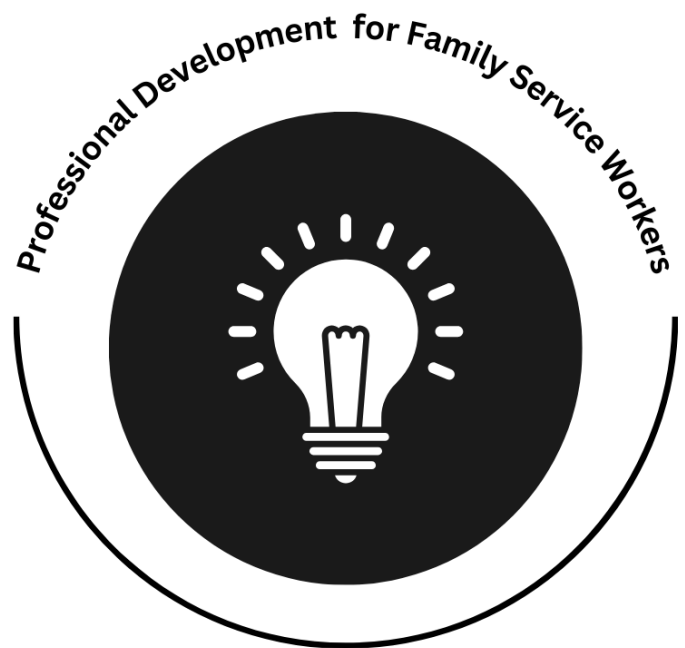


# Program Assistant

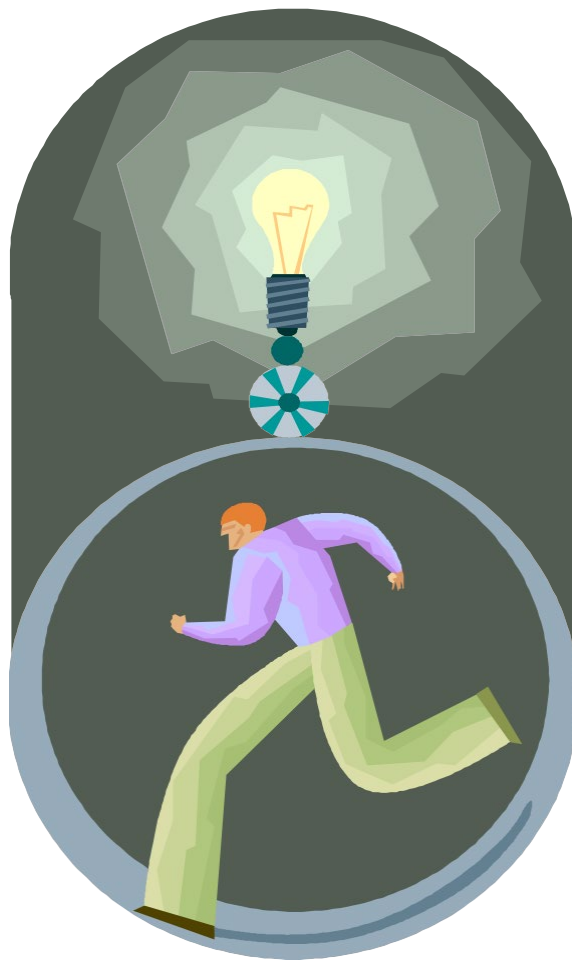
*Trainer Resources*  
**Week 1**



COLLEGE OF BUSINESS, HEALTH  
AND HUMAN SERVICES  
UNIVERSITY OF ARKANSAS AT LITTLE ROCK

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**MidSOUTH  
NEW PA TRAINING**



## LEARNING LOG

## LEARNING CRITERIA

- ☐ Learning has 2 parts: a learning idea and an action step.
- ☐ The action step must include a *specific date* by which you begin taking action that others can see.
- ☐ The action step must include a *specific action*.
- ☐ The action step must be something that will improve work results at DCFS.
- ☐ The action step is an action *you take yourself*. It is not something you ask someone else to do.

