

SBC evaluation highlights survey of social workers statewide

This fact sheet highlights some of the findings from the survey of social workers conducted by Partners for Our Children in collaboration with Children's Administration and the Division of Research and Data Analysis. The survey of social workers is critical to assessing the degree to which implementing the Solution Based Casework practice model improves the outcomes of children and families served by CA. The findings below highlight social workers'

- Perceptions of obstacles to helping families
- Casework approach to assessed families
- Inclusion of assessed families in case planning
- Perceptions of barriers to achieving casework goals
- Reports of services assessed families received
- Reports of assessed caregivers' unmet needs
- Views of the organizational climate in their unit and
- Their job satisfaction

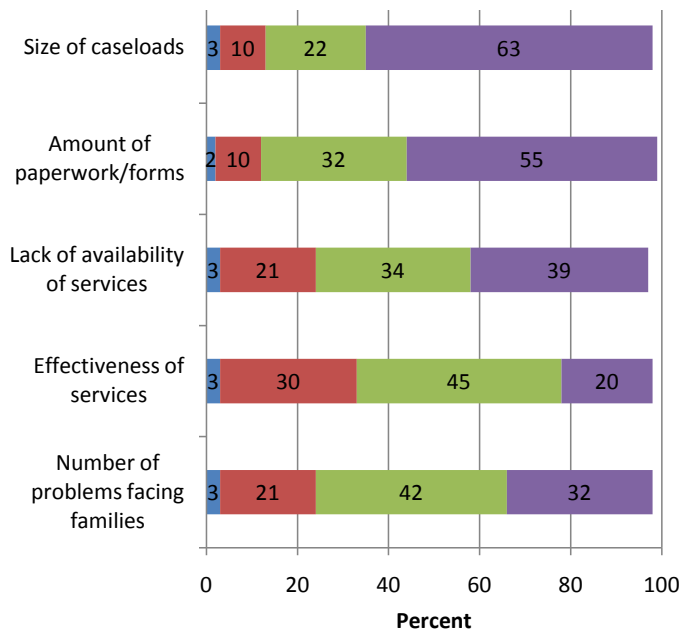
The full report is available on Partners for Our Children's Knowledge Center at www.partnersforourchildren.org. Please contact Sandra Lyons (sandra.lyons@partnersforourchildren.org) or Elizabeth Jones (ELIJ300@dshs.wa.gov) if you have questions about the survey findings or the evaluation.

About the survey. The purpose of the survey was to obtain baseline measures of social workers' current approaches to casework practice, their perceptions of obstacles to helping families who receive services from CA, their job satisfaction, and their perceptions of working conditions. The survey also asked social workers to assess a family randomly-selected from their caseload. Statewide, between April and October 2008, surveys were completed by 96 percent of all social workers.

Partners for Our Children is committed to improving the lives of Washington state foster children through rigorous research, analysis and evidence-based innovation. The organization, founded in 2007, is a collaborative effort of the University of Washington School of Social Work, Washington State Department of Social and Health Services and private funders.

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Obstacles to helping families. Workers indicated that the most significant obstacles to helping families were: the size of caseloads, the amount of paperwork to be completed, the lack of availability of services, the effectiveness of services, and the number of problems facing families.

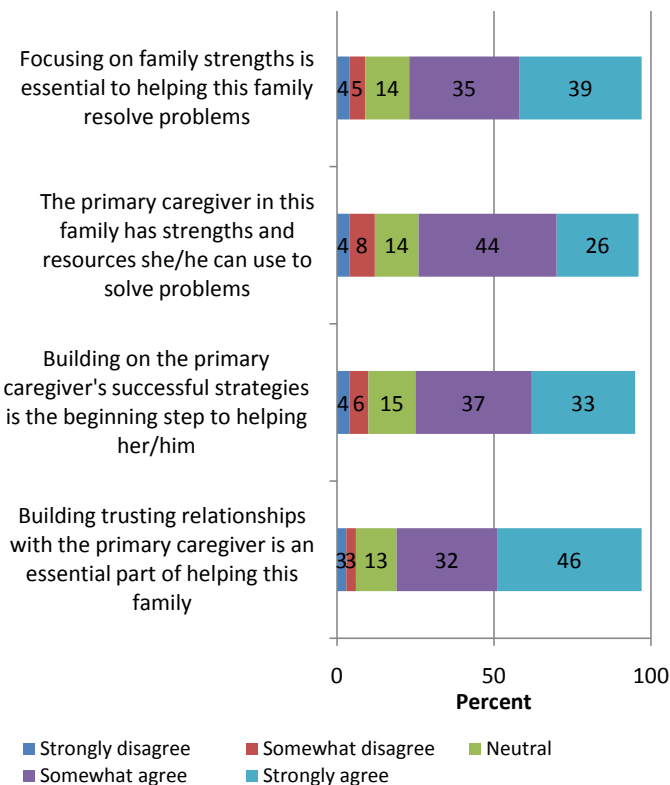


■ No obstacle ■ Slight obstacle ■ Moderate obstacle ■ Significant obstacle

Note. Percentages may not add to 100 due to missing data.

Workers' Assessments of Families

Workers' casework approach. Overall, workers reported taking a strengths-based, solution-focused approach to working with the families they assessed for the survey. The chart below shows some of the Solution-Based approaches workers reported using in their work with families.



Note. Percentages may not add to 100 due to missing data.

