

MiTEAM PROCEDURES FOR PLANNED ASSISTANCE TO TARGET INDIVIDUAL GROWTH

The MiTEAM Specialist will meet with their supervisor, the County or Agency Director and any other designated upper management to briefly discuss the expansion of their role. If the County or Agency does not have a designated full time MiTEAM Specialist it is recommended that the County follow the procedures listed in Option 5 below or create their own procedure from the “Minimum Procedure Requirements for Areas without a MiTEAM Specialist Section” at the end of this document. The MiTEAM Specialist is expected to follow the chain of command when requesting to meet with upper management. At the meeting the team will collaborate to determine the best procedure that should be utilized for MiTEAM Specialist to assist caseworkers in the upcoming quarter (1st Quarter – January, February & March, 2nd Quarter – April, May & June, 3rd Quarter – July, August & September and 4th Quarter – October, November & December). If there is not a procedure that seems to fit well for the county the team may develop their own procedures. A copy of the procedure must be submitted to the assigned MiTEAM Analyst 2 weeks prior to the first day of the quarter. Procedures can be changed each quarter. If procedures are being changed a written proposal must be provided to the MiTEAM Analyst at least 2 weeks before the new quarter.

Option 1: Posting a Calendar

1. MiTEAM Specialist will attend training with the MiTEAM Analyst on their new job description and responsibilities.
2. MiTEAM Specialist will attend Expanded Staff or Unit Meetings to explain the expansion of their role. It is expected that the MiTEAM Specialist follow county protocol for requesting to be included on the agenda at the staff meeting.
3. Director email all child welfare staff and supervisors and attach mandated county procedures (suggested wording below) for caseworkers outlining their responsibility to include the MiTEAM Specialist. The body of the email will include the following (suggested email script included below):
 - a. All Child Protective Services (CPS) and Foster Care (FC) Caseworkers are required to partner with the MiTEAM Specialist on a quarterly basis.
 - b. MiTEAM Specialist will not replace supervisory functions but rather support the growth of the county.
 - c. MiTEAM Specialist will NOT be used for performance management and are not reporting back independently to supervisors regarding details of individual worker’s performance.
 - d. MiTEAM Specialist will complete an Individual Assistance Report that will capture what assistance they provided to the caseworker to encourage their continued growth. The purpose of this report is to document the MiTEAM Specialist actions NOT record their impressions of caseworker’s performance. A copy will be provided to the caseworker and once agreed upon by both parties a copy will also be provided to the caseworker’s supervisor.

- e. MiTEAM Specialists are available to attend case conferences as invited by caseworkers and their supervisors. During this time they can gather information about how they could be helpful and offer ideas on what they could do to assist the caseworker utilizing their core job duties.
4. MiTEAM Specialist will post a Quarterly Calendar (1st Quarter – January, February & March, 2nd Quarter – April, May & June, 3rd Quarter – July, August & September and 4th Quarter – October, November & December) outside their office or in another designated area.
5. In bi or tri-counties the MiTEAM Specialist will work with upper management to determine what county they want to concentrate their efforts on for the quarter. In offices where there are multiple MiTEAM Specialists the MiTEAM Specialist will determine how they split up the days (for example, MiTEAM Specialist A will cover Monday, Wednesday and Friday afternoon, MiTEAM Specialist B will cover Tuesday, Thursday and Friday morning).
6. MiTEAM Specialist will send out a confirmation email to the caseworker and the caseworker's supervisor 2 days before the time they are scheduled to accompany the worker. It is recommended that they utilize their outlook calendar, enter the date, time and location and include all relevant parties (caseworker, caseworker's supervisor, MiTEAM Specialist's Supervisor). If they are not using the outlook calendar they will also carbon copy the MiTEAM Specialist's supervisor. In the email the MiTEAM Specialist will request that the worker allot about 15 minutes at the beginning of their scheduled time to talk about how their time together will be beneficial. The MiTEAM Specialist will also ask the caseworker if there are specific area's the caseworker feels would be beneficial for them to focus on during the interaction (MiTEAM Specialist should attempt to meet all requests as long as the request fall within the parameters of the MiTEAM Specialist's job duties).
7. MiTEAM Specialist will explain their role and offer suggestions on how they may be able to assist the workers at the beginning of their scheduled interaction. Caseworkers should leave 15 minutes at the beginning of their scheduled interaction to go over this information and 15 minutes at the end to debrief.
8. At the end of the interaction the MiTEAM Specialist will debrief with the caseworker by offering insight into the days interactions. The MiTEAM Specialist will also ask the caseworker if they felt the assistance was beneficial (get specifics as to why or why not) and if the caseworker has any suggestions for the MiTEAM Specialist to improve their assistance. If the Observation/Document/Feedback Duty is used the MiTEAM Specialist must provide feedback as outlined in the MiTEAM Specialist Guide. This may need to be scheduled at a later time to provide the MiTEAM Specialist an opportunity to formulate their thoughts. If the feedback needs to occur at a later time it is recommended that the MiTEAM Specialist schedule the time with the caseworker prior to the end of the interaction.
9. MiTEAM Specialist will complete the MiTEAM Specialist Individual Assistance Report and provide it to the caseworker by the end of the work week. The purpose of the report is to document what the MiTEAM Specialist did to encourage growth by offering assistance and this must remain the focus of the report. If the interaction occurs on a Friday the report must be completed first thing Monday morning. Once it is provided to the caseworker the MiTEAM Specialist will obtain verbal approval from the caseworker and then provide a copy to the caseworker's supervisor. If the caseworker expresses that they do not feel the report is an accurate reflection of what occurred the MiTEAM Specialist will negotiate a revised report until both parties are comfortable with what is documented. If the caseworker does not respond to the request for approval an email will be sent to the caseworker requesting that they share the report with their supervisor at their convenience. The caseworker's supervisor and MiTEAM Specialist's Supervisor will be

carbon copied in the email. It will be essential that the specialist allot time in their daily schedule to complete these and other required reports. Please see the Report Instructions for more details.

