

Skill Development Observation Guide: Child Welfare Track Training

WORKER NAME:

This tool outlines the observable skills that workers should begin demonstrating on the job following the completion of each Child Welfare Track Training. As a supervisor, you can use this tool to identify areas of strength and opportunities for further development by rating the worker's ability to demonstrate each skill. Skills outlined below are organized under the North Carolina Practice Standard associated with the skill.

While the Child Welfare Track Training provides workers with information and practice regarding these skills, very few will be an expert in each skill immediately following training. To understand their level of skill, you will rate each in the following way:

- **Learner** Worker needs continued support in this area; they inconsistently, inaccurately, and/or rarely demonstrate this skill.
- **Competent** Worker is proficient in demonstrating this skill; they consistently and accurately demonstrate it but are still developing comfort and intuition with it.
- **Expert** This is a central strength for the worker; they consistently and accurately demonstrate this skill without effort.

The worker should also complete the performance ratings as a self-assessment in order to identify their own strengths and priorities for development. Following completion, you will work together to identify five top strengths and five priorities for development, and to create three action steps to begin addressing the development priorities. This tool should be used to guide ongoing dialogue about the worker's performance, and to prioritize action steps for worker development. In your ongoing dialogue with your worker, be sure to highlight successes and review progress. Make note of changes in their performance as you go, not only to continually reassess priorities for development, but also to celebrate their individual growth as they develop their skills as a child welfare worker.

While developed as a companion to the Child Welfare Track Training, this guide is also useful for existing staff. Following the performance rating and action step development process, you can work with seasoned staff to celebrate strengths and identify areas for development. In addition, you can refer to the Supervisor Job Aids that accompany each Track Training to identify ways to support skill development with your worker.

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Intake in Child Welfare Track Training

Behavioral Skills by Practice Standard	Performance		
Communicating Skills	Learner	Competent	Expert
Social worker consistently demonstrates			•
cultural humility in their communication and			
interactions with reporters.			
Social worker uses community-accessible			
language to explain essential tasks and			
activities of intake services.			
Social worker consistently demonstrates			
non-judgmental, behaviorally specific,			
objectivity in documentation.			
Social worker successfully communicates			
concerns using harm and worry statements.	<u> </u>	_	
Social worker notifies appropriate individuals			
or agencies of information received at intake			
and/or intake decisions as required by policy. Social worker creates documentation using			
behavioral descriptors that accurately and			
objectively reflect information obtained from			
reporters during intake.			
Comments			
Engaging Skills	Learner		
Social worker engages reporters to collect	I Galliel	Competent	Evnert
		Competent	Expert
		Competent	Expert
necessary information to support intake		Competent	Expert
necessary information to support intake decisions.		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support culturally-informed screening decisions.		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support culturally-informed screening decisions. Social worker uses solution-focused		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support culturally-informed screening decisions.		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support culturally-informed screening decisions. Social worker uses solution-focused interviewing strategies to gather information		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support culturally-informed screening decisions. Social worker uses solution-focused interviewing strategies to gather information during intake.		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support culturally-informed screening decisions. Social worker uses solution-focused interviewing strategies to gather information during intake. Social worker engages individuals reporting		Competent	Expert
necessary information to support intake decisions. Social worker engages with reporters to gather relevant information to support culturally-informed screening decisions. Social worker uses solution-focused interviewing strategies to gather information during intake. Social worker engages individuals reporting allegations of child maltreatment in a		Competent	Expert

Comments

when they are on call and responding to a

report with an immediate response.

Implementing Skills	Learner	Competent	Expert
Social worker consistently applies North			
Carolina policy and tools to determine if			
alleged maltreatment meets the legal			
threshold for abuse, neglect, or dependence	y.		
Social worker screens reports of alleged			
maltreatment and appropriately assigns			
responses per North Carolina policy.			
Social worker consistently and correctly			
implements North Carolina Administrative			
Rules and Intake Policy in their work.			
Social worker consistently meets the		_	
timelines and policy requirements associate	ed L		
with their intake role.			
Social worker demonstrates an ability to			
navigate SDM screening and response too	ls.		
Social worker consistently adheres to		_	
confidentiality policies to respect the privac	у Ц		
of children and families.			
Comments			
Top Areas of Worker Strength	Priorities for	Worker Develop	oment
1.	1.		
2.	2.		
3.	3.		
	Comments		

