



### **Supervisory Coaching Prompts – Engaging**

- How did you make initial contact with the family to set up the visit (phone call, letter, unannounced attempted face-to-face contact)?
- How did you introduce yourself and explain your role?
- How did you accommodate the family’s requested time frame for the initial home visit and still meet required time frames for face-to-face contact?
- How did you explain the reported concerns, purpose for the visit and the child safety expectation?
- How did you provide and explain the family’s consumer rights?
- How did you reinforce that the family members are the experts of their situation?
- How did you encourage family members to tell you their story, and what did you learn from it?
- Did you use any engagement techniques or tools? What did you try and how did they work out? What information did you learn from it?

#### Field Observations

- Has the caseworker demonstrated that they are effectively joining with the family to establish common-goals concerning child safety, well-being and permanency?
- What observations or indicators show that they have achieved family engagement?
- Have you discussed these observed indicators with the caseworker?
- Is there a need for further coaching or professional development (via training) in this area?

Adapted from Ohio’s Differential Response Coaching and Supervision Tools, 2016. Observation tools on pages 9-13 can be used to capture practice skills across multiple visits with one or more families to better identify the worker’s professional development.