

**PIP Workgroup Worksheet – Assessment and Case Management**  
*Worker Contacts – revised 2/2/04*

Issues	Related Item, Systemic Factor or Data Indicator	Possible Action Steps	Methods of Measurement	Responsible Party
Lack of thorough and substantive discussion during caseworker visits	#18 – Family Involvement in Case Planning #19 – Worker visits w/child #20 – Worker visits w/parents	<p>Do a literature review on caseworker visit issue – see what has already been done in this area.</p> <p>Review BP material to insure visitation at and across all levels (e.g. worker to child, parent, caregiver and worker supervising family visitation) is appropriately addressed.</p> <p>Develop tools and practice guides for caseworkers and supervisors that can be incorporated as appendices into Department policy re: visitation (i.e. amend/update 301 Placement and Visitation Services. This appendix would assist staff in clearly defining the role of caseworkers during visitation:</p> <ul style="list-style-type: none"> <li>• Worker to child visits</li> <li>• Worker to parent visits</li> <li>• Worker to Caregiver visits</li> <li>• Worker as an observer/facilitator of child to family (i.e. sibs and parent-child) visits.</li> <li>• Inclusion of use of unannounced visits to evaluate safety/risk</li> </ul> <p>In defining such roles, clearly delineate expectations for caseworkers re: visits: i.e.</p> <ul style="list-style-type: none"> <li>• Pre-visit planning by worker</li> <li>• Worker role during visits</li> <li>• Post-visit worker role – e.g. providing feedback to parents</li> </ul>	<p>Distribution of Policy Transmittal – Revision to P301</p> <p>Percentage of reasonable efforts findings</p> <p>ACR feedback reports</p> <p>Peer review findings (10% sample annually)</p> <p>Preparatory federal review process</p>	<p>Operations – Arthur Bishop Child Protection – Gailyn Thomas Clinical – Velma Williams</p> <p>SACWIS</p>

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		summarizing agreements made during visit, etc.		
		Integrate tools into SACWIS system		
Lack of thorough and substantive discussion during caseworker visits	#18 – Family Involvement in Case Planning #19 – Worker visits w/child #20 – Worker visits w/parents	Develop (incorporate into existing training or provide specific training modules) and provide training re: visitation <b><u>for DCFS/POS casework and supervisory level staff:</u></b> i.e. <ul style="list-style-type: none"> <li>• Foundation Training</li> <li>• Supervisory Model of Practice Training</li> </ul>	Number of staff trained  Pre-test /Post-test scores	Clinical and Training – Velma Williams
Lack of thorough and substantive discussion during caseworker visits	#18 – Family Involvement in Case Planning #19 – Worker visits w/child #20 – Worker visits w/parents	Revise Foster/Adopt Pride training to include module specific to role of caregivers in family visits.  Review Casey/Family to Family training to address the issue of training for existing foster parents in the area of family visitation.	Number of foster parents trained  Number of foster parents trained	Clinical and Training – Velma Williams
		Supervisors to insure that caseworker staff integrates training and policy expectations into their practice during visits via supervision and review of documentation in case files.	Federal Preparatory Review data  Peer Review data (10% sample annually)  Agency Performance Teams reviews of POS agencies	DQA – Erwin McEwen and Michael Holmes  DQA and Department regional staff  Erwin McEwen
		Revision of the existing Youth and Parent Handbooks to better address what issues/questions need to be addressed during caseworker contacts. Suggest that the Statewide Youth	Number of handbooks distributed to both youth and parents	Clinical and Training – Velma Williams

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	Advisory Board participate in this review process	Youth Advisory Board
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