

DCS Case Tasks that Are Related to the Practice Wheel

This list is an example of work a family service worker will complete as related to the practice wheel. It is NOT comprehensive.

Engagement

Definition: Developing trusting relationships with families and other team members that will enable them to work with us toward mutual goals.

- Encouraging others to express thoughts and feelings.
- Reaching out to other family/team/staff.
- Remaining non-judgmental and open to differences in values/cultures/priorities.
- Remaining available to family/team/staff.
- Creating a climate conducive to family/team/staff's clear understanding of issues and their responsibility for participation, collaboration and change.
- Creating opportunities for establishing a safe, protective and comfortable climate in which there is freedom to share thoughts and ideas, to recognize strengths and to acknowledge other's opinions.

Team Formation

Definition: The process of surrounding the family with formal and informal supports to help them achieve their goals. All team members play a role and contribute to the child and family's success and stability.

- Encouraging inclusiveness in the selection of team members actively involving key stakeholders in the team formation process.
- Assuring the assignment of roles and responsibilities to team members.
- Fostering collaboration among team members and among teams to assure effective coordination.
- Utilizing group facilitation skills and conflict management skills to assure effective functioning of the team.
- Sharing information and involving appropriate others in the decision-making process.

Assessment and Understanding (Assessment is ongoing throughout the life of a case.)

Definition: Having a clear understanding of the family's strengths, long- and short-term needs, the safety issues and the risks involved; this understanding will give the team the ability to make individualized plans to help the family and child achieve and maintain safety and stability.

- Listening carefully to what family/team say about family's strengths and needs.
- Using reframing skills to gather pertinent data for identifying strengths and underlying needs.

- Utilizing both formal and informal assessments to evaluate strengths and needs of the family/team/staff.
- Update and review assessments of family/team/staff as new information emerges.

Planning

Definition: *Creating a road map for change: developing goals, strategies, and action steps that specify what needs to change; what needs to be done, by whom, and by when.*

- Working with others to develop a plan that makes sense to everyone involved.
- Ensuring a mix of formal and informal supports are being utilized to achieve the goals identified in the plan.
- Ensuring that the planning process is individualized to address the strengths and needs of the family/team/staff.
- Ensuring that all planning processes lead to realistic action steps and plans to promote success among the family/team/staff.

Implementation

Definition: *Ensuring that all parties meet their responsibilities to implement the actions agreed upon. Identifying barriers to implementation and developing strategies to address them.*

- Ensuring that supports and services are implemented in a timely manner.
- Ensuring that services are provided consistently and at a level of intensity to get the desired results.
- Ensuring that services and supports are strengths-based, family-centered and culturally competent.
- Ensuring that staff receive adequate support and supervision to perform their roles.
- Addressing barriers to implementation with family/team/staff.
- Ensuring that required documents are disseminated.

Tracking and Adaptation

Definition: *Monitoring the progress or lack of progress on plans and revising action steps or plans as needed.*

- Maintaining contact with family/team/staff to assess their progress or lack of progress.
- Monitoring the effectiveness of provided services.
- Responding to situational changes throughout the process by working with the family/team/staff on revising and/or updating agreed upon plans and timeframes.
- Anticipating and proactively responding to challenges.
- Maintaining a sense of urgency to achieve stated goals.
- Ensuring that transitions are planned for and implemented.
- Providing positive feedback to the family/team/staff.