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Latinos' Knowledge and Perceptions Towards Child Protective Services

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LATINOS' KNOWLEDGE AND PERCEPTIONS TOWARDS
CHILD PROTECTIVE SERVICES

A Project
Presented to the
Faculty of
California State University,
San Bernardino

In Partial Fulfillment
of the Requirements for the Degree
Master of Arts
in
Social Work

by
Yanni Aguilar
Ana Rosa Gracian
June 2017

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ABSTRACT

This study examined the knowledge and perceptions of the Latino population in Southern California towards Children Protective Services (CPS). Modern representation of social workers from the Department of Children and Family Services (DCFS), or Child Protective Services (CPS) often do not complement, support, or value the profession. This is a quantitative study with a sample of 103 Hispanic/Latino individuals ranging from the ages of 18 to over 60. An online Qualtrics survey was disseminated through social media and in person. It included a total of 26 questions measuring knowledge and perceptions. The purpose of this study was to better understand the Latino population as it relates to CPS, and create positive changes in the Latino communities CPS serves, with the hope to bring awareness and better service delivery.

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DEDICATION

This study is dedicated to the Latino population in Southern California who inspired us to conduct this study and have their opinions be heard. The researchers would also like to dedicate this study to all the social workers who invest their time in helping prevent child maltreatment by strengthening families and communities.

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CHAPTER ONE

INTRODUCTION

Problem Statement

Modern representation of the social work profession and social workers as well as the Department of Children and Family Services (DCFS), more commonly known as Child Protective Services (CPS) often do not complement, support, or value the profession. Throughout this paper the term Child Protective Services (CPS) will be the term used to prevent confusion. Many times these negative perceptions impacts the agency, the provision of services, and the community in general in a negative way.

One main factor on influencing how the public perceives and understands the social work profession, is the way social media often delivers negative information, and often times the information they provide is inaccurate. The fact that the general public perceives CPS and the social work profession in general negatively makes it harder for professional social workers to fulfill their mission of helping those in need. When the social work profession does not have the approval of the public it suffers. The recruitment of the profession is impacted negatively as well as the credibility of social workers. This is a major issue because it causes people's reluctance to seek help or report suspected child abuse to CPS. Previous studies suggested that part of the negative perceptions about CPS and the social work profession are a result of ignorance and

confusion about what CPS and social workers roles really are (LeCroy & Stinson, 2004).

Before explaining the problem statement, it is important to make a distinction between the following terms to better understand the population this research paper will focus on. The terms Latino, Hispanic, and Chicano tend to be used interchangeably to describe a similar population of people, yet they have variations in the people they represent. Latinos are people with Latin American descent and is sometimes used interchangeably with Latin. Hispanic refers to Spain and the Spanish-speaking nations of the Americas. Chicano is a term used by Mexican-Americans, but is also interchangeably used with Latino(a) and Hispanic. For the purpose of this paper, the term Hispanic and Latino will be used interchangeably to include the more popular term used by people from Latin America, including Mexico, and the Spanish-speaking Americas.

There has been an increase in the Hispanic population in the last couple decades; 15.2 million increase from 2000 to 2010 (Ennis, Rios-Vargas, Albert, 2011). According to the 2010 U.S. Census, Hispanics make up 16% of the U.S. population and about 37% of the population in California. This population is predominantly made up of Mexicans, Puerto Ricans, and Cubans, but other groups include people from countries in South America and Central America.

The reason for the large number of migrations is for the hope to provide their families with better living conditions and with more opportunities for an overall better life. Many are fleeing the political and economic struggles they face

in their native countries (Dettlaff, Earner, & Phillips, 2009). Families migrating towards this dream do not come without struggles. Many immigrants experience violence, robbery, and sexual assault through the journey to arrive in the U.S. Once arriving in the U.S. the face issues such as discrimination, language barriers, loss of support systems, as well as forced acculturation (Dettlaff, Earner, Phillips, 2009; Padilla, Perez, 2003). These factors increase the risk of child maltreatment and involvement with CPS.

Policy Context

The purpose of the Department of Children and Family Services, also known in some counties as Child Protective Services (CPS), is to ensure and protect the safety, permanency, and well-being of children and to support families in making this possible (County of Riverside: Children's Services, 2014; County of San Bernardino Children and Family Services, n.d.). CPS will intervene in situations where children under the age of 18 are experiencing physical abuse, emotional abuse, neglect, sexual abuse, or any variation or combination of these. In regards to Latinos, and more specifically undocumented Latinos, current child welfare and immigration laws affect the placement of children with family members when there is CPS involvement. When a child is removed from undocumented parents and the only support systems that family has is also undocumented, many Counties will not place with them because they do not have a Social Security number or other forms of documentation, and are unable

to do a background check. Riverside and San Bernardino County have policies in place to allow children to be placed with the padrinos (godparents) and to be considered kinship care as long as there is a way to do a background check. Latino families are unable to be licensed foster caregivers if they live in a mixed-documentation household, in which nearly three in five (62 percent) U.S. Latino children reside (as cited in Ayon, Aeisenberg, Cimino, 2013).

Another issue in policy is the language barrier that many times Latino families face and struggle to navigate through the complicated child welfare system. It is crucial for these families to receive language-appropriate services and resources. Counties may have Spanish-speaking providers to offer services, but they may be limited, which affects the time sensitive process of reunification.

Practice Context

The problem is there is little research exploring how this particular population feels towards the Department of Children and Family Services (CFS). It is important to understand this population and their experiences to address the questions of: Latino/Hispanics' knowledge and perceptions towards CPS. It is important to understand how much accurate knowledge this population has about CPS so that this Agency is better prepared to serve them. It is also important to know how Latinos perceive CPS so that the Agency can better prepare through the engagement phase, as well as increase outreach strategies with the Latino community.

Social workers should approach Latino families using Micro and Macro level interventions. When engaging these families it is important to keep in mind that child welfare agencies are associated with “the government” or an agency that can possibly deport the family back to their native country. Transparency is key in explaining the role of the social worker and their agency and what the process for the family is if they are fully involved with CPS. On a Macro level, social workers should also advocate for the need of language-appropriate resources for this community.

Purpose of the Study

The purpose of this study is to assess the knowledge Latinos in Southern California have regarding CPS, as well as how they perceive this agency. Latinos make up the second most disproportionately represented population in the child welfare system after African-Americans (Putnam-Hornstine, Needell, King, & Johnson-Motoyama, 2013). They also make up a large portion of the population living in California with 39 percent Latino population. The mission of child welfare agencies is to strengthen families and protect endangered children, and in order to be successful they need to understand how different populations view them.

This problem is something the two students conducting this research study are concerned with. They both received their Bachelors in Social Work and are currently enrolled in the MSW program at California State University, San Bernardino (CSUSB). Upon graduation from the program, both students plan on beginning their career at a public child welfare agency in either San Bernardino

County or Riverside County. Knowing what the Latino population's knowledge and perceptions towards Child Protective Services and the social workers is important because it guides the approach during the engagement phase as well as further services. If this community views CPS social workers with negative perception, then the CPS Agency needs to make greater efforts to explain their role and the benefits in servicing them. If this community views CPS social workers in a positive perception, then we know how to tailor our approach when meeting and working with the clients.

It is important to understand this issue because the problem with the public and the Latino population in particular, viewing child welfare social workers in such a negative light affects not just the social workers themselves, but also the communities they serve. It is a cycle, where the way the public perceives CPS social workers affects the working relationship. When the working relationship is not effective, it affects the outcome of whether or not parents complete their services effectively. If parents don't complete their services they cannot reunify with their child(ren) and then the children are affected by this. When children remain in foster care for long term periods, it affects the community as a whole. Systems theory states that individual systems are interconnected and when there is an imbalance or shift in one, it will affect the circle of systems as a whole.

In order to get a good understanding of the knowledge and perceptions of the Latino population, a quantitative survey design was used. This seemed to be

the most appropriate design in order to get a large sample of participants in a short amount of time, as well as be able to generalize the findings. In attempts to avoid gathering biased data, a mixture of participants was used with previous CPS involvement and those without.

