Los Angeles County Department of Children and Family Services (DCFS) and the University Consortium for Children and Families (UCCF)

SIMULATION TRAINING
Sample Facilitator's Guide for Simulation #1

JULY 2014
# Simulation One:
Fundamentals of the Initial Contact

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General Facilitation Guidelines for Simulations

**For Each Scenario**
Spend 5-10 minutes upfront setting stage-
Start each round by engaging students to get them "in the moment"

1. Where are we at?
2. What do we know?
3. Where do we need to go?

Transition between rounds - very short-a few minutes only
1. What else did we learn?
2. Where do we need to go next?

**Save 15 minutes at the end** of each round to engage students. This allows them to think through their actions and come up with next steps:
1. What did we do?
2. What did we find out?
3. How do we know it?
4. What resources do you have available to team up with, or connect the family to?
5. What do we do next?
6. How will you **document** your actions as to what you did, saw, heard, etc.

**3 Key Questions at the end of each scenario:**
What did we accomplish here?
What decision/s did we make?
What do we need to do next?

**When debriefing: ask questions that prompt critical thinking.**
**Goal: let the students talk the most and give peer feedback.**

- For example, have the team (or individual) think back over why certain actions (or decisions) were taken/not taken during the simulation; inquiring what else could have been done, could things have been done differently, etc.
- When a participant asks a question, direct the question back to the team, if possible. This encourages team discussion and interaction and encourages team members to discover their own answers, together.
- Use questions to promote in-depth team participation to help ensure that all team members are fully drawn into the discussion.
- Avoid closed-ended questions (i.e., those requiring "yes" or "no" answers). Instead, ask open-ended questions, such as those beginning with "what", "how", and "why" to encourage deeper discussion.
- Allow time for participants to consider and formulate their answers after receiving a question.
- Do not be intimidated by a few moments of silence. Silence following a question often will prompt responses from the group.
- Do not immediately provide answers when participants do not promptly respond to your questions. Instead, try rewording, rephrasing, or restating the questions.
- Use active listening to indicate that you hear what participants are saying and to encourage continued participation.
- Ask about what the next steps would be, emphasis on critical thinking.
- Try to tie in documentation. Ask how the CSW will document what they saw in their contacts, or their detention (or other) report. Ask them to give you the specific wording as if they were writing it.
- Above all, support and reinforce good practice and willingness to learn. Desired outcome: readying CSWs to confidently do this work.
Scene One: The Initial Contact, "At the Door"

Purpose:
Incorporate previous field and classroom instruction and build skills needed to conduct the initial client contact. Emphasis in this simulation is on working collaboratively with the family and service providers, to gather complete information to protect children, by making a thorough assessment of safety and risk. This is encouraged by utilizing assessment and teaming skills to develop a plan that ensures child safety and coordinates needed services and supports for the family.

Focus on:
Investigative and assessment skills; consent; teaming with collaterals: medical and law enforcement.

Family:
Mother: Carla Lopez- 25 years old
Father (of Claire): Jeremy Jones- 26 years old
Monica Lopez- 6 years old
Claire Jones- 4 months old

Child Abuse Referral Allegation:
Claire Jones is an alleged victim of severe neglect by mother and emotional abuse by father.

Information from Nurse Jaxson, the mandated reporter:
Claire was brought in to the hospital emergency room, by her mother, with an arm fracture. The mother said that she was asleep when Claire was injured. The father reportedly told mother that Monica grabbed Claire’s arm and this is how the injury occurred. The mother indicates that the father has been physically abusive toward her, in presence of the children in the past, but has “changed his ways” and has recently become a good husband and father.

Prior History:
07/01/2013- Allegations of emotional abuse toward Monica are made against step-father Jeremy Jones.

Allegations: On 07/01/13 the mother and Jeremy Jones, were drinking and fighting. Monica told Jeremy to be quiet and leave her Mom alone. Jeremy yelled at Monica and said “shut up you little bitch, or I'll give you something to cry about!” Mother sustained a 2 inch laceration on her head as a result of Jeremy hitting her. The police report for this incident is 12-58966.

Conclusion:
Allegations of emotional abuse toward Monica by stepfather are inconclusive.
A Voluntary Family Maintenance Case has been opened with SB County CPS to assist the family.
Character setup for role player
Agitated father at the door. Father will answer the door and then after the Children’s Social Worker’s (CSW’s) introduction, will gauge whether to allow CSW in, or not, based on the approach of the CSW. If entry is not gained on the initial attempt, the facilitators will coach the CSW and another attempt/s (until successful) will be made.

Scenario description
CSW is prepped by reading the referral and gaining basic knowledge about the allegations to be investigated. CSW will approach the front door to the home of a new client for the first time.

