



CWCM-P Competency Demonstration

Assessment Instrument

Introduction

Child Welfare Provisional Certification requires successful completion of classroom training, field training, on-line learning labs, a multiple-choice test, and competency demonstration assessments. This document provides directions, best practices, and mandatory forms to meet the provisional certification requirement: **Case Management Competency Demonstration Assessment**. This field-based assessment requirement supports competency development by bridging classroom concepts with field practices.

CWCM-P Field-Based Requirement – Competency Demonstration Assessment

1. Complete two independent CWCM-P Competency Demonstration Assessment instruments with qualified evaluators¹.
2. Participate in debriefing sessions after each observation:
 - Connect concepts and procedures to observed performance
 - Discuss successful aspects and areas for improvement

Performance Standard.

1. Demonstrate the ability to perform 11 case management competencies at the provisional level.
2. Earn a "meets expectations" rating for each competency: each rating must be supported by a detailed narrative describing the context of the observation and the skills demonstrated/tasks performed by the trainee.²
3. Complete all competency demonstrations:
 - After passing the Child Welfare Foundations exam
 - Before the CWCM-P is awarded.

Competency Evaluation Structure

1. Competencies 1-8 focus on specific CM knowledge and skills
2. Competencies 9-11 evaluate cross-cutting soft and hard skills: Documentation, Interpersonal communication, and Response to feedback/professional conduct.
3. The assessment instrument includes:
 - Competency title and statement
 - Description of required knowledge/skills for provisional certification
 - Actions demonstrating "meets minimum expectations"

¹ The first qualified evaluator is the trainee's immediate supervisor or designee; the second qualified evaluator is a certified child welfare professional with current experience in Case Management, are qualified to facilitate and debrief observations, and consistently demonstrates exemplary professional and personal conduct. Regardless of job title, anyone who is a relative, shares a household, or is in a romantic, domestic or familial relationship with the trainee.

² Chat GPT or other Artificial Intelligence (AI) may not be used to document observations and feedback.



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Application Documentation & Requirement Approval

1. The designated point-of-contact submits completed forms to the Florida Certification Board (FCB).
2. FCB approval is required for provisional certification.
3. All submitted materials are subject to the FCB Code of Ethical and Professional Conduct, specifically:
 - Rule 4.1: An applicant or certified professional will not present fraudulent documents when applying for certification, certification upgrades, or certification renewal.
 - Rule 4.2: An applicant or certified professional will not prepare fraudulent certification documents for other certification applicants.

Guidelines for CM trainees

The CM trainee is assigned a supervisor and one or more qualified evaluators, depending on the agency. The supervisor will conduct one Assessment with the trainee. Additional qualified evaluators will conduct a second Assessment.

All CM Trainee's must:

- Obtain 3 printed copies of the CWCM-P Competency Demonstration Assessment instruments.
- Distribute one copy to the supervisor, one copy to the qualified evaluator, and keep one copy for themselves.
 - Review competencies, evidence, and minimum activities for "meets expectations" rating
 - Prepare for field observation and assessment
 - Coordinate with supervisors and evaluators for observations (no specific order required)

Guidelines for Supervisors and other Qualified Evaluators

1. Two independent observations and ratings must be conducted for the CM trainee: One by the trainee's supervisor and one by qualified evaluator(s) who are not the supervisor
2. For each competency:
 - Review the competency statement and suggested evidence
 - Complete observations
 - Select ratings
 - Provide clear, objective documentation supporting each rating
 - Offer verbal feedback to the trainee
3. Documentation must:
 - Clearly demonstrate trainee competency
 - Include specific events and tasks performed
 - Be factual, relevant, and timely
 - Include the case number associated with the observation



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4. Observation Guidelines:

- Conduct observations separately
- Use separate assessment instruments for each evaluator
- Perform as many observations as needed to meet standards

5. Record Keeping:

- Maintain the CWCM-P Competency Demonstration Assessment Verification Form
- Restrict trainee access to in-process or completed instruments
- Submit all completed forms to the designated FCB contact via the trainee's immediate supervisor

