

**Strong
Foundations**SM
Improving Outcomes for Families

Under the Support of
 **Embrace Families**SM



Child Welfare Supervisor Certification: Investing in our supervisory workforce

Introductions

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Acknowledgement

This certification package is a product of a cooperative agreement awarded to Embrace Families under the Children's Bureau funding opportunity: ***Strengthening Child Welfare Systems to Achieve Expected Child and Family Outcomes.***

Learning Objectives

- ✓ Understand the ***why*** behind certification
- ✓ Understand ***how*** the certification is being created
- ✓ Understand ***what*** the requirements are for certification
- ✓ Understand ***who*** the target is for certification
- ✓ Understand ***when*** and ***where*** the certification package will be available

Why invest in certification?

Research - Nationwide

- Supervision is a key factor in worker retention and job satisfaction
- Supervisors have been recognized as the cornerstone for connecting the state child welfare agency, frontline worker practice and positive outcomes for children and families
- Recognizes the significance of the role of the supervisor in building the capacity of the frontline staff.

Research - Florida

- Exit interview data shows that one of the major reasons that case managers stay or go is based on their supervisor
- In a 2018 study by The Florida Institute of Child Welfare, newly hired child protective investigators and case managers that completed the pre-service training and were maintaining independent caseloads were interviewed to learn about the typical supervision experience for a newly hired child welfare worker. ***“Encouraging supervision”*** was reported as necessary for retention.
- Supervisor turnover is lower than frontline staff

How did we do this????

We conducted a
Role Delineation
Study
(RDS)



OK ... What's an RDS?

- Detailed process with multiple stages
- Gathers and evaluates expert opinion to reach consensus on the core competencies of a given profession
- Results in a legally-defensible set of core competencies and examination blueprint

RDS Phase 1: Scope of Service

In January, FCB facilitated a face-to-face workshop with a team of 14 child welfare supervisor subject matter experts, representing:

- CBC Lead Agencies
- Case Management Organizations
- Department of Children and Families
- Sheriff Offices

These experts held or hold positions that require them to know what is expected of a child welfare supervisor, regardless of employer or discipline

RDS Phase 2: Review of Proposed Scope of Service

- The SME team identified 27 competencies, allocated across four performance domains.
- A *Public Review and Comment Period* survey was then conducted, asking respondents to review and provide feedback on the proposed competencies, to include recommended edits, deletions, and additions.
- 211 responses were analyzed and reviewed with the original SME team for final edit and preparation for validation.

RDS Phase 3: Validation

The validation period asks current child welfare supervisors to rate each proposed competency on a 5 point scale for:

- IMPORTANCE
- FREQUENCY
- NEED AT ENTRY

The data is analyzed by FCB psychometricians, resulting in a legally defensible examination blueprint.

Final Product: RDS Report

FCB develops and publishes an RDS report, according to national certification program development standards.

The RDS report:

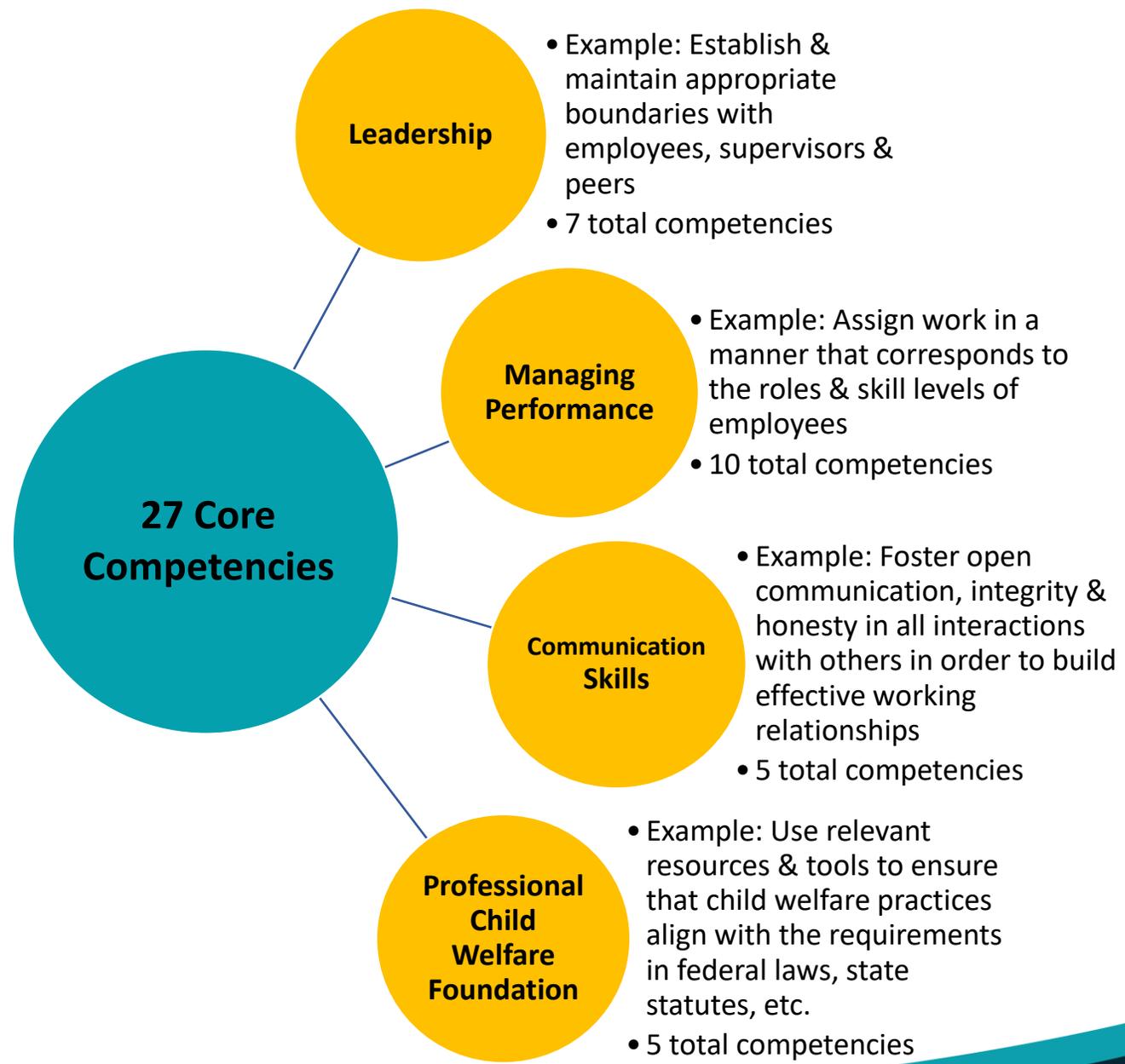
- Details the RDS process, including timelines, participants, and process.
- Identifies the performance domains and core competency statements.
- Provides a weighted examination blueprint, by domain and competency.
- Serves as a competency-based foundation to create supervisory training and professional development programming.

