

# User 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
<b>Children Services Overview</b>	
<ul style="list-style-type: none"> <li>▪ Job purpose overview</li> <li>▪ ODJFS &amp; OFC</li> <li>▪ Child abuse and neglect (CA/N)</li> <li>▪ Trauma</li> <li>▪ Typical flow of a case</li> <li>▪ Worker safety fundamentals</li> <li>▪ Confidentiality and ethics</li> <li>▪ Practice is key</li> </ul>	<ul style="list-style-type: none"> <li>▪ State the purpose of the Ohio children services system</li> <li>▪ State the importance of confidentiality and ethics in relation to children services</li> <li>▪ Be able to access and navigate knowledge base articles, practice profiles and child welfare related administrative codes</li> <li>▪ Recognize that implicit biases impact their work</li> </ul>
<b>Diversity, Equity, Inclusion, and Implicit Bias</b>	
<ul style="list-style-type: none"> <li>▪ Diversity, equity, inclusion, and implicit bias</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the impact of diversity, equity, and inclusion (DEI) in children services</li> <li>▪ Understand implicit bias and how these biases can impact the decision-making process</li> </ul>
<b>Screening</b>	
<ul style="list-style-type: none"> <li>▪ Receiving referrals</li> <li>▪ Intakes in SACWIS</li> <li>▪ Screening decision making process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Describe the intake process</li> <li>▪ Explain how to receive a referral and properly categorize a report</li> <li>▪ 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</li> <li>▪ Identify guidelines and principles to screen in and screen out referrals</li> </ul>

Assessment and Investigation	
<ul style="list-style-type: none"> <li>▪ Introduction to assessments/investigations</li> <li>▪ Assessing safety vs. risk</li> <li>▪ Home visits engaging children and families</li> </ul>	<ul style="list-style-type: none"> <li>▪ Learn strategies to engage children and families during an assessment</li> <li>▪ Understand the OAC requirements for completing an assessment/investigation</li> <li>▪ Recognize the CAPMIS model for assessing safety vs. risk</li> <li>▪ Understand the purpose of the safety assessment and family assessment</li> <li>▪ Have links to knowledge base articles</li> </ul>
Search, Engagement, and Documentation	
<ul style="list-style-type: none"> <li>▪ Introduction to family search and engagement</li> <li>▪ Engagement with families</li> <li>▪ Documentation and its importance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Describe guiding principles and strategies for family search and engagement</li> <li>▪ Use various engagement strategies during home visits and contact with the family</li> <li>▪ Understand how to engage the family throughout the life of the case</li> <li>▪ Understand the importance of documentation</li> </ul>
Safety Planning	
<ul style="list-style-type: none"> <li>▪ Safety planning</li> <li>▪ Voluntary safety plans</li> <li>▪ Legally authorized out-of-home safety plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the importance of a safety plan</li> <li>▪ Understand the ideas and concepts behind a safety plan</li> <li>▪ Have knowledge of the court filings and interventions available that help ensure the safety of children</li> </ul>
Open and Ongoing Cases	
<ul style="list-style-type: none"> <li>▪ Types of open cases</li> <li>▪ Developing a family case plan or prevention services plan</li> <li>▪ Ongoing assessments</li> <li>▪ Case reviews</li> <li>▪ Permanency planning</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify the types of ongoing cases</li> <li>▪ Describe the considerations and guidelines for developing a family case plan</li> <li>▪ Understand the goals related to permanency</li> <li>▪ Understand the process for case reviews and semiannual administrative reviews (SARs)</li> <li>▪ Explain the need for ongoing assessments, as well as ongoing contact with the family</li> </ul>
Case Transfer Meetings	
<ul style="list-style-type: none"> <li>▪ Case transfer overview</li> <li>▪ Current worker, newly assigned worker, and case transfers</li> <li>▪ Ensuring Quality case transfers</li> <li>▪ Transfer meetings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Describe transfer meetings and their purpose</li> <li>▪ Describe how county procedure could impact a case transfer</li> <li>▪ State reasons why teamwork is essential for caseworkers</li> </ul>
Time Management and Organizational Skills	
<ul style="list-style-type: none"> <li>▪ Time management</li> <li>▪ Task prioritization</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explain the importance of having organizational skills to manage time</li> <li>▪ Describe the benefits of using a personal time tracking log</li> <li>▪ List several best practices for time management</li> </ul>

