

SUPERVISOR TRAINING PROJECT

Missouri

Interview with Jeff Adams, Training Coordinator, Missouri Department of Social Services, Children's Division

Jeff.L.Adams@dss.mo.gov • 314-416-2780

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Supervisor Requirements

In order to be eligible for the Social Service Supervisor I position, one must have two years of prior experience as a Children's Service Worker. For those with Master's degrees, only one year of prior experience is necessary. After assuming the position, all supervisors must complete a minimum of 16 hours of in-service training each year.

Pre-service Training

Missouri requires that all supervisors complete the Basic Orientation for Supervisors training (BOS). This 40-hour training covers administrative duties and is not child welfare-specific.

Following the completion of BOS training, all Social Service Supervisors within the Children's Division must complete a 46 hour [Clinical Supervision Training](#). Supervisors attend Part I of the training (three days) and then return to their office for a month to complete on-the-job training and field work. Supervisors then return to the classroom to complete Part II (three days). Part III (one day) has a concentrated focus on case consultation and is provided for supervisors during their second year on the job. The training is held regionally. The State began working on development of this training through a Quality Improvement Center grant. The curriculum was then finalized by the University of Missouri.

Supervisors in Missouri must also complete a 12-hour [Critical Thinking Training](#). Most supervisors attend this training within a few months of having completed the Clinical Supervision Training. This course is trained by a contracted trainer and/or agency trainer.

Each of the aforementioned training is competency-based. Completion of each is mandatory for all Social Service Supervisors.

Ongoing Training

Missouri's Human Resources Center provides a large catalogue of supervisor and management related courses which may be used to satisfy the annual training requirement. Trainings are not child welfare specific, but do cover topics relevant to agency work (e.g. Interviewing Skills, The Art of Negotiation, Flexible Thinking, Emotional Intelligence, Managing Change, etc). External training opportunities may also be approved to meet annual training requirements.

Professional Development

Missouri offers IV-E funding for those interested in pursuing a Master's degree through a part-time program. The University of Missouri Columbia and Washington University's School of Social Work both offer child welfare-specific courses, though none noted were supervisory specific.

Missouri used training needs surveys in the past; however, they found that most surveys produced generic responses. The State has since begun using focus groups of frontline supervisors and trainers to gather feedback on training needs. Employee development plans are completed annually through Missouri's PERFORM appraisal system.

Supervisor Supports

Missouri organizes regional meetings for their supervisors. These meetings serve as an opportunity to problem-solve and network. A Supervisor Conference was held in previous years, but budget restraints have since put these on hold.

Partnerships

Missouri has partnered with the following entities regarding training for supervisors: Family Facets, and other contracted agencies; University of Missouri Columbia; Washington University's School of Social Work; the National Child Welfare Resource Center for Organizational Improvement; and Local courts.

Additional Information

In 2006, Missouri worked with the National Child Welfare Resource Center for Organizational Improvement to develop a Supervision Strategic Plan. The State has a standing supervision committee (SAC) which meets quarterly to monitor progress on implementation of the plan.