

CHILD WELFARE PARTNERSHIP

Partnership Baseline Survey Results Overview

June 2012

The Child Welfare Partnership Baseline Survey was initiated as part of CWPC's strategic plan. The purpose of the survey was to assess the current level of partnership and thus be able to later determine if DHS-contractor partnership has increased as a result of other components of the strategic plan.

The survey was distributed electronically to DHS and contractor staff in May and remained open for response for three weeks. A reminder was sent approximately half-way through the survey period.

The survey consisted of 26 questions organized within three topic areas:

- Transparent Communication
- Commitment to Partnership
- Professional Relationships

Target respondents were:

- DHS and contractor line staff
- DHS and contractor supervisory staff
- DHS and contractor administrators and managers

A total of 670 responses were received as follows:

Respondent Role	Number	Percent of Total
DHS Social Work Case Manager or Child Protective Worker	274	41%
Contractor Line Staff	160	24%
Contractor Supervisor	83	12%
DHS Supervisor	52	8%
Contractor Administrator/Manager	49	7%
DHS Service Area Manager or Social Work Administrator	14	2%
Did Not Identify Role	38	6%
TOTAL	670	100%
DHS Respondents	340	50.7%
Contractor Respondents	292	43.6%
Affiliation Unidentified	38	5.7%
TOTAL	670	100%

General Response Trends (all items were rated on a 5-point scale):

Transparent Communication (8 questions)

- Section Average, excluding “don’t know” responses: **3.33**
- **Over 50% of respondents rated four of the eight statements regarding transparent communication as either “strongly agree” or “agree”.** These four statements pertained to the following:
 - Requests for phone time or meetings always granted within an agreed-upon timeframe.
 - Regular invitations to attend meetings/conferences to provide feedback or suggestions occur.
 - Willingness to see things from the partner’s perspective and actively listening to the other’s ideas and feelings. (Note: Highest-rated section item at 60.6% agree/strongly agree)
 - Verbal and written commitment to future relationship.
- **Lowest rated section item** was “Constructive criticism is welcomed and dealt with openly between partners” with an average score of 3.09, and 28.3% of respondents answering either “disagree” (22%) or “strongly disagree” (6.3%).

Commitment to Partnership (8 questions)

- Section Average, excluding “don’t know” responses: **3.51**
- **Over 50% of respondents rated five of the eight statements regarding commitment to partnership as either “strongly agree” or “agree”.** These five statements pertained to the following:
 - Commitment to collaboration involves a diverse group of stakeholders.
 - Commitment to ongoing practice improvement aimed at better outcomes for children and families. (Note: Highest-rated section item at 73.1% agree/strongly agree, and **highest rated item in the entire survey.**)
 - Agreement on and promotion of vision, mission, and values aimed at sustaining a strong partnership.
 - Conducting of regular joint trainings and seeking of opportunities to engage in additional joint trainings.
 - Integrity and honesty in applying methods and actions to achieve desired results.
- **Lowest rated section item** was “Our partnership functions with the idea of shared accountability” with an average score of 3.19, and 25.2% of respondents answering either “disagree” (20.8%) or “strongly disagree” (4.4%).
- The item pertaining to involvement of key stakeholders in the strategic planning process had the highest number of “don’t know” responses, at 13.9%.

Professional Relationships (10 questions)

- Section Average, excluding “don’t know” responses: **3.39**
- **Over 50% of respondents rated seven of the ten statements regarding professional relationships as either “strongly agree” or “agree”.** These statements pertained to the following:
 - Our professional relationships are based on trust.
 - Understanding and respect of the differing roles and responsibilities.
 - Capitalizing on collective diverse experiences and expertise.
 - Viewing each other as mentors, coaches, consultants, and experts, asking each other for input.
 - Understanding and tolerance in the event of problems of disagreements.
 - Shared perspective on results that benefit families and children. (Note: Highest-rated section item at 69.3% agree/strongly agree)
 - Working successfully to increase communication and agreement on methods to achieve results.
- **Lowest rated section item** was “Changes in personnel do not negatively affect our already-established relationships” with an average score of 2.73%, and 42.8% of respondents answering either “disagree” (28.2%) or “strongly disagree” (14.6%). **This was the lowest-rated item in the entire survey.**