Significance to Social Work Practice

The ways that the Latino community views social workers, and specifically child protective social workers is important for many reasons. Social work is a profession with high turnover rates, and the way the public views the profession also has an influence on whether or not individuals want to enter the profession. The expectations of the people being served are also influenced by their preconceived ideas of the Agency and their purpose. It is critical to gain this community's trust and confidence in order to achieve the mission of keeping children safe with their families.

It is the hope of the two students conducting the research study to influence a change in practice for CPS social workers. With the information gathered and results provided through this research study, CPS social workers will gain a sense of how to better approach Latino clients. It will also inform directors of these agencies how much more work needs to be done in terms of partnering with Latino communities to better improve the lives of children, as well as do more awareness of the mission of CPS. That all starts with being able to effectively approach and start a healthy working relationship.

This study will contribute to social work research and more specifically to child welfare, as it will provide more knowledge of how the Latino population perceives CPS and what other methods to use when working with this population. This study will specifically provide more knowledge to the beginning engagement phase of the generalist practice model. What are Latino's knowledge and perceptions towards CPS? What factors contribute to their knowledge and perceptions? What previous experiences with other government agencies may be impacting their perceptions of CPS?

CHAPTER TWO

LITERATURE REVIEW

Introduction

This chapter further explores and discusses relevant literature to this study. This chapter will cover different areas regarding how the general public views CPS social workers, as well as Latinos experiences with CPS and how that has an influence on their knowledge and perceptions of CPS. This chapter is divided into five subsections: Negative Media Attention and Television, Previous Studies on Perceptions of CPS, Latino's Previous Experience with CPS and other Government Agencies, Service Inequality for Latinos Involved with CPS, and Theories Guiding Conceptualization.

Negative Media Attention and Television

For decades, social workers have been seen as not properly doing their duty; whether it be by not intervening when others believed they should, or by intervening when others believed they should not. Regardless, social workers in this field tend to have a negative reputation. The media tends to portray them as negligent and only putting children in more harm than good. This is evident by recent media attention from the Fox News Episode: The Children are Dying (2016), and the news article of, The Death of 8-year old Gabriel Fernandez (2016). The first mentioned was in regards to the high caseloads, and high turnover rate in San Bernardino County and social workers leaving children in

harmful home environments. The latter was in regards to falsification of records in Los Angeles County by social workers and leaving a child in a dangerous home environment that caused him his life. These are just two examples, as many other counties, including these in past events, have also faced scrutiny from the media and the communities they serve.

Television has been known to influence people's thoughts in a very powerful way. The amount of hours people spend watching television can create a lasting influence in people's perceptions in many aspects, including the way they see CPS. What is concerning is that television does not make efforts to portray reality; instead they focus on what is marketable and appealing to the public (Gibelman, 2004).

Valentine and Freeman (2002) analyzed 27 movies and centered their attention in the way children are portrayed as recipients of child welfare services, and how the work of child welfare workers is portrayed. This study was conducted in the effort to improve the public's perception of social workers. Valentine and Freeman (2002) confirmed what other studies have found; the way child welfare is portrayed in television and popular culture contribute to the shaping of the public's perceptions of social workers, social work clients, and social problems. In addition, according to Valentine and Freeman (2002), the inaccurate public views of what social workers really do also contributes to the low social work salaries. By focusing on superficiality and causing sensation among the public, the media has convinced viewers that social programs such as

the ones CPS offers are ineffective because they are depicted as inefficient and immoral. They showed that films produced before World War II had social workers portrayed as “young fallen angels” or as older spinsters or misguided mother types” (p. 456). On the other hand, more recent films portrayed them as low status with negative roles such villains or as fools to laugh at. However, it was also concluded that there are recent films that portray child welfare social workers as heroes or heroines.

Davenport and Davenport (1997) (as cited in Valentine and Freeman, 2002) discusses an analysis of several magazines, newspapers, and talk shows (political and nonpolitical). They concluded that the vast majority of times, social workers were portrayed positively in the social media. This article’s findings are surprising, since it is often heard that people portray CPS negatively. Valentine and Freeman (2002) concluded that “popular constructions of social workers were perhaps motivated by efforts to maintain the status quo of the dominant society, rather than promote social change and social injustice” (p. 457).

Previous Studies on Perceptions of CPS

Not many studies have been conducted that focus on measuring a specific group or the general population’s attitude, perception, or knowledge regarding CPS. In 1978, Condie, Hanson, Lang, Moss & Kane conducted a survey to examine how the public viewed social work (the general profession) and if they understood the roles of social workers, (as cited by LeCroy & Stinson, (2004).

The results indicated that compared to an earlier study conducted in the 1950s, there was greater awareness of social worker roles, but there was also high errors in roles held by social workers. The study also indicated that 94% of the sample would be reluctant to seek help from a social worker.

LeCroy and Stinson (2004) also discussed another study conducted by Kaufman and Raymond (1995-1996) in Alabama between 1995-1996, surveying 452 adults to measure “the public’s knowledge of social workers in the areas of education, credentialing, types of social work settings, types of clients and presenting problems, and public attitudes about the activities in social workers engage” (p. 165). The survey was composed of Likert scale, true false, multiple choice, and demographic information. The respondents in this study stated they gained their knowledge about the social worker roles from the following: personal experience (35.7%), knew a social worker (30.8%), television (12.4%), and newspapers (10.8%); and about half stated they had a positive perception of social workers, as opposed to a negative one that is usually believed. Some of the limitations of this study were that the main description of the individuals surveyed were white women with some level of higher education, mainly from the East side of the country. This study also focused on the social work profession as a whole and not specifically on child welfare. It also suggested that more awareness of the profession is needed so that the public understands and has proper knowledge of what the profession’s role is. There was a caution given in

generalizing the findings beyond the state of Alabama and suggested further research be conducted.

There tends to be a stigma associated with being involved with CPS. In a qualitative study conducted in Canada, it compared the impacts of the helping relationship between front-line child protection service providers and the communities they serve at different locations (Cameron et al., 2013). A supervisor of a child protection agency described that the community partners and the community as a whole doesn't view the agency as a helping profession, but rather as an agency that "goes and takes people's children away" (p. 258). This supervisor also described this being a struggle for social workers when trying to engage the communities because of the preconceived ideas and beliefs. The article also states that families that are involved with child protection services frequently share their experiences with others in the neighborhoods, which may shape the broader community's perceptions of CPS (Cameron et al., 2013). The experiences of the parents and families involved with CPS affects the way the rest of the community views the Agency.

A study conducted by Cameron and colleagues, (2013) measured parents perceptions of worker's skills in the engagement process, using a qualitative design and interviewing forty parents. Two major themes that resulted from the interviews regarding the first visit were: "parents' negative expectations about CPS and its workers, and parents' strong negative emotional reactions to the initial CPS visit" (p. 709-710). Another important point through this study was that

parents did not know the role of CPS workers, except that of being able to remove children and that they were only involved with “bad parents.” The authors of this study suggest advertisements and public service announcements to increase awareness in the communities of the functions they actually perform.

Latinos’ Previous Experience with CPS and other Government Agencies

The number of families involved with CPS with substantiated cases has increased greatly in recent years. It went from 10 percent in 1995 to 21 percent in 2007 and continues to increase. Latino children also represent a large percentage of children in foster care. Approximately 20 percent or more in states with a large Hispanic population such as California, Arizona, Colorado, and Texas among others. Approximately 36 percent of the children involved with CPS have parents who were born outside of the United States and who do not speak the language. The fact that most parents do not speak English, creates many barriers for them when it comes to attending services, asking for services, or even in engaging in the reunification process due to fear of being deported (Ayon, 2011).

For some cultures, CPS is seen as a government figure that may for past generations, marginalized a specific minority group. For example, Mexican immigrant families may fear interactions with CPS because of the fear of their immigration status being questioned, (as cited by Ayón, Aisenberg, & Erera, 2010). In a study conducted by Ayón, Aisenberg, and Erera, (2010), sixteen

Mexican families that were involved with CPS, participated in an in-depth semi-structured interview to measure parents' perceptions on their experience in exercising their voice with the public child welfare system. This study used strengths and empowerment perspectives to understand the barriers these families face and their abilities to develop power to act on their behalf. All families involved in this study shared the feelings of fear from the very beginning of the initial contact with CPS. This fear makes them vulnerable because they know that their children can be removed and not returned, and the other fear was related to their immigration status. This study also indicated that the Mexican families interviewed, viewed CPS social workers in a negatively because of their past experiences of racial discrimination by other institutions. Parents believed in the importance in being liked by the child welfare worker because if they don't like the parent, then the social worker will not provide the support, guidance, or assistance needed to reunify families. Parents also felt that if they spoke up about injustices or their unhappiness with the handling of the case, it would affect the outcomes of reunifying with their children. This study concluded that child welfare social workers need to provide culturally responsive services and proper engagement to better serve these families (Ayón et al., 2010).

