

**SUPPORTING THE CASEWORKER PANEL INTERVIEW PROCESS:
A MANUAL FOR OFFICE STAFF**

**Child Welfare Training Institute
A Collaborative Agreement Between
Maine Department of Health and Human Services
And
Muskie School of Public Service
University of Southern Maine**

**Funded by grant #90CT112/02
US-DHHS Administration for Children and Families, Children's Bureau**

November, 2005

**SUPPORTING THE CASEWORKER PANEL INTERVIEW PROCESS:
A MANUAL FOR OFFICE STAFF
CONTENTS**

- I. Scheduling the Panel Interview**
- II. Preparing Candidate Materials**
- III. Preparing Panel Materials**
- IV. Panel Process**
- V. Scoring**
- VI. Appendices**

Appendix A

- 1. Confirmation Letter
- 2. Directions to DHHS
- 3. Caseworker Screening Panel Process
- 4. Benefits Information
- 5. Realistic Job Preview DVD
- 6. Realistic Job Preview Evaluation

Appendix B

- 1. Doe and Wallace Case materials
- 2. Release for Information
- 3. Candidate Instructions
- 4. Structured Interview Results Sheet

Appendix C

- 1. Child Welfare Caseworker Rating Sheets
- 2. Standard Interview Questions

Appendix D

- 1. Candidate Letter sent if score is 90 or above
- 2. Candidate Letter sent if score is 80-89
- 3. Candidate Letter sent if score is 80 or below
- 4. Checklist

I. SCHEDULING THE PANEL INTERVIEW

1. When a vacancy occurs, Personnel staff in Augusta will email the names of candidates needing a panel interview.
2. Support staff will email supervisors to request times and dates they are available to conduct panel interviews. Three supervisors are needed for each panel interview. Panel interviews should be scheduled 2 hours apart.
3. Support staff will call candidates to inform them of the panel interview time and date. During the call, inform the candidates that they will be receiving the Realistic Job Preview DVD in the mail and that they should watch the DVD prior to coming to the panel interview. Inform the candidates that if they are unable to watch the DVD prior to the panel interview, they should call and schedule a time to watch the DVD on the day of the panel interview.
4. Support staff will send a confirmation letter with the day, date, and time of the interview. The following materials should be enclosed with the confirmation letter to the candidates. The materials are provided in Appendix A.
 - Confirmation Letter
 - Directions to DHHS Office
 - Caseworker Screening Panel Process
 - Benefits Information
 - Realistic Job Preview DVD
 - Realistic Job Preview Evaluation
5. Support staff will schedule a room in the building for the panel interview. Since using a personal computer is an important part of the caseworker job, you are encouraged to provide candidates with a computer for the written exercise, if one is available in your office.

II. PREPARING CANDIDATE MATERIALS

1. Make a folder for each candidate. On the folder write the candidate's name, the date and time of the panel interview, and the names of the 3 supervisors who will be conducting the panel interview.
2. Include the following materials in the candidate's folder. These materials are provided in Appendix B.
 - Structured Interview Results Sheet
 - Release for Information
 - Candidate Instructions
 - 2 pieces of plain paper
 - Doe OR Wallace case
3. Two sets of case material have been developed (Doe and Wallace). To maintain the validity of the process and prevent applicants from becoming familiar with the case and thereby having an advantage, it is important that you alternate the cases periodically. Talk with the panel chair to clarify which case the panel wants to include.
4. The case study materials are intentionally provided out of chronological order so that the candidate's organizational ability can be assessed. Please make sure that you follow the assigned order for each of the cases when you give the package to the candidate. Do not staple the materials together.

III. PREPARING MATERIALS FOR THE PANEL INTERVIEW

1. One folder should be made for the Panel. On the folder, write the candidate's name, the date and time of the panel interview, and the names of the three individuals who will be conducting the panel interview.
2. Inside the folder include the following materials. These materials are provided in Appendix C.
 - Child Welfare Caseworker Rating Sheets
 - Standard Interview Questions

IV. PANEL PROCESS

1. Notify the reception desk of the candidate's names and times of interviews so that the receptionist can call upon the candidate's arrival.
2. When the candidate arrives, greet the person and bring to the specified room. It is essential to be warm and welcoming to the candidate, as this may be his or her first impression of agency staff.
3. If the candidate made arrangements to watch the Realistic Job Preview prior to the panel interview in the office, start the DVD and return to the room in half an hour. The candidate should fill out the Realistic Job Preview Evaluation.
4. Collect the 3 copies of the resume and place these materials in the folder that was made for the Panel.
5. Give the candidate his/her folder. Instruct the candidate to fill out the three sections of the Structured Interview Results Sheet (Options, Locations, and Status) and the Release for Information.
6. Go over the instructions that explain the panel process and ask the candidate if s/he has any questions.
7. Inform the candidate that s/he has 30 minutes to review the case before the Panel will join him/her. If using a computer, ensure that the computer is ready for the candidate's use.
8. Inform the Panel that the candidate is in the specified room and that they may join the candidate in 30 minutes. Give the supervisors their folder. Ask supervisors to inform you when they are finished interviewing the candidate.
9. When the supervisors are finished interviewing, wait 30 minutes to allow the candidate to complete the Written Exercise and then notify the candidate that his/her time is finished.
10. Collect the candidate's written information or print the typed information. Do not change the order of the materials provided by the candidate.
11. Escort the candidate out of the building, indicating that s/he will receive a letter in the mail with the results of today's interview. Inform the candidate that s/he may call you with any further questions. Again, it is crucial to be warm and friendly to the candidate during all interactions.
12. Give the candidate's written or printed information to the supervisors.

V. SCORING THE PANEL INTERVIEW

1. Collect panel scores from supervisors.
2. Average the three scores. Write the average score on the Structured Interview Results Form. Fax the Structured Interview Results Form to 287-8299.
3. Mail (295 Water Street, Augusta, 04330) or fax (626-5088) the three Child Welfare Caseworker Rating Sheets and the Realistic Job Preview Evaluation to CWTI.
4. Send the candidate the letter that corresponds with their panel interview score. The letters are provided in Appendix D.
5. Place all materials obtained during this panel interview in a file that is labeled with the candidate's name.

VI. APPENDICES

Appendix A

1. Confirmation Letter
2. Directions to DHHS
3. Caseworker Screening Panel Process
4. Benefits Information
5. Realistic Job Preview DVD
6. Realistic Job Preview Evaluation

1. Confirmation Letter

Dear ()

I have scheduled your Human Services Caseworker panel interview on November 2, 2005, at 9:15AM. Please arrive a few minutes early, check in with the reception desk, and ask for me.

Enclosed you will find a DVD entitled “Realistic Job Preview”. This DVD is designed to give you some information about the job you are applying for. Please watch this DVD prior to coming to the interview. If you do not have access to a DVD player, please call me prior to the day of the interview, and I will arrange for you to come in half an hour early to view the DVD.

Please bring three copies of your resume and the names and contact information for three references to the interview. On the day of the interview your social security number, date of birth, and any other name you have been known by will be requested. This information will be used to conduct background checks.

If for any reason you need to cancel or reschedule this interview, or if you have any questions about the interview process, please call me as soon as possible. Thank you for your interest in becoming a Human Services Caseworker, and I look forward to meeting with you.

Sincerely,

NAME

Office of Child and Family Services
(207) -

2. Directions to DHHS office goes here

3. Caseworker Screening Panel Process

- ❖ Please bring 3 copies of your resume. Please complete and bring to the interview the form indicating the office (s), program (s), and status preferred
- ❖ A caseworker must be a licensed social worker prior to actually starting work. Starting this process immediately is recommended. Information regarding licensing is available at www.maine.gov
- ❖ Please arrive a few minutes early and check in at the reception desk upon arrival.
- ❖ The panel interview is a two-hour screening process that involves both written and oral exercises.

First half hour:

Review case material
Jot down any questions about the case

One-hour interview with a panel of three caseworker supervisors

45 minutes of general questions
15 minutes to ask questions about the given case

Last half-hour

Write up conclusions and recommendations for the case

A numerical score is given based on the competencies demonstrated during the entire process. Candidate names are then placed on a certification register, in order of the given scores. When a vacancy occurs, the hiring supervisor receives a list of the top six names and will schedule a second interview.

