

Quality Contacts Supervisory Coaching – Upper Cumberland Pilot

The goal of Quality Contacts Supervisory Coaching is to teach supervisors to conduct case specific coaching that aims to improve the quality of contacts between caseworkers and team members to ensure global assessment that will lead to thoughtful service planning that tracks and adjusts based on the needs of the family.

- **Session 1, 2 and 3 are MANDATORY** for all CPSA, CPSI, SS/FC, JJ and FSS Team Leaders/Lead Investigators, Team Coordinators/Investigative Coordinators. *FPS and Skilled Facilitation Supervisors will attend with SS/FC or other if not able.
- **DRAs, RAs, RIDs and OJJ Directors must attend at least one session in the program areas they supervise.**
- **If you are unable to attend the session for your program area, you may attend a session with another program.**

Registering in Edison

Training Credit: 3.5 hours

- Sign into Edison
- Click the Navigation icon
- **Choose Navigator**
- Choose ELM, then Self-Service, then Learning
- Choose Find Learning
- Type the Course Code into the “Search by keyword” box

Quality Contacts Supervisory Coaching Session 1								
Begin Date	Start Time	End Time	Program	Course Code	Activity Code	Location	Address	City State Zip
7/18/2018	1:00 PM	4:30 PM	CPSA	CHDE2056	CH-UC2056-180718-CPSA	Sparta office	620 B Roosevelt Dr.	Sparta, TN
7/9/2018	1:00 PM	4:30 PM	CPSI	CHDE2056	CH-UC2056-180709-CPSI	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN
6/20/2018	1:00 PM	4:30 PM	SS/FC	CHDE2056	CH-UC2056-180620-SS/FC	Sparta office	620 B Roosevelt Dr.	Sparta, TN
7/16/2018	1:00 PM	4:30 PM	FSS	CHDE2056	CH-UC2056-180716-FSS	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN
7/24/2018	1:00 PM	4:30 PM	JJ	CHDE2056	CH-UC2056-180724-JJ	Sparta office	620 B Roosevelt Dr.	Sparta, TN
Quality Contacts Supervisory Coaching Session 2								
Begin Date	Start Time	End Time	Program	Course Code	Activity Code	Location	Address	City State Zip
8/17/2018	9:00 AM	12:30 PM	CPSA	CHDE2057	CH-UC2057-180802-CPSA	Sparta office	620 B Roosevelt Dr.	Sparta, TN
8/17/2018	9:00 AM	12:30 PM	CPSI	CHDE2057	CH-UC2057-180817-CPSI	Sparta office	620 B Roosevelt Dr.	Sparta, TN
8/16/2018	1:00 PM	4:30 PM	SS/FC	CHDE2057	CH-UC2057-180816-SS/FC	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN
9/4/2018	9:00 AM	12:30 PM	FSS	CHDE2057	CH-UC2057-180807-FSS	Sparta office	620 B Roosevelt Dr.	Sparta, TN
Quality Contacts Supervisory Coaching Session 3								
Begin Date	Start Time	End Time	Program	Course Code	Activity Code	Location	Address	City State Zip
10/3/2018	1:00 PM	4:30 PM	CPSA	CHDE2058	CH-UC2058-181003-CPSA	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN
11/6/2018	1:00 PM	4:30 PM	CPSI	CHDE2058	CH-UC2058-181106-CPSI	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN
10/9/2018	1:00 PM	4:30 PM	SS/FC	CHDE2058	CH-UC2058-181009-SS/FC	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN
11/20/2018	1:00 PM	4:30 PM	FSS	CHDE2058	CH-UC2058-181120-FSS	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN
10/30/2018	1:00 PM	4:30 PM	JJ	CHDE2058	CH-UC2058-181030-JJ	Cookeville DCS Office	600 Hearthwood Court, (large)	Cookeville, TN