Survey of Organizational Functioning (TCU SOF)

Instruction Page

This survey asks questions about how you see yourself as a counselor and how you see your program. It begins on the next page with a short demographic section that is for descriptive purposes only. The *Anonymous Linkage Code* is requested so that information you give now can be "linked" to your responses to similar questions you may be asked later.

To complete the form, please mark your answers by completely <u>filling in</u> the appropriate circles. If you do not feel comfortable giving an answer to a particular statement, you may skip it and move on to the next statement. If an item does not apply to you or your workplace, leave it blank. PLEASE DO NOT FOLD FORMS. The examples below show how to mark the circles.

For Example – ●

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
Person 1. I like chocolate ice cream.	○	●	○	○	○

This person disagrees a little so she probably doesn't like chocolate ice cream.

| **Person 2**. I like chocolate ice cream. .... | ○ | ○ | ○ | ○ | ● |

This person likes chocolate ice cream a lot.

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The anonymous linkage code below will be used to match data from different evaluation forms without using your name or information that can identify you.

Please complete the following items for your anonymous code:

First letter in mother's first name: |___| First letter in father's first name: |___|

First digit in your social security number: |___| Last digit in your social security number: |___|

Today's Date: |___|___||___|___||___|___| **Your Birth Year:** 19 |___|___|
           MO   DAY   YR

Are you: ○ *Male*   ○ *Female*   **Are you Hispanic or Latino?** ○ *No*   ○ *Yes*

Are you: [MARK ONE]
- ○ *American Indian/Alaska Native*
- ○ *Asian*
- ○ *Native Hawaiian or Other Pacific Islander*
- ○ *Black or African American*
- ○ *White*
- ○ *More than one race*
- ○ *Other (specify):* _____

Highest Degree Status: [MARK ONE]
- ○ *No high school diploma or equivalent*
- ○ *High school diploma or equivalent*
- ○ *Some college, but no degree*
- ○ *Associate's degree*
- ○ *Bachelor's degree*
- ○ *Master's degree*
- ○ *Doctoral degree or equivalent*
- ○ *Other (medical assistant, RN, post-doctorate)*

Discipline/Profession: [MARK ALL THAT APPLY]
- ○ *Addictions Counseling*
- ○ *Other Counseling*
- ○ *Education*
- ○ *Vocational Rehabilitation*
- ○ *Criminal Justice*
- ○ *Psychology*
- ○ *Social Work/Human Services*
- ○ *Physician Assistant*
- ○ *Medicine: Primary Care*
- ○ *Medicine: Psychiatry*
- ○ *Medicine: Other*
- ○ *Nurse*
- ○ *Nurse Practitioner*
- ○ *Administration*
- ○ *None, unemployed*
- ○ *None, student*
- ○ *Other (specify)* _____

Certification Status in Addictions Field: [MARK ONE]
- ○ *Not certified or licensed in addiction*
- ○ *Previously certified or licensed, not now*
- ○ *Currently certified or licensed*
- ○ *Intern*

How many <u>years of experience</u> do you have in drug abuse counseling?
  ○ *0-6 months*   ○ *6-11 months*   ○ *1 to 3 years*   ○ *3 to 5 years*   ○ *over 5 years*

How long have you been in your <u>present job</u>?
  ○ *0-6 months*   ○ *6-11 months*   ○ *1 to 3 years*   ○ *3 to 5 years*   ○ *over 5 years*

<u>How many clients</u> are you currently treating (i.e., <u>your caseload</u>)?
  ○ *0*   ○ *1-10*   ○ *11-20*   ○ *21-30*   ○ *31-40*   ○ *> 40*

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PLEASE FILL IN THE CIRCLE THAT SHOWS YOUR ANSWER TO EACH ITEM.