4. Benefits

Maine State Employees are eligible for an extensive and highly competitive benefits package. Major benefits are briefly described below (*Note: Benefits may vary somewhat according to administrative units and specific collective bargaining agreements.*). Benefits are prorated for part-time employment.

VACATION LEAVE - Accrual is based on years of continuous, full-time service at a rate of 8 hours (1 day) per month for the first 5 years of service, 10 hours per month from 5-10 years of service, 12 hours per month from 10-15 years of service, 14 hours per month from 15-20 years of service, and 16 hours (2 days) per month after 20 years of service.

LONGEVITY PAY - Once you have completed 15 years of service, you will begin receiving longevity pay at an hourly rate. The increase is as follows: 30¢ per hour for 15-20 years, 40¢ per hour for 20+ years. Confidential employees receive their longevity pay in the form of a single payment each December after completing 15 years of service.

SICK LEAVE - Accrual is at the rate of 8 hours (1 day) per month regardless of years of service.

HOLIDAYS - State Employees are provided with 12 paid holidays per year.

PERSONAL DAYS - Employees who are not eligible for overtime are provided with 2 personal days per year. Certain other classifications receive personal leave days as designated in the collective bargaining agreement. Confidential employees receive 3 personal leave days per year.

OTHER LEAVES - Leaves may be granted for long-term medical situations, military duty, bereavement, job-related education, and child bearing and adoption.

INSURANCE - Group health, dental, and life insurance are provided by the State to the employee. The State also pays a portion of the premiums for family plans.

RETIREMENT PLAN - Most state employees must participate in the Maine State Retirement System. Contributions are based on a percentage of salary.

DEFERRED COMPENSATION - Tax shelter plans are available to all employees that enable them to provide for greater retirement security.

CREDIT UNION - All state employees, retirees, and immediate family members are eligible to become members of the **Maine State Employees Credit Union**.

WORKING HOURS - At the discretion of an agency's appointing authority, state employees may have the option of choosing from several alternate work schedules.

JOB SHARING - This is a voluntary work arrangement in which two people share the responsibility of one full-time position. This may not be available for all positions. Salary and benefits are pro-rated.

PROMOTIONAL OPPORTUNITY - As status and experience are gained, career development/growth and promotional opportunities are available. Many are limited to State Employees.

FLEXIBLE SPENDING ACCOUNTS - The State offers participation in pre-tax flexible spending accounts. Employees can set aside a portion of their pre-tax earnings each pay period which can then be used to pay for certain medical or dependent care expenses.

CHILD CARE REIMBURSEMENT -The State offers reimbursement to some employees for a portion of their child care expenses. Eligibility for this program and the amount of reimbursement is based on the employee's gross family income. Eligibility and reimbursement limits are periodically adjusted.

The Value of the State Benefits are as Follows: state Pays Employee Share of Retirement Contributions (Confidential and AFSCME)

State Paid Health and Dental - All Positions: \$265.82 biweekly (updated yearly)
Retirement Contributions (State pays employee share): 20.57% of pay (updated yearly)

Employee Pays Employee Share of Retirement Contributions (All Other Employees)

State Paid Health and Dental - All Positions: \$265.82 biweekly (updated yearly)
Retirement Contributions (Employee pays own share): 16.07% of pay (updated yearly)

(The above information changes on a yearly basis. Please see www.maine.gov/bhr for the most up-to-date information.)

5. Office of Child and Family Services Job Descriptions

Adoption Caseworker

- 1.0 Review/Reassessment: pulls together and analyzes information to date and continues with planning, services, activities and decision making to reach the permanency goal of adoption.
- 2.0 Case Planning: determines case objectives and goals and develops a case plan for their attainment.
- 3.0 Family Team Meetings: prepares for and facilitates this strengths based practice approach designed to bring together family supports and empower families to identify their own strengths and needs.
- 4.0 Treatment and Service Provision: obtains/provides services/resources to improve/enhance the clients' functioning.
- 5.0 Monitoring and Evaluation of both Family and Child Plans: monitors progress in case plan objectives and actions and reassesses and revises case plan as necessary.
- 6.0 Court/Legal Activities: initiates/follows through and supports legal action for the protection of children.
- 7.0 Children's Emergency Services/After Hours/Holiday Coverage: provides after hours coverage weekends/nights per office/district protocol, responding to calls from Adult and Emergency Services.
- 8.0 Placement: identifies and places child in stable living arrangements/adoption.
- 9.0 Financial Services: ensures the child and adoptive parents receive benefits.
- 10.0 Foster/Adoptive Parenting Orientation: informs and prepares selected people for foster/adoptive parenting.
- 11.0 Administrative Responsibilities: performs direct service administrative duties to enhance and improve service delivery, program monitoring and accountability.
- 12.0 Participates in public awareness/educational/collaboration activities to promote an accurate understanding of the Bureau mission and increase the quality of public private partnerships, formal and informal.
- 13.0 Actively pursues professional development.
- 14.0 Frequently and accurately enters all necessary information into the Maine Automated Child Welfare Information System.
- 15.0 Performs tasks of Children's Services Caseworker and/or Adoption Caseworker as circumstances and operational needs require.

Child Protective Services Caseworker

- 1.0 Child Protection Assessment: determines the presence, absence, frequency and severity of child abuse and neglect both prior to and following intervention, the impact of child abuse/neglect on the children, the presence of safety factors and the presence or absence of parental protective capacities.
- 2.0 Family Team Meetings: prepares for and facilitates this strengths based practice approach designed to bring together family supports and empower families to identify their own strengths and needs.
- 3.0 Treatment and Service Provision: obtains/provides services/resources to improve/enhance the clients' functioning.
- 4.0 Monitoring and Evaluation of Family Plans: determines continued need for/modification/termination of child protective/support services.
- 5.0 Children's Emergency Services/After Hours/Holiday Coverage: provides after hours coverage weekends/holidays per office/district protocol, responding to calls from Adult and Children's Emergency Services.
- 6.0 Court/Legal Activities: initiates and follows through with legal action for the protection of children.
- 7.0 Short Term Emergency Services: provides short-term emergency services to a child in need of such services.
- 8.0 Administrative Responsibilities: performs direct service administrative duties to enhance and improve service delivery, program monitoring and accountability.
- 9.0 Participates in public awareness/educational/collaboration activities to promote an accurate understanding of the Bureau mission and increase the quality of public private partnerships, formal and informal.
- 10.0 Actively pursues professional development.
- 11.0 Frequently and accurately enters all necessary information into Maine Automated Child Welfare Information System.
- 12.0 Performs tasks of Children's Services Caseworker and/or Adoption Caseworker as circumstances and operational needs require.

Children's Services Caseworker

- 1.0 Review/Reassessment: pulls together and analyzes information gathered to date and continues with planning, services, activities and decision making related to child safety, permanency and well-being.
- 2.0 Case Planning: determines case objectives and goals and develops a case plan for their attainment.
- 3.0 Family Team Meetings: prepares for and facilitates this strengths based practice approach designed to bring together family supports and empower families to identify their own strengths and needs.
- 4.0 Treatment and Service Provision: obtains/provides services/resources to improve/enhance the clients' functioning.
- 5.0 Monitoring and Evaluation of both Family and Child Plans: monitors progress in case plan objectives and actions and reassesses and revises case plan as necessary.
- 6.0 Court/Legal Activities: initiates/follows through and supports legal action for the protection of children.
- 7.0 Children's Emergency Services/After Hours/Holiday Coverage: provides after hours weekends/nights per office/district protocol, responding to calls from Adult and Children's Emergency Services.
- 8.0 Placement: places child in stable living arrangements/adoption.
- 9.0 Financial Services: ensures the child and caretakers receive benefits.
- 10.0 Foster/Adoptive Parenting Orientation: informs and prepares selected people for foster/adoptive parenting.
- 11.0 Administrative Responsibilities: performs direct service administrative duties to enhance and improve service delivery, program monitoring and accountability.
- 12.0 Participates in public awareness/educational/collaboration activities to promote an accurate understanding of the Bureau mission and increase the quality of public private partnerships, formal and informal.
- 13.0 Actively pursues professional development.
- 14.0 Frequently and accurately enters all necessary information into MACWIS.
- 15.0 Performs tasks of Children's Services Caseworker and/or Adoption Caseworker as circumstances and operational needs require.

