

# SOCIAL SERVICE ASSISTANT ON-RAMP

Completed before and after SSA CORE. All shadowing must be complete before assigning visitations.

	1. Communicate Expectations and Review Policy & Procedure	2. Provide practical overview	3. Shadow	4. Clinical supervision	5. Conduct with support	6. Observation and feedback	
	Experienced Staff* > New Staff	Experienced Staff > New Staff	New Staff > Peer SSA	Experienced Staff > New Staff	New Staff, Supervisor	New Staff, Supervisor	
SUPERVISITS	<b>Communicate visitation expectations to caregiver, the child, and / or biological family members before visits</b>  Shadow X 1 Conduct with Support X 1	Experienced Staff articulates the role in communicating visitation expectations to children and families engaged with DHS/CW. New staff reviews Procedure Manual Chapter 5 - Services to Children, Section 26, Family Visitation.	Experienced Staff will provide an overview of best practice in communicating visitation guidelines to families and substitute caregivers.	New Staff will observe a SSA communicating visitation expectations to a family.	Experienced Staff will review the observed visit with the New Staff and provide the opportunity for questions, as well as explain any pertinent occurrences. Confirm new staff's understanding of visitation guidelines.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor observes New Staff explain Visitation Guidelines to a family and/or caregiver to determine if they need additional support or retraining.
	<b>Transport children from substitute care placement to the visitation site</b>  Shadow X 2 Conduct with Support X 1	Experienced Staff articulates responsibilities in providing safe transportation for children engaged with DHS. New staff reviews DAS Policy on State Vehicles, Passengers, and Driving while conducting state business.	Experienced Staff will provide local branch protocol on transportation, including vehicle usage, car seats, and emergencies.	New Staff will observe a SSA providing transportation for children to a visit.	Experienced Staff will review the transport and provide the New Staff the opportunity to ask questions. Confirm the new staff's understanding of their role.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor observes New Staff conduct transportation to determine if they need additional support or retraining.
	<b>Implement the individual visitation agreement by meeting with the case worker, client and caregiver</b>  Shadow X 1 Conduct with Support X 1	Experienced Staff describes role in partnering with case workers to deliver visitation agreement and guidelines. New staff reviews Procedure Manual Chapter 5 - Services to Children, Section 26, Family Visitation, OR-KIDS Training: Visitation & Contact Plan, and Local Protocol for visitation.	Experienced Staff will provide an overview on the implementation of a visitation and contact plan established by case worker and supervisor	New Staff will observe a SSA coordinating and implementing a visitation and contact plan developed by a caseworker and supervisor.	Experienced Staff will review the communication of the visitation and contact plan with the New Staff and provide the opportunity for questions. Confirm the new staff's understanding of their role.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor observes New Staff coordinate and implement visitation to determine if they need additional support or retraining.
	<b>Supervise Visitation between parents and children in the custody of DHS / CW</b>  Shadow X 2 Conduct with Support X 1	Experienced Staff articulates role in ensuring the safety of children during visits. New staff reviews Procedure Manual Chapter 3, Section 17 (Assessment: Visitation) and Chapter 5, Section 26 (Services to Children: Family Visitation and Contact).	Experienced Staff will describe local branch protocol on coordinating, supervising, and reporting visitation activities.	New Staff observes a SSA Supervising visits.	When possible, provide detailed explanations to each step conducted during visitation. Confirm the New Staff's understanding of family visitation and contact. Check in regarding any potential traumatic events that occurred.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor observes New Staff Supervise Visitation to determine if they need additional support or retraining.

\*"Experienced Staff" is defined as a Supervisor, or in some cases, a SSS1 / SSA identified by a Supervisor.

# SOCIAL SERVICE ASSISTANT ON-RAMP

Completed before and after SSA CORE. All shadowing must be complete before assigning case aide duties.