CSW will knock on the front door and the client will answer the door exhibiting the behavior described above.

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<td><strong>Goals for CSW:</strong></td>
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<td>1. Make contact (attention to safety)</td>
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<td>2. Introduce self; show ID; state purpose</td>
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<td>3. Try to gain consent for entry (attention to observation)</td>
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*Note: verbal confirmation by CSW of head nod or other gesture, gains actual consent, i.e. CSW could say, “Does nodding your head mean it is ok for me to come into your home?” This is the standard we want to achieve; however, the CSW can legally enter with implied consent- the nod.*

For debrief facilitator could review/inquire about:
• How would you document the consent given?
• What type of consent were you given?

For debrief, facilitator could review/inquire about:
• What are your options at this point?
• What will you do next?
• How can you maintain personal safety and professional presence?
• What observations did you make inside the home? How about observations of exterior?
Scene Two: Interview with Father

Character setup for role player
Role player is the father (alleged perpetrator of emotional abuse). He is not initially cooperative and insists on changing his story about what happened to the child. He first blames the mother and her alcohol use, then blames the child for the injury, and then states that the injury was an accident. He plays the victim and proclaims he is innocent. Father’s behavior should be defensive when asked about the reason for the CSWs visit to the home. He will not initially offer information and will make the CSW ask probing and direct questions. He will finally build a basic level of rapport with the CSW and will provide some information.

Scenario description
CSW is able to enter the home, and will develop basic rapport and interview the father (alleged perpetrator of emotional abuse); CSW will gather some basic facts about the allegations.

Facilitator Guidelines
Goals for CSW Scene 2:
1. Build rapport
2. Fact gathering
3. Analysis of information & plan for documentation

Note: CSW should introduce themself and be able to state why they are there. CSW will begin to discuss the allegations without disclosing or alluding to who the R/P is. CSW should allow the parent to tell their story and redirect if necessary.

For debrief facilitator could review/inquire about:
- What was easy/ challenging about building rapport?
- How did you (or did you) assess for additional allegations? What would you document about this in your contact?
- What about additional risk factors? How did you assess for the possibility of Neglect, DV, Substance Abuse, Mental Health issues?
- How did you address family composition and relationships, i.e. who resides in the home, length/quality of relationships, family routines?
- What are your observations about the father’s fears, support systems, and strengths?
- What can you do next to determine the veracity of statements provided?
- Will you be adding an additional allegation after your interview? If yes, what else do you need to do when adding allegations? Must call in report to Child Protection Hotline (CPHL), if CSW is adding Physical Abuse.
Scene Three: Interview with "Monica" (Sibling)

Character setup for role players
Father- willingly agrees when asked by CSW for consent to interview Monica.

Monica is the eight year old sibling of Claire, with the following characteristics:
   a.  scared.
   b.  shares room with sister, Claire, and know she’s hurt.
   c.  knows what happened to Claire, but did not hurt her.
   d.  especially scared of dad. He yells and screams at everyone & he and mom fight
   e.  afraid to tell what happened to Claire, fear of being in trouble, hit again, by dad.
   f.  loves mom, but she (mom) sleeps a lot for some reason.
   g.  close to grandma and grandpa, who are protective.

Scenario description
CSW will ask permission to interview Monica and mother will allow. CSW interview Monica after being told by the parents that Monica twisted and pulled Claire’s arm trying to make her be quiet.
Facilitator Guidelines

Goals for CSW Scene 3:
1. Consent to interview
2. Build rapport
3. Fact gathering
4. Analysis of information & plan for documentation

For debrief facilitator could review, inquire about & reinforce of some of these areas:

Consent & Rapport:
- CSW introduces self, gains parental consent, and conducts private interview.
- Did the CSW obtain consent from parents to interview?
- Did the CSW move child away to interview child privately and individually?
- Establishes rapport
- Says hello and asks name
- “How old are you?”
- “Tell me about your last birthday. Tell me what happened for your last birthday?”

Fact Gathering:

Explore home life:
- “Tell me about who lives here at home with you?”
- “Tell me about your Mom” “Tell me about your Dad.”
- “You share a room with your sister Claire? Tell me about that?”
- “Tell me about your sister Claire? Does Claire cry a lot?” “Does she get in trouble?” etc.
- “Tell me about other family members you see or visit.”
- “Tell me about what do you do when you get home from school?”

Explore discipline, rules, and routines:
- “What happens if you do something wrong?” (Follow the flow of responses).
- If the answer is “I get spanked”, the next question is, spanked with what?
- Where on you do you get spanked? Does it leave a mark?
- Do you have a mark now?”
- If answer is “I get in trouble”, then ask “What happens to you when you get in trouble? Tell me about that.”

