

## CHARLESTON COUNTY DSS CASE MANAGER SURVEY

### Introduction:

- This survey is part of a comprehensive needs assessment and strategic planning process commissioned by HALOS and will take about 20 minutes for you to complete
- The purpose of the survey is to gather insights from DSS caseworkers to help guide HALOS on how the organization can have the greatest positive impact on DSS clients.
- **Confidentiality:** The results of these surveys will be analyzed as a group and NO ONE will be quoted individually. All responses will be held in confidence.

### Instructions:

For each question, **click on the box** that most closely matches your opinion. For some questions, you will see a box labeled "No answer". Click on that box, and a drop-down menu will appear, offering you a range of choices. Again, click on the response that most closely matches your opinion. In some cases, we have also provided an "Other" response, followed by a box labeled "Type your answer here." Just click on that box and type in your response if it is not already included in the list of answers to choose from. When you are finished, please **save the completed document** and attach it to an email to Josie Kirker at [kirkerjs@aol.com](mailto:kirkerjs@aol.com). If you have any questions about this process, you can email Josie.

1. HALOS currently provides services to children that fall into 6 categories. Please think of the last year and please mark **whether or not you have used HALOS** to provide that category of service to your clients. Please also rate **your satisfaction with the service** and **how important** you feel the service is.

Have you used this service?	Level of satisfaction	Importance of service	Service	Description
No answer	No Answer	No Answer	Back to School	Partners collect school supplies and purchase school uniforms so each child begins the school year ready to learn.
No answer	No Answer	No Answer	Holiday Giving	HALOS provides presents to children through the Angel Tree.
No answer	No Answer	No Answer	Birthday Salutes	HALOS provides a birthday card and gift certificate to foster children on their birthday.
No answer	No Answer	No Answer	Summer Camp	Children receive funding to attend summer camp.
No answer	No Answer	No Answer	Self Esteem Enhancement	HALOS provides scholarships for lessons in music, art, drama, dance and sports to children who show an interest in these areas. The SEE program is designed to bolster children's self esteem by encouraging their talents and interests.
No answer	No Answer	No Answer	Special Needs	Children and families in need are provided with furniture, bunk beds, cribs, clothing, diaper bags, hygiene kits as well as financial assistance with rent and utilities.

2. Which population do you feel has a greater need for birthday cards and gift certificates?
- ☐ Treatment cases      ☐ Foster Care cases?      ☐ Both need this service equally
3. At Christmas, many of the children on your caseload receive presents through HALOS. In general, whom do the children believe the presents come from?
- ☐ HALOS  
☐ DSS  
☐ HALOS partner organization (e.g. Nativity Church or AMVETS)  
☐ Parents  
☐ Community at-large  
☐ Other Type your answer here
4. In your opinion, where are the **most significant service gaps** for children and families in the Charleston area? Mark no more than 3.
- ☐ Affordable Housing  
☐ Parenting Skills  
☐ Health Insurance  
☐ Affordable Day Care  
☐ Transportation  
☐ In-home Services  
☐ Basic Needs Assistance (food, clothing, utilities, rent)  
☐ Job Training/Employment related services  
☐ Mental Health Services      please specify: ☐ for children ☐ for adults ☐ both  
☐ Mentoring Programs      please specify: ☐ for children ☐ for adults ☐ both  
☐ Substance Abuse Services      please specify: ☐ for children ☐ for adults ☐ both  
☐ Life Skills Training      please specify: ☐ for children ☐ for adults ☐ both  
☐ Other Type your answer here  
☐ Other Type your answer here
5. How have services from HALOS been of benefit to your clients?
- ☐ They received the needed goods and services  
☐ The service helped to enable the family to remain intact  
☐ Helped to bring the case to closure  
☐ Helped prevent further abuse/neglect  
☐ Helped me build rapport with my client  
☐ Provided my client with a sense of feeling important and cared about  
☐ Helped provide as normal an environment as possible for my client and family  
☐ Other Type your answer here
6. If you have never used HALOS services, please choose the statement/s that best describe why.
- ☐ I haven't had the need.      ☐ I don't have the time.      ☐ I don't know how to access services.  
☐ I use a similar agency instead of HALOS to provide these services for my clients.  
☐ This is the first time I've ever heard of HALOS.

☐ Other Type your answer here

Have you signed a HALOS Agreement form for Case Managers?

☐ Yes ☐ No ☐ I don't know what this is ☐ Other Type your answer here

8. If yes, how clear are you about the expectations outlined in the agreement?

- ☐ Very clear  
☐ Somewhat clear  
☐ Somewhat unclear  
☐ Very unclear  
☐ I don't know what the expectations are  
☐ Other Type your answer here

9. If you are paired with a HALOS partner organization, how often do you have contact with your assigned Partner Representative?

- ☐ More than 2 times per month  
☐ One-two times per month  
☐ Once every 2 months  
☐ When a client has a need for something  
☐ Never  
☐ Other Type your answer here

10. If you are paired with a partner organization, have you ever visited, or arranged for a representative of HALOS to visit, your partner organization?

☐ Yes ☐ No ☐ Other Type your answer here

11. If you are actively involved with HALOS, how frequently do you submit the Monthly Donation Log to the DSS Coordinator?

