

B-roll images of PS and
FC works in field and
office.

Music up full – strong, motivating theme, then under
voices.

MICHELE HEARN-JONES

FC WAYNE CO.

We just wear so many hats as a foster care worker. I mean
you have therapy, where we're not really doing therapy,
but you find yourself doing therapy. You find yourself being
an attorney. You find yourself being a babysitter.

JENNIFER SCZYKUTOWICZ

FC JACKSON CO.

Parenting classes, substance abuse evaluations,
psychological evaluations, counseling. Anywhere from
visit, parenting time with visitation. They may have to work
with like an Early On program or something with the
schools.

ANNA KETCHUM

FC VAN BUREN CO.

A majority of your time is working with parents trying to
figure do the whole assessing, trying to figure out what
needs to be done and helping them reach their goals,
whether it be transportation, doing random drug screens
on them. And so a lot of it is not the children. A lot of it is
with the parents. And that was a huge misconception on
my part. You're not, you don't have the time and part of the
job is not taking these kids out for ice cream, you know, on
a nice sunny afternoon.

JASON COX

PS VAN BUREN CO.

Honestly when I started in Protective Services I had no idea what Protective Services was. Never heard of it before. He told me a little background, it was investigating child abuse and neglect and thought it sounded interesting and figured how much can there be, how bad can it be. Then I started working and found out how much there really is and how it really can be.

LORETTA LOHEISER

PS JACKSON CO.

You've got to be a very honest person, you've got to be extremely thorough and if you don't like thoroughness and if you don't like dealing with bad situations, unhappy situations, sad stories – if you don't like dealing with sad stories, a lot of the time, this isn't the place for you. Because a lot of what we deal with are real sad stories. But what's wonderful about it is that when you can provide some services to a family who really want the help and you see that they've made some progress, not a lot – the progress is very minor, but their attitudes can be changed and how people approach their children can be changed to a certain degree.

LUJUANA WARREN

PS SUPERVISOR JACKSON CO.

You know they talk about variety is the spice of life. PS is variety. Everyday you get a different case. Maybe you don't get one every day but you get a different case. It's not the same neglect. It's not the same abuse. It's not the same dirty house. There are different degrees. So and you have to love spontaneity – that it doesn't upset you.

Doesn't upset you that you have to work an hour over or get in an hour earlier to make yourself available for your customer.

LINDA BLACKMER

PS VAN BUREN CO.

I think I might have been 15 years into the job and I thought I'd at least seen one of everything when probably a month later I saw something I'd never seen before, so there's always something new that you didn't think could happen.

HOST

ON CAMERA

Host outside, walking down street. Older neighborhood. WS

Everyday, staff from Michigan's Family Independence Agency (the Michigan Department of Human Services) work to protect and support children and their families who are involved with the States' child welfare system.

This program was produced to help you gain some understanding of just what's involved with being a member of the Children's Protective Service and Foster Care staff. Like many other children's service agencies across the country, FIA (DHS) has found that turnover of new employees is much higher than it should be because many new hires find the job to be very different than what they expected it to be.

HOST

VOICE OVER

Transition to quick shots of 6 or 8 of the PS and FC

Today, we're going to be meeting some of the staff who

staff we're going to be seeing.

work in Children's Protective Services and Foster Care. We'll hear what challenges they encounter doing these essential jobs and we'll hear what rewards they get serving this important segment of Michigan's population.

HOST

ON CAMERA

Host still outside. MS
Lower third CG: Is This Job for Me?

So as you learn more about these jobs, we'd like you to look into yourself and ask "Is this job of me?" because everyone loses if you accept a job that's not right for you. A job that's a bad fit may cause unnecessary stress and anxiety and side track you from your career goals and cost the State thousands of dollars in wasted training expenses. More importantly, the children and families lose because of a lack of stability in their service plan. To get started, let's get a better understanding of what types of things Protective Services and Foster Care staff do.

ANNA KETCHUM

FC VAN BUREN CO.

