

Services Staff Concerns Index

Prepared by the

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General Issues

You are not diverted from providing adequate services to your clients by unnecessary paper work, meetings, or other administrative tasks.

There are enough staff at this agency to meet the needs of its clients adequately.

You are able to see the outcome of your efforts to help clients.

The hiring, assignment, and promotion of employees is based on their qualifications and abilities without regard to race, color, creed, sex, age, or national origin. Your job description is accurate.

Vacations and time off are granted fairly.

You have access to an effective grievance procedure.

There are enough staff to handle the needs of the clients who come here.

Staff workload are reasonable and fairly distributed.

The offices reflect a warm and caring atmosphere.

You are proud of the job that you do.

You feel you do a good job.

You have adequate office space to conduct your work.

You have a sense of purpose about your work.

Services are provided to only those clients who need them.

Those who really need services are being searched by this agency.

Agency guidelines do not exclude needy persons from this agency's services.

Paperwork does not interfere with your ability to help clients.

Working Conditions

The management of the agency is concerned with the welfare of its employees.

The management of the agency is responsive to the concerns and interests of its staff.

Agency staff are treated equally and fairly by management.

Supervisors are interested in the well being of the staff.

The agency has a responsive evaluation system.

Your supervisor supports your decisions.

You can bring complaints about your working conditions to some person or committee without fear of retribution.

You are treated with respect by other staff.

Your supervisors understand the demands on you in your job.

The office and staff provide a supportive work environment for you.

Your work assignments do not unduly interfere with your personal or family life.

You receive recognition and credit for your work.

You get a chance to take reasonable breaks during the day.

Staff have the freedom to respond to individual clients' needs.

The agency has a reasonable policy for the dismissal of employees.

Your suggestions or complaints are taken seriously by other staff and supervisors.

Client Treatment

Supervisors of the agency are concerned with the welfare of its clients.

The management of the agency is responsive to the concerns and interests of its clients.

Clients' privacy is respected by this agency.

Clients' privileges are protected by this agency.

Staff treat clients in an ethical manner.

Staff-client interactions are conducted in an ethical manner.

Services offered by the agency are efficient and prompt.

Agency staff care about the welfare of clients.

An effort is made to handle clients' complaints.

Agency staff are friendly.

Clients are treated with dignity in all aspects of service.

Clients' rights are protected in this agency.

The staff treat clients in a courteous and respectful manner.

The clients you work with are given services that match their needs.

The goals of this agency are compatible with clients' needs.

This agency is sensitive and responsive to the needs of all minority groups that it serves.

You are free to develop consistent interpersonal relationships with the clients you serve.

You are able to communicate and understand the needs and problems of all of the minority clients your agency serves.

Quality of Programs

The programs of the agency are effective in meeting clients' needs and requests.

The workload of each member of the staff allows for the adequate handling of each case.

You have enough time to deal with your clients personally.

The services offered here are well planned and organized.

The services provided by this agency clearly help clients achieve important goals.

Agency

The agency has an adequate budget.

The agency makes good use of its money.

The management of the agency is flexible.

The management of the agency is fair.

The future of the agency is secure.

The operation and management of the agency is open to the public.

Supervisors and administrators are accessible to clients.

Supervisors and administrators are accessible to staff.

The management and agency provide leadership to the community.

The management and staff of the agency cooperates with other agencies providing complimentary other needed services.

The agency operates in an efficient and economical manner.

The organization of the agency is easy to understand.

You can find out how this agency is run.

The personnel management of the agency is handled in a fair manner.

The agency has adequate planning.

The agency works to develop needed programs.

The agency has an effective way to handle complaints.

The agency conducts effective staff recruitment.

The agency is responsive to complaints from staff and clients.

The agency provides adequate supervision of volunteers.

Case loads are distributed fairly.

Policies are reviewed and revised on a regular basis by the appropriate staff.

Your office operates smoothly.

Decision-Making Procedures

The clients of the agency participate in planning for agency services.

The staff of the agency participate in planning for agency services.

It is possible for staff to make changes in the way the agency is run.

You can talk to supervisors about the way the agency is run.

Staff are given a voice in how the agency is run.

