

Voluntary Case Planning

The Coaching Conference Call is meant to be a safe activity that allows the workers to revisit the ideas and skills they learned during the eLearning and the team-based in-person class. You want to give the workers a chance to first talk about their successes and then talk through some of their challenges. Brief coaching such as this, must be positive and safe and it must meet the workers' needs. Because of this, it is perfectly acceptable to let the conversation "go where the workers take it". All the questions do not need to be addressed. Please consider your call successful if you get the workers talking about their process.

Agenda for the Coaching Conference call

- **Introductions** of who is on the call

Note: as people come on the call, ask their names and make a list. Then, call on each person you know is on the call to say their name and where they work. Then ask for others on the call- the ones you missed- to introduce themselves.

- Ask each person to tell you **one learning point from the training that they have used** since the training. Probe for successes. Ask if anyone else had a similar experience.

Note: If they need prompting to start the conversation, remind them that they learned about:

- Factors that influence the development of a Case Plan
- The staircase model of client receptivity
- Selecting Interventions
- DV Safety Planning

You may want to get the ball rolling by asking some of the more outgoing attendees from the in-person training to answer the question first.

Depending on the responses above, ask the following questions. (They may have been covered in the report outs. If so, don't beat a dead horse!)

- **Ask for some examples of a time when the worker had an idea for a great case plan** but the client had other ideas about what they wanted to happen. How did that person handle it? How did they feel about the outcome? Did anyone else have a similar experience? Were they happy with the outcome? What might they have done differently?
- **Ask for examples of how workers dealt with especially violent/dangerous perpetrators.** How did they handle that? How did they feel about the outcome? Did anyone else have a similar experience? Were they happy with the outcome? What might they have done differently?
- In working with clients since the training, **has the staircase model resonated** with any of them? How so? Did it help them to think through the interventions?

- **Ask if anyone has had to research specific interventions** (resource) since the class? Did they find what they needed? Have they used any of the intervention resources that they learned about in class?
- If no one brings it up, ask the group whether any of them had to **intervene on a domestic violence call** since the class. Were they able to apply what they learned about safety planning? Did it change how they handled the situation?
- Did anyone have a **case plan that “went wrong?”** How did they evaluate the case plan? Did they come up with a Plan B?