

DSS Staff Visitation Education and Training Plan

This document outlines a plan for providing case manager and supervisors with the skills and knowledge necessary for ensuring timely and consistent visitation for children in foster care, including case manager, case manager visitation in the home, sibling and parent-child visitation. The training plan is based on an analysis of the causes of missed visits, lessons learned from other states child welfare agencies, and with input on proven strategies from experienced staff from all levels.

Trainings									
Topic	Method of Delivery	Skills/Knowledge	# of Sessions	Duration	Delivered By	Follow-up	Timeline		Audience
Awareness Training: Visitation for Case Managers and Supervisors	Regional in-person	Importance (why) Roles and Responsibilities Teamwork Practice Documentation Performance Management Visitation Plans	2	1 day	USC	Performance Assessment by supervisors to develop coaching plan	Curriculum Development	January 2019	Foster Care Case Managers, Supervisors, Program Coordinators, Casework Assistants
							Training Session 1	January 2019	
							Training Session 2	January 2019	
							Follow-up	February 2019	
Visitation for Supervisors	Regional in-person	Roles and Responsibilities Importance (why) Teamwork Practice Documentation Coaching and Support Performance Management Visitation Plans	2	1 day	USC	Performance Assessment By Program Coordinators to develop coaching plan	Curriculum Development	March 2019	Supervisors and Program Coordinators
							Training Session 1	May 2019	
							Training Session 2	May 2019	
							Follow-up	June 2019	
Documentation Training	Regional in-person	Documentation Basics Child-Parent Visits Caseworker-Child Contact Caseworker- Parent Contact	2	4 hours	USC	Performance Assessment by supervisors to develop coaching plan	Curriculum Development	July 2019	Foster Care Case Managers, Supervisors, Program Coordinators, Casework Assistants
							Training Session 1	August 2019	
							Training Session 2	August 2019	
							Follow-up	September 2019	

Quality Contacts Training	Regional in-person	Child Contacts Parent Contacts	2	1 day	TBD	Performance Assessment by supervisors to develop coaching plan	Curriculum Development	December 2019	Foster Care Case Managers, Supervisors, Program Coordinators, Casework Assistants
							Training Session 1	January 2020	
							Training Session 2	January 2020	
							Follow-up	February 2020	
Quality Parent/Child Visitation	Regional in-person	Assessing Risk and Safety Assessing Parental Capacity Structuring Visits Parent Coaching Family Engagement Observing and documenting behavior change Documentation	2	1 day	TBD	Performance Assessment By Program Coordinators to develop coaching plan	Curriculum Development	March 2020	Foster Care Case Managers, Supervisors, Program Coordinators, Performance Coaches,
							Training Session 1	April 2020	
							Training Session 2	April 2020	
							Follow-up	May 2020	

Curriculum Details

Visitation Awareness for Case Managers	<ul style="list-style-type: none"> I. <u>Importance</u>: impact to the children, the families, and the progression of the case. II. <u>Roles and Responsibilities</u>: case transfers, worker absences, who can facilitate each type of visit, engaging foster parents and providers in visitation. III. <u>Teamwork Practice</u>: collaboration, supporting colleagues in county and out of county, seeking assistance when needed, etc. IV. <u>Documentation</u>: new fields in CAPSS, quality documentation, timeliness of documentation, obtaining information from providers V. <u>Performance Management</u>: visitation reports, time management, case transfer processes, absences, 25% weekly, VI. <u>Visitation Plans</u>: documenting plan, frequency of visits, VII. <u>Special Topics</u>: locating runaways, ICPC
Visitation for Supervisors	<ul style="list-style-type: none"> I. <u>Importance</u>: impact to the children, the families, and the progression of the case. II. <u>Roles and Responsibilities</u>: case transfers, worker absences, who can facilitate each type of visit, engaging foster parents and providers in visitation. III. <u>Teamwork Practice</u>: collaboration, supporting colleagues in county and out of county, seeking assistance when needed, etc. IV. <u>Documentation</u>: new fields in CAPSS, accurate documentation, timeliness of documentation

	<p>V. <u>Coaching and Support</u>: Quality Coaching and Support skills for visitation</p> <p>VI. <u>Performance Management</u>: visitation reports, time management, case transfer processes, absences, 25% weekly,</p> <p>VII. <u>Visitation Plans</u>: documenting plan, frequency of visits,</p> <p>VIII. <u>Special Topics</u>: locating runaways, ICPC</p>
Quality Visitation	Research evidence-based visitation models and other state’s curriculum

Distribution of Written Materials				
Document	Method of Distribution	Archiving and Accessing	Audience	Details
Awareness	Cascading email and presentation	n/a	County Director and all levels of FC Staff	Monitoring parent-child and sibling visits Monitoring exiting visitation reports for caseworker visits and visits within the home
Practice Tips	Quarterly	Newsletter	Case Mangers, Supervisors, Program Coordinators	See table below
Practice Guide	At Training	Master Forms	Case Mangers, Supervisors, Program Coordinators	Outline to follow-training Curriculum
CAPSS Manual	At Training	CAPSS	Case Mangers, Supervisors, Program Coordinators	Describe new fields, how to use them and provide clear definitions

Practice Tip Distribution Plan <i>(topic subject to change based on the needs identified in training and reviews)</i>						
Issue	Audience	Distribute	Topic	Details	Complete Draft	Delivery
1	Case Managers	February	Importance of Visitation- Why	CM: Impact of visitation on child, family, and case progression	January	Supervisors present to Case Managers and publish
	Supervisors			CM: Developing visitation plan/ (FTM/FGC)		
	Legal Team			Sup: Educating staff on the impact of visitation		
2	Case Managers	April	Roles and Responsibilities	CM: Taking ownership: ensuring visits happen (case transfers, absences)	March	
	Supervisors			CM: Engaging foster parents and providers in visitation		
	Legal Team			CM: Who can facilitate each type of visit (e.g. certified worker with parents)		
	Legal Team			Sup: Managing effective case transfers and covering absences		
				Leg: Visitation Mandates, Restrictions, and Limits		

3	Case Managers	July	Documentation	CM: Timely Documentation- when to enter, tools, time management	June	CDs/PCs present to supervisors
	Supervisors			CM: Accurate Documentation of a Visit		
	Legal Team			Sup: Ensuring timely documentation		
				Sup: Monitoring Documentation (assigned days for documentation)		
4	Case Managers	October	Teamwork	Leg: Teamwork & Performance Management – Legal & CWS	September	
	Supervisors			CM: Models of Teamwork practice		
				CM: Teamwork across counties (ex. Assist with other children in same home)		
				CM: Preparing for and responding to worker absences		
5	Case Managers	January	Performance Management	Sup: Models of Teamwork practice (Cross-county collaboration)	December	
	Supervisors			Sup: Preparing for and responding to worker absences		
				CM: Using data to monitor and manage visitation		
				CM: Collaboration and cooperation in planning visits		
				CM: Time management (doing visit after parent visit or appointments) (arranging transportation only to visit)		
6	Case Managers	February	Visitation Plans	Sup: Providing coaching and support to ensure timely & consistent visitation	January	
	Supervisors			Sup: Encouraging collaboration and cooperation in planning visits		
				Sup: Monitoring Data to ensure timely & consistent visitation		
				CM: Developing and documenting visitation plans (FTM/FGC)		
				CM: Quality home visits: Child-Caseworker, Sibling Visits, Parent-Child visits		
		CM: How to Coach Parents during visitation.				
		Sup: Monitoring Visitation Plan (FTM, FGC)				
		Sup: Quality home visits: Child-Caseworker, Sibling Visits, Parent-Child visits				