

# North Carolina Supervisors Office Hours for Practice Standards

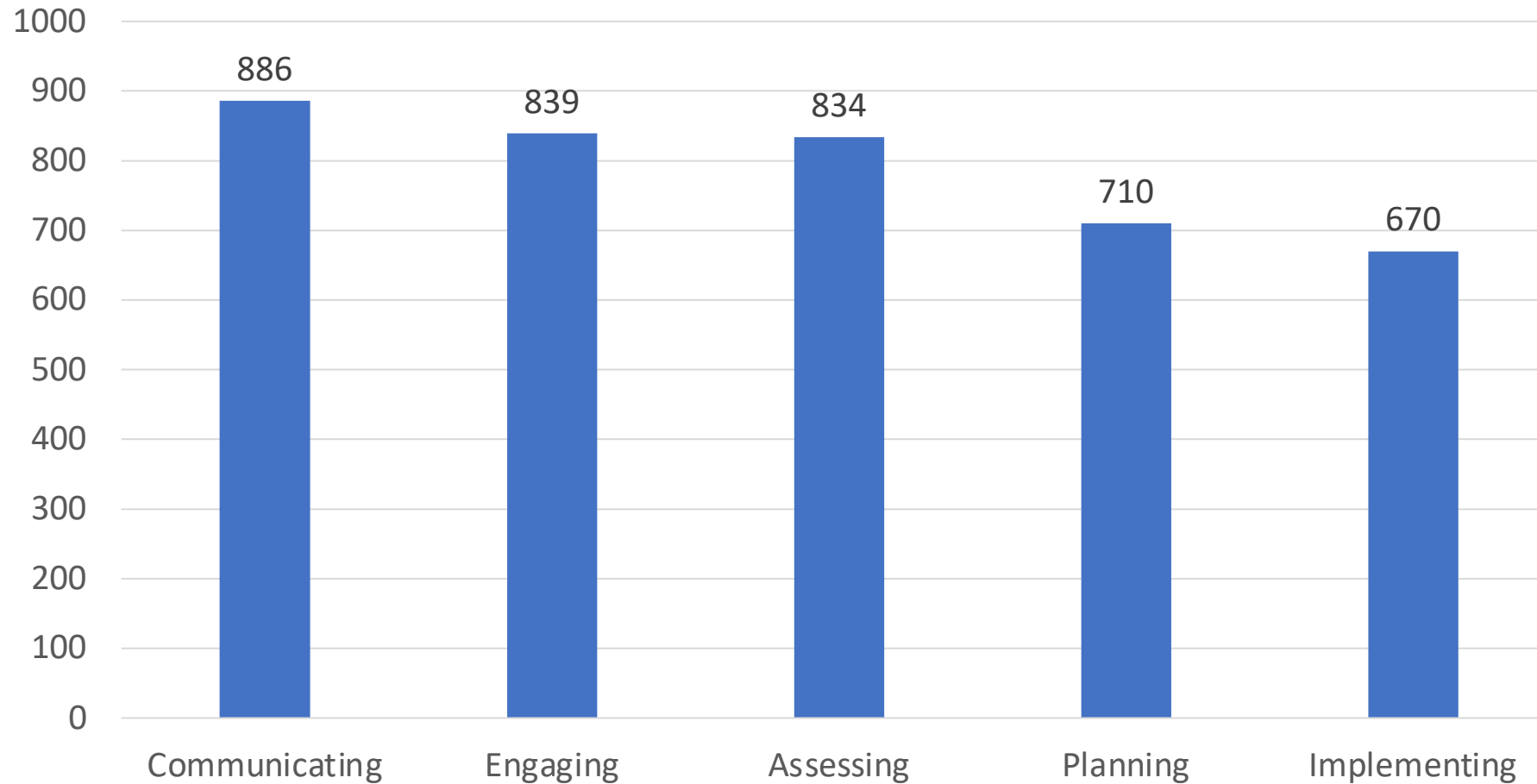
# Welcome!

