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1.0 Purpose

To establish a process by which supervisors conduct individual supervision with direct service staff to provide casework guidance and direction, and assessment of skills and needs.

2.0 Revision History

Date	Rev. No.	Change	Reference Section(s)
	1.1	New policy and procedure drafted	Not Applicable

3.0 Persons Affected

- Family Services Supervisors
- Family Services Specialists
- Sr. Family Services Specialists
- Neighborhood Family Services and Specialized Services Assistant Managers

4.0 Policy

It is the policy of the Department of Family Services that Supervisors will provide field staff with appropriate guidance, direction, and oversight to ensure the delivery of quality services to families and children.

5.0 Legal Authority

N/A

6.0 Definitions

- 6.1 **Supervisor** Family Services Supervisors responsible for the oversight of staff conducting investigations and/or providing casework services to families.
- 6.2 **Supervisee** Individual employee who reports to a Supervisor or Assistant Manager.
- 6.3 **1:1** Scheduled meeting between Supervisor and Supervisee.
- 6.4 **LRE** Lack of Reasonable Efforts order issued by the court.
- 6.5 **Work Performance** Compliance with agency policy and procedure regarding casework and performance standards.

7.0 Responsibilities

- 7.1 It is the responsibility of the Family Services Supervisor to schedule and conduct 1:1 meetings with Supervisee on a monthly basis to review caseload activity and work performance.

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- 7.2 The Family Services Supervisor will prepare for 1:1 meetings by reviewing applicable reports, documentation and other relevant work activities.
- 7.3 It is the responsibility of the Supervisee to meet with his/her supervisor as scheduled.
- 7.4 Each Family Services Supervisor and Assistant Manager will provide documentation of each 1:1 to the Supervisee within 5 working days.
- 7.5 Case Review and Guidance will be documented separately from Work Performance.
- 7.6 It is the responsibility of each Assistant Manager to schedule and conduct an individual meeting with each Supervisor on his/her team at least once every 6 weeks.

8.0 Procedures

Permanency Case Review

- 8.1 The Supervisor will review at least half of each Supervisee's cases in a 1:1 monthly, reviewing each full caseload every 2 months.
- 8.2 The Supervisor will review each Supervisee's workload and workload performance in monthly increments and will meet with the Supervisee in a 1:1 for review.
- 8.3 In preparation for review of the Supervisee's permanency cases, the Supervisor will review:
 - Permanency Caseload Detail (from the Reporting Module)
 - Case Note Summary (from the Reporting Module)
 - LRE Report
- 8.4 Additional reports which may be utilized for the review of permanency cases:
 - Emergency Shelter Reports (received from Assistant Manager monthly)
 - Child Haven Report (received from Assistant Manager bi-monthly)
 - Adoption Database
 - UNITY Data Clean Up Reports (Received from DFS IT monthly)
- 8.5 The 1:1 Checklist is available as a guide for the review of each permanency case. The checklist, or another format, will be used to document review of cases.
- 8.6 The following items must be reviewed and discussed for each case:
 - Last home visit conducted with the child – date and content
 - UNITY documentation
 - Safety and/or Risk – evidence of factors present
 - Permanency goal
 - If applicable, progress on tasks to resolve LRE Finding
 - Plan for case closure and strategy for closure when Wardship has been terminated
- 8.7 The Supervisor will provide the Supervisee with a copy of all 1:1 documentation.

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Investigations Case Review

- 8.8 The Supervisor will review each Supervisee's cases in a 1:1 monthly.
- 8.9 The Supervisor will review each Supervisee's workload and workload performance in monthly increments and will meet with the Supervisee in a 1:1 for review.
- 8.10 In preparation for review of the Supervisee's cases, the Supervisor will review:
- Detail Caseload (Reporting Module)
 - Case Note Summary (Reporting Module)
 - Closure Report (Reporting Module)
- 8.11 Additional reports which may be utilized for the review of cases:
- Institutional Reports (Reporting Module)
 - Staff Caseload (Reporting Module)
 - Daily Pop Sheet (Reporting Module)
 - Court Calendar (Reporting Module)
 - UNITY Data Clean up Reports (Received from IT monthly)
- 8.14 The 1:1 Checklist is available as a guide for the review of each CPS case. The checklist, or another format, will be used to document review of cases.
The following items must be reviewed and discussed for each case:
- Last home and/or face to face visit conducted with the child
 - Last face to face contact conducted with the parent(s)
 - Review of case documentation in UNITY
 - Safety and Risk Factors Addressed
 - Collateral contacts made
 - Completion of safety assessment and, if applicable, safety plan
 - Review of FRAP
 - Case closures and closure strategies
 - Pursuing court involvement
 - Permanency goal and/or plan for transfer

Permanency and Investigations Caseload and Work Performance

- 8.15 The Supervisor will review the employee's caseload and workload including:
- Number and type of cases
 - Placement types, moves and special needs
 - Court activity and documentation
 - Documentation, including but not limited to case notes, referrals, case plan goals and required UNITY fields for AFCARS
 - Challenges and barriers
 - Successes, Achievements, and Celebrations
 - Training completed, scheduled and required
 - Developmental and professional goals
 - Completion of tasks since last 1:1
 - New tasks assigned

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8.16 The Supervisor will provide the Supervisee with a copy of the documentation regarding caseload and work performance that is separate from Case Review supervision.

Permanency and Investigation Supervisor Unit Caseload and Work Performance

- 8.17 The following items will be addressed during individual meetings between Assistant Manager and Supervisor:
- Communicate upcoming events, new programs, new policies and procedures to share with staff.
 - Randomly review case note documentation on cases through use of Case Note Summary Report
 - Review Report for UNITY data elements
 - Prioritize cases that are presenting difficulty and need management support to assist with barriers
 - Positive recognition of staff
 - Staffing concerns or challenges including comp time accrual, morale, service barriers and work performance
 - Challenges and barriers
 - Celebrations, Successes and Achievements
 - Training attended, scheduled, required for Supervisor and Supervisees
 - Developmental goals of the Supervisor
 - Completion of assigned tasks
 - New task assignments
- 8.18 The Assistant Manager will provide the Supervisor with a copy of all 1:1 documentation.
- 8.19 The Assistant Manager will observe at least one 1:1 between each supervisor and a supervisee quarterly.

9.0 Attachments

- 9.1 CPSInvestigator1to1.doc (checklist)
- 9.2 Permanency1to1.doc (checklist)