Technical Advising Consultation & Training (TACT)

Practice Points to Ponder!

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Department of Children and Families and
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Key Concepts for the
“Pre-Commencement Consultation”

How do we get started? Pre-commencement begins for the CPI at the time the Hotline intake is received. The purpose of a pre-commencement consultation with a Supervisor is to prepare the CPI for information collection. The focus is on CPI skill development over time, in addition to day to day instruction and guidance.

铙 CPI Practice Points to Ponder: What are my “actions” and “plans” prior to family contact?

✓ You must thoroughly review the intake, to include previous knowledge on the family that may be available from files, records, and staff.
✓ You then access further case information; the current allegations, all prior FSFN history, research out of state history and local law enforcement reports/calls for service on this family.
✓ Do you have some “unknowns” that could be potential safety threats?
✓ What will your plan be for commencement and

铙 Supervisor Practice Points to Ponder: Challenge your investigators to “critically think” about how to proceed on their investigations. Avoid “directives” of where to go, who to see, and what information to obtain; instead ask questions. Think of ways you can effectively coach your investigators to improve performance on the job so that there will be improved agency practices and outcomes when engaging with families.

Consider asking critical thought questions during your consultation such as:
✓ What is your focus of this investigation? Are there possible safety concerns?
✓ Who will you interview? Where will these children and family members be interviewed?
✓ How will you introduce yourself and explore child safety concerns?
✓ How will you build rapport and engage the family?
✓ How does the information you already have assist with information collection? Any patterns?
✓ What types of questions will you ask the children to address the allegations and the family conditions in the home?

Stay tuned for next month’s Practice Points to Ponder — Pam Aeppel & Shawna Thomas

Collaborating to support and sustain our new practice model