Please:

- Turn your camera on
- Introduce yourself in the chat
- Be prepared to have an engaging conversation

# Supervisor Training Completions

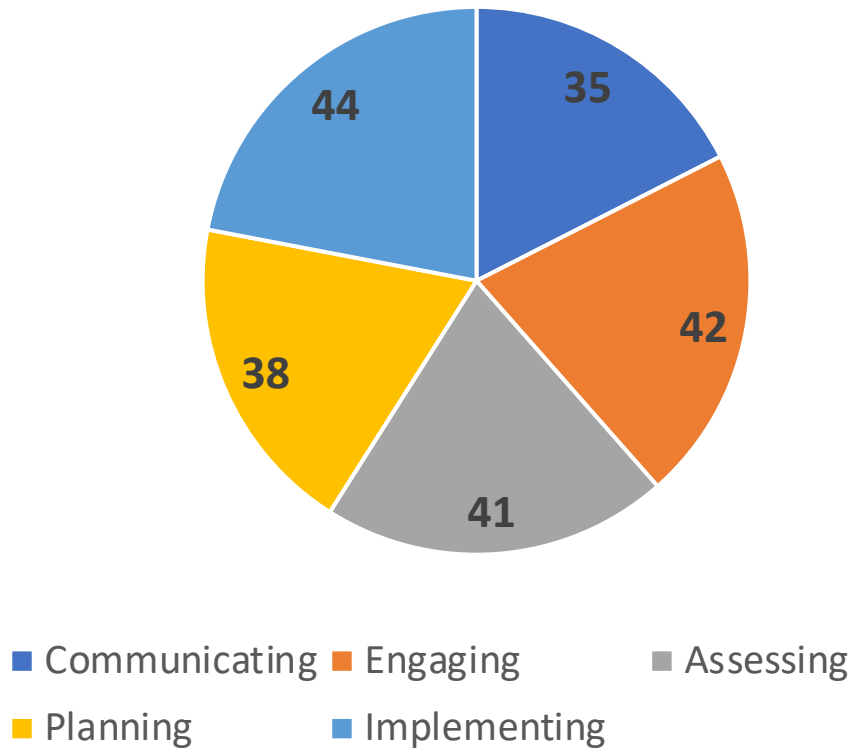
Supervisor Practice Standard Training Completions Through 3/31/2023



