

# SUPERVISOR CONSULTATIONS

November 8, 2013

**Explanation:** A new module is available that enables enhanced management and documentation of communication and consultation between supervisors and staff throughout the life of a child investigation and ongoing case management activities.

## Benefit:

- A Supervisor Consultation “Pop-up Page” allows for quick and easy documentation of all supervisory reviews conducted: file reviews, in-person and phone contacts, and web conferencing.
- The manner of consultation is selected from a “Drop Down List” of consultation types: initial, follow-up, closure, and specific to CPIs, pre-commencement and 2<sup>nd</sup> Tier consultation.
- Tracking and scheduling of follow-up consultations when challenging or complex case issues need to be re-addressed are automated and easily accomplished.

## Who is impacted:

- Child Protective Investigators (CPI)
- Case Managers (CM)
- CPI Supervisors

## Policy / Decision surrounding practice:

1. **New Requirement:** Child protective investigation supervisors must conduct an “Initial” supervisory consultation with the investigator within 5 days of the date and time the intake is available for investigation. The purpose of the consultation is to discuss the status of the overall investigation and assessment activities to date.

### 2. Purpose and Benefits of ‘Pre-Commencement’ Supervisory Consultations

Pre-commencement supervisory consultations are particularly beneficial for providing guidance and direction to new or inexperienced staff on assessing prior agency involvement and criminal histories, structuring interview protocols and considering worker safety. Pre-commencement discussions are also important in identifying patterns of out-of-control family conditions, such as substance abuse and domestic violence, or exploring possible interventions with chronically marginalized families.

### 3. Purpose and Benefits of ‘Initial’ Supervisory Consultation

Initial supervisory consultations are useful in discussing case-specific details relative to the following four assessment concerns:

- (1) Information Collection. Has sufficient information been gathered on all information domains to adequately inform the assessment of safety and risk? Does any of the information collected need to be reconciled or corroborated via other collateral sources? What key pieces of information need to be shared with other professionals working with the family?
- (2) Present and Impending Danger Threats. Are all threats clearly identified and described? Which children in the home are vulnerable to the threat? What is the impact of the threat on each child? What additional information is needed to determine if the present danger threat identified is likely symptomatic of impending danger as well? Have all five danger threshold criteria been met to identify impending danger?

- (3) Protective Capacities. How has the parent/caregiver demonstrated protective vigilance? If the parents appear to have sufficient protective capacities, what led to the child being maltreated? Are there any areas of adult functioning that have been problematic in the past but are not operative in the home currently (e.g., history of alcohol or drug relapses, chronic health issues, medication management, etc.)?
- (4) Safety Planning. How was the family engaged in the development of the plan? How did the worker determine the safety plan was sufficient to control the identified danger threat? Are both informal and formal supports being utilized to strengthen the plan? How will the plan be monitored, and how clearly detailed are the agreed-upon roles and responsibilities of the plan participants? When the criteria for an in-home safety plan cannot be met, what are the “Conditions for Return” – the specific family conditions or behaviors that must exist or be in place prior to an in-home plan being established?

#### 4. Purpose and Benefits of 2<sup>nd</sup> Tier Consultations

Second tier consultations provide direction, guidance and feedback from managers, supervisors and other child welfare professional subject matter experts to inform assessment and decision-making in challenging and complex cases. Second tier consultations identify the critical information needed to better identify, assess or manage danger threats and enhance safety management by both investigators and case managers. The supervisor is responsible for determining the need for a second tier consultation.

**On-line Training:** Training for these changes is posted on the Center for Child Welfare’s website:  
<http://centervideo.forest.usf.edu/fsfnenduser/lifecycleintake/start.html>

**Resources:** User Guides, How Do I Guides, Topic Papers, Reference Data are posted on the Center for Child Welfare’s FSFN website:  
<http://centerforchildwelfare.fmhi.usf.edu/FSFN/FSFNactivation.shtml>

**CONTACT INFO:** If you have a question, submit it to the Center for Child Welfare’s “FAQ” tab:  
<http://centerforchildwelfare.fmhi.usf.edu/FAQs/AskaFAQ.shtml>