

Agency: _____

Name: _____

Date: _____

Touchpoints Agency Survey

Questions 1-8 refer to information about the number of staff in your agency and the use of the Touchpoints Guiding Principles in their work.

1. What size is your agency's total current caseload?

_____ # of clients

2. How many staff in your agency provide Healthy Babies Kids and Families services?

_____ # of staff

3. How many staff providing Healthy Babies Kids and Families services have attended Touchpoints Training?

_____ # of staff

4. How many staff who attended Touchpoints Training are using the Touchpoints Guiding Principles in their work with families?
(Please make your most accurate guess).

_____ # of staff

5. How frequently are your staff who were trained in Touchpoints using the Touchpoints Guiding Principles in their work with families?

- None of the time
- Rarely
- Some of the time
- Most of the time
- All of the time

6. Describe how staff who were trained in Touchpoints are using the Touchpoints Guiding Principles in their work with families?

7. How have you identified that your staff are using the Touchpoints Guiding Principles in their work? **(Circle all that apply.)**

- Personal observation
- Self-report
- Case review
- Chart review
- Other, specify:

8. How many staff providing Healthy Babies Kids and Families services would you still like to send to Touchpoints Training?

_____ # of staff

Questions 9-12 are based on your observations of staff trained in Touchpoints or from staff reports regarding changes in families behaviors. **(Please make your most accurate guess).**

9. How many staff describe more satisfaction in their work with families?

_____ # of staff

10. How many staff report that families are more active participants in their visits?

_____ # of staff

11. Have staff noticed that parents observe more and ask more questions about their child's development?

- Yes
- No ➔ **Skip to Question 13**
- Don't Know/Unsure ➔ **Skip to Question 13**

12. What percentage of parents observes more and asks more questions about their child's development?

_____ percentage

Questions 13-16 are based on the role of Touchpoints in evaluating staff in your agency.

13. Do you use staff meetings to discuss challenges and successes using Touchpoints?

- Always
- Sometimes
- Rarely
- Never

14. Have you included the use of the Touchpoints Guiding Principles as part of the performance expectations for your staff?

- Yes ➔ **Skip to Question 16**
- No
- Don't Know/Unsure ➔ **Skip to Question 16**

15. Please give examples of how you have included the Touchpoints Guiding Principles in staff performance expectations.

16. Have you considered including the use of the Touchpoints Guiding Principles as part of the performance expectations for your staff?

- Yes
- No
- Don't Know/Unsure

Questions 17-21 address how Touchpoints has affected collaborations between your agency and outside agencies and clients.

17. Have you noticed any difference in clients' acceptance of Healthy Babies Kids and Families services since your staff has been using the Touchpoints Approach?

- Better acceptance of services
- The same acceptance of services
- Worse acceptance of services

Comments:

18. Have you noticed any difference in collaboration between agencies *within your local community* since your staff have attended Touchpoints training?

- Better collaboration
- The same collaboration
- Worse collaboration

19. With what agencies have you seen a difference in collaboration or communication? **(Please check all that apply):**

	Better	The same	Worse
a. Primary care Provider			
b. Parent Child Center (PCC)			
c. Home Health Agency (HHA)			
d. Early Essential Education (EEE)			
e. Children’s Upstream Services (CUPS/Mental health)			
f. Family Infant Toddler (FIT)			
g. Social Rehabilitation Services (SRS)			
h. Vermont Department of Health (VDH)			
i. Other: <i>(Please list)</i>			

20. Has there been new collaboration with agencies *outside of your local community* (e.g. regionally) since your staff have attended Touchpoints training?

- Yes
- No ➔ **Skip to Question 22**
- Don’t Know/Unsure ➔ **Skip to Question 22**

21. What agencies *outside of your local community* has there been new collaboration with since your staff have attended Touchpoints training? **(Please list names)**

Questions 22-24 refer to the existence of a client satisfaction survey in your agency.

22. Do you currently administer a client satisfaction survey for your agency?

- Yes
- No ➔ **Skip to Question 24**
- Don't Know/Unsure ➔ **Skip to Question 24**

23. Are there currently any Touchpoints-focused questions on the survey?

- Yes ➔ **Skip to Question 25**
- No
- Don't Know/Unsure

24. Would you be willing to include 2-3 Touchpoints focused questions on this survey if your client satisfaction survey does not currently ask any Touchpoints-focused questions?

- Yes
- No
- Don't Know/Unsure

Questions 25-26 refer to additional Touchpoints sessions for staff in your agency.

25. Would you be interested in sending a supervisor to reflective practice training if offered?

- Yes
- No

26. Would your staff be interested in attending brown bag lunches or early morning coffee sessions to share Touchpoints practice ideas with others trained in the Touchpoints Approach?

- Yes
- No

Additional comments?
