



**Human Service Credential in
Child Welfare, Level 2**
A Providers' Council Program

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Module 01: Child Welfare Services and Professionalism

This module is an introduction to child welfare and the juvenile justice system, and includes additional material on professionalism and professional boundaries. The module concludes with a detailed discussion of cultural responsiveness and diversity.

After completing this module, you should be able to:

1. Describe the child welfare and juvenile justice fields and the services they provide for children, adolescents and families.
2. Describe methods for developing cultural responsiveness and an appreciation for diversity.
3. Define the role of the Direct Support Professional in providing services for children and families.
4. Describe ways to learn the mission and practices of your specific organization.
5. Describe the standards of professionalism in the workplace and the importance of professional boundaries.



Module 02: Engaging and Empowering Clients and Families

This module focuses on family engagement and empowering clients and their families to make choices and decisions. You will begin to understand your job and the seriousness of your role in helping clients to empower themselves to participate fully and meaningfully in services and their communities through your teaching, support, and assistance.

After completing this module, you should be able to:

1. Describe the challenges to engaging families and techniques for overcoming these challenges.
2. Comprehend the “natural consequences” of client choices.
3. Describe methods for empowering families to make choices.
4. Identify methods for using family-centered practices and strength-based approaches in the child protection and juvenile justice systems.
5. Describe methods for enhancing the ability of each person to lead a self-determining life.

Module 03: Advanced Communication Strategies

This module focuses on effective communication skills, motivational interviewing from a strength-based approach, communication with different populations, and how confidentiality affects all communication. The act of communicating takes at least two people: the sender of a message and the receiver of a message. People communicate through words, actions, facial expressions, pictures and signs. It is important to know how to effectively communicate with the individuals you serve 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 and barriers to effective communication.
2. Identify effective communication strategies that can be used at different levels of the organization.
3. Identify your personal values and how they affect your relationships with the people you work with.
4. Describe effective communication skills for communicating respectfully with or about clients.



5. Comprehend the principles of confidentiality and how they affect communication.

Module 04: Family Assessment and Family Centered Practice

This module focuses on assessments that form the foundation of effective practice with children and families. Family-centered assessment focuses on the whole family, values family participation and experience, and respects the family's culture and ethnicity. Family-centered assessment helps families identify their strengths, needs, and available resources to develop a service plan that assists them in achieving and maintaining safety, permanency, and well-being.

After completing this module, you should be able to:

1. Describe the purpose of family assessments.
2. List the different types of assessments and the information gathered in each.
3. Describe family-centered practice approaches and how they can be applied to the target population.
4. Describe informal and formal assessment practices to discover the needs, desires, and interests of children and families.
5. Identify strategies for integrating gathered assessment data into effective case plans with families.

Module 05: Community Supports and Service Networking

The purpose of this module is to help familiarize you with the community supports and resources that are available to your clients and families, and to understand more about the successes and challenges clients involved with the child welfare and juvenile justice systems face in the community.

After completing this module, you should be able to:

1. Describe methods for promoting community participation and involvement in self-help communities.
2. Identify the steps to research, develop and maintain information on community resources that meet individual and family needs, including leisure and recreation.
3. Describe ways to support individuals in establishing and maintaining relationships with family, friends, and community members.
4. Define formal and informal community resources as well as natural supports.
5. Describe steps for assisting families and clients in identifying and gaining access to community resources.



Module 06: Supporting Positive Learning and Development

This module focuses on how skills training and education can benefit your clients and how you can support clients' daily routines and relationships. As a teacher, you will engage with clients as they learn the skills necessary to pursue their potential and gain independence in their lives.

After completing this module, you should be able to:

1. Describe positive feedback and reinforcement procedures.
2. Identify factors which motivate behavior and methods for providing positive behavioral support.
3. List a variety of teaching methodologies that can be used with different learning styles.
4. Describe ways to provide or take advantage of opportunities for learning.
5. Describe ways to support individuals' to function more safely and independently in society and enhance their quality of life.

Module 07: Advocacy

This module focuses on advocacy and how to gather information to assist in advocacy. You will also become aware of the issues that affect all of us, including individuals and families involved with the child welfare and/or juvenile justice systems. We will also review some advocacy strategies available to you and to clients. For both you and the client, advocacy is more effective and enjoyable when done with others.

After completing this module, you should be able to:

1. Identify advocacy issues with individuals by gathering information, reviewing, and analyzing all aspects of the problem.
2. Describe current laws, services and community resources to assist and educate individuals to secure needed supports.
3. List methods for assisting and/or representing the individual when there are barriers to their service needs and lobby decision-makers when appropriate to overcome barriers to services.
4. Describe strategies for interacting with and educating community members and organizations (e.g., employers, landlords, civic organizations) about the individual's needs for services.



5. Describe the diverse challenges facing individuals and families and effective advocacy strategies used to overcome such challenges.

Module 08: Vocational, Educational and Career Support

This module addresses work, school and career as important parts of all of our lives. Individuals with whom we work in child welfare and juvenile justice settings may need support in order to become effective members of the workforce. In this module we will present some of the challenges individuals may face, followed by descriptions of different approaches and “models” to meet these challenges.

After completing this module, you should be able to:

1. Define the role of career pursuits for youth and families.
2. Describe strategies for supporting individuals as they plan career steps and translate their dreams into career goals.
3. List the steps to assist individuals in navigating various benefits and entitlements that may help them support their basic needs and develop self-sufficiency through education and vocational pursuits
4. Describe career and education-related needs and concerns of the youth and families.
5. Identify strategies for mobilizing the resources necessary to assist individuals in reaching their goal.

Module 09: Crisis Intervention for Children and Families

In this module we will provide an overview of crisis, crisis intervention and emergency services when working with children and families involved in the child welfare and juvenile justice systems. It is followed by a presentation of some of the resources available to these clients and you when assessing and responding to crises.

After completing this module, you should be able to:

1. Define crisis and the events or conditions that often come before an individual's crisis which could be manipulated in order to prevent the crisis or keep it from getting worse.
2. List the steps to intervene in a crisis and manage both physical and social actions to promote safety of the individual, of others, and of the environment.
3. List the steps to secure appropriate backup support and assistance through the resources of your agency, service system, and community.



4. Describe the requirements for documenting and reporting crises appropriately.
5. Match crisis prevention, intervention, and resolution techniques to the individualized needs of children and families involved in the child welfare and juvenile justice system.

Module 10: Documentation

The purpose of this module is to give you an understanding of the importance of documentation. Documentation is the writing of and about our work that helps communicate important information to others. It serves as a resource and record on our client's behalf and should fulfill all legal, financial and regulatory requirements. Documentation is a form of confidential communication among DSP staff, their supervisors, and other members of the team.

After completing this module, you should be able to:

1. Describe the requirements of confidentiality in documentation.
2. Describe strategies for presenting information objectively.
3. Describe strategies for writing concise reports that communicate necessary information to others.
4. Identify the different forms of documentation available for work with the population you support.
5. Recognize the requirements of documentation for your specific organization and execute these requirements efficiently.

Module 11: Health and Safety for Children and Adolescents

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.