

Parent-Child Assistance Program

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SUPERVISOR GUIDE TO EVALUATION TRAINING FOR CASE MANAGERS

(Note: This training guide can be adapted for office support staff)

— Chronology of PCAP Evaluation Training —

- 1.) *Notify PCAP Program Evaluator within a week or two of hire for assignment of PCAP Staff ID number.*
- 2.) *Conduct "Initial Evaluation Training for Case Manager" at the PCAP site (follow curricula below), before Case Manager begins working with a caseload.*
- 3.) *Schedule PCAP online console training (also known as "DatStat Training") with the PCAP Program Evaluator. (For more information, see Section III. in the curricula below). Her DatStat account and access will be set up at this training.*
- 4.) *Schedule "Evaluation Overview Training for New Hires" at FADU with PCAP Program Evaluator. This is usually done about four to six months after hire and is always preceded by the two-day PCAP Training with WA State PCAP Director (see Section IV. in the curricula below).*

— Training Curricula for Supervisors —

Initial Evaluation Training for Case Managers

Provided by Supervisors on Site

I. Discuss the importance of evaluation in PCAP with new Case Manager:

Important points to cover:

- Since the beginning of the program, PCAP has documented case managers' work with clients. This is one of the things that makes PCAP unique. We use the data in evaluating the program, writing papers, informing the community. The quality of our data is important.
- Case managers must document work with clients as accurately as possible. Encourage the case manager to discuss with *experienced* case managers strategies to enhance quality reporting, particularly with the Time Summary and Biannual forms.
- Developing good documentation habits is important. Review the due dates for all forms as you train on them. Discuss paperwork days and other strategies to ensure timely entry of data.

II. Train the new case manager on individual assessment instruments

Monitor that the case manager is completing the Evaluation Training items on the "Training Requirements for PCAP Case Managers." This includes reading the Master for Coding, Protocols, and any articles for each of the individual forms. Sign off on these reading items when she completes them.

*Please note: New case managers are a great source of "fresh eyes."
Have her circle typos and things that do not make sense on the protocol and coding manual documents as she reads and bring these annotated forms to the Program Evaluator when she comes for Evaluation Overview Training so that the Evaluator can make changes or further explain.*

Supervise the training of the case manager on the following forms:

Time Summary Form

Review form with case manager after she reads the coding manual and protocol. Have the training case managers demonstrate to the new case manager how they keep track of client time and have the new case manager complete a practice time summary (paper form) while shadowing as if she were the case manager (note: because she is in training this is not the REAL time summary she will enter later when she is trained on DatStat and working with her own caseload.) Clearly label the practice forms so that they do not get entered inadvertently later. Review these practice forms with her.

Difference Game & Goals Forms

Monitor that she has read the Difference Game article and viewed the "Difference Game" video on the PCAP website. Supervise administration (role play) of the Difference Game and Goals forms with another case manager at least twice. Ascertain that she understands the purpose of doing the Difference Game with clients, and how to take what she learns from administration of the Game in setting the first goals. Sign off on case manager training form when satisfied she understands how to administer and code forms.

Biological Children Form

Review form with case manager. Supervise administration (role play) with another case manager at least twice. Sign off on case manager training form when satisfied she understands how to administer and code form.

Difficult Life Circumstances Form

Review form with case manager. Supervise administration (role play) with another case manager. Sign off on case manager training form when satisfied she understands how to administer and code form.

Monthly Update Form

Review form with case manager. Sign off on case manager training form when satisfied she understands how to answer the questions and code form.

Biannual Documentation of Progress

Review form with case manager. Be sure she is familiar with its content. Explain that this form is used to provide data to the State regarding PCAP performance. Demonstrate how to take notes during the 6 month period to increase accuracy (use of "cheat sheet", etc.). Explain that she should ask client if she is unsure of any answers. Sign off on case manager training form when satisfied she understands how to answer the questions and code form.

Note: Two forms will have further in-depth training with the PCAP Program Evaluator at the New Hire Evaluation Overview Training: the Time Summary form and the Biannual Documentation form.

Client Update Forms:

Explain use of these update forms, demonstrate their use, and define the conditions under which case managers will complete them:

- Notification of Subsequent Birth form
- FASD/Neurocognitive Impairment form
- Mental Health Diagnosis Update (NO LONGER USED)
- Notification of Client Court Activity (Drug Court/Family Treatment Court) (NO LONGER USED)
- Notification of Client Housing Activity (Dedicated PCAP Housing) (NO LONGER USED)

SUBSEQUENT CASE MANAGER EVALUATION TRAINING WITH PCAP PROGRAM EVALUATOR

III. PCAP Online Console Training (DatStat Training)

Set up time for DatStat training with new staff member and PCAP Program Evaluator. Prior to this training, the case manager should watch the DatStat Webinar "Data collection for an evidence-based, intervention case management program" at <http://www.youtube.com/watch?v=RHj4pyz3hjA>

Training on DatStat can be done two different ways: either in person with the Program Evaluator at FADU (if it can be scheduled in a reasonable length of time) or over the telephone, with supervisor attending to demonstrate the console and explain further if necessary.

IV. Evaluation Overview Training for New Hires at FADU

This one-day training is at FADU (usually with a group of recently hired staff) and is done after case manager has completed the two-day PCAP training with the WA State PCAP Director. This training is usually done about 4–6 months after hire for case managers. This is a required training for staff in all PCAP job positions (Case Manager, Office Assistant, Supervisor, and Exit Interviewer), though supervisors and office support staff should take this training sooner.