

## Work Plan for 1<sup>st</sup> Meeting of AdHoc, Pre-Service, Foundation, and On-Going Training

Seating so that a county director, supervisor & worker; Partnership, BMCW & DCFS staff person are at each table.

**Welcome** Co-Chairs: Sally Biddick, Jennifer Borup

- Welcome
- **Logistics** (bathrooms, lunch, sign-in sheets, etc.)
- **Agenda**
- **How come we're here**
  - Very brief background (John will do more in depth later)
  - Charge to the Committee (go to Charge in binder)
  - How the Committee was chosen
- **What the final product of the committee will be:** Our final product will be training for social workers that meets both the federal requirements as identified in the CSFR and the standards agreed upon by this committee, the Training Council and DCFS. Along the way, we will identify elements that go beyond these requirements/standards. Some counties may choose to strengthen their staff development activities by incorporating these additional elements in their training plan. We will look at possibilities along a continuum that ranges from “best practice” to “no harm” to client(s) or the agency.
- **Lack of national consensus or models**, so even though we will look at what other states are doing with pre-service at the next meeting, we may well create what will become the model.
- What materials are available in the binder.
  
- Gary Laehn, Vice Chair, WI Child Welfare Training Council
  - **What the Council is/Who** is on the Council (by title);
  - **Staying open to possibilities**—how pre-service is delivered will probably include any number of possibilities including: tasks to be completed in the agency by supervisor/mentor, technology based elements including distance education, and maybe workshops. This is really an opportunity to “think outside of the box.” Although we will be beginning the work of identifying statewide requirements for the content of pre-service, how it is actually presented may not be the same for every county. How Milwaukee does pre-service, may not be the same way Clark County does it. All will meet at least the minimum requirements, but exactly what how it is delivered may vary.
  - Today we're going to begin by looking at what new workers need to know. We'll talk about the “how's” at a later date.
- **Introductions:** Norm Brickl (Introduced by Co-Chair) Norm will facilitate rest of meeting. Everyone will introduce themselves with a who, title, from which organization.

**CSFR Requirements for Child Welfare Training:** John Tuohy (Performance Item 32: Staff & Provider Training)

**Plan for Today:** Create a list of those things that a new worker needs to know

- Boundaries for today's discussion
  - We're not going to separate out orientation from pre-service initially. We will decide what to do about that later.

- We're planning for an agency that has adequate funding to do their work. Supervisors supervise a reasonable number of staff, staff have reasonable caseloads. When a new worker starts, there is coverage for those cases they will be assigned at the conclusion of their orientation and pre-service training.
- We're going to look at this at 3 levels:
  - What does a new worker need to know before they talk to anyone outside of their own agency?
  - What more does a new worker need to know before they go out to do an interview with their supervisor or another experienced staff person in attendance?
  - What else does a new worker need to know before they assume responsibility for a case—that is they interview independently with supervision available, they enter data in WiSACWIS, etc.?

**The Process:** We're going to work in our small groups to create a list of what a worker needs to know at 3 different points of their orientation/pre-service, assuming the scenario we've described. These lists will be written by each group and posted for the whole group to review. We will take time to talk about any of the items listed. We will then go back to small groups to identify the most critical items listed in each of the three levels and identify where there is agreement. At this point, we are not eliminating any possibilities: we are looking for places of agreement. We will take the product of our work, share it with those people we represent or who we think have something to contribute to this process and come back for another full group meeting to work toward a final list.

- At each table, the person with the most years of experience in child welfare specifically, will be the group leader. This person will keep people on task, decide who is going to write on the flip-chart and make sure everyone has a chance to contribute.

### **TASK 1**

- The groups' task is to create a list of those things a new worker needs to know before they talk to someone outside of the agency. Be specific, for example, don't say they need to know agency policies. Identify what policies they would have to know. Write out list on flip-chart paper. Post is on the wall. (We will not report out by reading through all of these pages.)
- Everyone will walk around the room and read the pages. They will make note of any that they don't understand or have questions about.
- The whole group will have a chance to ask questions, seek clarification. This is not time to critique—only to clarify.
- Back in small groups, identify the \_\_\_\_ most important items on the list (depends on how long the lists are. This one may be a little short.).
- Go to those items on the flipcharts that you have identified as most important and put a 1 behind them.

### **TASK 2**

- The groups' task is to create a list of those additional things a new worker needs to know before they interview a family under the direct supervision of a supervisor/mentor. (The supervisor/mentor is in the room with them.) [Can't have a situation where a worker says something to the family and the supervisor has to say—don't listen to that, she/he is not correct.]
- Repeat above process.

### **TASK 3**

- The groups' task is to create a list of any additional things a new worker needs to know in order to assume full case responsibility.
- Repeat above process.

### **Planning for Next Meeting**

- At the next meeting, we will develop a working draft listing what knowledge a new worker should have as part of orientation/pre-service. We will take into account the information from other persons with whom we have communicated since the last meeting. We will talk about the standard that we agree to develop—where on the spectrum from “best practice” to “no harm.” We will talk about whether or not to sort out those things that are more appropriately orientation from those that are pre-service and sort them if necessary. We will look at how other states are doing pre-service.
- **Full group discussion:** How do we communicate effectively with those groups of people we represent so they can give us input as we continue this process. What support do you need to do that.
- Action Plan (front of binder)
- Next meeting date (probably 1<sup>st</sup> or 2<sup>nd</sup> week in December.) Bring calendars.