10. When the caseworker exceeds expectations the MiTEAM Specialist will praise the worker and ask permission to share the worker's success with their supervisor.
11. Days that the MiTEAM Specialists are not scheduled to formally accompany caseworkers (planned assistance) they will utilize their core duties to assist (unplanned assistance) caseworkers as determined by the MiTEAM Specialist and their supervisor. If there are open days and it is determined best to allow caseworkers to fill in those days arrangements can be made for caseworkers to sign up for additional time as they and their supervisor feel is beneficial. It is recommended that MiTEAM Specialist not schedule anything on Friday afternoons and the last business day of each calendar month so that they can complete administrative duties. During these days they will be expected to complete all reports to ensure that reports are submitted timely.
12. MiTEAM Specialists will compile the information from the MiTEAM Specialist Individual Assistance Report onto the MiTEAM Specialist Monthly Report. The report's purpose is to capture county trends and document the MiTEAM Specialist's efforts to assist the county in developing and refining child welfare practices. The report is due to the assigned MiTEAM Analyst by the first business day of the following month. The report is to be sent as an email attachment (if they are hand written, scan the report and attach as a PDF). The email subject will be titled MiTEAM Specialist Monthly Report for County /County Cluster /Private Agency Name. The MiTEAM Specialist Supervisor, County or Agency Director and any other designated upper management will be carbon copied in the email.
13. MiTEAM Specialist will utilize their Monthly Reports to complete the MiTEAM Specialist Quarterly Report as required. The MiTEAM Specialist Quarterly Reports are due each year as follows: 1st Quarter Report is due April 1st, 2nd Quarter Report is due July 1st, 3rd Quarter Report is due October 1st, and 4th Quarter Report is due January 1st.

Option 1: Suggested Script for the Director's Email:

We have been given an opportunity to have a MiTEAM Specialist present in our local county office. Each CPS and FC Worker will be required to work with the MiTEAM Specialist each quarter. County mandated procedures are attached to this email and must be followed. The intent of the MiTEAM Specialist's position is to assist our county with enriching our knowledge and skills to improve safety, permanency and well-being for the families we serve. In order to honor this intention and nurture an environment that supports our growth discussions between supervision and MiTEAM Specialist will remain focused on the MiTEAM Specialist's assistance and not the caseworker's performance. The caseworker's performance should be discussed between the caseworker and the supervisor independently.

MiTEAM Specialist are available to help:

- Develop and refine skills.
- Educate on how to apply best practice during everyday child welfare activities.
- Support and guide on how to deliver best practice that will lead us to achieving our core outcomes of safety, permanency and well-being.

MiTEAM Specialist are NOT to:

- Replace supervisory functions.

- Be used for performance management purposes.
- Be the eyes and ears of supervisors in the field.

The MiTEAM Specialists are supported by MiTEAM Analysts at Central Office. They will continue to participate in efforts to expand their skills to assist our county and offer us a bridge between current practice and future implementation efforts.

MiTEAM Specialist will complete an Individual Assistance Report that captures what assistance was offered to each caseworker during their scheduled interaction. The caseworker will be provided a copy. Once both parties agree the report is an accurate reflection of what occurred the caseworker's supervisor will also receive a copy.

MiTEAM Specialist are also available to attend portions of supervisory case conferences as their schedule permits. The caseworker and supervisor should email the MiTEAM Specialist if they would like them to be included. During this time the MiTEAM Specialist can gather information to determine how they could be helpful to the caseworker and offer ideas on what they could do to assist. MiTEAM Specialist's assistance must fall within the parameters of their assigned job duties.

Option 1: Suggested Mandatory County Procedures:

1. Each CPS and FC caseworker will collaborate with the MiTEAM Specialist for 2 half day sessions (this is the recommended number; however, it can be increased in counties where staff count is lower). Sessions will be offered in the morning from 9 am to noon and then 1 pm to 4 pm.
2. Caseworker's will ensure that they include the MiTEAM Specialist in their daily activities on the days that they signed up to work with the MiTEAM Specialist. If the caseworker must reschedule due to AL or SL they must notify the MiTEAM Specialist ASAP and carbon copy the caseworker's supervisor.
3. All caseworkers will sign up to work with the MiTEAM Specialist each quarter by writing their first and last name on the calendar posted outside of the MiTEAM Specialist's cubicle. A deadline will be provided for this activity (recommended 1 week). It is also recommended toward the end of each quarter a new email is sent out to staff asking them to sign up for the upcoming quarter.
4. Failing to sign up will result in the MiTEAM Specialist emailing the caseworker and the appropriate supervisors.
5. MiTEAM Specialist will accompany the worker while they complete their daily activities and assist where needed as outlined in their job responsibilities.
6. Caseworkers are recommended to leave about 15 minutes at the beginning of their scheduled interaction to prepare and 15 minutes at the end to debrief.
7. Caseworkers will receive a copy of the MiTEAM Specialist's Individual Assistance Report outlining what assistance they provided. Caseworkers are expected to review the report and if accurate provide permission for the MiTEAM Specialist to give a copy to their supervisor.

Option 2: Specific Events or Risk Factors

1. MiTEAM Specialist will attend training with the MiTEAM Analyst on their new job description and responsibilities.

2. Director, MiTEAM Specialist Supervisor, MiTEAM Specialist and other identified individuals will meet to determine a county mandate for including a MiTEAM Specialist in caseworker's child welfare daily activities.

The following events or risk factors are some suggestions:

- a. CPS Case Open/Close
- b. CPS Court Intervention (or consideration of court intervention)
- c. Child in Care for 6 Months (permanency goal review)
- d. Change in Permanency Goal
- e. Placement Preservation / Disruption
- f. Case Closure (CPS & FC)
- g. Anytime Domestic Violence (DV) is suspected
- h. Media or fatality case
- i. Initial Pre Meeting Discussion (PMD)
- j. Initial Concurrent Permanency Planning Discussion
- k. Negotiation of the Parenting Time Plan

*To ensure the MiTEAM Specialist has the capacity to assist as intended, please consider the following: number of MiTEAM Specialist available in the county, number of caseworkers in the county, the volume of cases, number of specific events or risks factors mandating and your county dynamics.