Lower third CG:
Anna Ketchum, Foster Care, Van Buren Co.

We see b-roll of Anna working in office, meeting with supervisor, etc.

I don't really consider myself a social worker. I consider myself a case manager for this job and that is what we are. / it's informal counseling, if you will, and coaching, certainly we attempt to hands-on. But I believe in the foster care role, your job is case manager. You assess the families and determine what needs they have. You try to hands-on as much as you can, like for parenting during parenting time – and that's something we're responsible for – when children are removed, parents are it's mandated that they be able to visit their child or children at least once a week.

And so, I'll try to set guidelines / let him or her know what I'm looking for. So that type of hands-on or creating household charts, I call it meat and potatoes of the foster care case / But we also have service providers. We have parenting classes. We have substance abuse classes. We have the mental health piece. But I actually consider us case managers because that's what we do. We assess, we refer the clients out and then we collaborate with the service providers in order to determine what progress has been made and then with that information we make our recommendations to the court.

KERRIE GEORGE

FC VAN BUREN CO.

Lower third CG:

Kerrie George, Foster
Care, Van Buren Co

We see b-roll of Kerrie
working in office, meeting
with clients, etc..

When we get a case from PS, usually the children are in foster care or relative placement, we work with the placement by doing home calls, to make sure that the placement is doing okay. If the foster parents or relatives need like respite care for example, then we make referrals to set that up as a way to help the placement work. As far as the parents go, as far as services, we make referrals, lets say a parent has a substance abuse problem, we make referrals to the health department then they get the one-on-one with the health department to address their needs that way. It's not a direct care per say it's more of a, the case manager makes the referral to the appropriate service and then the parents go to that service and then we check in with the service provider and find out how their progress is doing. Then we report that to court and then after a year's time, we look at a permanency planning goal for the child whether it be adoption, whether it be

return home, whether it be maybe guardianship or long term foster care. Those are all considerations that we take, depending on the parent's progress with their service providers.

JASON COX

PS VAN BUREN CO.

Lower third CG:
Jason Cox, Protective
Services, Van Buren Co.

We see b-roll of Jason
working in office, meeting
with clients, etc..

In protective services we get referrals from outside sources obviously some come from within but most of them are either neighbors, family, or teachers, doctors. We have both mandated reporters by law they have to report or people are around a situation and they want to report. We also take anonymous calls as well which can be very frustrating. / So the complaint comes in and the supervisor makes the decision whether it meets the criteria for investigation and then it is handed to one of the investigators which is where I come in. We got basically 24 hours to begin the investigation and depending on the urgency of the case up to 72 hours to make face to face contact. Most of the cases we handle in our county we try make the 24 hour face to face contact. Then from the referral we actually have 30 days to complete the investigation. At the end of 30 days the decision is made as whether there is evidence to support the allegations that were made or not enough evidence. If there is enough evidence we actually will open the case.

LINDA BLACKMER

PS VAN BUREN CO.

Lower third CG:
Linda Blackmer, Protective

The ongoing worker would monitor the family, refer them to services, monitor the services, provide transportation, maybe to an appointment, counseling from the caseworker

Services, Van Buren Co. themselves, matching them up with the next services, maybe when they've finished one issues. Ongoing work is what I'm doing at this time.

HOST

ON CAMERA

Host outside. Older neighborhood.

So now we know a little bit about what Protective Services and Foster Care staff do. Foster Care staff work as case managers referring children and families to services and reporting their progress to the court. For PS it's investigating reports of abuse and neglect and working with families to refer them to services to help them resolve the issues that brought them into the system.

That's a very high level overview though, let's move on and hear about what types of skills are needed, so you'll have a realistic idea about what goes into doing these important jobs every day.

KELLIE DENNIS

FC JACKSON CO.

Lower third CG:
Kellie Dennis, Foster Care, Jackson Co.

We see b-roll of Kellie working in office, etc..