Specific questions about the allegations:
- “Do you know what happened to Claire?”
- “Tell me more about that.”

Analysis, plan, documentation:
- Based on what you learned from Monica, who do you want to talk to next; what further info do you need?
- What will you write in your contact to document what Monica said about ____ (pick one area).
Scene Four: Interview with Nurse & Partner with LE to Interview Mother (Collateral and R/P)

Character setup for role player. Background info for NURSE role player:
- Four month old infant, Claire, is brought to the hospital with a possible non-accidental, arm fracture.
- The father tells the nurse and the attending doctor that Claire was injured when his older daughter, Monica, pulled and twisted hard on the baby’s arm. Monica was trying to make the baby stop crying, since the two of them share a room. Monica could not sleep and was getting upset with the baby. Mom did not offer any info about what happened.
- The severe injury - along with dad’s explanation - appear suspicious to you and the attending doctor. Hence, as mandated reporters, you call DCFS.
- The CSW is now coming to meet and speak with you about the referral.

This family has been in the hospital before:
- Dad smelled of alcohol
- Mom appeared withdrawn. She would make no eye contact.
- Prior to this incident, Claire was brought into the hospital for dehydration due to a cold.

As nurse, you are very concerned about what happened to Claire, as well as the care the child may or may not be receiving from her parents. You are also concerned about the sibling, Monica. (In your role play, you may either give your personal, non-medical opinions or just keep very quiet and things “close to the vest”).

LE Role
Nurse will refer CSW to talk with officer who is also waiting to talk to the mother. CSW will talk to officer first; they need to “work out” their roles together and may compare notes, E-SCAR, referral, etc. Then they will interview mother as part of a joint investigation showing collaboration.

Mother’s Role
Appears very tired, difficult to engage initially, but then will give some details. Tries to protect Jeremy, but then admits she is afraid of him and what he “can do.” Mother says she feels stuck and is afraid. She is nervous that the Deputy is there and afraid the CSW will take the kids.

Scenario description
Before beginning the simulation, the Facilitator asks the trainees what types of people would be considered “collaterals” in this specific ER referral. Responses should include the nurse, doctor, hospital social worker, law enforcement, school counselors and neighbors.

The Facilitator then tells the group that they will practice interviewing one of these collaterals – the hospital nurse. Who is a mandated reporter. Facilitator informs the trainees key points about the nurse:
- The nurse is the reporting party.
- The injury to the young infant, Claire, appears suspicious.

NOTE: A key objective for practicing interviews with collaterals – especially reporting parties - is to gather information from a variety of sources to help determine if child abuse or neglect has occurred. With reporting parties, CSW should ask specific questions to clarify what is being reported and to obtain specific, documentable details that “fill in the blanks” missing from the initial referral.
Facilitator Guidelines

Goals for CSW Scene 4:
- Engagament with collateral- mandated reporter
- Teaming with LE
- Fact gathering & assessment
- Analysis of information & plan for documentation

For debrief facilitator could review, inquire, and/or reinforce the following:

Engagement
- What was easy/ challenging about engaging with the nurse?
- What was easy/ challenging about engaging with the Deputy? Collaboration?
- What was easy/ challenging about engaging with the Mother?

Assessment
- Are there protective factors that can be identified?
- Are the children safe?
- If not, what further action needs to be taken to ensure their immediate safety?

Fact Gathering- NURSE:
Allegations and Concerns to address with Nurse (one time she will be cooperative, the other, not):
- “Do you know this family? If so, how do you know them?”
- “Have you had previous contact(s) with them? If so, when and what were the circumstances?”
- “How did this specific injury to Claire come to your attention?”
- “Can the doctor corroborate what you, as the nurse, reported to DCFS?”
- “Can you confirm the details listed on the referral as well as any medical information related to the injury to the child?”
- “What explanation was given to you by the parents about how Claire was injured?”
- “Can you tell me your concerns about the injury to the infant and why?”
- “Can you describe the interactions and behaviors between the dad and the baby?” How about between the mom and the baby?
- “Did you see any sibling(s) of the baby? If so, how would describe the sibling(s) behavior and interactions with each parent?”
- “Was anybody else with the family when they came in, or since they have been here at the hospital?”

Analysis
- What do I know about the injury so far? What further information do I need to determine what happened? Who should I talk to next? How can the children be kept safe at this point?

Documentation
- Ask the CSW(s) how they would document their findings and observations from their interview with the hospital nurse. Have the CSW(s) pick a key element and ask them to briefly recite how they would articulate and document this interview so that a third party reader would feel like they were in the interview.