

# Field Experience Learning Guide for Child Protection Worker (CPW)

## Field Experience Learning Overview

Transfer of learning occurs when concepts learned in the classroom are applied to on-the-job training. This process requires support and engagement from Supervisors, teammates and trainers. The transfer of learning is enhanced when:

- New Child Protection Workers (CPWs) discuss anticipated objectives with their Supervisor prior to attending training.
- New CPWs discuss progress toward achieving objectives with their Supervisor after training.
- Supervisors provide opportunities for the transfer of learning in the field.
- New CPWs are paired together to reinforce post-training performance.

The intentional learning tasks included in this Field Experience Learning Guide were designed around these key components to the transfer of learning. The new CPW is expected to gain knowledge and experience that increasingly prepares them for a caseload that progresses in size and complexity over time. The intentional learning tasks also allow the Supervisor to assess the new hire's ability to critically think through best practices of a case.

Following the four days of initial classroom training (part one) of **CP 200 Foundations of Child Protection Worker Practice**, the new CPW will spend approximately four weeks in the field before returning to classroom training. During this time, the new CPW should become acquainted with local office policies, procedures etc. While the intentional learning tasks should be met as much as possible, other on-the-job learning experiences may arise, and new CPWs are encouraged to take advantage of these opportunities and to document those experiences.

## Field Experience Learning Guide Instructions

- New CPWs are to utilize the Field Experience Learning Guide throughout their first six months of employment with the Department.
- New CPWs will complete many of the intentional learning tasks during the month-long field experience timeframe between part 1 and part 2 of **CP 200 Foundations of Child Protection Worker Practice**.
- New CPWs will enter the date that each task was completed.
- New CPWs should bring their Field Experience Learning Guide to part 2 of **CP 200 Foundations of Child Protection Worker Practice**. Trainers and staff will review their experiences through discussion, lecture and activities.
- Supervisors will review this guide with their new CPWs on a regular basis.
- New CPWs and Supervisors will sign and date the final page of this document once all tasks are completed within the new hire's first six months of employment.

# Field Experience Learning Guide for New Child Protection Workers (CPW)

## Field Experience Learning Roles and Responsibilities

### **Supervisor**

- Select a mentor(s) to provide the new CPW meaningful shadowing experiences.
- Carefully read this guide.
- Review intentional learning tasks with the new CPW and mentor.
- Assist the new CPW with the planning and scheduling of the activities outlined as intentional learning tasks.
- Meet weekly with the new CPW to assess her or his progress on completing the intentional learning tasks.
- Meet regularly with the mentor to discuss progress towards meeting expected outcomes.
- Monitor the number and types of cases being assigned.
- Participate in a phone meeting with trainers to discuss the overall progress of the new CPW and field experience learning.
- Sign-off on the Field Experience Learning Guide at the end of the new CPW's first six months.

### **New CPW**

- Take responsibility for your learning and be open to new experiences.
- Carefully read this guide.
- Fully engage in the intentional learning tasks and document the date each task was completed.
- Initiate shadowing opportunities to further enhance learning.
- Take notes during interviews, shadow court activities, enter contacts in JARVIS, make referrals to ongoing services and service providers and complete the intentional learning tasks.
- Review experiences with your Supervisor and mentor.
- Bring this guide to part 2 of **CP 200 Foundations of Child Protection Worker Practice**.

### **Trainer**

- Participate in a phone meeting with the new CPW's Supervisor to discuss overall progress of the new CPW and field experience learning.

### **Mentor(s)**

- The mentor will assist the new CPW in progressively building case practice knowledge and shadow the new hire as they complete key activities during the field experience learning period.
- Connect the new CPW with others in their office to provide shadowing opportunities.
- Take new CPWs with them on field calls to learn essential casework practices and activities.

## Field Experience Learning Guide for New Child Protection Workers (CPW)

### Caseload Progression and Guidelines

No case may be assigned to the new Child Protection Worker prior to the completion of part 1 of **CP 200 Foundations of Child Protection Worker Practice**. Authorization for case assignment contrary to the protocol requires the worker to have previously been a Child Protection Worker or Child Protection Worker Supervisor for Iowa. Additionally, they must have already completed **CP 200 Foundations of Child Protection Worker Practice** and have an appropriate amount of work experience.