Another reason that the communities seem to view CPS social workers in such a negative light is because of the power differential that CPS social workers hold; they are in a sense an authority figure that has a perceived power of "taking" children away from parents at their discretion. This power differential

causes people fear, anger, and shame when a CPS social worker appears in their home (Ayón et al., 2010; Schreiber, Fuller, & Paceley, 2013). This seems to be a normal response, as parents' mistrust social workers and the child welfare system in general, as it is often associated with the government and immigration (Ayón et al., 2010). Individuals who come in contact with CPS may feel a lack of control and power, even in issues regarding their own family. Parents may feel that these social workers (mis)use their power and this has an impact on the working relationship (Ayón et al., 2010).

Service Inequality for Latinos Involved with CPS

About 30 percent of the foreign born individuals living in the United States are from Mexico composing 11.5 million of the people, making them the largest immigrant group in the United States. Once Hispanics are in the United States they are faced with many challenges including, crowded living conditions, unemployment, and high levels of poverty. Due to their language barriers, and legal status they are less likely to receive or even seek services such as housing assistance, food stamps, and medical. These barriers along with other stressors, places Hispanic immigrants at a higher risk of being involved with the child welfare system. According to Osterling and Han (2011), in 2009, 52 percent of all maltreatment reports in California involved parents of Hispanic background.

Latino children are less likely to receive mental health services through CPS despite their need for such services, compared to Caucasian children

(Garcia, Poole, & Quqish, 2007). Parents are also affected psychologically when they are faced with such problems involving CPS. According to Ayon (2011), families who reported low social support levels and high levels of stressful events are more likely to suffer from depression and have higher possibility of being reported for child abuse.

In addition, reunification possibilities are decreased or reunification is even prolonged for parents and children who are monolingual. This language barrier hinders effective communication, and as result they are unable to express their needs. Their fear of discrimination and fear of being reported to immigration are also contributors to negative outcomes. These circumstances that apply to the Hispanic population involved with CPS bring many problems to these families who often receive unfair service. As a result, these experiences cause children psychological damage that follows them through adulthood (Garcia, Poole, & Quqish, 2007).

Theories Guiding Conceptualization

Through our research thus far, there has been a lack of explanation of the theoretical perspectives the previous studies have applied in their studies. Most articles have measured other factors that may influence the Latino population's knowledge of child welfare; such as, social workers engagement or family's experiences with involvement of CPS. One study focusing on Mexican families involved with the child welfare system, explained their study was using a

strengths and empowerment perspective but it did not relate to the actual attitude or knowledge these families had of CPS. Through other research conducted, systems theory and cultural competence practice model seem to be the best fit for this research study.

As cited by Villadsen (2008), a system or an organization's self-description dramatically depends on the way it constructs its environment. For this case CPS constructs itself based on the people it serves, which are involuntary individuals. However, this system does not operate on its own for its own self; it is part of a larger system that is made up of smaller subsystems. At the core of systems theory is communication and how society is only possible where communication is possible (Mattheis, 2012). Society and communication depend on each other and is the "basic unit of observation for the assessment of the operations of social systems" (p. 628). This however, doesn't mean that the systems communicate directly with the environment for their functioning. Social systems are not stable structures, they are made up of multiple events that are changing. Systems theory also explains that each smaller system or subsystem is part of a larger system. When there is an imbalance or change in one of the subsystems, it causes a shift in the rest of the system, causing an effect (Andreae, 2011).

Systems theory applies to this research study because CPS and the families they serve are individual subsystems that make up a larger system. Each subsystem assumes its own functions or services and no other subsystem within the larger system can replace their function; making the relationship

between each smaller system of particular importance (Mattheis, 2012). It is important for CPS to establish effective relationships with the families and the communities in order to keep the system they are all part of at a balanced state. As previously mentioned, if the Latino community views CPS in a negative perception, the community will not be receptive to their help. If they are not receptive to seeking help for the families in need (since CPS depends on calls made from the community reporting child abuse), then the ones suffering are the children. They are the most vulnerable members of the community. CPS, the families, the community, they are all subsystems that affect one another and their representations impact the other subsystems.

The Council on Social Work Education describes clinical social workers practicing cultural competence as culturally sensitive and relevant clinical skills that integrate self-awareness with knowledge from clients and other sources (2012). Social work education uses the concept of cultural competence often and assumes social work graduates are equipped with the right tools to practice with a variety of cultures. According to Jani, Osteen, and Shipe (2016), issues about diversity have been prevalent in social work practice and have therefore influenced both practice and social work education. Many social workers are expected to have learned to how to work mindfully with the dynamics of difference in cross-cultural, racial, religious, gender, and cross-class diversity in the treatment process with clients, but that is not necessarily the case. Social

workers may not be acting incompetent intentionally, but it affects the services and quality of services offered to clients of diverse population.

This theory applies to this study because Latino clients with previous experience with CPS may feel their social worker did not fully understand his/her cultural practices. This can have an impact on the way the client views the Agency and the working relationship with the social worker. This theory also applies because in order to engage a Latino family effectively, and any diverse family, the social worker needs to have some cultural sensitivity to that client's culture to be respectful and gain the client's trust.

Summary

Although the literature review on Hispanics' perceptions and knowledge on CPS is very limited, there is still research providing information on other matters relating the Hispanic population and their involvement with the child welfare system. Some of the information analyzed included how the media impacts how the public views CPS. As mentioned in the literature review, the media is one of the major factors to the reputation of the Agency and its social workers. Other articles analyzed previous experiences and the contact of the Hispanic population with CPS and other government agencies such as Immigration and Customs Enforcement (ICE). A subsection in this study includes information on the inequalities and barriers that the Hispanic population face due to many factors, including the inability to communicate in English, legal status,

and discrimination issues. In conclusion, it was determined that systems theory and cultural competence practice theory are the best fit for this study since it involves different systems affecting one another significantly changing outcomes, whether it be negatively or positively, and how culturally sensitive are social workers when approaching clients.

CHAPTER THREE

METHODS

Introduction

This chapter will cover information on many aspects of this study, including the type of instrument that was utilized, some examples of the items that were included in the survey, and the implications and limitations of this research. In addition, it will also discuss the way in which the researchers disseminated the survey. Also, the manner in which the intended population was reached, and why that specific population was chosen will be explained. A brief explanation of the kind of data that was collected, along with the dependent and independent variables will be provided. We will also address confidentiality issues and the importance of protecting human participants. We will also explain how we followed confidentiality guidelines accurately. Lastly, included in this chapter is the coding process of the data, and data analysis.

Study Design

This research project examined the knowledge and perceptions of the Hispanic/Latino population in southern California in regards to CPS by using a quantitative survey design. More research has been conducted in other minority groups, but very little research is available in regards to Hispanics and their perceptions towards cps. Negative statements about cps are very common

among the general population, but what about the Hispanic population in particular? What are their perceptions based on? And how much do they know about what CPS' responsibilities are? This study assisted in obtaining the answers to some these questions.

The reason for choosing this design was to examine overall attitudes of the Hispanic population towards CPS. A large sample size was used, which gave the researchers a better insight on correlation, causation, or association between the variables. In addition, the researchers believed that it would not be time consuming and would take minimum effort to conduct.

This study has many advantages, but it also had some limitations and implications. For example, since the plan for disseminating the survey included using social media, some of the qualifying participants might have opted to ignore the survey and continue scrolling down. It is very common for people to not take interest in participating in surveys and "having better things to do". Additionally, individuals may have felt that it was time consuming and decide to pass. Researchers also considered the language barrier among the Hispanic/Latino population, and although there was a Spanish version of the survey, the chance for errors is very likely. Translating the survey is time consuming since it takes several steps. First, we needed to find an individual who is fully fluent in English and Spanish who would be able to help in translating the questionnaire. Second, a different individual assisted in making sure that the translated survey did not contain any errors. Lastly, the questionnaire was also

reviewed by a couple of individuals before it was duplicated and distributed. A last and very important limitation, was that some illegal immigrants refused to participate, due to fear of being reported to the authorities even though such information was not be requested in the survey.

