Ohio | Department of Job and Family Services

Administrative Toolkit
New Supervisor & Caseworker Onboarding Training

Office of Families & Children

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PCSA New Caseworker and Supervisor Onboarding Curriculum

Background

Public Children Service Agencies (PCSAs), the Public Children Services Association of Ohio (PCSAO), and one of the Children Services Transformation (CST) recommendations identified the need for a consistent, statewide onboarding program for new caseworkers and supervisors. To meet this need, the Office of Families & Children (OFC) worked with Accenture to create an online, on-demand platform and onboarding curriculum for new PCSA caseworkers and supervisors. This information included herein is also available on the Ohio Department of Jobs and Family Service's OFC [Children Services Training and Development website](#).

Purpose

The onboarding training will not replace the requirement for caseworkers and supervisors to attend Core curriculum, and counties will not be required to implement the onboarding training; however, it is an available resource to supplement each PCSA's training process.

PCSA Onboarding provides the user with a high-level overview of foundational concepts and requirements through a virtual platform which includes interactive quizzes and assessments.

Caseworker Onboarding	
Outline of Content	**Learning Goals**
Children Services Overview	
- Job purpose overview - ODJFS & OFC - Child abuse and neglect (CA/N) - Trauma - Typical flow of a case - Worker safety fundamentals - Confidentiality and ethics - Practice is key	- State the purpose of the Ohio children services system - State the importance of confidentiality and ethics in relation to children services - Be able to access and navigate knowledge base articles, practice profiles and child welfare related administrative codes - Recognize that implicit biases impact their work
Diversity, Equity, Inclusion, and Implicit Bias	
Diversity, equity, inclusion, and implicit bias	- Understand the impact of diversity, equity, and inclusion (DEI) in children services - Understand implicit bias and how these biases can impact the decision-making process
Screening	
- Receiving referrals - Intakes in SACWIS - Screening decision making process	- Describe the intake process - Explain how to receive a referral and properly categorize a report - Explain how to review referrals and identify child abuse and neglect (CA/N), dependency reports, family in need of services (FINS) reports and Information and/or Referral - Identify guidelines and principles to screen in and screen out referrals

Assessment and Investigation	
- Introduction to assessments/investigations - Assessing safety vs. risk - Home visits engaging children and families	- Learn strategies to engage children and families during an assessment - Understand the OAC requirements for completing an assessment/investigation - Recognize the CAPMIS model for assessing safety vs. risk - Understand the purpose of the safety assessment and family assessment - Have links to knowledge base articles
Search, Engagement, and Documentation	
- Introduction to family search and engagement - Engagement with families - Documentation and its importance	- Describe guiding principles and strategies for family search and engagement - Use various engagement strategies during home visits and contact with the family - Understand how to engage the family throughout the life of the case - Understand the importance of documentation
Safety Planning	
- Safety planning - Voluntary safety plans - Legally authorized out-of-home safety plan	- Understand the importance of a safety plan - Understand the ideas and concepts behind a safety plan - Have knowledge of the court filings and interventions available that help ensure the safety of children
Open and Ongoing Cases	
- Types of open cases - Developing a family case plan or prevention services plan - Ongoing assessments - Case reviews - Permanency planning	- Identify the types of ongoing cases - Describe the considerations and guidelines for developing a family case plan - Understand the goals related to permanency - Understand the process for case reviews and semiannual administrative reviews (SARs) - Explain the need for ongoing assessments, as well as ongoing contact with the family
Case Transfer Meetings	
- Case transfer overview - Current worker, newly assigned worker, and case transfers - Ensuring Quality case transfers - Transfer meetings	- Describe transfer meetings and their purpose - Describe how county procedure could impact a case transfer - State reasons why teamwork is essential for caseworkers
Time Management and Organizational Skills	
- Time management - Task prioritization	- Explain the importance of having organizational skills to manage time - Describe the benefits of using a personal time tracking log - List several best practices for time management

