



# CERTIFIED CHILD WELFARE SUPERVISOR (CCWS)

## STANDARDS & REQUIREMENTS

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The Certified Child Welfare Supervisor (CCWS) designation is for professionals who have demonstrated the specific knowledge and skills necessary to provide quality supervision in a manner that builds the capacity of front line staff in achieving the fundamental mission of child welfare providers: improved outcomes for children and families seeking safety, permanency, and well-being.

The role of a Certified Child Welfare Supervisor includes but is not limited to 27 specific competencies in four professional performance domains:

- Leadership
- Managing Performance
- Communication Skills
- Professional Child Welfare Foundations

Individuals holding the CCWS have successfully completed all training, observation, and testing requirements. This document provides CCWS specific standards, requirements and application policies and procedures. Editable PDFs of mandatory forms and additional reference and policy documents are posted online.

**Disclaimer:** The CCWS does not afford private practice rights. All certified professionals must work for a state recognized child welfare services employer.

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## CERTIFIED CHILD WELFARE SUPERVISOR (CCWS)

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The Certified Child Welfare Supervisor (CCWS) designation is held by professionals who have demonstrated the ability to lead others in a manner that inspires and motivates them to perform job tasks that support the achievement of child safety, permanency, and well-being goals. Certified supervisors understand their responsibility to demonstrate effective leadership, management, and supervisory strategies in order to achieve individual and unit outcomes, and the importance of clear and consistent communication.

A CCWS designation satisfies s. 402.40, F.S., assuring competent direct supervision of child welfare protective investigators, case managers, licensing counselors and other direct child welfare services staff. The CCWS designation is discipline neutral: certified supervisors possess comprehensive knowledge of the child welfare system of care and are able to promote their employees understanding of the purpose of their position, how their role fits within the overall system of care, and their impact on achievement of child safety, permanency, and well-being outcomes. While supervisors are deployed in various environments that require program specific technical training, all Certified Child Welfare Supervisors conduct their work by drawing on 27 competencies allocated across four performance domains:

**Domain 1 Leadership (7 competencies)** The competencies in this domain reflect the supervisor’s responsibilities and abilities to serve as a leader of others in a manner that inspires and motivates employees to achieve organizational, unit and individual performance goals.

**Domain 2 Managing Performance (10 competencies)** The competencies in this domain reflect the supervisor’s responsibilities and abilities essential to ensuring child safety, permanency and well-being; improving service quality; developing employee competencies; and fulfilling an organization’s mission and goals. Supervisors must regularly monitor the quality of employee performance, to support employees’ professional development, and to assess employees’ performances based on pre-defined job tasks and performance expectations.

**Domain 3: Communication Skills (5 competencies)** The competencies in this domain reflect the supervisor’s responsibilities and abilities to effectively communicate information, verbally and in writing, to others who need to be informed in a manner that is accurate, clear, concise and well-organized. This domain includes the skill and ability to tailor the communication method, amount, and level of detail, and content of the communication to the needs of the target audience.

**Domain 4: Professional Child Welfare Foundation (5 competencies)** The competencies in this domain reflect the supervisor’s ability to demonstrate comprehensive knowledge of the child welfare system of care in order to promote employees understanding of why they are performing specified tasks and how their role fits within the overall system of care and impacts achievement of child safety, permanency and well-being outcomes.

A CCWS designation satisfies s. 402.40, F.S., assuring competent direct supervision of child welfare protective investigators, case managers, licensing counselors and other direct child welfare services staff.

## APPLICANT ELIGIBILITY & FEES

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There are two groups of eligible applicants:

**GROUP 1.** Participants in the Florida Child Welfare Supervision Certification training program administered as part of the Strong Foundations project under Embrace Families – Community Based Care and funded by a cooperative agreement with the Children’s Bureau, Strengthening Child Welfare Systems to Achieve Expected Child and Family Outcomes #90CO1138. There is not a traditional grandparenting period for the CCWS. This is because the credential was established as part of a larger effort to improve Children and Family Service Review (CFSR) because of targeted strategies to build the skills and capacity of front-line child welfare supervisors. As such, most applicants must meet the full standards to hold the CCWS. Applicants eligible to earn the CCWS credential with reduced standards are (1)



individuals holding a legacy credential in good standing, or (2) individuals holding a current CWPI, CWCM, or CWLC credential and was in a supervisory position for two years or more as of May 1, 2021. Individuals participating in this program will be required to complete all certification application steps; fees will be paid by the Strong Foundations project directly to FCB on behalf of eligible applicants.

