

SOP DEEP DIVE MODULE 1

THINGS TO TRY: PROGRAM ASSISTANTS

Challenge yourself by choosing one of the ideas below and TRY IT ON. Consider sharing your chosen activity and outcome with your supervisor, field instructor, or deep dive leader.

THREE-COLUMN MAP

Think about a family that you work with and try one of the ideas listed below.

- Jot down a quick list of things that are working well for that family and begin your next contact or conversation by highlighting the family or caregiver strengths. *If the children are available, it could be helpful to engage in this activity in their presence.*
- During your next contact with the family, ask the caregiver(s) to share two or three things that they are worried about with family time. Remind them that their worries are important to the agency and that we want to partner in success with them.
- Together with the caregiver(s) and/or child, create two actionable items that need to happen next to enhance family time.

SAFETY SCALE

- As you are conducting a home visit or family time with a child on your caseload, pause and ask them, "On a scale of 1 (unsafe) to 10 (very safe), how safe do they feel with their family?"
- Immediately follow up by asking what it would take for them to feel safe enough to move up by one number.
- Consider posing a similar question to the caregiver(s): "On a scale of 1 to 10, how safe do you think your child is to return/remain at home?"

LABELS MATTER

In this reflective exercise make a mental or physical note of every label you or your coworkers attach to the families we work with, such as "crazy mom" or "deadbeat dad." Next, consider the impact the label could have on the family's level of success. Do you notice any biases?

CAREGIVER + BEHAVIOR + IMPACT ON CHILD

Thinking about three cases on your caseload, can you summarize the caregiver's protective actions or safety threats during family time by creating a statement using the C+B+I method?

APPRECIATIVE INQUIRY

The next time you notice a coworker having a difficult day, ask them to share something that they have done in one of their cases that make them proud or something that they feel like went well. Remind your coworker of your appreciation for them. In return, consider telling them something challenging that you have overcome.

SOLUTION-FOCUSED QUESTIONS

Try one of the following solution-focused questions the next time you engage with a family or child on your caseload.

- **Exception:** "Can you tell me about a time that you wanted to leave family time early, but didn't? Tell me what made you stay."
- **Position:** "What would your child say is their favorite thing about family time?" "How do you think [important person] would feel about all of the work you are doing?"
- **Scaling:** "On a scale of 0 to 10, with 0 being not at all and 10 being extremely helpful, how helpful do you feel your parenting classes have been in helping you deal with your child's behavior?"
- **Coping:** "I can see that [child's name] is having some big feelings today—this can be challenging as a parent. Can you tell me something that has worked in the past to stay calm during moments like this?"
- **Preferred-Future:** "Describe what you want your family time to look like when DCFS no longer has to supervise?"