Healthy Families New York

FSS/FRS Competencies

Self-Assessment Tool-SAMPLE

EXPERIENCED HOME VISITOR

Introduction

*For Family Support Specialist and Family Resource Specialists.* As you go through this tool, please think about your knowledge, skills, and experience in each area. It may also be helpful for you to review the *Competency Examples and Compendium Guide* to better understand the specific knowledge and skills that make up the larger competency. There is no expectation that you will be an expert or have extensive experience in any or all of the areas. For example, if you are new to the Healthy Families New York system, you will likely not yet be familiar with the policies around documentation. This tool will be the starting point for a discussion with your supervisor to help identify the priority areas for observation, mentoring, training, and additional professional development. The goal is to provide you with the support you need to become an experienced, knowledgeable, and skilled member of the Healthy Families New York team.

For Supervisors and Program Managers. This tool is meant to help you identify areas where the FSS/FRS already possesses knowledge and skills, and where they need support to further develop. It should be the starting point for a discussion between the supervisor and staff member to discuss the staff member’s perceptions of their experience, knowledge, and skills and the supports that are available to help the individual grow in their professional development.

Please indicate your experience in each area using the following scale:

1. I have no experience with this or N/A
2. Agree
3. Somewhat Agree
4. Neither Agree/Disagree
5. Somewhat Disagree
6. Disagree

