OFFICE OF FAMILIES AND CHILDREN
Families and Children Letter FCL #018

To: Directors, Public Children Services Agencies

From: Jeffery Van Deusen, Deputy Director
Office of Families and Children

Date: December 01, 2021

Subject: Exit Survey

Background

The recruitment and retention of caseworkers and supervisors at Public Children Service Agencies (PCSAs) is critical to ensure quality service provision and outcomes for vulnerable children in Ohio. One way to evaluate how to support PCSA employees is to survey those who have left employment to gain insight into some of the factors that lead them to the field as well as to their departure. Local PCSAs track this information individually during the exit interview process so currently there is no current statewide data to inform recruitment and retention strategies. As a result of a workforce recommendation and wanting to use consistent data measurements, the Ohio Department of Job and Family Services Office of Families and Children (ODJFS) (OFC) has created an online exit survey available to all 88 PCSAs that will be used to gather this data and assess trends in the workforce to inform statewide and regional solutions to increase recruitment and improve retention of children services staff.

Having reliable and consistent data regarding turnover is important to understand workforce challenges and inform ways to direct resources to improve recruitment and retention. The information gathered from the exit surveys will be shared with the applicable PCSAs in aggregate form to assist our PCSA partners in gaining a better understanding of workforce challenges with their agency and within their regions.

Exit Survey Process

1. Designation of a Point of Contact (POC): Any PCSA wishing to participate in the exit survey process must designate a POC who will be responsible for entering information for exiting employees. Agencies that have not already submitted their POC for the exit survey may do so by submitting a digital 7078 for the newly designated user. The user role is: PCSA Exit Survey - Exit Survey Point of Contact.
2. **Completion of Exiting Employee Intake Form:** When a PCSA employee submits their resignation or is terminated, the POC will submit a short form of basic information on the exiting employee through this web portal: [Exiting Employee Intake](#). This portal may also be accessed through the ODJFS OFC home page.

Although the POC is asked to complete the Exiting Employee Intake form for employees who have been terminated, these employees will not receive a link to the exit survey; however, statistics on the number of staff terminated will be collected.

3. **Completion of Exit Survey:** Once the Exiting Employee Intake form is submitted, the information will generate a survey link that is automatically emailed to the resigning employee two weeks from their exit date. The resigning employee will have two weeks to complete the survey and reminder emails will be generated at seven days, five days, three days, and one day prior to the exit date. The resigning employee’s supervisor will be cc’d on these automatically generated emails.

4. **Receipt of Data:** PCSAs will receive data from completed surveys each quarter, if at least two surveys have been completed within that quarter. Even though the exiting employee is using their OHID to access the survey, all surveys are anonymous, and aggregate data specific to exit surveys completed for a given county will only be shared to that county.

**Contacts**

If you have any questions or need additional information about the exit survey, please send an email to the PCSA Exit Survey inbox at: pcsa_exit_survey@jfs.ohio.gov