	Disagree Strongly (1)	*Disagree* (2)	*Uncertain* (3)	*Agree* (4)	*Agree Strongly* (5)

Your program needs additional guidance in –

1. assessing client needs. ○ ○ ○ ○ ○

2. matching needs with services. ○ ○ ○ ○ ○

3. increasing program participation by clients. ○ ○ ○ ○ ○

4. measuring client performance. ○ ○ ○ ○ ○

5. developing more effective group sessions. ○ ○ ○ ○ ○

6. raising overall quality of counseling. ○ ○ ○ ○ ○

7. using client assessments to guide clinical and program decisions. ○ ○ ○ ○ ○

8. using client assessments to document program effectiveness. ○ ○ ○ ○ ○

You need more training for –

9. assessing client problems and needs. ○ ○ ○ ○ ○

10. increasing client participation in treatment. ○ ○ ○ ○ ○

11. monitoring client progress. ○ ○ ○ ○ ○

12. improving rapport with clients. ○ ○ ○ ○ ○

13. improving client thinking and problem solving skills. ○ ○ ○ ○ ○

14. improving behavioral management of clients. ○ ○ ○ ○ ○

15. improving cognitive focus of clients during group counseling. ○ ○ ○ ○ ○

16. using computerized client assessments. ○ ○ ○ ○ ○

TCU FORMS/W/SOF (1/05)

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)

Current <u>pressures</u> to make program changes come from –

17. clients in the program.	O	O	O	O	O
18. program staff members.	O	O	O	O	O
19. program supervisors or managers.	O	O	O	O	O
20. agency board members.	O	O	O	O	O
21. community action groups.	O	O	O	O	O
22. funding and oversight agencies.	O	O	O	O	O
23. accreditation or licensing authorities.	O	O	O	O	O

How strongly do you <u>agree</u> or <u>disagree</u> with each of the following statements?

24. You feel overwhelmed by paperwork.	O	O	O	O	O
25. Your offices and equipment are adequate.	O	O	O	O	O
26. You have the skills needed to conduct effective group counseling.	O	O	O	O	O
27. Some staff get confused about the main goals for this program.	O	O	O	O	O
28. Staff here all get along very well.	O	O	O	O	O
29. You are satisfied with your present job.	O	O	O	O	O
30. You would like to find a job somewhere else.	O	O	O	O	O
31. Program staff understand how this program fits as part of the treatment system in your community.	O	O	O	O	O

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
32. Treatment planning decisions for clients here often have to be revised by a counselor supervisor.	○	○	○	○	○
33. Staff training and continuing education are priorities at this program.	○	○	○	○	○
34. Facilities here are adequate for conducting group counseling.	○	○	○	○	○
35. You frequently share your knowledge of counseling with other staff.	○	○	○	○	○
36. You were satisfied with the training offered at workshops available to you last year.	○	○	○	○	○
37. You used the Internet (World Wide Web) to communicate with other treatment professionals (e.g., list serves, bulletin boards, chat rooms) in the past month.	○	○	○	○	○
38. Management here fully trusts your professional judgment.	○	○	○	○	○
39. You feel appreciated for the job you do.	○	○	○	○	○
40. There is too much friction among staff members.	○	○	○	○	○
41. Counselors at this program make a conscious effort to coordinate with other service professionals.	○	○	○	○	○
42. Ideas and suggestions from staff get fair consideration by program management.	○	○	○	○	○
43. Staff generally regard you as a valuable source of information.	○	○	○	○	○
44. You have easy access for using the Internet at work.	○	○	○	○	○

		Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
45.	The staff here always work together as a team.	O	O	O	O	O
46.	Client assessments here are usually conducted using a computer.	O	O	O	O	O
47.	Your duties are clearly related to the goals of this program.	O	O	O	O	O
48.	You learned new skills or techniques at a professional conference in the past year.	O	O	O	O	O
49.	You consistently plan ahead and carry out your plans.	O	O	O	O	O
50.	You are under too many pressures to do your job effectively.	O	O	O	O	O
51.	Counselors here are given broad authority in treating their own clients.	O	O	O	O	O
52.	This program encourages and supports professional growth.	O	O	O	O	O
53.	You like the people you work with.	O	O	O	O	O
54.	You read about new techniques and treatment information each month.	O	O	O	O	O
55.	Staff here are always quick to help one another when needed.	O	O	O	O	O
56.	Computer problems are usually repaired promptly at this program.	O	O	O	O	O
57.	Novel treatment ideas by staff are discouraged.	O	O	O	O	O
58.	There are enough counselors here to meet current client needs.	O	O	O	O	O
59.	The budget here allows staff to attend professional conferences each year.	O	O	O	O	O