Worker Development Action Steps		
rget Completion Date		
r		

CPS Assessment Track Training

Behavioral Skills by Practice Standard		Performance	
Communicating Skills	Learner	Competent	Expert
Social worker consistently demonstrates cultural humility in their communication and interactions with children and families.			
Social worker uses family accessible language to explain essential tasks and activities of CPS assessment.			
Social worker consistently demonstrates non-judgmental, behaviorally specific, objectivity in documentation.			
Social worker successfully communicates concerns using harm and worry statements.			
Social worker facilitates open, honest, and respectful dialogue with families.			
Social worker creates documentation using behavioral descriptors that accurately and objectively reflect information obtained from children and families throughout assessment.			
Comments			
Engaging Skills	Loornor	Compotent	Evnort
Engaging Skills Social worker engages community agency	Learner	Competent	Expert

Engaging Skills	Learner	Competent	Expert
Social worker engages community agency partners (such as law enforcement) to collaborate during assessment processes as required by North Carolina policy.			
Social worker engages children, families, and other community partners to collect necessary information that supports CPS assessment decision-making.			
Social worker prioritizes family voice when conducting assessments.			
Social worker engages tribal partners in case decision-making based on the considerations outlined in ICWA.			
Social worker uses strength-based, family- centered interviewing strategies to gather information during the assessment process.			

Social worker engages case participants in a respectful manner using a trauma-informed			
approach.			
Social worker engages families to identify			
options that mitigate safety and risk			
concerns.			
Social worker uses courageous conversation			
techniques to address crucial concerns and			
manage conflict.			
Social worker identifies, locates, and			
engages each parent, including non-resident			
parents.			
Comments			
Assessing Skills	Learner	Competent	Expert
Social worker accurately and consistently			
assesses allegations of maltreatment and			
child safety using Structured Decision-			
Making tools.			
Social worker comprehensively assesses			
family strengths and needs.			
Social worker consistently assesses the			
impact of caregiver behavior on child safety.			
Social worker incorporates information from			
multiple sources into their assessments of			
child safety.			
Social worker consistently assesses their			
own biases, assumptions, and attitudes to			
consider how they influence their case			
practice.			
Social worker demonstrates an			
understanding of the difference between			
safety and risk in assessment decisions.			
Social worker assesses for the presence of			
strengths, protective factors, and protective			
capacity in the assessment process.			
Social worker recognizes parental behaviors			
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that do and do not ensure child safety.			
Social worker prioritizes family voice and			
Social worker prioritizes family voice and choice when assessing options for child			
Social worker prioritizes family voice and			

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Planning Skills	Learner	Competent	Expert
Social worker takes appropriate steps to ensure their physical and emotional safety in			
their interactions with clients.			
Social worker successfully creates plans for			
case transfer when transferring cases to In-			
Home or Permanency Planning Services.			
Social worker prioritizes child, parent,			
relative, and kin voice in assessment			
planning and decision-making processes.			
Social worker works with families and safety			
networks to identify appropriate interventions			_
to address danger indicators and protect			
children from harm.			
Social worker considers important social and			
cultural connections for children and families			
when identifying resources for support.			
Social worker demonstrates an			
understanding of the ways in which mental			
health and substance misuse through			
assessment processes and case decisions.			
Social worker prioritizes relative and kin			
caregivers when identifying placements.			
Social worker takes appropriate steps to			
ensure their physical and emotional safety in			
their interactions with clients.	_	_	<u>—</u>
Comments			
Implementing Skills	Learner	Competent	Expert
Social worker consistently determines		12.000.74	10.2.2
appropriate response type for assessments			
of abuse, neglect, or dependency.			_
Social worker adheres to active/reasonable			
effort requirements to prevent removal based			
on the circumstances of the case.			
Social worker consistently and correctly			
implements North Carolina Administrative			

Rules and CPS Assessments Policy in the work.	eir		
Social worker consistently meets the timelines and policy requirements associa with their assessment role.	ited		
Social worker demonstrates an ability to navigate SDM tools.			
Social worker consistently adheres to confidentiality policies to respect the privation of children and families.	су		
Social worker conducts and documents quality contacts that facilitate assessment and planning to ensure child safety.			
Comments	•		
Top Areas of Worker Strength	Priorities fo	r Worker Develo	oment
1.	1.		
2.	2.		
3.	3.		
Comments	Comments		
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Worker Develop Action Details	ment Action	Target Comp	letion Date
Addition Details		raiget comp	notion Date

Permanency Planning Services Track Training

Behavioral Skills by Practice Standard	Performance		
Communicating Skills	Learner	Competent	Expert
Social worker consistently demonstrates cultural humility in their communication and interactions with children and families.			
Social worker uses family-accessible language to explain essential tasks and activities of Permanency Planning Services.			
Social worker successfully prepares the child, family, and provider for placement, court, and child and family team meetings.			
Social worker demonstrates an ability to hold crucial conversations with parents.			
Social worker clearly communicates child strengths and needs to placement providers when initiating placement and throughout placement.			
Social worker normalizes emotions surrounding, including supporting feelings of separation, grief, or loss at permanency for			
children			
parents			
placement/permanency providers			
Social Worker consistently demonstrates non-judgmental, behaviorally specific, objectivity in documentation.			
Comments			
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Engaging Skills	Learner	Competent	Expert
Social worker engages the child and family in all aspects of Permanency Planning Services.			
Social worker actively engages relative and kin partners to support safety, permanency, and well-being outcomes.			