Role of Child Welfare Supervisors in Developing Staff Competence

Child welfare supervisors play a crucial role in:

1. Supporting team members to develop:

- Critical thinking skills
- Decision-making abilities

2. Building team members':

- Competence
- Confidence

3. Partnering with training and development professionals to:

- Help case managers earn provisional certification
- Support ongoing learning for full certification

4. Demonstrating core competencies associated with the Certified Child Welfare Supervisor (CCWS) designation, which are essential for:

- Effective discussions with team members
- Conducting successful observations



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Rating Scales

Rating scales evaluate performance necessary to carry a PROTECTED CASELOAD under INTENSIVE SUPERVISION.

MEETS MINIMUM EXPECTATIONS: The CM trainee:

1. Has demonstrated:
 - Basic knowledge related to the job tasks
 - Fundamental skills necessary for the role
2. Requires:
 - Some support and guidance from field trainers or mentors
 - Intensive supervision from their direct supervisor
3. Is in the process of:
 - Building confidence in their abilities
 - Developing competency in their role

This level of competency is required for provisional certification.

DOES NOT MEET MINIMUM EXPECTATIONS: The CM trainee:

1. Lacks basic knowledge and skills for case managers
2. Requires significant regular coaching and intensive supervision
3. Needs substantial support to build confidence and competency

This level of competency is not eligible for provisional certification.

NOT OBSERVED/RATED: This option is only for Qualified Evaluators; supervisors must observe and rate each competency.



Competency 1: Child Welfare Case Types and Requirements. Demonstrate knowledge of the legal status and permanency goals for common types of child welfare cases.

- Meets Expectations:** Given case examples, the CM trainee explains the type of case and its legal status. The CM trainee asks appropriate questions after reviewing case examples and provides information that indicates an understanding of any significant case-type issues or requirements for a in-home judicial, out-of-home judicial, in-home non-judicial, and in-home judicial.

Minimum skill demonstration to achieve CWCM-P “meets expectations” rating: Given different case transfer documentation for in-home judicial, out-of-home judicial, in-home non-judicial, and in-home judicial cases, the CM trainee can explain the type of case, its legal status, and any significant case-type issues or requirements.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior. Include recommendations for gaining competency if the trainee does not meet minimum expectations.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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Competency 2: Preparation/Case Transfer. Prepare for the case transfer conference by reviewing and evaluating all existing case documentation, assuring understanding of safety plans and ongoing safety management needs, and planning for the initial meeting with the family.

- Meets Expectations:** Given case examples, CM trainees can identify and review relevant case documents, ask appropriate questions, and provide information that indicates understanding of case transfer preparation and case transfer processes and procedures. Trainees can provide an accurate summary of the case circumstances, including the case type, participants, and any notable case facts.

Minimum skill demonstration to achieve ‘meets expectations’ to be awarded the CWCM-P: The CM trainee must: (1) be observed reviewing intake documents and known information, (2) analyzing documents to determine if there is sufficient information regarding impending danger safety plan and level of intrusiveness, (3) identifying any worker safety considerations, and (4) provides an accurate summary of case circumstances.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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Competency 3: Family Engagement and Ongoing Assessment/Safety Management. Conduct on-going family assessments to gather and evaluate information related to impending danger, child well-being, and child safety.

- Meets Expectations:** During and/or after direct observation of a CWCM, and with guidance and support, the CM trainee can explain their plan for engaging with the family with the family’s history of involvement with the child welfare system in mind; explain indicators of family engagement; describe strategies to improve family engagement; explain the current safety plan and ongoing safety management concerns; explain what information was gathered, what information may be needed, and how the collected information informs safety decisions. Trainees should be able to describe what went well during the family contact for safety plan assessment/management and what could be improved.