<b>Supervisor Onboarding</b>	
<b>Outline of Content</b>	<b>Learning Goals</b>
<b>Fundamentals of Supervision</b>	
<ul style="list-style-type: none"> <li>▪ Introduction to supervision</li> <li>▪ Diversity, equity, inclusion</li> <li>▪ Professional development</li> <li>▪ Safety hazards</li> <li>▪ Conducting effective meetings</li> <li>▪ Time management and workflows</li> </ul>	<ul style="list-style-type: none"> <li>▪ Using leadership and coaching skills to support and develop caseworkers</li> <li>▪ Building relationships with caseworkers</li> <li>▪ Setting clear expectations for caseworkers</li> <li>▪ Promoting supportive supervision</li> <li>▪ Creating workflows and timelines</li> <li>▪ Running valuable meetings</li> <li>▪ Utilizing data and other information to review employee’s performance</li> </ul>
<b>Diversity, Equity, Inclusion, and Implicit Bias</b>	
<ul style="list-style-type: none"> <li>▪ Diversity, equity, inclusion, and implicit bias</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the impact of diversity, equity, and inclusion (DEI) in children services</li> <li>▪ Understand implicit bias and how these biases can impact the decision-making process</li> </ul>
<b>Overview of Duties in SACWIS</b>	
<ul style="list-style-type: none"> <li>▪ Welcome to SACWIS</li> <li>▪ Screening decisions and case linking</li> <li>▪ Case assignment</li> <li>▪ Processing work items</li> <li>▪ Case conference notes</li> <li>▪ Safety hazard documentation</li> <li>▪ Generating reports</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand screen flows in SACWIS</li> <li>▪ Conduct supervisor level activities in SACWIS</li> <li>▪ Reflect on the importance of the actions made in SACWIS</li> <li>▪ Provide an enhanced level of support to caseworkers</li> </ul>
<b>Overview of ODJFS Reviews</b>	
<ul style="list-style-type: none"> <li>▪ Child and Family Services Review (CFSR)</li> <li>▪ Child Protection Oversight and Evaluation (CPOE)</li> <li>▪ Ohio Accelerated Safety Analysis Program (ASAP)</li> <li>▪ Administrative and child fatality reviews</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understand the CFSR process</li> <li>▪ Understand the requirements and steps for completing CPOE</li> <li>▪ Understand the Ohio ASAP process</li> <li>▪ Understand the child fatality review process</li> </ul>
<b>Ohio Administrative Code</b>	
<ul style="list-style-type: none"> <li>▪ How to navigate OAC</li> <li>▪ Rule process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Access and navigate relevant OAC rules online</li> <li>▪ State where to provide input during the rule process</li> <li>▪ Sign up for updates on new rules and changes to existing rules</li> </ul>
<b>Children Services Legislation</b>	
<ul style="list-style-type: none"> <li>▪ Federal, state and county relationships</li> <li>▪ Federal legislation</li> <li>▪ Federal reporting</li> <li>▪ State legislation overview</li> </ul>	<ul style="list-style-type: none"> <li>▪ Identify, access, and understand key federal legislation and its role in children services</li> <li>▪ Identify, access, and understand state legislation and its role in children services</li> <li>▪ Utilize reporting programs and understand the importance of data entry into SACWIS</li> <li>▪ Describe how federal legislation influences state law and county expectations</li> </ul>