3. MiTEAM Specialist will attend Expanded Staff or Unit Meetings to explain the expansion of their role. It is expected that the MiTEAM Specialist follow county protocol for requesting to be included on the agenda at the staff meeting.
4. Director will email all child welfare staff and supervisors and attach mandated county procedures (suggested wording below) for caseworkers outlining their responsibility to include the MiTEAM Specialist. The body of the email will include the following (suggested email script included below):
 - a. All Child Protective Services (CPS) and Foster Care (FC) Workers are required to partner with the MiTEAM Specialist on a quarterly basis.
 - b. MiTEAM Specialist will not replace supervisory functions but rather support the growth of the county.
 - c. MiTEAM Specialist will NOT be used for performance management and are not reporting back independently to supervisors regarding details of individual worker's performance.
 - d. MiTEAM Specialist will complete an Individual Assistance Report that will capture what assistance they provided to the caseworker to encourage their continued growth. The purpose of this report is to document the MiTEAM Specialist actions NOT record their impressions of caseworker's performance. If the interaction between the MiTEAM Specialist and the caseworker is less than 15 minutes a report will not be completed. A copy will be provided to the caseworker and once agreed upon by both parties a copy will also be provided to the caseworker's supervisor.
 - e. MiTEAM Specialists are available to attend case conferences as invited by caseworkers and their supervisors. During this time they can gather information about how they could be helpful and offer ideas on what they could do to assist the caseworker utilizing their core job duties.
5. In bi or tri-counties the MiTEAM Specialist will work with upper management to determine what county they want to concentrate their efforts on for the quarter. In offices where there are multiple MiTEAM Specialists the MiTEAM Specialist will determine how they will ensure that the work load is shared evenly.

6. MiTEAM Specialist will reply to all email invitations with 2 business days of receiving the email and carbon copy their supervisor. When they are able to accept the request it is recommended that the MiTEAM Specialist reply to the invitation by entering the scheduled assistance into their outlook calendars (date, time and location) and including all relevant parties (caseworker, caseworker's supervisor, MiTEAM Specialist's supervisor). If they are not able to assist the caseworker or attend the Family Team Meeting (FTM) they will send an email briefly explain why and brainstorm alternative ideas the caseworker can be supported during the scheduled FTM or specific circumstance. If they are able to assist they will request that the worker allot about 15 minutes at the beginning of their scheduled time to talk about how their time together will be beneficial. The MiTEAM Specialist will also ask the caseworker if there are specific area's the caseworker feels would be beneficial for them to focus on during the interaction (MiTEAM Specialist should attempt to meet all requests as long as the request fall within the parameters of the MiTEAM Specialist's job duties).
7. MiTEAM Specialist will explain their role and offer suggestions on how they may be able to assist the caseworkers at the beginning of their scheduled interaction. Caseworkers should leave 15 minutes at the beginning of their scheduled interaction to go over this information and 15 minutes at the end to debrief.
8. At the end of the interaction the MiTEAM Specialist will debrief with the worker by offering insight into the days interactions. The MiTEAM Specialist will also ask the caseworker if they felt the assistance was beneficial (get specifics as to why or why not) and if the caseworker has any suggestions for the MiTEAM Specialist to improve their assistance. Additionally, if the Observation/Document/Feedback Duty is used the MiTEAM Specialist must provide feedback as outlined in the MiTEAM Specialist Guide. This may need to be scheduled at a later time to provide the MiTEAM Specialist an opportunity to formulate their thoughts. If the feedback needs to occur at a later time it is recommended that the MiTEAM Specialist schedule the time with the caseworker prior to the end of the interaction.
9. MiTEAM Specialist will complete the MiTEAM Specialist Assistance Report and provide it to the caseworker by the end of the work week. The purpose of the report is to document what the MiTEAM Specialist did and this should remain the focus of the report. If the interaction occurs on Friday the report must be completed first thing Monday morning. Once it is provided to the caseworker the MiTEAM Specialist will obtain verbal approval from the caseworker and then provide a copy to the caseworker's supervisor. If the caseworker expresses that they do not feel the report is an accurate reflection of what occurred the MiTEAM Specialist will negotiate a revised report until both parties are comfortable. If the caseworker does not respond to the request for approval an email will be sent to the caseworker requesting that they share the report with their supervisor at their convenience. The caseworker's supervisor and MiTEAM Specialist's Supervisor will be carbon copied in the email. It will be essential that the MiTEAM Specialist allot time in their daily schedule to complete these and other required reports. Please see the Report Instructions for more details.
10. When the caseworker exceeds expectations the MiTEAM Specialist will praise the caseworker and ask permission to share the caseworker's success with their supervisor.
11. Days that the MiTEAM Specialists are not scheduled to formally accompany caseworkers they will utilize their core duties to assist caseworkers as determined by the MiTEAM Specialist and their supervisor. It is recommended that MiTEAM Specialist not schedule anything on Friday afternoons and the last business day of each calendar month so that they can complete administrative duties. During these days they will be expected to complete all reports to ensure that reports are submitted timely.

12. MiTEAM Specialists will compile the information from the MiTEAM Specialist Individual Assistance Report onto the MiTEAM Specialist Monthly Report. The report's purpose is to capture county trends and document the MiTEAM Specialist's efforts to assist the county in developing and refining child welfare practices. The report is due to the assigned MiTEAM Analyst by the first business day of the following month. The report is to be sent as an email attachment (if they are hand written, scan the report and attach as a PDF). The email subject will be titled MiTEAM Specialist Monthly Report for County /County Cluster /Private Agency Name. The MiTEAM Specialist Supervisor, County or Agency Director and any other designated upper management will be carbon copied in the email.
13. The MiTEAM Specialist will utilize their Monthly Reports to complete the MiTEAM Specialist Quarterly Report as required. The MiTEAM Specialist Quarterly Reports are due each year as follows: 1st Quarter Report is due April 1st, 2nd Quarter Report is due July 1st, 3rd Quarter Report is due October 1st, and 4th Quarter Report is due January 1st.

Option 2: Suggested Script for the Director's Email:

We have been given an opportunity to have a MiTEAM Specialist present in our local county office. Each CPS and FC Worker will be required to work with the MiTEAM Specialist each quarter. County mandated procedures are attached to this email and must be followed. The intent of the MiTEAM Specialist's position is to assist our county with enriching our knowledge and skills to improve safety, permanency and well-being for the families we serve. In order to honor this intention and nurture an environment that supports our growth discussions between supervision and MiTEAM Specialist will remain focused on the MiTEAM Specialist's assistance and not the caseworker's performance. The caseworker's performance should be discussed between the caseworker and the supervisor independently.

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- Be the eyes and ears of supervisors in the field.

The MiTEAM Specialists are supported by MiTEAM Analysts at Central Office. They will continue to participate in efforts to expand their skills to assist our county and offer us a bridge between current practice and future implementation efforts.