Minimum skill demonstration to achieve “meets expectations” to be awarded the CWCM-P: The CM trainee must: (1) be observed engaging with a family to collect information, (2) create a sample case note, (3) explain how impending danger is manifesting in the home and how the safety plan controls and manages impending danger, and (4) describe the relevance of the information to child safety.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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Competency 4: Conditions for Return. Develop and apply Conditions for Return as part of an out-of-home safety plan.

- Meets Expectations:** During and/or after direct observation of another Case Manager, and with guidance and support, the CM trainee can explain the purpose and criteria for Conditions for Return. The trainee identifies the specific family circumstances, behaviors, or conditions that must change to allow reunification with an in-home safety plan. Trainees ask appropriate questions to clarify unmet safety criteria and provide information that demonstrates how Conditions for Return apply to individual families. Trainees should be able to describe what went well when information gathering and establishing the criteria for Conditions for Return and what could be improved.

Minimum skill demonstration to achieve “meets expectations” to be awarded the CWCM-P: The CM trainee must: (1) be observed reviewing case documentation to identify the criteria that has not been met to transition to an in-home safety plan, (2) collecting information to establish or revise Conditions for Return specific to the family circumstances, (3) create a sample case note, and (4) describe the relevance of the information to child safety.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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Competency 5: Ongoing Assessment – Child Functioning. Conduct ongoing assessment of child functioning and indicators of child well-being to continually evaluate and establish child needs throughout their involvement with the Department.

- Meets Expectations:** During and/or after direct observation of another Case Manager, and with guidance and support, the CM trainee can explain their strategy for ongoing assessment of child functioning, including sources of information and techniques for gathering information, explain what information was gathered, what information may be needed, and how the collected information informs child functioning, safety decisions, and the FFA-O. Trainees should be able to describe what went well during assessments/information gathering and what could be improved.

Minimum skill demonstration to achieve “meets expectations” to be awarded the CWCM-P: The CM trainee must: (1) be observed collecting information to assess child functioning, (2) create a sample case note, (3) accurately identifies the child’s needs regarding safety, permanency, and well-being, and (4) describe the relevance of the information to child safety.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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Competency 6: Family Functioning Assessment – Ongoing (FFA-O). Complete a Family Functioning Assessment – Ongoing by conducting or arranging for formal and informal information gathering and documentation to inform case planning for permanency.

- Meets Expectations:** During and/or after direct observation of another Case Manager, and with guidance and support, the CM trainee can explain the information gathered for each FFA-O domain, how the information is documented in the FFA-O form, what the danger statement(s) are, the child’s permanency goal, family goals, and strategies to achieve permanency. The CM trainee can describe diminished caregiver protective capacities and child needs. The CM trainee observes an FFA-O Consultation with a supervisor. If indicated, the CM trainee can explain needed safety plan modifications or amendments to control identified danger threats.

Minimum skill demonstration to achieve “meets expectations” to be awarded the CWCM-P: The CM trainee must: (1) be observed collecting information to conduct an ongoing family functioning assessment (FFA-O), (2) write draft an FFA-O that includes case plan actions necessary to address caregiver and child needs, and (4) explain the FFA-O’s relevance to child safety.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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Competency 7: Case Planning. Engage families and their formal and informal resource network to establish effective strategies to achieve change necessary for permanency within the Case Plan framework.

- Meets Expectations:** During direct observation of another Case Manager, and with guidance and support, the CM trainee can describe caseworker strategies for family engagement in case planning, identify appropriate services, document gathered information, and develop a draft case plan. Trainee notes demonstrate the ability to identify family engagement strategies, collect and document information, and establish goals and outcomes within the Case Plan framework/worksheet.

Minimum skill demonstration to achieve “meets expectations” to be awarded the CWCM-P: The CM trainee must (1) be observed collecting information required for an effective case plan, (2) determine if the permanency goal aligns with the child’s needs and case circumstances, (3) identify services focused on caregiver behaviors that must change, (4) write case plan goals and tasks with behavioral outcomes that reflect collected information, and (5) explain the gathered information’s relevance to child safety.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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Competency 8: Evaluate Family Progress/Progress Updates. Use tools and strategies to evaluate family progress, document progress, and recommend safety/case/other plan updates as needed to ensure permanency goal remains appropriate given the child’s needs and the facts of the case for both judicial and non-judicial cases.