# Onboarding Introduction Job Aid

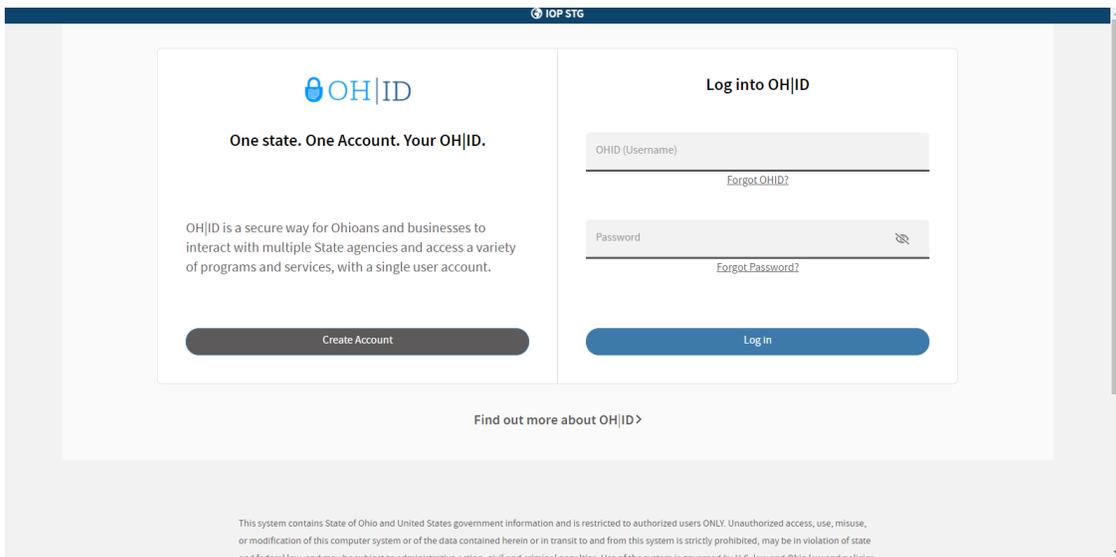
## Introduction

This job aid provides a walk through on how to access the platform, navigate the learning material, and view your profile.

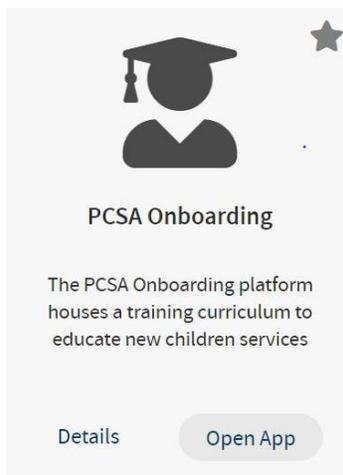
## Platform Overview

Step	Platform Introduction
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 PCSA Onboarding tile, click the “Open App” button to launch the learning platform.



2

Start Learning Path

Once on the home screen, you will see your assigned learning path (Caseworker Onboarding or Supervisor Onboarding). Click **Start** on your learning path to begin.



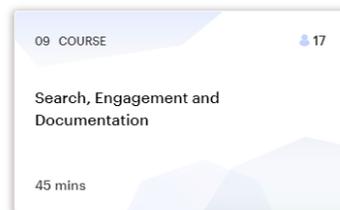
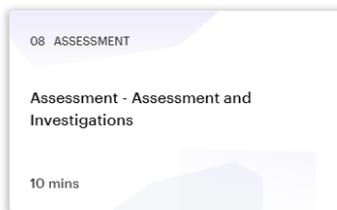
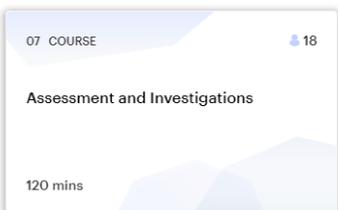
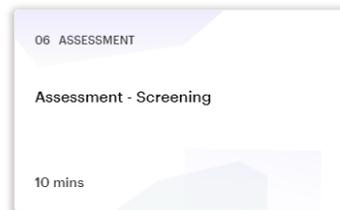
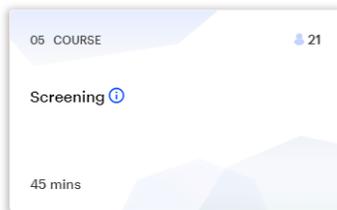
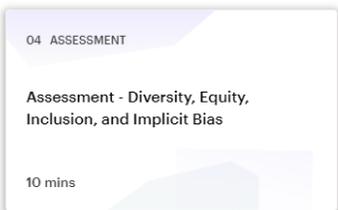
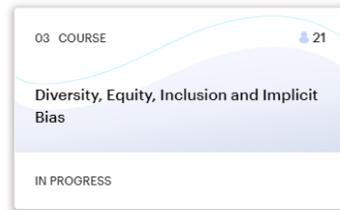
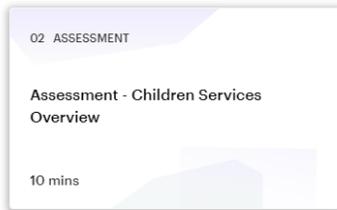
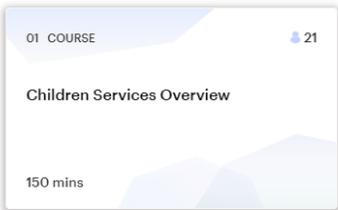
3