## LEARNING EXAMPLES

**Learning Idea:** Teams work better when all members agree to their goals.

**Action Step:** Next Monday (5-7-xx), I will call a team meeting to discuss our team's goals.

**Learning Idea:** Being family-centered means looking for action of protection and what's working well.

**Action Step:** This Thurs (5-10-xx), when I meet with Mrs. Jones, I will compliment her.

EXAMPLE	
Learning	Teams work better when all members agree to their goals.
Action Step	Next Monday (5-7-xx), I will call a team meeting to discuss our team's goal.
Learning	
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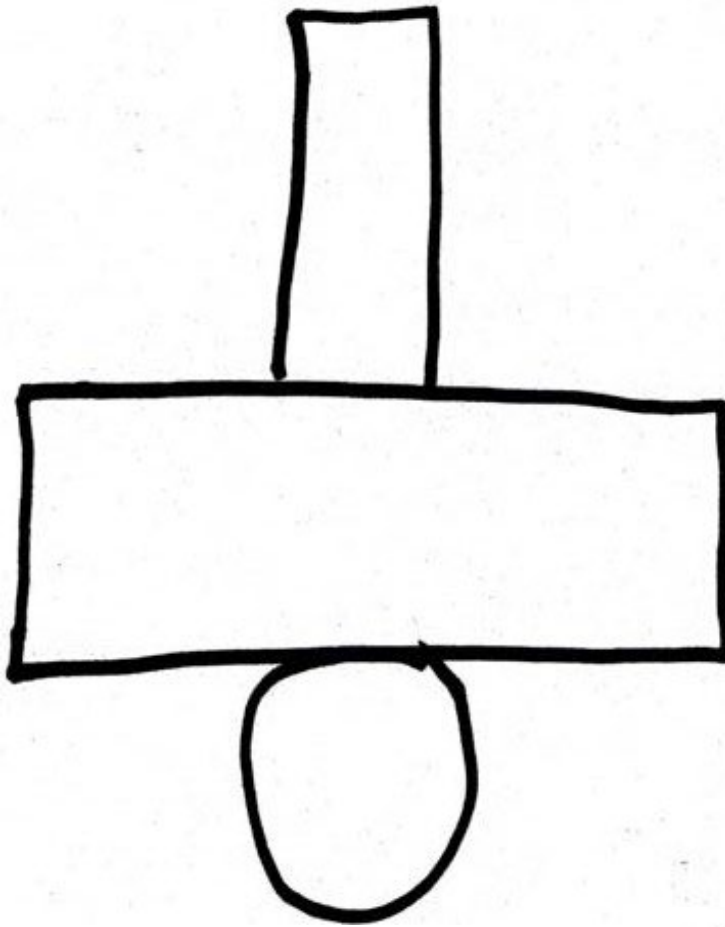
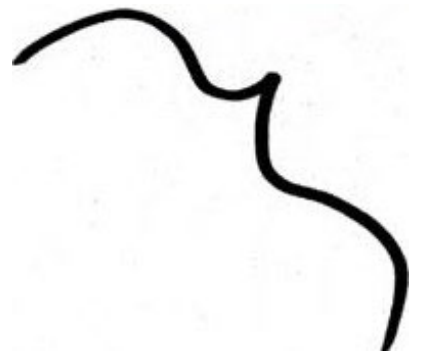
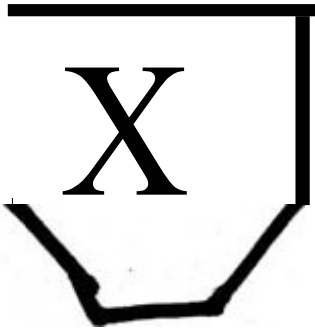
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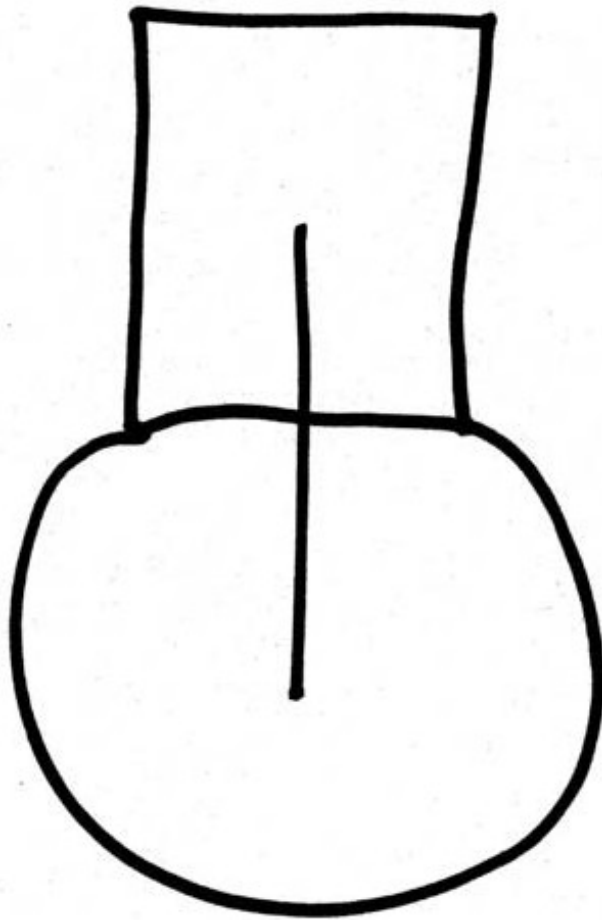
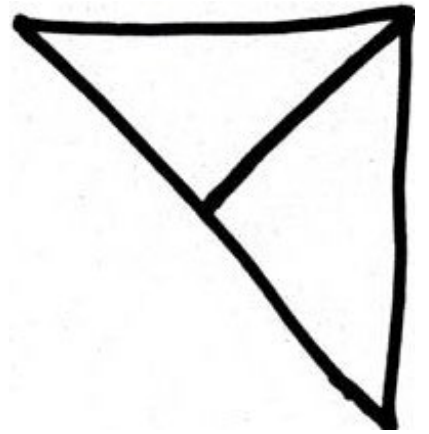
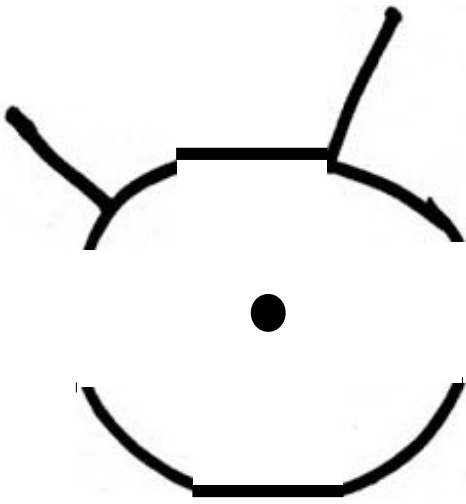
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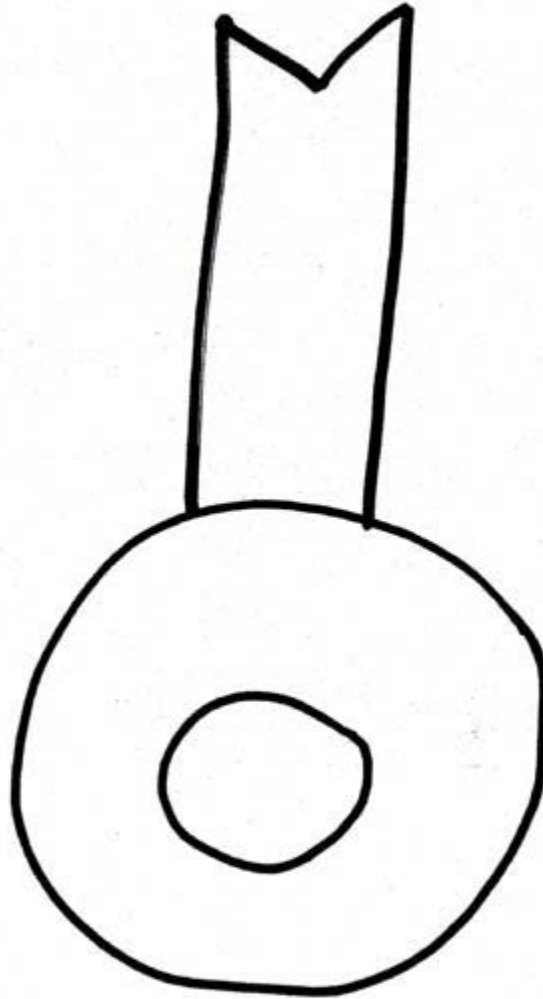
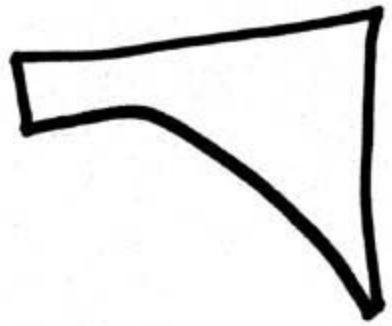
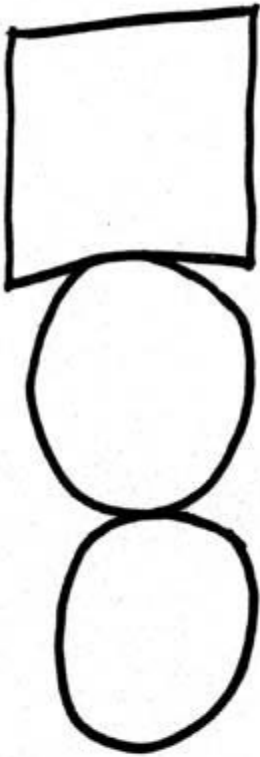