You have to be able to work well with people, even people who are going to get very angry with you. I really try not to get into an argument, I don't try to go back at them, I just kind of let them vent, I feel it just makes them more angry, / You have to be able to work well with children and understand that a lot of times they're going to be acting out because of the problems they're experiencing – being away from their families. Compassionate – I think you just you do need to feel compassion for these families, even though they may get angry with you, they still have feelings that are resolved – things that have happened in

their past usually too.

MICHELE HEARN-JONES

FC WAYNE CO.

Lower third CG:

Michele Hearn-Jones,
Foster Care, Wayne Co.

We see b-roll of Michele
working in office, etc..

I think my number one skill is I am very open minded. I don't see myself to be bias person even when I do notice that somebody is bias, I don't let other people know, I don't reflect it on them. I still keep an open mind. I think that's like my best skill that I have in regards to this job, because you have so many dynamics. And I always try to see people for where they are at. Where they trying to go? Not what I want them to be or what is ideal for them. So I think that's one of the best skills that I have.

CHRISTINE ANDERZAK

FC WAYNE CO.

Lower third CG:

Christine Anderzak, Foster
Care, Wayne Co.

We see b-roll of Christine
working in office, etc..

You have to be very self-motivated and have to be able to independently, as well as with a team because basically you're kind of a cheerleader for a whole group trying to get the birth parents to what they need and follow through with their services. Make sure the foster parents or the relative have the support that they need for the kids. Checking in with the school and making sure that the kids are going to school and doing what they need and if they have any special education or anything that going on you have to help facilitate and coordinate all of that. So you getting all of these pieces together and checking back with everybody so you can report to court.

JENNIFER SCZYKUTOWICZ

FC JACKSON CO.

Lower third CG:

Definitely need to be organized. There is a lot of policy

Jennifer Sczykutowicz,
Foster Care, Jackson Co.

We see b-roll of Jennifer
working in office, meeting
with clients, etc..

requirements, paperwork, all of that. Month-to-month basis, that I think you really needs to be organized and stay on top of it. Multi-tasking, I think is very important to be able to you know to sit down and remember what you need to do per case, whether it is for court, whether it's for one-on-one with individuals.

MARY LOU MAHONEY

PS SUPERVISOR WAYNE CO.

Lower third CG:

Mary Lou Mahoney, Social
Service Supervisor,
Wayne Co.

The ability to move from one task to another task. The organizational skills, organization is very important. The ability to do multi-task. A lot of time the worker is going to be on the phone and typing out a report at the same time. Organization and multi-tasking is a big part of this.

KATHY MILLER

SUPERVISOR VAN BUREN CO.

Lower third CG:

Kathy Miller, Social
Service Supervisor, Van
Buren Co.

We see b-roll of Kathy
working in with her staff in
office, etc.

One you have to be structured enough with your time and with yourself to be able to accomplish everything you have to in one day or in one week. You have to be structured enough to know what those things are and how you're going to fit it in your schedule. On the same hand, you can't be so concrete that you can't let that go when an emergency comes up. And I think that gets difficult for some people, but the workers are the ones that make it are the ones that are able to find that balance and not get thrown off when they know what they have to get done, they have a deadline to meet an emergency comes up, they have to deal with the emergency, still come back and meet their deadline without having it have an emotional toll on them. And I think that's a very important aspect. The workers who are grounded enough with themselves and

know themselves well enough and have dealt with whatever issues they may have, know why they are doing this work are able to handle the emotional side of it. And not let it take a personal toll on them.

LINDA BLACKMER

PS VAN BUREN CO.

We see b-roll of Linda working in office, meeting with supervisor, etc.

I think you have to be a good listener and you have to be a good communicator. Sometimes it means reading behind someone else's words but when you're talking back to them it's being very clear. I know whenever I have trained someone for the job, I have always initially encouraged them to knock on someone's door and treat them the way they'd want to be treated if they were knocking on your door. You know, so even though parts of the job require you to be confrontive, I think you can do that in a nice way.

JANICE RIVARD

PS JACKSON CO.

