



New Family Case Manager Training

Effective January 2013

Total 60 days – 12 weeks
29 Classroom, 21 County Based Transfer of Learning Days, &
10 County Based On the Job Reinforcement Days

Module I: Orientation and Introduction to Child Welfare: 19 days – 9 Classroom & 10 Local Office

- 1 Day – **Orientation in Central Office-HR presentation** (ID, Swearing-in, info on location of training, parking, etc.)
- 2 Days – **Getting to Know DCS** (introduction to agency mission and values, agency structure, position roles and responsibilities, and essential processes at DCS)
- 1 Day – **Introduction to Laptop & MaGIK** (laptop distribution and set-up, introduction to MaGIK, and on-line policy manual)
- 1 Day – **Transfer of Learning: DCS Hotline** (Overview of functions and responsibilities of the DCS Hotline)
- 5 Days – **Orientation in County Office & Transfer of Learning in County Office** (Introduction to field office supervisor, director, and family case managers, completion of initial new hire paperwork, etc.)
- 2 Days – **Culture & Diversity** (cultural learning continuum, self-assessment, and norms, as well as cultural aspects of Indiana and working with diverse families throughout state)
- 1 Day – **Legal Overview** (introduction to legal aspects of the job)
- 2 Days – **Worker Safety** (introduction to risk management & safety awareness, cycle of escalation, universal precautions, substance identification, and car seat installation)
- 4 Days – **Transfer of Learning in County Office**

Module II: Assessing for Safety: 15 days – 9 Classroom & 6 Local Office

- 2 Days – **Engagement** (introduction to engagement skills needed to create and maintain trust based relationships with children & families, focus on cycle of need, process of change, working with resistance, Johari's window, core conditions, challenge model, functional strengths, etc.)
- 2 Days – **Teaming** (introduction to the child and family team meeting process, preparation of parents, identification of team members, discussion of formal and informal supports, etc.)
- 1 Day – **Transfer of Learning in County Office**
- 5 Days – **Assessing Child Maltreatment** (introduction to assessment process and impact on safety, stability, permanency, and well-being from the first contact with family through case closure. As well as introduction to abuse & neglect scenarios, utilization of agency forms, planning & techniques of interviewing, and how to document the assessment process)
- 5 Days – **Transfer of Learning in County Office**

Module III: Planning for Stability and Permanency: 10 days – 5 Classroom & 5 Local Office

- 3 Days – **Case Planning & Intervening** (introduces participants to the case planning process, the importance of DCS intervention, development of goals, objectives, and activities, as well as tracking and monitoring for goal achievement. It addresses family issues related to mental health, substance abuse, and domestic violence.)
- 2 Days – **Legal Roles & Responsibilities** (introduces the Family Case Manager to the legal roles and responsibilities of the position including knowledge of CHINS statutes, timelines, legal reports, etc.)
- 5 Day – **Transfer of Learning in County Office**

Module IV: Tracking and Monitoring Well-Being: 16 days – 6 Classroom & 10 Local Office

- 1 Days – **MaGIK – Day 2** (introduces the Family Case Manager to the states child welfare data management system and how to properly document family data in it throughout the life of a case. Capturing data in the assessment, case planning, and case closure phases)
- 2 Days – **Effects of Abuse, Neglect, and Separation on Child Development** (introduces participants to normal child development, effects of abuse and neglect on development, reactive attachment disorder, impact of separation on child and family, importance of placement identification and stability, and focuses on tracking and monitoring child well-being from initial contact through case closure)
- 1 Day – **Permanency Planning Outcomes for Children & Families** (introduces participants to permanency options & programs, importance of achieving permanency, ways to assess & ensure permanency within legal timeframes)
- 1 Day – **Time Management** (introduces importance of time management, planning, prioritizing, and maintaining a positive work / life balance)
- 10 Days – **On the Job Skill Reinforcement in County Office**
- 1 Day – **Cohort Graduation** (half the day is spent on posttest, collection of training feedback, and recommendations, other half is focused on graduation ceremony)