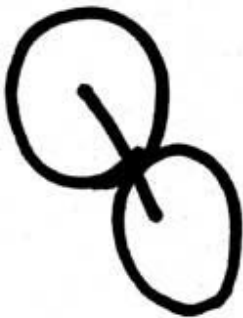
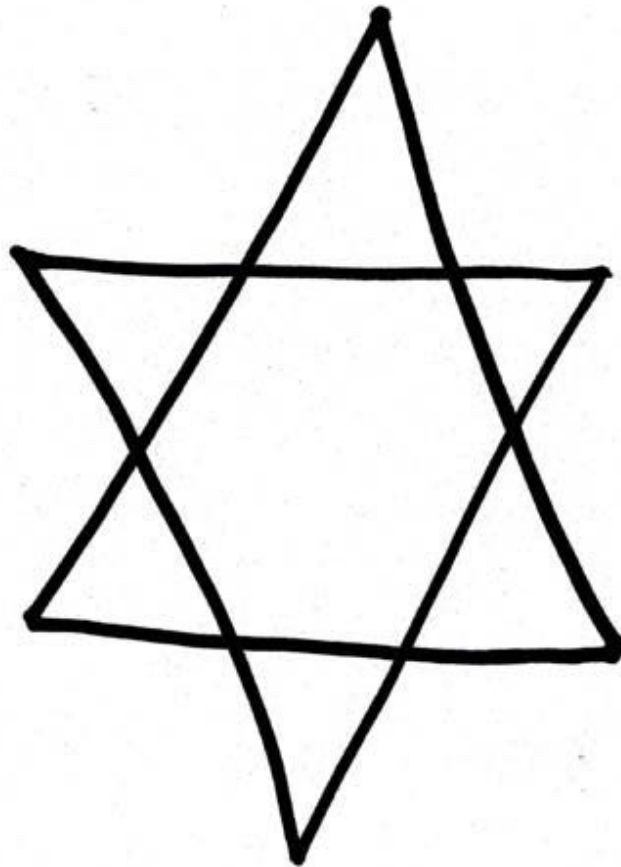
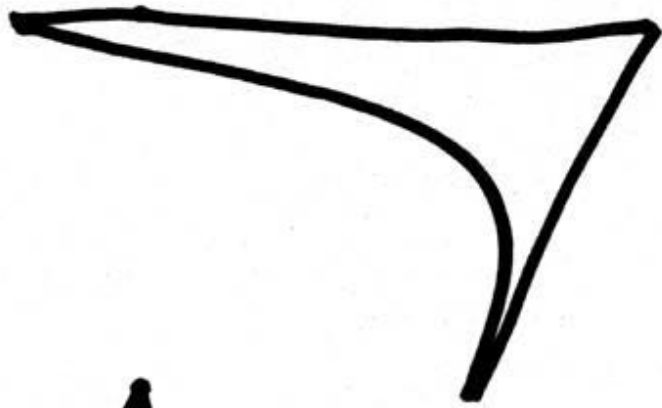
**HARM, WORRY, & AND GOAL STATEMENT PRACTICE ANSWERS**