Lower third CG:
Janice Rivard, Protective Services, Jackson Co.

We see b-roll of Janice working in office, meeting with co-workers, etc.

You need to have a sense of humor. If you take everything so serious and so rigid I don't think you will survive. You have to be able to laugh at yourself. You need to be able to manage your time. By that I mean your work load. You need to be able to prioritize things. You need to be able to / handle confrontation. It is a big part of the job. You have to be people proficient. Not just book smart but people smart because a lot of the job when you're out there it's not about books it's about body language, it's about eye contact, it's about tone of voice, all that means keeping yourself safe when you are working with individuals.

TYANA HENDERSON**PS WAYNE CO.**

Lower third CG:
Tyana Henderson,
Protective Services,
Wayne Co.

We see b-roll of Tyana
working in office, meeting
with supervisor, in field,
etc.

You definitely have to be a people person. You have to have patience. You have to have some time management skills. Some organizational skills. To be able to juggle things. I believe if you are a strict, rigid person that everything has to be this, this, this, the job will be very difficult for you. I think that you have to be a flexible person because you could plan your day but when you get in here it can totally be disruptive by something else. So you have to be definitely flexible in this job and a people person. I think this job also requires you, even though the family is in crisis, and you may not like the situation that you see, but you still have to treat that person like a human being. You have to treat that person with respect, regardless.

DEMETRUS STARLING**PS WAYNE CO.**

Lower third CG:
Demetrus Starling,
Protective Services,
Wayne Co.

You definitely need to be organized. There is a lot of things that are thrown at you on a daily basis, that you really need to keep organized. A lot of different people that you have to contact. A lot of different family members, people in the court systems, you know co-workers that you use for resources. You definitely need to keep organized.

JASON COX**PS VAN BUREN CO.**

We see b-roll of Jason
working in office & field,
meeting with supervisor,
etc.

To be a successful PS worker you definitely need to have social skills. I mean, kind of almost above and beyond most people. You really face a lot of difficult situations and you need to almost portray a comfort when you're

speaking with the families. Because I think, especially upon initiating you need to kind of calm the situation because most of them are going to be very emotional. Angry, upset and you need to be able to react to a wide range of responses. Some people don't care at all and some people get quite angry. I think you need to have or a person would need to have problem solving skills, and actually pretty quick ones. There's a lot of times when you have to make on-the-fly responses when you're there. Some that are difficult, you can refer to coworkers or your supervisor, but a lot of times, you're on the scene and something needs to be decided. Especially in an on-call or emergency situation.

HOST

ON CAMERA

Host outside, walking down street. Older neighborhood.

As we just heard, being flexible, organized, open minded, compassionate, patient, having great people and decision making skills, are necessary ingredients for successful foster care and protective services staff.

B-roll: CWI classroom shots. Students at computers, small groups.
Lower third: Child Welfare Institute

Most of these skills or behaviors are part of your personality and are difficult to learn through training. However, it's important to know that the State will provide 8 weeks of training through the Child Welfare Institute before a caseload is assigned to you. After you start the job, you'll receive additional on the job training, as well as support from your coworkers.

But despite the training and other support you receive, jobs like these have to come with some drawbacks, right? Let's move on and hear about some of the challenges of being a protective services or foster care worker.

JANICE RIVARD**PS JACKSON CO.**

We see b-roll of Janice working in office, meeting with supervisor, in field, etc.

I would really emphasis that they really need to think about the stress levels of the job and the realities of the job. Not just the book part of it and not just what your taught through CWI but the real realities that you will be removing peoples children. That's a fact that you will be dealing with people that are going to call you names. That's a fact. You will be dealing with families that won't follow through. You will be dealing with families that don't really care about their children anymore because they have given up on themselves and if you can't handle that and can't let that type of stress go and be able to handle that you won't survive very well in this job. The reality is that our job is to protect children and sometimes it involves not so nice things such as removing them literally from peoples arms or removing them out of the situation where the home is messy and it's really hard not to impose your own standards on individuals but you need to really look at what reality is.