**GROUP 2.** Application is open to individuals who meet all CCWS requirements and are employed by an FCB recognized child welfare employer (The Florida Department of Children and Families, Sheriff Offices Conducting Protective Investigations, Community Based Care Lead Agencies, and Contracted Case Management Organizations) at the time of application and award. Employment is not required to maintain and renew the credential. Fees are the responsibility of the individual applicant.

## UNDERSTAND THE CERTIFICATION PROCESS

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The CCWS credentialing program is specifically designed to support the transfer of learning from the classroom to practice. As such, eligible applicants complete all credential standards and requirements before sitting for the exam. The CCWS credential is awarded after the exam is passed.

The application process has several phases, including initial application, training and competency demonstration requirements, testing, and renewal requirements. Applicants have a 12-month period from the date of application to complete all requirements and hold the CCWS credential.

1. Eligible participants submit an online CCWS application, providing all requested information, including an electronic copy of their CCWS training certificate.
2. Eligible participants should coordinate submission of supporting documentation for the CCWS application with their employer-identified Point of Contact. It is important to ensure that the certification requirements are completed in the following order:
  - Training must be complete before starting observation activities.
  - Observation activities must be complete before starting case file review activities.
  - Training, observation, and case file review documentation is approved before registering for the exam.
  - After passing the CCWS exam, the CCWS credential is issued.
3. The Point of Contact will collect, review for completeness, and submit the following forms to FCB for processing. Forms should not be submitted until the online application is submitted.
4. Upon approval of all application components, the FCB will approve the applicant to register for the test. The applicant will receive an email directing them to login to the FCB account and generate an exam registration application. The FCB will coordinate exam administration activities with Points of Contact.
5. Upon earning a passing score on the exam, the Certified Child Welfare Supervisor credential is issued.

Maintaining a valid CCWS credential requires certified professionals to complete ongoing continuing education requirements (20 per year, checked every two year in conjunction with renewal), follow the Code of Ethical and Professional Conduct, and pay renewal fees before the credential expiration date.

Please read the remainder of this document for specific requirements.



The CCWS application opens July 1, 2022. The application is web-based and accessed from the FCB website. CCWS application requires applicants to:

- Provide personal contact information and respond to questions necessary to assess eligibility for certification as it relates to their personal and professional background and agreement to follow FCB policies and procedures.
- Provide contact information about their current employer and immediate supervisor.
- Provide information about the highest-level degree they hold.
- Provide information about their CCWS 40 hour training and upload an electronic certification of completion.
- Provide an electronic, dated signature affirming intent to apply for the CCWS credential and abide by all associated responsibilities.
- Submit the application for processing.

### CCWS TRAINING AND OBSERVATION DOCUMENTATION REQUIREMENTS

CCWS applicants must complete training, rated observation, case file review, and exam requirements in a prescribed order. Training must be complete before any observations; observations must be complete before the case file review; and documentation of compliance with CCWS training, observation, and case file review requirements must be submitted to and approved by the FCB **before** testing.

This section provides information about documenting achievement of the standards; see the Standards and Requirements Tables for specific training, observation, and case file review requirements.

#### **FCB CCWS Application Forms**

Five (5) CCWS application forms must be submitted to the FCB and approved before registering for the exam.

- The forms are posted on the CCWS Credential subpage of the FCB website.
- Forms are editable PDFs; only typed forms will be accepted for application processing.
- All sections of each form must be complete.

