

TRAINER TIP SHEETS

ASSESSING CLIENT CHANGE

- Begin with discussion of issues/areas to assess for client change in ongoing work. Ask participants: “What are some of the questions you ask yourself to know if clients are making progress? What are the important risk issues or key areas that you need to consider in each case?”
- Present basic assessment questions for assessing change in clients using the following SLIDES. Distribute HANDOUTS: Ongoing Assessment Questions, and ASFA Checklist Monitoring and Evaluation.

DOCUMENTING CLIENT CHANGE

- Discuss tips for documentation related to Case Plans using the following SLIDE.
- Brainstorm ways to document client change. Ask participants, “What are some of the methods you have found that work to document client change?”
- Distribute HANDOUTS: Sample Documentation Charts. Explain that these are tools that they can use to document client change. Practice the use of this tool with the Smith Family using the large group. Have the group go back to the Smith Family Prevention Plan. Identify tasks that the family could document on one of these charts. Complete the headings on the chart together and discuss how you would use this with the family. For example:
 - How would you explain the Documentation Chart to the family?
 - How often would they need to complete the chart?
 - What would they do with their completed charts?
 - How would you use these Documentation Charts for the overall CPS process (e.g. court, case closure, permanency decisions).

CELEBRATING CLIENT CHANGE

- Transition from last section by asking the following: “If the Documentation Charts showed consistent progress by the family, what would it be important for a worker to do in his/her relationship with the family?” (Answer=recognize/celebrate change)
- Brainstorm ways to celebrate change with the family. Ask participants, “What are some ways that you have celebrated change with families in the past?” Or to supervisors, “What are ways that you recognize achievement by workers on your teams?” (*This is parallel process. Supervisors celebrate workers. Workers celebrate clients.*)
Write responses to this question on a flip chart.
- Show SLIDE on celebrating change to review basic strategies.