MiTEAM Specialist will complete an Individual Assistance Report that captures what assistance was offered to each caseworker during their scheduled interaction. The caseworker will be provided a copy. Once both parties agree the report is an accurate reflection of what occurred the caseworker's supervisor will also receive a copy.

MiTEAM Specialist are also available to attend portions of supervisory case conferences as their schedule permits. The caseworker and supervisor should email the MiTEAM Specialist if they would like them to be included. During this time the MiTEAM Specialist can gather information to determine how they could be helpful to the caseworker

and offer ideas on what they could do to assist. MiTEAM Specialist's assistance must fall within the parameters of their assigned job duties.

Option 2: Suggested Mandatory County Procedures:

1. All CPS and Foster Care Caseworkers are required to collaborate with the MiTEAM Specialist during the identified events listed below (list what applies):
 - a. CPS Case Open/Close
 - b. CPS Court Intervention (or consideration of court intervention)
 - c. Child in Care for 6 Months (permanency goal review)
 - d. Change in Permanency Goal
 - e. Placement Preservation / Disruption
 - f. Case Closure (CPS & FC)
2. Caseworker will schedule all required Family Team Meetings (FTMs) in the required timeframes. For the events listed above they will be required to collaborate with the MiTEAM Specialist prior to the FTM or invite the MiTEAM Specialist to participate or facilitate the FTM. The caseworker will meet with their supervisor to determine what assistance from the MiTEAM Specialist listed below would be most beneficial.
 - a. Preparation for the FTM (must be at least 15 minutes).
 - b. Facilitation of the FTM.
 - c. Attendance and participation in the FTM as a resource.
3. Caseworkers will then send an email invitation to the MiTEAM Specialist (if there are multiple MiTEAM Specialists, direction must be given around who the emails should be sent to so that work is distributed evenly) at least three days prior to the scheduled FTM. If the FTM is scheduled on an emergency basis the caseworker will invite the MiTEAM Specialist as soon as possible. The caseworker and MiTEAM Specialist's supervisor will be carbon copied in the email. Subject line: Requesting (type of assistance) for (type) FTM. For example, Subject Line: Requesting preparation assistance for CPS Case Closure FTM. The body of the email should list the date, time and location of the scheduled FTM.
4. If the caseworkers is using the MiTEAM Specialist to prepare for the FTM they should spend at least 15 minutes with the MiTEAM Specialist prior to the FTM and discuss the following:
 - a. Purpose of the FTM.
 - b. How the family was prepped for the meeting to ensure full participation and engagement.
 - c. Identified supports for the family and who was invited to the FTM.
 - d. Family's strengths.
 - e. Risk and safety factors for the children to remain or return to the parents care.
5. As determined appropriate by caseworker and their supervisors, MiTEAM Specialist can also accompany caseworkers while they complete their daily activities to provide assistance around the following circumstances:
 - a. Domestic violence – anytime DV is suspected the MiTEAM Specialist may assist by accompanying the caseworker during interactions with the family.
 - b. Media or fatality cases – supervisors and caseworkers will meet with the MiTEAM Specialist and discuss how the MiTEAM Specialist can assist the caseworker by utilizing their assigned job duties.
 - c. Initial Pre Meeting Discussions (PMD) with the family – the caseworker will meet with the Specialist to prepare for the conversation or the caseworker will include the Specialist in the PMD

- d. Initial Concurrent Permanency Planning Discussions – caseworkers will consult with the MiTEAM Specialist to discuss language around explaining concurrent permanency planning to families, caregivers and children. Caseworkers can request that the MiTEAM Specialist accompany them into the field and help them explain and discuss concurrent permanency planning.
 - e. Negotiating Parenting Time Plans – caseworkers can request that the MiTEAM Specialist assist them with creating a plan that allows the parent to remain in their role and documents what needs to occur for the visitation to progress in frequency, duration and expand with fewer restrictions.
6. Once the caseworker and supervisor agree they would like to utilize the MiTEAM Specialist for one of the specific circumstances listed above the caseworker will email the MiTEAM Specialist requesting their assistance (if there are multiple MiTEAM Specialist clarification about who to email must be provided). The caseworker’s supervisor and the MiTEAM Specialist’s supervisor will also be carbon copied on the email. Subject line: Requesting assistance with (circumstance). For example, subject: requesting assistance with initial PMD.
 7. When MiTEAM Specialist are accompanying caseworkers into the field or they are meeting with the family in the office it is recommended that caseworkers leave about 15 minutes at the beginning of their scheduled interaction to prepare and 15 minutes at the end to debrief.
 8. Caseworkers will receive a copy of the MiTEAM Specialist’s Individual Assistance Report outlining what assistance they provided. Caseworkers are expected to review the report and if accurate provide permission for the MiTEAM Specialist to give a copy to their supervisor.

Option 3: Following CPS and FC Units

1. MiTEAM Specialist will attend training with the MiTEAM Analyst on their new job description and responsibilities.
2. MiTEAM Specialist will attend Expanded Staff or Unit Meetings to explain the expansion of their role. It is expected that the MiTEAM Specialist follow county protocol for requesting to be included on the agenda at the staff meeting.
3. The MiTEAM Specialist, MiTEAM Specialist Supervisor and designated upper management will meet to determine how the MiTEAM Specialist should pick the order of the units that they will be working with for that quarter.
4. Director will email all child welfare staff and supervisors and attach mandated county procedures (suggested wording below) for caseworkers outlining their responsibility to include the MiTEAM Specialist. The body of the email will include the following (suggested email script included below):
 - a. All Child Protective Services (CPS) and Foster Care (FC) Caseworkers are required to partner with the MiTEAM Specialist on a quarterly basis.
 - b. MiTEAM Specialist will not replace supervisory functions but rather support the growth of the county.
 - c. MiTEAM Specialist will NOT be used for performance management and are not reporting back independently to supervisors regarding details of individual worker’s performance.
 - d. MiTEAM Specialist will complete an Individual Assistance Report that will capture what assistance they provided to the caseworker to encourage their continued growth. The purpose of this report is to document the MiTEAM Specialist actions NOT record their impressions of caseworker’s

performance. A copy will be provided to the caseworker and once agreed upon by both parties a copy will also be provided to the caseworker's supervisor.