Child Protective Intake Caseworker

- 1.0 Intake Screening and Assessment: determines whether the situation presented is appropriate for a child protective services assessment.
- 2.0 Using Child Welfare knowledge and established techniques gathers information by talking with/interviewing/listening to reporter/referent.
- 3.0 Documents facts, significant observations, and related information.
- 4.0 Reviews previous child welfare history, DMV and sex offender registry. With supervisory approval contacts other professionals who may have direct knowledge of the circumstances.
- 5.0 Using professional judgment both to apply the expanded safety factors and to evaluate data to the child's condition determines if the facts in the report constitute immediate risk of serious harm and responds accordingly.
- 6.0 Exercises discretion in collecting and recording significant information in crisis situations to ensure both accuracy and timeliness.
- 7.0 Makes preliminary determination regarding appropriateness of referral, enters information into MACWIS, and transmits report and intake information to supervisor for approval.
- 8.0 Explains process and suggests appropriate agency or other appropriate action to referent.
- 9.0 Accepts calls and makes referrals related to Adult Protective emergencies and Juvenile Probation and Parole.
- 10.0 Uses judgment to determine when to refer to the District Attorney or to the Institutional Abuse Unit.

Life Skills Caseworker

- 1.0 Accepts referrals from the Children's Services Caseworker for all youth for whom the service is appropriate and works collaboratively to promote the youth's best interests.
- 2.0 Either individually or in collaboration with the Children's Services Caseworker completes strengths and needs assessment through personal contacts and develops an independent living plan with the youth based on this assessment.
- 3.0 Actively works with youth to support and assist with educational and employment pursuits including high school or equivalency, college, vocational training or the military, career planning, financial aid, job placement.
- 4.0 Teaches and/or provides learning opportunities for youth in basic living skills, such as money and household management, consumer skills, family planning and parenting, health care, accessing community resources, utilizing transportation services, housing options/location and tenants rights.
- 5.0 Provides opportunities to participate in individual and group life skills services such as conferences to improve self-esteem and other interpersonal and social skill training.
- 6.0 Uses discretion in providing financial support for a range of services, e.g. apartment security deposit, short-term housing cost assistance, assistance with room and board at campus housing etc.
- 7.0 Plans and conducts adventure based trips for selected youth following submission of a proposal and approval of the Independent Living program Manager as specified in policy.
- 8.0 Aids youth in gathering and retaining important documents and information.
- 9.0 Provides youth with a comprehensive list of community resources geared to the needs of youth living independently.
- 10.0 Documents activities in MACWIS to ensure compliance with requirements for federal financial participation as well as Title 22 and BCFS policy.

6. Realistic Job Preview DVD

7. Realistic Job Preview Evaluation

OFFICE OF CHILD & FAMILY SERVICES Realistic Job Preview Feedback Survey

1. Please rate your level of knowledge about the following aspects of the caseworker position before and after viewing the Realistic Job Preview (RJP). *Please fill circle completely (example: O)*

Emergency Situation

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Interviewing a Child

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Removing a Child

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Accomplishing Court Related Activities

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Dealing with Resistance

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Family Team Meeting

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MACWIS/Documentation

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pre-service Training/Professional Development

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Supervisory Support

Before Viewing					After Viewing				
1 Don't Know Anything	2	3	4	5 Know a lot	1 Don't Know Anything	2	3	4	5 Know a lot
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How has the RJP influenced your idea of the job? (circle one)

Made more negative Did not change Made more positive

Please comment:

3. Did this film influence your decision to continue with the hiring process?

Please explain.

4. Has your perception of the Bureau changed as a result of viewing the RJP?

Yes _____ No _____

If yes, how?

5. Other comments:

Thank you for your feedback.

Please return completed survey to:

Tracey Meagher
CWTI
295 Water St.
Augusta, ME 04330

Appendix B

1. Doe and Wallace Case materials
2. Release for Information
3. Candidate Instructions
4. Structured Interview Results Sheet

1. Doe and Wallace Case Materials

Angie June Wallace Case

*****THIS INFORMATION IS FOR ADMINISTRATIVE PURPOSES ONLY*****

THIS IS THE ORDER IN WHICH MATERIALS SHOULD BE SUPPLIED TO THE APPLICANT

- FACE SHEET
- NARRATIVE LOG 7/11/03-8/19/03
- NANCY JONES' SAFETY PLAN 7/17/03
- BIRTH VERIFICATION FOR ANGIE JUNE WALLACE
- INTAKE REPORT 7/5/03
- MARRIAGE VERIFICATION FOR NANCY JONES AND NEAL JONES

DO NOT STAPLE THE PAGES TOGETHER.

DO NOT COPY THIS PAGE.

CASE MATERIALS

This is a fictional case and the Department of Human Services does not endorse how the case was handled. The purpose of this exercise is to reveal how you analyze the issues and get more information about the family as opposed to critiquing prior casework.

Please assume that today's date is August 19, 2003.

Maine Department of Health and Human Services
Office of Child and Family Services
Narrative Log Report
Assessment Name: Jones Nancy Smith

Worker: Doug Greene
Worker Office: Ellsworth

Contact Date 07/11/2003 11:12 AM **Duration** 0 Hr 15 Min
Contacted By Doug Greene **Contact Method** Activities to Locate
Contact Name Jones, Nancy Smith **Contact Type** Alleged Abuser
In Reference To Jones, Nancy Smith **Contact Phone** (207) 555-7560

Narrative

Attempted to reach Nancy at the number obtained by child protective intake. A recorded message stated that the number has been disconnected.

Contact Date 07/11/2003 03:00 PM **Duration** 0 Hr 45 Min
Contacted By Doug Greene **Contact Method** Home - Unannounced
Contact Name Dwayne and Edna Smith **Contact Type** Family Member
In Reference To Wallace, Angie June **Contact Phone** (207) 555-1234

Narrative

I visited the Smiths at their home not far from the DHS office. They live in a ranch-style home in a residential neighborhood. The house is relatively neat and well kept. Efforts have been made to baby-proof the home, i.e. covering electrical outlets and keeping household chemicals out of reach. Angie has a crib in the home's guest bedroom and several toys. The Smiths explained that Angie has been staying with them off and on for most of her life.

During the visit I observed Angie to be active and alert, but obviously difficult to control. She speaks few understandable words and tends to express her needs and wants with outbursts of screaming. I also witnessed Angie hit Edna Smith in the face while Edna was trying to console her. Edna then spent a few moments trying to console Angie to no avail. Eventually Edna placed Angie in her crib for a few minutes until she calmed down.

Dwayne Smith describes Nancy as "flaky." He notes that she was better when she was younger and used to take medication of some sort, but he doesn't think she's taken medication for years. Dwayne explained that Nancy is the youngest child in their family, born seven years after him, the second youngest. Dwayne said that she has always been the black sheep of the family, and demanded more than her share of attention by constantly getting in trouble from a young age.

Dwayne and Edna have still not heard from Nancy. They agreed to care for Angie for a few more days, but stated they did not know how long they can manage. The Smiths both appear tired, and Edna noted that the situation has been very stressful for both of them. Edna has had to cut her working hours in order to care for Angie.

Contact Date 07/12/2003 10:00 AM **Duration** 0 Hr 15 Min
Contacted By Doug Greene **Contact Method** Telephone
Contact Name Mr. Wentworth **Contact Type** Other

In Reference To Jones, Nancy Smith **Contact Phone** (207) 555-5987

Narrative

Got in touch with Nancy's landlord, Mr. Wentworth. He said she had recently been evicted from her apartment for constant failure to pay the rent. He does not know where she might be.

Contact Date 07/15/2003 09:00 AM **Duration** 0 Hr 30 Min

Contacted By Doug Greene **Contact Method** Telephone

Contact Name Smith, Edna **Contact Type** Family Member

In Reference To Wallace, Angie June **Contact Phone** (207) 555-1234

Narrative

Edna called to say that Nancy had returned and wants to take care of Angie. Nancy has no place to live and wants to stay with the Smiths until she can find an apartment and a job. Mrs. Smith says that Nancy wants Angie back and is eager to speak with the caseworker about her situation. Edna said that Nancy had taken Angie for a walk and would call me later in the day.

