**USER GUIDE TO THE WORKFORCE DEVELOPMENT TOOLS**

**What We Do**

The purpose of the Workforce Development DC is to develop and test tools and processes that (1) promote recruitment, screening and selection of a culturally responsive workforce whose values, knowledge and skills align with those in the California Core Practice Model (CPM), (2) facilitate ongoing engagement of staff, and (3) create meaningful opportunities for development and leadership at all levels both inside and outside the agency. The work of this group ultimately supports and enhances the work of young adults, children, families, and community partners to reach ideal outcomes.

**Who We Are**

*DC Facilitators*: Susan Brooks (RTA); Anita Barbee (Faculty), Karen Lofts-Jarboe (Faculty), Mark Lapiz (Faculty), Sharon Kollar (Faculty), Alison Book (RTA), Linda Martinez (Faculty)

*DC Champions*: Marie Brown-Mercadel (Riverside), Michelle Love (Alameda), Anita Ortiz (Tulare)

*County Team Representation*:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Butte | Kern | Riverside | San Francisco | Santa Cruz | Tulare |
| Contra Costa | Los Angeles | San Bernardino | San Joaquin | Shasta | Tuolumne |
| El Dorado | Mariposa | San Diego | San Luis Obispo | Stanislaus |  |

**What We’re Producing**

The Workforce Development DC identified a number of different tools/processes to produce, which are aimed at helping develop the workforce at all levels as counties implement the CPM. The tools/processes break down into two focused areas:

* Recruitment, screening and selection
* Training and coaching

**Recruitment, Screening & Selection Tools**

Tools developed to support candidate self-selection into child welfare positions, and to assist in the selection process, include:

* Preview Letter
* Preview Video (in development)
* Selection Protocol

**Training and Coaching**

Tools developed to ensure staff, at all levels of the organization, are achieving the Values, Practice Elements, Casework Components and Practice Behaviors of CPM are as follows:

**Supervision/Coaching Guide (2 Versions)**

The Supervision/Coaching Guide is a form that supervisors can use in regular supervision meetings with their staff. It is intended to help supervisors keep the focus of supervision and coaching on staff’s application and demonstration of the CPM Practice Behaviors. It also aligns with the Practice Profilesby bringing directly into coaching/supervision the process of assessing with staff their developmental use of CPM practice. Two different versions are available.

Supervisor coaching of staff is critical to front-line implementation of CPM. It is recommended that managers discuss with their supervisors how supervisors will use the Supervision/Coaching Guide to engage in coaching conversations with staff about their use of the Practice Behaviors, in accordance with local models and expectations for coaching.

**Supervisor One-Pagers**

* Supervisor Guide to Supporting All Social Worker Values, Practice Elements, Casework Components and Behaviors
* Separate one-pagers for the following:
1. Supporting Foundational Elements/Behaviors
2. Supporting Assessment
3. Supporting Engagement
4. Supporting Teaming & Transition
5. Supporting Service Planning & Delivery

This set of tools is intended to help serve as a practical bridge between the Values, Practice Elements, Casework Components and Practice Behaviors of the CPM and child welfare supervisory practice. Each document lays out concrete steps that support best practice in child welfare supervision and help supervisors ensure and assess with staff, their use and application of the CPM Values, Practice Elements, Casework Components and Practice Behaviors. Each of the five separate one-pagers show Safety Organized Practice (SOP) tools and strategies that support that specific practice element/behavior; these can be modified for local practice by counties not implementing SOP.

**Social Worker & Leadership Practice Behavior One-Pagers**

* Practice Behaviors – Social Workers
* Leadership Behaviors – Supervisors
* Leadership Behaviors – Managers
* Leadership Behaviors – Directors

These documents are user-friendly formats of the Practice Behaviors for social workers and Leadership Behaviors for supervisors, managers and directors. They are intended to serve as a tool that child welfare social workers, supervisors, managers and directors can keep close at hand to remind themselves of the CPM behaviors and assess their own use of these behaviors.

It is suggested that counties may use these as a resource to help them focus as team on skill-building around a particular Practice or Leadership Behavior; for example, one month, the team could focus on practicing Foundational Behaviors, the next on Engagement, and so on.

**Profiles**

The profiles allow for staff, in partnership with their supervisor, to assess or scale where they are in their development of the use of the behaviors and what steps they might take to move their development positively. These profiles can be helpful during coaching/supervision at all levels of the organization. The profiles include Practice Profiles and Leadership Profiles.