



Child Welfare Education and
Training Partnership

New Family Case Manager Training

Indiana Department of Child Services

Training Overview



New Family Case Manager Training

Effective July 2011

Total 60 days – 12 weeks
29 Classroom, 21 County Based Transfer of Learning Days, &
10 County Based On the Job Reinforcement Days

Module I: Orientation and Introduction to Child Welfare: 11 days – 7 Class & 4 County

- 1 Day – **Orientation in Central Office-HR presentation** (ID, Finger Printing, Swearing-in, info on location of training, parking, etc.)
- 2 Days – **Getting to Know DCS** (introduction to agency mission and values, agency structure, position roles and responsibilities, and essential processes at DCS)
- 1 Day – **Introduction to Laptop & ICWIS** (tablet distribution and set-up, introduction to ICWIS, and on-line policy manual)
- 1 Day – **Orientation in County Office** (Introduction to field office supervisor, director, and family case managers, completion of initial new hire paperwork, etc.)
- 1 Day - **Transfer of Learning in County Office**
- 2 Days – **Culture & Diversity** (cultural learning continuum, self-assessment, and norms, as well as cultural aspects of Indiana and working with diverse families throughout state)
- 1 Day – **Legal Overview** (introduction to legal aspects of the job)
- 2 Days – **Transfer of Learning in County Office**

Module II: Assessing for Safety: 20 days – 11 Class & 9 County

- 2 Days – **Engagement** (introduction to engagement skills needed to create and maintain trust based relationships with children & families, focus on cycle of need, process of change, working with resistance, Johari's window, core conditions, challenge model, functional strengths, etc.)
- 2 Days – **Teaming** (introduction to the child and family team meeting process, preparation of parents, identification of team members, discussion of formal and informal supports, etc.)
- 5 Days – **Transfer of Learning in County Office**
- 5 Days – **Assessing Child Maltreatment** (introduction to assessment process and impact on safety, stability, permanency, and well-being from the first contact with family through case closure. As well as introduction to abuse & neglect scenarios, utilization of agency forms, planning & techniques of interviewing, and inputting data in ICWIS to document the assessment process)
- 2 Days – **Transfer of Learning in County Office**
- 2 Days – **Worker Safety** (introduction to risk management & safety awareness, cycle of escalation, universal precautions, substance identification, and car seat installation)
- 2 Days – **Transfer of Learning in County Office**

Module III: Planning for Stability and Permanency: 14 Days – 6 Class & 8 County

- 4 Days – **Case Planning & Intervening** (introduces participants to the case planning process, the importance of DCS intervention, development of goals, objectives, and activities, as well as tracking and monitoring for goal achievement. It addresses family issues related to mental health, substance abuse, and domestic violence.
- 5 Days – **Transfer of Learning in County Office**
- 2 Days – **Legal Roles & Responsibilities** (introduces the family case manager to the legal roles and responsibilities of the position including knowledge of CHINS statutes, timelines, legal reports, etc.)
- 3 Days – **Transfer of Learning in County Office**

Module IV: Tracking and Monitoring Well-Being: 15 Days – 5 Class & 10 County

- 2 Days – **Effects of Abuse, Neglect, and Separation on Child Development** (introduces participants to normal child development, effects of abuse and neglect on development, reactive attachment disorder, impact of separation on child and family, importance of placement identification and stability, and focuses on tracking and monitoring child well-being from initial contact through case closure)
- 1 Day – **Permanency Planning Outcomes for Children & Families** (introduces participants to permanency options & programs, importance of achieving permanency, ways to assess & ensure permanency within legal timeframes)
- 1 Day – **Time Management** (introduces importance of time management, planning, prioritizing, and maintaining a positive work / life balance)
- 10 Days – **On the Job Skill Reinforcement in County Office**
- 1 Day – **Cohort Graduation** (half the day is spent on posttest, collection of training feedback, and recommendations, other half is focused on graduation ceremony)

Indiana Department of Child Services

New Worker Training

Module I – Orientation & Introduction to Child Welfare

1. Getting to Know DCS – 2 days of classroom training

Course Description:

During this two day training, participants will learn the history and guiding principles of the Indiana Department of Child Services including the Mission, Vision and Values, Strengths Based Perspective, and Practice Model. This course includes an overview of the roles and responsibilities of a Family Case Manager. Participants will learn practical information related to payroll, travel and the training schedule. This introduction to the big picture of the Agency gives each participant what they need to be a successful member of the State Team.

