



Department of

**Children's Services**

# Supervising for Quality Contacts and Documentation


A Webinar Series

# Goals

- To develop a coaching plan for supervision towards improving quality contacts and documentation with staff.
- To incorporate coaching and mentoring strategies that lead to improved quality contacts and documentation.

# Changing Practice...

- Quality Contacts Live Webinar Series
- Caseworker Plans
- **Supervisor Coaching**
- Case Review Evaluations

A woman with long brown hair, wearing a blue and white striped sleeveless shirt, stands in front of a whiteboard. She is smiling and pointing her right index finger towards the camera. Her left hand holds a blue marker, positioned near the whiteboard. The whiteboard contains handwritten text in blue ink. The background is a plain, light-colored wall.

*Goal: Improve quality  
of caseworker/child  
contacts*

*Plan/Action Steps:*

- 1. Schedule private  
time with each child*
- 2. Use Desk Reference  
Guide to plan agenda  
for home visits*
- 3. Document following  
visit*

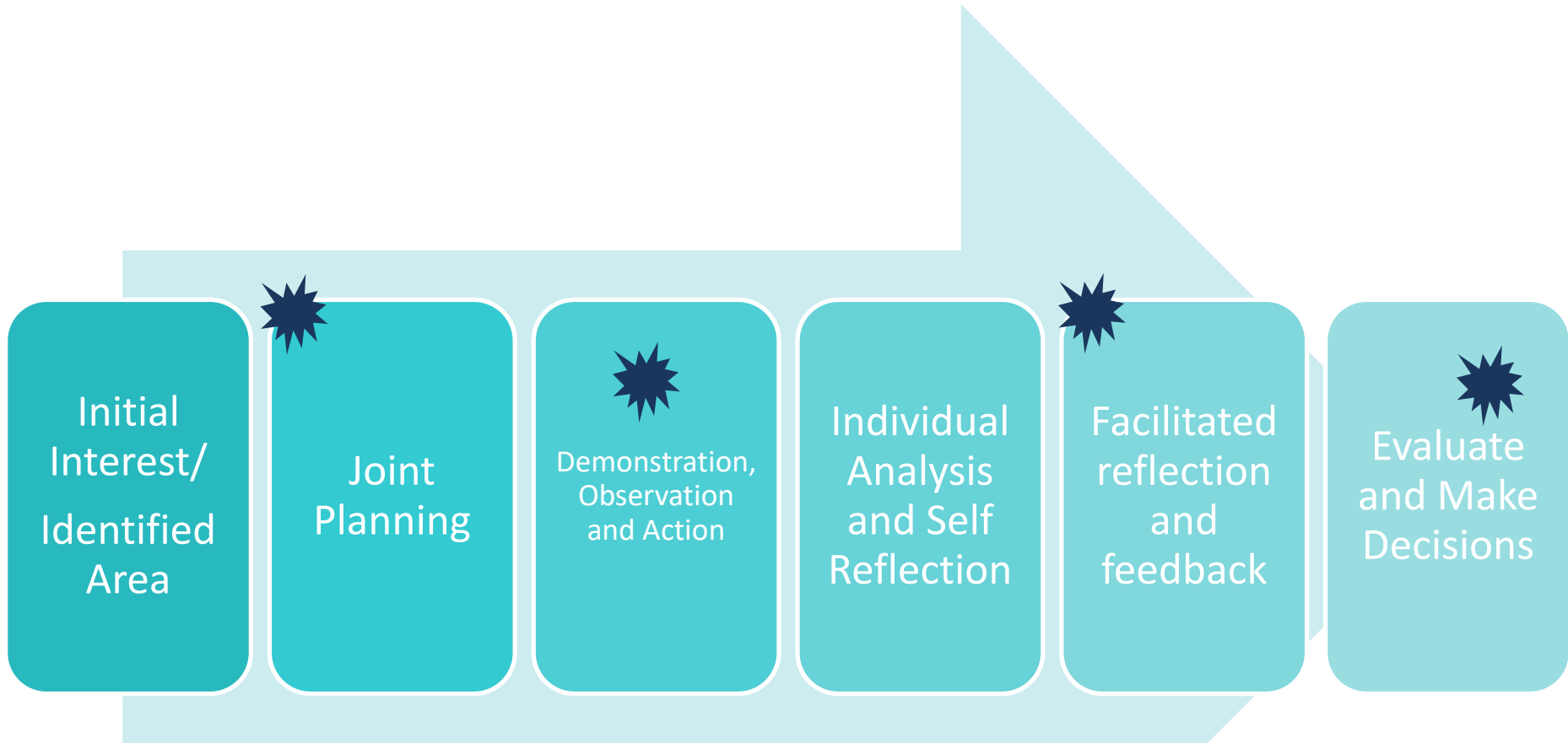
**Small Test of Change**

# Coaching- a definition

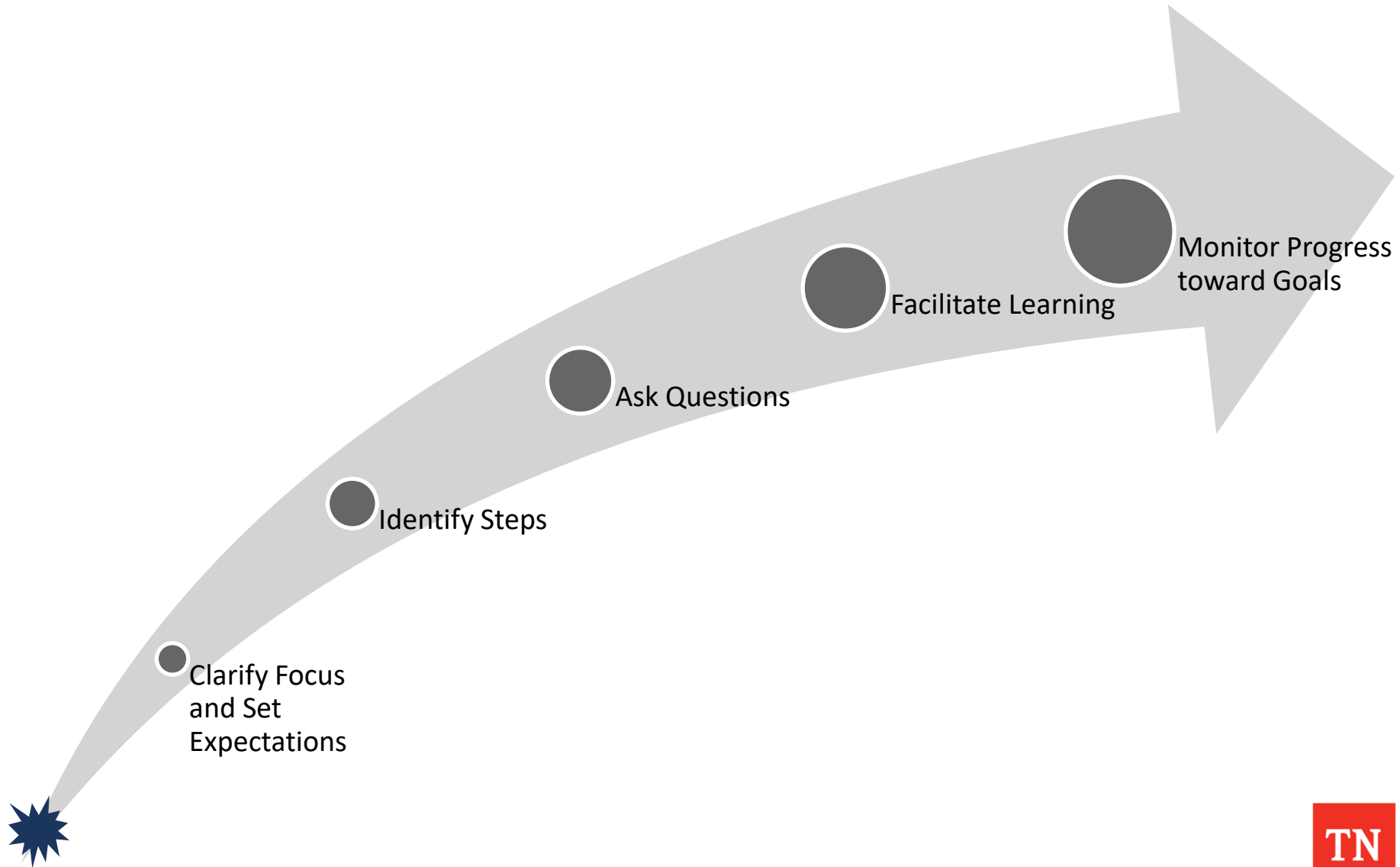
“Coaching is a process by which the coach creates structured, focused interaction with learners and uses appropriate strategies, tools, and techniques to promote desirable and sustainable change for the benefit of the learner, making a positive impact on the organization”