Agency staff can participate in the development and implementation of changes affecting the agency.

The agency receives useful and functional direction and advice from its community board.

Your views are reflected in evaluations of the agency.

You have enough authority to make needed decisions.

You can participate in meetings that affect your work.

You are free to voice your opinions without being punished.

You are promptly informed of changes that affect your job.

Staff Training

The agency provides adequate training for the staff.

When you need help in doing your job, there are other professionals to assist you.

Your supervisors are adequately trained.

Your co-workers are qualified and adequately trained to perform their assigned duties.

You are adequately trained to perform your duties.

You are trained in the special skills you need to perform your job adequately.

Client Intake, Case Management, & Follow-Up Procedures

Client intake is efficient.

The agency conducts adequate follow-up on client treatment.

The agency provides effective case management.

Case-management is provided in an acceptable manner.

Case-management is handled ethically.

Client intake information is accurate.

Client intake information is useful in helping clients with problems.

Client records are kept confidential.

Clients' General Welfare

The clients you serve are able to get a decent job.

The clients you serve are treated fairly by the police.

The clients you serve are treated fairly by the courts.

The clients you serve are able to eat nutritious meals.

The clients you serve are able to live in a safe and comfortable place.

The clients you serve have or can get adequate clothing for all seasons.

The clients you serve are able to get adequate medical care.

This agency quickly acts on the referrals it receives from other agencies.

This agency makes an effort to improve the community's social services.

This agency will cooperate with other agencies to serve the needs of its clients.

This agency actively pursues cooperative arrangements with other agencies to improve its services.

Local agencies cooperate to efficiently meet the needs of clients.

There is little overlap between the services offered by agencies.

Local agencies are familiar with each other's services.

Staff members cooperate with other service agencies to help meet clients' needs.

Advocacy and Social Action

This agency helps to improve the quality of the community's social services.

This agency takes a stand on important social issues.

Advocacy services are provided in a fair manner.

This agency takes risks for its clients where necessary.

The agency advocates for the general welfare of all its clients.

The social action and advocacy programs of this agency are effective in influencing needed changes.

Clients are encouraged to take part in social action activities.

This agency keeps informed about legislation that might effect its clients.

The clients you serve are able to get adequate dental care.

The clients you serve are able to find adequate day-care services for their children.

The clients you serve are able to get the education and training that they need.

The clients you serve are able to get access to places of shopping, schools, clinics, etc. through buses or other means of transportation.

The clients you serve necessary resources to be able to give good care to their children.

Your clients appear to be treated with respect by other members of the community.

Inter-Agency Relations

This agency makes accurate referrals to other agencies.

This agency quickly responds to referrals from other agencies.

This agency shares staff with other agencies.

This agency has good relations with staff from other agencies.

This agency shares monetary support with other agencies when it can.

This agency gets monetary support from other agencies when needed.

This agency shares physical facilities with other agencies.

This agency shares equipment with other agencies.

This agency shares equipment with other agencies.

This agency enters into co-operative efforts with other agencies.

Clients control the direction of social action, taken in their behalf.

This agency informs the community about important social problems facing its clients.

This agency educates the public about important social problems facing its clients.

This agency cooperates with others in bringing about social and economic changes that benefit the poor.

This agency educates the public about the needs of its clients.

This agency educates the public about the

Advocacy and social action activities of the agency are responsive to clients' needs.

Useful consumer protection services are provided.

Useful client advocacy services are provided.

Useful environmental protection services are provided.

The agency provides adequate tenants' rights services.

The agency does useful lobbying with important groups (e.g., city council, county commission, state legislature, etc.).

The agency does a good job of mobilizing groups to achieve common goals for community improvement.

This agency works to prevent problems of living experienced by its clients.

This agency protects your interests as a consumer.

This agency extends the resources (e.g., money, food, clothing, housing, jobs, education, etc.) available to its clients.

This agency extends the power and influence of its clients in the larger community.

This agency works for the rights of minorities.

This agency works for the rights of the handicapped.

This agency works for the rights of women.

This agency works for the rights of poor people.

This agency helps to increase the amount of this community's social services.

This agency helps to increase the clients' control of the social services offered in this community.