



# Provider Case Manager Pre-Service Curriculum Review

Agency Name: \_\_\_\_\_

Agency Contact Name: \_\_\_\_\_

Competency Categories and Topics		Training Material that Addresses each Topic Include Page numbers topic addressed	Comments	Approval Status
<b>Child Welfare Mission and Value Training</b>				
Topic 1	Know the mission of child welfare services as protecting children from maltreatment and assuring their safety in stable, permanent families.			
Topic 2	Understand how a family-centered approach, strength-based approach to child protection can support and sustain the rights of maltreated children and their families.			
Topic 3	Understand the potential serious negative impact of separation, out-of-home placement, and impermanence on attachment, child development, and family emotional stability and understand the need for timely permanence.			
<b>Role of Child Welfare Agencies</b>				
Topic 1	Understand the child welfare system's responsibility to ensure children permanence by providing reasonable efforts to prevent placement, reunify children and families or pursue permanent alternative placement through adoption, legal custody, or guardianship.			
Topic 2	Understand the inherent potential tension between parents' rights and children's rights in child protective services.			



Topic 3	Know provisions of federal laws governing child welfare practice i.e. ASFA, ICWA, P.L. 96-272, MEPA, CAPTA, and the state laws that implement their provisions.			
<b>Culture and Diversity</b>				
Topic 1	Know definitions and fundamental concepts of culture and diversity.			
Topic 2	Understands how cultural differences in verbal and nonverbal communication can impact the casework relationship and create misunderstandings.			
Topic 3	Understand how culturally based differences in parenting and childcare practices can influence the determination of child maltreatment.			
<b>Engagement</b>				
Topic 1	Understand how a trusting casework relationship can enhance the effectiveness of the interview and increase the accuracy of the communication.			
Topic 2	Know the intended purposes, benefits and limitations of the following interview strategies: Listening and observing; Active listening; Supportive responses; Open-ended questions; Closed-ended questions; Forced choice and yes/no questions; Probing questions; Clarifying responses; Summarizing and redirecting; Giving options, suggestions and advice; Confronting.			
Topic 3	Know interviewing strategies to deal with conflict, respond to hostile or accusatory statements, or confront family members who are reluctant to deal with critical issues.			



<b>Teaming</b>				
Topic 1	Understand the importance of identifying naturally occurring support systems within the immediate and extended family, neighborhood, and community while utilizing informal and formal supports.			
Topic 2	Understand ways that family resilience and resourcefulness, constructive coping skills, intra-familial support, and community-based networks can mitigate maltreatment and help families protect their children.			
Topic 3	Know how to use genograms and eco-maps to gather information about family structure, membership, relationships, and sources of family or community support.			
<b>Assessment</b>				
Topic 1	Know behavioral and emotional indicators of parental mental illness or mental health problems; domestic violence; use or abuse of drugs and alcohol; and low intellectual functioning and how they contribute to child maltreatment.			
Topic 2	Know age-appropriate expectations for children's behavior at different stages of development.			
Topic 3	Know the physical, emotional and behavioral indicators of maltreatment: Physical abuse, Sexual abuse, Neglect, Psychological harm, Child fatality/near fatality.			
Topic 4	Know unique interpersonal and family dynamics typically associated with physical and sexual abuse, neglect, emotional maltreatment, and insecure attachment.			



<b>Planning</b>				
Topic 1	Know strategies to introduce the discussion of permanency issues during the family assessment, and to engage and empower immediate and extended family members to focus on permanence for the children throughout the life of the case.			
Topic 2	Aware of the potentially destructive impact on children and families of poorly constructed, incomplete, or non-individualized family Permanency Plans.			
Topic 3	Aware of the caseworker's responsibility to help family members remain invested in and involved with their children in placement from the first contact and throughout the life of the case.			
<b>Implementation</b>				
Topic 1	Aware of worker's role as case manager to help families access needed services to promote children's healthy development.			
Topic 2	Recognize the worker's pivotal role in helping families successfully complete case plan objectives toward reunification.			
<b>Tracking</b>				
Topic 1	Understand the caseworker's responsibility to monitor and evaluate the effectiveness of services provided by other agencies or providers.			
Topic 2	Understand the necessity of periodic case reassessment with the family to document changes and to assure the continued relevance of services and activities.			



Self-Awareness				
Topic 1	Understand factors that may bias the worker's interpretation of individuals' and families' behavior and communication such as the worker's own cultural perspective, pre-conceived expectations, and the context of the situation.			
Topic 2	Know strategies to ensure the caseworker's safety during on-going family services work with families.			
Topic 3	Develop strategies to organize workload and manage time and priorities so assigned tasks are completed within required timeframes and can manage personal stress related to child welfare work.			
Competency Assessment				
Topic 1	Written test in combination with observation with documentation of assessment results.			

DCS Reviewer(s): \_\_\_\_\_

Date Approved: \_\_\_\_\_