

11/18/2019: 1.3 & 1.4: This week my instructor was on what CPS refers to as "shutdown", which means she didn't receive any new cases. Each caseworker is given a week of shutdown once every few months to give them a chance to catch up on their caseload. For me, this entailed typing up case reports and making collateral calls. On Monday of this week, I demonstrated professional behavior in oral and written communication by typing up case notes and contacting collaterals, which are references provided by each client. I contacted each reference for each case report I typed. I asked them a series of questions ranging from their relationship with the family member to inquiring about any worries or concerns they may have. I included this information in case notes within the case report. I also utilized technology ethically by checking our various databases for any criminal history a client may have and checked TFACTS to see if they had any history with CPS. I reported these findings within the case report. I was able to complete three case report openings for three cases we are in the process of closing! I consulted my instructor for any feedback or errors. To my surprise, there were no errors! This gave me confidence in my ability to type accurate case reports. I am slowly becoming more and more comfortable in doing so.