As aforementioned, the purpose of this study was to examine the knowledge and perceptions of the Hispanic and Latino population about CPS. We also intend to discover the reasons individuals think the way they do about the agency; whether it is positive or negative. Therefore, the research question for this study was “what are the perceptions and knowledge of the Hispanic/Latino population in southern California in regards to CPS?”

Sampling

Convenient and snowball sampling methods were used to gather the intended sample population for this study. A list of places where it is known to have a high concentration of Hispanics, such as Hispanic supermarkets (Cardenas, Superior, El Super), was produced by the researchers. Attending to these places assisted in the recruitment of participants for the research. Individuals at these places were asked to participate, and if willing, they were provided with a questionnaire. Another way of getting the intended sample was by asking friends and family to participate. In addition, social media played a big role in this research. An announcement was posted on social websites asking individuals to participate in the research, and if they accepted, an electronic

survey was provided through their preferred medium. The goal was to have at least 80 qualifying participants, but we were actually able to obtain 103 participants. In order to qualify, every participant must have identify themselves as Hispanic/Latino and been 18 years or older. They were asked at the beginning of the survey whether they identify as Hispanic/Latino, and if not they were politely asked to stop the survey and thanked them for their willingness to participate.

Data Collection and Instruments

An instrument developed by the researchers was used to collect the data for this research. It was given in the form of a quantitative survey design. The survey included a total of 26 questions. The first 6 questions asked for demographic information. These are of nominal type questions requesting information such as age range, education level, gender identity and most importantly, whether the participant considers self to be Hispanic or Latino. The next 10 questions assessed their perceptions towards cps and CPS' social workers. An example statement for this section is: "CPS and the government should not get involved in how I discipline my children". This particular statement had the responses in a 5-point Likert scale ranging from (a) being "strongly disagree" and (e) being "strongly agree". Lastly, the following 10 questions assessed their knowledge in regards to cps. For example, "it is CPS' responsibility to report undocumented individuals to immigration and customs

enforcement (ICE)". This statement had options of "True" or "False". The rest of the items were either true or false statements or 5-point Likert scale statements measuring agreement or disagreement. The survey items assessed attitudes and beliefs by including facts or common stereotypes about CPS, along with accurate and inaccurate statements.

For this study the participants were required to consider themselves as being Hispanic or Latino. Therefore, assuming that some of the participants were not fluent in English, the survey questionnaire was also available in Spanish. The researchers translated the survey into Spanish by asking individuals who are highly fluent in English and Spanish for their input and assistance, and subsequently asking different individuals to review it for possible errors.

As aforementioned, the instrument for this research had not been used before. Since it was created by the researchers specifically for this study the reliability and validity of the instrument are unknown. The independent variables (IV) are the previous exposure and experiences with cps and other government agencies, and the dependent variables (DV) are the knowledge and attitude the Hispanic/Latino population have in regards to CPS.

Procedures

Participants for this study were approached in person or via social media. Once the participants accepted to be considered in the study, an informed consent along with a debriefing statement containing facts about the study in

which they would be participating was provided. The documents was either be in the form of a hard copy or electronic copy, depending on the medium in which the participants preferred. If participants agreed to the terms of the consent form, they signed it with an 'X' and they may proceeded with the survey. The questionnaire was self-administered and did not take more than 10-15 minutes to complete. Once the survey was completed and participants returned it to the researcher, they were be provided with information on counseling services in case they felt they had been affected by participating in the study. Data collection for this study initiated in January of 2017 march 2017.

Protection of Human Subjects

Precautions were taken for the purpose of protecting participants' confidentiality. First, no personal and identifiable information was asked in the survey. Second, participants chose which questions to answer and which they do not wish to answer. Third, participants had the option to withdraw from the study at any time without any penalty. A signed informed consent was also be provided, and included information on the purpose of the study, description, participation rights, anonymity, duration, risks and benefits, as well as the research supervisor's contact information. In addition, only the researchers had access to the collected data including, two researchers and a research supervisor. The completed surveys remained in a safe locked place. Once the

surveys were collected and data coded, the surveys were destroyed to protect the anonymity of the participants.

Data Analysis

This study employed quantitative data analysis techniques. Descriptive statistics including frequency distributions, measures of central tendency (e.g. mean, median), and dispersion (e.g. standard deviation) were utilized to describe the data collected. Inferential statistics such as t-tests and Pearson correlation coefficient were used to assess different relationships. Analyzing the data collected assisted in resolving the research question for this study, and more clear information on what most Hispanics or Latinos perceive and know about cps became available. In addition, the results also indicated what their perceptions are based on, as well as, whether their knowledge about CPS influences their perceptions. In short, the findings of this study determined whether there is causation, or correlation between the different variables analyzed.

Summary

This study examined the Hispanic/Latino population's perceptions and knowledge in regards to CPS. The study design used by the researchers assisted in finding a causation, correlation, or interpretive association between the variables involved. Through the collaboration of the researchers and the

research supervisor, it was believed that the feasibility for this study is very positive, and expectations of success were high. As part of the success of this study was protecting the anonymity of the participants, therefore, every precaution available was taken to protect their right to confidentiality. The data was analyzed carefully in an effort of obtaining the most accurate results possible, and was destroyed subsequent to the coding.

CHAPTER FOUR

RESULTS

Introduction

This chapter will discuss the general results of the study conducted, as well as relationships between the different factors being assessed in the study. This study consisted of 103 participants residing in San Bernardino and Riverside County in California. Responses to the surveys were collected from January 2017 to March 2017.

Demographics

This study consisted of 103 participants. Table 1 displays the demographic characteristics of all the participants in this study. Out of the 103 participants, 50.5% answered they were born in the United States, with the other half born in another country. Of the participants who were born outside the US, the average age of immigration was 15, with ages ranging from three years-old to 39 years-old. Approximately two-thirds (64.5%) of the participants who indicated they were not born in the U.S. were minors (17 and younger) when they came to the U.S. The participants' ages were predominantly (79.4%) 39 and under with 43.3% indicating their age group was between 18-29, and 36.1% indicating their age group was between 30-39. Other participants' age ranges included ages 40-49 at 13.4%, ages 50-59 at 6.2%, and ages 60 and over selected by one participant. For the highest level of education completed, only 31.4% of the

participants answered they had completed less than a high school level. 20.6% indicated high school to be the highest level of education, 22.5% indicated having some college education, and 25.3% of participants indicated having completed a college degree or advanced degree. The participants consisted of slightly more females than males, with 57% females and 43% males.

Table 1. Demographics

Variable		Frequency (N)	Percentage (%)
Born in U.S.	Yes	51	50.5
	No	50	49.5
If No, age came to U.S.			
Age Group	18-29	42	43.3
	30-39	35	36.1
	40-49	13	13.4
	50-59	6	6.2
	60 and Over	1	1.0
Education	< High School	32	31.4
	HS Graduate	21	20.6
	Some College	23	22.5
	College Graduate	14	13.7
	Advanced Degree	12	11.8
Gender	Female	59	57.3
	Male	44	42.7

Participants were also asked from what source was the information they knew about CPS and were given the option to select more than one choice.

Table 2 shows the descriptive statistics on where they obtained their information

from. 57.3% of participants answered the information they knew about CPS was from what they had heard from others. 23.3% answered they obtained their information from the news and TV. Only 4.9% of participants indicated their knowledge came from their own case with CPS and 16.5% indicated it came from witnessing others' experiences with CPS. 23.3% indicated the information they had about CPS was from their own education and 16.5% indicated the information they had was from something other than the presented options.