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
60. You have enough opportunities to keep your counseling skills up-to-date.	O	O	O	O	O
61. Mutual trust and cooperation among staff in this program are strong.	O	O	O	O	O
62. Most client records here are computerized.	O	O	O	O	O
63. You are willing to try new ideas even if some staff members are reluctant.	O	O	O	O	O
64. Learning and using new procedures are easy for you.	O	O	O	O	O
65. This program operates with clear goals and objectives.	O	O	O	O	O
66. Staff members often show signs of stress and strain.	O	O	O	O	O
67. You feel like you aren't making a difference.	O	O	O	O	O
68. You usually accomplish whatever you set your mind on.	O	O	O	O	O
69. It is easy to change procedures here to meet new conditions.	O	O	O	O	O
70. Counselors here often try out different techniques to improve their effectiveness.	O	O	O	O	O
71. You used the Internet (World Wide Web) to access drug treatment information in the past month.	O	O	O	O	O
72. The formal and informal communication channels here work very well.	O	O	O	O	O
73. Most counselors at this program are cordial.	O	O	O	O	O

TCU FORMS/W/SOF (1/05)

		Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
74.	Offices here allow the privacy needed for individual counseling.	O	O	O	O	O
75.	You are sometimes too cautious or slow to make changes.	O	O	O	O	O
76.	Staff members are given too many rules here.	O	O	O	O	O
77.	You feel that it is a real effort to come into work.	O	O	O	O	O
78.	Counselors here design therapeutic interventions together.	O	O	O	O	O
79.	Program staff are always kept well informed.	O	O	O	O	O
80.	The heavy workload here reduces program effectiveness.	O	O	O	O	O
81.	You regularly read professional journal articles or books on drug abuse treatment.	O	O	O	O	O
82.	You feel depressed.	O	O	O	O	O
83.	Other staff often ask your advice about program procedures.	O	O	O	O	O
84.	More open discussions about program issues are needed here.	O	O	O	O	O
85.	This program holds regular inservice training.	O	O	O	O	O
86.	You give high value to the work you do here.	O	O	O	O	O
87.	You frequently hear good staff ideas for improving treatment.	O	O	O	O	O
88.	Other staff often ask for your opinions about counseling and treatment issues.	O	O	O	O	O

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
89. You are effective and confident in doing your job.	○	○	○	○	○
90. You have a computer to use in your personal office space at work.	○	○	○	○	○
91. Everybody here does their fair share of work.	○	○	○	○	○
92. A larger support staff is needed to help meet program needs.	○	○	○	○	○
93. The general attitude here is to use new and changing technology.	○	○	○	○	○
94. You do a good job of regularly updating and improving your skills.	○	○	○	○	○
95. Staff members always feel free to ask questions and express concerns in this program.	○	○	○	○	○
96. You have the skills needed to conduct effective individual counseling.	○	○	○	○	○
97. Staff frustration is common here.	○	○	○	○	○
98. You feel tired.	○	○	○	○	○
99. Management here has a clear plan for this program.	○	○	○	○	○
100. You often influence the decisions of other staff here.	○	○	○	○	○
101. You are proud to tell others where you work.	○	○	○	○	○
102. You have convenient access to e-mail at work.	○	○	○	○	○
103. You are encouraged here to try new and different techniques.	○	○	○	○	○

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
104. You are able to adapt quickly when you have to shift focus.	○	○	○	○	○
105. You feel disillusioned and resentful.	○	○	○	○	○
106. You are viewed as a leader by other staff here.	○	○	○	○	○
107. Computer equipment at this program is mostly old and outdated.	○	○	○	○	○
108. This program provides a comfortable reception/waiting area for clients.	○	○	○	○	○
109. Staff here feel comfortable using computers.	○	○	○	○	○
110. Frequent staff turnover is a problem for this program.	○	○	○	○	○
111. Counselors here are able to spend enough time with clients.	○	○	○	○	○
112. Support staff here have the skills they need to do their jobs.	○	○	○	○	○
113. Clinical staff here are well-trained.	○	○	○	○	○
114. The director, counselors, and staff collaborate to make this program run effectively.	○	○	○	○	○
115. More computers are needed in this program for staff to use.	○	○	○	○	○
116. You were satisfied with the training opportunities available to you last year.	○	○	○	○	○
117. You feel that talking to clients is a waste of time.	○	○	○	○	○

