

**Staff Turnover and Retention Survey
(Trainee to Child Welfare Specialist 4)**

75 Surveys

Root Causes	
Salary	23
Workload/Caseload	8
Upper Management Support – lack of	1
Court Demands	
Night Call	1
Over worked	1
Lack of Support	3
Lack of Training from supervisors	4
No appreciation	2
Travel/rising fuel cost/lack of adequate state car	1
Length of time new workers receive cases	1
Training	7
Intake	1
Risk/harm	1
Inadequate supervision	1
Poor organizational skills	1
Work ethics	1
Socialization skills	1
Empathy	1
Counseling skills	1
Unrealistic expectations	2
Who: Who do you think was most important in providing adequate training to prepare you for your duties? Explain.	
Supervisor	50 (67%)
Co-worker	44 (57%)
District Manager	4
State Office Trainer/710 Training	19 (25%)
Clerical staff	1
Reading policy	4
Training Coordinator	4
On My own	4
What: What training did you not get that you feel you should have had in order to adequately perform your job duties?	
Shadowing/Mentoring	14 (19%)
Training in other Programs	4
On the Job	13 (17%)
Court Training	5
Specialized Training	6
Empowerment	1
710 Training	3
TIPS	5
How to complete forms	15 (20%)
Case planning & FTC	7
Day-to-day duties	3
On Line Policy/ACCESS	4
MAPPS	2

DSM IV/Children's Code	1
Organizational skills	1
Realistic Role Playing/Mock Cases	8
Self-defense/safety early on	1
When: When do you feel you received adequate training and were adequately prepared to perform your job duties independently? Explain.	
After receiving Guidance from supervisor	4
On-the-job	7
After Shadowing/Mentoring	9 (12%)
ACCESS	1
After observing different work strategies	1
Hands on with co-worker	2
Going to court	1
3-6 Months	16 (21%)
6-12 Months	11 (15%)
12-18 Months	5
18 – 24 months on the job	2
Onset of employment	1
After actually performing different aspects of duties	1
Still don't feel adequately trained	3
After several years	1
At desk and in the field	4
Where: Where do you feel the most pertinent training occurred. In the class room setting (i.e. 710) or on the job (i.e. mentoring, shadowing, coaching)? Explain.	
710 Training	12 (16%)
Mentoring/Shadowing/Coaching	30 (40%)
One on one supervision with supervisor	3
On the Job	32 (43%)
All areas of training	1
Observation of real life case experiences	1
Co-workers	1
How: How do you feel you could have been better trained/prepared to perform your job duties? Explain.	
Mentoring/Shadowing /Coaching	32 (43%)
One on one supervision with supervisor	13 (17%)
Longer/Consecutive 710 Training	2
Hands On Training	11
Time management	1
Organizational skills	1
Smaller caseloads	15 (20%)
Hands on/Mock Cases	6
Specialized Training (i.e. Safety, Ethics, Sexual Abuse)	4
Regional Training	4
Better support from upper management	2