	1. Communicate Expectations and Review Policy & Procedure	2. Provide practical overview	3. Shadow	4. Clinical supervision	5. Conduct with support	6. Observation and feedback	
	Experienced Staff* > New Staff	Experienced Staff > New Staff	New Staff > Peer SSA	Experienced Staff > New Staff	New Staff, Supervisor	New Staff, Supervisor	
S S S 1 S	<b>Gather Case Information from providers, clients, family members, schools, etc.</b>  Shadow X 2 Conduct with Support X 1	New staff reviews policy, procedure, and protocol surrounding the collection and documentation of clients, family members, and providers engaged with DHS. Reference Child Welfare Procedure Manual prior to conducting any activity that could be restricted to 'Caseworker'.	Experienced Staff will provide an overview on supporting caseworkers, collecting information, and documenting it in ORKIDS	New Staff will observe a SSA collecting case information from providers, clients, family members, schools, etc.	Experienced Staff will review collected information and explain the importance of accurate documentation of case information. Confirm the New Staff's understanding of their role.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor observes New Staff collect and document case information to determine if they need additional support or retraining.
	<b>Escort Children to Medical, Dental, Mental Health, or other appointments</b>  Shadow X 2 Conduct with Support X 2	Experienced Staff articulates role in assuring the safety and wellbeing of children while escorting them to necessary appointments. New staff reviews Procedure Manual Chapter 5 - Services to Children	Experienced Staff will provide an overview on considerations for escorting children to wellbeing appointments	New Staff will observe a SSA escorting a child to a medical, dental, mental health, or other provider appointment.	Experienced Staff will review the recent escort and explain the importance of understanding different requirements for different providers. Confirm the New Staff's understanding of their role.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor observes New Staff escorting children to a health and wellbeing appointment to determine if they need additional support or retraining.
	<b>Prepare notes for court testimony</b>  Shadow X 2 Conduct with Support X 1	New staff reviews policy, procedure, and statute surrounding testimony on behalf of DHS/CW, including Procedure Manual Chapter 9 - Working with the Courts and External Partners.	Experienced Staff will provide an overview on situations that would require an SSA to testify in court.	New Staff will review court testimony notes.	Confirm the New Staff's understanding of court and testifying under oath.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor reviews chronology developed by SSA to determine if they need additional support or retraining.
	<b>Conduct Monthly Face to Face Contact</b>  Shadow X 2 Conduct with Support X 1	Experienced Staff articulates role in ensuring children in the care, custody, guardianship and wardship of DHS are placed in safe, healthy, inclusive environments. New staff reviews Procedure Manual Chapter 4 - Managing Child Safety In and Out of Home.	Experienced Staff will provide an overview on monthly face to face contact, including specification of SSAs role in supporting caseworkers through conducting face to face contacts.	New Staff will observe a SSA conducting Face to Face contacts.	Experienced Staff will review Face to Face contact and discuss the importance of ensuring safety of children in-home and in substitute care. Confirm the New Staff's understanding of their role.	Must be conducted at least once with the support of a Supervisor before conducting solo.	Supervisor observes New Staff conducting face to face contacts to determine if they need additional support or retraining.

\*"Experienced Staff" is defined as a Supervisor, or in some cases, a SSS1 / SSA identified by a Supervisor.

# SOCIAL SERVICE SPECIALIST 1 ON-RAMP CHECKLIST

Completed before and after Essential Elements. All shadowing must be complete before the first case assignment.

