

4.4, Performance and Case Supervision Practice Guidelines and Criteria

Application: To All Department of Children's Services Supervisors

Authority: TCA 37-5-105 (3); 37-5-106.

Standards: COA: PA-PDS 4; PA-PRG 1.02; PA-HR 4.01-4.02; PA-PQI 4.03-4.04; PA-CFS 2.10; PA-CFS 8.04; PA-CFS 9.08; PA-CFS 11.02; PA-JCM 6.03

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Glossary:

- ◆ Case Conference
 - A meeting between a staff member in the case management series and supervisor to discuss case specific issues and next steps.
- ◆ Case Supervision Summary
 - A summary of case conferences held between the employee and supervisor that is documented within the client's Electronic Case File.
- ◆ Case Management Series Staff
 - All Case Managers 1, 2, and 3 and Team Leaders who actively carry cases.
- ◆ Infant
 - A child under the age of 12 (twelve) months old.
- ◆ Performance Briefing
 - A meeting between an employee and supervisor to discuss the performance of the employee. The mutual discussion should include performance related strengths and accomplishments, areas for improvement, and needs identified by the employee.

Policy Statement:

The Department of Children's Services provides performance and case supervision to promote best practice, which includes documenting case and performance supervision.

Purpose:

To provide DCS supervisors with best practice guidelines and criteria for conducting performance supervision and case direction for case carrying staff.

Procedures:

A. Performance Supervision for All DCS Supervisors

1. Quality case and performance supervision are essential to achieve goals for children and families. Supervisors play a critical role in ensuring that the agency's responsibility to protect children and preserve families is met through the provision of quality services.
2. Supervisors are responsible for monitoring staff performance. They demonstrate the skills and coach staff to work with families and children utilizing engagement, individualized strategies, monitoring, and accountability.

A supervisor's role includes, but it is not limited to:

- a) Facilitating the professional development of staff by encouraging beneficial training courses, when needed for improving job performance;
 - b) Providing constructive feedback and intervening when performance does not meet agency expectations (e.g., providing weekly meetings and suggestions for staff who are struggling to meet program goals until performance improves);
 - c) Giving timely, specific feedback during routine setting goals and timelines for each task, when needed);
 - d) Monitoring and utilizing data to provide feedback on performance and ensuring compliance with agency requirements;
 - e) Supporting staff in addressing secondary stress, burnout, and trauma exposure through reviewing and updating the staff's wellness plan, providing relief as appropriate, and monitoring current workload, caseloads, and the potential impact of new assignments.
3. In conjunction with the annual Individual Performance Planning (IPP) and Evaluation process outlined by the Department of Human Resources, DCS supervisors ensure the following:
 - a) Documentation of all Performance Briefings is completed using form [CS-0820. Employee Performance Briefing](#), which is to be maintained in the Supervisor Notebook.
 - b) Performance Briefings are held with all staff in the case management series on a monthly basis.
 - c) Performance Briefings are held for all other, non-case carrying employees on a quarterly basis.

- d) Supervisors focus supervision on employee performance as it relates to job duties, employee specific outcome data, and the employee's IPP, as well as the employee's individual professional development goals and needs.
 - e) Case specific information related to employee strengths or performance issues may be documented in a confidential manner that does not directly identify the client or case.
 - f) Regular, ongoing case conference information should be documented in the Electronic Record System, not during the Employee Performance Briefing.
4. See the [**Protocol for Performance and Case Supervision Practice Guidelines and Criteria**](#) for further information and requirements.

Forms:

[**CS-0820 Employee Performance Briefing**](#)

[**CS-0987 Meeting Minutes**](#)

Collateral Documents:

[**Protocol for Performance and Case Supervision Practice Guidelines and Criteria**](#)

[**Guidelines for Quality Case Conferencing between Team Leaders and FSWs for Custodial Cases**](#)

[**4.17, Personnel Files**](#)

[**Protocol for Reporting Runaways, Absconders, and Escapees**](#)