

CWS2011**W** INTAKE, ASSESSMENT AND INVESTIGATION IN  
CHILD PROTECTIVE SERVICES  
Supervisor Training Follow-up Guide

<b>Course Description</b>	<p>Learn practical skills and techniques for interviewing children and their families in child abuse and neglect family assessments and investigations. Learn the best practices to be used throughout the process of Child Protective Services including intake, assessment, and investigation. Topics Include:</p> <ol style="list-style-type: none"> <li>1. Interpersonal, family, and environmental factors that increase the risk of abuse and/or neglect.</li> <li>2. How to gather pertinent information to assess risk, safety, and service needs.</li> <li>3. How to interview children, non-offending caretakers, and the alleged offending caretaker in assessments and investigations.</li> <li>4. How to assess information gathered to make safety plans.</li> <li>5. How to assess information gathered to make informed case decisions and identify service needs.</li> </ol>
<b>Purpose</b>	<p>Please choose any or all of the following field practice activities with actual family assessments and/ or investigations to facilitate collaborative discussions with your worker on how training supports their ability to respond to allegations of child abuse and neglect.</p>
<b>Field Practice Activities to Support the Application of Learning</b>	<p><input type="checkbox"/> Have the worker answer CPS intake calls for your agency for an agreed upon time (ie; half day or an entire day). Discuss with the worker their experience, and any challenges or successes they had during this time. Discuss any questions regarding their use of the SDM Intake Tool. <b>Completion date:</b> _____</p> <p><input type="checkbox"/> Based on an intake call the worker has received, discuss who they would interview, in what order would they conduct their interviews, and what additional information they feel might be need before beginning a Family Assessment and/or Investigation. <b>Completion date:</b> _____</p> <p><input type="checkbox"/> Pick one intake and role play with the worker questions the worker would ask the victim, alleged abuser/neglector, etc. during their first contact. Specifically what questions and/or techniques might the worker use to engage the family and elicit needed information for determining safety. <b>Completion date:</b> _____</p> <p><input type="checkbox"/> Discuss with your worker your locality's protocol for accessing interpretive services should the worker meet a family or client that requires interpretive services during the course of an intake, Family Assessment or Investigation. <b>Completion date:</b> _____</p> <p><input type="checkbox"/> Discuss with the worker which types of abuse situations might be most difficult for them to assess or investigate, and why. <b>Completion date:</b> _____</p>

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## Summary of Caseworkers Learning

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**This activity has been completed and reviewed with the worker.**

Worker:

Date Completed

Supervisor:

Date Reviewed

**Supervisor Comments:** After collaborating with your worker following his or her completion of CWS2011 and/or field practice activities, briefly summarize your assessment regarding their self awareness of previously and currently held beliefs, knowledge and/or skill sets and their learning related to conducting Intakes, Family Assessments and/or Investigations.

**Optional Activity:** Identify one or two follow up items that the supervisor and worker can do as “Next Steps” which will facilitate ongoing professional development for any of the summarized observations noted above.