Applicants DO NOT submit any of the forms to the FCB. Forms are completed by qualified professionals and submitted to specified individuals, identified by the employer and communicated/identified to FCB. These people serve as credentialing points of contact. The point of contact will collect all forms for each eligible applicant, review them for completeness, and submit them to FCB for processing.

Form Name	Requirement Satisfied	Applicant Responsibility	Employer Responsibility	Timeline Considerations
LEADERSHIP Rated Observation and Competency Verification Form.pdf	One of four required observations that meet performance standard.	Download form; save form with applicant name; complete Section 1; provide form to a qualified professional.  After completing the observation and feedback sessions, complete Part 6 (manual or electronic signatures are valid).  Return the signed form to the qualified supervisor for processing.	Receive form from applicant; assure Section 1 is complete.  Conduct field observation and feedback sessions until the applicant achieves a performance score of 3.0 or higher. It is expected that multiple observations will occur until competency is demonstrated at the 3.0 level or above.  Complete form; secure applicants electronic or manual signature on Part 6; and submit it to the identified point of contact for processing.	Eligible observations occur after training ends. All four domain specific observations must be complete before the case file review is conducted.
COMMUNICATION SKILLS Rated Observation and Competency Verification Form.pdf	See above – the same process occurs for each performance domain.	See above	See above	See above
MANAGING PERFORMANCE Rated Observation and Competency Verification Form.pdf	See above	See above	See above	See above
PROFESSIONAL CHILD WELFARE FOUNDATIONS Skills Rated Observation and Competency Verification Form.pdf	See above	See above	See above	See above
CCWS Case File Review Verification Form.pdf	Case File Review Requirement	Download form; save form with applicant name; complete Section 1; and provide form to qualified professional.	Receive form from applicant; assure Section 1 is complete.  Conduct case file review and feedback session.  Complete form; secure applicants electronic or manual signature on	Eligible case file reviews occur after the four observations are complete.  The case file review must be complete before registering for the CCWS exam.



Form Name	Requirement Satisfied	Applicant Responsibility	Employer Responsibility	Timeline Considerations
			Part 6; and submit it to the identified point of contact for processing.	

### CCWS EXAMINATION AND CREDENTIAL AWARD

The CCWS exam is a 75-item, multiple choice exam assessing knowledge and skills required to perform CCWS competencies. The exam questions are based on the CCWS exam blueprint, provided at the end of this document.

Exams will be administered online. Testing and retesting protocols are the same as for all other child welfare exams administered in Florida. The FCB will coordinate exam administration dates, times, and locations with Points of Contact.

An unofficial score is provided immediately, when the exam is closed; official scores are provided within seven (7) business days. Individuals who pass the exam will hold the CCWS within seven (7) business days of passing the exam.

### CCWS CREDENTIAL MAINTENANCE AND RENEWAL

The FCB issues credentials year-round, but renews credentials on fixed date, every two years. As such, the length of time between the CCWS issue date and the first renewal date is variable. After the credential has been renewed for the first time, the new credential will be issued for a 24-month period, expiring on October 31 of the biennial renewal year. The first renewal date/credential expiration date is based on the initial award date, as follows:

**July 1, 2022 – July 31, 2023 will have an initial expiration date of 10-31-2024.**

**August 1, 2023 – July 31, 2024 will have an initial expiration date of 10-31-2025**

**August 1, 2024 – July 31, 2025 will have an initial expiration date of 10-31-2026**

After the first renewal, the credential is issued for a two-year period, renewing on 10-31 of the biennial renewal year.



