

CW Core Module 6 Note-Taking Guide

Service Provision
& Planning

Slide #

Walk around:

1. What is your role in the service planning process?
2. When do you provide services to families?
3. What types of services do you provide or refer families to?
4. What are your learning needs for this workshop?

Notes:

Agenda

- ✓ Welcome & Introductions
- ✓ Service Provision/ Planning Fundamentals
- ✓ Engaging families in the Service Provision/Planning
- ✓ Identifying Desired Behavior Change
- ✓ Identifying Services & Activities
- ✓ Providing Services
- ✓ Evaluating Progress

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The role of the caseworker in service planning and provision:

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Steps in the Service Planning Process

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1.
2.
3.
4.5.
6.
7.

Notes:



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Plan:

React:

Service Continuum



Prior to Family Assessment

Case Plan/Family Service Plan

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Notes:

Service Planning Tools

Case Services

Case Plan

Family Service
Plan

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Family Service Plans

Types of Service Plans

Family
Service Plan

Case Plan

OAC 5101:2-
38-20OAC 5101:2-
38-01

Voluntary

Voluntary or
Court-
Ordered

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Timeframe

The Family Service Plan &
Case Plan drive

Voluntary Case Plans

Case Plans

Timeframe

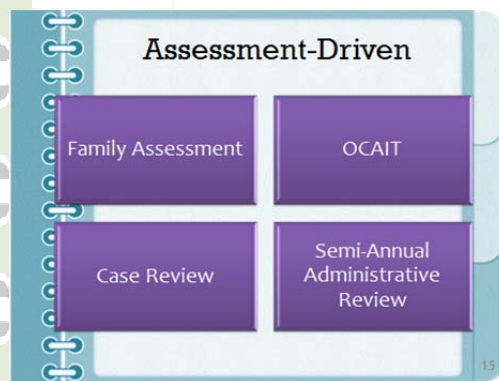
Timeframe

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Notes:



How have you seen Strengths and Needs Assessment elements interrelate?

Describe a time when you have seen one or two Risk Contributors causing other elements to be rate as Risk Contributors.

Notes:



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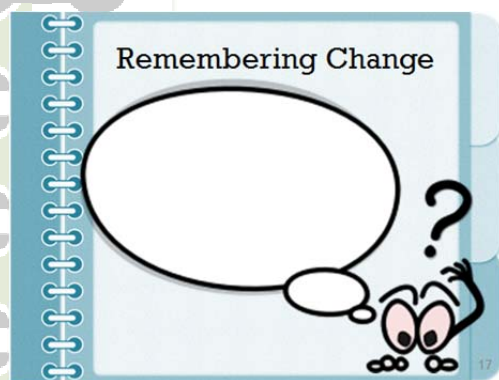
List all services you have provided or seen provided by CPS:

How was it decided the service was necessary?

Remembering Changes:

Think of a situation in which you made a significant change in your life. Please answer the following questions.

1. What was your initial reaction to this change?
2. Why did you decide to make this change? Was it forced on you?
3. Did your reactions to this process change over time?
4. Who or what helped you make this change?



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5. What risks were involved in making this change?

6. Many changes involve loss. What did you lose when you made this change?

Stages of Change

1. Pre-Contemplation

2. Contemplation

3. Preparation

4. Action

5. Maintenance



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Barriers to Change



CPS Question Notes:

What motivates you to make change?

Barriers to Change/ Motivation

**WHAT MOTIVATES YOU
TO MAKE CHANGE?**

Individualized



Strength-Based

Individualizing Services and Service Plans

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Strengths in the CAPMIS model:

1.

2.

3.

4.

Notes:

Engaging Families in the Casework Process

SECTION 4**Service Planning Steps**

1

Engage

2

Assess Safety

3

Assess Risk

4

Identify Desired Behavior
Change

5

Identify Activities and
Services

6

Provide Services

7

Review

Notes:

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Trust in Relationships

How did you learn to
trust others?What helped you
develop self-
confidence?Can you remember a
time when someone
was a cheerleader for
you?Was there ever a time
when someone had
more confidence in
you than you did?

