Ohio Child Welfare Practice Profiles

Module 1: Overview

OHIO CHILD WELFARE LEARNING COLLABORATIVE
Introduction to Ohio’s Practice Profiles

• Developed in 2013 as part of Ohio’s Differential Response Implementation

• **Traditional Response:** A safety-driven response that includes identification of an Alleged Child Victim (ACV) and Alleged Perpetrator (AP), and results in a finding (i.e. Substantiated, Indicated, Unsubstantiated)

• **Alternative Response:** A safety-driven response for reports that do NOT allege serious or imminent harm. Identifies a Child Subject of the Report (CSR) and an Adult Subject of the Report (ASR) and does NOT result in a formal finding.
Principals of CPS Intervention

• DR systems are designed to identify family needs and find creative solutions, including formal and informal supports and services to ensure child safety.

• Whenever possible, CPS agencies should respect family choices in the selection of services.

• When families cannot ensure child safety, it is necessary for the agency, courts, community, and/or extended families to take appropriate action to provide protection.
WORKER SKILL SETS

The following skills are instrumental in the implementation of the practice model at all levels of the public child welfare system.

- Engaging
- Assessing
- Partnering
- Planning
- Implementing
- Evaluating
- Advocating
- Communicating
- Demonstrating Cultural and Diversity Competence
- Collaborating
- Documenting (newly added)
Today’s Learning Objectives

• What is your WHY? And why is it important?

• How YOU can have the power to bring about BIG changes!

• What is CQI and how can it HELP you to work smarter?

• How can Ohio’s Practice Profiles be your KEY to Success?

• How learning TEN Fundamental Skills will INCREASE your effectiveness!

• What are the WORKER SKILL SETS that lay the foundation for achieving successful Child Welfare Outcomes?
Everyone has a WHY. Your WHY is the purpose, cause or belief that inspires you.

~ Simon Sinek

How YOU have the power to bring about BIG changes!

- Child Family Service Review (CFSR) Outcomes
- Child Protection Oversight Evaluation (CPOE) Outcomes
- National Accreditation Processes
- Partnerships with public, private, and state agencies
- What can I do?
- Where do I fit into the bigger picture?
- What is my role?
- How can I impact systemic change?
Statewide CQI Community Purpose

- Develop a network of child welfare professionals, a statewide community, to share and support CQI efforts across agencies
- Create and sustain tools that help agencies to develop and maintain a learning culture in their organizations
- Improve outcomes for children and families!
What is CQI?

- Continuous cycle, rather than a time-limited project
- Encompasses Quality Assurance activities but is oriented toward learning and improvement vs. compliance
- Provides a pathway to becoming a learning organization or system
- “....(CQI) is the complete process of identifying, describing, and analyzing strengths and problems and then testing, implementing, learning from, and revising solutions.”

  — Casey Family Programs & The National Child Welfare Resource Center for Organizational Improvement
CQI Cycle

Are we seeing improved outcomes? What can we do to improve our plan for change?

Will we pilot the change or just roll it out? How will we ensure consistency and fidelity?

What does our plan for change look like? How will we make the change work for our staff?

What needs to improve? Are there trends in our outcome data that need to be addressed?

What is causing us to fall short? What are the underlying conditions causing or contributing to the problem? What are possible ways to address these underlying causes?

Given what we think is causing the problem, what can we do to solve it?
How can CQI help us to work smarter?

- Helps us to define our goals – the outcomes we want to achieve
- Gives us a mechanism for continual evaluating the success of our efforts – are our actions achieving the desired results?
- Allows for the flexibility (gives us permission!) to adjust and change our approach when it’s not working.
- Promotes an organization culture of learning – it’s ok to make mistakes, just learn from them!
Why Practice Profiles are your KEY to Success

- Identifies and defines the **foundational skills** that are the nuts and bolts of child welfare practice
- Provides a **common language** for our CQI community of statewide child welfare professionals
- Anchors us to our **WHY**, our **PURPOSE** as child welfare professionals
- Gives us the **tools** for working with families to effect real change
**Family’s Willingness to Engage in the Process**

- **High**
  - Easy to work with
  - Not defensive; open
  - Honest upfront
  - Accept responsibility
  - Take action to support goals
  - Self-aware
  - Believe in themselves
  - Resilient

- **Low**
  - See themselves as victims
  - Can’t sustain motivation
  - Procrastinate
  - Self-sabotaging habits
  - Resist learning new skills
  - Strong emotions
  - Doubt personal value
  - PTSD

**Caseworker’s Skill Level**

- **Low**
  - Timid and/or Fearful
  - Rigid and/or Set in Ways
  - Still Learning & Developing New Skills
  - Resistant to Learning New Skills
  - Strong Emotional Reactions
  - Secondary Trauma – PTSD
  - Requires Highly Skilled Supervisor/Intensive Level of Supervision

- **High**
  - Engages Families
  - Assesses Needs
  - Partners with Family
  - Links family with services
  - Evaluates effectiveness of services
  - Advocates for the child(ren)
  - Demonstrates Cultural Diversity Competency
  - Communicates effectively
  - Collaborates with family and community partners