TOPIC	MINIMUM REQUIREMENT
<p><b>Please review the <i>Candidate Guide: Application Process</i> for detailed policy regarding each standard or requirement.</b></p>	
<p><b>Formal Education</b></p>	<p>Applicants must hold a minimum of a bachelor’s degree. Eligible degrees must be awarded by an institution accredited by an accreditation body recognized by the Federal Department of Education and/or Council on Higher Education Accreditation (CHEA). The college or university must have been accredited at the time the degree was awarded. For additional information regarding if your college/university is accredited, please see CHEA’s website at <a href="http://www.chea.org/">http://www.chea.org/</a></p>
<p><b>Content Specific Training</b></p>	<p>Applicants must complete 40 hours of content specific training, with a minimum number of hours of training in each domain as follows:</p> <ul style="list-style-type: none"> <li>• Leadership: 10 hours</li> <li>• Managing Performance: 14 hours</li> <li>• Communication Skills: 8 hours</li> <li>• Professional Child Welfare Foundation: 8 hours</li> </ul> <p>Training content must address all of the core competencies established by the FCB for a Certified Child Welfare Supervisor.</p>
<p><b>Work Experience</b></p>	<p>1,040 hours of direct supervisory work experience must earned after training and before the credential application/award.</p>
<p><b>On-the-Job Supervision – Rated Observations</b></p>	<p>Applicants must complete a minimum of four (4) documented field observations with follow-up individual supervision. Each observation is focused on one of the four performance domains.</p> <p>Observations are rated on a five-point scale. Observations rated three points (3.0) or higher are eligible for certification application purposes. Ultimately, applicants must complete one observation per performance domain, for four observations.</p> <p>Observations are documented on FCB provided forms.</p> <p>Individuals qualified to conduct observations include the applicant’s immediate supervisor or any other agency supervisor of supervisors, trainer, mentor, quality assurance staff, or other agency management/leadership staff assigned by the employer to provide supervision to employees seeking certification. Supervision provided by a relative, any person sharing the same household, or any person in a romantic, domestic, or familial relationship with the applicant is not acceptable toward fulfillment of certification requirements.</p> <p>Rated observation forms are submitted by the individual conducting the observation for certification purposes.</p> <p>Each observation should take a minimum of 30 minutes, with follow up individual supervision in increments of no less than 15-minutes. Multiple observations may not take place on the same day or involve the same work event.</p> <p>Recommended opportunities for observations for each domain are listed on each domain specific rated observation forms.</p>



TOPIC	MINIMUM REQUIREMENT
<b>On-the-Job Supervision – Case File Review</b>	<p>Applicants must complete a case file review after completing the content specific training requirement. Case reviews must be in accordance with agency guidelines and requirements for case file review.</p> <p>Individuals qualified to conduct a case file review include the applicant’s immediate supervisor or any other agency supervisor of supervisors, trainer, mentor, quality assurance staff, or other agency management/leadership staff assigned by the employer to provide supervision to employees seeking certification. Supervision provided by a relative, any person sharing the same household, or any person in a romantic, domestic, or familial relationship with the applicant is not acceptable toward fulfillment of certification requirements.</p>
<p><i>Please review the <b>Candidate Guide: Examination and Credential Award</b> for detailed policy requirements.</i></p>	
<b>Exam</b>	<p>Earn a passing score on the CCWS multiple-choice exam.</p>
<p><i>Please review the <b>Candidate Guide: Credential Maintenance and Renewal</b> for detailed policy requirements.</i></p>	
<b>Continuing Education</b>	<p>20 hours per year for credential renewal. Training content must be related to at least one of the CCWS performance domains. CE credits or hours must be non-repetitive (i.e., the same course cannot be claimed more than one time during each credentialed period, even if the course is taken annually).</p>
<b>Renewal</b>	<p>CCWS credential is issued within seven (7) business days of passing the exam. The FCB issues credentials year-round, but renews credentials on fixed date, every two years. As such, the length of time between the CCWS issue date and the first renewal date is variable. After the credential has been renewed for the first time, the new credential will be issued for a 24-month period, expiring on October 31 of the biennial renewal year.</p>
<b>Ethical and Professional Conduct</b>	<p>Follow the Code of Ethical and Professional Conduct in daily professional and, as applicable, personal practices. Credentials will be revoked for willful falsification of information or unauthorized access of child welfare or related records in protected database systems.</p>



