

Blank Worksheet: The Good-Better-Best Continuum of Service Provision

Think about the services your agency provides in an area of your choice, for example, education, housing, or others. First, outline the local and federal policies or procedures your agency follows for services in this area. Then, consider your own work with youth and that of other caseworkers at your agency—where do the services you provide fall along the Good-Better-Best continuum? In what areas can you take service provision to the next level?

Service need: _____

Federal policies/procedures:

State, county, and agency policies/procedures:

A **Good** level of service provision includes:

- ▶ Satisfying federal requirements
- ▶ Basing service provision on individualized planning
- ▶ Ensuring that service provision takes into account each youth's level of cognitive, social, physical, and emotional development
- ▶ Providing the youth with printed or digital information
- ▶ Meeting regularly with the youth and responding when the youth reaches out for advice or assistance
- ▶ Arranging for the youth to be referred to or signed up for life skills or similar classes
- ▶ Documenting work and services provided and making the youth's official records and documents readily accessible

A **Better** level of service provision includes:

- ▶ Beginning the transition planning process early in a youth's development, around age 13 or 14 (as appropriate)
- ▶ Following up with the young person, monitoring developmental progress, and providing assistance as needed
- ▶ Providing extensive printed and digital information, as well as opportunities to discuss it and ask questions
- ▶ Working with young people to develop their knowledge and skills
- ▶ Using the caseworker's deep understanding of life skills development to help the young person develop the capacity to benefit from the information acquired in life skills or other training classes

- ▶ Building a close relationship with the youth, which will form the foundation for all assessment, planning, and service provision
- ▶ Connecting young people with community partners and resources to help them creatively plan for the future and reach their goals

A **Best** level of service provision includes:

- ▶ Ensuring that service provision is transparent, equitable, and developmentally appropriate
- ▶ Framing available services in a developmentally appropriate way that is easily navigable for young people
- ▶ Ensuring that services provided add real value to the youth's life from the young person's point of view without the need for additional incentives
- ▶ Working with the youth to develop "soft skills" so that concrete skill development occurs in the context of community and peer relationships
- ▶ Evaluating services provided from the youth's perspective and providing many opportunities for youth feedback
- ▶ Framing peer advocacy within the child welfare system as normal healthy behavior, providing opportunities for this advocacy, and modifying programming, when possible, based on youth feedback
- ▶ Creating a culture of problem solving led by young people themselves

What barriers might your agency face in providing the **Best** level of service related to this area for youth? How might these barriers be overcome? In what areas can you take service provision to the next level?

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