



Department of

Children's Services

Quality Contacts and Documentation

A Webinar Series



TN

Caseworker and Child Quality Contacts

TM

What makes a Quality Visit?

Before

- Planning
- Location and Duration

During

- Private Time
- Open Conversations
- Global Assessment – Safety, Permanency and Well-being
- Next Steps

After

- DOCUMENTATION
- Follow up and follow through

Private Time

What does private time look like?

At what age does a child need a private visit?

Can a sibling group have a private visit together?

Tip Sheets

- Infants
- Toddlers
- Preschool
- Early Adolescence
- Middle Adolescence
- Late Adolescence

The SAFETY discussion:

Every Visit

- **Assess for Safety**
 - At home
 - With your caregivers?
 - On visits?
 - With your friends?
 - In your community?
 - Are you making good choices?

Assess status and progress

Well-being Domains:

- School
- Health
- Mental Health/Behavior
- Substance Abuse
- Relationships with family and friends
- Independent Living

Permanency Domains:

- Services
 - Do you feel this service is working?
 - Do you feel like this service will help you achieve your goals?
- Placement
- Visits
 - Do you feel safe?
 - How are visits going?
- What else do you need to be successful?

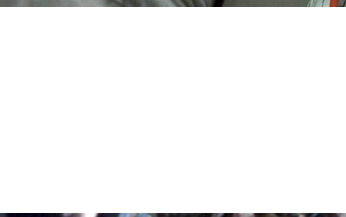
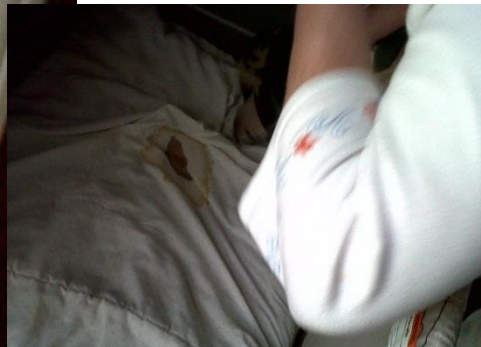
Caseworker/Youth Visit



Importance of walking through the home or placement...



Importance of walking through the home or placement...



Voice of the Youth



Don't forget to Document!!!



Child Visit Documentation Checklist:

- ✓ Visit was of adequate duration (generally about an hour in length).
- ✓ Child was visited alone (private time) for part of the visit (or with each child alone if it is a sibling group).
- ✓ Child was asked about safety concerns.
- ✓ Child was asked about their well-being (physical, mental health, educational, social, independent living),
- ✓ Caseworker informally assessed through observations during the visit (mood of child; interactions; change in behavior; foster parent/provider actions; safety issues present in the foster home/facility, etc.)

Child Visit Documentation Checklist:

- ✓ Child's interactions with others in the home observed.
- ✓ Child was asked about visitations with parents, phone contact with parents, etc. if in out of home placement.
- ✓ Child was asked about the effectiveness of services (counseling, alcohol and drug, etc.)
- ✓ Progress on goals on the permanency plan or other case plan were discussed.
- ✓ Child was asked about their needs or issues they have.

Concerted Efforts

MONTHLY

- ✓ Informal assessments made through conversations and observations with children, families, and foster parents.
- ✓ Different things were attempted to continue to engage children and families to complete assessments and services.

Visitation Policy, Protocol, and Checklist



Visitation Plan Work Aid





*Goal: Improve quality
of child contacts*

Plan/Action Steps:

- 1. Use open
questions with
kids to keep them
talking*
- 2. Use solution
focused dialogue
to get their input.*

Update your Small Test of Change

Evaluation

Course Title:

Quality Contacts: Caseworker/Child Visits

Trainers: Check the Chat box

<http://www.tn.gov/dcs/article/training-evaluation>

The logo consists of a red square with the letters 'TN' in white, serif font. Below the red square is a thin blue horizontal bar.

TN

Thank you