



## **Human Service Credential in Child Welfare, Level 1**

*A Providers' Council Program*

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### **Module 01: Introduction to Children, Youth & Family Services**

*As a direct support professional, you represent a large body of professionals who have chosen human services as a career. You are a valued member of your staff and are expected to demonstrate professionalism, respect, and courtesy in all aspects of your work.*

*In this module, you will explore a brief history of human services and the role of the direct support professional. You will also learn about child welfare and juvenile justice, respectful ways to work with children and their families, and the standards for professionalism.*

#### **After completing this module, you should be able to:**

1. Describe the field of human services, its history, and the service delivery systems of juvenile justice and child welfare.
2. Explain the DSP's role in working with children and families to help meet their needs.
3. Know the ways children, youth, and families may begin to receive services.
4. Identify professional standards in human services related to appearance, confidentiality, respect, work habits, and boundaries.
5. Understand the importance of appreciating diversity in the work setting.



## **Module 02: Family Empowerment and Engagement**

*As a direct support professional, you will initially be focused on the children and youth in your care. A portion of your time, however, will be devoted to engaging and empowering the children's family or caregivers to meet the developmental needs of their children. You support families in making changes to ensure each child's sense of safety, permanency, and well-being. Pride and satisfaction come from enabling children and youth to grow and develop in healthy and safe families. You are not maximizing chances of long-term success unless you engage and empower the families and caregivers who will care for the children for the long-term.*

### **After completing this module, you should be able to:**

1. Identify ways to support caregivers and work with the entire family using a strengths-based approach to meet the developmental needs of their children.
2. Understand your role as DSP in promoting family engagement, empowerment and involvement in their children's lives.
3. Work within a family's community to enable family self-sufficiency using community-based services and the creation of a strong support network.
4. Comprehend the importance of diversity and cultural responsiveness in empowering children, youth and families.

## **Module 03: Communication**

*The act of communicating takes two people: the sender of a message and the receiver of a message. People communicate through words, actions, facial expressions, pictures, and signs. As a Direct Support Professional (DSP), you must know how to effectively communicate with the children, youth and families you support as well as with other people within your environment.*

### **After completing this module, you should be able to:**

1. Define communication, including the reasons we communicate, behaviors used to communicate, and potential barriers to effective communication.
2. Describe your own personal values and cultural differences and understand how they affect your relationships with the people you support.
3. Identify strategies for developing effective listening skills.
4. Describe effective verbal communication skills for working with children and teens.



## **Module 04: Child, Youth and Family Assessment**

*Direct Support Professionals work with children, youth and their families daily. Because of this, DSPs need to know how to best meet each child or youth's needs for safety, permanency, and well-being. Because families—and children—are all unique, there is no “cookie-cutter” approach to the work you do. DSPs use assessments to determine how to best work with children, youth and the family and to ensure that their needs are met. As a DSP, you must understand the purpose of assessments in child welfare and juvenile justice settings, the types of assessments, and your role in supporting assessments.*

**After completing this module, you should be able to:**

1. Describe the principles guiding the assessment process.
2. Understand the signs of child abuse and your role as a mandated reporter.
3. Identify the types and purposes of assessments.
4. Describe your role in the process.

## **Module 05: Community Supports and Service Teams**

*All families need help and support to meet the developmental needs of their children. In the module on family empowerment, you learned about the importance of community-focused services. This model works with the entire community, including other agencies, institutions, and schools to ensure children's needs are met. A community focus looks to find services for children, youth and families within their community whenever possible.*

*As a Direct Support Professional, it is your responsibility to locate community services and to connect children and families to these services. This is part of your role as a professional member of the child-welfare team.*

**After completing this module, you should be able to:**

1. Understand the importance of community services.
2. Develop and maintain information on community resources.
3. Promote community connections for children, youth and families.
4. Describe methods for working effectively as a team member.



## **Module 06: Supporting Positive Behavior and Healthy Development**

*Direct support professionals work with children daily and need to know as much as possible about how children grow and develop. Research in the area of child development offers more hope than ever that children, even those who have experienced significant trauma, can achieve their developmental goals.*

*This module discusses how you as DSP can best provide children with what they need to grow and develop, and includes some of the basic concepts of development and developmental tasks of early childhood.*

**After completing this module, you should be able to:**

1. Describe the stages of child development and normal development.
2. Recognize when a child exhibits a developmental lag and/or difficulty learning.
3. Know strategies for providing positive feedback and positive reinforcement.
4. Identify methods for determining what motivates behavior and strategies for changing behavior.

