

Critical Event Competency Guide  
Program Manager/Field Support Manager

Program Manager/Field Support Manager:
Program Area(s):
Circuit(s)/County:
Field Support Manager (if applicable):
Regional Director:

- I. Employee start date with CD:
- II. History of Job Experience:
  - Children's Services Worker
  - Supervisor
  - Program Manager
  - Circuit Manager
  - Other
- III. Training History from Employee Learning Center:
  - Management Training Rule
- IV. Unit Information:
  - Number of Units
  - Description of staff in each unit:
- V. Supervisory Unit Information (for each unit):
  - Number of workers
  - Experience of workers
  - Caseload size of workers
  - Turnover/vacancies
- VI. Case Review of Critical Event (see CD-164):
  - Timeliness
  - Adherence to Policy
  - Patterns
  - Documentation
  - Supervisory Consultation
  - Program Manager Consultation
  - Timeliness of supervisory approval
- VII. Supervision (received and provided)
  - Frequency
  - Documentation

- Consultation/Guidance

VIII. Overall Outcomes for Program Area:

- County
- Circuit
- Units

IX. Most recent PERforM rating:

X. Previous Personnel Actions:

XI. Attendance/Absences:

XII. Extenuating Circumstances:

XIII. Program Manager Interview:

- Employee Incident Report Completed

XIV. Consultation with Personnel Unit

Competency Assessment Decision:
Assessment Completed by:
Date:
Approved:
Date: