

Oklahoma Child Welfare Specialist Certification Handbook

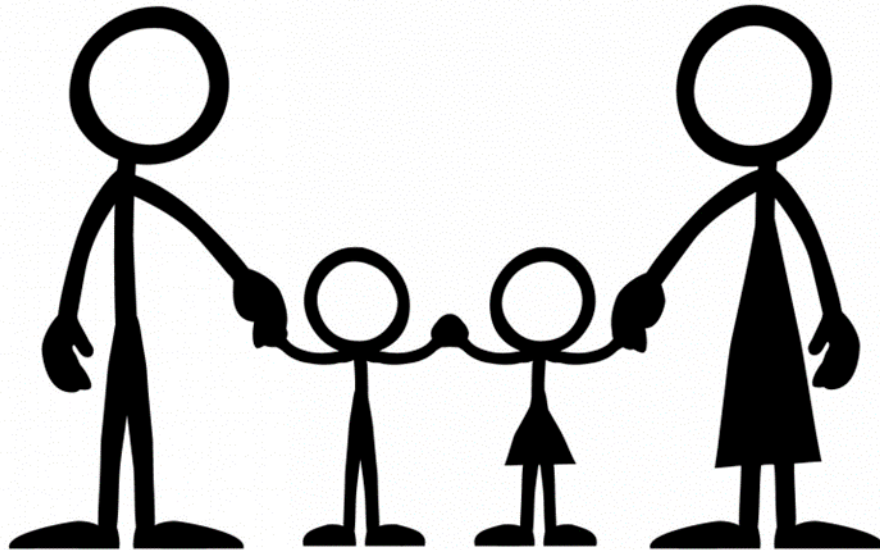


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Mission of Child Welfare Training Section:

To support and enhance the DHS Child Welfare workforce through training, mentoring and educational opportunities, to improve the safety, permanency and well-being outcomes for children and families involved in the Oklahoma Child Welfare system.

Provisional Certification Assessment for Child Welfare Specialists (CW Specialist) is comprised of four skills-based components structured to support the successful execution of the Pinnacle Plan. Performance reached through Provisional Certification is directly linked to Child Welfare Services' goal of improving outcomes for the children and families we serve. Child Welfare Specialists achieve Provisional Certification once they have demonstrated skills on all four components: child interview, adult interview, safety assessment, and KIDS navigation. The assessment of the interviews and safety assessment are completed during Module 4 of CORE, while the KIDS navigation assessment is completed the last day of Module 3. Once Provisional Certification is complete, supervisors are required to complete supporting documentation for Phases 2 and 3 and provide this documentation to the Training Unit in order for the Child Welfare Specialist to complete their certification process.

Pinnacle Plan Point 3 Initiative 7:

Effective September 1, 2012, training for new Child Welfare Specialists requires successful completion of a performance competency assessment prior to caseload assignment.

Phase One (1):

Component One – Interview with a Child

During this portion of the competency assessment, the Child Welfare Specialist conducts an interview with an adult actor playing a child. The interview is based on the specialist's primary role within Child Welfare: Child Protective Services, Family Centered Services, Foster Care/Adoption, Hotline, or Permanency Planning. The interview is conducted one-on-one with an adult actor portraying a child in a neutral setting. Child Welfare Specialists are expected to engage the child and gather information regarding safety, permanency, and well-being. Specialists are provided a time frame of 45 minutes to prepare, conduct the interview, and receive feedback on the interview.

Component Two – Interview with an Adult

During this portion of the competency assessment, the Child Welfare Specialist conducts an interview with an adult actor. The interview is based on the specialist's primary role within Child Welfare: Child Protective Services, Family Centered Services, Foster Care/Adoption, Hotline, or Permanency Planning. The interview is conducted one-on-one with an actor portraying the parent of a child involved in a Child Welfare case. Specialists are expected to engage the parent/PRFC and gather information regarding safety, permanency, and well-being. Specialists are provided a time frame of 45 minutes to prepare, conduct the interview, and receive feedback on the interview.

Adoption (Foster Care/Adoption):

- 1) **Child Interview**— the Child Welfare Specialist has 45 minutes to complete this task. The interview is based on a CW Specialist visiting a child placed in a Trial Adoptive Home.
- 2) **Adult Interview**—the Child Welfare Specialist has 45 minutes to complete this task. The Child Welfare Specialist is given a partially completed DCFS 11 to discuss with the prospective adoptive parent. The interview is based on a family requesting to be an adoptive placement.

CPS Specialists:

- 1) **Child Interview**— the Child Welfare Specialist has 45 minutes to complete this task. The interview is a new referral with allegations of abuse and/or neglect; child is interviewed at school.

- 2) **Adult Interview**— the Child Welfare Specialist has 45 minutes to complete this task. The interview is with the PRFC/Parent of the child previously interviewed.

Family Centered Services

- 1) **Child Interview**—the Child Welfare Specialist has 45 minutes to complete this task. The interview is based on a specialist visit to a child placed in an out-of-home safety plan.
- 2) **Adult Interview**— the Child Welfare Specialist has 45 minutes to complete this task. The interview is conducted with a parent who has a child (ren) in an out of home safety plan. It is a regular monthly contact.

Foster Care (Foster Care/Adoption):

- 1) **Child Interview**—the Child Welfare Specialist has 45 minutes to complete this task. The interview is with a biological child of a Resource Family during a re-assessment.
- 2) **Adult Interview**—the Child Welfare Specialist is given a partially completed DCFS 10 to discuss with the prospective kinship parent. The specialist has 45 minutes to complete this task. The interview is based on a kinship parent wishing to be a placement.

Hotline:

- 1) **Child Interview**—the Child Welfare Specialist has 45 minutes to complete this task. The interview is a new referral with allegations of abuse and/or neglect; child is interviewed at school.
- 2) **Adult Interview** - the Child Welfare Specialist has 45 minutes to complete this task. The interview is with an individual requesting to report allegations of abuse and/or neglect.

Permanency Planning:

- 1) **Child Interview**— the Child Welfare Specialist has 45 minutes to complete this task. The interview is based on a specialist visiting a child placed in out-of-home care.
- 2) **Adult Interview**—the Child Welfare Specialist has 45 minutes to complete this task. The interview is conducted with a parent who has a child (ren) in an out of home placement. It is a regular monthly contact.

Comprehensive- the Child Welfare Specialist designated as Comprehensive is evaluated on the program requested by their supervisors.

Foster Care/ Adoption- The supervisor assigned to the Foster Care/Adoption Specialist will determine if the specialist is assessed using foster care scenarios or adoption scenarios.

Component Three – Safety Assessment

During this portion of the competency assessment, the Child Welfare Specialist receives an Assessment of Child Safety form in which the six key questions are completed. The specialist reads the six key questions and determines the safety threat, which includes articulating the unsafe behavior beneath the safety threat (#1-9) chosen, whether the child (ren) is safe or unsafe, and which PRFC the safety threat applies to. Child Welfare Specialists are provided a specific time frame of one hour to read and complete the Assessment of Child Safety.

Component Four – KIDS Navigation

During this portion of the competency assessment, Child Welfare Specialists are required to complete a Navigation Exercise, locating information for 10 items in a referral and 10 items in a KK case. (***This is evaluated during Module 3***)

Evaluation Details:

The evaluation is conducted during Module 4 of CORE. Module 4 will consist of the following:

- Child interview instruction—1 day
 - Assessment—45 mins
 - Adult interview instruction—1 day
 - Assessment—45 mins
 - AOCS
 - Evaluation—1 hour
 - KIDS—***evaluated during Module 3***
 - Evaluation- 45 minutes
- CORE groups are divided in half—based on their program (AS, CPS, FC, FCS, HL, PP).
 - Group A
 - Group B

