

Assessing Mobile Technologies in Child Protective Services

Follow-Up Survey

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 the second part of our effort to assess how the laptop pc you received affects your work. We will ask you some of the same questions as in the baseline survey, with additional questions about your use of the laptop pc.

Please note The survey is designed to help us understand how the laptop affected your work and how well it fit with the work of a child protective service worker. This is not an assessment of work practices per se.

SURVEY INSTRUCTIONS

The survey is divided into four sections and will take approximately 20 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. If you close your browser before clicking the "Submit Survey" button, simply re-enter the survey through the email link and select "Submit Survey."

2. Assessing Mobile Technologies in Child Protective Services

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.

3. Section 1: Training and laptop performance (cont)

SECTION 1: Laptop performance and training This section asks about your general experience with the laptop's performance, technical issues, and training.

Note: By "LAPTOP" we mean ACS-issued laptop.

1. Please rate the **ease of logging-on** to the laptop:

- Extremely difficult
- Difficult
- Neither difficult/easy
- Easy
- Extremely easy

2. Did you **call the help desk** during the evaluation period (July 30 - October 12)?

- Yes

No

4. Called help desk

2a. Please [describe why you called the help desk](#) and [describe any other performance issues](#) you had with the laptop:

5. Other performance issues

2b. Even if you did not call the help desk, please [describe any performance issues you experienced with the laptop](#):

6. Section 1: Training and laptop performance

3. The [training I received](#) when I was [issued the laptop](#) was useful:

- Strongly disagree
- Disagree
- Neither disagree/agree
- Agree
- Strongly agree

4. Do you [need additional training](#) to enhance your laptop use?

- Yes
- No

7. 4a. additional training

4a. Please [describe the type of training](#) that would be [most useful](#) to you in using your laptop for CPS work.

8. Section 2: Time requirements, your work, and technology

SECTION 2: Time requirements, your work, and technology This section asks about your general use of the laptop at various locations, as well as the frequency and usefulness of the laptop during wait times and travel times. Some questions ask about the four areas of work defined at the beginning of the survey.

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

	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

(please specify)

9. Section 2: Time requirements, your work, and technology (cont)

**** Please note - by "IN THE FIELD" we mean away from the office, court, or home.

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

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

10. overtime

7a. Do you **use your laptop** to do CPS work **when working overtime**?

- Yes
 No

11. 7a. laptop use and overtime

7b. Please describe the [specific tasks you work on using your laptop](#) when working overtime:

12. Section 2: Time requirements, your work, and technology (cont)

8. [Where](#) do you currently use each of the following [to complete CPS work?](#) (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	<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"/>				

9. On average, how many [total hours per week](#) do you use your laptop for CPS work:

total hours per week

while at the office	<input type="text"/>
while in the field	<input type="text"/>
while at court	<input type="text"/>
while at home	<input type="text"/>

13. Section 2: Time requirements, your work, and technology (cont)

10. Rate the severity of each problem below [that might have prevented or interfered with](#) you working on your laptop [while in the field](#):

	Not at all a problem	2	3	4	A very big problem
Establishing a connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Losing the connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slow connection speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling I was in danger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blocks of time too small	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>				

14. Section 2: Time requirements, your work, and technology (cont)

11. Rate the severity of each problem below [that might have prevented or interfered with](#) you working on your laptop [while in court](#):

	Not at all a problem	2	3	4	A very big problem
Establishing a connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Losing the connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slow connection speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling I was in danger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blocks of time too small	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>				

15. Section 2: Time requirements, your work, and technology (cont)

12. Rate the severity of each problem below [that might have prevented or interfered with](#) you working on your laptop [while at home](#):

	Not at all a problem	2	3	4	A very big problem
Establishing a connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Losing the connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slow connection speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feeling I was in danger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blocks of time too small	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>				

13. Do you currently do CPS work [during your commute](#) ?

Yes
 No

16. 13a. commute and laptop use

13a. Do you use your [laptop computer to do CPS work during your commute?](#)

Yes
 No

17. 13b. describe use during commute

13b. Please describe the specific tasks you work [using your laptop](#) during your commute:

18. Section 3: Documentation and reporting activities

[SECTION 3: Documentation and reporting activities](#) This section asks about how you prepare and enter case documentation. The questions deal with work style, location of work, and type of tasks you are able to perform.

14. Where do you ["log-in to CONNECTIONS"](#) to ENTER required documentation using the following:

	Have never used to "log-in"	At the office	In the field	At court	At home
Desktop PC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tablet PC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Digital Assistant (for example, Blackberry, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. 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	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 my laptop to enter the information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Section 3: Documentation and reporting activities (continued)

16. In an average week, when you are **in the field**, how often do you do the following to **get ACCESS to information on cases**:

	Never	Once a week	2-3 times a week	4-5 times a week	More than 5 times a week
Return to the office from the field as needed, to look up information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call my 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 my laptop to look up information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. During an **average day**, how often do you **use your laptop to**:

	Never	Once a day	2 -3 times a day	4 - 5 times a day	More than 5 times a day
Check email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use travel/mapping directions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use government Web sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please list any other uses:

20. Section 3: Documentation and reporting activities (cont)

18. 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 the 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"/>

21. Section 4: Work environment and satisfaction

SECTION 4: Work environment and satisfaction The last section of our survey asks about what causes you job stress, satisfaction, and about your overall experience.

19. 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 new technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. 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"/>

22. Section 4: Work environment and satisfaction (cont)

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

- Very low
- Low
- Medium
- High
- Very high
- No stress

22. Which [situations](#) cause you stress? (select all that apply)

- Number of cases
- Amount of documentation associated with CPS work
- Not having sufficient technological tools to do my work well
- Not having flexibility in when or where my documentation is completed
- Meeting documentation deadlines
- Not having sufficient time for field work
- Not being able to use my time more effectively
- None of the above
- Other

(please specify)

23. Section 4: Work environment and satisfaction (cont)

23. Does [having a laptop](#) reduce your overall stress level?

- Yes
- No

24. reduce stress

23a. Please describe why [having a laptop reduces](#) your overall level of stress?

25. does not reduces stress

23b. Please describe why [having a laptop does not reduce](#) your overall level of stress?

26. Section 4: Work environment and satisfaction (cont)

24. Compared to "not having" a laptop, [rate the difference using a laptop made:](#)

	Much worse	Somewhat worse	About the same	Somewhat better	Much better
in the timeliness of your documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
in your ability to get CPS work done at court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
in your ability to access case information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
when communicating with your supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
in providing service to your clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Section 5: Work environment and experience (continued)

25. How would you rate [your overall satisfaction](#) with [the laptop](#) in CPS work?

- Very dissatisfied
- Somewhat dissatisfied
- Neither dissatisfied/satisfied
- Somewhat satisfied
- Very satisfied

26. Would you [recommend using the laptop](#) for CPS work [to colleagues](#)?

- Yes
- No
- Maybe

Please explain your above choice in the text box below:

28. Section 4: Work environment and satisfaction (cont)

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