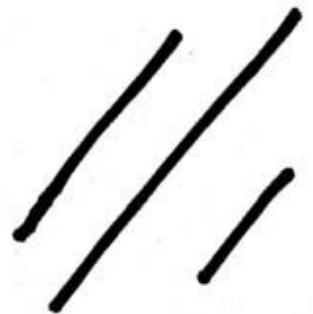
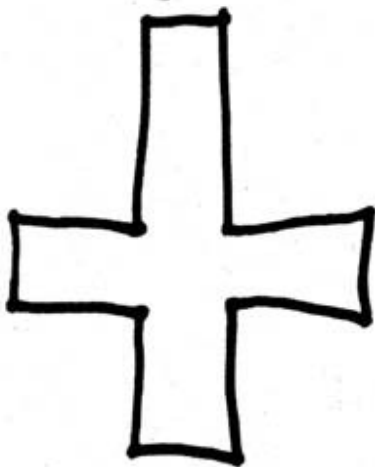
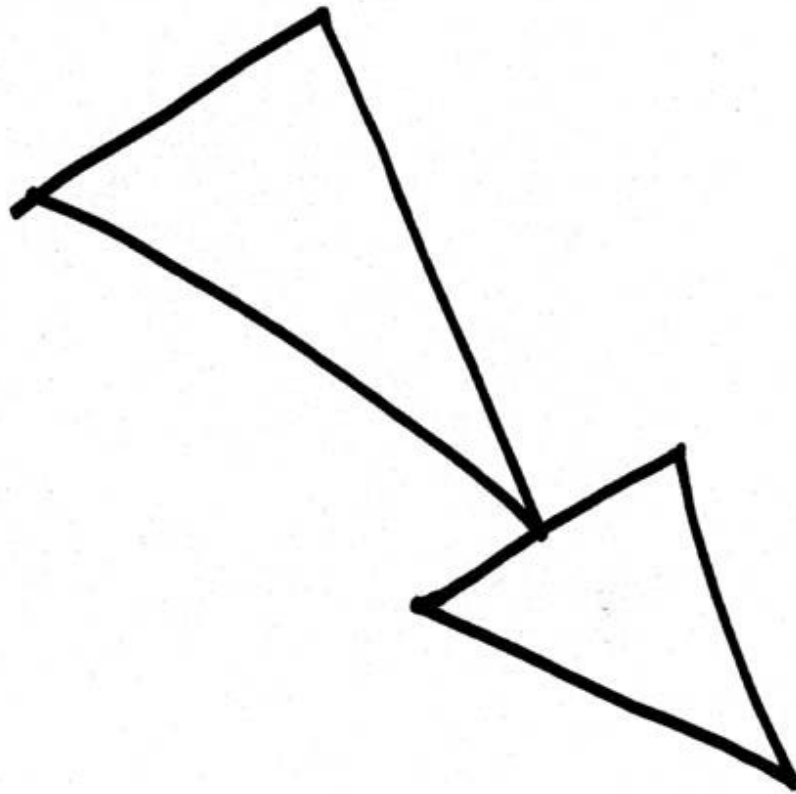
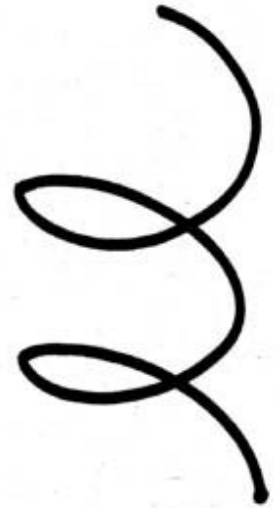
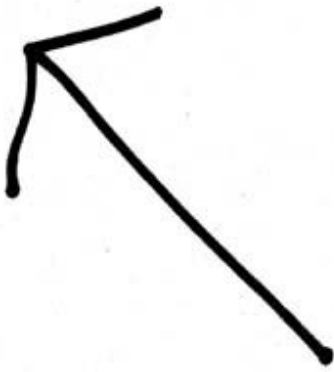
HARM	WORRY	GOAL
<ul style="list-style-type: none"><li>• It was reported by police and medical personnel that on September 17, Cheryl turned on the gas of her kitchen stove while her two daughters were home. She and the children passed out from the fumes. A neighbor smelled gas, broke down the door, and called the police.</li></ul>	<ul style="list-style-type: none"><li>• Cheryl's daughters could be seriously injured if Cheryl becomes depressed, avoids asking for help, and tries to hurt herself while the girls are with her.</li><li>• Cheryl's daughters could be scared, shocked, or traumatized if Cheryl hurts herself and the children find her.</li><li>• Cheryl's daughters could be harmed emotionally or socially if they are separated from their mother and must live outside the home.</li></ul> <p><b>Note: There are other possible worry statements related to John's violence.</b></p>	<ul style="list-style-type: none"><li>• Cheryl will meet with her CPS coach regularly to create clear plans, rules, and limits that will help protect her and her daughters from harm.</li><li>• Cheryl will make plans, choices, and take steps toward rebuilding her mental, emotional, and financial awareness; in order to be reunified with her children.</li><li>• Cheryl will meet her support and family doctor to create plans that address:</li><li>• Alternative ways for her to handle her depression.</li><li>• Who to contact and how to ask for help if/when she is feeling overwhelmed.</li><li>• How to ensure the safety and reunification of her and her daughters.</li></ul>