## **Module 07: Advocacy**

*Part of your role as a Direct Support Professional is to help children, youth, and families identify issues of concern. You must also help them to solve these issues. You may also need to speak on behalf of a child or youth around issues that impact their daily lives. This is referred to as advocacy.*

*In this module, you will explore ways to work with children and families to gather information related to their concerns; become aware of laws, services, and supports that are in place to assist them; and explore ways to help them stand up for themselves and present themselves in a positive way.*

**After completing this module, you should be able to:**

1. Understand your role in advocating for individuals and skills for promoting self-advocacy.
2. Work with families to identify and resolve advocacy issues.
3. Name current state agencies and community resources.
4. Support children and youth in meeting service needs.
5. Describe ways for interacting with/educating the community.



## **Module 08: Vocational, Educational and Career Support**

*Children and youth in the child welfare and juvenile justice systems may have significant challenges in the school setting. Abuse, neglect, and trauma all impact one's ability to concentrate and focus. In addition, if a child moves from one home or setting to another, the child may change schools—some children change schools several times. Given this, children may need additional help and support in the school setting and you may find that teens may need help with vocational and career decisions. As a Direct Support Professional, part of your role is to help children and youth succeed in school and in their vocational or career planning.*

### **After completing this module, you should be able to:**

1. Identify educational, vocational, and career-related needs and concerns of children and youth.
2. Know how to secure the resources necessary to help children and youth to reach their educational and career goals.
3. List the important components of a tutoring plan.
4. Describe advocacy methods and ways of working with the school system to better meet children's needs.
5. Be able to assist youth in developing their career and vocational interests.



## **Module 09: Crisis Intervention**

*This module discusses what a crisis is and how people view and cope with crises differently. There are many techniques for preventing, intervening, and resolving crises that you, as a DSP, can use in different situations with children and families.*

*This training is a general introduction to crisis prevention and intervention and does not endorse any specific physical interventions or clinical responses. Always follow your agency's policies and procedures for handling crises. Ask your supervisor for additional training if needed.*

### **After completing this module, you should be able to:**

1. Define “crisis” and identify events or conditions that trigger a person’s crisis in order to prevent the crisis or lessen its effects.
2. List the steps for intervening in a crisis to manage both physical and social actions to promote safety of the person, others, and the environment.
3. Know ways to secure appropriate backup support and assistance through the resources of the agency, service system, and community.
4. Document and report a crisis appropriately..

## **Module 10: Documentation**

*The purpose of this module is to define the process of and reasons for recording information in a defined format about supported individuals that helps communicate important information to others. The module also covers confidentiality, HIPAA, CFR-42 and stigma in documentation.*

### **After completing this module, you should be able to:**

1. Demonstrate an understanding of the regulations related to mandated documentation.
2. Demonstrate an understanding of the purposes of documentation and how and when to present information objectively and concisely.
3. Demonstrate knowledge of the variety of paper and electronic forms used for documentation for individuals with mental illness.
4. Demonstrate knowledge of and sensitivity to the negative effects of language in documentation and how to reduce stigma and discrimination in written materials.
5. Demonstrate knowledge about the requirements for documentation in your organization and be able to execute these requirements efficiently.



## **Module 11: Health and Safety**

*This module on health and safety will introduce you to child health and safety issues, adolescent health and safety issues, Standard Precautions and worker safety. Health is not just the absence of disease; it is being in the best possible condition-physically, mentally, emotionally and spiritually.*

### **After completing this module, you should be able to:**

1. Identify healthy lifestyle habits including stress management, nutrition, and exercise.
2. List the first-aid steps for treating injuries and chemical exposure and when to seek medical help.
3. Describe warning signs of abuse or self-injury and steps for intervening.
4. Identify measures you can take to increase personal safety for yourself and others.
5. Describe guidelines provided in standard precautions to avoid the transmission of bodily fluids.