Table 2. Sources of Information for CPS

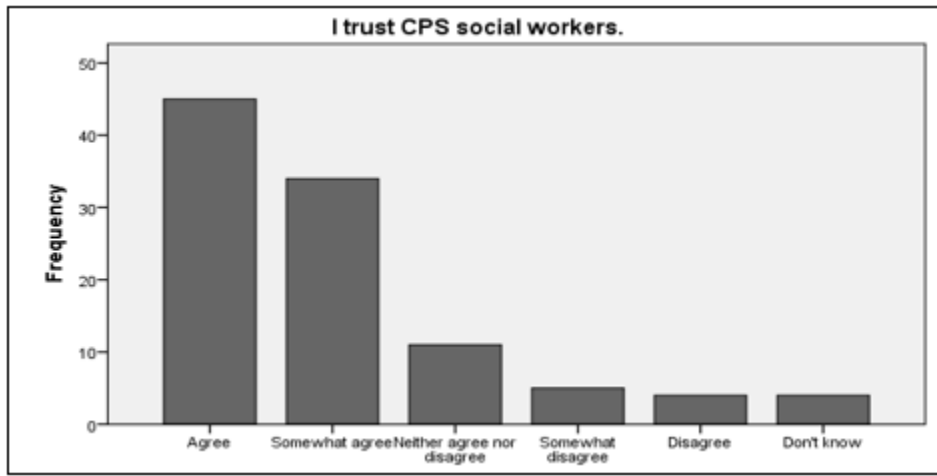
Variable	Frequency	Percentage
What I have heard from others	59	57.3
The news and TV	24	23.3
My Own Case with CPS	5	4.9
Witnessing other's experiences with CPS	17	16.5
My own education	24	23.3
Other	17	16.5

Perceptions Towards CPS

The next questions, were attempting to assess participants perceptions towards CPS social workers. The majority (76.7%) of participants agreed (43.7%) or somewhat agreed (33%) that they trust CPS social workers. Table 3 shows the participant's' answer to this question. On the counter, 8.8% disagreed (3.9%)

or somewhat disagreed (4.9%) that they trust CPS social workers. Similarly, 73.8% of participants had some level of agreement that they would feel comfortable working with a CPS social worker, while also similarly with the trust statement, 8.7% had some level of disagreement with their comfort of working with a CPS social worker. 10.7% selected they neither agreed nor disagreed with the statement that they trust CPS social workers, and 3.9% did not know. 58.3% of participants answered they disagreed (54.4%) or somewhat disagreed (3.9%) that CPS social workers only want to take children away from their parents. On the contrary, 10.7% have some agreement with the statement that CPS social workers only want to take children away from their parents. In the statement, "CPS social workers do more harm than good to families," 51.5% had some level of disagreement with this statement, while 18.4% had some level of agreement, and 30.1% answered that they neither agreed nor disagreed or they did not know. 71.8% of participants agreed to some level that CPS social workers change lives positively. In the statement, "CPS social workers respect confidentiality policies," 59.2% selected some level of agreement, while 27.2% neither agreed nor disagreed or did not know.

Table 3. Trust of CPS Social Workers



In regards to the statement that CPS and the government should get involved in how the participant disciplines his/her children, 35.3% has some level of agreement, while 40.2% disagreed with this statement. The majority (60.8%) disagreed or somewhat disagreed that CPS and the government should get involved in how the participant raises his/her children.

The following questions were regarding the participants' perceptions towards CPS regarding their own culture and language needs. In the statement that CPS social workers do not understand the participants' culture, it was split pretty equally in three ways. 33% had some level of agreement, 33% had some level of disagreement, and 34% neither agreed nor disagreed or did not know. Similarly, in the statement of only CPS social workers who speak my native

language understand my needs, 37.9% had some level of agreement, while 36.9% had some level of disagreement with this statement.

Knowledge of CPS

The following statements were given a true or false option as the answer to assess the participant's knowledge of CPS. When asked if social workers had to have a license in order to work in CPS, 78% answered the statement was true. 89.2% also answered true that CPS social workers have a college degree. 84.3% of participants know that CPS social workers not only work with the children but also with the parents. Most participants (99%) know the mission of CPS social workers is to protect children from physical, emotional, and sexual abuse. Most participants (85.7%) are also knowledgeable in that CPS provides free of charge services to parents with an open case. Further, a majority (89.1%) of the participants know that CPS is not responsible for reporting undocumented individuals to Immigration and Customs Enforcement (ICE), however, 10.9% do believe it is their responsibility to report undocumented individuals. 93.1% of participants know there are laws that prohibit CPS social workers from sharing personal information with other, including members of the extended family. In the statement of CPS social workers decide whether to return a child to his/her parents, the participants were somewhat split with 46.1% stating this statement to be true and 53.9% answering this statement is false. 85% of participants answered false for the statement, "If CPS arrives at your home, your children will

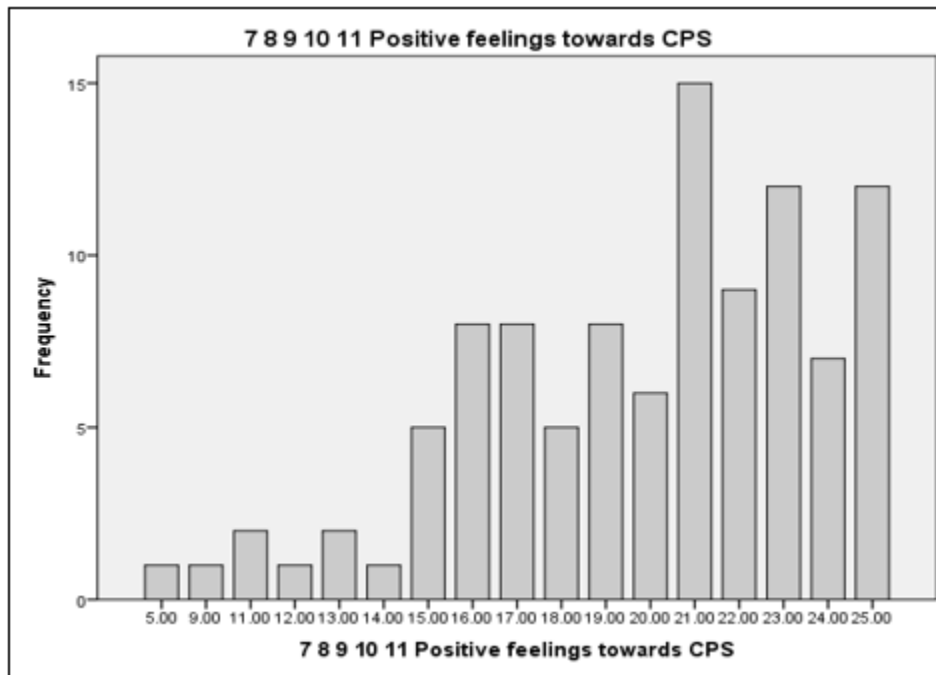
be taken away,” while 15% believe this to be true. Finally, 59% of participants answered false in that CPS lacks services for Spanish-speaking families, while 40.4% believe the statement to be true.

Presentation of the Findings

T-test and Pearson's Correlation analysis were performed on the data between several different variables. The relationships analyzed are discussed, as well as the significant findings.

Five statements regarding perceptions towards CPS were grouped and coded to determine the positive or negative feeling towards CPS. The following statements were categorized as positive feelings: I trust CPS social workers; I would feel comfortable working with a CPS social worker; and CPS social workers change lives positively. These items were coded as follows: Agree = 5, somewhat agree = 4, neither agree nor disagree = 3, somewhat disagree = 2, disagree = 1, and don't know = 3. The following statements were categorized as negative feelings: CPS social workers only want to take children away from their parents; and CPS social workers do more harm than good to families. These items were coded as follows: Agree = 1, somewhat agree = 2, neither agree nor disagree = 3, somewhat disagree = 4, disagree = 5, and don't know = 3. Table 3 shows the graph is skewed in a positive direction regarding participants' perceptions towards CPS.