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2. Introduction to Tablet & ICWIS – 1 day of classroom training

Course Description:

In this one-day course participants will receive their Laptop computers which will be used throughout training and in the field. Participants will learn how to effectively use the functions of their laptop and docking station, along with state policy regarding use of state equipment. The DCS Policy Manual will be accessed and navigated online. An overview of the ICWIS application including how to locate ICWIS Help and Tutorials will be presented; participants will learn how to login to the ICWIS application. Additionally, participants will be given helpful tips about how to organize information within the State network using Outlook functions and the H Drive for storing DCS documents.

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3. Culture & Diversity – 2 days of classroom training

Course Description:

Families and children will interact with workers who are culturally competent. The workers will apply the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change, and respecting each family's uniqueness and individuality

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4. Legal Overview – 1 day of classroom training

Course Description:

Legal Overview is a one day training that introduces the Family Case Manager to the legal aspects of their job. This class is designed to give the FCM the necessary background information on the laws and court system that govern DCS work

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Module II – Assessing for Safety

1. Engagement - 2 days of classroom training

Course Description:

This course provides an overview of engagement as the initial step in a strength-based and family-centered model of practice. This course introduces participants to the beginning skills needed to create and maintain trust based relationships with children, families, and communities. Participants will explore concepts and strategies that promote respect, genuineness, empathy, and professionalism in their interactions with families

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2. Teaming – 2 days of classroom training

Course Description:

This course addresses the Child and Family Team Meeting process as an essential component to a strength-based, family-centered model of practice. Participants will learn steps of the team building process, discuss how to prepare for and conduct preparation meetings with families and supports, and define facilitation roles for a Child and Family Team Meeting. Participants will receive additional training on the teaming process with their local Peer Coaches. Through the work with Peer Coaches, participants will become certified facilitators for a Child and Family Team Meeting

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3. Assessing Child Maltreatment – 5 days of classroom training

Course Description:

This five day training highlights the importance of conducting a holistic assessment to ensure the safety, stability, well-being, and permanency of Indiana’s children and families. In this training, participants will learn how to gather information in a culturally competent manner to draw conclusions and make decisions about the best interests of a child. To do so, participants will learn the physical and behavioral indicators of abuse and neglect, practice using assessment models and tools to identify safety factors, risks, strengths, and needs, and review the assessment process and relevant policies of the Indiana Department of Child Services. In addition, this training offers practical strategies for interviewing parties to a case, and how to document these contacts and findings in the ICWIS system.

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4. Worker Safety – 2 days of classroom training

Course Description:

This course will provide Family Case Managers information on risk management and safety awareness. This course will help workers recognize unsafe situations and develop practical and useful methods for safety intervention that can be put to immediate use in their county. Participants will also learn special precautions when dealing with methamphetamine, universal precautions, and car seat installation

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Module III – Planning for Stability & Permanency

1. Case Planning & Intervening – 4 days of classroom training

Course Description:

In this four day course participants will learn to engage and involve families in the service planning and delivery process through best practice in ongoing case management. Included is training on family issues related to mental health, substance abuse, and domestic violence and the impact intervening may have, positive or negative, with families that present with these issues. Participants will learn how to complete a child's case plan, including developing appropriate goals, objectives, and activities, and how to enter case information into ICWIS throughout the ongoing case management process.

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2. Legal Roles & Responsibilities – 2 days of classroom training

Course Description:

Legal Roles and Responsibilities is a two day class that explores in-depth the legal roles and responsibilities of a Family Case Manager. This course will provide comprehensive information on the CHINS Statutes, timelines for a case, practical experience writing and filing reports, and mock court testimony. Participants will walk through a case and apply their knowledge of the court system. One of the two days will be taught by a DCS attorney and will provide opportunities for participants to ask pertinent legal questions.

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Module IV – Tracking and Monitoring Well-Being

1. Effects of abuse, neglect, and separation on child development – 2 days of classroom training

Course Description:

This course focuses on the effects that child abuse, neglect, and family separation have on child development. The Family Case Manager will learn about the stages of normal physical, cognitive, social, and emotional development of children from birth through adolescence as well as behaviors commonly observed with children who have been abused, neglected, and / or separated from their families.

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2. Permanency Planning Outcomes for Children & Families – 1 day of classroom training

Course Description:

This course emphasizes the importance of permanency planning for children and families who are involved with the Department of Child Services. Participants will review available permanency options and programs, how to develop effective permanency and transition plans, how the effective use of concurrent case planning can increase the likelihood of permanency, and how to assess these plans to ensure permanency is achieved along a case continuum

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3. Time Management – 1 day of classroom training

Course Description:

This course focuses on the importance of time management, planning, prioritizing, and maintaining a positive work/life balance. The family Case Manager will self assess hi/her time management skills, will learn new planning and prioritization techniques, and will understand how effective time management can lead to a positive work/life balance.

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