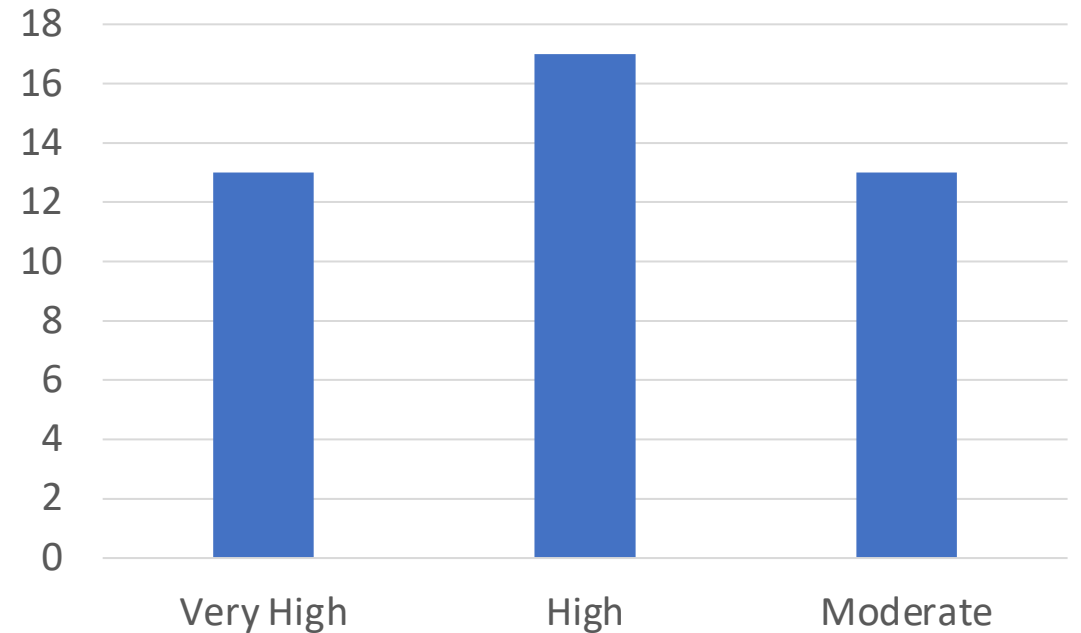
# Evaluation Highlights

From the Supervisors Trainings Completed March 2023 (200 Completions, 45 Surveys Submitted):

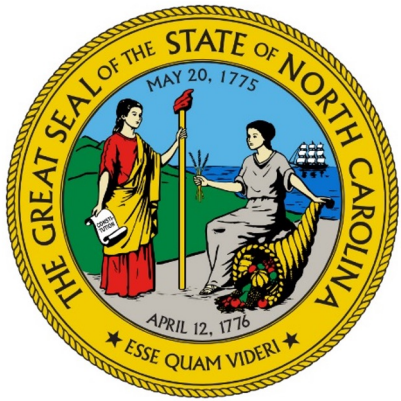
Number of Trainings Completed in March  
by Type



Overall, how would you rate this course? (across all courses taken in March)



Using the chat feature, beyond asking staff, how do you know cases on their caseloads are progressing? What are some signs you look for?



# Implementing as a Supervisor

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# Large Group Discussion

What are some strategies you have tried that have been successful in developing worker skills in:

- Monitoring Progress of FSA Objectives and Knowing When to Adjust
- Engaging Service Providers and Collaterals for other perspectives
- Ongoing Monitoring and Assessing of Safety and Risk and whether it has been mitigated



# How can supervisors craft questions for supervision that will support Implementing Behaviors?



## Exploring

What have you tried?  
What is the concern?

## Relationship

How do others feel  
about what is  
happening?

## Coping

What has been  
helpful?  
What's better?

## Visioning

Six months from  
now, how do you  
want the situation to  
look?

## Exception

What has worked well in  
the past that you might  
want to try again?

## Scaling

On a scale of one to ten,  
where is the case now?  
What steps would move  
that number?

## Action

What are the pros and  
cons of the options?  
What support do you need  
from me to take action?

# Skills and Behaviors to Look for In Workers



How does the worker focus on matching families with services?



Does the worker demonstrate being family centered as they implement plans with families?



Can the worker articulate family progress in plans during staffings?



Are workers prepared for staffings to articulate an overview of cases identifying strengths and barriers?



Is the worker knowledgeable about available services and share that information with peers?



Does the worker understand and utilize available community resources?

# Implementing Activity-Break Out

**Scenario:** You have just been hired in a different county as a supervisor. You have been assigned a blended unit with 4 workers and have been reviewing their caseloads. One of your workers, has 4 foster cases, 2 assessment cases and 2 in home cases. Of note:

- John: 9 year old. Entered custody due to Parental Alcohol Abuse 3 years ago. Goal of Reunification. IEP established
- Tanya: 16 year old. Placed in a group home. Goal of guardianship. FSA overdue. Entered 2 years ago.
- Marion: 5 year old. Assessment allegations of physical abuse. Other children in the home. Family has history.
- George: 7 year old. In home case open 80 days for lack of supervision. Child has not been seen in 45 days

In your group, please craft five questions you want to ask this worker in your next supervision to understand what are the barriers in these cases. and discuss how you would coach them to prioritize next steps to both progress cases and ensure the safety and well-being of the children.

# Report Out

What questions did your group come up with to assess barriers?

How would you coach your worker on the three most important things for them to do next to progress the cases and to ensure the safety and well-being of the children?

# Reflection and Action Steps:

What has resonated the most with you today?  
What are you taking with you?