- e. MiTEAM Specialists are available to attend case conferences as invited by caseworkers and their supervisors. During this time they can gather information about how they could be helpful and offer ideas on what they could do to assist the caseworker utilizing their core job duties.
5. In bi or tri-counties the MiTEAM Specialist will work with upper management to determine what county they want to concentrate their efforts on for the quarter. In offices where there are multiple MiTEAM Specialists the MiTEAM Specialist will determine how they will ensure that the work load is shared evenly.
6. MiTEAM Specialist will send out a confirmation email to the caseworker and the caseworker's supervisor 2 days before the time they are scheduled to accompany the worker. It is recommended that they utilize their outlook calendar, enter the date, time and location and include all relevant parties (caseworker, caseworker's supervisor, MiTEAM Specialist's Supervisor). If they are not using the outlook calendar they will also carbon copy the MiTEAM Specialist's supervisor. In the email the MiTEAM Specialist will request that the worker allot about 15 minutes at the beginning of their scheduled time to talk about how their time together will be beneficial. The MiTEAM Specialist will also ask the caseworker if there are specific area's the caseworker feels would be beneficial for them to focus on during the interaction (MiTEAM Specialist should attempt to meet all requests as long as the request fall within the parameters of the MiTEAM Specialist's job duties).
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9. MiTEAM Specialist will complete the MiTEAM Specialist Assistance Report and provide it to the caseworker by the end of the work week. The purpose of the email is to document what the MiTEAM Specialist did and this should remain the focus of the report. If the interaction occurs on Friday the report must be completed first thing Monday morning. Once it is provided to the caseworker the MiTEAM Specialist will obtain verbal approval from the caseworker and then provide a copy to the caseworker's supervisor. If the caseworker expresses that they do not feel the report is an accurate reflection of what occurred the MiTEAM Specialist will negotiate revising the report until both parties are comfortable. If the caseworker does not respond to the request for approval an email will be sent to the caseworker requesting that they share the report with their supervisor at their convenience. The caseworker's supervisor and MiTEAM Specialist's Supervisor will be carbon copied in the email. It will be essential that the specialist allot time in their daily schedule to complete these and other required reports. Please see the Report Instructions for more details.
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- Be the eyes and ears of supervisors in the field.

The MiTEAM Specialists are supported by MiTEAM Analysts at Central Office. They will continue to participate in efforts to expand their skills to assist our county and offer us a bridge between current practice and future implementation efforts.

MiTEAM Specialist will complete an Individual Assistance Report that captures what assistance was offered to each caseworker during their scheduled interaction. The caseworker will be provided a copy. Once both parties agree the report is an accurate reflection of what occurred the caseworker's supervisor will also receive a copy.

MiTEAM Specialist are also available to attend portions of supervisory case conferences as their schedule permits. The caseworker and supervisor should email the MiTEAM Specialist if they would like them to be included. During this time the MiTEAM Specialist can gather information to determine how they could be helpful to the caseworker and offer ideas on what they could do to assist. MiTEAM Specialist's assistance must fall within the parameters of their assigned job duties.

Option 3: Suggested Mandatory County Procedures:

1. MiTEAM Specialist will work with 2 Foster Care or Child Protective Services Units each week. During that week each CPS or FC Caseworker in the identified unit will be required to partner with the MiTEAM Specialist for 2 consecutive hours. During this time the MiTEAM Specialist will accompany the caseworker while they complete their daily child welfare activities.
2. The week prior to a unit being chosen the MiTEAM Specialist will meet with each unit supervisor to arrange the specific of how to schedule time with each CPS or FC worker within each unit by utilizing one of the following options:
 - a. The supervisor will schedule the date and times that they MiTEAM Specialist will work with each caseworker. The Supervisor will communicate with the caseworker what date and time they are scheduled.
 - b. The supervisor may ask that the MiTEAM Specialist email or talk to each caseworker to schedule the times. If this option is chosen and a caseworker does not respond to the MiTEAM Specialist's request to set up a time the MiTEAM Specialist will inform the supervisor by Friday morning. The supervisor will then schedule a required time and send an email to the caseworker the Friday before the scheduled date. The Supervisor will carbon copy the MiTEAM Specialist and the MiTEAM Specialist Supervisor in the email.
 - c. The supervisor may request that each caseworker contact the MiTEAM Specialist to set up a time. The supervisor will send an email instructing the caseworker's that all scheduled times must be arranged the Friday before their assigned week. To schedule a time the caseworker must email the MiTEAM Specialist and carbon copy their supervisor.
3. Caseworker's will ensure that they include the MiTEAM Specialist in their daily activities on the days that they signed up to work with the MiTEAM Specialist. If the caseworker must reschedule due to AL or SL they must notify the MiTEAM Specialist ASAP and cc the caseworker's supervisor.
4. MiTEAM Specialist will accompany the worker while they complete their daily activities and assist where needed as outlined in their job responsibilities.
5. Caseworkers are recommended to leave about 15 minutes at the beginning of their scheduled interaction to prepare and 15 minutes at the end to debrief.
6. Caseworkers will receive a copy of the MiTEAM Specialist's Individual Assistance Report outlining what assistance they provided. Caseworkers are expected to review the report and if accurate provide permission for the MiTEAM Specialist to give a copy to their supervisor.