Barkat- FRS- @ 2 years

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| --- | --- | --- | --- | --- | --- |
| Competency | Rating  (0-5) | Comments | What supports, etc. do you need to further development in this area?  \*see Resources Section | Supervisor Comments | Steps to help the individual further develop in this area? |
| HFA Practices | | | | | |
| 1. I understand and am able to use all HFA policies and best practice standards consistently. | 2 | I understand many of the policies. I would like to understand the changes made to the new BPS | \*Read the new BPS updates | Barkat has been diligent when he reviews the policies/BPS. He has also shared tips on how to digest the information with his colleagues. This has been done during Team Meetings | \*As an experienced home visitor, Barkat can join the Policy Committee.  \*Barkat and Supervisor will continue to discuss policy information during Supervision |
| 1. I am able to document all activities in an appropriate and timely manner as per HFA and HFNY policies. | 1 | I feel confident with my documentation skills that I learned through Parent Survey conversations. I am adjusting to the FROG Scale easily. | \*I have reviewed the FROG Tool kit and find it helpful  \*The more FROG conversations I have with families the more I will learn how to complete the SCALE as suggested. | Barkat has benefited from reflective conversations regarding the FROG SCALE scoring. We will continue to focus on scoring with each FROG completed.  He also attended a PCANY FROG Support Call and found clarity with scoring challenges.  This has also helped Barkat complete the Service Plan with ease. | \*Review FROG Tool Kit  \* Review resources on HFA and TOL Website |
| 1. I am able to consistently use all screening and/or assessment tools to better understand the strengths and needs of families and provide appropriate resources and referrals. | 2 | I feel confident in administering the FROG SCALE. I am also confident in identifying Protective Factors related to the FROG conversation. I am working on familiarizing myself with the changes to current community service providers due to the impact of COVID-19 | \*I would like to have a more current directory with updated services in our area. Many of my contacts for referral sources are no longer employed with the service. | Barkat consistently enters and updates referrals he makes to families.  We have discussed updating our organization’s referral list by creating a Scavenger Hunt Activity for the whole team. | \*Advisory Board members can share their knowledge of service providers in the area. |
| Family Functioning and Community Supports | | | | | |
| 1. I am able to provide appropriate and individualized information, support, resources, referrals to ensure that parents and/or other adults living with their child are physically, mentally, and emotionally healthy. | 2 | I only offer referrals after asking each family member what they feel they need. After gathering information from the FROG visit, I can then share all of the resources available in our community. | I have learned how to discuss a family’s needs and offer support through referrals over the 2 years of being and FRS. | Barkat is insightful and efficient when making referrals. He has continued to be diligent in also following up with referrals he has made even after he transfers the family to an FSS. | \*TOL & Training website |
| 1. I am able to provide appropriate information, support, resources, and referrals to ensure that families are safe, healthy, and providing a stable and nurturing environment for their child. | 3 | I provide referrals during each visit with families. At times, it has been a challenge to locate referral sources due to many sources losing employees due to COVID-19 | See #3 | See #3 | See #3 |
| 1. I remain current on the variety of community supports available through informal and formal engagement with providers. | 3 | I would like to be more comfortable with Community Outreach. I feel more comfortable engaging with families and will work with my Supervisor to become more comfortable engaging service providers to promote HFNY. | \*Tips on how to market this program. | Barkat has excellent engagement skills when he is focused on advocating for families.  We have discussed ways to apply those same strategies when doing his community outreach.  We are working on utilizing Barkat’s contact with service providers to refer families and use this as an opportunity to highlight the benefits of participating in our program as well. | \*TOL & Training website  \*Supervision to process challenges with community outreach. |
| Infant and Child Health and Development | | | | | |
| 1. I am able to provide appropriate information, resources, and referrals to pregnant mothers to ensure they have a positive and healthy pregnancy. | 1 | I have used my previous experience of working in a medical office to support my engagement with pregnant mothers.  I am aware of the resources available in our target area. | \*I will continue to maintain contact with all of the prenatal services in the area  \*see #3 | Barkat has several years of experience working in a hospital setting that included OB/GYN services. He has used this knowledge and experience to network with our local medical offices. Barkat is a great support in this area to the families and also his co-workers in the HF program. | \*Supervision discussions to explore status of Prenatal services. |
| 1. I am able to consistently apply the principles of Infant Mental Health to my work with families. | 2 | I am aware of the importance of IMH. As an FRS I follow the FROG Training recommendations and these include the IMH approach. | \*to learn more about how I can highlight IMH as an FRS. | We have added IMH as a Team Meeting topic and will be discussing the ways that FRSs and FSSs apply the IMH principles. | \*Supervisor discussions  \*Team discussions  \*FRS Manual |
| 1. I am able to provide appropriate information, support, resources, activities, and referrals to families to ensure their infant/child is receiving what they need to be safe, healthy, and developmentally on track. | 1 | I provide referrals for the family’s children if it is identified as a need during the FROG visit. | See #3 | See #3 | See #3 |
| 1. I am able to engage family members in activities that encourage positive brain, physical, and social-emotional development and build families’ knowledge and understanding of the importance of these activities. | 0 | As an FRS I do not engage in activities with families. |  | Barkat has some opportunities to describe some of these activities as an explanation services to families in HFNY.  He often talks to his FSS colleagues to learn about what activities they engage in with enrolled families. |  |
| Professional Practice and Process | | | | | |
| 1. I am able to present and maintain appropriate professional boundaries with colleagues, supervisors, and families. | 1 | I respect the families I work with and try to do the same with my HFNY team. | \*Supervision helps me understand complicated situations that come up with families. | Barkat reaches out to me (supervisor) whenever he is at a visit and has questions about appropriate actions to take. When he has encountered situations that might be boundary issues, he has shared with families that he needs to verify with his supervisor if he can honor their request. | \*Supervision  \*TOL & Training Website  \*Agency PPM |
| 1. I am able to consistently expresses cultural humility in my interactions with colleagues, supervisors, and families. | 2 | I am passionate about cultural humility. Using the conversational weave technique during FROG conversations has been helpful in exploring a family’s culture. I hope to continue learning about culture and race as I continue with my work. | \*I would like to complete the Implicit Bias Modules (Kirwan Institute)  \*I like to ask my colleagues about their culture and they ask me about mine. | As Barkat stated, he is passionate about cultural humility. During Team Meetings Barkat has inspired the team to share parts of each other’s cultures. This has increased everyone’s comfort with asking culturally focused questions.  Barkat also understands that being culturally humble means that he is always learning about a person’s culture. | \*Implicit Bias Modules (Kirwan Institute)  \*TOLT Website  \*Join local community groups to experience local cultural practices. |
| 1. I am able to consistently use self-care strategies to maintain my own physical, emotional, and mental health. | 2 | I tend to have good self-care strategies when my caseload is calm. I struggle with this when some of the families I engage with are in crisis. | \*I need to plan time off so that I can lessen the risk of becoming overwhelmed.  \* I would like to walk during lunch. | Barkat is a great support to his colleagues and offers great advice on how to promote their own well-being. We discuss, in supervision, ways to transfer these tips for himself when he has a busy week. | \*Supervision  \*TOL & Training website |