

Frontline Youth Worker Survey

1. Welcome

Welcome to the Grand Rapids/Kent County Frontline Youth Worker Survey. This survey is designed to improve our understanding of who youth workers are, how they are supported in the workplace, and what it will take to attract, develop and keep youth workers in the future. Your answers to the survey questions are anonymous and confidential. We expect the survey will take approximately 15-20 minutes to complete.

Youth workers go by many different titles and work in many different settings. Youth workers or youth work professionals work with young people to facilitate their personal, social, physical and educational development and provide opportunities for youth to gain a voice, influence and place in society. For purposes of this survey, a youth work professional or youth worker is defined as an individual who works with young people between the ages of 8 and 18 in a variety of group settings primarily during non-school hours and who may be employed by a variety of public or private agencies, organizations and institutions. "Frontline" youth workers are direct service staff who spend the majority of their time on the job interacting directly with children and youth.

This survey was adapted from "The ABCs of Youth Work Frontline Youth Worker Survey" developed by The Forum for Youth Investment and The National Training Institute for Community and Youth Work. In 2006, more than 1,100 youth workers in eight cities across the country completed the survey. Grand Rapids' participation in the Forum for Youth Investment's National Ready by 21 Challenge allows us the opportunity to compare survey responses collected in Grand Rapids to these national results.

Thank you for your participation.

Our Communities Children

Our Communities Children is pleased to be participating in the Ready by 21 Quality Counts Initiative and acknowledges the support and assistance of the Forum for Youth Investment in the preparation and analysis of this survey.

2. Organization Type

1. What best describes the type of organization where you currently work:

- School (public or private)
- Public agency (e.g., parks and recreation, public health, library)
- Affiliate of a national non-profit (e.g., YMCA, 4-H, Boys and Girls Clubs)
- Independent non-profit community-based organization
- Faith-based organization
- For-profit business

3. Program Type

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2. What best describes the type of youth program where you are currently working (please select one answer that most closely reflects the type of program where you spend the majority of your time):

- After school program (or other out-of-school time)
- Athletic / Sports program
- Camp
- Employment / Training / Job Placement program
- Independent or transitional living program
- Individual case management or support
- Juvenile Justice diversion or sanction program
- Membership or Service club (e.g., 4-H, FFA, Key Club)
- Prevention-oriented program (either during school or during out-of-school time)
- Residential program other than camp
- Substance abuse treatment
- Youth leadership group

Other (please specify)

4. Nature of the Program

3. Are the youth/families who participate in your program:

- There because they want to be
- There because they are required to be by some authority (i.e. by court order)
- Combination of both

5. Activities and Services

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4. Please indicate what activities/services your organization provides for youth (select all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Academic support/tutoring | <input type="checkbox"/> Career development/employment training |
| <input type="checkbox"/> Educational enrichment | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Arts/cultural enrichment | <input type="checkbox"/> Health/wellness |
| <input type="checkbox"/> Sports/physical fitness | <input type="checkbox"/> Mentoring |
| <input type="checkbox"/> Community service/Service learning | <input type="checkbox"/> Case management |
| <input type="checkbox"/> Activism/organizing | <input type="checkbox"/> Life skills |
| <input type="checkbox"/> Leadership training/development | <input type="checkbox"/> Substance abuse prevention |
| <input type="checkbox"/> Spiritual/character development | <input type="checkbox"/> Substance abuse treatment |

Other (please specify)

6. Program Participants

Please tell us about the children/youth you work with (check all that apply):

5. What age are MOST of the participants:

- Elementary school-aged
- Middle school-aged
- High school-aged
- Over 18

6. What is the income level of MOST of the participants' families:

- Low-income
- Middle class
- Upper-middle class

7. Your Employment Status

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7. What is your employment status with this organization?