- Meets Expectations:** During and/or after direct observation of another Case Manager, and with guidance and support, the CM trainee can explain the tools or strategies used to collect information and evaluate family progress; enter a progress update in FSFN; identify and explain any discrepancies between safety/case plan goals and family progress; and recommend necessary updates/changes to safety/case plans to ensure child well-being, safety, and permanency. If appropriate, the CM trainee can identify missing information and what they need to know to determine the next steps.

Minimum skill demonstration to achieve “meets expectations” to be awarded the CWCM-P: The CM trainee must: (1) be observed analyzing available information against case plan goals and tasks, (2) determine family progress, (3) modify or amend child safety or case plans if appropriate, (4) enter a progress update in FSFN/CCWIS, and (4) explain the relevance of family progress updates to child safety.

- Does not meet minimum expectations
- Not Observed/Rated

Provide a justification for your rating, using examples of observed trainee behavior.

<input type="checkbox"/> Supervisor <input type="checkbox"/> Qualified Evaluator	Date & Initials:	Case Number:
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The following three competencies are macro, soft- and hard-skills. To assist evaluators, we provide a description of “meets expectations”, “does not meet expectations” and “not observed/rated”.

Competency 9: Documentation. Complete comprehensive and relevant documentation of case events in a timely manner.		
<p>The CM trainee’s documentation should be reviewed by field instructors, mentors, and supervisors on a regular basis. The evaluator should see multiple examples of trainee documentation in multiple formats before assessing this competency. At a minimum, the following documentation should be drafted by the CM trainee during this assessment process: Family Functioning Assessment – Ongoing (FFA-O), Case Plans, and Safety Plans. The trainee IS NOT EXPECTED to complete full assessments, safety plans, or other documents; their field work should demonstrate their knowledge of and ability to write effective case documentation.</p>		
<ul style="list-style-type: none"><input type="checkbox"/> Meets Expectations: The CM trainee documents significant information in an accurate, organized, logical, and clear manner with appropriate details. Gaps in information may be present. Spelling errors may occur. Timely documentation is understood and demonstrated with guidance and support.<input type="checkbox"/> Does not Meet Expectations: The CM trainee struggles to capture and document case events in a clear and timely manner. Documentation is inaccurate, unorganized, and lacks clarity. Spelling and grammar errors are frequent. The CM trainee demonstrates a lack of awareness of their responsibility to document case information in a comprehensive and timely manner. The CM trainee’s documentation skills can lead to child safety and agency performance concerns.<input type="checkbox"/> Not Observed/Rated		
Provide a justification for your rating, using examples of observed trainee behavior.		
<input type="checkbox"/> Supervisor	<input type="checkbox"/> Qualified Evaluator	<input type="checkbox"/> Date & Initials:
		<input type="checkbox"/> Case Number:



Competency 10: Interpersonal and Communication Skills. Demonstrate effective interpersonal and communication skills that build trust and promote positive relationships with internal and external stakeholders.

The CM trainee may not meet this competency simply by describing how to demonstrate effective interpersonal and communication skills.

- Meets Expectations:** In most cases, the CM trainee interacts respectfully and positively with children, families, collateral contacts, providers, colleagues, and others in a variety of settings and circumstances. The CM trainee can explain the situation, including what went well and what could be improved. The CM trainee needs additional supervision, training, or experience to polish interpersonal and communication skills.
- Does not Meet Expectations:** The CM trainee struggles to interact respectfully and positively with children, families, collateral contacts, providers, colleagues, and others in a variety of settings and circumstances. The CM trainee demonstrates a lack of awareness of their responsibility to manage interpersonal relationships and use effective communication skills. The CM trainee’s interpersonal and communication skills can lead to child safety and public confidence concerns.
- Not Observed/Rated**

Provide a justification for your rating, using examples of observed trainee behavior.