# CCWS EXAM BLUEPRINT

<b>Certified Child Welfare Supervisor (CCWS) Detailed Exam Blueprint</b>	<b>Test Length</b>
<b>Domain/Competency</b>	<b>75-item</b>
<b>Domain 1: Leadership</b>	<b>20</b>
1.1 Use motivational strategies and active listening techniques in order to inspire employees to accomplish job tasks and achieve performance goals.	3
1.2 Establish and maintain appropriate boundaries with employees, supervisors, and peers.	2
1.3 Use emotional intelligence skills to demonstrate appropriate control and expression of emotions as well as handle interpersonal relationships.	3
1.4 Behave in a manner consistent with the laws, policies, and ethical and professional standards of the Child Welfare System.	3
1.5 Create a shared work vision and sense of purpose to motivate employees of all races, genders, sexual orientations, sexual identities and religious affiliations.	3
1.6 Use team building theory and techniques to manage employees in a way that establishes a shared vision and goals, minimizes conflict, and maximizes collaboration to achieve organizational, unit and individual goals.	3
1.7 Create plans to anticipate, prevent, or respond to any crisis that may impact a team or individual employees, and ensure that plans address worker safety.	3
<b>Domain 2: Managing Performance</b>	<b>27</b>
2.1 Establish and clearly communicate the specific job tasks, performance expectations and criteria used to evaluate job performance.	3
2.2 Assign work in a manner that corresponds to the roles and skill levels of employees.	3
2.3 Conduct supervisory reviews and/or consultations both at pre-defined critical junctures and as needed in order to assess the performance of employees and validate their planned next steps to support child safety, permanency, and well-being.	3
2.4 Identify when a multi-disciplinary staffing is needed, help employees prepare for the staffing and actively share information with relevant others to facilitate appropriate decisions and determine the next steps needed to support child safety, permanency, and well-being.	3
2.5 Conduct ongoing formal and/or informal performance evaluations based on pre-defined job tasks and expectations.	2
2.6 Measure the skills and performance of employees by collecting quantitative and qualitative data related to pre-defined job tasks and expectations.	2
2.7 Mentor and coach employees in a way that helps them build on strengths and improve weaknesses.	3
2.8 Discipline employees according to agency policy in order to address any deficiencies, adverse behaviors, performance problems, or interpersonal problems.	2



<b>Certified Child Welfare Supervisor (CCWS)</b> <b>Detailed Exam Blueprint</b>	<b>Test Length</b>
<b>Domain/Competency</b>	<b>100-item</b>
2.9 Use critical thinking to identify sources of conflict/problems in the workplace and find solutions through negotiation and collaboration.	3
2.10 Help employees achieve outcomes in an effective, efficient and timely manner by modeling and teaching skills required for good job performance and time management (organization and prioritizing)	3
<b>Domain 3: Communication Skills</b>	<b>14</b>
3.1 Write accurate, clear, concise, and well-organized documents, reports, and presentations in order to share information with others.	3
3.2 Use active listening and a tone that engages others in listening and responding in order to convey information clearly and confidently, and to ensure mutual understanding in conversations and interpersonal actions.	3
3.3 Use discretion, maintain confidentiality in all interactions in order to build supportive and trusting interpersonal, and team relationships.	3
3.4 Use written and verbal communication to apprise managers of performance successes and barriers in order effectively manage the unit and individual employees.	2
3.5 Foster open communication, integrity, and honesty in all interactions with others in order to build effective working relationships.	3
<b>Domain 4: Professional Child Welfare Foundation</b>	<b>14</b>
4.1 Understand the roles and functions of the major employers of Child Welfare staff, including the Department of Children and Families, Sheriff's Offices, Community Based Care Lead Agencies, and contracted case management organizations.	3
4.2 Help employees develop systemic thinking about State's efforts to achieve safety, permanency, and well-being for children by sharing knowledge of the "big picture", including the interrelationships between major agency programs, systems, and activities and the individual employee's actions or lack of actions.	3
4.3 Possess a working familiarity with major theoretical models of supervision, methods of supervision, and teaching strategies.	2
4.4 Teach and model the professional practices of the Child Welfare Practice Model for employees to emulate.	3
4.5 Use relevant resources and tools to ensure that the child welfare practices of employees align with the requirements established in federal laws, state statutes, and administrative codes, operating procedures and agency policies and procedures.	3

