

















































Would you consider your caseload to be:		Frequency	Percent	Cumulative Percent
Valid	Too low	3	1.2	1.2
	Too high	129	52.9	54.1
	About right	112	45.9	100.0
	Total	244	100.0	
Missing	System	6		
Total		250		

Descriptive Statistics	N	Mean	Std. Deviation	Min	Max
Stress	239	<b>2.5</b>	.86054	1	5
Sleep Disturbance	238	<b>1.7</b>	.99444	0	4
Time Pressure	247	<b>3.3</b>	.71509	1	4
Psychological Distress	238	<b>1.1</b>	.88454	0	4
Personal Burnout	240	<b>61.3</b>	20.48588	16.67	100
Work-related Burnout	240	<b>61.0</b>	17.75214	17.86	100
Client-related Burnout	240	<b>51.4</b>	20.03641	0	100
Intent to Remain - Agency	236	<b>3.1</b>	1.12437	1	6
Intent to Remain - Child Welfare	236	<b>3.2</b>	.95074	1	5.67

Group Differences	Job Category	N	Mean	Std. Error Mean
Stress	Case Manager	109	<b>2.6</b>	.08349
	Child Protective Investigator	130	<b>2.4</b>	.07403
Sleep Disturbance	Case Manager	109	<b>1.7</b>	.09748
	Child Protective Investigator	129	<b>1.6</b>	.08602
Time Pressure	Case Manager	114	<b>3.3</b>	.06412
	Child Protective Investigator	133	<b>3.2</b>	.06399
Psychological Distress (a)	Case Manager	109	<b>1.2</b>	.09250
	Child Protective Investigator	129	<b>.94</b>	.06978
Personal Burnout	Case Manager	108	<b>64.1</b>	1.98507
	Child Protective Investigator	132	<b>59.0</b>	1.75428
Work-related Burnout (b)	Case Manager	108	<b>63.9</b>	1.60459
	Child Protective Investigator	132	<b>58.7</b>	1.59446
Client-related Burnout (c)	Case Manager	108	<b>55.5</b>	1.89247
	Child Protective Investigator	132	<b>48.1</b>	1.72164
Intent to Remain - Agency	Case Manager	107	<b>2.9</b>	.10568
	Child Protective Investigator	129	<b>3.2</b>	.10023
Intent to Remain - Child Welfare	Case Manager	107	<b>3.0</b>	.09333
	Child Protective Investigator	129	<b>3.3</b>	.08163

Technical note: Group differences were assessed using an independent samples *t*-test

<sup>a</sup> $p = .019$ ; <sup>b</sup> $p = .024$ ; <sup>c</sup> $p = .004$ ; <sup>d</sup> $p = .046$

Time Differences	Mean	N	Std. Deviation	Std. Error Mean
Sleep Disturbance - Wave 1	<b>1.14</b>	237	.80088	.05202
Sleep Disturbance - Wave 2	<b>1.68</b>	237	.99633	.06472
Psychological Distress - Wave 1	<b>.53</b>	237	.54871	.03564
Psychological Distress - Wave 2	<b>1.06</b>	237	.88640	.05758

Technical note: Group differences were assessed using a paired samples  $t$ -test. Both items were statistically significant at  $p < .001$ .



### Appendix C: Data Tables – Training Calendar Analysis

Descriptive Statistics	N	Mean	Std. Deviation	Min	Max
Total Training Days	35	<b>49.6</b>	10.322	29	69
Structured Field Days	35	<b>11.7</b>	5.653	1	22
Total Labs	33	<b>6.6</b>	3.614	0	10
FSFN Days	32	<b>5.8</b>	4.589	1	15
Days of Online Content	16	<b>3.6</b>	1.408	1	6

Group Statistics	Job Category	N	Mean	Std. Error Mean
Total Training Days <sup>a</sup>	Case Manager	16	<b>42.67</b>	2.256
	Child Protective Investigator	19	<b>55.3</b>	1.714
Structured Field Days <sup>a</sup>	Case Manager	16	<b>8.4</b>	1.095
	Child Protective Investigator	19	<b>14.5</b>	1.181
Total Labs <sup>a</sup>	Case Manager	15	<b>3.2</b>	.656
	Child Protective Investigator	18	<b>9.4</b>	.166
FSFN Days <sup>b</sup>	Case Manager	15	<b>3.6</b>	.466
	Child Protective Investigator	17	<b>7.8</b>	1.313
Days of Online Content	Case Manager	6	<b>4.0</b>	.856
	Child Protective Investigator	10	<b>3.4</b>	.267

Technical note: Group differences were assessed using an independent samples *t*-test

<sup>a</sup> $p \leq .001$  <sup>b</sup> $p = .008$

## Appendix D: Scale Items

Self-Esteem
All in all, I'm satisfied with myself.
At times I think I'm no good at all.
I feel that I have a lot of good qualities.
I'm able to do things as well as most other people.
I feel that I don't have much to be proud of.
I feel useless at times.
I feel that I'm basically no good.
I wish I could have more respect for myself.
All in all, I feel that I'm a failure.
I feel that I'm not important to others.