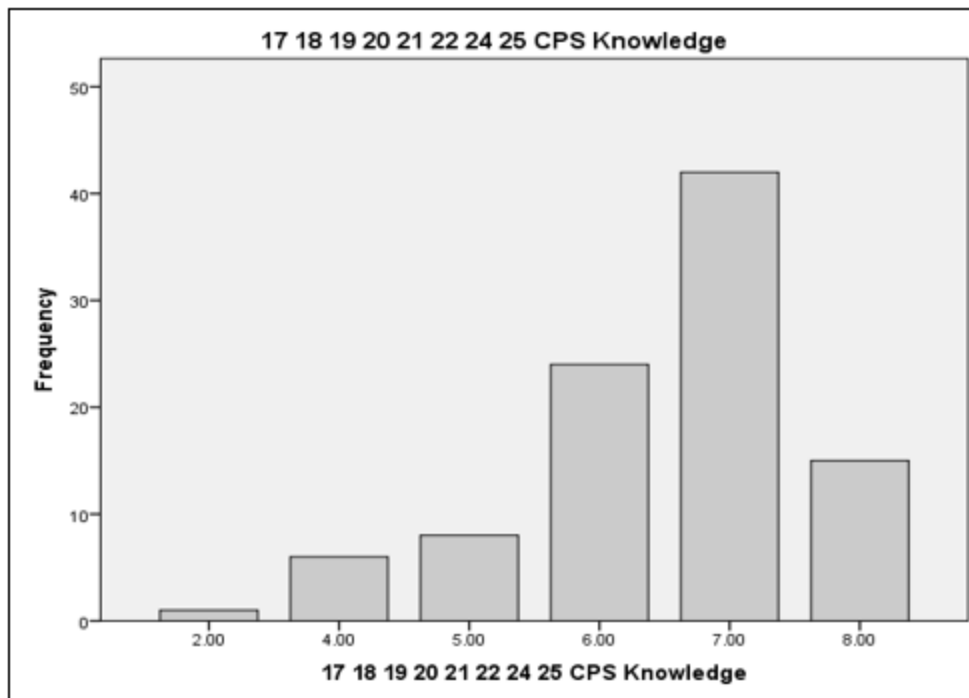
Table 4. Latinos' Feelings Towards CPS



Several t-test frequencies were ran to analyzed for significance in relationships, but none were determined significant. No significant relationship was determined between participants' gender identity and perceptions positive perceptions towards CPS. A t-test was also conducted between education and age group and perceptions towards CPS, but no there was no significant relationship determined. There was no significant relationship between whether the participant was born in the U.S. or another country and their perceptions towards CPS.

Eight statements regarding knowledge of CPS were grouped to determine level of knowledge. The following statements were inaccurate: Social workers have to have a license to work for CPS; CPS social workers only work with the children but not with the parents; It is CPS responsibility to report undocumented individuals to Immigration and Customs Enforcement (ICE); If CPS arrives at your home, your children will be taken away. These statements were coded as follows: True = 0 and False = 1. The following statements were accurate: CPS social workers have college degrees; CPS social workers' mission is to protect children from any physical, emotional, and sexual abuse; CPS provides free of charge services to parents with an open case; and There are laws that prohibit CPS social workers from sharing personal information with others, including members of the extended family. These statements were coded as follows: True = 1 and False = 0. Table 4 shows that the lowest score when assessing for knowledge was at about 50% accuracy.

Table 5. Knowledge of CPS



Inferential Statistics

T-tests were also conducted to determine any relationships between specific variables and the participant's knowledge, but also no significant relationships were determined. There was no significant relationship between the participants being born in the U.S. or another country and their knowledge of CPS. No significant was determined between gender and knowledge, nor for age group and knowledge.

A Pearson's Correlation was ran and two significant relationships were determined. There is a significant relationship between knowledge of CPS

practices and perception of CPS, $r = .422$, $p < .0005$. It was also determined that there is a significant relationship between highest level of education completed and knowledge of CPS practices, $r = .316$, $p = .002$.

Summary

The descriptive statistics and results were reviewed, as well as the results were reported. The preceding chapter will discuss the results and findings of the data. The findings have demonstrated the perception and knowledge of a sample of the Latino population towards CPS.

CHAPTER FIVE

DISCUSSION

Introduction

Chapter five of this study will include a discussion of the major findings, and how those findings are consistent or not consistent with previous studies. Also, limitations along with strengths that the researchers encountered will be discussed. In addition, recommendations and implementations for social work practice, policy, and research will be included in the effort of bringing awareness of the high need to include the Hispanic population when making changes, and developing new studies.

Discussion

The results attained through this study are very interesting, however, they differ from the researchers' expected results. Information from the literature review states that the media portrays cps social workers as negligent and not doing their duty properly. Previous studies have also found that television has been known to influence people's thoughts in a negative way in regards to cps (Gibelman, 2004). However, this study found that the majority (over 70%) of the participants trust cps social workers, would feel comfortable working with them, and believe social workers change lives positively. Perhaps this has to do with

the fact that only 23.3% of the participants reported getting the information they know about cps from the media. The rest of the participants reported knowing their information either by what they have heard from others, their own case, witnessing other's experiences with cps, their own education, or other source. In addition and inconsistent with the findings of this study, a study conducted in the 1950s found that 94% of their sample would be reluctant to seek help from a social worker, whereas, the findings in this study indicate that 73.8% trust cps social workers and 73.8% said they would feel comfortable working with a cps social worker.

In contrast, a different study conducted by Kaufman and Raymond (1995-1996), found that over half of their participants had positive perceptions of social workers and only 23.2% of their sample gained their knowledge in regards to social workers through the media, which is consistent with the findings of this study in that the majority have positive perceptions and only 23.3% of the participants know their information from the media. This indicates to the researchers that indeed, social media influences the public's thoughts in a negative way. Perhaps if higher number of participants would have reported getting their information through the media the majority would have had negative perceptions.

Furthermore, in a previous study conducted by Cameron et al (2013) a supervisor of a cps agency reported that the community does not see the agency as a helping profession, and they only see it as people who just take children

away from their families. Inconsistent to that finding, this study found that only 15% of the participants believe that if a social worker arrives at a person's home their children will be taken away. In addition, the study completed by Cameron and colleagues (2013) states that families who become involved with CPS will share their experiences with family members and friends, which results in affecting the way the community views the agency and the social workers who work there. This is consistent with these researchers' study with 73.8% of the participants reporting attaining their knowledge about CPS through what others have told them or by witnessing other's experiences with CPS.

Among the findings of this study was that 99% of the participants know the mission of CPS. Which indicated that they had a clear understanding that CPS' mission is to protect children from physical, emotional, and sexual abuse. This was shocking to the researchers due to the fact that it is not consistent with a previous study conducted in 2013 by Cameron and colleagues which found that parents did not know the role of CPS and CPS social workers other than the fact that they only remove children and they only work with the bad parents.

According to previous research high percentage of the Hispanic population are or have been involved with CPS, and about 36% of the children involved with cps have parents who were born outside the united states and who do not speak English. The findings of this study indicate that 50% of the participants were born outside of the United States, but not all of them have or have had a case with CPS. Only 4.9% of the total participants of this study

indicated having a case with CPS. According Osterling and Han (2011) Hispanics are at a higher risk of being involved with CPS because they are often faced with many struggles for being in a foreign country. In addition, it is impossible to determine how many of the participants speak English or not through this study. These findings are contradicting.

An interesting finding based on a previous study conducted by Ayon, Aisenberg, & Erera (2010) is that Hispanic families may fear being involved with CPS based on their wrongful perception that CPS is responsible for reporting undocumented individuals to immigration enforcement agencies. Interestingly, this study's findings showed that 89.1% of those who were surveyed know that cps is not responsible for reporting immigration status to the immigration agencies. This contributes with the fact that a high percentage of the participants trust CPS and CPS social workers and would feel comfortable working with them.

Another interesting finding is that 89.1% of this study's participants reported knowing that CPS is not responsible for reporting undocumented clients to ice. However, a study by Garcia, Poole, & Quqish (2007) found that most Hispanics involved with CPS think that they will be reported by CPS, which causes them to be fearful and prefer not to ask for additional assistance. Interestingly, many individuals who initiated the survey for this study ceased their participation after being asked if they were born in the United States or not. This leads the researchers to believe that there is some fear and mistrust.

Furthermore, according to the literature review there have been many issues in regards to cultural competency with CPS social workers. Although, not intentionally, the lack of knowledge in regards to other cultures, including speaking clients' native language affects the quality of services and limits services for the Hispanic population. Based on the findings of this research it is not possible to determine the accuracy of this belief, being that 33% agreed, 33% disagreed, and 34% of the participants were neutral or did not know if CPS social workers understood their culture. In addition, 40.4 % of the participants believe that CPS do not have the appropriate services for Spanish-speaking families. To the researchers these are high numbers, and hopefully with this information and further research more services will become available for the Hispanic population involved with CPS.