Social worker applies strategies that promote equity and inclusion when engaging with children, parents, and other family members.			
Social worker engages tribal partners in case decision-making based on the considerations outlined in ICWA.			
Social worker engages parents and placement providers to partner in decision-making for the child in placement.			
Social worker engages parents and placement providers to partner to promote normalcy for the child in placement.			
Social worker actively locates and engages with relatives and kin to identify ways in which they can support the child, including support beyond providing placement.			
Social worker engages parents and providers to facilitate successful shared parenting.			
Social worker balances confidentiality and transparency/disclosure with Child and Family Team (CFT) members to engage while respecting the family's privacy.			
Social worker engages children and adults in a strengths-based, solution-focused manner during case interactions.			
Social worker consistently demonstrates engagement techniques that support families through difficult case conversations.			
Comments			
Assassing Skills	Learner	Competent	Expert
Assessing Skills Social worker consistently assesses their	Leanier	Competent	Lxpert
own biases, assumptions, and attitudes to consider how they influence their case practice.			
Social worker assesses for the presence of strengths, protective factors, and protective capacity and incorporates them in planning.			
Social worker utilizes strengths-based and			

Social worker assesses the unique needs of children and youth across diverse populations when making placement			
decisions.			
Social worker successfully assesses			
resource parent capacity compared to child			
needs when making placement matches.			
Social worker accurately assesses safety			
and risk in permanency planning services using North Carolina policy.			
Social worker considers the importance of			
sibling relationships, culture, and special			
needs when making placement decisions.			
Social worker assesses resource parent and			
child needs during placement to identify risks			
of placement disruption.			
Social worker assesses the unique needs of			
relative and kin caregivers and their capacity			
to take placement of children.			
Social worker continually assesses safety			
and risk throughout the life of the case.			
Social worker assesses permanency options			
on a case-by-case basis and documents			
concurrent plans, as required in policy.			
Social worker assesses for risks associated			
with dissolution and disruption prior to			
finalizing permanency.			
Comments			
Planning Skills	Learner	Competent	Expert
Social worker successfully creates plans for			
case transfer when receiving cases from			
CPS Assessment or In-Home, and when			
transferring cases to other social workers.			
Social worker prioritizes child, parent,			
relative, and kin voice in case planning and			
decision-making processes.			
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Social worker prioritizes relative and kin			
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children in foster care, including educational		
stability, religious, and cultural events.		
Social worker plans for the legal, cultural,		
and relational permanency of children and		
youth.		
Social worker creates plans that support the		
unique needs of kinship caregivers in order		
to maintain relative placements.		
Social worker successfully prepares children,		
families, and providers for permanency.		
Social worker creates plans for Family Time		
that mitigate barriers that limit the child's		
access to time with parents and siblings.		
Social worker successfully prepares children,		
families, and providers for Family Time.		
Social worker successfully identifies	 	
interventions to mitigate safety threats and		
risk factors that influence permanency.		
Social worker generates behaviorally specific		
objectives and desired outcomes written in		
family-accessible language.		
Social worker makes appropriate service and	 	
resource matches to support permanency for		
children and their families.		
Social worker creates comprehensive		
Transitional Living Plans for youth in out-of-		
home care that support options and skill		
development for independent living.		
Social worker creates plans with youth for		
ongoing contact with important connections,		
both while in placement and when		
transitioning to adulthood.		
Social worker engages in future planning at		
the point of permanency to reduce the risk of		
dissolution or disruption.		
Social worker takes appropriate steps to		
ensure their physical and emotional safety in		
their interactions with clients.		
Comments		

Implementing Skills	Learner	Competent	Expert
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Social worker consistently meets the timelines and policy requirements associa	ted			
with their permanency planning role.	!			
Social worker correctly implements require				
ICPC processes for out-of-state placement Social worker prioritizes relatives and kin a				
placement options throughout the child's	as			
placement, even if the initial placement is				
with a non-relative provider.				
Social worker conducts and documents				
quality contacts to facilitate ongoing				
assessment and planning that lead to				
permanency for the child.				
Social worker utilizes CFT meetings				
throughout the life and includes child and				
family voice in all aspects of the meetings.				
Social worker integrates safety organized	•			
practice and structured decision-making to	ools			
into everyday practice.	0.0			
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Comments				
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Top Areas of Worker Strength 1. 2. 3. Comments Worker Develop	1. 2. 3. Con	nments t Action Ste	os	

