

**Solution-Based Casework
Certification Assessment for Caseworkers and Caseworkers
Interview Tool**

Caseworker Assessed: _____

Interviewer's Name: ¹ _____ Interview Date: _____

Division: _____ Program: _____ Office: _____

Directions: Select one of the Caseworker's Cases reviewed and review the case prior to the interview; basing the interview on that case. Check the box that best describes the Caseworker's answers.

A. Do They Really Know What Happened?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Caseworker does not have a conceptual understanding of the skill and cannot describe it.	Caseworker understands the skill but cannot describe how they used it with a family.	Caseworker understands the skill, can explain it, and demonstrates it occasionally or partially.	Caseworker can describe the skill and how they used it effectively. Some additional growth is needed.	Caseworker can easily describe the skill and how they consistently use it.	
A1 Tracking the Sequence					
Can the Caseworker tell you a step-by-step "story" of what actually happened regarding the everyday life of the family that led to the issue of abuse or neglect? Can they describe the personal problems that interfered with safety and/or adequate care and a description of the nature of how those problems interfered with family safety and care?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					
A2 Searching For Exceptions					
Can the Caseworker tell you times when the family and its members were able to safely manage the issue(s) that were unsafe or neglectful?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					

¹ Interviewer must be an SBC Certified Coach or Manager not previously mentoring the Caseworker in SBC.

A3 Building Consensus With Families					
Is the Caseworker able to state back to you a consensus summary of what is not working at the family level, and who on the individual level needs to work on what personal issue(s)?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					
B. Can They Organize The Work?					
B1 Co-Creating Family Agreements					
Can the Caseworker tell you how they worked with a family to develop their family agreement? Did the description convey an understanding of how to prioritize family issues that are abuse and neglect related from those that are more typical, and could do the same for personal problems? And did the Caseworker understand the relationship between family and individual concerns appropriate to the case?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					
B2 Outcome Steps (Tasks)					
Can the Caseworker tell you how they helped the family share their plans to create an audience for change?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					
C. Are They Able To Develop And Work Specific Action Plans?					
C1 Developing specific Action Plans With Families					
Can the Caseworker tell you how they followed up to assist the family in developing measurable specific Action Plans? Can the Caseworker describe how they helped the family identify what they were already doing successfully, and then built on that? If the Caseworker needed a service provider to help develop plans with a family or individual, can they tell you how they shared with the provider why a specific behavioral plan was needed? Are the 5 SBC relapse prevention skills somehow represented?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					

C2 Helping Families Use Their Plans					
Can the Caseworker tell you how they worked with the family to practice and experiment with their plans? Can they describe how they assisted the family in altering tasks so they would be more effective?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					
D. Are They Able To Document And Celebrate Progress?					
D1 Documenting Progress					
Can the Caseworker describe how they helped the family monitor and document small steps of progress? Are they able to describe how they got others involved in noticing progress and capturing change? How did they handle the discussion with the family if progress was not being made?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					
D2 Celebrating Progress					
Can the Caseworker describe who they celebrated small steps of progress, particularly early, but consistently through out the casework? Can the Caseworker give you examples of how they used positive reinforcement and provided hope, versus only noticing when things were going wrong?					
Unsatisfactory 1 <input type="checkbox"/>	Marginal 2 <input type="checkbox"/>	Practicing 3 <input type="checkbox"/>	Proficient 4 <input type="checkbox"/>	Excelling 5 <input type="checkbox"/>	No opportunity to observe the skill <input type="checkbox"/>
Rationale For Rating:					