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Supervisor Onboarding	
Outline of Content	**Learning Goals**
Fundamentals of Supervision	
▪ Introduction to supervision ▪ Diversity, equity, inclusion ▪ Professional development ▪ Safety hazards ▪ Conducting effective meetings ▪ Time management and workflows	▪ Using leadership and coaching skills to support and develop caseworkers ▪ Building relationships with caseworkers ▪ Setting clear expectations for caseworkers ▪ Promoting supportive supervision ▪ Creating workflows and timelines ▪ Running valuable meetings ▪ Utilizing data and other information to review employee's performance
Diversity, Equity, Inclusion, and Implicit Bias	
▪ Diversity, equity, inclusion, and implicit bias	▪ Understand the impact of diversity, equity, and inclusion (DEI) in children services ▪ Understand implicit bias and how these biases can impact the decision-making process
Overview of Duties in SACWIS	
▪ Welcome to SACWIS ▪ Screening decisions and case linking ▪ Case assignment ▪ Processing work items ▪ Case conference notes ▪ Safety hazard documentation ▪ Generating reports	▪ Understand screen flows in SACWIS ▪ Conduct supervisor level activities in SACWIS ▪ Reflect on the importance of the actions made in SACWIS ▪ Provide an enhanced level of support to caseworkers
Overview of ODJFS Reviews	
▪ Child and Family Services Review (CFSR) ▪ Child Protection Oversight and Evaluation (CPOE) ▪ Ohio Accelerated Safety Analysis Program (ASAP) ▪ Administrative and child fatality reviews	▪ Understand the CFSR process ▪ Understand the requirements and steps for completing CPOE ▪ Understand the Ohio ASAP process ▪ Understand the child fatality review process
Ohio Administrative Code	
▪ How to navigate OAC ▪ Rule process	▪ Access and navigate relevant OAC rules online ▪ State where to provide input during the rule process ▪ Sign up for updates on new rules and changes to existing rules
Children Services Legislation	
▪ Federal, state and county relationships ▪ Federal legislation ▪ Federal reporting ▪ State legislation overview	▪ Identify, access, and understand key federal legislation and its role in children services ▪ Identify, access, and understand state legislation and its role in children services ▪ Utilize reporting programs and understand the importance of data entry into SACWIS ▪ Describe how federal legislation influences state law and county expectations

# Submitting a Digital JFS 7078 Access Request

Introduction

In order to be provisioned access to the New Caseworker and Supervisor Onboarding curriculum, supervisors must submit a digital JFS 7078 on behalf of their staff.

Process Steps

Step	Digital 7078 Process
1	**Sign into Your Account**

Access the My Ohio website where you will be prompted to enter your OHID username and password.
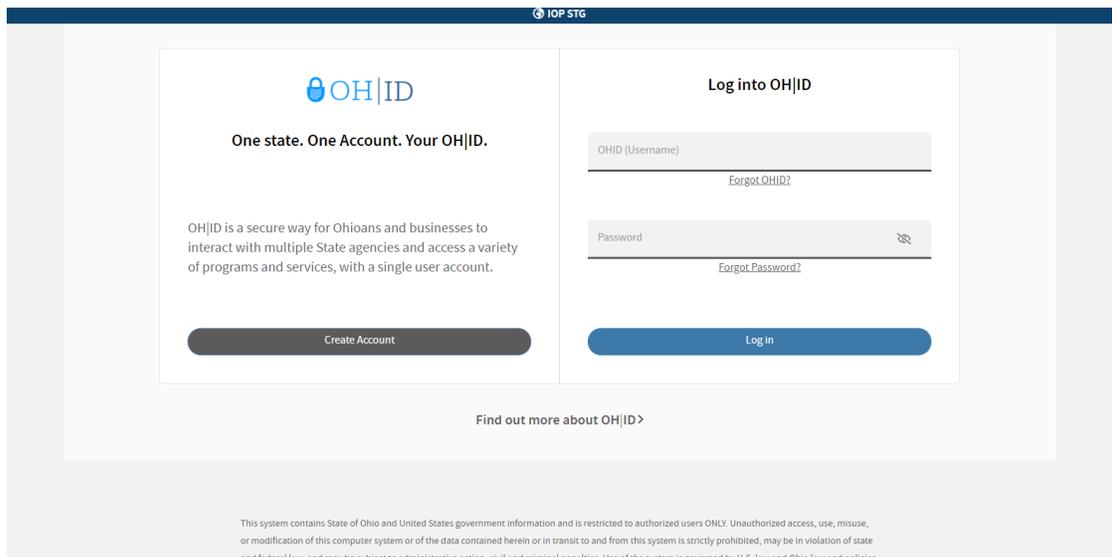
After accessing the My Ohio website you can launch your "OHID Apps'. Under the ODJFS Digital 7078 tile, click the "Open App" button to launch the 7078 request form.
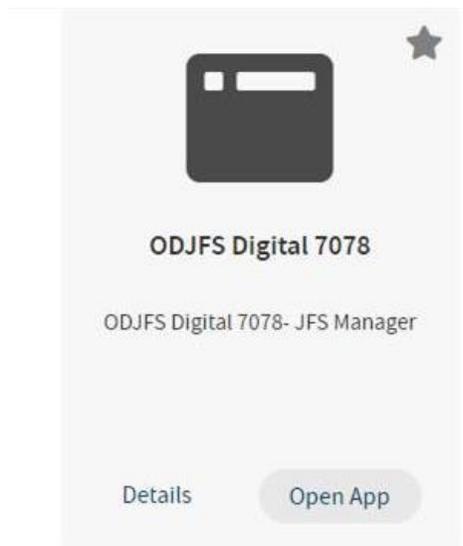
2	Submit a Digital 7078 Request

Review the information listed to confirm you are submitting a request on behalf of the correct staff member. In the **"Add Business Roles"** section, you will add **Onboarding Training – PCSA New Worker Onboarding Training** to request access for a new caseworker or **Onboarding Training – PCSA New Supervisor Onboarding Training** to request access for a new supervisor.