Start a Module

Find the module you would like to start and click it to begin learning.

**Caseworker Onboarding**

This training is designed to provide new Children Services Caseworkers with an overview of the Child Welfare program. Additionally, new caseworkers will be introduced to Diversity, Equity and Inclusion concepts and the impact it may have on daily work.

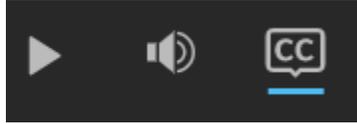


4

**Navigating Modules**

At the bottom of each module, you will see control options.

On the left, there are options to play/pause, adjust the volume, and turn on closed captions. The play button can also be used to repeat the audio on a slide.



On the right, there are options to move backwards or forwards in the module.



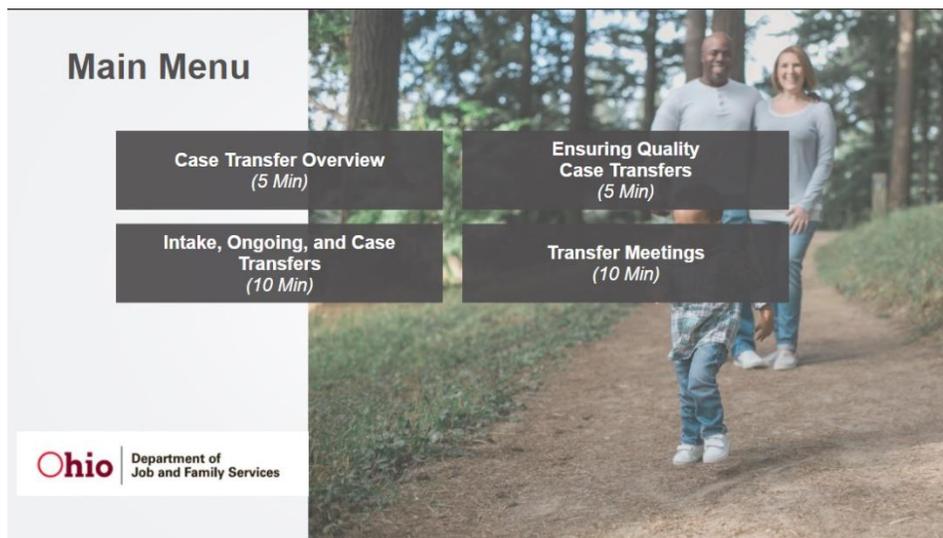
At any time during or after completing a module, you can return to the homepage by clicking the Ohio Department of Job and Family Services logo on the top left of the screen.



