



ND Child Welfare Supervision

LEARNING RESOURCES FOR STAFF

There is a lot of talk about transfer of learning these days, how we take the information that we are provided in formal, or informal training, and put it into practice. Supervisors, and the supervision that they provide, play a huge piece in transfer of learning but there is only so much time in a day, so as a supervisor- where do you start??

First of all, get to know the resources that are available to you. Know what they entail and where to find them and access them. Then, use them during your supervision, individual or group, so that we create a learning culture. A learning culture never stops seeking out new information, it never stops creating opportunities for new learning and it has the expectation that learning new things and getting better at what we do never stops.

The transfer of learning is critical in the retention of workers. As workers become more competent, they are typically more confident and feel that they are making a difference in the world of child welfare. This means that they are more likely to stay in their positions longer. In addition, we also know that when the training aligns with the mission of the agency, and also aligns with the expectations of the supervisor, workers are also more likely to stay in their positions. However, when the opposite happens and what is being provided in training does not align with the agency mission or workers are told not to do things the way that they learned in training, workers become unsure of what to do and how to do it, leaving them feeling disillusioned and confused, and much more likely to leave the agency sooner than later. It is important that if we use the resources available that we also support that information in the work that we do.

Resources available at your fingertips:

Safety Framework Practice Model New Worker and Refresher Training

These trainings are led by the Family Service Specialists and encompass all of the critical elements of the Safety Framework Practice Model. They are typically about an hour long and the FSS go over the basic elements of each section, providing examples as well as some good practice advice along the way. Attendance for these sessions is not mandatory, but can be a good refresher for a worker and also can provide some foundational information on Safety Framework for new workers that have yet to go through Child Welfare Certification. These trainings are offered monthly. There is not a training on the calendar as of yet for December of 2024, but the FSS usually use this time to create a “Holiday Highlight” when they provide an overall overview of the Safety Framework Practice Model as well as highlighting the work that takes place in FRAME. New dates for the upcoming trainings will be posted and emailed out soon by Field Service Specialists.

Safety Framework Microlearnings

The UND Children and Family Services Training Center has been working on creating microlearnings to mirror the New Worker and Refresher Training. They also cover the foundational topics within the Safety Framework Practice Model. These microlearnings are in process, so far the following have been added to the CFSTC website:

- Protective Capacities Family Assessment Process: This includes each of the 4 stages- Preparation, Introduction, Discovery, & Change Strategy as well as tips/tricks for Tools 5 & 7
- Protective Capacities: This includes Behavioral, Cognitive, and Emotional
- Impending Danger: This includes Danger Threshold Criteria and Impending Danger Threats

Coming soon: Present Danger, Present Danger Planning, Safety Plan Determination, & Safety Planning
Click here to access the [CFSTC Safety Framework Practice Model Microlearnings](#)

Child Welfare Certification Transfer of Learning Resources

The UND Children and Family Services Training Center has created two different transfer of learning resources that can be used when you have a new worker going through certification training. The Supervisor Brief lays out what is covered in each session along with resources and prompts that supervisors can use in supervision to enhance the learning back at the office. These briefs are emailed out to supervisors prior to each session and outlines all of the requirements for assignments for workers during training, dates of the sessions each cohort, etc.

In addition, each worker going through CW Certification is asked to complete a Midway and Final Check In with their supervisor. These check ins provide an opportunity for supervisors to gauge where their new worker is with their emerging skills. Remember, for new workers, many of these skills and concepts that are being discussed will be emerging, meaning that they are in the beginning stages of mastering these skills. The goal is that you will see growth in their skill set over time. Please complete this form and then review with your worker. The worker also has a similar form with the same questions so that you can compare and discuss the growth, or areas of need, in the skill set topics. These check ins also provide great documentation for subsequent performance evaluations and discussions around professional growth.

So now that I know about these resources, how do I use them?

Suggestions for supervisors include:

1. If you haven't already watched the microlearnings or worker refresher sessions, it may be of benefit for you to do so. This is critical if you are unsure of how work interfaces with policy. It will also be beneficial to ensure that you are directing the worker in the same manner that aligns with training.
2. If you have a worker that is new, but they won't be able to attend training right away, have them watch the microlearnings and attend new worker training. Ask them questions after their attendance, have them follow a worker that is working on that particular item, such as a PCFA or a Present Danger Plan, so that they can see the work in action. In addition, continue to have conversations with the worker about Safety Framework and include them in discussions and meetings where the work is taking place.
3. If you have a worker that has gone through training but maybe needs some additional support, have them attend the refresher trainings on those topics as well as have them watch the microlearnings. Point out specifics that they should pay attention to and incorporate the learning into your supervision. For example, if you have a worker that is struggling to complete a PCFA or a Safety Plan, talk about how those should be different, what the process looks like and provide examples of those that meet the criteria. The worker may understand the process and the concept but may need assistance in completing the form - these are also covered in both the sessions offered by the FSS as well as in the microlearnings.
4. Use your microlearnings in group staffing meetings. Watch part of , or all, of the microlearning and then talk as a group of where the challenges still remain. Were there still questions about the process or how to complete the form after? If so, remember that your FSS are great assets in this. This can assist in the review of examples and as well as discussion where improvement could be needed as a group.
5. Stuck on what to write in a performance evaluation? Use the Midway Check Ins and Final Check Ins for ongoing discussions during supervision. It will assist us in identifying where we have seen growth and where we still need perhaps more exposure or practice. These items can then be added to the personal performance evaluations which then become more meaningful to both you and the worker.

The goal is not to be perfect by the end.
The goal is to be better today.
~Simon Sinek