- **Group A**
 - Attends Mod 4 on **Monday, Tuesday, and Wednesday.**
- **Group B**
 - Attends Mod 4 on **Tuesday, Wednesday, and Thursday.**
- Interviews are conducted using paid actors and are done in designated interview rooms at the Annex.
- Assessors (Trainers) are members of the Training Unit
- ALL Module 4s take place in Norman:
 - **OU/DHS Training Annex**
1200 W Rock Creek Rd. Suite D
Norman, OK 73069

Results from Evaluation

- Child Welfare Specialists receive one of the following assessment findings from the assessor (Trainer):
 - **Meets Expectations**—the Child Welfare Specialist demonstrates satisfactory knowledge and skills
 - The specialist proceeds to Mods 5 & 6.
 - The supervisor and specialist develop a Coaching Plan that identifies areas for ongoing development for the specialist. (See page 15 for Coaching Plan example).
 - Upon completion of Mods 5 and/or 6, the Specialist is Provisionally Certified and eligible for 50% caseload assignment.
 - This is the onset of Phase 2 (see page 9).
 - **Needs Improvement**— The Child Welfare Specialist requires more mentoring but the skill is there to be developed.
 - The specialist proceeds to Mods 5 & 6.
 - The supervisor and specialist develop a Coaching Plan that identifies areas for ongoing development for the specialist. (See page 15 for Coaching Plan example).

- Upon completion of Mods 5 and/or 6, the Specialist is Provisionally Certified and eligible for 50% caseload assignment.
- This is the onset of Phase 2 (see page 9).
- **Does Not Meet**— The Child Welfare Specialist does not demonstrate the skills needed to perform interviews without supervision. They are not allowed to be in the field without supervision and improvement is needed.
 - The CW Specialist has not achieved Provisional Certification and is not eligible to be assigned a caseload.
 - The specialist ***cannot proceed to Modules 5 & 6 until the Coaching Plan and interviews are completed and received by the Training Unit.***
 - Coaching Plan must be developed and completed within 30 days of the Mod 4 assessment. The Coaching Plan is based on the areas identified in the Development Plan section provided by the assessor (See page 14 for Coaching Plan example)
 - The Specialist is required to complete a **minimum of 4 interviews** for **each** assessment finding of Does Not Meet over the 30 day period.
 - For example, a DNM for a Child Interview requires 4 Child Interviews to be conducted in the field, observed by a supervisor and documented on the grade sheets.
 - A DNM for an Adult Interview requires 4 Adult Interviews to be conducted in the field, observed by a supervisor and documented on the grade sheets.
 - A DNM for both Child and Adult Interviews would require a minimum of 8 interviews observed and documented on the grade sheets.
 - If the specialist is unable to complete the Coaching Plan and/or interviews, they will not be Provisionally Certified and are unable to carry a caseload.
 - Once the Coaching Plan and required interviews are completed, please submit the following documentation to the Training Unit **within 5 business days** in order for the specialist to be enrolled in Mods 5 & 6.
 - Coaching Plan with all signatures
 - Grading sheets
 - Upon completion of Mods 5 and/or 6, the specialist will be Provisionally Certified and eligible for 50% caseload assignment.
 - This is the onset of Phase 2 (see page 9).

KIDS and AOCS Results

- **Meets Expectations**—the CW Specialist demonstrates appropriate knowledge and skills.
- **Needs Improvement**— the CW Specialist has the skill to be developed; more structured mentoring is needed in areas identified by the trainers.
 - **Note**—these are the only evaluation results for KIDS and AOCS. Feedback will be provided on the evaluation form, but these skills can be developed in the field. **Safety** can be better evaluated through their interviewing and critical thinking while consulting on cases.

Reinstatements:

- 1) All Certification (Child Welfare Specialist Provisional Certification, Mentor Certification, etc.) is valid for 18 months after a Child Welfare Specialist leaves Child Welfare, if they were certified prior to their departure.
- 2) If the specialist has been gone from Child Welfare for more than 18 months or never completed a Certification, they may attend CORE at the discretion of their supervisor. At minimum, they are **REQUIRED** to complete Mod 4, by completing the Child and Adult Interview assessments and the AOCS assessment.
- 3) Each reinstatement will be a case by case decision. Please email the Program Administrator or Program Supervisor for assistance.
- 4) See Reinstatement Handbook for more details.