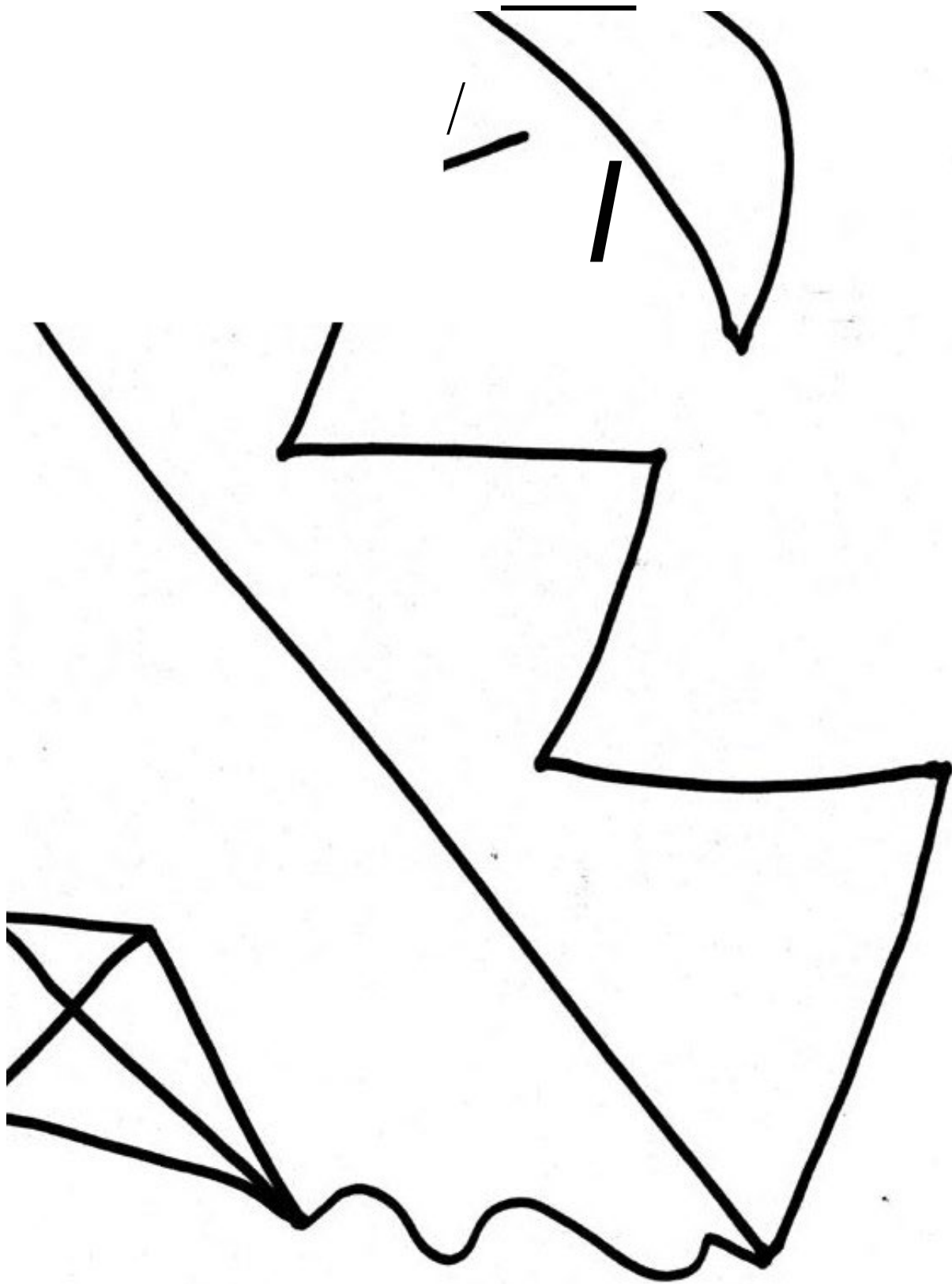


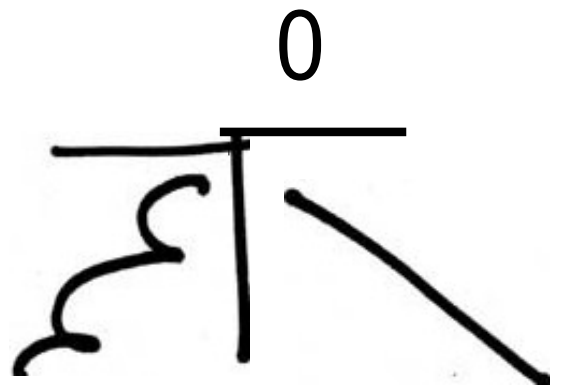
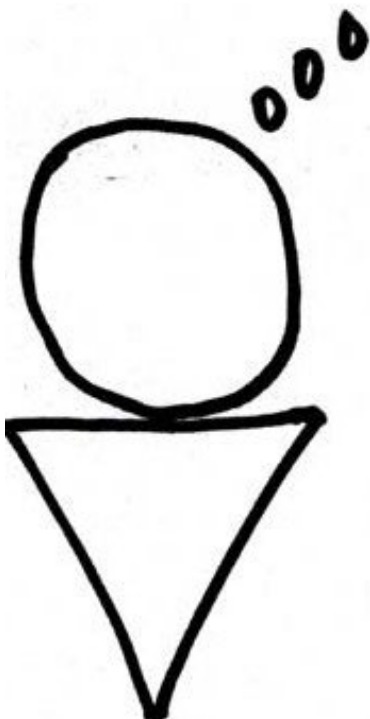