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Establishing Trust

VIDEO: Primary
Parents

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How do Rhonda, Jeff and Amanda view their participation on Case Plans?Engagement & Stages of
ChangeWhat strategies
may be helpful or
necessary in
engaging a person
or family in this
stage of change?

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What strategies may be helpful or necessary in engaging a person or family in this stage of change?

1. Pre-Contemplation
2. Contemplation
3. Preparation

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4. Action

5. Maintenance

Meet the Collins Family...

**Collins Intake:****What were the initial allegations?****What is the timeframe for response?**

Meet the Collins Family...

**Collins Safety Assessment:****Were there any Active Safety Threats? If so, what are they?****Was there a safety plan implemented? If so, what is the safety plan?**

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Meet the Collins Family...



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Collins Family Assessment:**What is your understanding of this family's strengths?**

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- ✓ **Which of the elements on the Strengths and Needs Assessment appear to be interrelated?**

- ✓ **How might you begin to engage this family in a collaborative partnership?**

- ✓ **Where do you think Maria and Louis are on the Stages of Change?**

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✓ **How might their motivation affect their engagement?**✓ **What barriers do you anticipate in engaging this family and how might you overcome them?****What strategies can you use to explore motivation?****Exploring
Motivation**

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**Engaging the Court-
Involved Family**

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Notes:

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Keeping Families Invested

- ✓ Express Empathy
- ✓ Use Constructive Confrontation
- ✓ Develop Discrepancy
- ✓ Avoid Argumentation
- ✓ Support Self-Efficacy
- ✓ Roll with Resistance
- ✓ Shift the Focus
- ✓ Emphasize Personal Choice
- ✓ Reframe

Additional Strategies for
Engagement



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Notes from CPS Questions:

Difficult Conversations...

Additional Strategies for
Engagement



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Cultural Issues in Service Planning and Provision:

1. What are some cultural issues to consider, specific to the development of a case plan? Have you had an opportunity to experience any of these and if so, what did you do?
2. How might your family or a family member of your cultural group have reacted if asked to develop and implement a case plan? What strategies might have been successful in engaging your family?

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Engagement

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Walkaround:

1. Why is it important to find absent or nonresidential parents and engage them in case planning?
2. What are the barriers to engaging absent or nonresidential parents?
3. What are your suggestions for engaging absent or nonresidential parents in case planning and service planning?

Notes:

Definitions

Putative
FatherNatural
FatherLegal
Paternity

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Engaging Absent Fathers



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How can I engage Non-Residential Parents including Absent Fathers?

Engaging Children

**Notes:**

Child Involvement

Required:

Children over age
14

Recommended:

Children under age
14 who are able
and for whom the
family is agreeable

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Notes:

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Degree of Stress

Reduce Stress

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Perception of Event

Help maintain a realistic perspective

Coping Mechanisms

Help the Client Cope

HOW TO HELP FAMILIES
IN CRISIS

?

Notes from the CPS questions:

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Notes:

Service Planning Steps

- 1 Engage
- 2 Assess Safety
- 3 Assess Risk
- 4 Identify Desired Behavior Change**
- 5 Identify Activities and Services
- 6 Provide Services
- 7 Review

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Notes:



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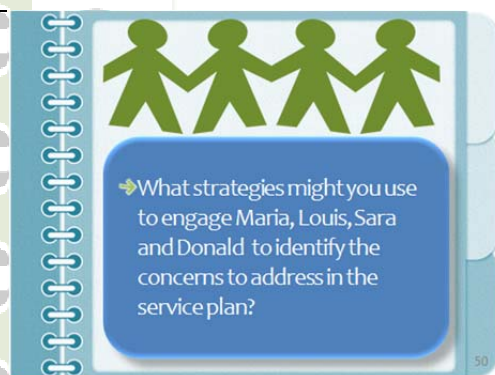
Notes about the Case Plan and Family Service Plan in SACWIS:

48

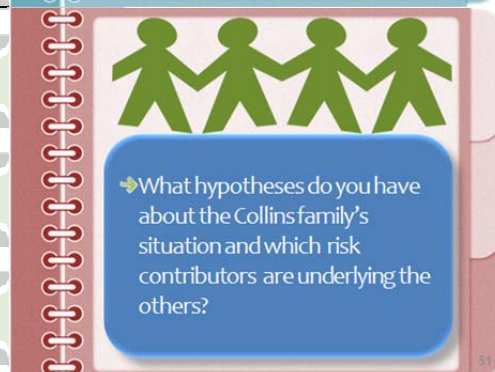
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→ What strategies might you use to engage Maria, Louis, Sara and Donald to identify the concerns to address in the service plan?



→ What hypotheses do you have about the Collins family's situation and which risk contributors are underlying the others?

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Organizing Risk Contributors

-  By Service
-  By Interrelatedness
-  By Case Member

Describe the different ways you can organize Risk Contributors?

List all Risk Contributors for the Collins Family

Which are the greatest contributors to risk of future maltreatment and are likely causing other assessment elements to be rated as a Risk Contributor?

What behaviors would change if each of these risk contributors were addressed?

Which Risk Contributors would be affected by these behavior changes?



- ◆ List all Risk Contributors for the Collins Family
- ◆ ID which are the greatest contributors to risk of future maltreatment and are likely causing other assessment elements to be rated as a Risk Contributor
- ◆ Describe what behaviors would change if each of these risk contributors were addressed
- ◆ List which Risk Contributors would be affected by these behavior changes

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Notes:

Case Plan Concern

What is the concern? * [\[expand full screen\]](#)

[\[spell check\]](#) [\[clear\]](#) [\[10000\]](#)

What behavior will need to change to reduce risk and address safety issues of the child(ren)? * [\[expand full screen\]](#)

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What activities do family members need to do to make this change? * [\[expand full screen\]](#)

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How will the caseworker and/or service team help the family make this change? * [\[expand full screen\]](#)

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How will the family's progress be measured? * [\[expand full screen\]](#)

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When will the family's progress be reviewed? * [\[expand full screen\]](#)

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Notes:

Family Service Plan

What are the concerns/needs for the family? *

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What is causing these concerns/needs for the family? *

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What do the family and workers want to see happen? *

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What steps will be taken to get this done and who will do it? *

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Who is going to help the family? (e.g., provider) *

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What will these services and activities achieve? *

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Notes:

Writing Concerns

Case Plan

What is the Concern?

What behavior will need to change to reduce risk and address safety issues of the children?

Family Service Plan

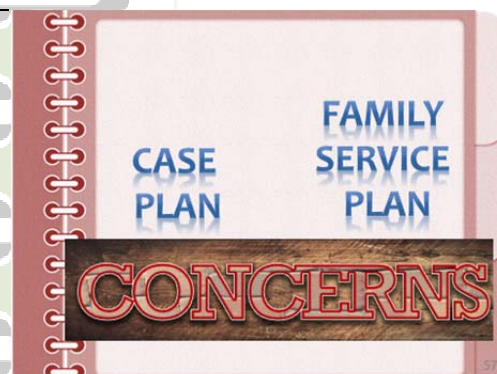
What are the concerns/needs for the family?

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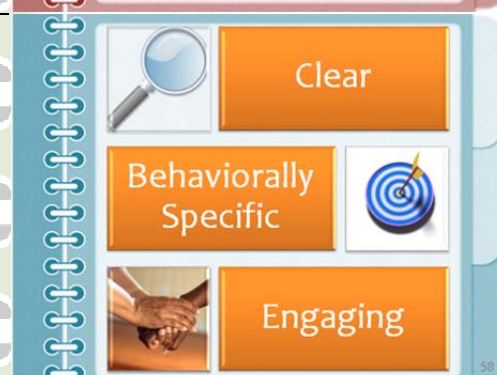
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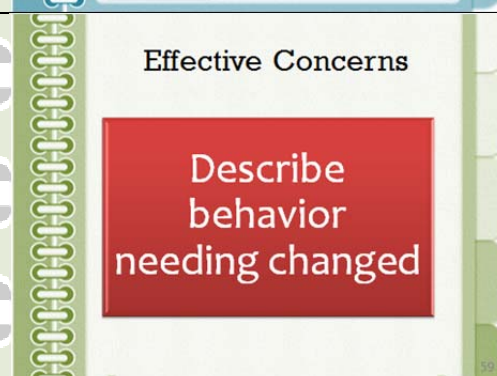
Notes:



