

Critical Event Competency Guide  
Children's Services Worker

Worker:
Assigned Program Area:
Circuit/County:
Supervisor:
Program Manager (if applicable):
Circuit Manager:
Field Support Manager (if applicable):
Regional Director:

1. Employee start date with CD:
2. Training History from Employee Learning Center:
  - OJT Completion:
  - Date Completed
  - Supervisor Signature
  - Annual 210 training
3. History of Job Experience:
4. Caseload size:
5. Case Review of Critical Event (see CD-164):
  - Timeliness
  - Adherence to Policy
  - Patterns
  - Documentation
6. Case Review of Current Caseload:
  - Timeliness
  - Adherence to Policy
  - Patterns
  - Documentation
  - Overall Outcomes for Program Area
7. Systems Access
  - FACES, FAMIS, MACSS, Social Security, etc.
8. Most recent PERforM rating:
9. Previous Personnel Actions:

10. Attendance/Absences:

- Comp time

11. Travel expenses vs. Calendar/Narrative

- State Car Use

12. Extenuating Circumstances:

- Change of supervision
- Turnover
- Vacancies

13. Worker Interview:

- Employee Incident Report Completed, if applicable

14. Consultation with Personnel Unit

Competency Assessment Decision:
• No further action
• Recommend Additional Training
• Recommend Disciplinary Action
Assessment Completed by:
Date:
Approved:
Date: