

# Practice Guide for Supervisors

## Assessment

### MITEAM COMPETENCY

Assessment is an ongoing process of information gathering, analysis and collaborative decision-making that includes parents, children, caregivers, extended family members and professionals as partners. A comprehensive family assessment is a compilation of evaluations used to design plans and provide children and families services that focus on safety, permanency and well-being.

### FIDELITY MEASURES

#### Observation:

- Acknowledges his/her authority and the disproportionate amount of power in the relationship.
- Helps the individual(s) identify people who are supportive.
- Prepares the family team members (informal or formal) for participation on the team.
- Facilitates teaming.
- Accesses skilled team members (formal and informal) to serve the family's goal.
- Asks the individual(s) what the team member(s) (informal or formal) have done to provide support.
- Evaluates strengths.
- Evaluates needs.
- Asks the individual(s) about events experienced by primary/key family members that are potentially traumatic.
- Requests individual(s) input regarding the effectiveness of services.
- When developing or adjusting the plan, asks for team member's input.
- Asks individual(s) their perspective on the parent's ability to keep the child(ren)/youth safe.
- If child(ren)/youth is not residing with custodial parent: Asks individual(s) their perspective on the caregiver's ability to keep the child(ren)/youth safe.
- If child(ren)/youth is not residing with custodial parent: Inquires about the caregiver's perspective on the impact of traumatic events on the child.
- Inquires about the individual(s) perspective on the safety of all family/household members (both physical and psychological).

#### Documentation:

- A team that provides support to the child(ren)/youth and family has been formed.
- The worker prepares the family team members (informal or formal) for participation on the team.
- The family's suggestions and comments are documented in the case file.
- The team member's suggestions and comments are documented in the case file.
- Documentation indicates the worker maintained contact with the family and support persons between in-person meetings.
- The family's team meets within the required timeframes (FOM 722-6B).
- There is evidence in the documentation that the team implements specific safety activities to address safety concerns of the child(ren)/youth.
- There is evidence in the documentation that the team addresses specific permanency plans.
- There is evidence in the documentation that the team addresses specific issues of well-being for the child(ren)/youth.
- The history of the family's involvement with MDHHS is thoroughly reviewed and outlined in the case file.

	<ul style="list-style-type: none"> <li>• The case file contained documentation of a trauma screening for the child(ren)/youth.</li> <li>• The case file contained documentation of completion of a mental health screening as noted on the child's well child exam form.</li> <li>• The worker documented a thorough assessment of the family's circumstances.</li> </ul> <p><b>Interview:</b></p> <ul style="list-style-type: none"> <li>• The individual(s) was able to identify helpful activities of the worker.</li> <li>• The individual(s) reports being satisfied with services offered and/or referred.</li> <li>• The individual(s) reports the worker acknowledged the unique culture of the family/household.</li> <li>• The individual(s) described specific examples where his/her input was utilized in decision making.</li> <li>• The individual(s) reports the worker provided education on how early traumatic experiences may impact parenting.</li> </ul> <p><b>In Supervision:</b></p> <ul style="list-style-type: none"> <li>• The worker was able to identify: <ul style="list-style-type: none"> <li>○ What is most important to the individual/family.</li> <li>○ How trauma has potentially impacted each individual.</li> <li>○ How trauma is addressed in the case plan.</li> <li>○ How the parent participates in the process of change.</li> <li>○ Positive supports for the individual.</li> <li>○ What progress has been made so the family's team is taking ownership of the case planning process and participating in the shared decision-making.</li> <li>○ How he/she educates the family about the importance of teaming.</li> <li>○ How committed the family team is to supporting the family's plan.</li> </ul> </li> </ul>	
<p><b>POLICY REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>• Ensure that children and youth are empowered to participate in treatment plan development.</li> <li>• Ensure full-disclosure of the outcomes of the all assessment tools.</li> <li>• Utilize time to explore tactics that will enable caseworker's ability to relate all interactions as times to collect information, which helps in determination of safety/risk.</li> </ul>	
<p><b>KEY CASEWORKER ACTIVITIES</b></p>	<p><b>WHERE IN THE LIFE OF THE CASE</b></p>	<p><b>PRACTICE GUIDANCE TECHNIQUES</b></p>
<p><b>KCA 6 ASSESSMENT</b></p> <p><i>Utilize formal and informal assessment techniques to collect information.</i></p>	<p>Throughout the life of the case.</p>	<ul style="list-style-type: none"> <li>• Observe caseworkers' collection of assessment information from interviews, home visits and phone contacts and provide feedback on strategies to improve performance.</li> <li>• Educate, model and coach caseworkers on how to analyze and synthesize assessments and reports to assess safety/risk threats, trauma, caretaker capacities, and child vulnerabilities to determine child welfare agency intervention and conditions necessary for permanency.</li> <li>• Monitor the initiation and progress of the comprehensive family assessment process for compliance with timelines, consistency with assessment procedures and principles and quality of content.</li> <li>• Coach the caseworker around assessing the impact of caregiver's domestic violence behavior on child and family functioning.</li> <li>• Coach the caseworker in screening for the presence of patterns coercive control and domestic violence in every case regardless of the presenting allegations.</li> </ul>

<p><b>KCA 7 ASSESSMENT</b></p> <p><i>Collaborate with team members to identify child and family strengths, trauma and needs.</i></p>	<p>Throughout the life of the case.</p>	<ul style="list-style-type: none"> <li>• Educate, model and coach caseworkers on how to approach and talk with parents and children to identify strengths and needs.</li> <li>• Observe caseworker interactions with parents and families and provide feedback on their ability to collaborate, engage and identify strengths, trauma, resiliency and needs.</li> <li>• Identify and correct misunderstandings stemming from bias and/or judgment and any gaps in information needed for accurate assessment.</li> </ul>
<p><b>KCA 8 ASSESSMENT</b></p> <p><i>Organize and analyze all of the information that was collected to develop a comprehensive family assessment.</i></p>	<p>Throughout the life of the case.</p>	<ul style="list-style-type: none"> <li>• Review documentation to assess caseworker analysis of information. Provide feedback on analysis assumptions and logic.</li> <li>• Monitor the caseworker’s assessment of family history of maltreatment and patterns of abuse to ensure its completion, provide feedback on how to interpret and use this information to support assessment findings.</li> <li>• Educate, model, and coach caseworkers on how to discuss assessment findings with families in a way that supports collaboration, engagement, potential relationship-building and a clear link to services and goals.</li> <li>• Monitor completion of assessments for timeliness and quality and provide feedback to caseworkers on their performance.</li> <li>• Ensure that caseworkers are formulating risk and safety from a perpetrator pattern based approach in cases involving domestic violence.</li> </ul>
<p><b>KCA 9 ASSESSMENT</b></p> <p><i>Update comprehensive family assessment on a regular basis and prior to case closure.</i></p>	<p>Throughout the life of the case.</p>	<ul style="list-style-type: none"> <li>• Monitor the completion and quality of assessment updates throughout the life of a case and provide feedback to caseworkers on ways to improve their timeliness and usefulness in making case decisions.</li> <li>• Educate, model, coach caseworkers to use reassessments to update case plans, make case decisions. Educate on skills of critical thinking.</li> <li>• Monitor and ensure caseworker completion of the appropriate tools within comprehensive family assessment process prior to case closure.</li> <li>• Educate, model and coach caseworkers to assess and prepare families for case closure to ensure long-lasting permanency.</li> <li>• Educate on the skill and utilization of Crucial Conversations.</li> </ul>