



OFFICE OF FAMILIES AND CHILDREN
Families and Children Letter FCL #021

TO: Directors, Public Children Services Agencies

FROM: Jeffery Van Deusen, Deputy Director
Office of Families and Children

DATE: February 3, 2022

SUBJECT: Public Children Services Agency (PCSA) New Caseworker and Supervisor
Onboarding Curriculum and Platform

Background

It is important that new Public Children Service Agency (PCSA) supervisors and caseworkers are provided with the appropriate tools and training to be prepared for working with children and families. Therefore, recommendations were received from PCSAs, the Public Children Services Association of Ohio (PCSAO), and the Children Services Transformation Advisory Council to establish a consistent statewide onboarding training program for new supervisors and caseworkers. As a result of these recommendations, the Office of Families & Children (OFC) worked with Accenture to create an online, on-demand platform and onboarding curriculum for new PCSA supervisors and caseworkers. The onboarding training will not replace the requirement for supervisors and caseworkers to attend Core training, and counties will not be required to implement the onboarding training; however, it will be an available resource to supplement each PCSA's training process.

The curriculum is self-paced and is meant to be taken by new caseworkers and supervisors to increase their foundational understanding of children services work. Each PCSA will also be permitted to have one additional staff member access the onboarding curriculum and platform for training purposes.

For caseworkers, there are approximately 10 hours of content and 1.5 hours of assessments in the following modules:

- Children services overview
- Diversity, equity, inclusion, and implicit bias
- Screening
- Assessment and investigations
- Search, engagement, and documentation
- Safety planning
- Case transfer meetings
- Open and ongoing cases

- Time management and organizational skills

For supervisors, there are approximately 4 hours of content and 30 minutes of assessments, in the following modules:

- Fundamentals of supervision
- Diversity, equity, inclusion, and implicit bias
- Overview of duties in SACWIS
- Overview of ODJFS reviews
- Ohio Administrative Code
- Children services legislation

Access to the caseworker and supervisor training curriculum and platform will be provisioned through the digital 7078 process. A PCSA may submit a digital 7078 for any new caseworker or a casework supervisor hired or promoted within 90 days of the date of submission. A PCSA may also submit a digital 7078 for one staff member for the purpose of training and reviewing content. The roles for the digital 7078 are as follows:

- Onboarding Training – PCSA New Worker Onboarding Training
 - This role provides access to the new caseworker curriculum
- Onboarding Training – PCSA New Supervisor Onboarding Training
 - This role provides access to the new supervisor and caseworker curriculums

Note, when submitting the digital 7078 for training staff, choose the supervisor role. Once the digital 7078 is submitted and approved, the staff will receive an email notification from *noreply.futuretalent@accenture.com* that they have been granted access to the platform. Staff can then access the platform through the MyOhio website by going to “OHID Apps” and clicking on the “Open App” button, and then on the “PCSA Onboarding” tile. Staff will be able to utilize the platform for a minimum of 90 days from the date access is granted.

Caseworkers and supervisors who have pre-registered will receive an email from *noreply.futuretalent@accenture.com* with instructions on how to access the platform.

Resources and Attachments

Please refer to the attached PCSA Onboarding User and Administrative Toolkits for detailed instructions on accessing and navigating the platform as well as how to print a certificate of completion for each learning path. An outline of content and learning goals for both the caseworker and supervisor curriculum can be found in the attachments:

- Attachment FCL #021 A entitled PCSA Administrative Toolkit
- Attachment FCL #021 B entitled PCSA Onboarding User Toolkit

Contact

Please contact Tina Krueger at Tina.Krueger@jfs.ohio.gov if you have questions or would like additional information about the PCSA Onboarding platform and/or curriculum. 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.