Option 4: Pick a Population of Caseworkers

1. MiTEAM Specialist will attend training with the MiTEAM Analyst on their new job description and responsibilities.
2. The MiTEAM Specialist, MiTEAM Specialist Supervisor and designated upper management will meet to determine what group of individuals the MiTEAM Specialist will assist in the upcoming quarter (this can be broken into months). They will create county procedures to capture how they will determine a timeline of when the individuals will be contacted, who will contact them and how the individual's will schedule times for the MiTEAM Specialist to accompany them into the field. For example, the caseworker's supervisor could email the identified workers (cc the MiTEAM Specialist and the MiTEAM Specialist's Supervisor) indicating that they have been chosen to work with the MiTEAM Specialist for the next month/quarter. The supervisor could instruct the caseworker that the MiTEAM Specialist will accompany them on Monday for the next three weeks. The supervisor could tell the caseworker that each morning at 9 am they are to meet with the MiTEAM Specialist to prepare for the day. The supervisor could suggest to the caseworker that they consider requesting assistance with a specific case or content area.
3. MiTEAM Specialist will attend Expanded Staff or Unit Meetings explaining the expansion of their role.
4. Director email all child welfare staff and supervisors and attach mandated county procedures (suggested wording below) for caseworkers outlining their responsibility to include the MiTEAM Specialist. The body of the email will include the following (suggested email script included below):
 - a. All Child Protective Services (CPS) and Foster Care (FC) Caseworkers are required to partner with the MiTEAM Specialist on a quarterly basis.
 - b. MiTEAM Specialist will not replace supervisory functions but rather support the growth of the county.
 - c. MiTEAM Specialist will NOT be used for performance management and are not reporting back independently to supervisors regarding details of individual worker's performance.
 - d. MiTEAM Specialist will complete an Individual Assistance Report that will capture what assistance they provided to the caseworker to encourage their continued growth. The purpose of this report is to document the MiTEAM Specialist actions NOT record their impressions of caseworker's performance. A copy will be provided to the caseworker and once agreed upon by both parties a copy will also be provided to the caseworker's supervisor.
 - e. MiTEAM Specialists are available to attend case conferences as invited by caseworkers and their supervisors. During this time they can gather information about how they could be helpful and offer ideas on what they could do to assist the caseworker utilizing their core job duties.
5. In bi or tri-counties the MiTEAM Specialist will work with upper management to determine what county they want to concentrate their efforts on for the quarter. In offices where there are multiple MiTEAM Specialists the MiTEAM Specialist will determine how they will ensure work is dispersed evenly.
6. MiTEAM Specialist will send out a confirmation email 2 days before the time they are scheduled to accompany the caseworker to the caseworker and the caseworker's supervisor. They will also carbon copy their supervisor. In the email the MiTEAM Specialist will request that the worker allot about 15 minutes at the beginning of their scheduled time to talk about how their time together will be beneficial. The MiTEAM Specialist will also ask the caseworker and supervisor if there are specific area's the worker feels would be beneficial for them to focus on during the interaction (please note that all requests will attempt to be accommodated as long as the assistance falls within the parameters of the MiTEAM Specialist's job duties).

7. MiTEAM Specialist will explain their role and offer suggestions on how they may be able to assist the workers at the beginning of their scheduled interaction. Workers should leave 15 minutes at the beginning of their scheduled interaction to go over this information and 15 minutes at the end to debrief.
8. At the end of the interaction the MiTEAM Specialist will debrief with the worker by offering insight into the days interactions. The MiTEAM Specialist will also ask the worker if they felt the assistance was beneficial (get specifics as to why or why not) and if the caseworker has any suggestions for the MiTEAM Specialist to improve their assistance. Additionally, if the Observation/Document/Feedback Duty is used the MiTEAM Specialist must provide feedback as outlined in the MiTEAM Specialist Guide. This may need to be scheduled at a later time to provide the MiTEAM Specialist an opportunity to formulate their thoughts. If the feedback needs to occur at a later time it is recommended that the MiTEAM Specialist schedule the time with the caseworker prior to the end of the interaction.
9. MiTEAM Specialist will complete the MiTEAM Specialist Assistance Report and provide it to the caseworker by the end of the work week. The purpose of the email is to document what the MiTEAM Specialist did and this should remain the focus of the report. If the interaction occurs on Friday the report must be completed first thing Monday morning. Once it is provided to the caseworker the MiTEAM Specialist will obtain verbal approval from the caseworker and then provide a copy to the caseworker's supervisor. If the caseworker expresses that they do not feel the report is an accurate reflection of what occurred the MiTEAM Specialist will negotiate revising the report until both parties are comfortable. If the caseworker does not respond to the request for approval an email will be sent to the caseworker requesting that they share the report with their supervisor at their convenience. The caseworker's supervisor and MiTEAM Specialist's Supervisor will be carbon copied in the email. It will be essential that the specialist allot time in their daily schedule to complete these and other required reports. Please see the Report Instructions for more details.
10. When the worker exceeds expectations the MiTEAM Specialist will praise the worker and ask permission to share the worker's success with their supervisor.
11. Days that the MiTEAM Specialists are not scheduled to formally accompany caseworkers they will utilize their core duties to assist caseworkers as determined by the MiTEAM Specialist and their supervisor. It is recommended that MiTEAM Specialist not schedule anything on Friday afternoons and the last business day of each calendar month so that they can complete administrative duties. During these days they will be expected to complete all reports to ensure that reports are submitted timely.
12. MiTEAM Specialists will compile the information from the MiTEAM Specialist Individual Assistance Report onto the MiTEAM Specialist Monthly Report. The report's purpose is to capture county trends and document the MiTEAM Specialist's efforts to assist the county in developing and refining child welfare practices. The report is due to the assigned MiTEAM Analyst by the first business day of the following month. The report is to be sent as an email attachment (if they are hand written, scan the report and attach as a PDF). The email subject will be titled MiTEAM Specialist Monthly Report for County /County Cluster /Private Agency Name. The MiTEAM Specialist Supervisor, County or Agency Director and any other designated upper management will be carbon copied in the email.
13. MiTEAM Specialist will utilize their Monthly Reports to complete the MiTEAM Specialist Quarterly Report as required. The MiTEAM Specialist Quarterly Reports are due each year as follows: 1st Quarter Report is due April 1st, 2nd Quarter Report is due July 1st, 3rd Quarter Report is due October 1st, and 4th Quarter Report is due January 1st.

Option 4: Suggested Script for the Director's Email:

We have been given an opportunity to have a MiTEAM Specialist present in our local county office. Each CPS and FC Worker will be required to work with the MiTEAM Specialist each quarter. County mandated procedures are attached to this email and must be followed. The intent of the MiTEAM Specialist's position is to assist our county with enriching our knowledge and skills to improve safety, permanency and well-being for the families we serve. In order to honor this intention and nurture an environment that supports our growth discussions between supervision and MiTEAM Specialist will remain focused on the MiTEAM Specialist's assistance and not the caseworker's performance. The caseworker's performance should be discussed between the caseworker and the supervisor independently.

MiTEAM Specialist are available to help:

- Develop and refine skills.
- Educate on how to apply best practice during everyday child welfare activities.
- Support and guide on how to deliver best practice that will lead us to achieving our core outcomes of safety, permanency and well-being.

MiTEAM Specialist are NOT to:

- Replace supervisory functions.
- Be used for performance management purposes.
- Be the eyes and ears of supervisors in the field.