ANNA KETCHUM**FC VAN BUREN CO.**

We see b-roll of Anna working in office, meeting with supervisor, etc.

The amount of paperwork is just literally astronomical. It does get to be difficult. I remember, in fact, when I interviewed they had asked me what happens if you have a report due but you have a home call scheduled. During the interview I said oh people will come first unless it's an emergency it doesn't happen. / But I was so naïve when I first interviewed.

KELLIE DENNIS**FC JACKSON CO.**

We see b-roll of Kellie working in office, meeting with supervisor, etc.

I really think the new workers need to realize that it is a lot of paperwork and you're not going to get that one-on-one time that you probably hoping to save the world and it's just not – you just don't have the opportunity to do that. As much as you would like to be out with the kids all day long and working one-on-one with them, you just don't have that time to do that. It's unfortunate but it's also – you've got deadlines that you have meet and a lot of paperwork. And I really think that – I don't know if people coming in to this profession really realize that sometimes. I know I didn't. I didn't realize there was this much paperwork involved.

JENNIFER SCZYKUTOWICZ**FC JACKSON CO.**

We see b-roll of Jennifer working in office, meeting with supervisor, in field, etc.

I think one of the challenges is that a lot of these parents feel that they're children should have not been removed. And you can work with them for months and months trying to explain. Let's try taking substance abuse for an example. This is a reason kids are removed and its very challenging to I guess see it from where they're coming from and they just don't think it's that bad or it was a one time deal and you know it will never happen again and the court just doesn't really look at it that way. And they need to maintain sobriety and you know we'll have them submit urine analysis screens. You know it's just not one time and if it's clean we move on from there. They really, I think it's a really challenge to work with trying to get them to see the whole picture on what is going on.

LUJUANA WARREN**PS SUPERVISOR JACKSON CO.**

Lower third CG:

LuJuana Warren, Social
Service Supervisor,
Jackson Co.

We see b-roll of LuJuana
working in office, etc.

You have to make decisions and you have to be good at making decisions. Because when you're in that home, you have to make the decision rather to leave that child in that home or get a police assistance, remove that child out of the home. And sometimes work it one way or another when saying to the parents, well this is a difficult situation, maybe we can work together. Is there some place the child can go tonight that will be safe? You try to work with the parents where it's not a difficult situation all the time, but you have to do your job. So you have to sometimes make a decision and you can't get any backup on that. In other words, you can't call a supervisor, you can't get a supervisor.

KATHY MILLER**PS SUPERVISOR VAN BUREN CO.**

We see b-roll of Kathy
working in office, meeting
with staff, etc.

You have to have a good support system at home, you have to know yourself, you have to know what you can deal with, if you can manage to witness the kind of abuse and neglect that kids go through, the sadness in families, the situations that effect generations of people that we deal with and how that's going to personally effect you as a worker and as a person and how you're going to go home then to your family. I think it can effect you in a positive way, and I think it has for many people that we work with. You value your family, you value what you do when you are hopefully making, helping to make a difference for other families. But if you're not grounded in that, if you don't know yourself, if you haven't taken the

time to examine why you are going into this business, I think it could be devastating. I have seen it be devastating.

KERRIE GEORGE

FC VAN BUREN CO.

We see b-roll of Kerrie working in office, meeting with supervisor, in field, etc.

The court can be real frustrating to work with sometimes and attorneys. We testify quite a bit and sometimes attorneys aren't the most pleasant to deal with sometimes, especially if a case goes to termination. You kind of get grilled up on the stand about efforts that you've made with the family. That can be real challenging. Sometimes you make a recommendation to have the kids go home for example and then the court doesn't support that so that can be real frustrating real challenging too to work towards a goal that you had in your mind but the court doesn't support that goal.

HOST

ON CAMERA

Host outside in older neighborhood.

Let's recap some of the challenges we heard about from staff: too much paperwork, frustrating clients who fail to cooperate with their service plan, failure of the courts to back your decisions, making split second decisions, lack of community resources, and having to deal with disturbing situations over and over. These are all things to consider when weighing the pros and cons of taking one of these positions.