Foster Home Licensing Track Training

Behavioral Skills by Practice Standard	Performance Export		
Communicating Skills	Learner	Competent	Expert
Social worker successfully communicates the qualifications of licensure and the general needs of children in care to prospective foster parents.			
Social worker communicates foster parents' qualifications for licensure with objective, clear documentation.			
Social worker successfully communicates the expectations of licensed foster parents.			
Social worker clearly describes the Interstate Compact for the Placement of Children (ICPC) process and requirements.			
Social worker understands and communicates resources available for children and families post-permanency, including eligibility for Adoption Assistance and/or KinGAP programs.			
Comments			
Engaging Skills	Learner	Competent	Expert
Social worker engages with community partners to recruit prospective foster parents			
Social worker engages prospective foster parents to make a knowledgeable decision about pursuing licensure.			
Social worker engages foster parents, family, and kin in the placement decision-making process.			
Social worker engages placement providers and parents to partner in decision-making for the child in placement.			
Social worker engages placement providers and parents to partner in promoting normalcy for the child in placement			

Social worker actively engages with relatives and kin to consider their interest and appropriateness for placement.			
Social worker engages relatives in the licensing process to ensure children in foster care have access to kin placements.			
Comments			
Assassing Skills	Learner	Competent	Evnert
Assessing Skills Social worker consistently assesses their	Leaniei	Competent	Expert
own biases, assumptions, and attitudes to consider how they influence case practice.			
Social worker accurately assesses foster parent qualifications for licensure.			
Social worker assesses the unique needs of children and youth across diverse populations when making placement decisions.			
Social worker successfully assesses foster parent capacity compared to child needs to make appropriate placement matches.			
Social worker accurately assesses safety and risk in the foster home using North Carolina policy and structured decisionmaking tools.			
Social worker considers the importance of sibling relationships, culture, and special needs of children when making placement decisions.			
Social worker assesses foster parent and child needs during placement to identify risks of placement disruption.			
Social worker assesses the unique needs of relative and kin caregivers and their associated capacity to take placement of children.			
Social worker continually assesses compliance with licensing requirements throughout the licensing period.			
Social worker ensures that foster parent behaviors, circumstances, and health are conducive to child safety and well-being			

Social worker utilizes the 12 Skills to Successful Fostering criterion to assess			
foster parent applicants			
Social worker conducts the required criminal			
background checks on foster care applicants			
and other adult household members to			
assess appropriateness for licensure.			
Comments			
Planning Skills	Learner	Competent	Expert
Social worker successfully creates plans to	200.77707		
support the physical, emotional, and social			
needs of foster parents.			
Social worker supports foster parents to			
meet the unique needs of children and youth			
across diverse populations.			
Social worker proactively supports foster			
parents to meet the needs of children in their			
home and increases placement stability.			
Social worker prioritizes child, parent,			
relative, and kin voice in case planning and			
decision-making processes.			
Social worker plans to support the unique			
needs of relative caregivers in order to			
maintain relative placements.			
Social worker successfully prepares foster			
families for permanency.			
Social worker uses support strategies that			
build capacity, maintain diversity, and meet			
the needs of foster families.			
Social worker takes appropriate steps to			
ensure their physical and emotional safety in			
their interactions with clients.			
Comments			
Implementing Skills	Learner	Competent	Expert
Social worker consistently and correctly			
implements North Carolina Administrative			

Dulas and Faster Home Licensing Deliev				
Rules and Foster Home Licensing Policy when making licensing decisions.				
Social worker consistently meets the				
timelines and policy requirements associa	ted			
with their licensing role.	icu			
Social worker provides useful resources a	nd			
•				
service referrals to support foster parents.				
Social worker consistently implements ICF				
processes for out-of-state placements.				
Social worker prioritizes relatives and kin	as			
placement options throughout the child's				
placement, even if the initial placement is				
with a non-relative provider.				
Social worker conducts and documents				
quality contacts to facilitate ongoing				
assessment and planning that support sta	ble			
placements.				
Social worker ensures that child rights are				
upheld during licensing compliance visits.				
Comments				
Comments				
Comments				
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Top Areas of Worker Strength	Prio	orities for W	orker Develop	oment
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Top Areas of Worker Strength		orities for W	orker Develop	oment
Top Areas of Worker Strength 1.	1. 2. 3.		orker Develop	oment
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Top Areas of Worker Strength 1. 2. 3.	1. 2. 3.		orker Develop	oment
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