Limitations

As a result of very limited research being available on the topic along with the lack of existing instruments, the researchers formulated their own survey tool. It was intended for the tool to cover all the areas to better understand the perceptions and knowledge, along with the problems that the Hispanic population faces in regards to CPS. However, during data analysis the researchers encountered many gaps, including, the inability of tracking only Spanish speaking participants and those who have been involved with CPS. Had the researchers included a way of tracking that information it would have provided more precise

data on their perceptions, and it would have been more accurately linked to the literature review.

An additional limitation is the manner in which data was collected. Social media was used to recruit participants, this resulted in a young sample. Young individuals tend to have different perceptions and knowledge than older individuals due to the different generations in which they were raised. Have the sample been more diverse in regards to age, perhaps the findings would have been very different. In addition, social media limited the sample to only people who are in some way linked to the researchers, which might have influenced their perceptions and knowledge in regards to cps, since both researchers are social work students.

Strengths

This study has strengths as well. One being that the instrument was made available in Spanish and English. This allowed the researchers to have access to only Spanish speaking Hispanics in addition to those who did speak English. What's more, the instrument was also made available in two formats, an electronic version, as well as, a hard copy version. This included participants who did not have the knowledge on how to use an electronic device, did not have access to one, or did not have access to internet connection. Not to mention, that the sample size was relatively a good size, given that a lot of participants chose to cease their participation after reaching a certain question that may have

caused them to mistrust the study. Lastly, the instrument was well formatted and included questions to cover all the aspects that the researchers intended.

Recommendations

The researchers' recommendations for future research in this topic is to include a way to identify the participants who only speak Spanish. This would allow to identify the correlation between Spanish speaking participants and other variables. In addition, the use of a sample that include only Hispanics who have been or are involved with CPS. This would allow researchers to understand the struggles that this population encounters during their involvement with the agency. This individuals will provide their knowledge and perceptions in regards to cps based on their direct exposure and experience, not merely, by what they have heard, seen, or think. Additionally, using a qualitative approach with families would give more detailed, more personalized, and clearer data, as well as, the opportunity to use follow up questions to allow for clarifications and more accurate findings.

Implications

The results of this study implicate that the general population have positive perceptions and is very knowledgeable in regards to CPS. It also

implicates that CPS does need to implement more services that are more culturally friendly for the Hispanic population. The need for more Spanish speaking social workers is evident through this study, given that the percentages for participants who believe that only social workers who know their language understand their needs, as well as for the ones who believe that CPS lacks services for Spanish-speaking families are considered high by this study researchers. CPS can start hiring more Spanish speaking social workers to somewhat alleviate the problem. CPS can also implement more trainings that will educate social workers in the cultural aspect of the Hispanic population. This would allow the social workers to be more culturally sensitive and understand the behaviors and needs of Hispanic families. As a result, they would provide better fit services.

Furthermore, this study indicates that the Hispanic population is getting more educated given that a big number of the participants reported having some college, or having a college degree. This is good for the Hispanic community and cps because this fact might lead to a decrease in the numbers of Hispanic families involved with CPS. This can be linked to the correlation between level of education and knowledge found in this study. Perhaps, this can be a topic that can be further explored by future research.

Conclusion

The purpose of this study was to find out the knowledge and perceptions of the Hispanic population towards CPS. The findings acquired through this research were that the Hispanic population know more than expected in regards to CPS, given the fact that a lot of the participants came to the country as young children. Shockingly, this research also concluded that the Hispanic population in general have a positive perception in regards to CPS. It was expected to be the contrary since past research indicated that Hispanics feel they are discriminated against, feel that their needs are not being met, and are fearful of the possibility of CPS reporting them to immigration authorities. This study had some limitations that might have altered the results slightly had they not been there. However, this study also had many strengths that aided in overall clear results. The researchers suggest that future studies on the topic include additional questions and even conduct a qualitative study that will assess the knowledge and perceptions of only the Hispanics who report to have had or have a direct involvement with CPS. Overall, this study should be the first step in bringing awareness to child welfare agencies on how to include the Hispanic population and consider their culture and needs when intending to promote best practice and cultural competency.

APPENDIX A
QUESTIONNAIRE (ENGLISH)

Your participation in this survey is voluntary and you may withdraw at any time without penalty.

Please circle your answers.

1. Do you primarily identify as Hispanic/Latino?
a) Yes b) No

If you answered “No” to question 1, stop here and return survey to the researcher. If you answered “Yes” please complete the survey.

2. Were you born in the United States of America?
a) Yes b) No

3. If you answered “No” to question 2, please indicate your age when you first came to the United States: _____

4. What is your age group?
a) 18-29 b) 30-39 c) 40-49 d) 50-59 e) 60 and over

5. What is your highest level of education completed?
a) Less than high school b) High School graduate c) Some college
d) College graduate e) Advanced degree

6. To what gender identity do you most identify?
a) Female b) Male c) Transgender Female
d) Transgender Male e) Gender Variant/Nonconforming
f) Not listed g) Prefer not to answer

In this questionnaire CPS represents the Department of Child Protection Services.

7. Most of the information I know about CPS is from:
Choose all that apply

- a) What I have heard from others
b) The news and TV
c) My own case with CPS
d) Witnessing others' experiences with CPS
e) My own education
f) Other

8. I trust CPS social workers.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know

9. CPS social workers only want to take children away from their parents.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know

10. CPS social workers do more harm than good to families.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
11. I would feel comfortable working with a CPS social worker.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
12. CPS social workers change lives positively.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
13. CPS social workers respect confidentiality policies.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
14. CPS and the government should get involved in how I discipline my children.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
15. CPS and the government should get involved in how I raise my children.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
16. CPS social workers do not understand my culture.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
17. Only CPS social workers who speak my native language understand my needs.
a) Agree b) Somewhat agree c) Neither agree nor disagree
d) Disagree e) Somewhat disagree f) I don't know
18. Social workers have to have a license in order to work in CPS.
a) True b) False
19. CPS social workers have college degrees.
a) True b) False
20. CPS social workers only work with the children but not with the parents.
a) True b) False
21. CPS social workers' mission is to protect children from any physical, emotional, and sexual abuse.

- a) True b) False
22. CPS provides free of charge services to parents with an open case.
a) True b) False
23. It is CPS responsibility to report undocumented individuals to Immigration and Customs Enforcement (ICE).
a) True b) False
24. CPS social workers decide whether to return a child to his/her parents.
a) True b) False
25. There are laws that prohibit CPS social workers from sharing personal information with others, including members of the extended family.
a) True b) False
26. If CPS arrives at your home, your children will be taken away.
a) True b) False
27. CPS lacks services for Spanish-speaking families.
a) True b) False

Thank you for taking the time to participate in this survey.

APPENDIX B
QUESTIONNAIRE (SPANISH)

Esta encuesta es voluntaria y puede retirarse en cualquier momento sin penalización. Por favor circule sus respuestas.

1. ¿Se identifica principalmente como hispano/latino?
a) Si b) No

Si respondió "No" a la pregunta 1, deténgase aquí y devuelva la encuesta al investigador. Si contestó "Sí", complete la encuesta.

2. ¿Nació en los Estados Unidos de América?
a) Si b) No

3. Si respondió "No" a la pregunta 2, indique su edad cuando llegó por primera vez a los Estados Unidos: _____

4. ¿A cuál grupo de edad corresponde?
a) 18-29 b) 30-39 c) 40-49 d) 50-59 e) 60 o mas

5. ¿Cuál es su nivel más alto de educación completado?
a) No termine la preparatoria b) Termine la preparatoria
c) Algo de universidad d) Graduado de la universidad e) Maestria o mas

6. ¿A qué identidad de género se identifica más?
a) Femenino b) Masculino c) Mujer Transgénero d) Hombre Transgénero
e) Variable de género / No conforme f) No enlistado g) Prefiero no responder

En esta encuesta CPS representa el departamento de Servicios de Protección Infantil.