Phase Two—Instructions to Supervisors

Phase 2 of Certification occurs in the field based upon direct observations of the Child Welfare Specialist by a supervisor. Utilizing ongoing assessment tools (grading tools) provided by the Training Unit, specialists will be observed, assessed and coached, prior to being evaluated, to obtain a level of competency.

Upon successful completion of CORE, the new specialist is assigned a graduated caseload per the following schedule (Oklahoma Pinnacle Plan Point 3, Initiative 1):

- Phase 1/Provisional Certification: 50% caseload upon successful completion of CORE (following Mods 5 and/or 6 and is dependent upon their assessment findings from Mod 4);

- Phase 2: 75% caseload after six months of successful work, and completion of Phase 2 requirements; and
 - Phase 3: 100% caseload after nine months of successful work and completion of Phase 3 requirements.
- All Child Welfare Specialists are evaluated in the field by their supervisor or a supervisor approved by the Field Manager or District Director.
 - All supervisors who observe and assess (grade) must have completed CW 4444 after May 1st, 2015 or graded HOT after January 1st, 2015 to ensure capability to utilize the assessment tools (grade sheets).
 - For supervisors who did not complete CW 4444 or grade HOT, please contact the Training Unit to be enrolled in CW 3444 (CW 4444 replacement).
 - Completion of Phase 2 is determined using the assessment tools (grade sheets) provided by the Training Unit.
 - Supervisors are expected to observe, assess, and coach the specialist. Coaching occurs after each observation with the specialist, with required signatures on the grade sheets of both the specialist and the person observing (assessor/grader).

Interviews Required for Phase 2:

- Supervisors are required to observe the new specialist on at least 4 “live” adult interviews and 4 “live” child interviews. These observations take place over an 8 week period, ensuring the Supervisor’s ability to observe, assess and coach the specialist. The 3rd month (last 30 days) is used to assess the specialist and the progress they are making.
- Following completion of the 2 month observation period, the specialist is observed and must successfully complete 2 out of 3 adult interviews and 2 out of 3 child interviews, based on the grade sheets.
 - As the specialist progresses through the Phases, they continue to be observed, assessed, and coached by their supervisor.
- The observations are recommended to take place over an 8 week period, ensuring the Supervisor’s ability to observe, assess and coach the specialist. The intent of the 2 month period is to aid in the specialist’s learning and to help the supervisor better identify what progress is being made by the specialist. For example:
 - **Week 1:** The Supervisor **observes** an adult and child interview, coaches the CW Specialist, and completes grade sheets on interviews observed.
 - **Week 2:** The Specialist **practices** with their mentor based on the feedback provided by the Supervisor and in alignment with the existing coaching plan.
 - **Week 3:** The Supervisor **reassesses** after observing interviews, provides coaching to the CW Specialist and completes grade sheets on interviews observed.

- **Week 4:** The Specialist **practices** with their mentor based on the feedback received from their supervisor.
- **Week 5:** The Supervisor **observes** the Specialist conduct an adult and a child interview and provides coaching feedback to the Specialist.
- **Week 6:** The Specialist **practices** with their mentor based on the feedback received from their supervisor.
- **Week 7:** Supervisor Reassess
- **Week 8:** Specialist Practices with mentor
- **Weeks 9-12:** Interviews, assessment, certification documents, and surveys are completed during this final 30 days.
 - **Note:** you can observe on a weekly basis if so desired, this example is meant to act as a reference. The intent is to ensure consistent observation, coaching, and assessment, throughout the 8 week period, utilizing the Child Welfare Specialist III, or Mentor, to reinforce when available.
- If the specialist is unable to successfully complete 2 out of 3 interviews, they are given a modified Coaching Plan and an additional 30 days (maximum) during which they are re-assessed and evaluated a 2nd time. The modified Coaching Plan focuses on the type of interview if which they were not successful.
 - For example, if the specialist did not successfully perform adult interviews, the plan would only focus on adult interviewing. If the specialist is not showing improvement the supervisor may want to consider utilizing another mentor/supervisor and modifying the coaching plan in an effort to best support the specialist.
 - Should the specialist continue to show signs of difficulty and/or no sign of improvement, the supervisor consults with their immediate supervisor (FM/DD) specific to the parallel process of separation. It is recommended to record meetings documenting coaching with both the supervisor and the specialist having signed the assessment tools (grading tools). These tools are not developed as means to terminate employment; however the tools along with the other documentation would be part of the information utilized in making this decision.
- The specialist must successfully complete 2 out of 3 interviews before moving forward in the certification process for Phase 3 of the certification.
- **After the evaluation (regardless of the outcome), the following paperwork is completed by the Supervisor and uploaded to a Qualtrics link which is provided to you via an email from the CW Training Unit :**
 - Copy of the Coaching Plan(s).
 - Grade sheets completed for each interview assessed for the evaluation of the child interviews and the adult interviews (*a total of **at least 12 grade***