In addition to the challenges we just talked about many new staff members are not ready for the emotional toll that comes with seeing children and families in devastating situations.

LORETTA LOHEISER**PS JACKSON CO.**

Lower third CG:

Loretta Loheiser,
Protective Services,
Jackson Co.

We see b-roll of Loretta
working in office, working
in field, etc.

I'll take a break and go in the car and you just sob and you come back and think ok on to the next situation, on to the next case. But we're real people too, and I think that's why, I know that's why I'm in this field because I care about people and I care about children. And you really want things to be better in a family. That's our hope is that you won't ever have to remove these children, that parents will see the light and that they'll be somehow inspired and motivated to make those changes in their lives that will make their families healthier and happier. But there are those times when it's not going to happen and that's the reality.

TYANA HENDERSON**PS WAYNE CO.**

We see b-roll of Tyana
working in office, working
in field, etc.

One case that we had that we went in to see the child. The child had been whooped with an extension cord to the point to where she was bleeding. See couldn't sit. It literally tore me apart that when she left we all broke down and cried. My co-worker, some of the other people that were involved, we just bawled because it was heart wrenching. She was a young girl, a little girl and it was that bad. I think that is the worst I've had to deal with as far as the physical abuse. It can be emotional for you and sometimes you do take it home. That's the worst it's been for me.

JASON COX**PS VAN BUREN CO.**

We see video of Jason on a home call, exterior of trailer, talking with landlord.

Still photo's of "dirty homes" as he describes.

I came from a place where a dirty home would be a little bit of clutter, maybe some laundry laying around and I thought my room was probably filthy when I was growing up. I started in a county where it was somewhat, or I guess urbanesque. / it entailed a moderate sized city / The homes that I walked into were utter filth. There was rotten food, dishes with mold and just like chicken bones lying on the floor with mold growing off of them, animal feces, lots of animal feces on the floor. Cat boxes, litter boxes that hadn't been changed for months or if ever, or if there was one. Bugs, lots of bugs, roaches, spiders, flies, maggots, opening refrigerators and seeing the most disgusting sight of my life and smells that would actually make me, that have made me gag. I've been in homes that, especially homes that are heated very warm in the winter, to go into it and it's about 90 degrees and it just smells like raw sewerage. The smell hits you and it's overwhelming and causes you're gag reflex to go. / I was called out on a home once that they actually condemned as we walked out. Nailed the door shut, but I got there and the, I was with the city manager, animal control and a member of the health department and the first thing they did was hand me a pair of rubber gloves and a can of Vicks. They said you're going to want to put this under your nose, so and even with the overwhelming smell of Vicks under my nose, it was almost more than I could take. There were actually dead animals in this home. Had to climb over clothes, piles of feces and when we got there, there were kids sitting on the couch getting ready to eat, and so I had to stop that, escort them out of the house and after we got it taken care of I took them out to eat. And it just, it was sad that that is

what they were used to living in. And never did I ever think that I would see things like that. Dirt floors, no beds or no linens, a mattress that I wouldn't touch let alone sleep on. And it's very difficult and just when I thought I saw it all, there's another one that will top it. That's one thing that I have definitely found in this job, you've never seen it smelled it or dealt with it all because there's always something else.

HOST

ON CAMERA

Host outside in older neighborhood.

After hearing about the emotional toll and some of the situations you'll be dealing with as a member of the Protective Services and Foster Care staff, you're probably asking, why do these people continue to do this? There are some very special rewards that come along with these jobs.

MICHELE HEARN-JONES

FC WAYNE CO.

We see b-roll of Michele working in office, etc.