- Full-time – paid
- Full-time – volunteer
- Part-time – paid (less than 30 hours per week)
- Part-time – volunteer (less than 30 hours per week)
- Part-time – volunteer (less than 10 hours per week)
- Consultant or contractor

8. About how many hours do you work in this job in an average week?

- Less than 10 hours per week
- 10 to 19 hours per week
- 20 to 29 hours per week
- 30 to 40 hours per week
- More than 40 hours per week

9. If part-time, would you like to work full-time in the field of youth work?

- Yes
- No

8. Employment Status (cont.)

10. Is your job with this organization your primary profession?

- Yes
- No

11. Do you currently have a second job outside of this one?

- Yes
- No

12. When are you employed by this program?

- Year-round
- Summer only
- School-year only
- Other seasonal (i.e., fall, winter, spring)

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13. How long have you been working...

	0 to 1 year	1 to 2 years	2 to 3 years	3 to 4 years	5 to 9 years	10 years or more
in your current position?	jn	jn	jn	jn	jn	jn
in your current organization?	jn	jn	jn	jn	jn	jn
in the field of youth work?	jn	jn	jn	jn	jn	jn

9. Roles and Responsibilities

14. The following is a list of possible roles you may play in your program. Next to each, please check whether it is a primary role, secondary role, or not applicable (not something you do in your job).

	Primary	Secondary	N/A
Assist with program activities	jn	jn	jn
Lead program activities	jn	jn	jn
Plan program activities	jn	jn	jn
Manage or direct overall program	jn	jn	jn
Community outreach/collaboration	jn	jn	jn
Maintenance/facilities support	jn	jn	jn
Individual support/counseling/mentoring of youth	jn	jn	jn
Behavior management/safety	jn	jn	jn
Office/clerical support	jn	jn	jn
Parent/family outreach	jn	jn	jn
Advocacy on behalf of youth/families	jn	jn	jn
Volunteer coordination	jn	jn	jn
Event coordination	jn	jn	jn
Fundraising	jn	jn	jn
Transportation	jn	jn	jn
Supervise staff or volunteers	jn	jn	jn
Recruit and hire staff	jn	jn	jn
Program evaluation	jn	jn	jn
Administrative paperwork (e.g. data tracking, accounting)	jn	jn	jn

Other primary roles (please specify)

10. Time spent with youth

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15. How much of your time (approximately) on the job is spent interacting directly with children/youth?

- Nearly 100% of my time
- 75% to 95% of my time
- 50% to 75% of my time
- 25% to 50% of my time
- Less than 25% of my time
- None of my time

11. Pay and Benefits

The next few questions ask about pay and benefits. Remember, your answers are anonymous and confidential.

16. What is your current pay (check only one)?

If you receive a salary, select 1 below

If you are paid hourly, select 1 below

Current Pay

17. Are you the sole or primary wage earner for your family or household?

- Yes
- No

12. Pay and Benefits (cont.)

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18. What benefits are offered by your employer for your position? (check all that apply)

- Medical insurance - employer pays in full
- Medical insurance - employer contributes partial premium
- Medical insurance - policy offered, no employer contribution
- Dental insurance
- Life insurance
- Disability insurance
- Reirement plan or contribution
- Training/education stipend or reimbursement
- Unpaid time off for training or school
- Paid time off for training or school
- Paid vacation
- Paid sick leave
- Paid holidays
- Reduced cost/free child care
- Overtime
- Bonuses/incentive pay
- Maternity leave
- Paternity leave
- No benefits

Other (please specify)

13. Pay and Benefits (cont.)

19. How satisfied are you with the benefits package you currently receive?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied

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20. Are you paid for time spent planning activities/programs?

- Yes
- No
- Some of the time I spend planning is paid for, some is not

14. Technology needs

21. Please indicate what technology you need to perform your job effectively and whether you have regular access to it

	Need to perform your job effectively	Your employer provides	You use your own
Computer	€	€	€
Printer	€	€	€
Internet access	€	€	€
Email account	€	€	€
Cell phone	€	€	€
PDA	€	€	€
Scanner	€	€	€

15. Professional Development

These questions are about your access to a range of supports through your job - things designed to help you do your job better and to promote your overall development as a youth work professional.

22. How often do you have scheduled or informal supervision where you receive feedback from your supervisor(s)?

- Weekly
- Biweekly
- Monthly
- Rarely
- Never

23. How often does your supervisor observe you working and interacting with youth?

- Weekly
- Biweekly
- Monthly
- Rarely
- Never
- I don't interact directly with youth

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24. Do you receive coaching or mentoring from anyone in your organization?

