



Department of

Children's Services

Quality Contacts and Documentation

A Webinar Series



Caseworker and Child Quality Contacts

What makes a Quality Visit?

Before

- Planning
- Location and Duration

During

- Private Time
- Open Conversations
- Global Assessment – Safety, Permanency and Well-being
- Next Steps

After

- DOCUMENTATION
- Follow up and follow through

Private Time

What does private time look like?

At what age does a child need a private visit?

Can a sibling group have a private visit together?

Tip Sheets

- Infants
- Toddlers
- Preschool
- Early Adolescence
- Middle Adolescence
- Late Adolescence

The SAFETY discussion:

Every Visit

- **Assess for Safety**
 - At home
 - With your caregivers?
 - On visits?
 - With your friends?

Assess status and progress

Well-being Domains:

- School
- Health
- Mental Health/Behavior
- Substance Abuse
- Relationships with family and friends
- Independent Living

Permanency Domains:

- Services
 - Do you feel this service is working?
 - Do you feel like this service will help you achieve your goals?
- Placement
- Visits
 - Do you feel safe?
 - How are visits going?
- What else do you need to be successful?

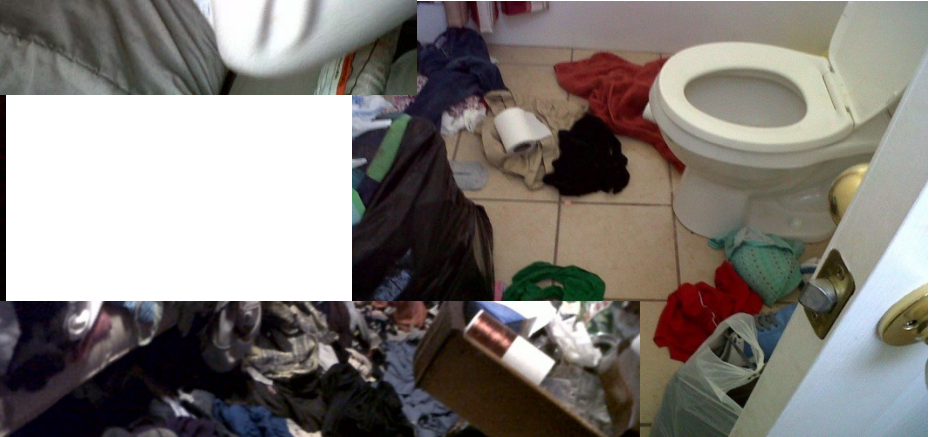
Caseworker/Child Visit



Importance of walking through the home...



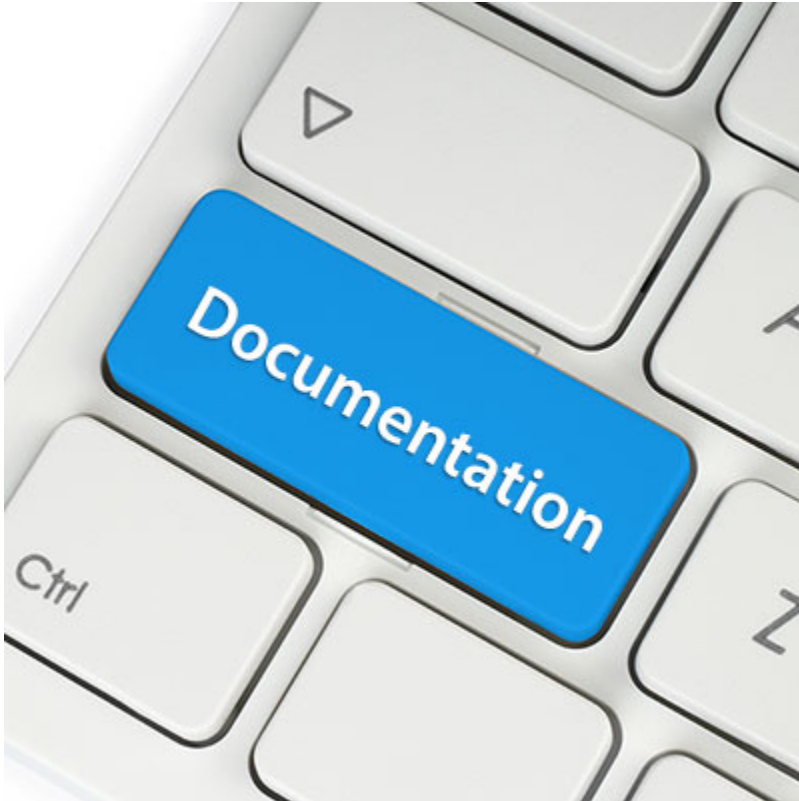
Importance of walking through the home...



Voice of the Youth



Don't forget to Document!!!



Child Visit Documentation Checklist:

- ✓ Visit was of adequate duration (generally about an hour in length).
- ✓ Child was visited alone (private time) for part of the visit (or with each child alone if it is a sibling group).
- ✓ Child was asked about safety concerns.
- ✓ Child was asked about their well-being (physical, mental health, educational, social, independent living),
- ✓ Caseworker informally assessed through observations during the visit (mood of child; interactions; change in behavior; foster parent/provider actions; safety issues present in the foster home/facility, etc.)

Child Visit Documentation Checklist:

- ✓ Child's interactions with others in the home observed.
- ✓ Child was asked about visitations with parents, phone contact with parents, etc. if in out of home placement.
- ✓ Child was asked about the effectiveness of services (counseling, alcohol and drug, etc.)
- ✓ Progress on goals on the permanency plan or other case plan were discussed.
- ✓ Child was asked about their needs or issues they have.

Concerted Efforts

MONTHLY

- ✓ Informal assessments made through conversations and observations with children, families, and foster parents.
- ✓ Different things were attempted to continue to engage children and families to complete assessments and services.

Visitation Policy, Protocol, and Checklist



Visitation Plan Work Aid



A woman with long brown hair, wearing a blue and white striped sleeveless shirt, is smiling and pointing towards the camera. She is standing next to a whiteboard. The whiteboard has handwritten text in blue ink. She is holding a blue marker in her right hand.

*Goal: Improve quality
of child contacts*

Plan/Action Steps:

- 1. Use open questions with kids to keep them talking*
- 2. Use solution focused dialogue to get their input.*

Update your Small Test of Change

Evaluation

Course Title:

Quality Contacts: Caseworker/Child Visits

Trainers: Check the Chat box

<https://www.tn.gov/dcs/program-areas/training/tpd/atl/dcstrainingevaluation.html>

The logo for the Tennessee Department of Children's Services, featuring the letters "TN" in white on a red square background.

TN

Thank you