- sheets-** 4 adult observations, 4 child observations, 2 out of 3 adult graded interviews and 2 out of 3 child graded interviews).*
- Certification Document signed by the Specialist, Supervisor and Field Manager/District Director.
 - Surveys from both the Specialist and their Supervisor.

***NOTE: It is recommended the specialist (and supervisor) retain copies of all documentation submitted for Certification. For any number of reasons, a specialist may be transferred to another supervisor. When a specialist transfers, the new supervisor should be updated on the certification status of the specialist. The supervisor should request or receive copies of all interviews observed. Once the specialist has been assigned to a new supervisor, that supervisor assumes the responsibility of the certification process.**

Roles of Mentors in Certification:

- Mentors may assist with certification consistent with the role of the mentor; however, mentors are **not** a replacement of the Supervisor's assessment.
- Mentors who are coaching are to follow the coaching plan established by the specialist and their supervisor and communicate any progress and/or concerns to the assigned supervisor.

Phase Three—Instructions to Supervisors

The third and final phase of Certification occurs in the field based upon direct observations of the Child Welfare Specialist by a Supervisor.

- Supervisors are required to observe the new specialist on at least 4 “live” adult interviews and 4 “live” child interviews. These observations take place over an 8 week period, ensuring the Supervisor’s ability to observe, assess and coach the specialist. The 3rd month (last 30 days) is used to assess the specialist and the progress they are making.
- At the end of 9 months, **before a Specialist receives a 100% caseload, they are evaluated a final time by the Supervisor or a Supervisor approved by the Field Manager or District Director.**
- The Specialist must successfully complete 2 out of 3 adult interviews and 2 out of 3 child interviews before moving to a status of 100% caseload.
- If the specialist is not able to successfully complete 2 out of 3 interviews, they are given an additional 30 days (maximum) during which they are re-assessed and evaluated a 2nd time.
 - If the specialist is not showing improvement, the supervisor may want to consider utilizing another supervisor and modifying the coaching plan in an effort to best support the specialist.
 - Should the CW Specialist continue to show signs of difficulty and/or no signs of improvement, the supervisor will consult with their immediate supervisor (FM/DD) specific to the process of separation.
 - It is recommended to record meetings documenting coaching with both the supervisor and the specialist having signed the assessment/grading tools.
 - These tools are not developed as a means to terminate employment; however, the tools along with the other documentation would be part of the information utilized in making this decision
- At the end of this 30 day period, the supervisor makes a final recommendation regarding the specialist and their certification status.
- If the specialist successfully completes 2 out of 3 interviews, the certification process is considered completed after the supervisor submits the required evaluation documents to the Training Unit.
- Once Phase 3 is complete, the supervisor is provided with a certificate of completion for the specialist, provided by the Training Unit. The specialist is now eligible for a caseload status of 100%.

