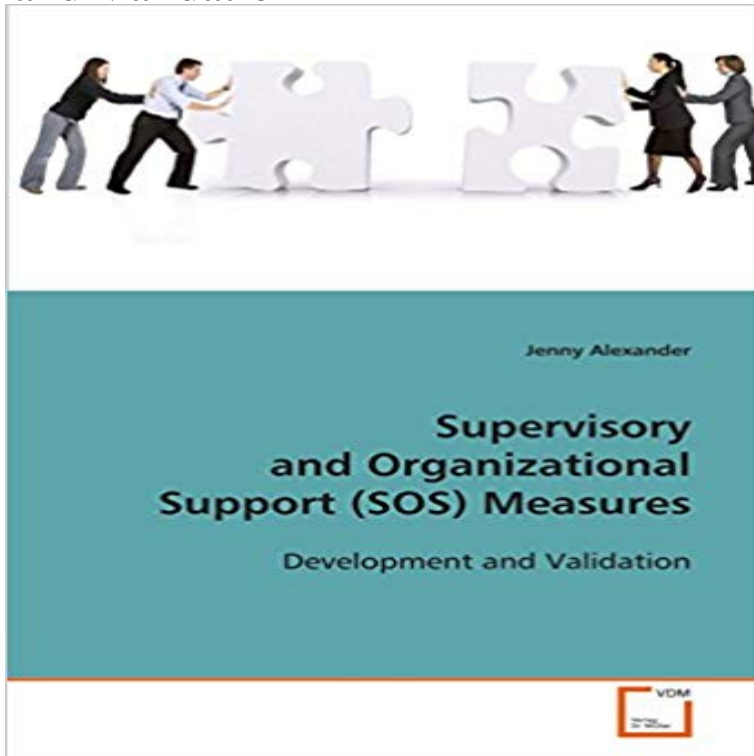


Supervisory and Organizational Support (SOS) Measures: Development and Validation



Recruitment and retention of public child welfare workforce is in crisis due to turnover caused by 1) dissatisfaction with job; 2) excessive stress and burnout, including vicarious trauma; and 3) a lack of support from supervisors and organizations. The Supervisory and Organizational Support (SOS) survey instrument was created in response to the need for reliable and valid instruments to measure issues related to human services workforce turnover. This book provides an overview of the related literature, and good beginning evidence of content, construct, convergent, and discriminant validity, and reliability of the SOS survey instrument. As such, the SOS survey can be used in studies of social services workforce retention/turnover, and the evaluation of practice and policy efforts aimed at increasing worker retention. Additionally, this book can serve as a case study for developing a valid and reliable survey instrument.

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