Updated FAQs

- During the next 2 months, FM/DD will train supervisors using the SCC and WCC.
- Supervisors will begin consultation with workers using the WCC to get familiar with the tool after the DD/FM trains them on the process. These 3 months will be a practice period for supervisors to become comfortable using the WCC with workers – it is suggested that supervisors start with workers now.
- During this 3 month period, DD/FM will use the SCC to coach supervisors as they use the WCC with their workers; supervisors will not be scored for certification until they are familiar with the SCC.
- Next, DD/FM will evaluate supervisors (i.e. score) for certification using the SCC.

The key is coaching supervisors for future growth, we are not scoring for the certification early on, rather to improve, you can certify later. Model the process you want to see supervisors use in consultation, by reflecting their strengths first, followed by areas for growth.

What if a supervisor is not at the “emergent” level on one or more of the components?

“Emergent” –is the baseline expectation. If a supervisor is not “emergent”, it is up to the DD/FM to manage their development or address as a personnel issue. Supervisors will likely score across the domains (emergent in one area, accomplished in another, and distinguished in another). The key is anything less than distinguished which is a high standard indicates there are areas in which they have growth potential.

What if they miss a point in a partial staffing?

Make note of the behavior/concern and coach to improve in this area. Supervisors may be “emergent” in one area and “accomplished” in another.
Is the same tool used for CPS, PP, Adoptions, etc.?

Yes

What is the recommendation for units who do not use ISPs or cases that don’t require Safety Plans or intervention?

If the case does not reach a Safety Plan or other type of intervention, you will observe the steps taken to determine the child is safe.

Is the Consultation tool a guide or is it supposed to be filled out as a form?

Both; the tool is supposed to be filled out to assist with note taking, etc. However, it does not have to be complete in its entirety each time it is used. The tool can be completed during one meeting or over several sessions. You may also use only one piece of the tool to assist with consultations. Begin with portions of the tool to improve comfort level with the process. The behavioral anchors will likely be a useful guide to prompt your consultations.

Are supervisors supposed to fill this out every time they staff a case?

Yes; they will not always score or grade the worker, but the tool should be used for notes, tracking progress, etc. and prompt immediate feedback. The tool will be used every time supervisors staff cases with workers.

Workers are not scored for certification at this time; the WCC is used to coach workers.

The key is coaching for future use.

The behavioral anchors serve as good prompts to ask more questions.

SCC is used by FM/DD to observe and coach supervisors regarding how they staff cases with workers.

Supervisors should use a piece of the tool every day when they start, in other words they don’t have to worry about trying to evaluate everything on every case. This will allow them time to become comfortable with the tool.
**Group Consultations are encouraged; this allows multiple workers to learn and benefit from the discussions, feedback, etc. For example, two workers would each staff a case, and different pieces of the tool will be addressed for each worker.**

Is a SCC or WCC used for every case?

No; this is for each supervisor; cases are not scored. Supervisors will use the WCC daily when interacting with workers; supervisors will not be assessed daily. Supervisors may elect to review a case file in conjunction with a consultation.

Is this tool used in the Capacity Building Group? Concerns were expressed regarding duplication of efforts…

The work group is aware of the tool.

Can the SCC or WCC be used along with the HCM annual review?

The SCC/WCC along with the FOA can be useful tools in the HCM process; DD/FMs are encouraged to provide feedback regarding the usefulness of this tool for HCM reviews to administration and HR staff.

We will be evaluating the results of the SCC and establishing a baseline for completion. Feedback from DD/FMs is essential to assist in this process.

Resources such as handouts referenced, genograms, and other useful information will be posted to the website: [www.ou.edu/cwtraining](http://www.ou.edu/cwtraining)

Helpful Tips:

- Retention of staff is an ongoing effort statewide. The use of this tool will be monitored to assess correlation regarding staff retention as well as improved outcomes for children and families.
- Supervisors should use the WCC daily when staffing cases with workers. They may only discuss one point of the tool during a staffing; this is acceptable.
- Supervisor may consider using the tool for the first time with a worker in which they are comfortable or a new case.
Supervisors should be assessing and coaching new CWS how to prepare for consultation (i.e. they should have the genogram/ecomap and the necessary information to efficiently consult). This ensures a more efficient use of consultation time. The key for a CWS is the ability to transfer knowledge and utilize in novel situations, i.e. they should not require coaching for the same issue repeatedly. Supervisor will move between the role of educating and consulting. When you need to consult on a case in the future, the Genogram will assist to refresh your memory if previous discussed or to assess the family structure without asking many questions.

Supervisors should demonstrate use of other resources and connections to previous trainings, i.e. if domestic violence (DV) has been identified in a family, they will reference the DV manual or connect back to previous training.

Next Steps:

Mandatory Conference calls are scheduled for March 14th 3:30-4:30pm and April 19th 3:30-4:30pm

During these calls, please be prepared to discuss how you communicated this information with supervisors, what works, what does not work, etc.

Please share any tools that were useful during this process so they may be accessible to others; this includes focused questions supervisor use in consultation that others could use, additional handouts or tools, articles, etc.

Ongoing calls and individual assistance as needed.

In order to check for “fall off”, DD/FM will assess supervisors again in approximately 6 months after first successful completion.