- **After the evaluation (regardless of the outcome), the following paperwork is completed by the supervisor and uploaded to a Qualtrics link which is provided to you via an email from the CW Training Unit :**
 - Copy of the Coaching Plan(s).
 - Assessment sheets completed for each adult and child interview assessed (for a total of **at least 12 grade sheets**- 4 adult observations, 4 child observations, 2 out of 3 adult graded interviews and 2 out of 3 child graded interviews).
 - 2nd Certification Document signed by the Specialist, Supervisor and Field Manager/District Director.
 - Surveys by both the Specialist and their Supervisor.

***NOTE: It is recommended the specialist (and supervisor) retain copies of all documentation submitted for Certification. For any number of reasons, a specialist may be transferred to another supervisor. When a specialist transfers, the new supervisor should be updated on the certification status of the specialist. The supervisor should request or receive copies of all interviews observed. Once the specialist has been assigned to a new supervisor, that supervisor assumes the responsibility of the certification process.**

Sample Coaching Plans

Coaching Plan Example for “Does Not Meet”

Ms. Jones has received “**Does Not Meet**” on child interview:

On April 15, 2018, Guy Johnson met with Amanda Jones to review the “Does Not Meet” evaluation results on the child interview from CORE. Ms. Jones’ Coaching Plan (which includes, coaching, assessing and the final evaluation) will last thirty (30) days and will focus on areas of improvement when interviewing children with a focus on assessing safety. Ms. Jones’ Coaching Plan is below:

During the next thirty days, Ms. Jones (CW Specialist) will complete at a minimum, four child interviews. Mr. Johnson (supervisor) will observe each interview and evaluate Ms. Jones using the grading tools provided by the Training Unit. ***Note*—the supervisor must observe 4 interviews before grading the 2 out of 3 for the final grade. The mentor is able to assist by observing and coaching as many as necessary to support the CW Specialist. If the supervisor is unable to do the observation (for whatever reason—distance, personnel reasons,**

needing a different perspective or has not attended CW 4444; a fellow supervisor can grade as long as the Field Manager/District Director approves). This information should be included in the Coaching Plan.

- Specific areas for improvement in the child interview are: building and maintaining rapport, adequately addressing the allegations, and sufficiently exploring safety with the child during each interview. Ms. Jones needs to ensure she uses follow up questions throughout each interview and to use probing questions when discussing discipline, parental substance abuse and domestic violence.

Mr. Johnson and Ms. Jones will meet weekly to explore any challenges or barriers Ms. Jones may believe is impeding her learning. During her final evaluation by Mr. Johnson, Ms. Jones must successfully complete 2 out of 3 interviews. At the end of the 30 days Mr. Johnson will scan the assessment sheets and send them to the child welfare training unit. If Ms. Jones has successfully completed 2 out of 3 interviews, she will be enrolled in Modules 5&6 of CORE. If Ms. Jones is unsuccessful, she will not be provisionally certified and she will be unable to carry a caseload.

Coaching Plan Example #1

Ms. Jones has successfully completed CORE and received Meets Standards or Needs Improvement during Module 4; she is now eligible to carry a 50% caseload.

On April 15, 2018, Guy Johnson met with Amanda Jones to review the evaluation results received from CORE. Ms. Jones' Coaching Plan will last ninety (90) days and will focus on areas of improvement when interviewing children and adults with a focus on assessing safety. Ms. Jones' Coaching Plan is below:

During the next ninety days, Ms. Jones (CW Specialist) will complete at a minimum, 4 adult interviews and 4 child interviews. Mr. Johnson (supervisor) will observe each interview and evaluate Ms. Jones using the grading tools provided by the Training Unit.

****Note*— supervisor must observe all interviews before they grade the 2 out of 3 for the final grade. The mentor can observe and coach as many times as necessary to provide support to the CW Specialist.***

- Specific areas for improvement in the adult interview are: exploring safety in substance abuse, domestic violence, behavioral health, and day-to-day parenting during each interview.
- Specific areas for improvement in the child interview are: building rapport throughout the interview, clearly defining what “safe” means to the child, and addressing all the allegations with the child.