Yes

No

25. Are you encouraged and given time to reflect on your work?

Yes

No

26. How recently have you attended trainings, workshops, conferences or certification programs related to youth work?

Within the last six months

Within the last year

Within the last two years

Over two years ago

Never

16. Professional Development (cont.)

27. How does your current employer support your participation in trainings, workshops, conferences, and certification programs (select all that apply)?

Employer provides release time

Employer pays training fees

Employer provides on-the-job training

Employer makes employees aware of opportunities

Employer formally recognizes/rewards participation

Employer encourages staff to present at conferences or facilitate trainings

Employer does not actively support participation

Other (please specify)

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28. What barriers are there to your participation in trainings, workshops, conferences, education or other professional development opportunities (select all that apply)?

- No one to cover/substitute for me
- Inconvenient time
- Distance or location
- Cost
- Education/training does not increase earnings
- Education/training leads to advanced career without an increase in earnings.
- Education/training does not advance career
- Poor quality training or poor trainer
- Available topics/trainings not relevant
- Difficult locating appropriate training

Other (please specify)

29. Where do you find out about trainings, workshops, conferences, education or other professional development opportunities (select all that apply)?

- Youth Development Network
- State Conferences
- Affiliate Organizations
- National Conferences
- Mailings from training institutes
- My supervisor
- None of the above

17. Professional Development (cont.)

30. Are there clearly identified opportunities for promotion within your organization?

- Yes
- No
- Don't Know

31. Does your organization identify specific staff competencies (skills, knowledge, and personal attributes) for working with youth?

- Yes
- No
- Don't Know

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32. Does your organization formally assess your job performance?

- Yes, regularly
- Occasionally, but not on a routine basis
- No
- Don't Know

33. If your organization formally assesses your job performance, what is the assessment based on?

- Pre-defined job description and mutually identified goals
- Agency identified goals and objectives
- Individually identified goals and objectives
- Formal assessment of program and staff needs
- Observation and feedback
- Job performance is not formally assessed

Other (please specify)

18. Professional Development (cont.)

34. In either hiring incentives or promotions, does your organization formally recognize and reward any of the following?

- Higher education
- Years of experience
- Certification
- None of the above
- Other
- Don't know

If Certification or Other (please specify)

35. Do you have opportunities to interact and establish working relationships with youth workers from other organizations?

- On a regular basis (1-2 times per week)
- Sometimes (1-2 times per month)
- Rarely (1-2 times per year)
- Never

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36. Does your organization belong to or affiliate with a larger network (a local, state or national network of youth-serving organizations/programs)?

Yes

No

Don't know

If yes, please identify the network

37. Does your organization belong to the Expanded Learning Opportunities (ELO) Network?

Yes

No

I don't know

38. Does your organization belong to the Michigan After-School Partnership?

Yes

No

I don't know

19. Professional Development (cont.)

39. Which of the following credentials or certifications, if any, do you have (select all that apply)?

- Public School Teaching Certificate
- Child Development Associate or Child Care Professional
- Youth Development Associate
- Youth Worker Certification
- School-Age Care Certificate
- Licensed Social Worker
- Certified Addictions Counselor
- Religious Education Certificate
- Certified Health Education Specialist
- Certified Prevention Specialist
- None of the above

Other (please specify)

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20. Satisfaction and Future Plans

These questions are about your future plans and aspirations and the future of the youth work profession as a whole.

40. How long do you intend to remain in the field of youth work?

Less than 1 year

1 - 2 years

3 - 4 years

5 - 6 years

6 or more years

Not sure

21. Factors to Remain

41. What factors would most impact your decision to REMAIN in the field of youth work?

	Very Important	Somewhat important	Not a factor
Pay rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compatibility of personal interests and career opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities for professional growth/promotion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Influence over program direction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support from supervisor/organization to manage stress in a healthy manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of supervision/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career stability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities to collaborate with other youth workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sense that my job is making a difference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

22. Factors to Leave

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42. What factors would most impact your decision to LEAVE the field of youth work?

