Cell phone
- Other (please specify in box below)

Untitled Page 2

6. **Where** do you currently use each of the following technologies to **complete CPS work**? (please select all that apply)

	Do not use	At the office	In the field	At court	At home
Desktop PC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laptop PC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tablet PC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Digital Assistant (for example, Blackberry, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dictation service or device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cell phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify device below)	<input type="text"/>				

7. Do you **"log-in"** to CONNECTIONS from **another source beside your office desktop PC**?

- Yes (got to question 7a)
- No (go to question 8)

Untitled Page 3

7a. If yes, please tell us which source:

Section 2: Time requirements, travel, and wait times

This section asks about time during your work day, the frequency and usefulness of wait times as well as travel times. Some of the questions use the four areas of work defined at the beginning of the survey, others are specific examples.

8. During an **average week**, how much time do you typically spend on **each area**?

	None of my time	Very little of my time	Some of my time	A lot of my time	Most of my time
Case investigation and intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case documentation and reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court-related activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administration and other office duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (use box below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe...

9. In an **average week**, how many day(s) do you **spend in the field**:

10. In an **average week**, how many hours of overtime do you work?

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10a. When overtime hours are worked, what areas are you working in?
(select all that apply)

- Case investigation and intervention
- Case documentation and reporting
- Court-related activities
- Administration and other office duties
- Other (please specify in box below)

10b. Please describe the specific tasks you work on **most often** when working overtime?

Untitled Page 4

11. On an **average day**, what is the total amount of time you spend

commuting to and from work?

12. Do you currently do CPS work during your commuting time?

- Yes (go to question 12a)
- No (go to question 13)

Untitled Page 5

12a. Please describe the specific tasks you work on during your commute.

Untitled Page 6

13. During an [average month](#), how many days do you have to [appear in court](#)?

14. During an [average day in court](#) , how long is your [wait time](#)?

15. Do you currently do CPS work during your wait time in court?

- Yes (go to question 15a)
- No (go to question 16)

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15a. Please describe the specific tasks you work on during your wait time in court?

Section 3: Documentation and reporting activities

This section focuses on how you prepare and enter case documentation. We concentrate on work style, location of work, and type of tasks you are able to perform.

16. Do you "log-in" to [CONNECTIONS](#) to enter required documentation when in the following locations? (documentation such as progress notes, intake reports, FASP, safety and risk assessments and other supporting material)

	Yes	No
In the field	<input type="radio"/>	<input type="radio"/>
In the office	<input type="radio"/>	<input type="radio"/>
At home	<input type="radio"/>	<input type="radio"/>
At the court house	<input type="radio"/>	<input type="radio"/>

17. In an [average week](#), when you are in the field, how often do you do the following to "log-in" to [CONNECTIONS](#) to enter information on cases:

	Never	Once a week or less	2 - 3 times a week	4 - 5 times a week	More than 5 times a week
Return to the office to enter the information yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call your supervisor to enter the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call a colleague to enter the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use a mobile device to enter the information (other than cell phone)(use box below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please describe the device you used...	<input type="text"/>				

Untitled Page 7

18. In an [average week](#), when you are in the field, how often do you do the following to get access to information on cases in [CONNECTIONS](#):

	Never	Once a week or less	2 - 3 times a week	4 - 5 times a week	More than 5 times a week
Return to the office as needed to look up information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call your supervisor to look up information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call a colleague to look up information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use a mobile device to look up information (other than cell phone)(use box below)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Please describe the device you used...	<input type="text"/>				

19. To what extent do you agree with the following statements:

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
If case-related activity happens at the end of my day, I wait until the next morning to enter information into CONNECTIONS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have very little control over my schedule on a typical day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have very little flexibility in my schedule on a typical day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I schedule my work time in the field efficiently on a typical day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4: Work environment and experiences

The last section of our survey asks about what causes you job stress as well as some demographic questions.

20. How would you rate your overall level of job-related stress?

- Very low
 Low
 Medium
 High
 Very high
 No stress

21. Which **situations** cause you stress? (select all that apply)

- The number of cases I have
- The amount of documentation associated with CPS work
- Not having flexibility in when and where my documentation is completed
- Meeting documentation deadlines
- Not having sufficient time for field work
- Not being able to use my time more effectively
- Not having sufficient technological tools to do my work well
- None of the above
- Other (please specify in box below)

22. To what extent do you agree with the following statements:

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
I like my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I work in a supportive environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have sufficient resources to do my job well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I am valued by my organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Untitled Page 8

23. Which means of transportation do you **primarily use while at work** ?

- Public transportation (bus, subway, etc.)
- Car
- Both

24. Which field office are you currently working at?

- Williams Street
- Staten Island

25. What is your current title?

- Caseworker
- Supervisor 1
- Other (please specify)

Untitled Page 9

26. How long have you been working in the area of Child Protective Services?

27. How long have you been working at your current ACS office?

28. Have you worked for Child Protective Services in any other state beside New York?

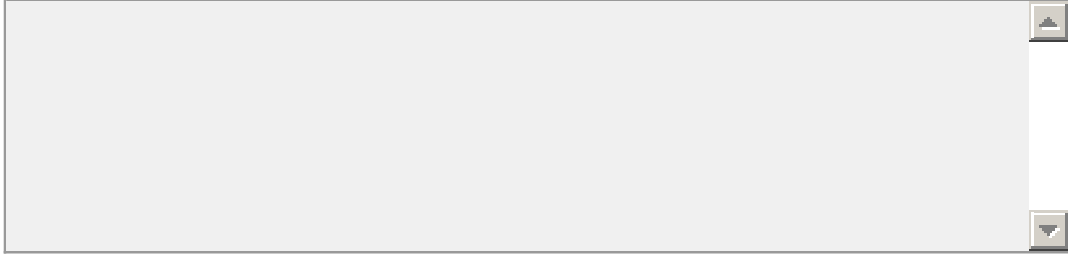
- Yes (go to question 28a)
- No (go to question 29)

Untitled Page 10

28a. If yes, which states?

Untitled Page 11

29. If you have additional thoughts or comments about child protective services work or about the questions in this survey, please enter them in the space provided below.

A large, empty text input field with a vertical scrollbar on the right side. The field is rectangular and occupies a significant portion of the page below the question. The scrollbar is located on the right edge of the text area.