The MiTEAM Specialists are supported by MiTEAM Analysts at Central Office. They will continue to participate in efforts to expand their skills to assist our county and offer us a bridge between current practice and future implementation efforts.

MiTEAM Specialist will complete an Individual Assistance Report that captures what assistance was offered to each caseworker during their scheduled interaction. The caseworker will be provided a copy. Once both parties agree the report is an accurate reflection of what occurred the caseworker's supervisor will also receive a copy.

MiTEAM Specialist are also available to attend portions of supervisory case conferences as their schedule permits. The caseworker and supervisor should email the MiTEAM Specialist if they would like them to be included. During this time the MiTEAM Specialist can gather information to determine how they could be helpful to the caseworker and offer ideas on what they could do to assist. MiTEAM Specialist's assistance must fall within the parameters of their assigned job duties.

Option 4: Suggested Mandatory County Procedures:

**Details will need to be added to reflect county specific information.

1. Describe how (or what population of) caseworkers will be identified to include the MiTEAM Specialist in their daily child welfare activities.
2. Provide instructions on how caseworkers that are required to work with MiTEAM Specialist will invite the MiTEAM Specialist.
3. MiTEAM Specialist will accompany the worker while they complete their daily activities and assist where needed as outlined in their job responsibilities.
4. Caseworkers are recommended to leave about 15 minutes at the beginning of their scheduled interaction to prepare and 15 minutes at the end to debrief.

5. Caseworkers will receive a copy of the MiTEAM Specialist's Individual Assistance Report outlining what assistance they provided. Caseworkers are expected to review the report and if accurate provide permission for the MiTEAM Specialist to give a copy to their supervisor.

Option 5: No Identified MiTEAM Specialist and at least 10 child welfare case managers

1. Department of Health and Human Services or Private Agency Director will identify and designate a MiTEAM Liaison to:
 - a. Be responsible for contributing to policy and program development and sustainment.
 - i. Maintain knowledge and expertise of all policies and programs impacting the local office.
 - ii. Gather and analyze information to identify local trends where case practice may be negatively impacted by policies, procedures or programs.
 - iii. Recommend modifications to policies and procedures that would better assist caseworkers in achieving our identified outcomes.
 - iv. Participate in Practice Support Trainings and Practice Support Networking Meetings.
 - b. Consult with their assigned MiTEAM Analyst at Central Office.
 - c. Field questions and share updates related to MiTEAM.
 - d. Advocate for MiTEAM and the importance of continued growth around caseworker's knowledge and skills to improve safety, permanency and well-being.
 - e. Compile reports completed by supervision and complete MiTEAM Specialist Quarterly Report as required.
2. MiTEAM Liaisons should:
 - a. Be a positive leader.
 - b. Demonstrate best practice and proficiency in the MiTEAM competencies.
 - c. Understand the Department's vision.
 - d. Advocate for our guiding principles.
 - e. Be knowledgeable of our key caseworker activities.
 - f. Desire to grow and facilitate positive change.
 - g. Be confident speaking in front of groups.
 - h. Be aware of county of agency dynamics.
 - i. Be able to accurately articulate the strengths and barriers in the county, agency or state.
 - j. Have facilitation skills.
 - k. Be able to instill hope.
3. MiTEAM Liaison will attend training offered by their assigned MiTEAM Analyst.
4. MiTEAM Liaison and the Director will meet to determine how to prepare supervisors to model, coach, train, and observe/document/provide feedback.
5. Director will send out an email to announce the designation of the MiTEAM Liaison and share expectations of supervisors and caseworkers in the local office (suggested wording below). The Director will include instructions on how supervisors will be educated on modeling, coaching, training, observing/documenting/providing feedback.

6. MiTEAM Liaison will educate all supervisors on the expectations around modeling, coaching, training and observing/documenting/providing feedback. They will ensure that supervisors have the definition of each duty and associated tasks.
7. At a minimum, supervisors will chose one caseworker each quarter and during regular scheduled interactions with that caseworker they will model, coach, train or observe/document/provide feedback. The interaction must be at least 30 minutes.
8. Supervisors will document the assistance that was provided to encourage growth by completing the MiTEAM Specialist Individual Assistance Report.
9. Supervisors will provide the caseworker with a copy of the report and ensure that they agree it is an accurate reflection of what occurred during the interaction.
10. Supervisors will submit the MiTEAM Specialists Individual Assistance Report to the MiTEAM Liaison two weeks prior to the last business day of the quarter. For example, the 4th quarter report for 2015 is due to the MiTEAM Liaison on 12/18/15. 1st quarter of 2016 is due 3/18/16, 2nd quarter of 2016 is due 6/17/16 and 3rd quarter of 2016 is due on 8/16/16.
11. MiTEAM Liaison will encourage supervisors to submit Individual Assistance Reports for at least one caseworker each quarter.
12. MiTEAM Liaison will compile the information on the reports to assist them in completing the MiTEAM Specialist's Quarterly Report. The report offers a high level glimpse at the county or agency's strengths and needs as it relates to child welfare practice. The MiTEAM Specialist Quarterly Reports are due to the assigned MiTEAM Analyst each year as follows: 1st Quarter Report is due April 1st, 2nd Quarter Report is due July 1st, 3rd Quarter Report is due October 1st, and 4th Quarter Report is due January 1st.

Option 5: Suggested Script for the Director's Email:

Unfortunately, our office does not have the capacity to hire a MiTEAM Specialist at this time. We have designated (person's name) as our MiTEAM Liaison and they will work in collaboration with supervision to ensure that we are being supported in moving practice forward in our office.

MiTEAM Liaisons are available to field questions related to MiTEAM. They will maintain connection with our assigned MiTEAM Analyst at Central Office to advocate for our office and obtain information regarding updates or clarifications.

Supervisors are required to do the following:

1. At minimum, chose one caseworker each quarter and during regular scheduled interactions model, coach, train or observe/document/provide feedback to that caseworker in their unit.
2. Document the assistance that was provided to encourage growth by completing the MiTEAM Specialist Individual Assistance Report.
3. Provide the caseworker with a copy of the report and ensure that they agree it is an accurate reflection of what occurred during the interaction.

