

OCAP Professional Survey Fast Facts

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Report compiled by: Aneera Sadiq, MBBS, MPH

Demographics/Career



- 36 total counties represented (26 rural and 10 urban)
- 52% urban respondents and 37% rural respondents
- 80% respondents worked directly with children/families
- 88% respondents were college graduates or higher
 - Urban professionals had higher qualifications than rural professionals (p value= 0.006)
- 50% respondents had 11+ years of experience working with children/families

145

Respondents

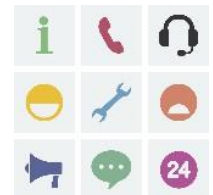
Most were female (87%), White non-Hispanic (69%) & worked in state/federal government or a non-profit organization.

Summary

Awareness of and Referral to Community Resources

Most professionals had heard of and referred clients to community resources.

- Most referred to: concrete (food, housing, clothing; 82%) & insurance/healthcare resources (78%)
- Most unheard of: parent support programs (22%)
- Most urban/rural variation: referring clients to mental health resources (p value=0.006)
- 65% felt “very confident” in their ability to refer clients to resources that best meet their needs
- 73% felt “very confident” in their ability to report CAN



Child Abuse and Neglect (CAN) Training

96% of responding professionals had taken a variety of CAN trainings in last 5 years.

- Most frequent trainings: ACEs (82%) and trauma-informed care (87%)
- Least frequent trainings: victimization (51%) and detection (55%)
- 85% said their agency provides CAN training
 - 77% have a fee associated with training
 - 60% have trainings open to the public

Knowledge of CAN/Laws

6%

Respondents currently concerned about a child being abused/neglected

The majority felt “very confident” in their ability to accurately identify CAN (60%) and to quickly & successfully report CAN to the appropriate authorities (73%); however, many were split in their confidence in identifying intimate partner violence.

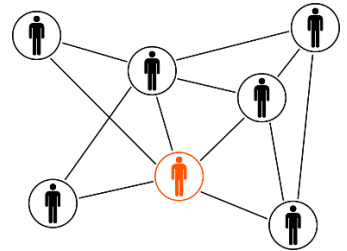
- Most had strong knowledge of ACEs (79%) and protective factors (62%)
- 86% of respondents have reported CAN

Ease of Access

- Most felt it was usually easy for their clients to access prenatal health care (65%), services to address concerns for a child’s social, emotional, and/or behavioral development (48%), and mental health services (47%)
- Most felt it was usually difficult for their clients to access affordable, quality child care (56%) and services appropriate for their client’s culture and language (53%)

Barriers to Access

- Most professionals reported transportation (79%) as the most common barrier to clients’ access to services, followed by lack of knowledge of services (67%), cost (65%), and lack of providers in the community (63%)



Communicating with Clients during COVID-19

During social distancing, most professional staff surveyed used the video conferencing to reach out to clients (92%). Phone calls (84%) and texting (76%) were also widely used. However, in person visits were still commonly used (70%) during the time of social distancing.

Challenges to Video Conferencing

- For the provider
 - Respondents believed there were minor challenges due to their comfort with video conferencing
 - Most felt there was no challenge with their personal software or hardware
- For the family
 - Respondents believed that major challenges with video conferencing for families were due to their home internet service, as well as their hardware and software
 - Most felt that the families’ comfort with virtual visits was a minor challenge

Social Distancing Due to COVID-19

Professionals believed families experienced positive togetherness

- More than before when . . .
 - Getting involved in the children’s education
- Same as before when . . .
 - Eating together
 - Showing concern or emotional support for each other
 - Helping each other

Professionals believed families experienced conflicts in the household

- More than before when . . .
 - Discussing finances and work or employment
 - Discussing alcohol, tobacco, and/or drug use
 - Making decisions about having visitors to the home
- The same as or less than before when . . .
 - Discussing personal hygiene