- Hafer & Brooks, 2013, p. 72, adapted from Mink, Owen & Mink, 1993; Cox,. Bachkirova, & Clutterbuck, 2010

# Coaching Process



# Coaching Steps during Supervision



# Coaching Strategies and Techniques

- Asking questions and engaging in active listening, reflection, and discussion
- Demonstrating a skill, supporting practice, and observing
- Providing timely, specific, and constructive feedback
- Creating awareness of opportunities
- Recognizing past successes and contributions
- Encouraging self-directed change
- Connecting coachee strengths to skill development and addressing new challenges
- Reviewing progress against goals and encouraging accountability



# Core Functions of Supervisor Coaching

- Transfer of Learning from Training to Practice
- Implementation of Evidenced-Based Practices (like MI)
- Skill building
- Problem solving and staying on track
- Modeling behaviors

# Child Welfare Supervision

 Case Conferencing

 Performance Briefings

# Supervisory Case Conference Agenda

- Assessment and discussion of:
  - Safety
  - Risk
  - Permanency
  - Well-being
  - Adjustment to placement (custodial or non-custodial as applicable)
  - Progress on case plan goals and actions steps
- Identification of strengths to support changes
- Current needs of biological parents, children, kin and foster parents
- Summary and next steps

**Strengths-  
Based  
and  
Solution-  
Focused  
Coaching**

# Case Conferencing

Who: Rhonda, Supervisor and Kara, caseworker

Where: Agency office

When: Meeting takes Place two weeks after removal and again 3 months after removal

Purpose: Assess and Plan around:

- Assess parental protective capacity, and child and youth vulnerability
- Assess safety, risk, permanency and well-being
- Review efficacy of case plan goals and action steps
- Identification of strengths to support changes
- Identification of foster parent needs

# Let's discuss



# Some ways we coach...

- What is needed to ensure the children are safe?
- What are next steps toward future progress?
- Are there any other approaches that could make your work with the family more impactful or effective?
- What are we trying to accomplish with this family? Are we on track to meet that goal?
- What have we or can we learn from what we are doing for future cases or the future of this case?

# Child Welfare Supervision

 Case Conferencing

 Performance Briefing

# Performance Briefing Agenda

- Employee Reviews/Program/Workload Review
  - What is the current caseload/workload?
  - What are systemic barriers to accomplishing work goals?
- Strengths and Accomplishments
  - What are some areas of accomplishment?
  - What areas of performance are going well?
- Areas for Growth and or Improvement
  - What areas are a challenge?
  - What areas could improve performance?
- Professional Development Needs and Progress
  - What trainings or coaching would help improve performance or assist with career goals (stretch activities)
- Supervisor/Agency Support Needed
  - What can the supervisor or agency do to provide better support?
  - What can be done to manage job related stress or manage tasks better?



# Monthly Performance Briefings



# Other ways we supervise

- Informal Supervision
- Prep before CFTMs and debriefings after
- Staff/Team meetings
- Follow up on Case Process Reviews
- Providing feedback on documentation
  - Case recordings
  - Permanency Plans
  - CANS and FAST
  - Case service requests

# Thinking about your own supervision...

- Think about opportunities and strategies to improve your supervision in the areas of
  - Assessment of Safety, Risk, Permanency and Well-being
  - Strengths-based approach
  - Solution-focused approach
  - Development of employee skills and abilities

# Focus on Documentation


★ “If the supervisor  
doesn’t check it, it’s  
★ probably not going  
★ to happen!!!” ★

# Impact on Families

- Safety
- Permanency
- Well-being

# Changing Practice...

- Quality Contacts Live Webinar Series
- Caseworker Plans
- **Supervisor Coaching**
- Case Review Evaluation



Goal: To coach staff to  
improve quality  
contacts and  
documentation

**Plan/Action Steps:**

1. Set aside time  
monthly to review  
one case per worker
2. Debrief  
documentation  
quality with each  
worker

## Supervisor Small Test of Change

# Evaluation

Course Title: Supervising Quality Contacts

Trainers: Check the Chat box

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

The logo consists of a red square with the letters 'TN' in white, serif font. Below the red square is a thin white horizontal line, and below that is a dark blue horizontal bar. A small 'TM' trademark symbol is located at the bottom right corner of the dark blue bar.

TN

Thank you