Practice Guide for Supervisors

Engagement

MITEAM COMPETENCY	Engagement is a series of intentional interventions that work together in an integrated way to successfully establish a relationship with children, parents and other individuals. Caseworkers will engage with the child, mother, father, extended family, primary caregiver, professionals working with the family and other team members for the purpose of building an authentic and collaborative working relationship. Supervisors will educate, model and coach caseworkers in the Key Caseworker Activities of engagement.

FIDELITY MEASURES	**Observation:**
	
	• Treats individual(s) with respect.
	• Treats individual(s) with empathy.
	• Uses verbal responses that are consistent with body language.
	• Acknowledges his/her authority and the disproportionate amount of power in the relationship.
	• Helps the individual(s) identify people who are supportive.
	• Addresses reasons for reluctance to including specific team members.
	• Assists the family with navigating agency systems and processes.
	• Discusses with the family the success of the child(ren)/youth beyond case closure.
	• Provides trauma education to the individual(s).
	• Provides feedback to the individual(s).
	• Asks for feedback from the individual(s).
	
	Documentation:
	
	• A team that provides support to the child(ren)/youth and family has been formed.
	
	Interview:
	
	• The individual(s) was able to identify helpful activities of the worker.
	• The individual(s) feels understood by the worker.
	• The individual(s) feels respected by the worker.
	• The individual(s) reports the worker acknowledged the unique culture of the family/household.
	
	In Supervision:
	
	• The worker was able to identify:
	  o What is most important to the individual/family.
	  o How frame of reference is managed.
	  o Positive supports for the individual(s).
	• The worker identifies own team members that support their professional development.
	• The worker exchanges feedback with the supervisor.

POLICY REQUIREMENTS	• Ensure children/youth and families have a voice in decisions that affect them. • Treat parents with dignity and respect and, whenever possible, include them in the decisions that affect them and their children. • Actively partner with family teams to identify needs and plan interventions to protect children and support families. • Identify and provide notice that a child is in foster care (within 30 calendar days of removal) to all adult relatives including, but not limited to, maternal and paternal grandparents, maternal and paternal aunts, maternal and paternal uncles, adult siblings of the child and any other relative identified by the parent or child. • Continue to seek, identify and notify relatives that a relation is in foster care until a child has achieved legal permanency.

KEY CASEWORKER ACTIVITIES	WHERE IN THE LIFE OF THE CASE	PRACTICE GUIDANCE TECHNIQUES
KCA 1 ENGAGEMENT *Create an environment of empathy, genuineness, respect and empowerment that supports a family entering into a helping relationship and actively working toward change.*	From the point of initial contact with the family to permanency and / or case closure.	• Educate, model and coach caseworkers on their approach for connecting with each family that demonstrates the core conditions of helping and supports engaging the parents and children in a productive working relationship. • Educate, model and coach in critical engagement activities, such as home visits, family team meetings and interviews. • Educate, model and coach caseworkers in identifying bias, judgment, and thinking errors that may impact engagement, assessment, and interventions. • Educate, model and coach the caseworker on effectively using the practice of full disclosure. Speak honestly about what is happening related to the child and family's involvement in the child welfare system. This is a building block in developing a healthy relationship. • Educate, model and coach caseworkers on how and when to use open-ended, solution-focused questions. The supervisor should provide constructive feedback regarding the type and wording of questions posed. • Evaluate caseworker awareness of cultural issues that may be present. • Explore the caseworkers' findings regarding tribal affiliations and Indian heritage. The supervisor should model behavior of dependability, availability and consistency. • Educate, model and coach caseworkers to use age and culturally-appropriate engagement techniques and tools to create opportunities for developing emotional safety and mutual honesty. Review and monitor the casework of the worker. The supervisor should provide the structure, tools and organization that will enable the worker to perform necessary work. The supervisor should be fully aware of areas of strength and areas of need of the worker and should provide training, teaching, education and mentoring as needed.
KCA 2 ENGAGEMENT *Search for and engage parents, family members and other support persons from the child's community in the family team process.*	From the point of initial contact with the family to permanency and/or case closure.	• Review caseworker activities to identify family members and persons from the child's community who are willing to support the child and family and provide feedback to improve caseworker performance to successfully search and engage family connections. Consider any potential safety threats involved in engagement of family members, especially a parent who is not currently involved in the life of the family. • Educate, model and coach caseworkers on how to engage parents, child, community supports, and extended family in the family team meeting process. Provide immediate, behavioral feedback. • Review with the worker his or her ongoing diligent search efforts. What is working, what is not? Provide feedback on how to improve results. What additional effort can be made? What leads can be followed? Has the child/youth been a part of identifying possible family/child/youth support? • Review documentation of engagement efforts and identify ways to improve documentation to better reflect actual practice.