Next Steps ...

Establishing the core competencies and examination blueprint is the first step, next steps include:

- Building supervisory training and examination instruments
- Setting certification standards
- Developing application pathways
- Implementing systems to support the certification program
- Launching the certification program

Using the Role Delineation Study to Create Training & Certification Requirements



Proposed Training Schedule

Day I

Module 1: Introduction to Supervisor Certification Training & Process

Module 2: The Role of the Supervisor

Module 3: The Path to Performance

Day II

Module 4: Qualities of Effective Leaders

Module 5: Setting Expectations with Individuals & Units

Module 6: Feedback and Ongoing Development

Day III

Module 7: Diversity & Inclusion and the Role of the Supervisor

Module 8: Internal & External Teamwork

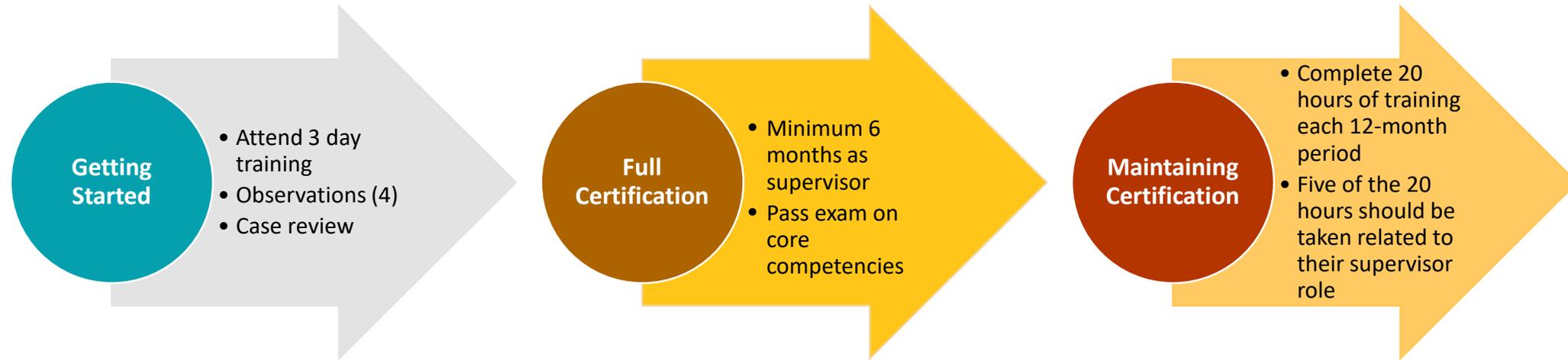
Module 9: Workforce Wellness

Certification Standards

- Standards will reflect the training and experience necessary to develop and demonstrate the competencies established by the RDS.
- Standards are related to:
 - Training
 - Examination
 - On-the-Job Skills Application
 - Individual and Group Supervision
 - Continuing Education

What are the proposed Certification Requirements?

- New supervisors
- Existing supervisors without the legacy supervisor certification



Legacy Certification Holders: Training & exam only

Who?



Child Protective Investigator Supervisor

Child Welfare Case Manager Supervisor

Child Welfare Licensing Supervisor

When? Where?

- Pilot at Embrace Families at end of 2020 or beginning of 2021
- Start in other areas in spring of 2021
- Initial site training completed by fall of 2021
- Train-the-trainer workshops to engage other areas in Florida

Initial Sites:

- Brevard Family Partnership & DCF - Circuit 18
- Community Partnership for Children & DCF – Circuit 7
- Citrus & DCF – Southern Region - Circuits 11 & 16
- Embrace Families & DCF – Circuit 9 & Seminole County Sheriff’s Office – Circuit 18
- Heartland for Children & DCF – Circuit 10

Moving Forward

- ❖ Proposing:
 - ❖ Adding the Supervisor Certification requirement to the career ladder for all Child Protective Investigator Supervisors
 - ❖ Adding a requirement that all Case Management Supervisors and Licensing Supervisors be certified
- ❖ Any certification track will be sustained jointly by the Florida Certification Board and the Department of Children & Families

Any Questions?

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