	Agency Name	Office of Community Services (OCS)
	Chapter No./Name	Memorandum
	Part No./Name	2009
	Section No./Name	09-065 Supervisory Teleconference Series
	Date Issued	September 4, 2009

09-065 Supervisory Teleconference Series (September 4, 2009)

The purpose of this memorandum is to advise staff of the upcoming Supervisory Teleconferences Series, scheduled to begin on **September 9, 2009**. The Supervisory Series is expected to enhance and develop learning opportunities for supervisors centered on state of the art child welfare supervision principles and practices.

Child welfare supervisors play a key role in the recruitment, retention, and professional development of case workers. They are teachers, coaches, mentors, and evaluators responsible for the quality of services children, youth and families receive in our child welfare system. Child welfare supervisors have a powerful influence on families and on OCS' ability to achieve the safety, permanence, and well-being of children. Strong child welfare supervision supports positive caseworker/client relationships, comprehensive child and family assessment, treatment plans which build on the client's strengths and meet their needs, and a case flow that results in better outcomes for families. Many staff have identified outstanding supervision as a key factor in their own job satisfaction and sense of accomplishment. Research suggests that strong supervisory support is a major contributing factor in our ability to retain child welfare caseworkers on the job.

In addition to our long standing supervisory, coaching, and mentoring initiative with Marsha Salus, OCS is set to collaborate with the Gary Mallon, DSW of the Louisiana Child Welfare Comprehensive Workforce Project (LCWCWP) at LSU to institute a series of monthly child welfare supervisory teleconferences. Marsha Salus has been training our supervisors across the state and has initiated an intensive coaching and mentoring component of her technical assistance.


The teleconferences will offer a broad overview in supervision and allow **all** supervisors statewide to participate in an innovative learning environment centered on best practices and clinical case consultation in child welfare supervision. This is part of a multifaceted approach by the agency to enhance and develop learning opportunities for supervisors centered on state of the art child welfare supervision principles and practices.

The teleconferences are scheduled for the second Wednesday of each month beginning in September, 2009 beginning at 2:00 p.m. and are scheduled to last approximately one hour. LCWCWP has arranged for presentations by key national leaders in the field of child welfare supervision. The calls will also consist of presentation of a wide range of child welfare cases by selected regions/districts with didactic discussions of relevant child welfare principles.

The following is the schedule for the monthly child welfare supervisory teleconferences:

09/09/09 - Introduction to the OCS Supervisors Teleconference Series & Child Welfare Supervision
Presenter: Gary Mallon, DSW

10/14/09 - Overview of Supervision, The Basics/Coaching/Mentoring
Presenter: Marsha Salus

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11/11/09 - Child Welfare Supervision: Another Perspective
 Presenter: Steve Priester, NRC, Organizational Improvement

12/09/09- Models of Supervision
 Presenter: Crystal Collins- Camargo, University of Eastern Kentucky

01/13/10 – Real Life Supervision - In Home Family Based Cases
 Monroe and Lake Charles Case Presentations

02/10/10- Real Life Supervision in Child Protection Cases
 Jefferson and Alexandria Case Presentations

03/10/10- Real Life Supervision in Foster Care Cases
 Baton Rouge and Thibodaux Case Presentations

04/14/10 – Real Life Supervision in Residential Care Cases
 New Orleans and Baton Rouge Case Presentations

05/12/10 –Real Life Supervision in Adoption Cases
 Lafayette and Covington Case Presentations

06/09/10 – Summary of Learning, Evaluations, Discussion, and Suggestions for Next Year's Series

The conference call bridge information for each call has been made available to every Region and workers will call in at the assigned time. Regional Administrators have been directed to appoint a regional lead for the conference call series. Regional Administrators have been advised to inform Brent Villemarette, Deputy Assistant Secretary, of the selected regional lead. In addition, the regional lead is expected to encourage and facilitate participation by all supervisors in the region as well as to coordinate the case presentations as indicated above.

All supervisors are expected to participate in the conference calls. District Managers should make all efforts to encourage and facilitate the participation by all supervisors and should regularly monitor participation compliance by supervisors. Regional Management is also encouraged to participate. An evaluation component of this intervention will assist OCS in evaluating its effectiveness.

We are confident that these teleconferences will be powerful and meaningful learning experiences for all OCS supervisors as the State strives to provide OCS staff with the most relevant and sound approaches to child welfare supervision while recognizing the critical role that OCS staff play as change agents. Supervisors stand in a pivotal position in the child welfare workforce in terms of recruiting and retaining the best caseworkers, moving agencies to best practice and creating and sustaining positive organizational change. These supervisory teleconferences serve to recognize and honor the critical role that supervisors play in OCS.

Kaaren Hebert
 Assistant Secretary