Notes:



Notes:



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Example:

Louis and Maria report they “cannot deal” with the stress in their lives. At times, Donald and Sara have not been supervised nor had their basic needs met. Sara has had to perform caretaking duties for Donald, and both Sara and Donald supervise themselves.

Parenting Practices/Substance Abuse: What are the concerns/needs for the family?



Answer this question about the Collins Family specific to **Parenting Practices and Substance Abuse**:

What are the concerns/needs for the family?

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Example:

Donald and Sara need Louis and Maria to provide for their supervision and basic needs. On more than one occasion, Louis has passed out from alcohol use when he was the only parent immediately available to supervise Donald and Sara and provide for their basic needs. Louis is the primary caretaker at least four days a week while Maria works second shift, and Maria is aware of Louis' use alcohol while she is at work. She and Louis have not found alternative caretakers for Donald or Sara during these times.

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Example:

Donald and Sara need Louis and Maria to provide for their supervision and basic needs. On more than one occasion, Louis has passed out from alcohol use when he was the only parent immediately available to supervise Donald and Sara and provide for their basic needs. Louis is the primary caretaker at least four days a week while Maria works second shift, and Maria is aware of Louis' use alcohol while she is at work. She and Louis have not found alternative caretakers for Donald or Sara during these times.

Notes:

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Notes:

Identifying Behavior Change

Case Plan

What behavior will need to change to reduce risk and address safety issues of the children?

Family Service Plan

What do the family and workers want to see happen?

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Example:

Louis and Maria will respond to stress in ways that do not negatively impact their children.

When Louis and Maria improve their response to stress:

- Sara will not be expected to be Donald's caregiver and will have only chores and responsibilities which are suitable for a nine year old child.
- Maria and Louis will find alternative caretakers if Louis becomes intoxicated while he is responsible for the care and supervision of Donald and Sara.
- Maria or Louis will provide care for Donald and Sara or ensure responsible adults are available to do so, and Donald and Sara will not be expected to care for themselves. These responsible adults are those included in the Safety Plan until this plan is terminated.
- Donald and Sara's basic needs for supervision, hygiene, food, and shelter will be met by Louis and Maria.
- Maria will not allow Louis to supervise the children when he is intoxicated and Louis will not supervise the children when he is intoxicated.

Louis and Maria will respond to stress in ways that do not negatively impact their children.

When Louis and Maria improve their response to stress:

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- Donald and Sara's basic needs for supervision, hygiene, food, and shelter will be met by Louis and Maria.
- Maria will not allow Louis to supervise the children when he is intoxicated and Louis will not supervise the children when he is intoxicated.

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What behavior will need to change to reduce risk and address safety issues of the child?



Answer this question about the Collins Family specific to **Parenting Practices and Substance Abuse**:

What behavior will need to change to reduce risk and address safety issues of the child?

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Example:

Louis will not consume alcohol when responsible for the children. When Louis refrains from consuming alcohol he will:

- Supervise Donald and Sara
- Be available and respond to Sara's and Donald's emergency needs, and
- Provide for Donald and Sara's basic needs

Example:

Louis will not consume alcohol when responsible for the children. When Louis refrains from consuming alcohol he will:

- Supervise Donald and Sara
- Be available and respond to Sara's and Donald's emergency needs, and
- Provide for Donald and Sara's basic needs

List all NRCs**Which are Strengths****What are the strengths? Describe why this is a strength?**

- Review the Collins' Family Assessment.
- List all NRCs.
- Which of these NRCs are strengths that can be used to reduce the risk of future harm?
- Develop an answer to: "What are the strengths? Describe why this is a strength."

