

### Skill Development Observation Guide: Child Welfare Track Training

WORKER NAME:
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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 Expe		
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. 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	Competent	Expert
Social worker engages reporters to collect 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 respectful manner using a trauma-informed approach.			
Comments			

Assessing Skills	Learner	Competent	Expert
Social worker accurately and consistently screens reports of alleged maltreatment using structured decision-making tools.			
Social worker consistently assesses the impact of caregiver behavior on child safety.			
Social worker accurately distinguishes between concerns related to mental health and substance use and allegations of maltreatment.			
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 screening decisions.			
Social worker assesses for the presence of strengths, protective factors, and protective capacity in the screening process.			
Comments			

Planning Skills	Learner	Competent	Expert
Social worker has a plan for effective intake			
interviews that results in sufficient			
information to accurately screen reports.			
Social worker checks agency history on all			
Intake reports.			
Social worker creates behaviorally-specific			
harm and worry statements.			
Social worker prepares for their initial contact			
when they are on call and responding to a			
report with an immediate response.			
Comments			

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 dependency.			
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 associated with their intake role.			
Social worker demonstrates an ability to navigate SDM screening and response tools.			
Social worker consistently adheres to confidentiality policies to respect the privacy of children and families.			
Comments			

Top Areas of Worker Strength	Priorities for Worker Development
1.	1.
2.	2.
3.	3.
Comments	Comments
	1

Worker Development Action Steps			
Action Details Target Completion Date			

# 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	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 that do and do not ensure child safety.			
Social worker prioritizes family voice and choice when assessing options for child placement.			
Comments			

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.			
Comments			

Implementing Skills	Learner	Competent	Expert
Social worker consistently determines		_	
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 their		
work.		
Social worker consistently meets the	 	
timelines and policy requirements associated		
with their assessment role.		
Social worker demonstrates an ability to		
navigate SDM tools.		
Social worker consistently adheres to		
confidentiality policies to respect the privacy		
of children and families.		
Social worker conducts and documents		
quality contacts that facilitate assessment		
and planning to ensure child safety.		
Comments		

Top Areas of Worker Strength	Priorities for Worker Development
1.	1.
2.	2.
3.	3.
Comments	Comments

Worker Development Action Steps			
Action Details	Target Completion 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			

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		

Assessing Skills	Learner	Competent	Expert
Social worker consistently assesses their 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 solution-focused approaches within their narrative interviewing practice			

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.			
Social worker prioritizes relative and kin caregivers when identifying placements.			
Social worker creates plans that maintain important social and cultural connections for			

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		

Social worker consistently meets the		
timelines and policy requirements associated with their permanency planning role.		
Social worker correctly implements required		
ICPC 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 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 tools		
into everyday practice.		
Comments		

Top Areas of Worker Strength	Priorities for Worker Development
1.	1.
2.	2.
3.	3.
Comments	Comments

Worker Development Action Steps			
Action Details Target Completion Da			

## Foster Home Licensing Track Training

Behavioral Skills by Practice Standard	Performance		
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		

Assessing Skills	Learner	Competent	Expert
Social worker consistently assesses their 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 decision- making 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 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			

Rules and Foster Home Licensing Policy when making licensing decisions.		
Social worker consistently meets the		
timelines and policy requirements associated		
with their licensing role.		
Social worker provides useful resources and		
service referrals to support foster parents.		
Social worker consistently implements ICPC		
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 stable		
placements.		
Social worker ensures that child rights are		
upheld during licensing compliance visits.		
Comments		

Top Areas of Worker Strength	Priorities for Worker Development
1.	1.
2.	2.
3.	3.
Comments	Comments

Worker Development Action Steps		
Action Details	Target Completion Date	