

Tuolumne Supervisor Interview Questions

Thank you for taking the time to participate in this group discussion about the current training and onboarding process for caseworkers in Tuolumne County Child Welfare.

Tuolumne County is working with the Advancing California's Trauma-Informed Systems (ACTS) project on enhancing trauma-informed care in your child welfare system and has chosen to focus on initial staff training and orientation with a view towards helping staff feel more equipped to carry out their roles, and hopefully to ultimately increase staff retention. In addition to our discussion today, we will be having some one-on-one conversations with caseworkers. The information from all these discussions will be summarized to assist with planning the changes that your county will work towards in the next several months. In any summaries we create, no names or identifying information will be used.

We want to hear from everyone. There are no right or wrong answers and we want to hear all points of view. Please speak up whether you agree or disagree with what others have said.

We would like to tape record the session so that we don't miss any of the comments. We will use the recording to make notes on everything that was discussed, and once that process is completed, the file will be deleted. Is everyone okay with tape recording the session?

Any questions before we start?

Introductions

Record type of respondent, years with Tuolumne CWS, current program/unit (e.g., ER) and assigned program/unit at time of hire

Questions

First, I would like to ask about the preparation and training caseworkers/social workers receive when they are first hired by Tuolumne County Child Welfare. What are your perceptions of that experience?

Thinking about when caseworkers begin to carry cases, in what areas (functions/tasks/responsibilities) do you think they feel more prepared to carry out their role?

What preparation and training experiences help them feel more prepared in these area(s)? (Probe for formal and informal activities) What parts of the preparation and training are helpful?

What would you keep the same from the current preparation and training for newly hired caseworkers/social workers?

In what areas (functions/tasks/responsibilities) do you feel caseworkers/social workers feel less prepared to carry out their role? What are the challenges you see in being able to carry out their responsibilities?

What types of preparation or training experiences do you feel are needed but not offered to newly hired caseworkers/social workers? (as needed, probe around areas mentioned in question above) (Probe for formal and informal training activities)

What parts of the preparation and training for newly hired caseworkers/social workers are not helpful?

Besides what you have already mentioned, what suggestions do you have for improving the current preparation and training for newly hired caseworkers/social workers?

Any other comments about the way new staff are trained, prepared, and supported to become caseworkers/social workers in Tuolumne County Child Welfare?