Parent-Child Assistance Program (PCAP)
UNIVERSITY OF WASHINGTON ADDICTIONS, DRUG & ALCOHOL INSTITUTE
SEATTLE, WASHINGTON (206) 543 7155
https://pcap.psychiatry.uw.edu/

PCAP Supervision Protocol

Clinical supervisors meet individually with case managers at a designated time twice monthly for a minimum of one hour, and they are available for consult throughout the week either by phone or in person.

> *"Individual supervision is so important because so often you get bogged down with the details of what you're doing, and the supervisor can give you a broader perspective of what you're doing. She can come in with some ideas that maybe you're weren't thinking of at the time and some different avenues you might pursue. Sometimes she'll even tell you, 'Why don't you back off. You've been doing what you can, and not getting anywhere; back off, and let the client call you.' "* —PCAP case manager

The supervisor acts as an administrator, teacher, and mentor. She reviews case manager paperwork and case notes, discusses each client's status and how the case activities are related to client goals, and makes recommendations. If the case manager appears overwhelmed, she discusses how her work can be redirected toward the bigger picture and away from the small crises that the client might be able to handle herself. She periodically discusses areas of growth the case manager would like to see for herself and opportunities for additional training.

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Supervision basics:

- Supervisors are required to meet individually with case managers at a designated time each week for a minimum of 1 hour.
- If case manager or supervisor needs to cancel supervision, the supervision should be rescheduled so that it occurs within the week.
- Supervisors should take notes to record content of supervision and keep notes on file in a locked cabinet for reference to assess the progress of a case.
- Periodically discuss areas of growth case manager would like to see for herself, and training possibilities.

During each supervision, the supervisor should cover the following content:

- Review case manager paperwork to make sure all forms due have been turned in. Identify for the case manager the paperwork that will be due in the upcoming week.
- Review each client's status (her whereabouts, time spent with her, and progress on goals) in the course of reviewing the Weekly Case manager Time Summary Sheet.
- Check that the case manager is keeping her case notes up to date.
- Discuss how case manager's and client's activities are related to the client's goals.
- If case manager appears overwhelmed, discuss how the case manager's focus can be redirected to the Big Picture, and not the small crises that the client might be able to handle herself
- Make a plan for what the case manager and the supervisor want to see accomplished with each case by the next week (verbal, but written if necessary).

The case manager should bring to supervision:

- Completed paperwork for each client.
- Completed Case manager Time Summary Sheet for the previous week.
- Client files as requested by supervisor.

The supervisor should bring to supervision:

- Notes and forms pertaining to this supervision.