

MADISON COUNTY CHILD ADVOCACY CENTER (MADCO CAC)

STRATEGIC PLANNING INITIATIVE

QUESTIONS FOR STAFF

Based on your experience, please RATE THE EFFECTIVENESS OF THE AGENCY in terms of the following areas: Training Opportunities, Support, Resources, Communication, and Meeting Clients’ Needs. Remember that your individual responses will be kept confidential by staff at the Institute for Urban Research, SIUE and will not be shared with the MADCO CAC Executive Director or Board, other than in the aggregate.

Circle “1” if you feel the Agency is “Very Effective”; “2” if “Effective”; “3” if “Somewhat Effective”; or “4” if “Not at all Effective” in terms of the provision of **Training Opportunities** for MADCO CAC staff.

PLEASE CIRCLE ONLY ONE ANSWER.

TRAINING OPPORTUNITIES:

Very Effective Effective Somewhat Effective Not at all Effective

Quality of professional training opportunities. 1 2 3 4

Amount of opportunities for professional training given by the Agency. 1 2 3 4

Training provided to aid in the development of leadership skills. 1 2 3 4

Training and guidelines provided on job-related duties. 1 2 3 4

Training to build and update your skills and knowledge. 1 2 3 4

Training to develop better listening and communication skills. 1 2 3 4

What other training(s) would you like to see provided? _____

Please respond to the following statements by circling “1” if you “Strongly Agree”; “2” if you “Agree”; “3” if you “Agree Somewhat”; and “4” if you “Disagree” with each of the following statements.

PLEASE CIRCLE ONLY ONE ANSWER PER STATEMENT.

SUPPORT:

Strongly Agree Agree Agree Somewhat Disagree

My supervisor gives me the appropriate level of appreciation for my involvement.

1 2 3 4

I feel like my opinions and suggestions matter.

1 2 3 4

I am acknowledged for my contributions and achievement.

1 2 3 4

My supervisors support me.

1 2 3 4

My co-workers support me.

1 2 3 4

I feel comfortable sharing my ideas and feelings.

1 2 3 4

RESOURCES:

Strongly Agree Agree Agree Somewhat Disagree

I am provided with all of the resources that I need to do my job appropriately.

1 2 3 4

Adequate space is available to do my job.

1 2 3 4

Enough staff is available to keep things moving smoothly.

1 2 3 4

Enough staff is available to get things accomplished in a timely manner.

1 2 3 4

Enough staff time is allocated toward staff meetings.

1 2 3 4

What ONE change would improve your job satisfaction at MADCO CAC? _____

Please respond to the following statements by circling “1” if you “Strongly Agree”; “2” if you “Agree”; “3” if you “Agree Somewhat”; and “4” if you “Disagree” with each statement.

PLEASE CIRCLE ONLY ONE ANSWER PER STATEMENT.

COMMUNICATION:

Strongly Agree Agree Agree Somewhat Disagree

Management staff is aware of the everyday challenges that I face in doing my job. 1 2 3 4

The Board is supportive of the agency. 1 2 3 4

There is adequate communication between management and staff. 1 2 3 4

I am fully aware of what is expected of me as I perform my daily job-related tasks. 1 2 3 4

I feel that I am challenged to do my best everyday. 1 2 3 4

The Board understands the goals and objectives of the Agency. 1 2 3 4

Decisions made by the Board are clearly communicated to me. 1 2 3 4

I am provided with an adequate amount of feedback on my efforts. 1 2 3 4

The Agency’s goals and objectives are clearly communicated to me. 1 2 3 4

Please respond to the following statements by circling “1” if you “Strongly Agree”; “2” if you “Agree”; “3” if you “Agree Somewhat”; and “4” if you “Disagree” with each statement.

PLEASE CIRCLE ONLY ONE ANSWER PER STATEMENT.

MEETING CLIENTS’ NEEDS:	Strongly Agree	Agree	Agree Somewhat	Disagree
The Multi Disciplinary Team (MDT) works well together to meet the needs of our clients.	1	2	3	4
Agency staff works well together to meet the needs of our clients.	1	2	3	4
I feel like I’m giving back to my community.	1	2	3	4
I am making a difference in the lives of children.	1	2	3	4
Cases are handled in a timely manner.	1	2	3	4

Please respond to the following statement by circling “1” if you feel the team approach is “Very Effective”; “2” if “Effective”; “3” if “Somewhat Effective”; or “4” if “Not at all Effective”.

PLEASE CIRCLE ONLY ONE ANSWER PER STATEMENT.

	Very Effective	Effective	Somewhat Effective	Not at all Effective
How effective would you say that the multi-disciplinary team approach is in meeting with clients’ needs?	1	2	3	4*

* If you said “Not at all Effective”, why? _____

Please respond to the following statements by circling “1” if you “Strongly Agree”; “2” if you “Agree”; “3” if you “Agree Somewhat”; and “4” if you “Disagree” with each statement.

PLEASE CIRCLE ONLY ONE ANSWER PER STATEMENT.

WORKING FOR MADCO CAC:	Strongly Agree	Agree	Agree Somewhat	Disagree
I am proud to work for MADCO CAC.	1	2	3	4
Working for MADCO CAC provides me with enjoyment and personal fulfillment.	1	2	3	4
I feel that I am adequately compensated for the work that I do at MADCO CAC.	1	2	3	4

What are the three most important actions or steps that the agency needs to take to continue moving the organization forward?

- 1.
- 2.
- 3.

What is the **best thing** about working for MADCO CAC?

What areas are in **need of improvement** at MADCO CAC?

Where do you think the Agency will be in **three** years?

Where do you think the Agency will be in **ten** years?

What, if any, other services should we be providing?

Please answer the following demographic questions:

How long have you worked for the Madison County Child Advocacy Center? (Please check only ONE)	√
Less than one year	
1-2 years	
2-5 years	
More than 5 years	

Which of the following best describes your age? (Please check only ONE)	√
18-24	
25-34	
35-54	
55-64	
65 and over	

What is the highest level of school that you completed? (Please check only ONE)	√
Some high school	
High school diploma or equivalent	
Some college, technical school, or associate's degree	
Bachelor's degree	
Advanced degree beyond bachelor's level	

How would you describe your racial or ethnic background? (Please check only ONE)	√
African American / Black	
Caucasian / White	
American Indian / Native American	
Asian or Pacific Islander	
Hispanic/Latino	
Two or more	
Other (please explain below)	

Thank You for Taking Time to Complete This Questionnaire!