5

**Main Menu**

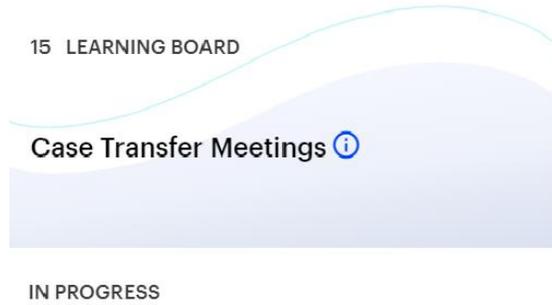
In each module, you can also click on certain objects to navigate or display more information. For example, on the main menu screen you can click each box to go to specific sections. It is recommended you start with the topic located at the top left of the main menu before continuing on to other topics.



6

Module Progress

If you start a module and revisit it later, the module will be listed as “In Progress” when viewing your learning path.



Once you have completed a module, it will be marked as completed.

11 LEARNING BOARD

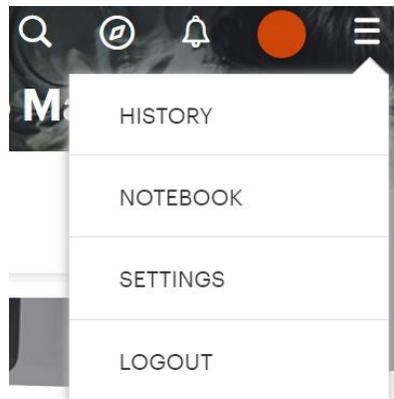
Safety Planning ⓘ

✓ COMPLETED

7

Settings Page

To access your account setting, click the three horizontal lines on the top right of the screen. Then from the dropdown, click settings.



In the settings page you can control E-mail notification preferences, set reminders, and change your time zone.

## Settings

### E-mail notification preferences

My learning accomplishments

My learning in progress

New mention in Discussion Board

### REMINDERS

SET REMINDER

### Password settings

CHANGE YOUR PASSWORD

### Language settings

USA - English

### Time zone settings

(UTC -6) Central Time (US & C)

8

## Profile Page

To the left of settings drop down, you will see a circle containing your initials.



Click that circle to navigate to your profile page.

### Profile



Your Name

11  
Hours

Learning completed

### Skills acquired



Hey, you're really close to acquiring a new skill.  
Let's continue your learning journey!

### Roles eligible



Hang in there!

You are not eligible for new roles at the moment.  
Go ahead and complete your Learning Paths to become eligible soon.

### Badges (3/3)



First Step



Topper



Go-getter

From this page, you can upload a profile picture, view your badges, and see the time spent learning.

# Onboarding Assessments Job Aid

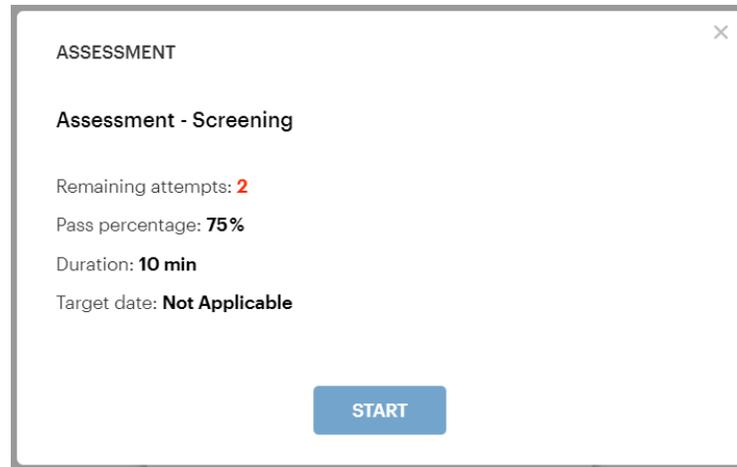
## Introduction

You have the opportunity to assess your learning upon completing a learning board. This job aid gives a walkthrough of how to access and review results of the onboarding assessments.