You have foster parents. You have relatives. You have parents. You have schools. You have so many people and all of them are looking at you. So its going to be stressful, but it is very rewarding because when you do have a parent that is willing to work and your willing to help them and they get their kids back and they have benefited from the services, then yes, you do pat yourself on the back, like yes, I helped them. I had this from the beginning and now this kids go home and this case is closed. We're not terminating rights and all that kind of stuff. So yes it is some rewards to it. And I think that's what keeps me

going. It is a lot of rewards.

ANNA KETCHUM

FC VAN BUREN CO.

We see b-roll of Anna working in office, etc.

It's the self-gratification. You will get the thank yous from your clients but just seeing the difference. And even if the cases don't work out you see that the children can be placed and can be and can have an adoptive home. You know, look to the future and they can be safe. You've got to look for it. You know, it 's not something that's going to jump right in front of you. You've got to look for those self-gratification's.

TYANA HENDERSON

PS WAYNE CO.

We see b-roll of Tyana working in office, working in field, etc.

Prime example today. I had a wonderful morning. What we did was file a guardianship for a child to remain in the home with a non-relative. I felt strongly after conducting my investigation that this was the best place for this child because of what the child had previously went through and that this child was emotionally bond to this woman. It worked out that she got the guardianship. That was extremely rewarding. I was just so happy and the child was happy. Those are the type of thing that makes you feel good. When you that you really helped out a family. No matter how big or small it is that is just rewarding. That is the best part.

LORETTA LOHEISER

PS JACKSON CO.

We see b-roll of Loretta

I absolutely love working in the Child Welfare field. I love

working in office, working in field, etc.

helping people that have problems. I actually, I love children, I like helping parents work through problems with their kids. There has to be a real commitment and a real passion for the job. I've always been the kind of person who has been extremely compassionate to people in need, to vulnerable people. And I think part of that arises out of the home environment that I was raised in.

DEMETRUS STARLING

PS WAYNE CO.

We see b-roll of Demetrus working in office, working in field, etc.

When you a client call you, let's say 3 months later saying, Mr. Starling, thank you for helping me get into these parenting classes, for helping me getting into the substance abuse classes, for helping me keep my family together. That's rewarding, that's the rewarding part of the job. When you first encounter a family and you see that they are at their lowest point and you are able to help them bring them back up and keep the family together and make sure the kids are back in school and the kids are getting good grades and you know they are healthy and the parents have kicked the drug habits, whatever. And then you know you get these different phone calls, letters and things like that. You know you have accomplished your job, that's the rewarding part of this job.

CANDACE COBURN

PS JACKSON CO.

Lower third CG:
Candace Coburn,
Protective Services,
Jackson Co.

I find a lot of rewards even if they are subtle. If I see any success whatsoever or if the reward I get personally is being able to at least state to the people that the choices that they can make in order to improve. I try to empower them as the people that are going to make the changes

We see b-roll of Candace working in office, etc.

not me telling them what to do. It's rewarding to see that they are at least willing to try. Lot of people you would imagine might not want a stranger sitting in their room, you have to change this or that but if you do it in a way that empowers them then you will see more results and I love that because their really doing it for themselves not for me / or anybody else./ That's a reward for all of us.

HOST

ON CAMERA

Host outside in older neighborhood.

The satisfaction someone receives from doing a job vary with the person, their job, and where they are in their career. All the employees we've met here today have something in common: they truly want to help provide protection, safety and stability for Michigan's children and families. Are these the types of jobs that can motivate you? That's for you to decide.

Remember, high turnover among new hires is disruptive to the positive outcomes we all seek for these children and their families. I urge you to give careful thought to the pro's and con's of these jobs before accepting one.

Whatever your decision, we'd like to thank you for your interest in a career with the State of Michigan. Now, let's hear a few final thoughts from some of Michigan's child welfare staff.

CHRISTINE ANDERZAK

FC WAYNE CO.

We see b-roll of all the PS and FC staff we've met during this program.

The best piece of advice is to remember that it's a difficult job, it can be thankless at times, and you have to want to be there to do it. You are going to working with a lot of

Similar to opening.

difficult people. Pretty much everybody likes to hear how well of a job they are doing. With caseloads getting higher that doesn't always happen. You don't hear the appreciation often and if you have to hear "Oh, you're doing a good job" every time you do something you're going to get disappointed.