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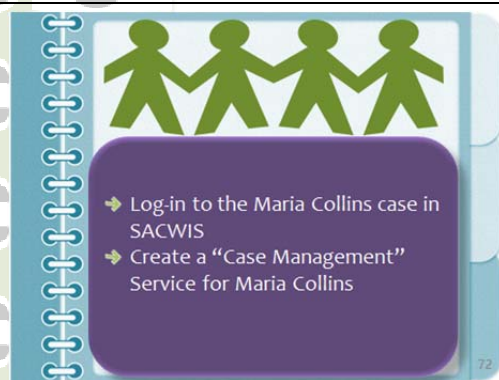
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Why is it important to document Case Services?

- 1.
- 2.
- 3.

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Documenting Case Services<http://screencast.com/t/sELZo21mdSP>**What is important for you to remember about creating and identifying family member activities?**

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Services and Activities



Notes:

Family Member Activities



- How does the activity change behavior?
- Do the activities directly relate to the Case Services?

Notes:

SERVICE COMPLETION



Notes:

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Identifying Services and Activities

Case Plan

What activities do family members need to do to make this change?

Family Service Plan

What steps will be taken to get this done and who will do it?

Notes:

Example (Case Plan):

Intensive Home Based Therapy (IHBT)

1. When contacted by the Counseling Care Center, Maria and/or Louis will schedule an appointment for Intensive Home Base Therapy (IHBT).
2. Maria and Louis will schedule to meet with the IHBT counselor within one week (7 days) of being contacted by the CCC to complete an assessment to determine the frequency and type of services The IHBT counselor will provide to the family. The IHBT counselor will come to the family's home to work with them.
3. Maria and Louis will be at home at the times Louis and Maria agree to meet with the IHBT counselor. They will schedule their appointment at a time when Sara and Donald are at home.

Intensive Home Based Therapy (IHBT)

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3. Maria and Louis will be at home at the times Louis and Maria agree to meet with the IHBT counselor. They will schedule their appointment at a time when Sara and Donald are at home.
4. Maria and Louis will actively participate in the IHBT counseling services at the frequency identified by the assessment, and take notes to remember what they are supposed to work on in between sessions.
5. Maria and Louis will practice and/or complete assignments between sessions.
6. Louis and Maria will contact the IHBT counselor at any time of day and any day of the week for emergencies.
7. Louis and Maria will sign releases of information to allow the caseworker to receive progress reports from the IHBT counselor.

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Example (FSP):

The caseworker will refer the Collins family to the IHBT within 3 days.

Louis and Maria will:

- Schedule an assessment with the IHBT provider.
- Meet with the provider and complete the assessment within two weeks.
- Complete services according to the recommendations made by the provider.
- Sign a release of information to allow the Caseworker to receive progress updates from IHBT.

The caseworker will refer the Collins family to the IHBT within 3 days.

Louis and Maria will:

- Schedule an assessment with the IHBT provider.
- Meet with the provider and complete the assessment within two weeks.
- Complete services according to the recommendations made by the provider.
- Sign a release of information to allow the Caseworker to receive progress updates from IHBT.

What activities do family members need to do to make this change?



- ➔ Using the Collins' concern you created earlier, identify two services to address the concern and result in the desired behavior change.
- ➔ Answer the following question about the concern & behavior change:
What activities do family members need to do to make this change?

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Example:

Alcohol abuse treatment

1. Louis will call (740) 555-4321 to schedule an alcohol abuse assessment at the Counseling Care Center within three days.
2. Louis will arrange transportation to the alcohol abuse assessment. Louis may contact the Rural Transit System (RTS) at 111.111.1111 if he needs public transportation. RTS requires patrons schedule rides 12 hours ahead of when they need transportation.
3. Louis will attend the alcohol abuse assessment at the Counseling Care Center(CCC). If he cannot attend due to an unexpected emergency, he will reschedule the assessment within 24 hours.
4. Louis will be honest and participate in the assessment.
5. Louis will actively participate in any treatment recommended from his alcohol abuse assessment. This may include attending AA meetings, completing Intensive Outpatient treatment, attending weekly counseling, and participating in drug/alcohol testing, or other treatment unique to Louis' situation.
6. Louis will arrange transportation to all of his appointments, and reschedule any missed appointments within 24 hours.
7. Louis will sign releases of information to permit the caseworker to receive reports from the CCC counselor.

