

SUPERVISOR TRAINING PROJECT 2011

Topic: Resources for Supervisors

Information on State Resources for Child Welfare Supervisors

About the Supervisor Training Project

In response to an increasing interest in child welfare supervision, the National Child Welfare Resource Center for Organizational Improvement (NRCOI) collected information on what States are doing to train and support Child Welfare Supervisors. Information on the current approaches that States are taking has been compiled, along with any available curricula and materials. This project was made possible by State Child Welfare Training Directors that participated in a one-hour phone interview. The main interview topics included: pre-service training, ongoing training, professional development, and supports for supervisors. We are pleased to report that thirty-five states participated in this interview process. Within this document you will find a matrix of their responses related to a specific topic area. To view the complete project report or individual state summaries please visit the NRCOI Supervisor Training Project website at www.nrcoi.org/supervisionproject.htm!

Please contact Laura Dyer with any questions, concerns, or revisions related to this document: ldyer@usm.maine.edu, 207-228-8343.



STATE	State Resources for Child Welfare Supervisors
Arizona	Arizona has recently developed a Retention Toolkit for Supervisors, and recently updated their Field Training Manual for Supervisors.
California	Southern Regional Training Academy developed a Transfer of Learning Tool to assist supervisors in helping their new child welfare workers following completion of their Core training.
Florida*	Florida's Center for Child Welfare maintains a website of resources for child welfare supervisors. Center for Child Welfare Supervisor Resources Website
Georgia	Georgia provides a Supervision Manual which explains the steps necessary to obtain the Supervisor certification, as well as information about all required trainings. Supervisor Certification & Training Manual
Idaho*	Idaho offers an online newsletter for supervisors called, Ideals in Practice. The newsletter provides links to useful articles, information about supervision-specific topics, as well as discussion questions for supervisors to use with their staff. October 2010 - Supervision Newsletter June 2009 - Supervision Newsletter Idaho also plans to create a Supervisor Resource section on their statewide shared drive.
Iowa	The Improving Recruitment and Retention in Public Child Welfare Project developed the Supervisor Developmental Planning and Support Toolkit , a set of tools and templates which help child welfare supervisors create their own formal child welfare supervision program. The toolkit includes the following: <ul style="list-style-type: none"> • Worker competencies and task analyses provide a framework for supervisors to assess workers' individual educational needs across five domains (Human Relations, Case Practice, Clinical Practice, Managing Stress/Safety and Adapting to Change). • Individual and unit development plans help supervisors find additional resources for worker education within the team and to decide whether to address education needs through individual or group methods. • The Developmental Planning and Support tool explains Iowa's Developmental Model of Supervision explicitly; describing characteristic worker behaviors along a continuum (Trainee-Novice-Professional-Advanced Professional) and suggesting supervisory strategies for developing workers. • The Supervision Manual provides formats for reflective questions, various types of group supervision, including brief case presentation and focused supervision, and live observation, and a template for creating effective in-service programs.

	<p>Additionally, the curriculum manual contains a flowchart for assessing worker underperformance or impairment, staff activities around diversity, a brief worker self-assessment for secondary trauma, a workshop for assessing learning styles, and tools for case management with substance affected families. Trainings are led by subject matter experts and state staff.</p>
Michigan*	<p>Leader Connection Professional Development created the Leader Connection as a resource for DHS supervisors and managers. Articles of interest are posted. Web conferences by subject matter experts in the department, are available as recordings thereafter. This is a professional networking site as well, where supervisors and managers can meet others, discuss current leadership challenges, and contribute to blog discussions.</p>
New York	<p>New York's Office of Children and Family Services (OCFS) has developed a Guide to Common CORE Practice Manual to help supervisors prepare their caseworkers for the job and to assist them in overseeing the caseworker's pre-service training. The State also provides a Supervisors' Guide to Assessing Practice, which teaches supervisors how to improve casework practice by providing better feedback to their caseworkers.</p>
North Carolina	<p>North Carolina, in collaboration with the Jordan Institute, publishes several newsletters for their child welfare staff and supervisors:</p> <p>Fostering Perspectives: provides insightful articles, poetry, and information for and by foster and adoptive families. A special section called "Kids' Pages" displays the talents of North Carolina's foster children. Fostering Perspectives is published twice a year.</p> <p>Children's Services Practice Notes: provides information on current research, recommended practices, and initiatives for child welfare workers in North Carolina. This is published four times a year. Sample Practice Notes Newsletter</p> <p>Training Matters: provides information on the training offered by the N.C. Division of Social Services for North Carolina's child welfare professionals. Training Matters is published four times a year.</p> <ul style="list-style-type: none"> • Sample Training Matters Newsletter <p>MRS!: provides key information to county departments of social services as they put into practice the strategies and principles of the Multiple Response System (MRS), North Carolina's ongoing child welfare system reform effort. The MRS! is published quarterly.</p> <p>Some supervisors will use the Children's Service Practice Notes newsletter to train their staff.</p>
Ohio*	<p>The OCWTP has a Supervisor Work Team comprised of supervisors from across Ohio, training coordinators from some of the regions, and a few staff members from the Institute for Human Services (IHS). The supervisors have been instrumental in informing the OCWTP of supervisor training needs, barriers that make it difficult to attend</p>

	<p>training, and suggestions for ways to better support child welfare supervisors.</p> <p>The OCWTP also publishes a quarterly supervisor newsletter, The Forum. Past issues have addressed such topics as: the supervisor’s role in staff transfer of learning, managing difficult staff, coaching, strategies for engaging staff, and supervisory tools available through the OCWTP.</p>
Oregon*	<p>Oregon’s training partnership maintains a Supervisory Resource Website. Orientation to the website is provided during the pre-service training. Information, resources, and tools are shared on the website. Additionally, supervisors can track their supervisee’s training attendance on the website. The training partnership has also developed an Activity Guide for supervisors to use with their workers.</p>
Washington	<p>The State provides a Supervisor Academy Resource Manual which gives an overview of the training topics, as well as useful information for supervisors as they settle in to their new roles. Washington plans to revise the Supervisor Academy materials and curriculum. This will be completed once funding is available to do so.</p> <p>Supervisor Academy Welcome Packet Sample Session Outline for Supervisor Academy</p>
Wyoming	<p>Wyoming’s Program Improvement Plan group is working to update the State’s manual for supervisors as the current manual is out-of-date.</p>

* State summary was updated in 2012.