## Onboarding Assessment Process

Step	The Assessment Process
1	<b>Complete the Learning Module</b>
	<p>The first step is to complete the learning board. You will see a status of <b>Completed</b> once you are finished.</p> <div data-bbox="537 562 1110 911" data-label="Image"> <p>A screenshot of a learning board interface. At the top, it says '05 LEARNING BOARD'. Below that, the word 'Screening' is displayed. At the bottom, there is a green checkmark icon followed by the word 'COMPLETED' in green capital letters.</p> </div>
2	<b>Open the Assessment</b>
	<p>After you have completed the learning module, click the associated assessment to begin the assessment.</p> <div data-bbox="531 1100 1105 1451" data-label="Image"> <p>A screenshot of an assessment card. At the top, it says '06 ASSESSMENT'. Below that, the text 'Assessment - Screening' is displayed. At the bottom, it shows '10 mins'.</p> </div>

A pop-up window will display. You will have three attempts to take the assessment. Click the **Start** button.



### 3 Read and Answer the Questions

Each assessment contains several questions, consisting of True/False and Multiple Choice formats. It is important to fully read each question and select the correct response.

After selecting a response, click the **Next** button to proceed. If you want to revisit a question during the assessment, click the **Previous** button.



**Note:** While answering the questions, if you choose to exit the assessment by clicking the grey X button, a message will pop up to confirm you want to submit the assessment.

If you select **No**, you will return to the assessment to continue answering questions. If you select **Yes**, the assessment will be submitted, and any unanswered questions will count against your score.



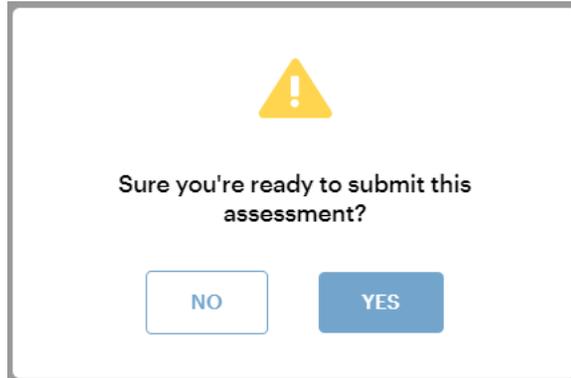
Sure you want to submit this assessment?



4

Submit the Assessment

Continue forward until you have answered all the questions and click the **Submit** button. On the pop-up window, click the **Yes** button when you are ready to submit the assessment.

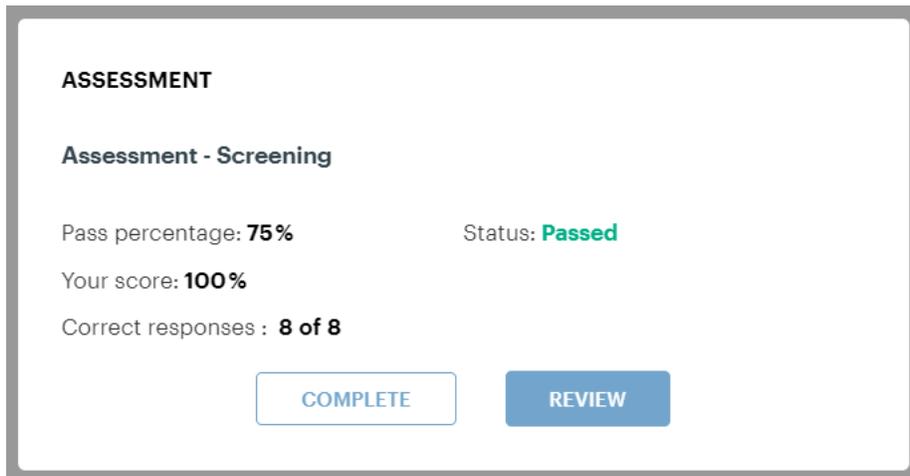


5

View the Results

Upon submission, a pop-up window will display your score, number of correct responses, and the status of the assessment.

Click the **Review** button to review the assessment questions, along with explanations of the correct answers.



If you have not achieved a passing score, remember you are allowed two additional attempts. Click **Complete** and consider reviewing the learning board prior to retaking the assessment.