- ☐ I always submit the log.  
☐ I usually submit the log.  
☐ I occasionally submit the log.  
☐ I have only submitted the log a couple of times.  
☐ I have never submitted the log, but do know about it.  
☐ I have never submitted the log, and didn't know there was a log to submit.  
☐ Other Type your answer here

12. Many case workers seem to go above and beyond by providing items to clients out of their own pockets, such as birthday or positive reward presents. Is there anything you provide that you wish you could find an agency to support? ☐ Yes ☐ No

If yes, what? Type your answer here

13. What is the method you use most in communicating a client's needs with HALOS? Please mark only 1.

- ☐ Telephone call to HALOS staff (Pam, Jennifer or Kim)  
☐ Email to HALOS staff  
☐ Face-to-face with HALOS staff

- ☐ Telephone call to Partner Representative
- ☐ Email to Partner Representative
- ☐ Face-to-face with Partner Representative
- ☐ Posting on Web Forum
- ☐ Other Type your answer here

14. Which of the following statements best describes your use of the HALOS web forum?

- ☐ I use the forum regularly.
- ☐ I use the forum occasionally.
- ☐ I seldom use the forum.
- ☐ I have never used the web forum, but do know what it is
- ☐ I have never used the web forum, and I don't even know what it is.
- ☐ Other Type your answer here

15. If you have ever used the web forum, how satisfied were you with the response you received?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Please provide any suggestions you have to improve the web forum. Type your answer here

Other comments regarding the web forum: Type your answer here

16. Please rate the following characteristics of HALOS staff:

- |                  |                                    |                               |                               |                               |
|------------------|------------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Responsiveness   | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| Courtesy         | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| Accessibility    | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| Helpfulness      | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| Openness         | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| Appreciativeness | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |
| Follow Up        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> Poor |

Comments: Type your answer here

17. What services do your clients need that you are not able to easily find? Mark all that apply.

- ☐ Tutoring
- ☐ Mentoring for children on caseload
- ☐ Mentoring for adults/caretakers on caseload
- ☐ Community Resource Guide
- ☐ Transportation
- ☐ Flat-bed truck for delivery of tangible goods
- ☐ Affordable Daycare
- ☐ Clothing Closet for immediate needs of children coming into DSS custody
- ☐ Volunteers working to find resources and referrals for specific client situations
- ☐ Job Training/Employment Services



- ☐ Parenting Classes  
Life Skills Training for adults/caretakers on caseload
- ☐ Life Skills Training for adolescents/teenagers on caseload
- ☐ Other Type your answer here

18. Please take a moment to review this list of local service providers who provide similar services to HALOS. Please indicate *whether you are aware* of this service, *whether your clients have used* the service and if yes, *how satisfied* you and your client were with the service or goods provided. If there is an agency not on the list that you would like to comment on, please add it at the bottom as Other.

Agency	Are you aware of this community service?	Have you ever utilized this community service?	Level of satisfaction
Goodwill Industries	No answer	No answer	No answer
East Cooper Community Outreach (ECCO)	No answer	No answer	No answer
Charleston County Human Services Commission	No answer	No answer	No answer
ShelterNet	No answer	No answer	No answer
Lutheran Social Services Center	No answer	No answer	No answer
Guardian Angel PC's	No answer	No answer	No answer
Help of Charleston	No answer	No answer	No answer
Nehemiah Ministries	No answer	No answer	No answer
Families Helping Families	No answer	No answer	No answer
Toys for Tots	No answer	No answer	No answer
The Humanities Foundation	No answer	No answer	No answer
Family Assistance Management Service Inc.	No answer	No answer	No answer
Good Samaritan Mission Center	No answer	No answer	No answer
Salvation Army	No answer	No answer	No answer
Star Gospel Mission	No answer	No answer	No answer
Carolina Children's Charities	No answer	No answer	No answer
Low Country Orphan Relief	No answer	No answer	No answer
Trident United Way	No answer	No answer	No answer
Other Type your answer here	No answer	No answer	No answer

Comments: Type your answer here

19. Below is an additional list of local service providers who provide other kinds of services your clients may readily need. Please take a moment to review this list and indicate *whether you are aware* of the service, *whether your clients have used* the service and if yes, *how satisfied* you and your client were with the service or goods provided. If there is an agency not on the list you would like to comment, please add it at the bottom as Other.

<b>Agency</b>	<b>Are you aware of this community service?</b>	<b>Have you ever utilized this community service?</b>	<b>Level of satisfaction</b>
Thursday's Child	No answer	No answer	No answer
Dorchester Children's Center	No answer	No answer	No answer
Hagar, The Single Parent	No answer	No answer	No answer
Family Violence Treatment Center	No answer	No answer	No answer
Big Brothers, Big Sisters	No answer	No answer	No answer
The Citadel, Big Pup, Little Pup	No answer	No answer	No answer
Lowcountry Crisis Services	No answer	No answer	No answer
Charleston Center	No answer	No answer	No answer
CYDC—Callen-Lacey Emergency Shelter	No answer	No answer	No answer
Safe Moves	No answer	No answer	No answer
The Dee Norton Lowcountry Children's Center	No answer	No answer	No answer
CYDC	No answer	No answer	No answer
Kingdom Parenting	No answer	No answer	No answer
Village Early Intervention Project	No answer	No answer	No answer
Young Ladies Conquering Obstacles, Inc	No answer	No answer	No answer
Project Pride	No answer	No answer	No answer
Charleston/Dorchester County Department of Mental Health	No answer	No answer	No answer
MUSC --CDAP	No answer	No answer	No answer
Exchange Club Parent/Child Resource Center	No answer	No answer	No answer
MUSC—Crime Victim's Center	No answer	No answer	No answer
Alternatives	No answer	No answer	No answer
Trident Literacy	No answer	No answer	No answer
New Hope of Charleston	No answer	No answer	No answer
ABC Vouchers	No answer	No answer	No answer
Other Type your answer here	No answer	No answer	No answer

Comments: Type your answer here

20. What additional comments would you like to make about HALOS or the needs of abused and neglected children and their families? Type your answer here

***Thank you for your feedback!***

***Please save this document to your file and email it to Josie Kirker at [kirkerjs@aol.com](mailto:kirkerjs@aol.com) by March 20.***