JFS Role Matrix-State   JFS Role Matrix-County

Program Office *

ODJFS - Office of Families and Children (OFC) | ×

Request for

Employee type: State Employee

Agency Name: JFS

First Name: John

Last Name: Doe

Email: John.Doe@jfs.ohio.gov

OH|ID: 12345678

RACF ID:

JFS ID: 12345678

Supervisor Full Name: Jane Doe

Supervisor OH|ID: 87654321

County: Franklin

County Agency:

Manager Email: Jane.Doe@jfs.ohio.gov

Manager Agency: JFS

Manager Phone:

Assigned Business Roles

EIDMX_JFS_S - OFC - Executive   EIDM_APP_JFS_S - OFC - SACWIS - Helpdesk   EIDM_APP_JFS_S - OFC - SACWIS   EIDMX_JFS_S - JFS-VPN-OFC-SA   EIDMX_JFS_S - OIS - Tableau Viewer

EIDMX_JFS_S - OIS - RPX RecoveryPlanner Listed Role

Add Business Roles

**If business role is not applicable, please select 'Other Applications' and provide details in additional request details.

In the "Additional request details" field, you will enter N/A. Once you are ready to submit, click the checkbox certifying you confirmed the employee's eligibility to receive access then click the **Submit** button.

Additional request details (fill NA for no details) *

N/A

Other Applications

Instructions
After submission of the digital 7078, please submit any concerns to SACWIS_ACCESS@jfs.ohio.gov.

☐ Supervisor/Sponsor affirms that the employee above has been confirmed eligible to have the requested access with all required background checks successfully completed *

Submit

In this view you will note that the "Add Business Roles" box, once clicked on, will populate a list of available role options. Here you will select either:

EIDMX_JFS_C - OFC - PCSA New Worker Onboarding Training

or

EIDMX_JFS_C - OFC - PCSA New Supervisor Onboarding Training

These can be added to your agency Onboarding 7078 for new staff

Digital 7078

● Access Request ○ Access Revoke

JFS Role Matrix-State   JFS Role Matrix-County

Program Office *

| ODJFS - Office of Families and Children (OFC) ✕ | |

Request for

| ▼ |

Employee type	**Agency Name**	**First Name**	**Last Name**
State Employee	JFS	Chelsey	Billman

Email	**OH|ID**	**RACF ID**	**JFS ID**
Chelsey.Billman2@jfs.ohio.gov	10201312		10201312

Supervisor Full Name	**Supervisor OH|ID**	**County**	**County Agency**
Tina Krueger	10199610	Franklin	

Manager Email	**Manager Agency**	**Manager Phone**
Tina.Krueger@jfs.ohio.gov	JFS	

Assigned Business Roles

EIDMX_JFS_S - JFS-VPN-OFC	EIDMX_JFS_S - OIS - Tableau Viewer	EIDMX_JFS_S - OFC - SACWIS State	EIDM_APP_JFS_S - OFC - SACWIS	EIDMX_JFS_S - OFC - AVEnueS VR Support Specialist

Add Business Roles

| |

EIDMX_JFS_S - OFC - Administrative Assistant
Assigned to provide administrative support to bureaus. Permits access to Filenet and HPALM Suite • FILENET-CC-SUPERVISOR • FILENET-RM-CRD-ADMF • FileNet-RM-CRD-COS • FILENET-RM-CRD-OFAMOPS • FILENET-RM-CRD-OFAMPOL • FILENET-RM-CRD-PIC • FILENET-RM-USR • HPALMSUITE • Sacwis-Enable • SACWIS • SACWIS ROM

EIDMX_JFS_S - OFC - Adult Protective Services Supervisor
Assigned to the Adult Protective Services policy and program team. Requires access to ODAPS. • ODAPS • Sacwis-Enable • SACWIS • SACWIS ROM

EIDMX_JFS_S - OFC - Adult Protective Services Worker
Assigned to the Policy Developer and Business Analyst subject matter experts (SMEs) with Adult Protective Services. Access to ODAPS. • ODAPS • Sacwis-Enable • SACWIS • SACWIS ROM

EIDMX_JFS_S - OFC - Application Support Supervisor
Assigned to the supervisor of SMEs of the Intake, Case, Court, Adoption and Provider SACWIS modules. Permits access to BIC, HPALM Suite and SACWIS • BIC-SACWIS-AUDIT • BIC-SACWIS-MANAGER • BIC-SACWIS-USER • HPALMSUITE • Sacwis-Enable • SACWIS • SACWIS ROM

EIDMX_JFS_S - OFC - Application Support Worker
Assigned to subject matter experts of the Intake, Case, Court, Adoption and Provider Modules of SACWIS. Permits access to BIC, HPALM Suite and SACWIS • BIC-SACWIS-USER • FILENET-OFC-

After submission of the digital 7078, please submit any concerns to SACWIS_ACCESS@jfs.ohio.gov.