	None	1	2	3	4 or more
118. In the last year, how often did you attend training workshops held within 50 miles of your agency?	○	○	○	○	○
119. In the last year, how often did you attend training workshops held more than 50 miles from your agency?	○	○	○	○	○
120. How many workshops do you expect to attend in the next 12 months?	○	○	○	○	○
121. In the last year, how many times did outside trainers come to your agency to give workshops?	○	○	○	○	○
122. In the last year, how many times did your agency offer special, in-house training?	○	○	○	○	○

	Never	Rarely	Sometimes	A lot	Almost Always
123. When you attend workshops, how often do you try out the new interventions or techniques learned?	○	○	○	○	○
124. Are your clients interested or responsive to new ideas or counseling materials when you try them?	○	○	○	○	○
125. In recent years, how often have you adopted (for regular use) new counseling interventions or techniques from a workshop?	○	○	○	○	○
126. When you have adopted new ideas into your counseling, how often have you encouraged other staff to try using them?	○	○	○	○	○
127. How often do new interventions or techniques that the staff from your program learn at workshops get adopted for general use?	○	○	○	○	○
128. How often do new ideas learned from workshops get discussed or presented at your staff meetings?	○	○	○	○	○
129. How often does the management at your program recommend or support new ideas or techniques for use by all counselors?	○	○	○	○	○

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)

My program director –

130. inspires others with his/her plans for this facility for the future. ○ ○ ○ ○ ○

131. leads by example. ○ ○ ○ ○ ○

132. gets people to work together for the same goal. ○ ○ ○ ○ ○

133. insists on only the best performance. ○ ○ ○ ○ ○

134. treats each of us as individuals with different needs, abilities, and aspirations. ○ ○ ○ ○ ○

135. takes time to listen carefully to and discuss people's concerns. ○ ○ ○ ○ ○

136. encourages new ways of looking at how we do our jobs. ○ ○ ○ ○ ○

137. gives special recognition to others' work when it is very good. ○ ○ ○ ○ ○

138. provides well-defined performance goals and objectives. ○ ○ ○ ○ ○

139. emphasizes using new ideas, services, administrative techniques, etc., before most other programs do. ○ ○ ○ ○ ○

In the past year, you have –

140. invited someone in to help facilitate your sessions. ○ ○ ○ ○ ○

141. had colleagues observe your sessions. ○ ○ ○ ○ ○

142. received meaningful feedback on your performance from colleagues. ○ ○ ○ ○ ○

143. visited other counselors' sessions. ○ ○ ○ ○ ○

144. received useful suggestions for counseling materials from colleagues. ○ ○ ○ ○ ○

How strongly do you agree or disagree with each of the following statements?

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
145. Many counselors in this program set high standards for themselves.	○	○	○	○	○
146. Counselors support the director in enforcing program policies and rules.	○	○	○	○	○
147. When making important decisions, the program always focuses on what's best for client improvement.	○	○	○	○	○
148. In the past year, you have had frequent conversations with colleagues about the goals of this program.	○	○	○	○	○
149. A conscious effort is made by staff to make new counselors feel welcome here.	○	○	○	○	○
150. In the past year, you have had frequent conversations with colleagues about what helps clients improve.	○	○	○	○	○
151. Experienced counselors invite new counselors into their sessions to observe, give feedback, etc.	○	○	○	○	○
152. In the past year, you have had frequent conversations with colleagues about development of new curriculum.	○	○	○	○	○
153. Many counselors in this program feel responsible that all clients improve.	○	○	○	○	○
154. Counselors in this program regularly discuss assumptions about counseling and behavior change.	○	○	○	○	○

	Disagree Strongly (1)	Disagree (2)	Uncertain (3)	Agree (4)	Agree Strongly (5)
155. Our workday is organized to maximize counseling time.	O	O	O	O	O
156. This program sets high standards for client improvement.	O	O	O	O	O
157. Many counselors in this program feel responsible to help each other do their best.	O	O	O	O	O
158. Many counselors in this program help maintain discipline in the entire program, not just their sessions.	O	O	O	O	O
159. Many counselors in this program take responsibility for improving the program.	O	O	O	O	O
160. At this program, counselors work together to do what is "best for the clients."	O	O	O	O	O
161. This program has well-defined expectations for all clients.	O	O	O	O	O
162. Counselors talk about counseling in staff meetings, in the break room, etc.	O	O	O	O	O