Workers' inclusion of family in case planning. A majority of workers somewhat (32%) or strongly (31%) agreed that primary caregivers had played a central role in identifying service needs and goals in case plans, and that caregivers were somewhat (31%) or very (32%) involved in creating the service plan.

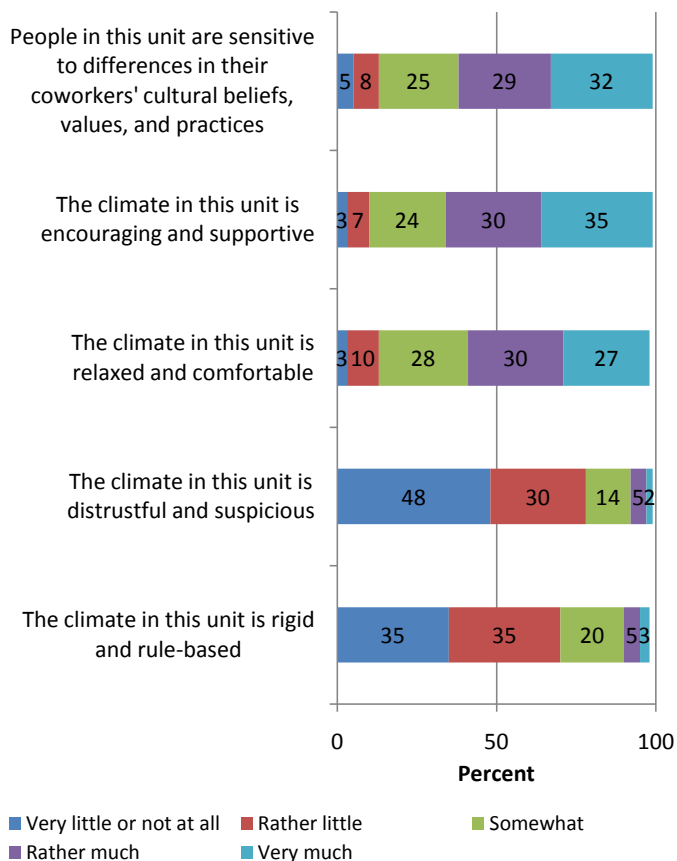
Barriers to achieving casework goals. Workers indicated that there were only slight to moderate barriers to achieving casework goals. Of the barriers the survey asked workers about, primary caregivers' cooperation (45%) and the number of different problems facing the families (39%) were considered to be moderate or significant barriers by the largest percentages of workers.

Caregiver services. Workers reported that the services most often provided to families who needed them were the following: help with transportation (74%), day care (71%), substance abuse services (71%), medical services (70%), social/emotional support (69%), and basic parenting assistance (66%). Also, workers' reports suggested that caregivers were more likely to receive a service if the caregiver thought it was needed.

Unmet needs. Fifty percent or less of the families who needed the following services received them: community activities (50%), respite care (48%), family conflict resolution (48%), anger management services (46%), nurturing/socialization services (45%), help with education/GED (37%), and help with employment (33%).

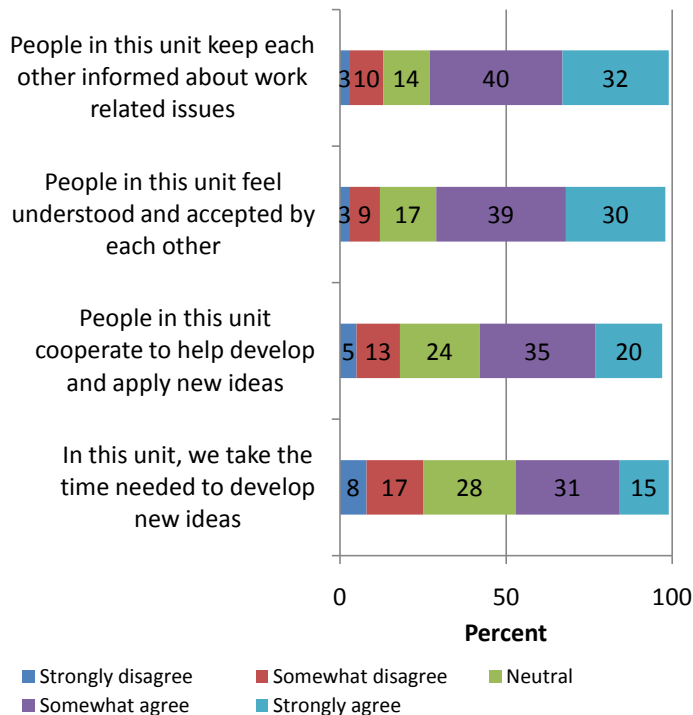
Organizational Climate and Workers' Job Satisfaction

Social climate. As shown in the chart below, a majority of workers held a positive view of the social climate within their work unit.



Note. Percentages may not add to 100 due to missing data.

Team climate. A majority of workers also had positive perceptions of the team climate within their work unit. However, compared with the other team climate items shown in the chart below, a slightly smaller percentage of workers agreed with the statement, “In this unit, we take the time needed to develop new ideas.”



Note. Percentages may not add to 100 due to missing data.

Job satisfaction. Thirty-one percent of the workers strongly agreed with the statement, “All in all, I am satisfied with my job”, 38 percent somewhat agreed, 17 percent were neutral, and 12 percent disagreed.