☐ Supervisor/Sponsor affirms that the employee above has been confirmed eligible to have the requested access with all required background

Submit

Welcome Communications

Introduction

The following template introduces the training to the new caseworkers and supervisors. The PCSA points of contact would send this once the 7078 is approved.

Onboarding Training Message

Welcome to the team! (New caseworker)

Congratulations on becoming a supervisor! (New supervisor)

We are grateful to have you on board. Over the next <insert time frame (ex. 2 weeks)> you will have access to the New Caseworker and Supervisor Onboarding curriculum to train you for your new role. This training will assist you in learning how to perform critical functions in your role.

Navigate to the <insert name of JFS innerweb> and click the PCSA Onboarding tile where the training is located: <insert link>.

Once you have finished an e-learning module, complete the related assessment. Connect with your supervisor to review the results and evaluate your learning progress.

Please refer to the following resources for additional support:

- Account Set-Up Job Aid (Please reference PCSA Onboarding User Toolkit)
- Assessments Job Aid (Please reference PCSA Onboarding User Toolkit)
- Acronym List

If you have any questions, please don't hesitate to reach out to <insert point of contact>.

Thank you,

<insert signature>

Certificate of Attendance

Introduction

The following template located on the Children Services Training & Development website can be used to document training completion with corresponding hours of training completed for the New PCSA Caseworker and Supervisor onboarding curriculum. To be able to select the dropdown options listed in the template, please be sure you have accessed the document using Adobe. Download the document and select "Open With" and select Adobe.
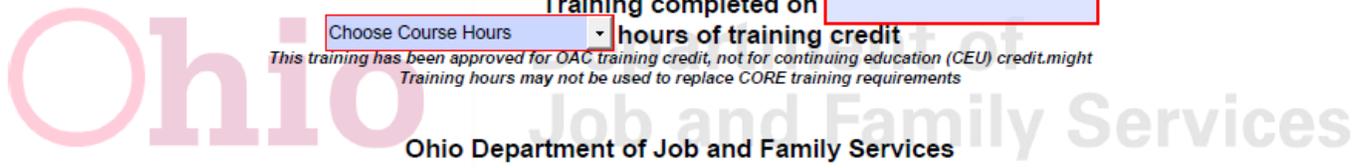
Overview of Template

Certificate of Attendance

Presented to

for attending

Name of Course Completed ▾

Training completed on

Choose Course Hours ▾ **hours of training credit**

This training has been approved for OAC training credit, not for continuing education (CEU) credit.might
Training hours may not be used to replace CORE training requirements

Ohio Department of Job and Family Services

PCSA Supervisor Signature
Supervisor attests that the above
Trainee has successfully completed all
Sections and assessments in the assigned module

PCSA Director/Designee Signature

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PCSA Onboarding FAQs

Introduction
The following is a list of FAQs for the PCSA Onboarding curriculum.

Frequently Asked Questions

1	**Can I start a module today and finish it another day?**
	Yes, you can revisit the module if you don't complete it all at once.

2	**What is the timeframe to complete the onboarding curriculum?**
	Timeframes may differ per county. Consult with your supervisor to understand the timeframe for completing the training. End users will have access to the Onboarding curriculum for a minimum of 90 days.

3	**If I fail an assessment, can I retake it?**
	Yes, you will have three attempts to complete the assessments.

4	**How do I know if a learning board has been completed?**
	Learning boards that are in progress will display the status of In Progress. A learning board will display the status of Complete when it has been finished.

5	**Am I required to complete each learning board and assessment?**
	Connect with your supervisor to understand the expectations for completing the PCSA Onboarding curriculum.

6	**What should I do after I have completed the training and assessments?**
	This may vary by county. Consult with your supervisor for next steps once you complete this training.

7	**Who can I contact if I have login issue or issues with new user setup?**
	All questions regarding PCSA Onboarding login issues or new user setup should be directed to SACWIS_Access@jfs.ohio.gov. If users have issues with the system, please send an email to the OFC Automated Systems Help Desk at SACWIS_Help_Desk@jfs.ohio.gov which is staffed Monday-Friday from 8am-5pm with the exception of State Holidays.

8	**Can I post questions or comments on the discussion boards within the modules?**
	These discussion boards are not being monitored or responded to by training or agency staff. Please refrain from posting any questions or comments here. We encourage you to work with your supervisor to answer any questions you may have. Any comments posted will be actively removed to avoid confusion.