**ASSESSMENT**

**Assessment - Search, Engagement and Documentation**

Pass percentage: **80%**

Status: **Failed**

Your score: **20%**

Correct responses : **1 of 5**

COMPLETE

When you are ready for your next attempt, select the assessment and click the **Retake** button.

ASSESSMENT



**Assessment - Search, Engagement and Documentation**

Remaining attempts: **1**

Pass percentage: **80%**

Last attempt score: **20%**

Duration: **10 min**

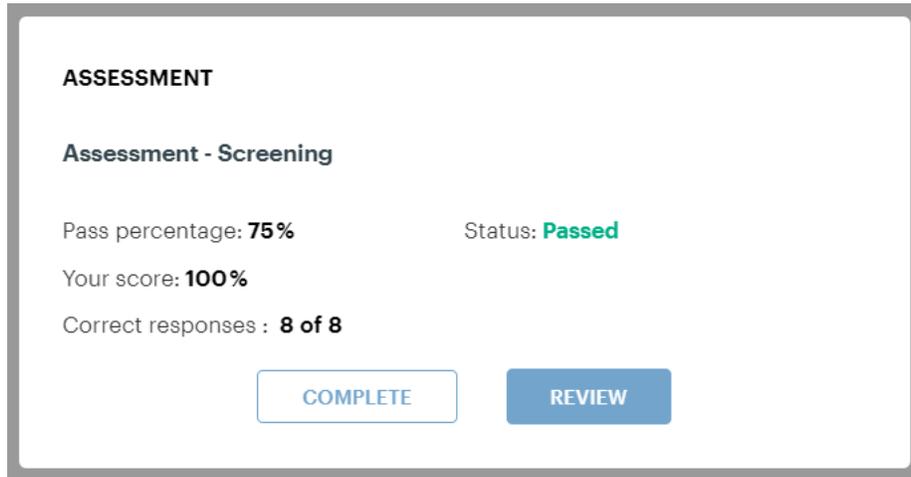
Target date: **Not Applicable**

RETAKE

ⓘ This is your final attempt. You'll do great!

Take time to review the explanations of the correct answers to understand the assessment results. Although processes can vary from county to county, consider connecting with your supervisor to review your assessment results. This is a great opportunity to receive coaching from your supervisor to discuss questions for further clarification and review essential topics.

You can access the results by clicking the **Review** button to review the assessment questions, along with explanations of the correct answers.



