

# Appendix

1–6

## IMPEDIMENTS / ENHANCEMENTS

### SUPERVISORS

Majority of staff is new – requires more time of supervisors  
Staff doesn't understand liability factors  
Status of caseload impacts supervisor's role greatly  
Consider implementing system for assigning transferred cases  
Additional training on correspondence for caseworkers  
Home assessment possibly delegated to qualified staff  
Contracting out urine screenings  
Explore alternatives for supervised visits (outside LSW's)  
Explore allowing overtime for catch up and clean up  
Explore possibility of a second shift (3-11)  
Explore possibility of flexing time (four 10 hour days)  
Space restraints  
Additional staff  
    -1 for home assessment  
    -adoption caseworker  
Data entry in FACSIS (forms are incomplete or incorrect)  
More staff to reduce supervisors case loads  
Identified training program  
Increase longevity  
Quality USW's  
Teen unit  
    -orders off the bench  
    -prevention, assessing, referring, counseling, intervention  
Juvenile court liaison  
Education on courts, schools, partners  
Court involvement, other than abuse and neglect, by non-supervisors  
More accurately define:  
    FSA – homemaking, transporting  
    USW – quasi case work  
Push TOPS for those employees with Ass. Degrees to develop into caseworkers  
More foster families in county

## IMMEDIATE

### **Foster Care & Adoption**

Offer services for Independent Living cases through the age of 20  
Phone calls delegated to other staff  
Urine screens contracted out  
Overtime without compensation  
New employees have unrealistic expectations  
Need better screening of new employees  
Paperwork is overwhelming  
Laptops ✓  
Dictation system - *Heather O'Keefe*  
Filing system standardized  
Overtime opportunities  
More focused reunification training  
Loosen flextime  
Employee wellness  
Back-up receptionist  
Supervised visits  
Meetings  
Eliminate some transports

### **Intake**

Automation of forms – FileMaker  
Form letter for referral denials  
Hire staff for blocking and copying  
Paperwork backlog  
Laptops

### **Ongoing Unit**

File structure and lack of organization  
Automation of forms  
Overtime compensated  
Need training on all paperwork

### **Family Support & Reception**

Centralized transportation for adults  
Option of four 10 hr. workdays  
Need more options for visitation  
Laptops  
Clean up project for files (organization and location)  
Communication breakdown on canceled visits and transports

Compensated for OT  
High volume of unnecessary e-mails  
Smoking outside WORKNET door – children allergic to smoke  
FOB and windows at departmental doors  
Loosen flextime

### **Screeners & Unit Support Workers**

CRIS-E access  
CRIS-E training for entire staff

### **Supervisors**

Individual staff supervision  
Consistency in unit meetings  
Screening protocols (Supervisor caseloads)  
Urine screens (contract out)  
Typing for Intake (contract out)  
OT for clean up \*MEO  
Clerical team  
Data entry for SIS  
Track core training on JFSi \* Lisa

## INTERMEDIATE

### **Foster Care & Adoption**

Foster parent per Diem not competitive  
Need more local placement options  
Attachment therapy prior to finalization  
Add second shift staff (2-10, 4-12)  
Identify staff members who want on-call rotation  
Liability issues with tenured staff helping newer staff  
Need coaching and mentoring  
FileMaker tickler system  
Cases transferred from intake (with case files) more quickly  
Ongoing training  
    Computer software  
    Domestic violence  
    Court testimony  
EOM paperwork

### **Intake**

Option of four 10 hr. work days / Flex time 10 Dots (5 green, 3 red, 2 yellow)  
x Student interns  
Senior caseworkers for mentoring  
Caseworker assistants

### **Ongoing Unit**

More space needed for supervised visits  
Transports done by Community Services  
Hire staff for blocking and copying  
USW workers spread too thin – Hire CMA's  
Build job descriptions and follow through – QA measures and evaluates  
Inconsistency and fluctuation of rules  
Inconsistencies regarding processes and paperwork  
New hires need training and mentoring before given a caseload

### **Family Support & Reception**

One FT person for files and discoveries  
Homemaking is essential, needs offered again  
Dictation  
Coaching and mentoring for new hires  
New breathalyzer  
Foster parent per Diem

## **Screeners & Unit Support Workers**

Data entry worker  
Clerical support unit  
Floaters

### **Supervisors**

Case transfer review  
JF Si correspondence training program  
Supervised visits  
Identify training issues  
Teen unit  
Juvenile liaison

## LONG TERM

### **Foster Care & Adoption**

Consider group homes for older children (>13) upon caseworker recommendation  
Interaction between departments and units  
More caseworkers and support staff to intake and ongoing units  
Homemakers aligned to caseworkers  
Homemakers work more closely with parent educator

### **Intake**

### **Ongoing Unit**

#### Court

- Unnecessary appearances
- Duplication of work
- Time wasted while waiting

Division of Intake and Ongoing (members were split on this)

### **Family Support & Reception**

Use of Interns

### **Supervisors**

Home assessments  
(Contract out for kinship, transports and a homemaker)  
Second shift  
Flex schedules 4 – 10 hr days  
Space restraints  
More foster families

## WORKFLOWS

Assessing, placing, screening

Cases

Assignment

Closing / QA function

Life of case

Preparing for caseworker

Transfer process

Child support flow

Christmas

Copy forms and maintain log

Courtesy Interviews

Court system

Criminal case investigation

Data entry

Emergency placements

EOM – report of activity; not a time study.....This is the goal.

FACSYS

Review

Access

Files

Lice treatments

Mail

Review and distribute mail

Mandated reporter letter

Med card procedure

On-call

Supervisor

Second shift

Paperwork

Phone call study

Phone calls returned

Plan of cooperation with law enforcement agencies

Psych. Evals – no notice / babysitting

Referrals

Release of Information - Obtain, follow up

SAR's

School interviews

Social summaries – quick approval

Staffing

Transport

Complete cab reports

Dedicated person for transport communication

Vehicle Maintenance

Urine screens