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Alcohol abuse treatment

1. Louis will call (740) 555-4321 to schedule an alcohol abuse assessment at the Counseling Care Center within three days.
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7. Louis will sign releases of information to permit the caseworker to receive reports from the CCC counselor.

Caseworker as Provider



- ✓ Case Management
- ✓ Direct Services
- ✓ Advocate

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Notes:

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Developmental



- Each interaction is significant and part of the change process
- Use “teachable moments”
- Provide positive support and encouragement
- Identify strengths and abilities
- Be optimistic
- Break complex and overwhelming tasks into parts

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What does it mean to be “developmental” in your process with families?

Caseworker Activities

Must be explicitly stated

Explain to families exactly what they can expect

Opportunity for Engagement

How will the caseworker ensure families access services?

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Caseworker Activities:

- 1.
- 2.
- 3.
- 4.

Caseworker Activities

Case Plan

How will the caseworker and/or service team help the family make this change?

Family Service Plan

Who is going to help the family?

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Notes:

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Example (ase Plan):

1. The caseworker will refer Louis and Maria for IHBT through the CCC within 24 hours.
2. The caseworker will make sure that the CCC contacts Louis and Maria to schedule their first appointment within three business days.
3. The caseworker will meet with the IHBT counselor and the family together to assure the family's goals for counseling coincide with the family's Case Plan goals.
4. The caseworker will contact the IHBT counselor to obtain progress reports.
5. The caseworker will help the family problem-solve any barriers to service completion.
6. The IHBT counselor will complete an initial assessment with Louis, Maria, Sara and Donald and provide recommendations for the type and frequency of service.
7. The IHBT counselor will meet with Louis, Maria, Donald and Sara in their home, at the frequency identified as necessary in the assessment and provide ongoing therapy for Louis to assist him in achieving the desired behavior change.
8. The IHBT counselor will provide Louis, Maria and the caseworker regular reports on the family's progress in the IHBT services.

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Example (FSP):

1. The Caseworker will do all activities identified above.
2. The IHBT Counselor will provide an assessment and in home counseling services to Louis, Maria, Donald and Sara.

1. The Caseworker will do all activities identified above.
2. The IHBT Counselor will provide an assessment and in home counseling services to Louis, Maria, Donald and Sara.



- Return to the Collins' case
- Answer the following question:

How will the caseworker and/or service team help the family make this change?

How will the caseworker and/or service team help the family make this change?

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Example:

1. The caseworker will refer Louis to the Counseling Care Center and will assist Louis in scheduling and attending the initial appointment.
2. The caseworker will assist Louis in developing solutions to challenges he may face in attending or completing counseling.
3. The caseworker will show Louis how to obtain the most updated list of AA meetings from the county ADAMHS board, and provide Louis with an initial list.
4. The caseworker will provide Louis with feedback about how he is progressing on his Case Plan goals.
5. The caseworker will make referrals to any additional services identified (by the caseworker, service providers, or the family) as potentially beneficial to the family.
6. The CCC counselor will complete an initial assessment with Louis and provide recommendations for type and frequency of service.
7. The CCC counselor will meet with Louis at the frequency identified as necessary in the assessment and provide ongoing therapy for Louis to assist him in achieving the desired behavior change.
8. The CCC counselor will provide Louis and the caseworker regular reports on how the therapy is proceeding and Louis' progress in therapy.

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8. The CCC counselor will provide Louis and the caseworker regular reports on how the therapy is proceeding and Louis' progress in therapy.



It is essential for families to know in advance what is expected of them.

Why is it important to measure progress?

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Notes:

The caseworker and the family must know how progress will be measured in order to determine if behavior changes is occurring.

Notes:

Observing Behavior Change

What will it look like when this change occurs?