13. Submit the report to our liaison two weeks prior to the end of the quarter. For example, the 4th quarter report for 2015 is due to the MiTEAM Liaison on 12/18/15. 1st quarter of 2016 is due 3/18/16, 2nd quarter of 2016 is due 6/17/16 and 3rd quarter of 2016 is due on 8/16/16.
4. The MiTEAM Specialist's Individual Report is focused on capturing what assistance was provided to each caseworker and NOT the caseworker's performance. Our MiTEAM Liaison will compile the information from the reports each quarter and filter our local information to Central Office.

Supervisors will receive information from the MiTEAM Liaison to assist them with modeling, coaching, training, observing/documenting/providing feedback (include specific instructions about when and how this will occur).

Minimum Procedure Requirements for Areas without a MiTEAM Specialist:

1. Department of Health and Human Services or Private Agency Director will identify and designate a MiTEAM Liaison to:
 - a. Be responsible for contributing to policy and program development and sustainment.
 - i. Maintain knowledge and expertise of all policies and programs impacting the local office.
 - ii. Gather and analyze information to identify local trends where case practice may be negatively impacted by policies, procedures or programs.
 - iii. Recommend modifications to policies and procedures that would better assist caseworkers in achieving our identified outcomes.
 - iv. Participate in Practice Support Trainings and Practice Support Networking Meetings.
 - b. Consult with their assigned MiTEAM Analyst at Central Office.
 - c. Field questions and share updates related to MiTEAM.
 - d. Advocate for MiTEAM and the importance of continued growth around caseworker's knowledge and skills to improve safety, permanency and well-being.
 - e. Compile reports completed by supervision and complete MiTEAM Specialist Quarterly Report as required.
2. MiTEAM Liaisons should:
 - a. Be a positive leader.
 - b. Demonstrate best practice and proficiency in the MiTEAM competencies.
 - c. Understand the Department's vision.
 - d. Advocate for our guiding principles.
 - e. Be knowledgeable of our key caseworker activities.
 - f. Desire to grow and facilitate positive change.
 - g. Be confident speaking in front of groups.
 - h. Be aware of county of agency dynamics.
 - i. Be able to accurately articulate the strengths and barriers in the county, agency or state.
 - j. Have facilitation skills.
 - k. Be able to instill hope.
3. MiTEAM Liaison will attend training offered by their assigned MiTEAM Analyst.

4. MiTEAM Liaison and the Director will meet to determine who will provide “planned assistance” (by modeling, coaching, training, observing/providing feedback) to caseworkers and how the MiTEAM Liaison will prepare that individual or group of individuals to model, coach, train, and observe/document/provide feedback. MiTEAM Liaison’s will provide “unplanned assistance.”
5. Director will send out an email to announce the designation of the MiTEAM Liaison. They will share expectations of the designated individual/s completing the “planned assistance” and the caseworkers in the local office (suggested wording below). The Director will include instructions on how the individual designated to provide “planned assistance” to caseworkers will be educated on modeling, coaching, training, observing/documenting/providing feedback.
6. MiTEAM Liaison will educate all individuals providing “planned assistance” to caseworkers on the expectations around modeling, coaching, training and observing/documenting/providing feedback. They will ensure that those individuals have the definition of each duty and associated tasks.
7. For county / county cluster or satellite PAFC Office with less than 10 caseworkers their office will be required to complete a minimum of 2 MiTEAM Specialist Individual Assistance Reports each quarter. County / county clusters or satellite PAFC Offices with more than 10 caseworkers will be required to complete 1 MiTEAM Specialist Individual Assistance report for every 5 caseworkers in their area each quarter. For example, an office /tri-county with 30 caseworkers would be required to complete 6 MiTEAM Specialist Individual Assistance Reports each quarter.
8. Designated individual/s will provide “planned assistance” to at least the minimum required number of caseworkers each quarter. Each interaction must be at least 30 minutes in length.
9. The designated individual/s will then document the “planned assistance” they provided to encourage growth by completing the MiTEAM Specialist Individual Assistance Report.
10. The designated individual(s) will provide the caseworker with a copy of the report and ensure that they agree it is an accurate reflection of what occurred during the interaction.
11. The designated individual will submit the MiTEAM Specialists Individual Assistance Report to the MiTEAM Liaison two weeks prior to the last business day of the quarter. For example, the 4th quarter report for 2015 is due to the MiTEAM Liaison on 12/18/15. 1st quarter of 2016 is due 3/18/16, 2nd quarter of 2016 is due 6/17/16 and 3rd quarter of 2016 is due on 8/16/16.
12. MiTEAM Liaison will encourage designated individuals to submit the required number of Individual Assistance Reports each quarter.
13. MiTEAM Liaison will compile the information on the reports to assist them in completing the MiTEAM Specialist’s Quarterly Report. The report offers a high level glimpse at the county or agency’s strengths and needs as it relates to child welfare practice. The MiTEAM Specialist Quarterly Reports are due to the assigned MiTEAM Analyst each year as follows: 1st Quarter Report is due April 1st, 2nd Quarter Report is due July 1st, 3rd Quarter Report is due October 1st, and 4th Quarter Report is due January 1st.

Suggested Script for the Director’s Email:

Unfortunately, our office does not have the capacity to hire a MiTEAM Specialist at this time. We have designated (person’s name) as our MiTEAM Liaison and they will work in collaboration with (designated individual(s)) to ensure that we are being supported in moving practice forward in our office.

MiTEAM Liaisons are available to field questions related to MiTEAM. They will maintain connection with our assigned MiTEAM Analyst at Central Office to advocate for our office and obtain information regarding updates or clarifications.

(Designated Individual/s) are required to do provide assistance to caseworkers to encourage growth around the MiTEAM competencies. They will be responsible to do the following:

1. Model, coach, train or observe/document/provide feedback to specified caseworkers.
2. Document the assistance that was provided to encourage growth by completing the MiTEAM Specialist Individual Assistance Report.
3. Provide the caseworker with a copy of the report and ensure that they agree it is an accurate reflection of what occurred during the interaction.
4. Submit the report to our liaison two weeks prior to the end of the quarter.
5. The MiTEAM Specialist's Individual Report is focused on capturing what assistance was provided to each caseworker and NOT the caseworker's performance. Our MiTEAM Liaison will compile the information from the reports each quarter and filter our local information to Central Office.

Designated individual/s will receive information from the MiTEAM Liaison to help them with modeling, coaching, training, observing/documenting/providing feedback (include specific instructions about when and how this will occur).