Job Satisfaction – Salary
I feel I am being paid a fair amount for the work I do.
Raises are too few and far between.
I feel unappreciated by the organization when I think about what they pay me.
I feel satisfied with my chances for salary increases.

Job Satisfaction – Benefits
I am not satisfied with the benefits I receive.
The benefits we receive are as good as most other organizations offer.
The benefit package we have is equitable.
There are benefits we do not have which we should have.

Sleep Disturbance – In the past 30 days, how often did you have problems...
getting to sleep, when it took you two hours or longer before you could fall asleep?
staying asleep, when you woke up and took an hour or more to get back to sleep?
waking too early, when you woke up at least two hours earlier than you wanted to?
feeling sleepy during the day?

<b>Psychological Distress – In the past 30 days, how often did you feel...</b>
nervous?
hopeless?
restless or fidgety?
so depressed that nothing could cheer you up?
that everything was an effort?
worthless?

<b>Social Support from Family/Friends</b>
How much can your Family/Friends be relied on when things get tough at work
How much are your Family/Friends willing to listen to your work-related problems?
How helpful are your Family/Friends to you in getting your job done?
How much are your Family/Friends willing to listen to your personal problems?
How easy is it to talk to your Family/Friends?

<b>Stress – In the past 30 days, how often did you feel...</b>
that you were unable to control the important things in your life?
confident about your ability to handle your personal problems?
that things were going your way?
difficulties were piling up so high that you could not overcome them?

<b>Time Pressure</b>
I have too much work to do in the amount of time that I have
I don't have enough time to do my job effectively
I am too busy at work
My workload is too high
I have a lot of time pressure in my work

<b>Burnout – Personal</b>
How often do you feel tired?
How often are you emotionally exhausted?
How often do you think: "I can't take it anymore"?
How often are you physically exhausted?
How often do you feel worn out?
How often do you feel weak and susceptible to illness?

**Burnout – Work Related**

- Do you feel worn out at the end of the working day?
- Are you exhausted in the morning at the thought of another day at work?
- Do you feel that every working hour is tiring for you?
- Do you have enough energy for family and friends during leisure time?
- Is your work emotionally exhausting?
- Does your work frustrate you?
- Do you feel burnt out because of your work?

**Burnout – Client-Related**

- Do you find it hard to work with clients?
- Does it drain your energy to work with clients?
- Do you find it frustrating to work with clients?
- Do you feel that you give more than you get back when you work with clients?
- Are you tired of working with clients?
- Do you sometimes wonder how long you will be able to continue work with clients?

**Intent to Remain – Agency**

- I plan to leave this agency as soon as possible.
- I have too much time invested at this agency to leave.
- I expect to still be working at this agency in 5 years.
- I am committed to staying at this agency.
- I would gain little from switching to another agency.
- I would have a hard time finding another job at a different agency.

**Intent to Remain – Child Welfare**

- I plan to leave child welfare as soon as possible.
- I would have a hard time finding a job outside child welfare.
- I have too much time invested in child welfare to leave.
- I am committed to continuing to work in child welfare.
- For me to leave child welfare would mean giving up a substantial investment in training.
- My professional goals include working with children and families, but not necessarily in child welfare.