Ms. Jones needs to ensure she uses follow up questions throughout each interview and to use probing questions when discussing discipline, parental substance abuse and domestic violence. Mr. Johnson and Ms. Jones will meet weekly to discuss any challenges or barriers Ms. Jones may believe is impeding her learning. During her final evaluation by Mr. Johnson, Ms. Jones must successfully complete 2 out of 3 child interviews and 2 out of 3 adult interviews. At the end of the evaluation, Mr. Johnson will scan the grading sheets and send them to the child welfare training unit. If Ms. Jones has successfully completed 2 out of 3 interviews for each component, she will be granted a 50% caseload and proceed to the beginning of Phase 3. If Ms. Jones is unsuccessful, she will not be certified and a new modified coaching plan will be developed.

Coaching Plan Example #2

Ms. Jones has been unable to successfully complete 2 out of 3 adult interviews during her first 90 day evaluation and has not moved to 75% caseload.

On April 15, 2016, Guy Johnson met with Amanda Jones to review the evaluation results on the adult interviews conducted during the first Evaluation #1. Ms. Jones' Coaching Plan will last thirty (30) days and will focus on areas of improvement when interviewing adults with a focus on assessing safety. Ms. Jones' Coaching Plan is below:

During the next thirty days, Ms. Jones (CW Specialist) will complete at a minimum, 4 adult interviews. Mr. Johnson (supervisor) will observe each interview and evaluate Ms. Jones using the grading tools provided by the Training Unit.

- Specific areas for improvement in the adult interview are: exploring safety in substance abuse and domestic violence during each interview. Ms. Jones needs to ensure she uses follow up questions throughout each interview and to use probing questions when discussing discipline, parental substance abuse and domestic violence.

Mr. Johnson and Ms. Jones will meet weekly to explore any challenges or barriers Ms. Jones may believe is impeding her learning. During her final evaluation by Mr. Johnson, Ms. Jones must successfully complete 2 out of 3 interviews. At the end of the 30 days Mr. Johnson will scan the grading sheets and send them to the child welfare training unit. If Ms. Jones has successfully completed 2 out of 3 interviews, she will be granted a 75% caseload and proceed to the beginning of Phase 3. If Ms. Jones is unsuccessful, she will not be certified and she will be unable to carry a 75% caseload.

Coaching Plan Example #3

Ms. Jones has successfully completed CORE and was successful in her Phase 2 Evaluation; she now has a 75% caseload.

On April 15, 2016, Guy Johnson met with Amanda Jones to review the evaluation results received from her evaluation of Phase 2; Ms. Jones was able to successfully complete 2 out of 3 interviews for children and 2 out of 3 interviews for adults. Ms. Jones now moves to Phase 3 to become fully certified. Ms. Jones' Coaching Plan will last ninety (90) days and will focus on areas of improvement when interviewing children and adults with a focus on assessing safety. Ms. Jones' Coaching Plan is below:

During the next ninety days, Ms. Jones (CW Specialist) will complete at a minimum, 4 adult interviews and 4 child interviews. Mr. Johnson (supervisor) will observe each interview and evaluate Ms. Jones using the grading tools provided by the Training Unit.

- Specific areas for improvement in the adult interview are: exploring safety in substance abuse, domestic violence during each interview.
- Specific areas for improvement in the child interview are: building rapport throughout the interview, and addressing all the allegations with the child.

Ms. Jones needs to ensure she uses follow up questions throughout each interview and to use probing questions when discussing discipline, parental substance abuse and domestic violence. Mr. Johnson and Ms. Jones will meet weekly to discuss any challenges or barriers Ms. Jones may believe is impeding her learning. During her final evaluation by Mr. Johnson, Ms. Jones must successfully complete 2 out of 3 child interviews and 2 out of 3 adult interviews. At the end of the evaluation, Mr. Johnson will scan the grading sheets and send them to the child welfare training unit. If Ms. Jones has successfully completed 2 out of 3 interviews for each component, she will be granted a 100% caseload and will be fully certified as a Child Welfare specialist. If Ms. Jones is unsuccessful, she will not be certified.

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