

**Supervisor Forum Notes:
CHEERS for Supervisors: Guiding Practice
October 19-20, 2021**

74 participants across three regions.

Programs in attendance (33): Oneida, Jefferson, Steuben, Orange, Otsego, Sullivan, Broome, Ontario/Yates, Westchester, Central Harlem, Tioga, Wayne, Suffolk, Buffalo, CAMBA, Morris Heights, Corona, Bushwick, Albany, Chemung, Madison, Niagara, Rensselaer, Rockland, Jamaica, Brookdale, Dutchess, Ulster, Monroe, Parkchester, Schenectady, Oswego

- How do you see your role as a supervisor related to CHEERS practice/How are you supporting CHEERS in supervision?
 - *To give guidance, clarity and use the Handbook going through each step listed*
 - *Help staff dismiss old thought processes re: CHEERS*
 - *Using the CHEERS components to provide support, review and guidance with those I supervise*
 - *Uphold model fidelity*
 - *Parallel process - embodying CHEERS in supervision*
 - *Using data to see what strategies staff are using and where assistance is needed - using data to inform practice*
 - *Keeping CHEERS as a routine, regular part of supervision.*
 - *Doing Inter-rater reliability with the CHEERS Check-in.*
 - *Focusing on how the parent responded to the Reflective Strategy, digging deeper into what happened next.*
- In what areas do you feel you're doing well with supporting CHEERS/Where are you seeing growth?
 - *Helping staff state CHEERS objectively*
 - *Helping staff use a variety of RSs - not just ATP and SATP. Reinforcing that an ATP and SATP are not complete without the impact statement.*
 - *Helping staff recognize when they are using a variety of RS and helping them to document them and give themselves credit. Starting to see staff branching out and using more of the RS than just ATP and SATP.*
 - *Using roleplay in supervision so staff can "experience the impact of using the reflective strategy."*

- *Using TOL activities to help staff with CHEERS, doing TOL activities in team meetings, watching TOL videos. The team setting versus one on one has been effective so FSS don't think it's "just them" that is having difficulty.*
- *Recognizing virtual and phone visits and the need to ask questions about CHEERS (since the home visitor may not be able to see much or anything) as an opportunity to support the parent's CHEERS observation skills and reflection on PCI. Reinforcing the parallel process*
- *For PN CHEERS, to avoid standard documentation ("Mom rubbed her belly..."), inviting parents to talk about their pregnancy and using that information for PN CHEERS documentation*
- *Connecting home visit activities with CHEERS, such as having a prenatal mother write a poem to her baby and read it encouraged expression. Seeing staff "pass the baton" to the family to do the activity with their child gives more opportunities for them to observe CHEERS.*
- *Linking CHEERS work/strategies for next steps back to the Service Plan*
- *Doing "refreshers" on the different CHEERS domains in supervision*
- *Using observations to help point out elements of CHEERS assessments staff might have missed.*
- *Regarding time management- have FSS complete the CHEERS section on a pad of paper or in their cars before going to next visit, so that they have that done to make writing the full narrative easier after multiple visits.*
- *What challenges do you have with supporting CHEERS?*
 - *Helping staff stay away from the judgment zone and seeing CHEERS as "negative" or "positive." Many staff still only document "positive" observations.*
 - *Help staff learn to promote strengths instead of saying "PCI was great, there was nothing to do"*
 - *Getting staff to buy into using the other RSs*
 - *Supporting CHEERS practice virtually/connecting with families virtually*
 - *Getting staff to document an accurate picture of the home visit and what they observed with CHEERS*
 - *FSSs sometimes feel they are interrogating parents when they ask questions (The discussion here included the comment above related to helping staff see that they can use these questions to help "sharpen parents observation skills" of their own child.)*
 - *Prenatal CHEERS is hard to document and observe - staff need to expand their understanding*

- *CHEERS with NICU babies*
- *Remembering what happened virtually while documenting CHEERS - you have to document sooner before staff forget since they don't have the usual in person triggers to anchor their memories to.*
- *Some staff are more comfortable on the phone than on Zoom and their CHEERS are better.*
- *Keeping the focus on baby, helping staff pivot from "issues" to the impact of the issues on the baby. Trying to "amplify" the PCI.*
- *(This is a combination of several comments offered by various supervisors in one forum session) It is hard to keep the focus on CHEERS when there is so much else staff are being asked to document. Staff feel rushed, the home visit narrative is fragmented, and they have to be sure and document so many other parts of the home visit narrative like the FGP and being sure everything is also in the Service Plan. Staff want to talk about CHEERS but all the other demands in the narrative take the focus away. When you pay special attention to one thing, it takes attention away from other required items. Staff love the work but some veteran staff feel they just can't do it anymore because of the ever-increasing demands and low pay.*
- How many have been able to review the CHEERS handbook? What has been helpful from there and what resources are still needed? *(Screen share as needed)*
 - *Helpful:*
 - *Checklist of what to look for when reviewing notes*
 - *Really like having everything in one place*
 - *Appreciate the questions in the Handbook for what to ask in supervision about the specific domains*
 - *Pull it up frequently in supervision so that staff get used to that and they realize they can pull it up just as easily.*
 - *Still needed: Nothing offered as missing or still needed.*
- How many have been able to review the TOL website? What has been helpful from there?
 - *Activities are helpful; safe space to learn; used in team meetings or small group settings*
 - *It's become my "bible."*

- Based on our discussions today, what ideas are coming up for you that you might want to try out at your site? (Notice opportunities to integrate TOL website and sections of CHEERS Handbook that might not have been shown yet.)
 - *Remember to ask the FSS more about what they are doing to address challenges with CHEERS*
 - *Read through the Handbook*
 - *Integrate the TOL into supporting staff.*
 - *Using videos from TOL website to do team activities.*
 - *Use the CHEERS for Parents section (modified Oregon handouts) to help with CHEERS becoming more transparent for parents.*