**APPENDIX 2: THE FLORIDA STUDY OF PROFESSIONALS FOR SAFE FAMILIES (FSPSF) ADDENDUM**



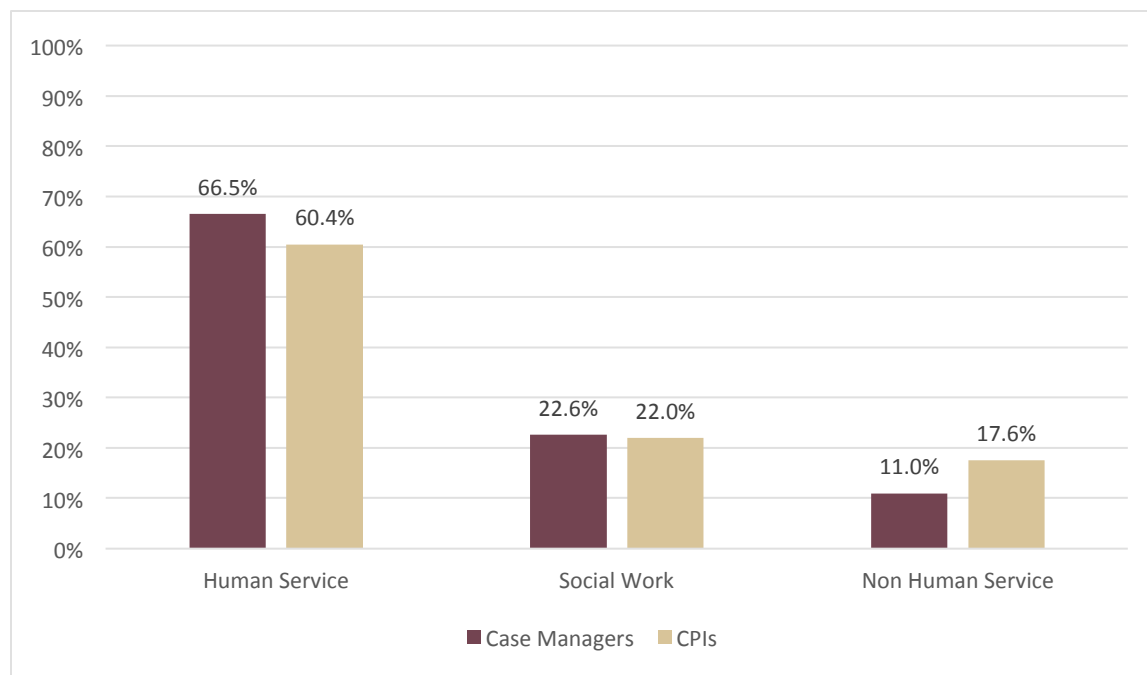
**THE FLORIDA STUDY OF PROFESSIONALS FOR SAFE FAMILIES (FSPSF)**

**ADDENDUM**

**Background**

This addendum is in response to a legislative request to address several questions specific to social workers relevant to the emphasis on professionalizing the child welfare workforce. Data used for this addendum are taken from the second wave of data collection. Study participants typically complete the Wave 1 (baseline) survey within the first month of their employment. Wave 2 data collection occurs six months later. On average, study respondents spent 10 weeks in their preservice training so that by the time Wave 2 data were collected, participants had been on providing services to child welfare clients for 3-4 months. Wave 2 data collection began in March 2016, and the information presented below is drawn from the first three months of Wave 2 collection. There are 323 workers who provided responses, and of those, 72 indicate their highest degree is in social work (Figure 1). As such, these results should be considered very preliminary initial findings.

*Figure 1. Major: Highest Degree by Case Manager or CPI Role*



The majority of data below represent responses from the 72 participants who identified as social workers from the first 3 months of Wave 2 data collection. They include both case managers and child protective investigators.

**1) Why did they come into the field?**

The most common reason identified as the reason social workers chose work in child welfare was that they always wanted to work with children. This answer represents 26.4% of social workers. The second most common reason (20.8%) was that child welfare work was consistent with their academic training.

**2) Why did they leave their position?**

There were 13 social workers who left their original child welfare positions. The most common reason for leaving was the job responsibilities (38.5%;  $n = 5$ ). More specifically, each of the following reasons was identified by one person: too much time spent traveling; working too many hours; completing too much paperwork; caseload too complex to manage.

Beyond leaving for reasons associated with the job responsibilities, one person left because of issues with supervision, two left because of the agency's environment, two left because of their professional goals, one left for unspecified reasons and two were terminated.

**3) How long did they stay?**

Among those who left, the mean number of days on the job was 138. This is roughly equivalent to 4.5 months, and compares to 132 days on the job for non-social workers.

**4) Where did they go?**

Among the social workers who left their initial child welfare agency and are currently employed in another position ( $n = 9$ ), 44% ( $n = 4$ ) indicate they remain working in child welfare.

**5) Are social workers better trained coming in?**

This study is designed to examine factors that influence retention and turnover decisions by child welfare workers. As such, we are unable to directly answer questions about training. However, the Department of Children and Families has agreed to provide us with INFOR score on their applicants. INFOR is a screening tool that creates a profile of applicants based on 39 dimensions clustered into five core competencies. Those core competencies include: conflict management, customer service, decision-making, problem-solving, and time management.<sup>3</sup>

FSPSF asks respondents to allow us access to INFOR scores. For those who agree, names are provided to the Department of Children and Families who return the score. Note that this information is only available for new applicants to Child Protective Investigator positions employed by DCF. We have INFOR scores on 75 CPIs, 21 of whom have social work degrees. There are no differences between mean scores for those with a social work degree (mean = 73.8) and those without (mean = 75.1).

**6) Are there any differences in outcomes once they go to the field?**

We are not able to answer this question at this time.

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<sup>3</sup> This information was taken from the PeopleAnswers Reference Guide for INFOR.

**7) Are there differences in turnover rates?**

No. At this point, 19.8% ( $n = 64$ ) of respondents indicate that they no longer are employed by the agency where they were first hired. Of the workers who left, 18.1% are social workers compared to 20.3% who are non-social workers.