Contact Date 07/15/2003 04:00 PM **Duration** 0 Hr 15 Min

Contacted By Doug Greene **Contact Method** Telephone

Contact Name Jones, Nancy Smith **Contact Type** Alleged Abuser

In Reference To Wallace, Angie June **Contact Phone** (207) 555-1234

Narrative

Called Nancy at the Smith residence. Nancy spoke very quickly and said that she had meant to call me earlier but lost track of time. Nancy assured me that she loves her daughter very much and wants to do whatever she needs to. We set up a time to meet at 10AM, on July 17th.

Contact Date 07/17/2003 10:00 AM **Duration** 1 Hr 30 Min

Contacted By Doug Greene **Contact Method** Home - Announced

Contact Name Jones, Nancy Smith **Contact Type** Alleged Abuser

In Reference To Wallace, Angie June **Contact Phone** (207) 555-1234

Narrative

Today I met with Nancy Jones at the Smith home. She is an extremely nervous young woman and exhibits very rapid speech. She is obviously anxious to please and seems genuinely motivated to parent Angie. However, Nancy complains that due to her lack of transportation, she has had difficulty getting to see her child. She admits that she has abandoned Angie to relatives since the middle of February.

She claims she never really loved Angie as an infant, but that she loves her now. She confided that, in the beginning, she thought about letting the Smiths adopt Angie but had changed her mind within the past couple months. She states that she can live with the Smiths, and agrees that it is important that she be able to provide a home for Angie. The Smiths are willing for Nancy and Angie to live with them for a while in order to help them out.

I asked Nancy about her mental health history. She said " my mother used to make me take pills when I was in high school but I stopped because I didn't need them."

I then went on to ask Nancy about Angie's father. She, at first, was reluctant to talk about Angie's father saying he had no contact. Then became belligerent when I explained that this was a subject we'd need to revisit. She said, "It's none of your business!"

After allowing Nancy to cool down for a few minutes, summarizing our conversation up to this point and supporting her feeling that this was a difficult situation she was faced with, Nancy was able to develop a Safety Plan to ensure Angie's safety in the short term. I helped her with this by making suggestions

and summarizing back to her what she was saying would work to keep her daughter safe. She participated fully in the process and had good ideas about her daughter's safety. Nancy also agreed to meet on a regular basis with this caseworker and develop a case plan to care for Angie. I suggested a psychological evaluation for Nancy, and agreed to assist in arranging this, as well as ongoing therapy. I also recommended that Angie get an examination by a pediatrician. Nancy signed consents for me to speak with a psychologist and with Angie's doctor.

Finally, just before I left, after working together for some time on a safety plan, Nancy volunteered information that may help to locate Angie's father, Steve Wallace, and Nancy's estranged husband, Neal Jones. She said she was sorry for her outburst and that this was all too difficult. She said she was feeling very alone in caring for Angie. I supported her in this while also recognizing that Edna and Dwayne were a big help. She agreed. We agreed to talk again soon.

Contact Date 07/18/2003 11:36 AM **Duration** 0 Hr 15 Min
Contacted By Doug Greene **Contact Method** Telephone
Contact Name Marvin Monroe, Ph.D. **Contact Type** Mental Health Professional
In Reference To Jones, Nancy Smith **Contact Phone** (207) 555-8646

Narrative

Spoke to Dr. Monroe, psychologist with Castle Rock Psychological Services. He agreed to evaluate Nancy, and has an opening August 6th, at 9AM.

Dr. Monroe faxed a letter of referral to the office and I sent him the information he requested in his letter.

Contact Date 07/19/2003 03:00 PM **Duration** 0 Hr 15 Min
Contacted By Doug Greene **Contact Method** Telephone
Contact Name Jones, Nancy Smith **Contact Type** Alleged Abuser
In Reference To Wallace, Angie June **Contact Phone** (207) 555-1234

Narrative

Nancy called to let me know that she and Edna Smith had brought Angie to her pediatrician for an examination.

I told Nancy that I had scheduled a psychological evaluation for her on August 6th. I told her to expect a letter with all the information she will need for the appointment.

Contact Date 08/06/2003 05:00 PM **Duration** 0 Hr 15 Min
Contacted By Doug Greene **Contact Method** Telephone
Contact Name Smith, Edna **Contact Type** Family Member
In Reference To Jones, Nancy Smith **Contact Phone** (207) 555-1234

Narrative

Edna called to let me know that she had taken Nancy to her psychological evaluation. She said that Nancy had left the house early in the morning, and Edna had to drive around

town to locate Nancy so she wouldn't miss the appointment. They were 15 minutes late but the doctor still saw her.

Edna is concerned that Nancy is not committed to getting help for herself and her child.

Contact Date 08/12/2003 03:00 PM **Duration** 0 Hr 45 Min
Contacted By Doug Greene **Contact Method** Activities to Locate
Contact Name Jones, Nancy Smith **Contact Type** Alleged Abuser
In Reference To Jones, Nancy Smith **Contact Phone**

Narrative

Arrived at the Smith residence for a scheduled check-in with Nancy. Edna Smith told me that Nancy left earlier that morning, saying she needed to "get out for a while." Edna said that Nancy has been going out a lot lately, just "wandering around town." Edna suggested I try looking for her at the beach by the lake; Nancy sometimes hangs out there and drinks beer with her friends. Edna appeared very discouraged with Nancy, and also did not appear to think much of Nancy's friends, saying, "They aren't allowed to come by here."

Angie was in the living room, watching TV and throwing graham crackers at the screen.

I drove around town looking for Nancy, but was unable to locate her.

Contact Date 08/14/2003 09:00 AM **Duration** 1 Hr 0 Min
Contacted By Doug Greene **Contact Method** Home - Unannounced
Contact Name Jones, Nancy Smith **Contact Type** Alleged Abuser
In Reference To Jones, Nancy Smith **Contact Phone** (207) 555-1234

Narrative

Stopped by the Smith residence unannounced. Edna was pleased to see me, invited me in, and went to wake up Nancy. Nancy came out in her robe and sat at the kitchen table with me. She appeared tired and withdrawn, and told me she has been having trouble sleeping. She said she has not felt good for some time now and stated, "I don't know how to take care of Angie." She expressed feelings of despair, using phrases such as "I'm at the end of my rope", and "I just don't know what to do anymore." Nancy has been unable to find employment or make arrangements for her own apartment. Edna Smith says that Nancy will sometimes spend an hour or two playing with Angie, but then follows this by ignoring the child, and sometimes goes out in the evening and does not return until the next day.

Contact Date 08/16/2003 02:00 AM **Duration** 0 Hr 15 Min
Contacted By Amelia Nadeau **Contact Method** Telephone
Contact Name Smith, Edna **Contact Type** Family Member
In Reference To Jones, Nancy Smith **Contact Phone** (207) 555-1234

Narrative

Edna Smith called quite agitated, reporting that Nancy Jones had come home after everyone in the family was asleep. Because the door was locked, Nancy pounded on the door and woke everyone up. Edna said that Nancy acted crazy, not drunk; she talked non-stop, and accused the Smiths of trying to take Angie away from her. She was belligerent and loud, and eventually stormed into her room and slammed the door. Edna and Dwayne Smith think she is asleep now.

I asked how 19-month-old Angie Wallace reacted to her mother's behavior, and they said there seemed to be no major disruption, while she has been very difficult lately, her mother's behavior did not appear to affect her.

Contact Date 08/16/2003 12:00 PM **Duration** 5 Hr 0 Min
Contacted By Doug Greene **Contact Method** Other Location
Contact Name Wallace, Angie June **Contact Type** Victim
In Reference To Wallace, Angie June **Contact Phone** (207) 555-1234

Narrative

Called Dwayne and Edna Smith to get more information about the events of last night. Dwayne said that he confronted Nancy this morning about her behavior. Nancy acted very depressed, cried and said she "couldn't take it anymore." She packed a suitcase, called a taxi, and left.

I went to the Smith home to discuss this further. In addition to the problems with Nancy, Dwayne and Edna Smith told me they have realized that they cannot take care of Angie anymore at this time. Angie screams all the time and won't sleep at night. She has also become destructive of her toys and household objects. They don't feel they can provide care for her anymore. They said they didn't feel equipped to help her. When I asked if they feel there is any possibility that this might change, Edna said that, if Angie could get some help so that she'd easier to manage that they would consider taking her back in their home. Dwayne also added that they had talked about getting some help to learn about other strategies to care for Angie. He added that maybe they could work with the therapist that works with Angie to see if they can't think of some things that would work with her. He closed by saying, "We're just worn out right now. Nancy thinks of us as a dumping ground for her problems and we just need a rest." I said that I would discuss this further with them at another time.

I prepared a Petition for a Preliminary Protection Order, and brought it Judge Nickles, who signed it, giving DHS temporary custody of Angie.

I went to the Smith home again to transport Angie to the foster home I located. The Smiths were both visibly upset and concerned for Angie, but felt it was the best possible solution. I discussed the possibility of future visits and left it open for further discussion. I assured she would be well cared for in the foster home. I put Angie into the car seat with her stuffed bunny and we drove to the foster home. Edna Smith accompanied me to discuss Angie's schedule with the new foster family. Angie had little reaction to the move, and did not seem concerned with leaving the Smiths. She said goodbye to Edna at the foster home without incident. When I left Angie was eating lunch with the family.

Contact Date 08/19/2003 06:30 AM **Duration** 0 Hr 15 Min
Contacted By Doug Greene **Contact Method** Telephone
Contact Name Jones, Nancy Smith **Contact Type** Abuser
In Reference To Wallace, Angie June **Contact Phone**

Narrative

The following message was on my voicemail when I arrived at work this morning. It had been recorded at 6:30AM.

"This is Nancy. I can't believe what you've gone and done. I told them when I was leaving that I would be right back. I had heard about this great job in Portsmouth and I just went down to check it out. I got the job and they said I could start right away. And then I find out that you've gone and taken Angie. This isn't right! You don't have any right to do that! I have a job now and can support her. I want her back! I'm her mother!"

Safety Plan

Assessment No: 1022283

Parent/Caregiver Plan: Nancy Jones

1) These are the problems that are affecting my child's/children's safety:

- 1) I leave Angie with my brother and his wife when I feel like it and I don't tell them when I will come back. Angie can't count on me to be there for her.
- 2) Angie needs to know her mother and know that her mother will care for her and keep her safe.
- 3) I do not have a place to live so I cannot provide a home for Angie.
- 4) I do not have a job so I have no money.

2) These are the steps I/we will follow to make it safe for my child/ren:

- 1) Angie and I will stay with my brother and Edna while I get back on my feet. Getting on my feet includes getting a job and finding a new place to live
- 2) I will get a mental health evaluation and follow the recommendations.
- 3) I will take Angie to the doctor.
- 4) I will work with my caseworker to learn what services can help me to better take care of Angie.

3) If these steps are followed, the Department of Human Services will/may:

- 1) Help me get an apartment and a job and transportation.
- 2) Help me to live independently with my daughter.

4) If these steps are not followed then the Department of Human Services will/may:

- 1) File papers with the court to take Angie from me.
- 2) Send my daughter to live with someone else.
 - 1) Make a permanent plan for Angie that doesn't include living with me.

5) These are the ways that I/we will show that these steps have been/ will be followed:

- 1) I will keep in contact with my caseworker.
- 2) I will keep all appointments I make.
- 3) I will not leave Angie alone with the Smiths overnight.
- 4) I will let the Smiths know where I will be if I have to go somewhere.

Care-Givers Name

Signed Date

Nancy Jones

07/17/2003

Worker Name

Signed Date

Doug Greene

07/17/2003

Maine Department of Health and Human Services
Office of Child and Family Services
Preliminary Report of Alleged Child Abuse or Neglect
Report Date: 07/05/2003 8:59 am Report Number: 1022283

Report Type: Neglect Abuse
Intake Decision: Appropriate Must Assign
Final Decision: CPS Assessment
Recommended County: Hancock
Recommended Office: Ellsworth

Worker Darlene Perkins

Parent/Guardian Information

NAME	A-NUMBER	ROLE	DOB
I/O PHONE NO.	RESIDENCE ADDRESS		
Jones, Nancy Smith	81400834A	Alleged Abuser	05/17/1980
I (207) 555-7560	66 Mill Lane Castle Rock, ME		

Reporter

REPORTER NAME	PHONE NO.	CONFIDENTIALITY	CG AWARE
I/O REPORTER ADDRESS			
Smith, Dwayne	(207) 555-1234	No	No
19 Maple Road Castle Rock, ME			

Children Information

NAME OF CHILDREN	ROLE	SEX	DOB
I/O A-NUMBER	HOME ADDRESS		
Wallace, Angie June	Alleged Victim	Female	12/12/2001
21400864A	19 Maple Road Castle Rock, ME		

Report Summary

Nancy Jones has left her 19-month-old daughter Angie Wallace with relatives. Nancy's current location is unknown. The relatives, Mr. and Mrs. Smith are unsure how much longer they can care for the child, as she is reported to have high needs.

Alleged Abuser

ALLEGED ABUSER NAME	I/O (in and out of child's home)
ALLEGED ABUSER ADDRESS	
Jones, Nancy Smith	I
66 Mill Lane, Castle Rock, ME	

Allegation

Neglect

Alleged Risk Factor

Unstable Living conditions

Other Participant(s) Information

<u>NAME</u>	<u>A-NUMBER</u>	<u>ROLE</u>	<u>DOB</u>
Smith, Edna (207) 555-1234	41400854A 19 Maple Road, Castle Rock, ME	Undetermined	06/15/1975
Jones, Neal (207) 555-1784	01400874A 45 Main St Waterville, ME 04976-	Undetermined	11/11/1979
Wallace, Steve (978) 555-4246	91400884A 2363 Granite Circle Lowell, MA 01852-	Undetermined	02/07/1977

Intake Narrative

Dwayne Smith called Child Protective Intake to make a report regarding his 19 month-old niece, Angie June Wallace. He stated that the child's mother, his sister Nancy Jones, Age 23, has left the child with he and his wife Edna Smith. They don't know where Nancy is now, and report that she has been absent almost continually for the last six months. They stated that this past spring (March 2003), they discussed adopting Angie, and Nancy Jones has said that she might consider relinquishing custody. Since then, Nancy has refused to discuss giving Angie up for adoption.

Angie is an active child who could be heard crying during the phone call with Mr. Smith. Mr. Smith stated that they have difficulty controlling the child. Angie gets wound up all the time especially when there's a lot going on here. "She just gets out of control and can't come down off the ceiling," Mr. Smith said. Mr. Smith also stated that Angie is physically clumsy for her age.

Mr. Smith said he and his wife have agreed to care for Angie for "a while longer", but because Angie is difficult to care for, they feel unable to make a long-term commitment at this time.

Dwayne and Edna Smith live at 19 Maple Road in Castle Rock, Maine.

Case Materials

Doe Family Case

KEY ORDER OF CASE STUDY MATERIALS JAMES AND LAURIE DOE CASE

*****THIS INFORMATION IS FOR ADMINISTRATIVE PURPOSES ONLY*****

THIS IS THE ORDER IN WHICH MATERIALS SHOULD BE SUPPLIED TO THE APPLICANT

- FACE SHEET WITH DATE
- NARRATIVE LOGS 11/13/03
- INTAKE REPORT 10/27/03
- BIRTH VERIFICATION FOR MATTHEW DOE
- BIRTH VERIFICATION FOR CINDY DOE
- INTAKE REPORT 11/12/03
- SAFETY PLAN 5/3/99
- CLOSING SUMMARY 5/14/99
- MARRIAGE VERIFICATION FOR LAURIE SMITH AND JAMES DOE
- DIVORCE VERIFICATION FOR LAURIE SMITH AND JAMES DOE
- INTAKE REPORT 5/1/99

DO NOT STAPLE THE PAGES TOGETHER.

DO NOT COPY THIS PAGE.

CASE MATERIALS

This is a fictional case and the Department of Human Services does not endorse how the case was handled. The purpose of this exercise is to reveal how you analyze the issues and get more information about the family as opposed to critiquing prior casework.

Please assume that today's date is November 13, 2003.

**Maine Department of Health and Human Services
Office of Child and Family Services
Narrative Log Report**

Assessment Name: Doe James

Worker:

Worker Office: Biddeford

Contact Date	11/13/2003 08:15 AM	Duration	0 Hr 30 Min
Contacted By	Contact Method	Telephone	
Contact Name	Littlefield Ginger	Contact Type	Report Source
In Reference To	Doe, James		

Narrative

I called Ginger to discuss her allegations further regarding James Doe. She told me she'd not seen any more since that incident. James and Cindy did get up and go to school the next day; she saw them waiting for the bus. As to other information she said she had given the kids food in the past and had also given Matt some clothes and an old coat her son had worn (he's an adult living away now). She couldn't say more about James absences from the home. She's goes to bed early so can't say if he's gone overnight though she frequently doesn't see his car anytime during the day. She would say no more about people frequenting his house. She'd only say I don't want to get in trouble. I thanked her for the information and asked her to call if anything new happened that she was worried about.

Contact Date	11/13/2003 09:21 AM	Duration	0 Hr 30 Min
Contacted By	Contact Method	Telephone	
Contact Name	Knight, William	Contact Type	School Staff
In Reference To	Doe, James		

Narrative

I called Bill Knight to discuss his call to the Department and any other concerns he had. He said he was worried about Cindy because this new behavior just wasn't like her. He said the behavior was continuing and that it hadn't gotten any worse. He also said Matt seems to be invisible in the school which is also new for him. He said there was nothing new to report. I told him I'd be back in touch with him.

Contact Date	11/13/2003 11:14 AM	Duration	1 Hr 0 Min
Contacted By	Contact Method	School	
Contact Name	Doe, Cindy	Contact Type	Victim
In Reference To	Doe, James		

Narrative

I went to Agnus Gray School to interview Cindy Doe. I met with Principal Knight who found a room for me to interview Cindy. I explained to Bill that the Department had made a decision to interview the children without parental notification. Bill had a secretary go and get Cindy and we talked in the spare classroom. Cindy is a girl of above average height and weight was clean and had appropriate clothing for the weather. After explaining who I was, explaining that the interview would be taped and setting ground rules, I explained that her father, James, had not been notified. She said she knew that because we couldn't find him anyway. I asked what she meant by that and she told me that her father had left for a ten-day vacation with his girlfriend; she said he mentioned something about Atlantic City and returning around the twentieth. We then discussed

who was in her family and she mentioned an aunt in addition to her brother and father. I asked where she and Matt were staying while her father was gone and she said with the aunt she just mentioned. She went on to say that it was one of her father's sisters. I got specific details about the aunt from Cindy.

After discussing school and her friends (she didn't have many) we discussed how things were going at home including how she got along with other family members. She became extremely quiet and withdrawn during this discussion; she had been animated before this. Finally she said, "I guess because of what you said your job is you want to know about my father hitting me." I said I'd like to hear more about that among other things and she halting and quietly said that her father kicked her around and hit her with a stick or his belt. She quickly added that it happened because she was bad; that she deserved it and that it was not that bad. I asked her what behaviors she received discipline for and what happened before she was hit. She said she really didn't want to say more because it made her sad; she did volunteer that Matt received the same discipline.

We talked more about life at home. Cindy stated that her father wasn't around much because of his girlfriend and his job. Cindy said she looks out for her brother and takes care of him at home. She said she cooked, cleaned and did the laundry. particularly because her father was away overnight a lot. In response to my question she said he was away two to four nights per week. She said that they often don't enough groceries and that's why they are at their aunt's now. I asked Cindy what she meant and she said that she and her brother went to her aunt's when they ran out of food. Her father had not sent them over to their aunt's to stay; they had gravitated there.

We talked some more about her home and school but she became more withdrawn and uncomfortable and interacted more and more with yes or no's or head nods. She would not talk more about her father and only said that her mother had been gone a long time. She wept occasionally. At the end of our interview I told her I would be seeing Matthew today and would need to talk to her father upon his return. The secretary came back and took Cindy to lunch.

Contact Date 11/13/2003 01:15 PM Duration 1 Hr 0 Min
Contacted By Contact Method School
Contact Name Doe, Matthew Contact Type Victim
In Reference To Doe, James

Narrative

After interviewing Cindy, I interviewed Matt Doe. I again met with Principal Knight who found a room for me to interview Matt. I explained again to Bill that the Department had made a decision to interview the children without parental notification. Bill had a secretary go and get Matt and we talked in the same spare classroom I'd interviewed Cindy in. Matt is a small boy for his age; he was dressed appropriately and looked clean. I explained who I was, explained that the interview would be taped and set ground rules; I explained that his father, James, had not been notified. He asked me if I'd talked to Cindy and I said I had. He asked if Cindy told me that they were staying with her aunt and I said she did. I asked him if there was anything he'd like to add about that and he said he really liked it there because his aunt was nice and a good cook. He said nice means she talks nicely to him and doesn't yell at him. I asked him how he came to be there and he told me that his father had left for a vacation with his girlfriend. Matt gave me the same specific details about the aunt that I got from Cindy.

After discussing school and what he liked to do we discussed how things were going at home including how he got along with other family members. Matt said his dad was mad at him a lot; he went on to say that his father hit him when he was mad. He exclaimed during this time "I'm sure glad my dad's gone, I hope he never comes home." I asked him what he meant by that and he said his dad kicked him and hit him with sticks and a belt. He couldn't say how often it happened; he

said a lot. He got quiet and I waited what he was going to say. We said, I guess I can tell you this 'cause Dad's not around. One time he hit me in the head." He then asked me if his dad was coming back and I replied that I didn't know one way or the other. He also volunteered that Cindy received the same discipline some times. He said "she takes it better than me. She never talks back."

I asked Matt other questions about his home and his aunt but he had clearly reached the limit of his attention span and wanted to go on to Art class. I was unable to get more information from him at this time. I told him I'd be talking to his father when he gets back and that I'd be talking to Matt again. He asked me where he'd be going and I said he'd be going home to his aunt's just like yesterday. The secretary came back and took Matt to class.

Maine Department of Health and Human Services
Office of Child and Family Services
Preliminary Report of Alleged Child Abuse or Neglect
Report Date: 10/27/2003 9:30 am
Report Number: 1022273
Report Type: Emotional Abuse
Intake Decision: In-Appropriate
Final Decision: Inappropriate
Recommended County: Somerset
Recommended Office: Derry

Parent/Guardian Information

NAME	A-NUMBER	ROLE	DOB
I/O PHONE NO.	RESIDENCE ADDRESS		
Doe, James	01400794A	Alleg Abuser	04/01/1965
I (207) 565-0210	2 South St. Derry, ME 06210		
Doe, Laurie	11400784A	Not Involved	07/01/1971
O	address unknown		

Reporter

REPORTER NAME	PHONE NO.	CONFIDENTIALITY	CG AWARE
I/O REPORTER ADDRESS			
Knight, William	(207) 565-4400	No	No
O 44 Main St. Apt#	Derry, ME 06210-		

Children Information

NAME OF CHILDREN	ROLE	SEX	DOB
I/O A-NUMBER	HOME ADDRESS		
Doe, Cindy	Alleg Victim	Female	05/29/1989
I 31400804A	2 South St. Derry, ME 06210-		
Doe, Matthew	Alleg Victim	Male	05/15/1990
I 11400814A	2 South St. Derry, ME 06210		

Report Summary

14yo w/odd behavior at school

ALLEGED ABUSER ADDRESS

Doe, James I
 2 South St. Derry, ME 06210-

Allegation

ALLEGED ABUSER	CHILD'S NAME	ALLEGATION
Doe, James	Doe, Cindy	Emotional Abuse

Intake Narrative

William Knight, Principal of Agnus Gray School in Derry called to report that Cindy Doe has been displaying strange behavior at school. She has been crying and running out of the classroom throughout the day. He also stated that Cindy has been arriving very early and leaving on the last bus of the day. Further, Cindy's gym teacher has informed Mr. Knight that Cindy is refusing to change into gym clothes and participate in phys ed for the past few weeks. Prior to this Cindy has been very interested in sports and enjoyed participating in gym. He reported no other concerns for Cindy or Matt at this time.

