Procedural Guidelines for Trainee Caseload Readiness Assessment

I. Purpose:

A. The Trainee Caseload Readiness Assessment is a process and a tool used by a trainee's supervisor to evaluate the trainee's readiness to assume a full caseload.

II. When to Use the Tool:

A. The "Caseload Readiness Assessment" tool is used by the Field Training Unit (or regular unit) supervisor at the end of six months of trainee employment to document the trainee's assessment. The following exceptions apply:

1. If a trainee, for whatever reason, is going to be transferred out of the Field Training Unit before the 6 month time period is over, a formal assessment should be made using the tool.
2. If a trainee is assigned to a regular unit rather than a Field Training Unit, the regular unit supervisor must conduct the assessment with the trainee prior to assigning the trainee a full caseload.

B. All trainees must pass this assessment before assuming a full caseload. This requirement pertains to all newly appointed caseload carrying staff regardless of whether they are assigned to a Field Training Unit or a regular unit, or whether they were hired as a FSS2, or are being "fast-tracked" to a FSS2 title because they were BSW interns in DYFS through the BCWEP program.

C. Supervisors must inform their assigned trainees about the Caseload Readiness Assessment process and tool within the first two weeks of their trainees' appointment dates.

D. Supervisors should be making observations of trainees' job skills and behaviors identified on the tool throughout the training process. They should be using their observations to coach and provide related office and field experiences for the trainees that will build the identified skills. However, formal documentation of this assessment does not occur until 6 months from their appointment; or in accordance with the exceptions noted in A.1. and 2. above.

III. How to Use the Tool:

A. During the first two weeks of employment, the supervisor must conference with the trainee and explain the Caseload Readiness Assessment process and tool.

B. During the trainee’s training period, the supervisor should use the tool as an informal guide to help identify trainee progress toward acquisition of casework skills. This will include observing the trainee in the field. Deficiencies noted at these times should be addressed via supervisory conference, coaching and/or other field training activity. The tool will not be formally completed during this time.

C. Trainees must be formally assessed with the tool to determine if their skills meet the standards at the end of 6 months of employment, or in accordance with the exceptions as noted in II A. 1.and 2.above.

D. The tool contains 72 standards within eight, high-level outcome areas. Trainees are to be rated on each standard. Trainees are given 1 point for each standard they meet, and 0 points for each standard they do not meet.

E. Trainees must meet the standards on the tool by an overall score of 50 out of 72 points in order to be assigned a full caseload.

F. Supervisors must discuss a trainee’s assessment results with their Casework Supervisor.

G. When trainees do not meet the minimum 50-point standard, the supervisor and his/her Case Work Supervisor must collaborate on a plan of action.

H. Trainees who do not meet the 50-point standard may not take on a full caseload. These trainees may have their time in the Training Unit (or training process) extended on a month by month basis. During this time, these trainees must have a written Action Plan in place for developing areas of deficiency.

I. Decisions about extending the length of the training period for trainees who do not meet the 50-point standard are to be handled on a local level, on a case by case basis, by the supervisor and Case Work Supervisor with involvement of the Local Office Manager as necessary.

J. While the standards on the Caseload Readiness Assessment tool may relate to some PES elements, it is not a substitute for the PES, and should not be construed to be equivalent to this formal performance agreement and evaluation tool. Results of the Assessment, however, may become part of the performance data collected by the supervisor in order to render a rating on the PES.

K. Additionally, supervisors may informally use relevant standards on the tool as a guide for assessment of the trainee during the working test period.

Supervisors who have concerns about a trainee's ability to demonstrate or acquire those standards during the working test period should collaborate with their Casework Supervisor to determine if the working test period should be extended.

L. Completed Caseload Readiness Assessment Tools should be signed and dated by the trainee, his/her supervisor and the Case Work Supervisor, and kept on file at the local level with the Trainee's personnel records.

Caseload Readiness Assessment (CRA) Process