Alternative/Family Assessment Response
Interview Schedule for CPS Office Site Visits
for Supervisors and Field Workers Interviewed Individually

1. **Respondent Information**
   Date of Interview:
   County Name:
   Interviewee(s) Name and Title:
   Email:

   Years worked in current position:
   Years worked in child protection:
   Educational background:

2. **Changes in Office Organization and Staff Composition to Accommodate AR:**
   a. What is your role with AR (alternative or family assessment response pathway)?
   b. Were you allowed to choose your role?
   c. If you switched from TR (traditional investigative response) to AR, how do you think workers are adapting to their new responsibilities?
   d. What training did your received for your role with AR? Any differences in training or orientation for *new* AR workers vs. a worker who transferred from traditional?
   e. Do you believe you have received enough training? Are there any plans for more?
   f. Do the same workers that complete the AR Assessment also continue as the case-manager if an ongoing case is opened? Does this arrangement work?

3. **Status of AR Pilot Project:**
   a. How well do you feel you understand the goals and objectives of AR?
   b. As it is still early in the process of implementing AR, do you feel that the program is fully "up and running" at this point?
   c. Are there any complications or challenges with the process of AR that your county has experienced?
   d. Have there been any particular changes in workload/caseload?
   e. Any aspects of your current AR program that you would like to change?

4. **Changes in Procedures and Service Delivery:**
   a. Are the current intake/screening procedures working here?
   b. Are cases being screened in consistent ways?
   c. Have there been any challenges with track assignment, including randomization and/or the need to switch tracks after meeting with the family?
   d. Are the procedures for responding to AR cases different from your response to traditional cases? (who responds, when, and what services are offered)
   e. Do you see AR as being substantially different or not very different from what the county has been doing?
   f. In the past, what would have been done with cases that now are assigned for AR?
   g. Please describe what AR workers *do* when they meet with a family. Are AR workers approaching families in a different manner then they used to?
   h. In AR assessments, do workers have more, less or the same amount of contact with families than in the traditional approach?
   i. How useful is the CAPMIS tool for AR? Do you believe there are things being missed?
   j. What proportion of cases has been opened for services following the assessment period (more or less than TR)?
   k. How useful is the Family Risk Assessment instrument you use? Do workers believe there are things being missed? When is it completed? Are there any items on the tool that can

produce a misleading score for particular families or groups of families? Does it have high inter-rater reliability? To what extent can worker biases affect scores? Is it equally fair, valid and reliable with families of different ethnic communities?

5. **Child Safety:**
   a. Do you perceive that there is any threat to child safety as a result of using AR instead of an investigation?
   b. Are AR workers able to get enough information during their visits to adequately judge how safe or unsafe the children are?
   c. At what point is the Safety Assessment completed? Do the results refer to safety at initial contact, the end of assessment, or something else?
   d. What is the protocol for a family that does not want to participate in AR?
   e. Are there instances where the child is being interviewed separately?
   f. Do you think there are now cases being screened into AR that should *not* be?
   g. Do you think there are now cases not being screened in to AR that *should* be?

6. **Meeting Family Needs:**
   a. Have you noted any differences in the way AR workers are able to address family needs?
   b. Do you believe that you are able to get families what they need?
   c. Are you better able to identify and maximize family strengths?
   d. Are you able to be more creative with services?
   e. What type of services are being provided and by whom?

7. **Effectiveness:**
   a. Who is most helped by AR – which types of cases/families?
   b. Are there certain types of cases/families least likely to benefit from AR?
   c. Are there types of cases/families that receive AR that would benefit more from TR?
   d. How has AR most changed what you do with families? What can you do with/for these families that you couldn't do before?
   e. What is the relative importance of:
      i. The new way of approaching family (supportive, non-coercive…), versus
      ii. Being able to provide services to meet their needs

8. **Family Response:**
   a. Has the engagement of families improved?
   b. Are families more likely to cooperate?
   c. Are there any families that have refused AR in favor of TR?
   d. For those workers that have done TR as well as AR: Have you noticed a difference in how families react to AR assessments versus a traditional investigation?
   e. How will you know if and when you are making a difference in a case?
   f. Any direct feedback from specific families that you can report (case examples)?
   g. Any other observations from the field?

9. **Level of Awareness and Acceptance of AR among Staff and Director:**
   a. What is the general attitude for yourself and among other staff to the implementation of AR (could include difficulties with the change in approach, conflict between AR and TR workers, etc.)?
   b. Do you agree overall with the philosophy and goals or AR?
   c. Are there workers that believe that AR is virtually no different from "business as usual"?
   d. How successful do you believe the mandatory training was in achieving its objective of preparing workers for AR?
   e. Have you seen any change in the general attitude of CPS staff after the start of AR? Are workers more or less satisfied with their work?
   f. Has there been an impact on the 'traditional' system? Have you notice any cross over?
   g. Is there anything burdensome or stressful about AR?

10. Relationship Between County and Community Institutions Prior to AR:
   a. What was the general attitude of these institutions towards CPS?
   b. Did this office have any strong partnerships with particular community agencies?

11. Education of Community Concerning AR:
   a. What has been the initial reaction from these community groups and institutions regarding AR?
   b. Any particular issues with schools, county prosecutor, courts, CASA, or police? [Those institutions that are more involved with the process of CPS.]
   c. What role do these agencies play in AR? What role would the county like them to play?
   d. How much does the community understand? Do you believe there is still a need for further education in the community?
   e. Has AR had an effect on the types of referrals or reports you receive?
   f. What has worked well in the community education process?
   g. What have been the main challenges?
   h. Any plans to change or seek a change in the working relationship with any community institution in the future?

12. Service Provider Landscape and Resources in County:
   a. Do you feel there are adequate resources to address the needs of families?
   b. Please comment on the level of funding available to purchase services.
   c. Is there any discrepancy between what families need and what they are getting?
   d. What are some services your office would like to have better access to?
   e. Is the current level of funding for AR sufficient for your office to implement the model?
   f. How are community agencies being utilized in AR?
   g. To what extent are families being connected to community services other than therapeutic?

13. Case Examples. I would like to collect examples of AR success stories. I am interested in any such case summaries you may have already. I am also interested in examples of cases in which AR did not work well.

14. Summary:
   a. So far, what are the main benefits and challenges you see in the AR approach?
   b. Are there any issues that are particular to your county that you believe would impact how AR is implemented here as compared to other pilot counties?
   c. What are your hopes for your county's work with AR as the demonstration continues?