

Understanding and Connecting the Roles of CIW and CSD

Coordinated Intake Worker



Community Systems
Developer





Learning Objectives

- Identify qualities and characteristics essential to each role
- Recognize each role and the associated competencies
- Discuss the benchmark expectations for each role
- Create intentional strategies to connect the CIW/CSD roles



Your Experience as a CIW/CSD Supervisor

- Successes
- Challenges



Helpful Characteristics

- Coordinated Intake
- Community Systems

CIW or CSD? Who does what?

Coordinated Intake Worker

- Completes screening with families
- Refers positive screens to appropriate programs
- Maintains contact with WIC and Family Case Management
- Refer negative screen to community resources

Community Systems Developer

- Collaborate with existing community agencies
- Review and update community needs assessment
- Assist with MIECHV marketing strategies
- Develop strategic plan

Competency Areas

- Community Knowledge and Connections
- Communicate
- Teamwork
- Leadership
- Problem-solving
- Organizational
- Administrative
- Motivate





Competencies for Coordinated Intake

- Ability to engage families
- Ability to accurately complete screens
- Ability to make and follow up with referrals
- Ability to track details and record data
- Ability to empathize with families



Coordinated Intake Worker Benchmarks

Increase or maintain the proportion of families assessed for service related to primary medical care, basic needs, ATOD, domestic violence, mental health, behavioral health, child developmental delays, education, employment, housing



Coordinated Intake Worker Benchmarks

Increase or maintain the proportion of families referred to available community resources to address service needs.

Increase the number of families who complete referrals to available community resources



Coordinated Intake Worker Skills

- Passion for serving families
- Ability to ask questions in a non-threatening way
- Motivational interviewing skills



Competencies for Community Systems Developers

- Ability to plan, organize and facilitate community meetings
- Ability to demonstrate excellent writing skills
- Ability to provide support and guidance in developing community systems
- Ability to build collaborations

Community Systems Developer Benchmarks

Increase the number of community agencies with which the home visiting provider has an identified contact person

Increase the number of community agencies with which the home visiting provider has established a formal Memorandum of Understanding.





Community Systems Developer Skills

- Knowledge of the community and community resources; knowing who to talk to; ability to establish and leverage connections and relationships
- Ability to listen to the needs and concerns of community agencies and link these issue to building the local EC network
- Strong verbal and written skills; ability to build one-to-one relationships with agency leaders

Finding Common Ground

- Knowledge of the models
- Referrals and referral sources
- Data collection and reporting
- Collaborative networks
- Marketing messages and strategies





Possible Strategies to connect the roles

What are some possible strategies to:

- Strengthen your connection as supervisor to the two roles?
- Strengthen the connection between roles?

Reflections





The Next Webinar...

Supporting the CIW and CSD roles within
the larger home visiting system

- March 27th 1:00-2:30

How do you as a supervisor integrate these
roles into your existing home visiting program
and/or MIECHV communities?