**Maine Department of Human Services
Bureau of Child and Family Services
Preliminary Report of Alleged Child Abuse or Neglect
Report Date: 11/12/2003 4:24 pm
Report Number: 1022274
Report Type: Physical Abuse
Intake Decision: Appropriate Must Assign
Final Decision: Safety Assessment
Recommended County : Somerset
Recommended Office : Derry**

Parent/Guardian Information

NAME	A-NUMBER	ROLE	DOB
I/O	PHONE NO.	RESIDENCE ADDRESS	
Doe, James	01400794A	Alleg Abuser	04/01/1965
I	(207) 565-0210	2 South St. Derry, ME 06210	
Doe, Laurie	11400784A	Not Involved	07/01/1971
O		unknown, ME	

Reporter

REPORTER NAME	PHONE NO.	CONFIDENTIALITY	CG AWARE
I/O	REPORTER ADDRESS		
Littlefield, Ginger	(207) 565-1222	Yes	No
O	1 South St. Derry, ME 06210-		

Children Information

NAME OF CHILDREN	ROLE	SEX	DOB
I/O	A-NUMBER	HOME ADDRESS	
Doe, Cindy	Alleg Victim	Female	05/29/1989
I	31400804A	2 South St. Derry, ME 06210-	
Doe, Matthew	Alleg Victim	Male	05/15/1990
I	11400814A	2 South St. Derry, ME 06210-	

Report Summary

13yo P/A by father, 13&14yo's neglected by father

Alleged Abuser

ALLEGED ABUSER NAME I/O

ALLEGED ABUSER ADDRESS

Doe, James

2 South St. Derry, ME 06210-

Allegation

ALLEGED ABUSER	CHILD'S NAME	ALLEGATION
Doe, James	Doe, Cindy	Physical Abuse
Doe, James	Doe, Matthew	Physical Abuse
Doe, James	Doe, Cindy	Neglect
Doe, James	Doe, Matthew	Neglect

Intake Narrative

Ginger Littlefield, a neighbor of the Doe family, called to make a report; she asked for anonymity. She reported that she just saw Matt repeatedly struck with a stick on the butt by his father. Then James picked Matt up by the neck and hit his head against a wall (the back of the garage) several times. This happened in the Doe's yard and Ginger saw it out her window. James seemed dazed but has since got up and gone in the house; he was walking on his own and, other than rubbing his head, seemed OK.

Ginger also reports that James goes out a lot and she thinks he leaves the children alone to fend for themselves. When asked to define "a lot" she said every day for most of the day and at night too sometimes. Ginger believes the father is a steady worker but the family never seems to have much money and the children are dressed very poorly. They never seem to be wearing coats.

The children have come to her house a number of times asking for food.

Ginger says she never speaks to Jim about the children. She said that's because she doesn't like Jim and stays away. She also said that when he's home that a lot of people stop by the house. When I asked her for further details she said she wouldn't make any further comment about that.

Ginger did say she hadn't seen the children's mother, Laurie, around for some time but couldn't say just how long it had been.

SAFETY PLAN

Assm No: 1022272

Parent/Caregiver Plan: Laurie and James Doe

1) These are the problems that are affecting my child's/children's safety:

Jim-I hit my children when I'm angry. I sometimes hit them to hard.

Laurie-I'm afraid to speak up sometimes when Jim is angry and hitting the kids.

Laurie-Sometimes the kids don't tell me where they're going and they don't come home until late

2) These are the steps I/we will follow to make it safe for my child/ren:

One of us will be at home at all times with the kids.

If the kids want to go out we'll get a definite place they are going and a definite time they will be home.

If they don't come home when they say, we'll ground them.

We will go to parent ed classes to get ideas for better discipline.

Laurie-I'll help Matt keep track of his new clothes.

We will attend family counseling.

Jim-I will participate in an anger management class.

Jim-I will complete a psychological assessment

We will ask our children to talk to a school counselor regularly.

3) If these steps are followed, the Department of Human Services will/may:

not be involved with us anymore.

4) If these steps are not followed then the Department of Human Services will/may:

Take legal action against us or find the kids another place to live.

5) These are the ways that I/we will show that these steps have been/ will be followed:

DHS can talk to anyone we are working with about our progress.

There won't be any more reports of abuse.

Caregivers Name

Laurie Doe

James Doe

Worker Name

Doug Greene

Signed on:

05/03/1999

05/03/1999

Signed on:

5/03/1999

Closing Summary 5/14/99

This assessment is being closed as of May 14, 1999. The Department received a report alleging physical abuse to Matt and Cindy Doe. Upon investigation we substantiated physical abuse by Jim; we also substantiated neglect by Laurie related to failure to protect and lack of supervision. The physical abuse consisted of Jim spanking Cindy with implements and leaving bruises and Jim pushing Matt leading to Matt being injured when he hit his head. In the course of the assessment we interviewed Bill Knight, Heidi Edgecomb, Matt, Cindy, Laurie and Jim. As the result of the assessment the parents acknowledged their responsibility and have agreed to participate in services outlined in a safety plan. We are closing the assessment at this time because there is a low risk for further abuse and the family is beginning to undertake services.

**Maine Department of Health and Human Services
Office of Child and Family Services
Preliminary Report of Alleged Child Abuse or Neglect
Report Date: 05/01/1999 11:42 am
Report Number: 1022272
Report Type: Physical Abuse
Intake Decision: Appropriate
Final Decision: Appropriate
Recommended County: Somerset
Recommended Office: Derry**

Worker: Douglas Greene

Parent/Guardian Information

NAME	A-NUMBER	ROLE	DOB
I/O PHONE NO.	RESIDENCE ADDRESS		
Doe, Laurie		Alleg Abuser	07/01/1971
I (207) 565-0210	2 South St. Derry, ME 06210		
Doe, James		Alleg Abuser	04/01/1965
I (207) 565-0210	2 South St. Derry, ME 06210		

Address Direction To Primary Caregiver's home

Reporter

REPORTER NAME	PHONE NO.	CONFIDENTIALITY	CG AWARE
I/O REPORTER ADDRESS			
Knight, William	(207) 565-4400	No	No
O 44 Main St. Derry, ME 06210			

Children Information

NAME OF CHILDREN	ROLE	SEX	DOB
I/O A-NUMBER	HOME ADDRESS		
Doe, Cindy	Alleg Victim	Female	05/29/1989
I 2 South St. Derry, ME 06210			
Doe, Matthew	Alleg Victim	Male	05/15/1990
I 2 South St. Derry, ME 06210			

Report Summary

8yo P/A by father, 8&9yo not supervised by either parent

Alleged Abuser

ALLEGED ABUSER NAME	I/O
ALLEGED ABUSER ADDRESS	
Doe, Laurie	
2 South St. Derry, ME 06210	

Doe, James
2 South St. Derry, ME 06210

Allegation	
ALLEGED ABUSER	CHILD'S NAME
ALLEGATION	
Doe, James Physical Abuse	Doe, Matthew
Doe, James Neglect	Doe, Cindy
Doe, James Neglect	Doe, Matthew
Doe, Laurie Neglect	Doe, Matthew
Doe, Laurie Neglect	Doe, Cindy

Intake Narrative

William Knight, Principal of Agnus Gray School in Derry called to report that Matthew came to school today with a black eye. When he was asked how he got the black eye he said his father bumped into him causing him to hit his head against a door. Matt said his father was angry because he couldn't find his sneakers. Matt says his father was screaming and said he should go to the Youth Center because his behavior is so awful.

Bill stated that there has been two other times when a teacher's aide, Heidi Edgecomb, has brought to his attention that the children were treated roughly. Cindy confided in Heidi once that her father spanked her and left bruises. Cindy told Heidi that at that time she didn't have any bruises; Heidi told her to feel free to talk to her if this happened again. A month ago Cindy told Heidi her father hit her for no good reason. When Heidi asked what she meant Cindy said she'd been spanked with a paddle. Cindy frequently says she deserves to be hit. She also said to Heidi that often times she's afraid to wear shorts or a bathing suit because of the bruises. Again, Cindy told Heidi she didn't have any bruises from this spanking.