	1. Communicate Expectations & Provide Practical Overview	2. Review Policy & Procedure	3. Shadow	4. Clinical Supervision	Case Assignment*	5. Conduct with Support**	6. Observation and Feedback
	Supervisor or MAPS > New Staff	New Staff	New Staff	Supervisor or MAPS > New Staff		New Staff, MAPS and/or Supervisor	New Staff, Supervisor
<b>Supervised visit and documentation of a casenote</b>  Shadow x 2 Conduct with Support X 1	Communicate learning expectations to new worker while describing procedure and local branch protocol on visitation and visit documentation.	Procedure Manual Chapter 3, Section 17 (Assessment: Visitation) and Chapter 5, Section 26 (Services to Children: Family Visitation and Contact)	Observe SSA, Parents, Children, Foster Parents, and other involved parties, developing questions about visitation. Observe watch how the casenote is documented in ORKids.	Check on learning to determine new workers understanding of family visitation and contact. Check in regarding any potential traumatic events that occurred.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will observe new worker supervising a visit to determine if they need additional support or retraining.
<b>Build Case Chronology (Group Activity):</b> MAPS facilitate a group with a live case. Suggested: an open CPS assessment with multiple previous reports or an open permanency case.  Group Activity X 1 Conduct with Support X 1	Communicate learning expectations to new worker while providing overview around purpose and intent of building a case chronology and timeline and how proactive is impacted.	Review documentation related to building a chronology and timeline of a case.	In a group setting of no more than 10 SSS1, a MAPS will facilitate the dive into case history and help develop the case chronology with staff. After the chronology, MAPS will review with staff: identifying patterns and discussing observations and the importance of a comprehensive review of a case.	Check in with worker around observations and take always during chronology building activity. Provide opportunity for worker to ask questions.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will review new staff's chronology or timeline to determine if additional support or retraining is necessary.
<b>Home Visits</b>  Shadow X 2 Conduct with Support X 1	Communicate learning expectations to new worker and describe purpose of home visits and need to confirm a safe environment at every visit.	Review most recent case plan or home study and applicable sections of Procedure Manual: Chapter 4, Section 9.	Observe home visit. After home visit contacts are made, new worker and will watch how the information is documented in ORKids.	Debrief activity with new worker and discuss observations. Check in around any potential traumatic events.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will observe and support new worker conducting a home visit and determine if additional support or retraining is necessary.
<b>CPS Assessment</b>  Shadow X 2 Conduct with Support X 1	Communicate training expectation to new worker and describe assessment process.	Review screening report, history and applicable sections of Procedure Manual: Chapter 3.	Observe assessment contacts and interviews. After contacts are made, the new worker will watch how the information is documented into ORKids.	Debrief assessment with new worker and discuss observations. Check in around any potential traumatic events.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will observe new worker conducting CPS assessment and determine if additional support or retraining is necessary.
<b>Group Supervision</b>  Shadow (Observe) X 2 Conduct with Support X 1	Communicate purpose and expectation of group supervision while discussing learning objectives. Review case documentation related to group supervision.	Review documentation related to group supervision.	Observe group supervision, asking questions as necessary.	Check in with worker around observations and take always. Provide opportunity for worker to ask questions.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will support new worker throughout the process of submitting a case for Group Supervision and determine if they have attained the required knowledge or need additional support or retraining.

# SOCIAL SERVICE SPECIALIST 1 ON-RAMP CHECKLIST

Completed before and after Essential Elements. All shadowing must be complete before the first case assignment.							
	1. Communicate Expectations & Provide Practical Overview	2. Review Policy & Procedure	3. Shadow	4. Clinical Supervision	Case Assignment*	5. Conduct with Support**	6. Observation and Feedback
	Supervisor or MAPS > New Staff	New Staff	New Staff	Supervisor or MAPS > New Staff		New Staff, MAPS and/or Supervisor	New Staff, Supervisor
<b>Court Hearings</b> Shadow X 1 Conduct with Support X 1	Communicate learning expectations to new worker while describing the hearing they will observe. Review applicable case related documentation for hearing.	Review file documentation related to hearing and applicable sections of Procedure Manual: Chapter 9, Section 3.	Observe hearing. Take notes and formulate questions as needed.	Check in with worker to determine understanding of hearing attended. Discuss observations and answer any questions worker may have about the hearing.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will observe new worker attending a court hearing and determine if they need additional support or retraining.
<b>Preparation and Agreement Meeting:</b> In districts that have not fully implemented this activity, attend a Transfer Staffing  Shadow X 1 Conduct with Support X 1	Communicate training expectation to new worker while describing purpose of Preparation and Agreement Meeting (or Transfer Staffing) and desired outcomes.	Review documentation related to Preparation and Agreement Meeting: Family Transition Plan Protocol or Transfer Staffing Protocol.	Observe Preparation and Agreement Meeting or (Transfer Staffing. Take notes and formulate questions as needed.	Check in with worker to determine understanding of Preparation and Agreement meeting or (Transfer Staffing). Discuss observations and answer any questions worker may have about the process.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will observe new worker conducting Preparation and Agreement Meeting or (Transfer Staffing) and determine if additional support or retraining is necessary.
<b>Family Engagement Meeting:</b> In districts that have not fully implemented this activity, attend a Child Safety Meeting (CSM) and / or Oregon Family Decision Meeting (OFDM)  Shadow X 1 Conduct with Support X 1	Communicate training expectation to new worker while describing purpose of FEM (or CSM and OFDM), expectations during FEM (or CSM and OFDM) and desired outcomes.	Review documentation related to FEM or (CSM and OFDM) and related section of Procedure Manual: Chapter 4, Section 6.	Observe FEM or (CSM and OFDM). Take notes and formulate questions as needed.	Check in with worker to determine understanding of FEM or (CSM and OFDM). Discuss observations and answer any questions worker may have about the process.		Must be conducted at least once with the support of a MAPS or Supervisor before conducting solo.	Supervisor will observe new worker conducting FEM or (CSM and OFDM) and determine if additional support or retraining is necessary.