7. La mayor parte de la información que conozco acerca de CPS es de:

Elija todas las que apliquen:

- a) Lo que he escuchado de otros.
b) Las noticias y TV
c) Mi propio caso con CPS
d) He sido testigo de las experiencias con CPS de otros
e) Mi propia educación
f) Otro

8. Confío en los trabajadores sociales del Departamento de Servicios de Protección Infantil (CPS).

- a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé

9. Los trabajadores sociales de CPS sólo quieren alejar a los niños de sus padres.

- a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé

10. Los trabajadores sociales de CPS les hacen más daño que bien a las familias.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
11. Me sentiría cómodo trabajando con un trabajador social de CPS.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
12. Los trabajadores sociales de CPS cambian la vida para bien.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
13. Los trabajadores sociales de CPS no respetan las reglas de confidencialidad.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
14. CPS y el gobierno deben involucrarse en cómo disciplino a mis hijos.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
15. CPS y el gobierno deben involucrarse en cómo criar a mis hijos.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
16. Los trabajadores sociales de CPS no entienden mi cultura.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
17. Sólo los trabajadores sociales de CPS que hablan mi lengua nativa entienden mis necesidades.
a) De acuerdo b) Algo de acuerdo c) Ni de acuerdo ni en desacuerdo
d) En desacuerdo e) Algo en desacuerdo f) No lo sé
18. Los trabajadores sociales deben tener una licenciatura para trabajar en CPS.
a) Cierto b) Falso
19. Los trabajadores sociales de CPS tienen títulos universitarios.
a) Cierto b) Falso
20. Los trabajadores sociales de CPS sólo trabajan con los niños pero no con los padres.
a) Cierto b) Falso
21. La misión de los trabajadores sociales de la CPS es proteger a los niños de cualquier abuso físico, emocional y sexual.

a) Cierto b) Falso

22. CPS ofrece servicios gratuitos a los padres con un caso abierto.

a) Cierto b) Falso

23. Es responsabilidad de CPS reportar a individuos indocumentados a la Agencia de Inmigración y Aduanas (ICE).

a) Cierto b) Falso

24. Los trabajadores sociales de CPS deciden si devuelven los niños a sus padres.

a) Cierto b) Falso

25. Hay leyes que prohíben a los trabajadores sociales de CPS compartir información personal con otros, incluyendo miembros de la familia extendida.

a) Cierto b) Falso

26. Si CPS llega a su casa, CPS se llevara a sus hijos.

a) Cierto b) Falso

27. A CPS le faltan servicios para las familias que hablan español.

a) Cierto b) Falso

Gracias por tomarse el tiempo de participar en esta encuesta.

Developed by Yanni Aguilar and Ana Rosa Gracian

APPENDIX C
INFORMED CONSENT FORM (ENGLISH)

Study Informed Consent

The study in which you are being asked to participate is designed to investigate Latinos/Hispanics knowledge and perceptions regarding Child Protective Services (CPS). This study is being conducted by Yanni Aguilar and Ana R Gracian, under the supervision of Dr. McAllister, Associate Professor of the School of Social Work, California State University, San Bernardino. This study has been approved by the Institutional Review Board Social Work Sub-Committee, California State University, San Bernardino.

PURPOSE: The purpose of this study is to measure the knowledge and perceptions of the Latino population in Southern California towards CPS.

DESCRIPTION: You have been chosen to participate in this study because you are a person who identifies as Latino(a) or Hispanic and lives in Southern California. You will be asked to participate in a brief survey about your current knowledge and perceptions regarding CPS.

PARTICIPATION: Your participation is completely voluntary and you do not have to answer any questions you do not wish to answer. You may skip or choose to answer parts of the survey, and can freely withdraw from participation in this study at any time without any consequences.

ANONYMOUS: Your responses will remain anonymous and your responses will be coded in numerical format using aggregate form. No identifying information will be asked.

DURATION: The survey will take approximately 10-15 minutes to complete.

RISKS: There are no foreseeable risks to you for participating in this survey.

BENEFITS: There are no direct benefits to you for participating in this study. The results may help improve the way CPS helps and interacts in the future with the Latino population.

CONTACT: If you have any questions regarding this study or your rights, you may contact Carolyn McAllister, Associate Professor of the School of Social Work, California State University, San Bernardino, at (909) 537-5559, cmcallis@csusb.edu.

RESULTS: The results of this study will be available after June 2017 at the John M. Pfau Library ScholarWorks database at California State University, San Bernardino.

By clicking on the link below, I certify that I have read and understood the consent form and agree to participate in the study.

OR

By signing an X below, I certify that I have read and understood the consent form and agree to participate in the study.

X _____

909.537.5501 • fax: 909.537.7029 • <http://socialwork.csusb.edu/>

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APPENDIX D

INFORMED CONSENT FORM (SPANISH)



College of Social and Behavioral Sciences
School of Social Work

California State University, San Bernardino
Social Work Institutional Review Board Sub-Committee
APPROVED 11/9/17 VOID AFTER 11/6/18
CHAIR [Signature]

Consentimiento Informado del Estudio

El estudio en el que se le solicita participar está diseñado para investigar el conocimiento y las percepciones de los latinos / hispanos con respecto a los Servicios de Protección Infantil (CPS). Este estudio está siendo realizado por Yanni Aguilar y Ana R Gracian, bajo la supervisión de la Dra. McAllister, profesora asociada de la Escuela de Trabajo Social, de la Universidad Estatal de California, San Bernardino. Este estudio ha sido aprobado por el Subcomité de trabajo social, Junta de Revisión Institucional, de la Universidad Estatal de California, San Bernardino.

OBJETIVO: El propósito de este estudio es medir el conocimiento y las percepciones hacia CPS de la población latina del sur de California.

DESCRIPCIÓN: Usted ha sido elegido para participar en este estudio porque usted es una persona que se identifica como latino(a) o hispano(a) y vive en el sur de California. Se le pedirá que participe en una breve encuesta sobre sus conocimientos y percepciones actuales con respecto a CPS.

PARTICIPACIÓN: Su participación es totalmente voluntaria y no tiene que responder las preguntas que no desee. Puede omitir o elegir responder ciertas partes de la encuesta y puede retirarse libremente de este estudio en cualquier momento sin ninguna consecuencia.

ANÓNIMO: Sus respuestas permanecerán anónimas y sus respuestas serán codificadas en formato numérico usando el formulario agregado. No se le pedirá información de identificación personal.

DURACIÓN: La encuesta tomará aproximadamente 10-15 minutos para completarse.

RIESGOS: No hay riesgos previsibles por participar en esta encuesta.

BENEFICIOS: No hay beneficios directos por participar en este estudio. Los resultados pueden ayudar a mejorar la forma en que CPS ayuda e interactúa en el futuro con la población latina.

CONTACTO: Si tiene preguntas sobre este estudio o sus derechos, puede comunicarse con Carolyn McAllister, profesora asociada de la Escuela de Trabajo Social de la Universidad Estatal de California, San Bernardino, al (909) 537-5559, emcallis@csusb.edu.

RESULTADOS: Los resultados de este estudio estarán disponibles después de junio de 2017 en la base de datos John M. Pfau Library de ScholarWorks de la Universidad Estatal de California, San Bernardino.

Al hacer clic en el enlace de abajo, certifico que he leído y entendido el formulario de consentimiento y estoy de acuerdo en participar en el estudio.

O

Al firmar con una X abajo, certifico que he leído y entendido el formulario de consentimiento y estoy de acuerdo en participar en el estudio.

X _____

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APPENDIX E
IRB CERTIFICATION FOR

CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO
SCHOOL OF SOCIAL WORK
Institutional Review Board Sub-Committee

Researcher(s) Yanni Aguila & Ana Giron
Proposal Title Latino/Hispanic Knowledge and Perception
Toward Child Protective Services (CPS)
SW1120

Your proposal has been reviewed by the School of Social Work Sub-Committee of the Institutional Review Board. The decisions and advice of those faculty are given below.

Proposal is:

- ☒ approved
☐ to be resubmitted with revisions listed below
☐ to be forwarded to the campus IRB for review

Revisions that must be made before proposal can be approved:

- ☐ faculty signature missing
☐ missing informed consent ☐ debriefing statement
☐ revisions needed in informed consent ☐ debriefing
☐ data collection instruments missing
☐ agency approval letter missing
☐ CITI missing
☐ revisions in design needed (specified below)

Committee Chair Signature

1/9/2017
Date

Distribution: White-Coordinator; Yellow-Supervisor; Pink-Student

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