

# LESSON PLAN/NARRATIVE

## Day 4

### Module 2: Assessing/Documenting/Celebrating Change

**Time** 2 hours

**Rationale:** It is an exceptional family whose service needs are met solely by DCBS and its contract agencies. Some families have pre-existing, long-term involvement with community agencies; in some cases new linkages need to be brokered by the caseworker as part of the service plan. The supervisor communicates the expectation that the caseworker will coordinate collaterals while ensuring safety, reducing risk, and establishing goals for the family. The supervisor is also tasked with coaching each worker in preparing both the family and collaterals for achieving child welfare outcomes.

#### **Learning Objectives:**

1. Identify areas to assess for change of progress.
2. Describe and practice ways to document client change (e.g. Documentation Chart).
3. Identify ways to celebrate client change.

#### **Outline of Activities:**

1. Explain basic assessment questions for assessing change in clients
2. Discuss tips for documentation related to Case Plans
3. Brainstorm ways to document client change
4. Practice use of Documentation Charts
5. Brainstorm ways to celebrate change with the family

#### **Materials:**

1. Smith Family Case Scenario
2. Ongoing Assessment Questions handout
3. Sample Documentation Charts (handouts)
4. Supervisor Tool: Monitoring and Evaluation

#### **Glossary of Terms:**

1. Documentation Chart
2. Celebrating Change

#### **Trainer's Instructions**

1. **Introduce the module by presenting the purpose and objectives.**
2. **Distribute handout with the following questions (Ongoing Assessment Questions). Discuss the evaluation of case progress:**

*There are a number of questions that you can ask yourself about a case to assess its progress:*

- *How has the family progressed in achieving the outcomes developed in the case plan?*
- *Which activities has the family worked on?*
- *Has the worker carried out or attended to all the service provider activities identified in the case plan?*
- *Are all collaterals carrying out their activities as identified in the case plan?*
- *What is the safety status of children?*
- *Is the family's participation in the safety plan adequate?*
- *Does the behavior of any of the children represent a risk to self or others in the community?*
- *What new behaviors are present that help ensure the safety and basic needs of the children are satisfied?*
- *Have the family's strengths and resources been used to support activity towards achieving the child welfare outcomes? How?*
- *What new strengths/resources have been identified to address problem behavior or the issues contributing to it?*
- *How have the behaviors that originally drew the attention of child welfare changed?*
- *How have the contributing issues for those behaviors changed?*
- *Have any contributing issues been identified that help explain the behaviors justifying child welfare interventions?*
- *If children are in foster care is visitation occurring as outlined in the plan? If no, why not?*

*Many of these issues are addressed in the ongoing CQA that you are required to perform. Other issues identified in the CQA are not covered in these questions but are also important to assessing the family's progress.*

### **3. Explain importance of documenting progress in casework:**

*In the past, casework tended to only focus on the problems, and small steps of progress tended to go unnoticed. From a Family Solutions point of view, we try to capture even small steps of success and to celebrate those steps. Many of our families are so overwhelmed with problems they don't recognize evidence of progress. This may also be true of the community partners that work with the family. Finally, we also want to help the families establish that they have learned the skills necessary to prevent further problems. For all these reasons it is important to help the family document small steps of success. Let's look at the tasks that we have listed in these Prevention Plans we wrote yesterday and brainstorm how we might help the family document success. What could they do to keep track of the success of their plans?*

**Collect their ideas on a flipchart, assisting them with ideas, as they are needed.**

- 4. Distribute sample Documentation Charts. Explain the use of these charts and facilitate practice. Use correctly completed version of Documentation Chart to check responses.**

*One method that Family Solutions uses for documenting change is a Documentation Chart. These are just samples. You would construct your own with each family and make the tasks specific to what the family was working on. What might be some tasks that we would put on a Documentation Chart for the Smith Family?*

**Write their answers on a flip chart.**

- 5. Discuss the process of celebrating change in casework:**

*In addition to these Documentation Charts, collaterals may be able to identify change or progress. There may also be individuals in the family's life that have noticed change (extended family, friends). All of these resources should be checked in the ongoing assessment of progress.*

*Once progress has been noted, the next step is to celebrate that progress. Families are accustomed to hearing only about the things they are doing wrong. When we notice things that they are doing right, it is important to take the time to celebrate those differences. What are some ways that you can celebrate change with your families?*

**Write suggestions on flip chart as participants identify them.**

*You all have identified some great ways to celebrate! Letter writing, parties or simply positive words from you the caseworker can make a huge difference for these families.*

*Other family solutions techniques include credentialing, or presenting a diploma, certificate or award for significant progress achieved.*