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## Required Intentional Learning Tasks for New CPWs

| Intake   | Date Completed |
|--|----------------|
| Review the Child Protective Services Intake forms on cases you have been assigned to shadow      |                |
| Discuss protection of reporter with your mentor or Supervisor                                    |                |
| Familiarize yourself with the Intake Screening Criteria handout                                  |                |
| Only take suppressed intakes into the field, as you do not want to disclose reporter information |                |

| Worker Safety   | Date Completed |
|---|----------------|
| Review Worker Safety First handout  |                |
| Consider the risk of the situations on cases assigned to you to shadow and discuss with your Supervisor |                |
| Discuss with your mentor or Supervisor when to request Law Enforcement assistance on cases              |                |

| Administrative Rules (manual)  | Date Completed |
|--|----------------|
| Review <a href="#"><u>Protective Services Administrative Rules 18-A and 18-B</u></a> |                |

## Field Experience Learning Guide for New Child Protection Worker (CPW)

| Assessment  | Date Completed |
|---|----------------|
| Virtual Home Simulation   |                |
| With your mentor's assistance, discuss initial case file set up (paper, service application, Safety Plan, domain information etc.)  |                |
| Discuss with your mentor or Supervisor whether confidential access is needed and when it can be utilized  |                |
| Observe an experienced Child Protection Worker engaging with a family and using assessment questions to gain information needed. Take notes, compare documentation and discuss your observation   |                |
| Observe engagement strategies utilized by the worker such as genuineness, empathy, respect, open-ended questions, solution-focused questions etc. when assessing child safety   |                |
| Review assessments in JARVIS to gain an understanding of content, language, safety constructs etc.  |                |
| Review factoring and discuss with your mentor or Supervisor how to reach a finding and determination for the assessment   |                |
| Review HHS Practice Expectations Regarding Non-Resident Fathers handout and practice strategies for engaging non-custodial parents  |                |
| Contact reporter on all assigned assessments  |                |
| Observe at least one of the following types of assessments: <ul style="list-style-type: none"> <li>○ Denial of Critical Care</li> <li>○ Physical Abuse</li> <li>○ Presence of Illegal Drugs in a Child's Body (PID)</li> <li>○ Sexual Abuse</li> <li>○ Dangerous Substance</li> <li>○ Child Sex Trafficking</li> <li>○ Child In Need of Assistance</li> </ul> |                |

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| <b>Assessment Continued</b>   | <b>Date Completed</b> |
|---|-----------------------|
| Discuss with your mentor or Supervisor how to request medical records, use of Child Protection Centers, take and document photos            |                       |
| Observe Child Protection Center interview process   |                       |
| Work with your mentor to approve a drug screen in JARVIS and review the <a href="#">HHS drug testing policies and protocol</a>              |                       |
| Observe a courtesy interview  |                       |
| Accompany a worker to a jail interview  |                       |
| Discuss ICWA with your mentor or Supervisor and how this applies to Child Protection cases. Review the ICWA Social Worker Checklist handout |                       |
| Discuss with your mentor or Supervisor when to contact the HHS Service Help Desk and how they can assist on cases                           |                       |
| Discuss with your Supervisor on-call expectations and develop an on-call referral book (with area specific resources)                       |                       |
| Discuss with your mentor or Supervisor protocols for cases involving facilities or out of home settings                                     |                       |
| Observe a Multi-Disciplinary Team (MDT) meeting   |                       |

| <b>Safety Assessment</b>   | <b>Date Completed</b> |
|--|-----------------------|
| Observe a co-worker completing an initial and subsequent Safety Assessment in JARVIS. Discuss how they came to the conclusion of Safe, Safe with a Plan or Unsafe                |                       |
| Observe the development of a Safety Plan if a child is determined to be Safe with a Plan and what information should be included and possibility of Family Preservation Services |                       |
| Use the Mental Health, Substance Abuse and Domestic Violence Screening Guidance  |                       |

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| <b>Risk Assessment</b>  | <b>Date Completed</b> |
|---|-----------------------|
| Observe a co-worker completing a Risk Assessment in JARVIS. Discuss how the tool assisted them in determining the disposition of the case   |                       |
| Complete a Risk Assessment in the Test JARVIS system on a case you have shadowed and compare this to the worker's completed Risk Assessment |                       |

| <b>Service Referral</b>   | <b>Date Completed</b> |
|---|-----------------------|
| Observe the process of making a service referral to a Family Centered Services provider. Review the information included on the referral form, note additional information sent to the Family Centered Services provider such as additional documentation, reports etc. |                       |
| Observe the process of making a Non-Agency Voluntary Services referral. Observe the discussion of the program with the family, note the information included in the assessment when making a referral, as well as the information sent to the provider                  |                       |
| Discuss the Kinship Navigator Program with Supervisor   |                       |
| Discuss any service referral needs for the case   |                       |
| Review the Child Welfare Service Referral Face Sheet and necessary information for a referral   |                       |

| <b>Court</b>   | <b>Date Completed</b> |
|--|-----------------------|
| Attend a Removal Hearing and an Adjudication Hearing   |                       |
| Observe a co-worker utilizing the EDMS filing system, including searching for court orders. Observe and note which documents are used in the EDMS system |                       |
| Discuss the Ex-Parte Removal Process and Voluntary Placement Agreement process for your area. Gather all necessary supporting documents for removal      |                       |

