East Tennessee State University

Digital Commons @ East Tennessee State University

Appalachian Student Research Forum

2023 ASRF Schedule

Apr 25th, 9:00 AM - 11:00 AM

Burnout in Human Services: Collaboration as a Prevention Strategy

Lena Jovancevic University of Virginia at Wise

Christa Moore
University of Virginia at Wise

Julianna Jenkins University of Virginia at Wise

Follow this and additional works at: https://dc.etsu.edu/asrf

Jovancevic, Lena; Moore, Christa; and Jenkins, Julianna, "Burnout in Human Services: Collaboration as a Prevention Strategy" (2023). *Appalachian Student Research Forum.* 4. https://dc.etsu.edu/asrf/2023/schedule/4

This Poster Presentation is brought to you for free and open access by the Events at Digital Commons @ East Tennessee State University. It has been accepted for inclusion in Appalachian Student Research Forum by an authorized administrator of Digital Commons @ East Tennessee State University. For more information, please contact digilib@etsu.edu.



Interagency Collaboration and Burnout **Prevention in Child Welfare:** A Clinical Sociology Perspective

Department of Social Sciences

Lena Jovancevic, Dr. Christa J. Moore, Julianna Jenkins

The University of Virginia's College at Wise

Community

Culture

Culture of

Each Profession

Organizational

Culture & Climate

Interagency

Collaboration

Everyday Practice

of Care Work

The phenomenon of burnout in child welfare, human services, predominantly psychological and organizational occupational impairment.

A clinical sociology perspective adds to these views by careers in care work fields.

Literature Review:

- social workers prevent burnout (Phillips et al., 2020)
- Protective Services (CPS) response event records associated with their name (Drake et. al., 2022)
- Family Preservation can prevent CPS from being called to make a report on a family in the future (Simon et. al., 2021)

Jack*, a child protective service worker, noted "Jobs need to be kind of divided up and investigative social worker or social work in general, you have to wear too many hats. It's not practical. You wear too many hats, you have too many responsibilities."

Without collaboration:

Matthew*, a mental health counselor, expressed, "If you're gonna make it in this world you've gotta see clients. You gotta help people, ...you gotta bill. Anymore, that's what a lot of pressure is coming down to for therapists."

With collaboration:

Findings:

The research found that the strain social workers experience daily, including but not limited to internal and external role strain, caused or exacerbated burnout. An example of this type of strain includes the worker wanting to work extended hours due to client crises, but their employer requiring for them to stop working and clock out at a certain time. Interagency collaboration was found to have inconsistent effects on the prevalence of burnout.

Method:

The primary research took place in multiple organizational settings and involved thorough reviews of child welfare data and reports, case file reviews, participant observation, focus group interviews, and in-depth interviews in addition to informal interviews and discussions with over 200 individuals involved in human services across 24 organizations and 35 distinct programs. In-depth interviews were the primary qualitative method selected for exploring interagency collaboration among human service organizations (Padgett 1998; Singleton and Straits 2009).

Selina*, a child welfare case manager, remarked, "I kinda get they're [the

after school to sit down and have this

to do."

therapists in her agency] like higher up and I'm this lowly little person, so I kinda see them as more authority and because they're dealing with so much and they don't always want to take the time out and talk to me and answer all of my questions and be willing to take their time out of their day or meeting with me, I end up not knowing what

References:



Abstract:

and similar forms of care work has traditionally been viewed perspectives. Such perspectives tend to focus on the cluster of symptoms practitioners experience and implications for

considering the scope of social settings and cultural work practices that produce an environment rife with ecological stressors that, among other negative impacts, produce factors that influence the prevalence of burnout in care fields. The authors suggest that building greater awareness of the social dimensions of burnout may lead to better occupational prevention strategies at the organizational, interpersonal, collegial or team, and individual levels of practicing care work. Such support is essential for managing viable and longer-term

- Supervisor support helped lower chance of burnout among younger social workers and coworker support did not help any
- More than 30% of children in foster care didn't have any Child

^{*}Pseudonyms are used to protect participants' confidentiality and anonymity

^{**}Experiential Learning Conference, UVA Wise, April 22, 2023