**ASSESSMENT**

**Assessment - Screening**

Pass percentage: **75%**                      Status: **Passed**

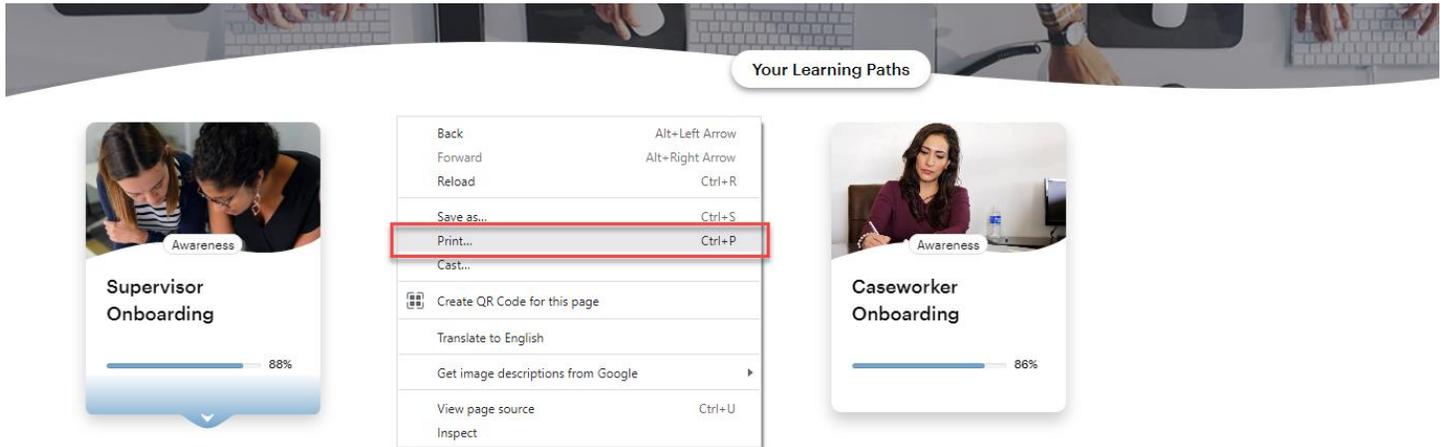
Your score: **100%**

Correct responses : **8 of 8**

[COMPLETE](#)      [REVIEW](#)

## 7 Documenting Progress and/or Completion

You can capture the progress of your training by right clicking on the homepage where your Learning Path progress is displayed and clicking the **“Print”** option in the menu.



### Supervisor Onboarding

This training is designed to provide new Children Services Supervisors with an overview of fundamental supervisory skills and processes.

01 COURSE 13

Fundamentals of Supervision

COMPLETED

02 ASSESSMENT

Assessment - Fundamentals of Supervision

COMPLETED

03 COURSE 13

Diversity, Equity, Inclusion and Implicit Bias:

COMPLETED

A new window will display which will capture the completion percentage of the overall learning path, status of each course and status of each assessment. Select **“Save as PDF”** to save a copy to your computer which can be attached as an email to your supervisor if needed.

The screenshot shows a web interface for 'PCSA ONBOARDING' with a print dialog open on the right. The main content area displays 'Your Learning Paths' with two items: 'Supervisor Onboarding' (88% completion) and 'Caseworker Onboarding' (86% completion). Below this, there is a section for 'Supervisor Onboarding' with a thumbs up icon and a description: 'This training is designed to provide new Children Services Supervisors with an overview of fundamental supervisory skills and processes.' A course card for '01 COURSE Fundamentals of Supervision' is shown with a 'COMPLETED' status and 13 likes. The print dialog on the right includes settings for 'Print' (2 sheets of paper), 'Destination' (HPE1BFD7 (HP OfficeJet 6960)), 'Pages' (Save as PDF), 'Copies' (1), 'Layout' (Portrait), and 'Color' (Color). A 'Print' button is visible at the bottom right of the dialog.

**Note:** The screen may display differently depending on what browser is being used. It is recommended that you print in Portrait layout for the clearest display.

# PCSA Onboarding FAQs

## Introduction

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

## Frequently Asked Questions

<b>1</b>	<b>Can I start a module today and finish it another day?</b>
Yes, you can revisit the module if you don't complete it all at once.	
<b>2</b>	<b>What is the timeframe to complete the onboarding curriculum?</b>
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.	
<b>3</b>	<b>If I fail an assessment, can I retake it?</b>
Yes, you will have three attempts to complete the assessments.	
<b>4</b>	<b>How do I know if a learning board has been completed?</b>
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.	
<b>5</b>	<b>Am I required to complete each learning board and assessment?</b>
Connect with your supervisor to understand the expectations for completing the PCSA Onboarding curriculum.	
<b>6</b>	<b>What should I do after I have completed the training and assessments?</b>
This may vary by county. Consult with your supervisor for next steps once you complete this training.	
<b>7</b>	<b>Who can I contact if I have login issue or issues with new user setup?</b>
All questions regarding PCSA Onboarding login issues or new user setup should be directed to <a href="mailto:SACWIS_Access@jfs.ohio.gov">SACWIS_Access@jfs.ohio.gov</a> . If users have issues with the system, please send an email to the OFC Automated Systems Help Desk at <a href="mailto:SACWIS_Help_Desk@jfs.ohio.gov">SACWIS_Help_Desk@jfs.ohio.gov</a> which is staffed Monday-Friday from 8am-5pm with the exception of State Holidays.	
<b>8</b>	<b>Can I post questions or comments on the discussion boards within the modules?</b>
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.	