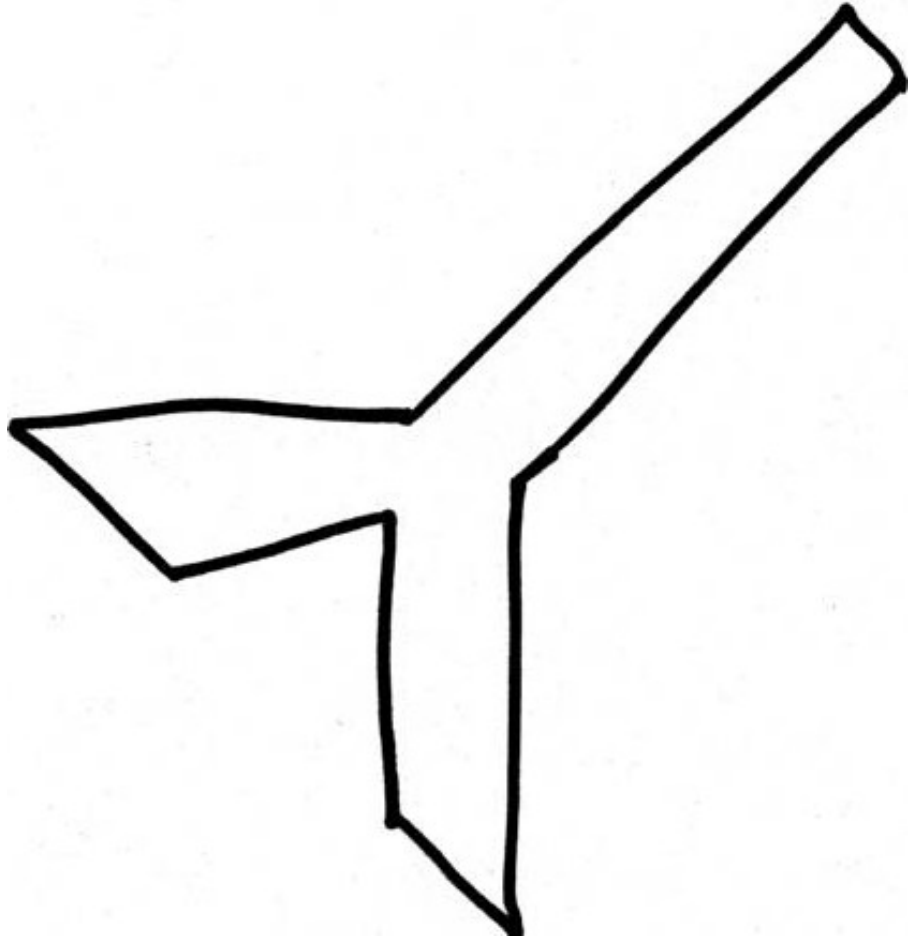
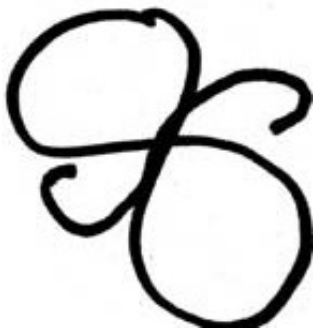