**Outcomes**

- **Mixed Outcomes**
  - Family is Engaged
  - Caseworker Lacks Skills to Effect Change

- **Poor Outcomes**
  - Family is Not Engaged
  - Caseworker Lacks Skills to Effect Change

- **Superior Outcomes**
  - Family is Engaged
  - Highly Skilled Caseworker

- **Slowly Achieves Successful Outcomes**
  - Family is Not Engaged
  - Highly Skilled Caseworker

**Caseworker**

- **Engages** Families
- **Assesses** Needs
- **Partners** with Family
- **Links** family with services
- **Evaluates** effectiveness of services
- **Advocates** for the child(ren)
- **Demonstrates** Cultural Diversity Competency
- **Communicates** effectively
- **Collaborates** with family and community partners

**Supervisor Guides Caseworker in Skill Development**

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**Slowly Achieves Successful Outcomes**

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Principals of CPS Intervention

- Child safety comes first and all policies, guidelines and practices are child-centered and family-focused.
- CPS emphasizes family engagement and involvement in all aspects of practice.
- CPS supports assessment and intervention processes that focus on family strengths while addressing the underlying conditions and contributing factors that impact child safety.
- Child safety is best achieved through active, collaborative and respectful engagement of parents, family, community and CPS stakeholders.
Critical Casework Practices

• Ohio’s Practice Profiles Model

• 10 Work Skills that Lead to Effective Practice

• Complete Guide can be Found on OFC Forms Central

• http://innerapp.odjfs.state.oh.us/forms/inner.asp
Engaging

Effective joining with the family to establish common goals concerning child safety, well-being and permanency.
Assessing

Gathering information about reported concerns and family needs, evaluating the relevance of that information, and identifying family strengths and community resources that may be applied to address those concerns and needs.
Partnering

Respectful and meaningful collaboration with families to achieve shared goals
Planning

Setting goals, developing strategies, and outlining tasks and schedules to accomplish the goals derived from the engaging, assessing, and partnering process
Implementing

Identifying and applying the most effective and culturally appropriate services, resources and processes to meet the goals established in the planning stage
Evaluating

Monitoring outcomes of service plans and system programs to determine if the desired goals are being achieved, and if not, using this information to reconsider goals and strategies developed in the planning phase or services and resources identified in the implementation stage.
Advocating

Recognizing individual or group needs, providing intervention on behalf of a client or client group, communicating with decision-makers, and initiating actions to secure or enhance a needed service, resource or entitlement.
Demonstrating Cultural and Diversity Competence

Interacting with families without making assumptions; respecting and learning from the unique characteristics and strengths of the family while acknowledging and honoring the diversity within and across cultures; and applying these skills to the partnership with the family and the options made available to them.
Effectively sending and receiving information within the appropriate cultural context. Methods include verbal, non-verbal, electronic and written communication.
Collaborating

Establishing and maintaining mutually beneficial and well-defined relationships with community partners to achieve the goals of safety, permanence and well-being for children and families
Documenting
(In Development)
How enhancing these **TEN** Fundamental Skills will **INCREASE** your effectiveness!

- Work smarter, not harder!
- Slow Down to Speed Up
- CAPMIS evaluation
- CFSR outcomes
- How enhancing/refining these 10 skills can have BIG payoffs in your effectiveness
  - Picking up and learning something different every time
Supplemental Toolkits for Skill Development

Caseworker Self-Assessment and Field Tools

Coaching and Supervision Tools
How Do I Find the Profiles and Toolkits?

- ODJFS Forms Central
  - [http://innerapp.odjfs.state.oh.us](http://innerapp.odjfs.state.oh.us)
- JFS 01055 DR Caseworker Self-Assmt and Field Tools
- JFS 01056 DR Coaching and Supervision Tools
- JFS 01424 Ohio DR Pamphlet
- JFS 08301 Ohio DR Practice Profiles
CQI in Action
What to Expect During Each Webinar?

Description of the practice skill and specific behavioral activities to demonstrate the ideal practice.

Real-life examples and scenarios providing insight about when/how to apply these ideal practice skills.

Transfer of learning opportunities to try within the next few weeks:

❖ Helpful handouts/flyers that can be posted throughout your agency.
❖ Utility of the Caseworker Self-Assessment and Field Tools.
❖ Supervisor/Manager use of the Coaching & Supervisory tools.
❖ 5 Questions to integrate your understanding of the featured skill.

Remember to engage your coworkers and make your learning fun!
How to Get the Most from this Webinar Series

• Sign up to be on the OCWLC@jfs.ohio.gov list serve to receive monthly articles and tips about the CQI process and practice profiles

• Engage your team! Learning together is more fun and increases your team’s effectiveness!

• Focus on one skill a month – self-assessment, supervisory coaching, and observation – follow the CQI process

• Make it fun! Competition?
Q&A and Discussion

Type your comments in the chat box!
Thank you!

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