Supervisor Qualified Evaluator

Date & Initials:

Case Number:

Competency 11: Response to Feedback/Professional Conduct. Demonstrate appropriate responses to feedback, especially corrective feedback, and display an attitude that reflects professional conduct in the field.

- Meets Expectations:** The CM trainee accepts positive and corrective feedback and generally uses it to improve their performance. The CM trainee generally does not argue or blame others for errors or shortcomings, demonstrates basic situational awareness and maintains calm and self-control often.
- Does not Meet Expectations:** The CM trainee is not open and accepting of positive or corrective feedback, generally does not apply feedback to improve skills or learning, argues and blames others for shortcomings, and struggles to demonstrate situational awareness and maintain calm and self-control.
- Not Observed/Rated**

Provide a justification for your rating, using examples of observed trainee behavior.

Supervisor Qualified Evaluator

Date & Initials:

Case Number:



SUPERVISOR – Summary and Attestations

1. Child Welfare Case Types and Requirements	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
2. Preparation/Case Transfer	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
3. Family Engagement and Ongoing Assessment/Safety Management	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
4. Conditions for Return	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
5. Ongoing Assessment – Child Functioning	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
6. Family Functioning Assessment – Ongoing (FFA-O)	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
7. Case Planning	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
8. Evaluate Family Progress/Progress Update	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
9. Documentation	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
10. Interpersonal and Communication Skills	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet
11. Response to Feedback/Professional Conduct	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet

As the immediate supervisor of the CM trainee named below, do you have any concerns about their performance on any of the 10 competencies evaluated through this assessment protocol? Yes* No *If yes, attach an additional page describing your concerns. *Evaluations indicating ongoing performance concerns are not eligible for certification.*

By my signature, I attest that the information documented on this form is true and I consent to an interview to discuss my experiences and documentation by FCB staff if requested.

Full Name - Printed

Signature (FCB accepts both manual and electronic signatures)

Date

Trainee/Applicant Attestation

By my signature, I attest that the information documented in this assessment instrument is true, I completed the competency demonstrations documented herein, received detailed feedback from qualified evaluators, and understand my performance ratings.

My signature indicates knowledge and understanding of the contents of the rated observation and performance consultation and does not necessarily imply agreement with the ratings.

Signature (FCB accepts both manual and electronic signatures)

Date



QUALIFIED EVALUATOR – Summary and Attestations

1. Child Welfare Case Types and Requirements	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
2. Preparation/Case Transfer	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
3. Family Engagement and Ongoing Assessment/Safety Management	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
4. Conditions for Return	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
5. Ongoing Assessment – Child Functioning	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
6. Family Functioning Assessment – Ongoing (FFA-O)	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
7. Case Planning	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
8. Evaluate Family Progress/Progress Update	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
9. Documentation	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
10. Interpersonal and Communication Skills	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated
11. Response to Feedback/Professional Conduct	<input type="checkbox"/> MEETS	<input type="checkbox"/> Does NOT meet	<input type="checkbox"/> Not Observed/Rated

As qualified evaluator of the CM trainee named below, do you have any concerns about their performance on any of the 10 competencies evaluated through this assessment protocol? Yes* No *If yes, attach an additional page describing your concerns. *Evaluations indicating ongoing performance concerns are not eligible for certification.*

By my signature, I attest that the information documented on this form is true and I consent to an interview to discuss my experiences and documentation by FCB staff if requested.

Full Name - Printed

Signature (FCB accepts both manual and electronic signatures)

Date

Trainee/Applicant Attestation

By my signature, I attest that the information documented in this assessment instrument is true, I completed the competency demonstrations documented herein, received detailed feedback from qualified evaluators, and understand my performance ratings.

My signature indicates knowledge and understanding of the contents of the rated observation and performance consultation and does not necessarily imply agreement with the ratings.

Signature (FCB accepts both manual and electronic signatures)

Date