WORKSHOP DIRECTORY PAGE

TITLE: **501: Supervisor Training Series**
Module 2: Living the Mission of Child Welfare

COMP. #: 501

NO. HRS: 12

DATE: July 2016

QUALITY SERVICE REVIEW PRACTICE PERFORMANCE INDICATORS:

Practice Performance Indicator 1b: Role and Voice
Practice Performance Indicator 4: Assessment and Understanding
Practice Performance Indicator 5. Long-Term View
Practice Performance Indicator 6: Child, Youth and Family Planning Process
Practice Performance Indicator 9: Intervention Adequacy and Resource Availability
Practice Performance Indicator 11: Tracking and Adjustment

COMPETENCIES:

501-1: The supervisor knows the structure, functions, and operations of effective organizations.

501-2: The supervisor knows and can identify the relationship between agency purpose or mission, structure, goals and objectives, policies, procedures, work activities, and task assignment.

501-5: The supervisor is able to formulate and communicate performance expectations of supervisees in behavioral and measurable terms.

501-7: The supervisor knows how to develop and implement systems to organize and monitor work activities to assure effective organizational and individual performance.

501-9: The supervisor knows strategies to analyze performance problems and to provide feedback to staff members regarding their performance.

LEARNING OBJECTIVES: Participants will be able to:

- Define organizational mission and outcomes that are consistent with the *Adoption and Safe Families Act* and the Pennsylvania Child Welfare Practice Model;
- Identify the components of an Open System Model;
- Describe how Continuous Quality Improvement (CQI) can be achieved using the DAPIM™ framework;

- Explore ways to assess and plan work activities of the unit and staff member that will achieve identified outcomes;
- Explain how to implement necessary change within the unit; and
- Identify ways to monitor work activities to support the achievement of identified outcomes.

RELEVANT LAWS, REGULATIONS, AND BULLETINS, etc.

- Adoption and Safe Families Act

CALENDAR SUMMARY:

To be effective in their roles, supervisors and managers must be able to apply in practice the agency mission to accomplish critical outcomes, policies and procedures, work activities and task assignments, and ultimately, positive outcomes for children and families. This course is designed to provide supervisors and managers with a basic level of awareness, knowledge, and skills to assist them in functioning effectively within the structure of a child welfare organization. It will provide the opportunity for learning how to define organizational mission and outcomes that are consistent with the *Adoption and Safe Families Act* and Pennsylvania's Child Welfare Practice Model that supports Continuous Quality Improvement (CQI), how to develop and arrange systems to organize and monitor work activities of the unit and staff members to achieve identified outcomes, and how to implement necessary change within the unit.
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TARGET AUDIENCE:

This training is intended for newly-appointed child welfare supervisors and managers

EXPECTATIONS OF THE TRAINER:

The trainer must have experience as a child welfare supervisor, manager, and/or administrator, and as an approved trainer with the Pennsylvania Child Welfare Resource Center who has met the requirements to train this particular curriculum. The trainer must be culturally competent and knowledgeable; and skilled in issues and concepts of child welfare practice, supervision, and administration. This includes an awareness of current trends in social services and current knowledge of child welfare issues that have an impact on children, youth, and families as well as the child welfare system.

The trainer must have experience in effectively conducting training workshops, including facilitating small and large groups, guiding and processing activities, and delivering lecture material.

The trainer must have an understanding of the Pennsylvania Child Welfare Resource Center and all workshops included in the Supervisor Training Series so that connections

can be made to other modules. Making these connections is necessary to build on participants' existing knowledge and to prepare participants for future learning.

The trainer must have a working knowledge of the laws, regulations, and other mandates that dictate child welfare practice. This includes the Child and Family Services Review, Adoption and Safe Families Act, and resources that guide best practice, including Lawrence Shulman's Interactional Skills and Berg and Kelly's Strengths-Based, Solution-Focused approach. Experience with Pennsylvania's Continuous Quality Improvement (CQI) process, including the DAPIM™ framework and the Quality Service Review protocol is necessary.

MATERIALS NEEDED FOR WORKSHOP:

- ✓ Sign-in sheets
- ✓ Folders (optional)
- ✓ Name tents (construction paper or 5"x8" index cards)
- ✓ Colored markers
- ✓ Prizes (optional)
- ✓ Masking tape
- ✓ Memo pad
- ✓ Sentence strips, or flipchart sheets cut to 3"x24" (3 per participant)
- ✓ Scissors for trainer use
- ✓ Banner headings: WIIFM and Parking Lot (optional)
- ✓ Flip chart easel
- ✓ Flip chart pad
- ✓ Television and VCR
- ✓ Laptop, LCD projector and screen
- ✓ **Handouts**
- ✓ **Posters**
- ✓ **Videos**
- ✓ **Table Resources**
- ✓ **PowerPoint Presentation**
- ✓ ***Supervisor Training Series (STS) Trainer Resource Manual***
- ✓ **Pre-work** (send with Confirmation Letter in addition to one copy per participant in the trainer box)

LIST OF HANDOUTS:

*** <u>Note</u>:** Print **Handout #7 (Living the Mission in My Unit), Handout #9 (Child Welfare - An "Open" System),** and **Handout #16 (At-a-Glance Summary of QSR Indicators)** on colored paper.
<u> Note:</u> ***If packets are being provided, keep **Handout #20 (Elements of a Quality Communication Plan)** separate.

1. **PowerPoint Presentation: 501: Supervisor Training Series: Module 2: Living the Mission of Child Welfare** (28 pages)

2. **The Supervisor Training Series** (1 page)
3. **Agenda** (1 page)
4. **Learning Objectives** (1 page)
5. **Idea Catcher** (5 pages)
6. **Characteristics of Effective Mission Statements** (1 page)
7. **Living the Mission in My Unit** (10 pages) (colored paper)*
8. **Pennsylvania's Child Welfare Practice Model** (2 pages)
9. **Child Welfare - An "Open" System** (1 page) (colored paper inserted into a protective cover)*
10. **An Open System** (1 page)
11. **Max & Max & Me** (1 page)
12. **DAPIM™** (1 page)
13. **Typical DAPIM™ Continuous Improvement Process** (1 page)
14. **Outputs vs. Outcomes** (1 page)
15. **Benchmarks and Indicators** (2 pages)
16. **At-a-Glance Summary of QSR Indicators** (7 pages) (colored paper)*
17. **Quality Service Review Protocol Rating Scale** (2 pages)
18. **Assessment** (1 page)
19. **Possible Core Variables Remedies** (2 pages)
20. **Elements of a Quality Communication Plan** (1 page)**
21. **Change** (1 page)
22. **A Simple Model for Managing Change** (1 page)
23. **Monitoring Methods** (1 page**)**
24. **Transfer of Learning Plan** (1 page)
25. **References** (3 pages)

LIST OF VIDEOS (Due to a limited number of copies available, trainers may be asked to access the videos via YouTube)

1. ***Max & Max***
2. ***Who Moved my Cheese?***

LIST OF TABLE RESOURCES

1. ***Pennsylvania QSR Protocol, Version 4.0*** (one for each table)
2. ***Charting the Course Towards Permanency for Children Reference Manual*** (one copy for display) (Already in contracted training rooms)

LIST OF POSTERS

1. **Getting to Positive Outcomes**
2. **Child Welfare- An "Open" System**
3. **DAPIM™** (Already in contracted training rooms)

PRE-WORK

- **Pre-work for *501: Supervisor Training Series: Module 2: Living the Mission of Child Welfare*** (3 pages)

CREDIT ASSIGNED:

CWRC Credit (12 hours)
CEs (12 hours)