Bill also said that a parent in town asked him to do something about the Doe kids running around unsupervised. Bill stated that James has always been angry, hostile, and quick tempered when dealing with anyone at the school.

2. Release for Information

I, _____, AUTHORIZE THE DEPARTMENT OF HEALTH AND HUMAN SERVICES TO RUN BACKGROUND CHECKS WITH MOTOR VEHICLE ON MY DRIVING RECORD, AS WELL AS THE MAINE STATE POLICE CRIMINAL RECORDS DIVISION AND THE CHILD PROTECTIVE UNIT.

DATE OF BIRTH: _____

SOCIAL SECURITY #: _____

PRIOR NAMES: _____

SIGNATURE: _____

3. Candidate Instructions

4. Structured Interview Results

Health and Human Services Caseworkers

Date: _____

Applicant: _____

Score: _____

Options (check all that are acceptable):

Child Protective _____
Adoption _____
Children's Services _____
Other _____ (Please list: _____)

Locations (check all that are acceptable):

Biddeford _____
Sanford _____
Portland _____

Lewiston _____
Augusta _____
Rockland _____
Skowhegan _____

Bangor _____
Ellsworth _____
Machias _____

Houlton _____
Caribou _____
Fort Kent _____

Status (check all that are acceptable):

Permanent full-time _____
Permanent part-time _____
Acting Capacity _____

Appendix C

1. Child Welfare Caseworker Rating Sheets
2. Standard Interview Questions

1. Child Welfare Caseworker Rating Sheets

Child Welfare Caseworker Rating Sheet

Applicant: _____ Rater: _____ District: _____ Date: _____

Instructions for use: Please use this sheet for rating applicants. Be sure to rate the three pieces of the screening process separately. The 45-minute Standard Interview is more heavily weighted than the Fact-finding interview and the Written Exercise. At the bottom of the Standard Interview rating column, there is space to multiply the column total by 2 before adding it to the composite score. Please be sure to put a number in each empty box.

Competencies to be rated	Scale: (Low)	2	3	4	5
	1				(High)
	Standard Interview	Fact-finding Interview			Written Exercise
Interpersonal Relations: how candidate relates to interview team; expression of ideas and feelings; acknowledgement of others' feelings; evidence of respect and empathy for others.					
Self-Awareness/Confidence: reference to own strengths, limitations, personal style, familial background, and how these may impact upon others; sense of self-efficacy.					
Analytic Thinking: information gathering skills; use of range of sources; hypothesis formation; conceptual frameworks; looking beyond superficial explanations; ability to make sound decisions.					
Adaptability: ability to adapt styles and shift gears; coping skills; openness to new information; resilience in face of constraints.					
Observational Skills: ability to observe and identify key elements; recognition of inconsistencies; factual descriptions; accurate observations.					
Sense of Mission: child welfare knowledge/experience; genuine interest in job; clear values/beliefs about protecting children and preserving families; desire to make things better for others					
Communication Skills: open, clear communication; attentive listening; clarity of written summary and recommendations.					
Motivation: achievement drive; high standards of performance; optimism and persistence; high level of commitment to goals.					
Planning & Organizing: ability to reassess/reprioritize; use of time management tools; arranging activities logically and efficiently.					
Teamwork: contributes to organizational goals; fosters collaboration among teams, with clients and other key individuals.					

Subtotal: _____ (x2)

Total: _____ + Total: _____ + Total: _____

Composite Score: _____

2. Standard Interview Questions

1. Describe your experience working with children and/or families, paid or volunteer.
Then ask: What was the most rewarding part of that experience? What was the most difficult? From that experience, can you describe a particular child in physical, emotional and psychological terms?

2. Briefly describe to this panel why you are interested in becoming a child welfare caseworker.
Suggested follow ups:
 - a) What do you think or feel will be the most rewarding part of this job to you?
 - b) What do you think or feel is going to be the most difficult part of the job for you?

3. In this work we deal with family situations which involve complex issues and where the best courses of action are not always clear. For example, a decision that frequently must be made by the court is whether and when to return children to parents after the children have been removed due to abuse or neglect.
 - a) What would your thinking be in dealing with these situations?
 - b) What process would you go through?

7. Tell us about a time when you faced a crisis situation and you had to take decisive action.

Suggested follow ups:

- a) What role did you play?
- b) Looking back, how do you think you handled the situation?
- c) Given the chance, what would you do differently?

8. Assume you are a caseworker. Tell us how you would approach a situation where there is a need to remove two children from their home. The children are ages three and eight. What would you do to help them through the process?

9. Assume you are a caseworker. You are making a home visit. You knock repeatedly on the door, but no one responds. Inside you can hear a baby crying. What do you do?

10. This office is organized into units that use a team approach. What has been your experience working collaboratively with others? Describe an experience when you had to work with others with whom you did not agree?

11. Have you ever been convicted of a crime?

Follow-up if the answer was in the affirmative: What was the crime?

What were the circumstances? What was the outcome?

Have you ever been the subject of an investigation, by either law enforcement or protective services involving any of the following?

- a) Child abuses?
- b) Domestic abuse?
- c) Assault or any other crime involving physical harm to another?
- d) Drug related offenses?
- e) Operating under the influence?

Follow-up if the answer was in the affirmative: What were the allegations?

Please provide a complete account of the circumstances

What was the disposition of the investigation(s)?

Was there a finding? If so, what was it?

If changes (i.e. treatment) were required, what was it and is it complete? (documentation may be required)

Appendix D

1. Candidate Letter sent if score is 90 or above
2. Candidate Letter sent if score is 80-89
3. Candidate Letter sent if score is 80 or below
4. Checklist

1. Candidate Letter sent if score is 90 or above

"Yes" Letter Human Service Caseworker

Dear ():

Thank you for interviewing for the position of Human Services caseworker. Your excellent performance, both in the interview and in the problem exercise, impressed the members of the interview team. It is likely we will be contacting you for the next phase - an interview with your prospective supervisor - as soon as a caseworker position opens up. If positions are already available, we will be contacting you within the next week or two.

Please feel free to call me directly at 207- with any questions you may have.

Thank you again for taking the time to interview for the caseworker position. Your qualifications are exceptional.

Sincerely,

2. Candidate Letter sent if score is 80-89

"maybe" letter Human Services Caseworker Applicants

Dear ():

Thank you for interviewing for the position of Human Services caseworker. As you can see, the screening process is very intensive, and our staff are quite serious about their responsibility in deciding who would do a good job as a caseworker. The position is very challenging, and only a small percentage of those who interview receive job offers.

For a one-year period, we will be putting your name on a register of certified applicants to be considered for vacancies in any DHS office for which you expressed interest in employment.

Please feel free to call me directly at 207- with any questions you may have.

Thank you again for taking the time to interview for the caseworker position.

Sincerely,

3. Candidate Letter sent if score is 80 or below

"No" Letter Human Service Caseworker Applicants

Dear ():

Thank you for interviewing for the position of Human Services caseworker. As you can see, the screening process is very intensive, and our staff are quite serious about their responsibility in deciding who would do a good job as a caseworker. The position is very challenging and only a small percentage of those who interview receive job offers.

I regret to inform you that your screening results on this competency based interview were less than satisfactory. Although for a one-year period your name will be on a register of certified applicants to be considered for vacancies in any DHS office for which you expressed interest in employment, it is unlikely that you will be contacted for an employment interview.

Thank you again for taking the time to interview for the caseworker position.

Sincerely,

4. Checklist

1. Scheduled panel interviews with candidate and 3 supervisors _____
2. Reserved a room with computer _____
3. Mailed out confirmation packet with 6 enclosures _____
4. Prepared candidate folder with 4 enclosures _____
5. Prepared supervisory folder with 2 enclosures _____
6. Ensure that candidate has watched the Realistic Job Preview DVD _____
7. Collected resumes, structured interview results sheet and release _____
8. Averaged 3 scores, write on structured interview results sheet _____
9. Fax structured results sheet to central office _____
10. Fax/mail structured 3 rating sheets/RJP eval to CWTI _____
11. Make a file with all of candidate's materials _____
12. Mail candidate the appropriate letter _____