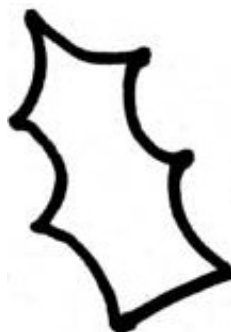
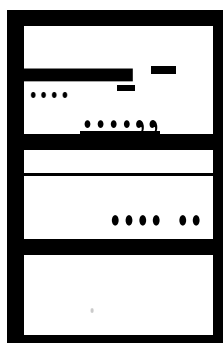
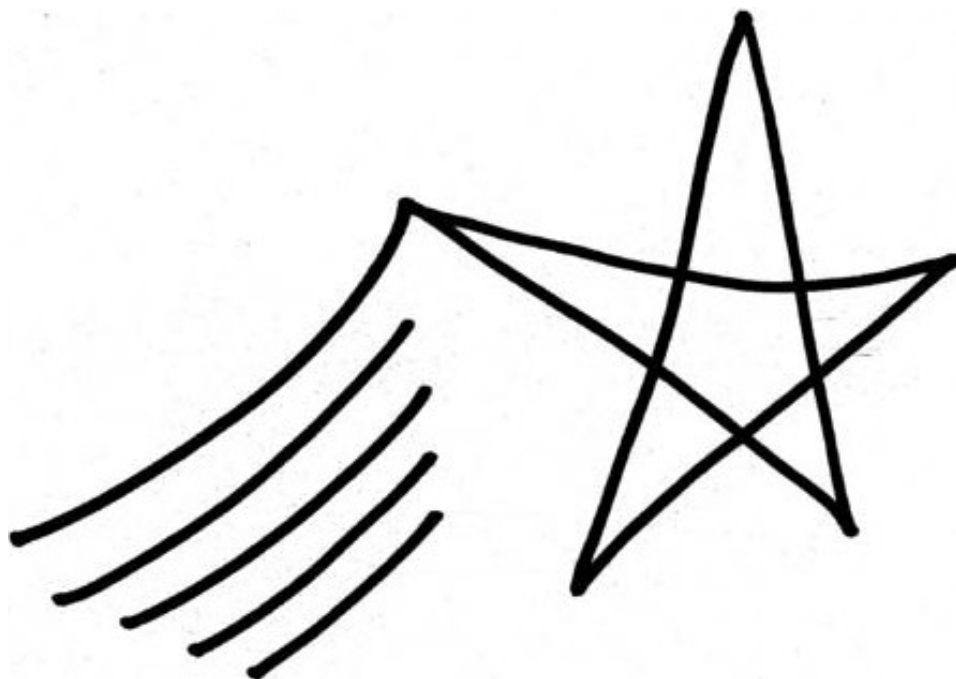
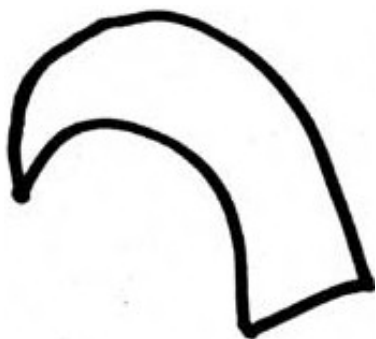












## Family Feud Answers

- 1 T or F? A PA should expect that most clients will meet change with resistance.  
True
- 2 Explain how family systems theory applies to work with families. Include in the discussion words like boundaries, balance, and rules/roles.
  - Family members are interdependent.
  - They need balance and resist change because change disrupts the balance.
  - It's important for the PA to learn the rules/roles/boundaries of the family.
- 3 T or F? A blended family includes one biological parent and one step parent and their children.  
True
- 4 Define Family. Why is it important to know about the definition of families in your work?  
PAs need to know how the family defines itself, as far as natural supports, etc.
- 5 T or F? It is not that important for a client to be able to trust the PA, because they have to work with them no matter what the relationship.  
False
- 6
  1. List TWO reasons to maintain confidentiality.  
Law and good ethics. It's good casework practice.
  2. List TWO limits to confidentiality.  
When others may harm themselves or others.  
Judge orders.  
New Report of Maltreatment.
- 7 T or F? Being family-centered means keeping the family together no matter what.  
False

- 8 List three family-centered behaviors you should practice with clients.  
Respect, trust, strength perspective, natural supports, empowerment, “We” language or team language
- 9 T or F? When writing a narrative, a PA should try to adhere to family case plan issues.  
True
- 10 List three tips for writing an effective narrative.  
1. State facts, not opinions  
2. Stick to the family case plan and health/safety issues  
3. Third person  
4. Professional, correct grammar and spelling  
5. Include observations of family interactions
- 11 T or F? A good way to interview and engage a client is use many close-ended questions during the interview.  
False, use open-ended, Solution Focused Questions instead.
- 12 List two strategies for motivating clients to change.  
• Identify concerns/barriers to change  
• Explore options and provide feedback  
• Break into short-term goals  
• Share success stories
- 13 What are “The Three Questions” used in Safety Organized Practice?  
• “What are we worried about?”  
• “What is working well?”  
• “What needs to happen?”

14 Name one of the five styles of dealing with conflict covered in your participant manual and provide a brief description.

- **Competing Style**

This style uses authority and intimidation to solve the problem. It includes making threats, attacking someone's character, or using put-downs to force the situation to be resolved.

- **Avoiding Style**

This style seeks to resolve conflicts by ignoring the problem. This method of dealing with problems really postpones confrontation and resolution. The person who avoids conflict may refuse to take a stand, physically leave (walk away) or mentally leave (forget about it).

- **Accommodating Style**

This style of conflict resolution attempts to resolve the problem by "giving in." This is a cooperative, but unassertive style of problem-solving.

- **Compromising Style**

This assertive style of conflict resolution involves give and take by all parties. Take note, this style can lead to "game playing" by asking for more than you want and then agreeing to less.

- **Collaborating Style**

This is an assertive, cooperative approach to conflict resolution that works to resolve the problem with the best solution that is agreeable to all parties. A key point in collaboration is that the people involved are willing to change.