**OBSERVABLE
&
SPECIFIC**

Notes:

Recognizing Behavior Change

- ✓ Observe Naturally Occurring Events
- ✓ Discuss with family members
- ✓ Review service provider progress reports (Not attendance)
- ✓ Review attendance at services and activities

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What things must you consider when deciding how to measure behavior change?

Notes:

Measuring Progress

Case Plan

How will the family's progress be measured?

When will the family's progress be measured?

Family Service Plan

What will these services and activities achieve?

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1. Progress will be measured during worker visits to the home and/or with the family. The caseworker will observe Louis' interaction and supervision of Donald and Sara. The following behaviors will be evidence of good progress:

- Louis providing supervision and attention to Donald and Sara
- Louis' identifying when he is, or is not capable of caring for his children alone and needs another capable person to care for and supervise his children when the safety plan is discontinued.
- Louis using a responsible caregiver when he cannot care for his children.
- Maria and Louis identifying capable caregivers to assist in providing child care to Donald and Sara. Maria and Louis using caregivers for the children when Maria and Louis are unable to care for the children

2. Progress will be measured by talking with Donald, Sara, and other potential sources of information to determine whether Maria and Louis are supervising and caring for Donald and Sara or making arrangements to assure the children have a caretaker who is able to supervise and care for Donald and Sara.

3. Progress will be measured by the caseworker and IHBT counselor observing Louis using skills discussed in counseling during home visits.

4. Progress will be measured by the caseworker talking with Maria about her experiences and discussing with Maria how she has helped eliminate barriers to service completion.

5. Progress will be measured by reviewing the counselor's reports on Louis and Maria's progress in counseling.

Progress will be reviewed at all home visits, at formal case reviews every 90 days, at Semi-annual Administrative reviews, and at all court hearings.

Example (Case Plan):

1. Progress will be measured during worker visits to the home and/or with the family. The caseworker will observe Louis' interaction and supervision of Donald and Sara. The following behaviors will be evidence of good progress:

- Louis providing supervision and attention to Donald and Sara
- Louis' identifying when he is, or is not capable of caring for his children alone and needs another capable person to care for and supervise his children when the safety plan is discontinued.
- Louis using a responsible caregiver when he cannot care for his children.
- Maria and Louis identifying capable caregivers to assist in providing child care to Donald and Sara. Maria and Louis using caregivers for the children when Maria and Louis are unable to care for the children

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Example (FSP):

Through weekly observations, conversations with family and providers and home visits with the family, evidence of good progress will be:

- Louis and Maria providing supervision to Donald and Sara and meeting their basic needs.
- Louis interacting more with Donald and Sara.
- Louis and Maria identifying and using responsible caregivers when Maria is unavailable or Louis is unable to supervise.

Through weekly observations, conversations with family and providers and home visits with the family, evidence of good progress will be:

- Louis and Maria providing supervision to Donald and Sara and meeting their basic needs.
- Louis interacting more with Donald and Sara.
- Louis and Maria identifying and using responsible caregivers when Maria is unavailable or Louis is unable to supervise.

Parenting Practices/Substance Abuse:

How will the family's progress be measured?



- Return to the Collins' case
- Answer the following question:

How will the family's progress be measured?

When will the family's progress be reviewed?

When will the family's progress be measured?

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Example:

1. The caseworker will make observations and conduct interviews with Donald, Sara, Maria, and Louis during home visits to determine if Donald and Sara are being supervised, if Louis appears to be under the influence of alcohol, and if Louis knows the whereabouts of Donald and Sara when he is responsible for them. Good progress will include:
 - Louis supervising Donald and Sara when he is sober.
 - Louis appearing sober.
 - Louis identifying where Sara and Donald are at all times.
 - Maria and Louis identifying responsible caregivers and using them when Louis is not sober or unavailable.

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1. The caseworker will make observations and conduct interviews with Donald, Sara, Maria, and Louis during home visits to determine if Donald and Sara are being supervised, if Louis appears to be under the influence of alcohol, and if Louis knows the whereabouts of Donald and Sara when he is responsible for them. Good progress will include:

- Louis supervising Donald and Sara when he is sober.
- Louis appearing sober.
- Louis identifying where Sara and Donald are at all times.
- Maria and Louis identifying responsible caregivers and using them when Louis is not sober or unavailable.

2. The caseworker will read progress reports and attendance reports from Louis' counselors and service providers. Good progress will be indicated by:

- The counselor describing Louis as actively participating in counseling sessions, sharing his emotions, activities, thoughts, and worries openly in sessions.
- Louis attending all scheduled appointments with his counselor.
- Louis following his treatment plan.

Progress will be reviewed at all home visits, at formal case reviews every 90 days, at Semiannual Administrative reviews, and at all court hearings.

Using Home Visits Effectively

Should have a purpose

Explained and agreed upon

Communicate Respect

Announced vs. Unannounced

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To make my home visits more effective I will:

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Practice Partnering: Case Planning Interview Role Play.

What Worked?

FAMILY PARTICIPATION IS ESSENTIAL TO SUCCESS



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Family Participation

Case Plan

Describe how the parent/guardian/custodian and child (if appropriate) were given the opportunity to participate in the development of the case plan

Family Service Plan

The family participated in the development of this service plan in the following ways:

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I will gather family input on the service plan by...

Emotional/Mental Health Functioning Case Plan Concern:

1. What is the concern?



- Return to the Collins case
- Write an entire Case Plan Concern for the Emotional/Mental Health Risk Contributor Grouping

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2. What behavior will need to change to reduce risk and address safety issues of the children?

3. What activities do family members need to do to make this change?

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4. How will the caseworker and/or service team help the family make this change?

5. How will the family's progress be measured?

6. When will the family's progress be reviewed?

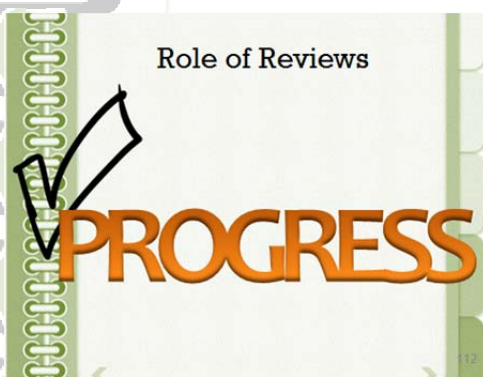
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Additional Case Plan components:

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Case Reviews Provide the Opportunity for

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Case Reviews are held every 90 days from the time of:

- ✓
- ✓
- ✓
- ✓

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The process for conducting case review is....

- ✓
- ✓
- ✓

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Semi-Annual Administrative
Reviews

Assure federal standards regarding length of time in placement and reasonable efforts to prevent removal are being met.

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Notes:

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Semi-Annual Administrative Reviews are held every 180 days from the time of:

- ✓
- ✓
- ✓
- ✓

Amendments



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Notes:

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Case Plan and Family Service Plan Amendment Rules

OAC:5101: 2-38-05

OAC: 5101: 2-38-01

OAC: 5101:2-38-20



Case Closure



Case Closure can cause:

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How can you manage case closure with a family?

- 1.
- 2.
- 3.
- 4.

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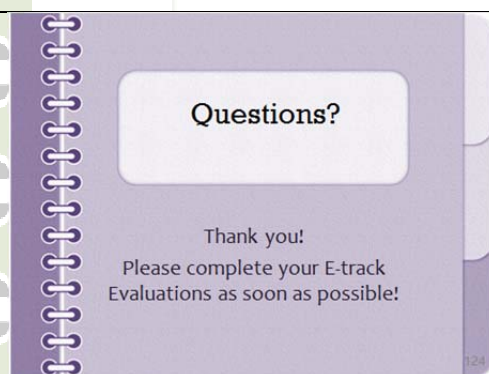
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Please list two things from this workshop you will use in your practice. Please list one specific to engaging families and one about developing quality service/case plans.



1.

2.



Thank you for completing this Caseworker Core Workshop!

Please complete your E-track Evaluation!