## Field Experience Learning Guide for New Child Protection Worker (CPW)

| Appeals   | Date Completed |
|---|----------------|
| Discuss with your mentor or Supervisor the appeal process and your responsibilities |                |
| Observe an appeal hearing   |                |
| Verify that you have access to the HHS Appeals Information System                   |                |

| JARVIS   | Date Completed |
|--|----------------|
| Observe a co-worker entering case information into JARVIS to complete a Family Assessment                      |                |
| Observe a co-worker entering case information into JARVIS to complete a Child Protective Assessment            |                |
| Observe a co-worker entering case information into JARVIS to complete a Child in Need of Assistance Assessment |                |

| Handoff/Transfer Process  | Date Completed |
|---|----------------|
| Review the CPW/SWCM Transfer Packet and discuss with your mentor or Supervisor utilizing the form |                |
| Observe a hand-off between a CPW and SWCM and discuss the timeframes for when this occurs         |                |

| Solution Focused Meeting (SFM) and Child Safety Conferences (CSC)                               | Date Completed |
|---|----------------|
| Observe a SFM and CSC as well as discuss with your mentor or Supervisor local practice for CPWs |                |

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| <b>Out of Home Placement</b>  | <b>Date Completed</b> |
|---|-----------------------|
| <p>Observe a CPW completing out of home placement/removal steps including:</p> <ul style="list-style-type: none"><li>○ relative search</li><li>○ relative notices</li><li>○ paperwork related to out of home placement</li><li>○ FACS screens related to out of home placement</li><li>○ IV-E</li><li>○ Treatment Outcome Package (TOP)</li><li>○ Every Student Succeeds Act (ESSA)</li><li>○ Rights of Youth</li><li>○ Financial Assistance for Caregivers</li></ul> |                       |
| Observe the creation and implementation of a Family Interaction Plan  |                       |
| Observe a CPW making a referral for placement to foster care (CareMatch) or shelter   |                       |
| Observe a CPW making a placement  |                       |

| <b>Case Consultation</b>   | <b>Date Completed</b> |
|--|-----------------------|
| Discuss key areas to be prepared to present/discuss in group or individual case consultation |                       |
| Observe individual case consultation and/or group supervision                                |                       |

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| Tasks to be Completed Once a Family Assessment is Assigned (Review with Mentor and Supervisor must be briefed)  | Date Completed |
|---|----------------|
| Review the Child Protective Services Intake form on the case assigned to you and discuss with mentor, emphasizing the critical information to review. For example, the Additional Information Section and review HHS history. Follow Supervisor direction on your first case  |                |
| Send Parental Notification. Work with your Supervisor or an assigned staff to send the Parental Notification within five working days to all custodial and non-custodial parents of all alleged victims. Document the notification as well as efforts to identify, locate and engage non-custodial parents and discuss with your Supervisor |                |
| Consider the risk of the situation on your Family Assessment before making initial contact with the family  |                |
| Contact reporter and gather any police report/medical report necessary  |                |
| Complete timely contact with the child/family and clearly document reasonable efforts to see children within assigned timeframes. Review the Field Guide for the Observation of Children and the Delay of Observation Timeframes handout  |                |
| Complete the home visit. Interview household members and observe all child subjects required for a Family Assessment. Clearly document the evaluation of the home environment where the child's safety was assessed. Gather domain information  |                |
| Complete an initial Safety Assessment on the assigned family within the appropriate timeframes  |                |
| Offer/conduct an interview with the alleged person responsible. Clearly document interviews that were offered/conducted with all alleged persons responsible  |                |
| Contact/interview all necessary collaterals and non-custodial parents. Clearly document your contact and interview with every collateral who may be able to contribute credible/relevant information. Document your contact and interview non-custodial parents, including incarcerated parents   |                |
| Complete a Risk Assessment in JARVIS on your assigned Family Assessment. Discuss how the tool can assist you in determining the recommendations of the case with your Supervisor  |                |
| Complete Additional Process Information screen in JARVIS  |                |
| Utilize JARVIS to enter the assessment information on your case   |                |

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| Service Area Tasks:  | Date Completed |
|--|----------------|
| <p>Meet all Community Partners-</p> <ul style="list-style-type: none"><li><input type="radio"/> Law Enforcement</li><li><input type="radio"/> Court partners</li><li><input type="radio"/> Child Protection Centers</li><li><input type="radio"/> Drug testing facility</li><li><input type="radio"/> Domestic violence advocates</li><li><input type="radio"/> schools</li><li><input type="radio"/> others</li></ul> |                |

Please review your completed checklist with your Supervisor and then sign and date below.

Staff Signature: \_\_\_\_\_

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

Supervisor Signature: \_\_\_\_\_

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