\*MAX: 1 case for the first 2 weeks AFTER returning from Essential Elements. Then, 1 additional case in each of weeks 3 & 4. In total: MAX 3 case assignments in first 30 days.

\*\*Supervisor to determine the # of times needed for this step. X 1 is the minimum.

# MAPS (SOCIAL SERVICE SPECIALIST 2) ON-RAMP

Shadowing to be completed before and after pre-service training. For each activity, complete shadowing before conducting with support.					
	1. Provide Practical Overview and Review Policy & Procedure	2. Shadow	3. Debrief and Provide Clinical Supervision	4. Conduct with Support	5. Observation and Feedback
	Experienced Staff* > New MAPS	New MAPS > Experienced Staff	Program Manager > New MAPS	New MAPS, Experienced Staff	Program Manager > New MAPS
<b>Conduct Orientation</b> Shadow X 1 Conduct with Support X 1	Review Orientation presentation, explaining local additions, scheduling, and other logistical concerns.	Observe one orientation conducted by another MAPS, Supervisor, or Program Manager.	Discuss the importance of orienting staff to specific. Check on learning to determine MAPS understanding of Orientation and their ability to welcome new SSS1s to Child Welfare.	Conduct an orientation with support.	Program Manager will determine if retraining or additional practice with support is necessary.
<b>Review Work of Assigned Caseworkers</b> Shadow X 2 Conduct with Support X 2	Explain local branch protocol and Supervisor expectations for MAPS reviewing work of new caseworkers prior to submission.	Observe a MAPS, Supervisor, or Program Manager reviewing SSS1 casework on three cases.	Discuss criteria for work approval, return for correction, or requesting an in-person staffing. Check on learning to determine MAPS understanding of their role in reviewing casework.	Review SSS1 casework and prepare feedback for the caseworker with support.	Program Manager will determine if retraining or additional practice with support is necessary.
<b>Accompany &amp; Coach New Workers in the Field</b> Shadow X 2 Conduct with Support X 2	Explain local branch protocol and Supervisor expectations for MAPS going out in the field with new workers.	Observe MAPS or Supervisor in the field providing support to new SSS1 on three occasions.	Point out circumstances when it is time to observe, when it is time to interrupt and provide feedback, and when it is time to intervene. Check on learning to determine MAPS understanding of how to support trainee SSS1s in the field.	Accompany a new worker making field contacts, evaluating skills and providing feedback with support.	Program Manager will determine if retraining or additional practice with support is necessary.
<b>Facilitate Group Supervision</b> Shadow X 2 Conduct with Support X 2	Explain branch expectations for topics and attendance of group supervision.	Observe two Group Supervision conducted by another MAPS, Supervisor, or Program Manager.	Explain the overarching goal of Group Supervision and the steps necessary to ensure a successful and beneficial session. Check on learning to determine MAPS understanding of Group Supervision and how it can be best utilized to support SSS1s.	Facilitate Group Supervision on a case decision with the support.	Program Manager will determine if retraining or additional practice with support is necessary.
<b>Develop a Training Plan</b> Shadow X 2 Conduct with Support X 1	Give examples of training plans provided to previous SSS1s that have successfully completed their first year of service.	Review three existing training plans or training plan in development with another MAPS, Supervisor, or Program Manager.	Discuss the benefits of a clearly defined training plan for SSS1s and Supervisors. Explain the role of the MAPS ensuring success of that training plan. Check on learning to determine MAPS understanding of training plans and how they are utilized to support new staff.	Develop one Training Plan for new staff and have it reviewed by another MAPS, Supervisor, or Program Manager.	Program Manager will determine if retraining or additional practice with support is necessary.
<b>Facilitate a Training</b> Shadow X 2 Conduct with Support X 1	Provide an overview of developing, delivering, and evaluating training.	Review curriculum, preparation, delivery, and feedback session of a training delivered by a MAPS, Supervisor, or Program Manager.	Discuss the necessary components of a successful training, including learning objectives, presentation materials, activities, staff attendance, etc. Check on learning to determine MAPS understanding of how to provide training to SSS1s.	Design, deliver, and evaluate one organized training event with support.	Program Manager will determine if retraining or additional practice with support is necessary.

