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

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<th>Competency Assessment Decision:</th>
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