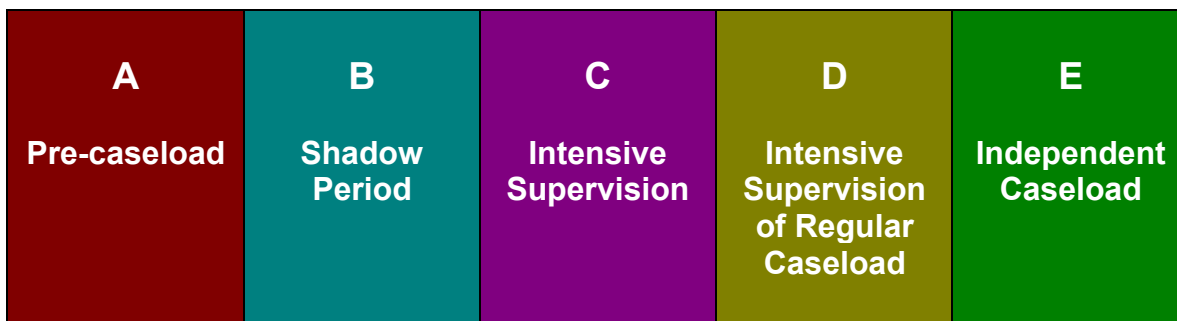


Working Toward an Independent Caseload: A Continuum of Responsibility and Level of Supervision for New Caseworkers

Assumptions of Independent Caseload Model

- Assuming an independent caseload involves moving along a continuum from no caseload to a fully independent caseload.
- Training is done in stages in correlation with different levels of supervision.
- Some content is more appropriately completed at different stages of the continuum. (Example: General content areas such as *Human Development, Fundamental Issues in Child Welfare Practice, Child Welfare in a Multi-Cultural Environment*, etc. would happen before a caseload was assumed. More applied content areas such as *Interviewing, Risk Assessment, Family Needs Assessment, Court Procedures, Time Management, Stress Management*, etc. would be completed as the new worker assumes cases.
- Each student has different needs for training, and moves through the caseload continuum at a different pace.
- In order for supervisors to be integrated adequately into the training process, they must receive training and support.
- Along with periods of increased supervision with line workers, it is assumed that Supervisors will incorporate discussion of this continuum into their own supervision with their managers. The model of supervision could look something like a clinical supervision model, where both the supervisee and the supervisor are supervised.
- Managers must also be involved and go to the manager core.

Stages



No Caseload —————> Independent, Full Caseload

VISA | Supervisor's Cookbook
Assumptions | A/Pre-Caseload | B/Shadow Period | C/Intensive Supervision
D/Intensive Supervision of Regular Caseload | E/Independent Caseload

Stage A: Pre-caseload

Training Needs:

- New workers test out of content areas that they do not need.
- New workers cover SCC foundational content that they have not tested out of through classroom/DL/mentoring program.
- Supervisor uses *Visa/Cookbook* exercises to provide orientation to the county and to the work area/unit.

SCP Content Areas Covered in This Stage:

- Fundamental Issues in Public Child Welfare
- Child Welfare in a Multi-Cultural Environment
- Human Development
- Identifying Issues in Child Maltreatment

Caseload:

- None, but new workers are assigned to their units.

Stage B: Shadow Period

Training Needs:

- New workers cover more applied content areas of the SCC through classroom/DL/mentoring.
- New workers shadow experienced workers and are shadowed by mentor, supervisor, or experienced workers.
- New workers observe and conduct observed interviews during home visits, and observe and conduct observed interviews.
- Supervisors and/or mentors tease out areas of *Visa* that need to be completed during this period, depending on experience of the new worker.

SCP Content Areas Covered in This Stage:

- Conducting Interviews
- Crisis Intervention
- Working Effectively with Families
- Court Procedures
- Risk and Safety Assessments
- Family Needs Assessment
- Worker Safety

Caseload:

- New workers have no cases for which they have primary responsibility, but have secondary assignment on a limited number of cases.

Stage C: Intensive Supervision

Training Needs:

- New workers are intensively supervised (*see below*) and mentored by supervisors and/or mentors.
- Supervisors and/or mentors continue to complete the *Visa/Cookbook* exercises corresponding to the content areas.

SCP Content Areas Covered in This Stage:

- Placement of the Child
- Case Planning and Case Management
- Documentation and Writing Skills for Legal Reports
- Substance Abuse
- Mental Health and Mental Illness
- Domestic Violence and CWS
- Intrafamilial Child Sexual Abuse

Caseload:

- New workers have primary responsibility for a percentage of cases. (This percentage is determined by the county, based on the number of training days completed, previous experience, and the number of available days for the trainee to work on cases on the job each week. Guidelines for this determination would need to be further developed.)

Definition of Intensive Supervision:

- Supervisor has completed training on the role of the supervisor in training new workers (i.e., Supervisor's Core Training).
- Supervisor has been oriented to the standardized core training via the Supervisor's Retreat.
- Supervisor and mentor utilize TOL tools (i.e., *Visa & Cookbook*) to structure supervision, tailoring the intensity of supervision to the new workers' needs.
- Supervisee (i.e., new worker) gets twice the normal supervision/coaching of a regular caseworker.
- Supervisor assesses knowledge and skill acquisition of supervisee.

Stage D: Intensive Supervision of Regular Caseload

Training Needs:

- New worker has a regular caseload with ongoing, intensive supervision (*see below*).

SCP Content Areas Covered in This Stage:

- Time Management
- Stress Management

Caseload:

- Full caseload (i.e., up to average in unit)

Definition of Intensive Supervision:

- Supervisor has completed training on the role of the supervisor in training new workers (i.e., Supervisor's Core Training).
- Supervisor has been oriented to the standardized core training via the Supervisor's Retreat.
- Supervisor and mentor utilize TOL tools (i.e., *Visa & Cookbook*) to structure supervision, tailoring the intensity of supervision to the new workers' needs.
- Supervisee (i.e., new worker) gets twice the normal supervision/coaching of a regular caseworker.
- Supervisor assesses knowledge and skill acquisition of supervisee.

Stage E: Independent Caseload

Training Needs:

- New worker receives full independent caseload, with regular supervision.