\*Experienced Staff can be a Supervisor, SSS2 (MAPS), or PM.

# PEM C (Supervisor) On-Ramp

Complete shadowing before and after pre-service training. Assign supervisees once all shadowing is complete for each activity.

	1. Provide Practical Overview and Review Policy & Procedure	2. Shadow	3. Clinical Supervision	Assign Supervisees	4. Conduct with Support	5. Observation and Feedback
	Peer Supervisor > New Staff	New Staff > Peer Supervisor	Peer Supervisor & PM > New Staff		New Staff, Peer Supervisor, PM	New Staff, PM
<b>Provide Group Supervision</b> Shadow X 2 Conduct with Support X 1	Describe local branch protocol on coordinating, facilitating and role clarification regarding group supervision. New staff reviews PEMC position description and Group Supervision framework.	Observe group supervision developing questions and feedback for facilitator.	Debrief with peer Supervisor. PM to provide clinical supervision to supervisor: create learning plan to continue developing facilitation skill set.		New Supervisor facilitates group supervision with the support of an experienced supervisor and / or local program area consultant.	PM evaluates if additional support and retraining are necessary.
<b>Provide Clinical Supervision</b> Shadow X 2 Conduct with Support X 1	Describe resources, supports, how to schedule/organize and provide general outline of individual supervision. New staff reviews "Role of Supervisor" in relevant chapters of Procedure Manual.	New Supervisor to observe clinical supervision developing questions and feedback for peer Supervisor.	Debrief with peer Supervisor. PM to discuss challenges and opportunities regarding coaching and supporting worker growth.		New Supervisor conducts clinical supervision with each member of their team individually and debriefs each with Program Manager.	PM evaluates if additional support and retraining are necessary.
<b>Staff Coordination</b> Meet with 2 Peer Supervisors	Communicate expectation regarding assignment of duties to caseworkers, adjusting workload and schedules. New staff reviews HR Intranet site "Management" tab and "General People - Management Resources".	Meet with two peer Supervisors and discuss best practice and strategies to manage assignment of duties, adjusting workload and schedules.	Debrief with peer Supervisor. PM to review best practice and process for seeking support if managing assignments, adjusting workloads or schedules becomes challenging.			
<b>Organizational Audits and Case Reviews Per Program Area</b> Shadow X 1 Conduct with Support X 2	Communicate expectation regarding review and audits of client case plans, written reports, and client records prepared by direct service staff. Discuss expectations for case audits and overview of process.	Meet with peer supervisor or PM and conduct audit and review of case file documents specific to the program area. Ex: formats, coding, timeliness, and determinations or actions to assure policies, Federal and State regulations, and standards of social work practice are maintained.	Debrief with peer Supervisor and/or Program Area Consultant. PM to provide clinical supervision to Supervisor regarding case audits and expectations.		Conduct audits and staff findings with support of Program Manager.	PM evaluates if additional support and retraining are necessary.
<b>Branch, State, and Community Collaboration</b> Conduct with Support X 1	Provide overview of local community partners and stakeholders. Review "Role of Supervisor" in relevant chapter of Procedure Manual (Chapter 9).		PM to articulate expectations for professional conduct in maintaining good working relationship with peers, management, and community partners as well as with central office to advance practice.		With PM, create plan for introduction to key community partners, peers and opportunities connected to Central Office. Review supports available for preparing for participation in opportunities such as Founded Disputational Review.	PM evaluates if additional support and retraining are necessary.
<b>Management Activities</b> Shadow X 2 Conduct with Support X 1	Communicate expectations regarding general personnel actions such as hiring, performance appraisals, disciplinary actions, locking time, and signing off on leave requests. New staff reviews HR Intranet site under "Managers" tab - including policy and procedure around staff coordination.	Observe peer Supervisor conduct general personnel actions.	Debrief with peer Supervisor. PM to provide clinical supervision.		Conduct management activities.	PM evaluates if additional support and retraining are necessary.