	Very Important	Somewhat Important	Not a factor
Pay rates	jn	jn	jn
Quality of benefits	jn	jn	jn
Incompatibility of personal interests and career opportunities	jn	jn	jn
Lack of opportunities for professional growth/promotion	jn	jn	jn
Lack of influence over program direction	jn	jn	jn
Stress levels associated with the work	jn	jn	jn
Poor quality of supervision/support	jn	jn	jn
Career instability	jn	jn	jn
Lack of opportunities to collaborate with other youth workers	jn	jn	jn
Sense that my job is not making a difference	jn	jn	jn
Other (please specify)			
<input type="text"/>			

23. Job Satisfaction

43. How satisfied are you with your job?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very dissatisfied

44. What do you like most about working with youth?

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45. What factors do you think would most help advance youth work as a profession?

	Very Important	Somewhat Important	Not a factor
Raising overall compensation/wages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing employee benefits (medical, dental, life insurance, disability)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased program resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More/better professional development opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized higher education opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear pathways for career advancement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved workplace conditions/work environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved management/supervision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Required minimum qualifications or credentials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth worker associations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public recognition of the field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>		

24. Demographic Information

These are basic questions about you that will help us understand the characteristics of frontline youth workers who complete the survey.

46. What is your age?

47. What is your race/ethnicity?

Other (please specify)

48. What is your gender?

Female

Male

25. Language

49. What is your native language?

English

Spanish

Other (please specify)

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50. What additional languages (besides your native language) are you fluent in, if any? Only include languages you can communicate in fluently both verbally and in writing.

51. Does fulfilling your work responsibilities require that you use any language other than English?

Yes

No

52. Are you able to functionally communicate in any language other than English with children and/or families in your program?

Yes

No

53. What language(s) are you able to speak functionally?

54. How similar would you say your background is to the youth participants in your program (i.e. ethnicity, neighborhood, socio-economic status, sexual orientation, faith, etc.).

Very similar

Somewhat similar

Somewhat different

Very different

26. Education Level

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55. What is the highest level of education you have completed?

- Less than high school diploma
- High school diploma or equivalent
- Some technical or vocational school
- Technical or vocational degree
- Some college
- Two-year college degree (e.g., AA)
- Four-year college degree (e.g., BA or BS)
- Some graduate or professional school
- Graduate or professional school degree

Other (please specify)

56. If you have an undergraduate degree, please specify field of study/major?

57. If you have a graduate degree, please specify field of study.

27. Previous Experience

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58. What fields have you worked in prior to your current position? (select all that apply)

- Child care
- Child welfare
- Education
- Social services
- Faith-based
- Health care
- Arts
- Finance
- Juvenile Justice
- Recreation / Coaching
- Retail / services
- Information Technology
- Building trades
- None

Other (please specify)

28. Economic Impact on Community

These questions are an attempt to get the economic impact youth workers have in our community.

59. If you own your home, what is the amount of your property taxes?

Amount of property tax

If you pay property taxes to the City of Grand Rapids, select one of the following

If you pay property taxes to the City of Wyoming, select one of the following

If you pay property taxes to any other municipality in Kent County, select one of the following

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60. How much money do you spend a year (approximately) on groceries?

This is about how much I spend in groceries each year:

I purchase my groceries at stores within the City of Grand Rapids and spend about

I purchase my groceries at stores outside of the City of Grand Rapids but in Kent County

61. How much money do you spend on entertainment in the greater Grand Rapids area per year?

- \$0-200
- \$201-300
- \$301-500
- \$501-750
- \$750-1500
- \$1501-3000
- \$3001-4000
- above \$4000

62. How much money do you donate to charities annually in the greater Grand Rapids area?

- \$0-500
- \$501-750
- \$751-1000
- \$1001-2000
- \$2001-3000
- over \$3000

63. How much of your income pays for goods and services within Kent County?

- 0 - 10%
- 11-25%
- 26-50%
- 51-75%
- 76-100%

29. THANK YOU!

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Thank you so much for completing this survey and for your commitment to young people and their development!