LUJUANA WARREN

PS SUPERVISOR JACKSON CO.

Being eager to learn, being eager to help and being eager to put that time in and if your not, PS is not for you. Because it is one of those kind of jobs that's very flexible but then some days you have to work late, some you might want to come in early.

KATHY MILLER

PS SUPERVISOR VAN BUREN CO.

Know yourself and know what you are doing. This job is seriously too important to take it as a well I'll see if I like it kind of job. People's lives depend on it and we're given an incredible experience to be so intimately involved with other people and I'm afraid that can be taken for granted and it shouldn't be the kind of job where you want to see if maybe it's for you. You better be sure this is what you want to do because it will take a toll on you and you will be involved in taking a toll on other people's lives.

LINDA BLACKMER

PS VAN BUREN CO.

In some ways it's like police work because you're solving

mysteries. I've had a family pull a comb out of the trash that they threw away because one kid hit another kid with it and they suspected that that's where the marks were from and I held the comb to the child's scalp and sure enough it was curved and the teeth of the comb were the exact same width apart as the marks on the child's head. So, you know, kind of solving a mystery.

TYANA HENDERSON

PS WAYNE CO.

It's not a cake job by no means. It's an emotional job. It's a stressful job. You need patience, definitely, you need patience. It so if you don't have those things I think you are going to be constantly beating your head up against the wall try to fight the system.

KERRIE GEORGE

FC VAN BUREN CO.

I would tell that they would be in court a lot, that they would be, have that they would be doing a lot of paperwork. I'd be telling them that they would have a lot of involvement with families, that it can be very stressful. Very, very stressful job because you are trying to balance and you're trying to prioritize and sometimes you just, there are some days where you just don't know what to do first. That's a very realistic view of foster care and trying to balance everything out. There's a lot of times when we work extra hours because it just can't get done in an 8 hour day and you have foster parents that work during the day and you have kids that are in school during the day, so you might have to be expected to work sometimes after 5:00 at night it's not like it's an 8 to 5 job you can

sometimes work later that that.

JASON COX

PS VAN BUREN CO.

Be prepared for what they may see. It is very difficult. A lot more difficult than I thought it would be. It is highly stressful, highly emotional. I have found myself on several occasions especially after dealing with a child death. Breaking down and actually questioning myself as what did I do, what could I have done differently. I would say be prepared for what challenges you will face because there diffidently are challenges. I could say you get more experienced over time but I wouldn't say it gets easier because like I said it is ever changing and you know it is some the work load the situation we are in now the economy goes down the work load goes up and so does the difficulty of the challenges we face. Services go away. The resources we have go away and the work does not. Be prepared.

DEMETRUS STARLING

PS WAYNE CO.

I like my job, I really do. I would say that if your not a strong willed person, you will probably will have a little bit more problems with it. If you don't have a strong stomach you might have a little bit more problems with it. But if you enjoy working in the community, you enjoy working with families, if you're a people person, if you enjoy the whole Human Services field, I would say yes, go for it, definitely go for it.

CANDACE COBURN**PS JACKSON CO.**

I just love it. I love dealing with people. It's a job that allows you have some flexibility, you get out, you don't have to do the same thing day in and day out. It's something new everyday even though you may be doing the same work or the same type of investigation there is always something new to it and so it's not boring to me and that's what I like.

LORETTA LOHEISER**PS JACKSON CO.**

I think that it is an absolutely incredible learning experience, you will never be the same again. I think I have learned so much in this job. I've learned a lot about myself as a person. I think I have grown emotionally, I think intellectually I've grown a lot through my experiences on the job. But I find that if you do not have a commitment, if your not mature enough, maturity is another thing too, you have to got to be willing to just give everything up during your 8 – 5 and really focus on being a helper to people. If you don't have the kind of personality where you really like helping people work through problems, you're probably not going to last in this job.

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