Caseworker Readiness Checklist for New Caseworkers

Instructions: The checklist below is a guide and a record for Caseworker Readiness

a. Copy the checklist as a guide for supervisors or coaches to prepare new caseworkers for the job ahead

b. The four sections are:
   - Section I: The Caseworker's Role in Delivering Best Practice
   - Section II: The Caseworker's Role within the Agency
   - Section III: The Caseworker's Role within the Community
   - Section IV: Direct Services - Casework Functions

c. Select the activities you want to include in any or all sections and complete each as indicated.

d. As each task is completed, sign in the space indicated; copy and file accordingly.

I. The Caseworker's Role in Delivering Best Practice: A. Meeting Agency Vision, Mission and Outcomes

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>TOPICS TO INCLUDE</th>
<th>RESOURCES</th>
<th>DONE</th>
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</thead>
<tbody>
<tr>
<td>Describe the caseworker's role in achieving the three broad child welfare outcomes: safety of children, permanence for children and well-being for children and families</td>
<td>Agency vision and mission Organizational and unit objectives</td>
<td>Agency and unit/program mission statements</td>
<td></td>
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<tr>
<td>Describe how caseworkers meet these outcomes through the casework process</td>
<td>Comprehensive Assessment and Planning Model- Interim System (CAPMIS)</td>
<td>Activity: Introduction to CAPMIS</td>
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<td></td>
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<td>Link to OCWTP for CAPMIS training opportunities at: OCWTP CAPMIS Training</td>
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I. The Caseworker's Role in Delivering Best Practice: B. Professional Standard-Setting Organizations

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<tr>
<td></td>
<td></td>
<td>For PCSAO Standards, go to: <a href="http://www.pcsao.org/standards.htm">http://www.pcsao.org/standards.htm</a></td>
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Effective Practice“  
- The Council on Accreditation “Public Standards”  

For COA Standards, go to: [www.coastandards.org](http://www.coastandards.org)  
For CWLA Standards, go to: [www.cwla.org/programs/standards](http://www.cwla.org/programs/standards)

- The Field Guide to Child Welfare  
If you do not already have access to the Field Guide for Child Welfare, go to [fieldguideadmin@ihs-trainet.com](mailto:fieldguideadmin@ihs-trainet.com) and request a log-in number. You will receive an email with a user name and password.

| Identify potential ethical issues in child welfare casework | Social Work Values:  
• Freedom  
• Justice  
• Social responsibility  
• Human dignity and worth | Worksheet: What Would You Do?  
Link to “Codes of Ethical Practice and Professional Conduct” OAC Section 4757-5-01 at: [CSWMFT Ethics](#)  
Link to NASW’s Code of Ethics at: [NASW Ethics](#) |

**I. The Caseworker’s Role In Delivering Best Practice: C. Providing Culturally Competent Services**

<table>
<thead>
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| Define and describe how cultural competence is reflected in the casework process | Cultural competence in:  
• Engaging families  
• Assessing strengths and needs  
• Providing services | Worksheet: Cultural Competence in Child Welfare Services  
The Field Guide to Child Welfare  
If you do not already have access to the Field Guide for Child Welfare, go to [fieldguideadmin@ihs-trainet.com](mailto:fieldguideadmin@ihs-trainet.com) and request a log-in number. You will receive an email with a user name and password. | |

**II. The Caseworker’s Role within the Agency: A. Program/Unit Policies and Procedures**

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| Describe agency policies and procedures specific to the unit or program area | ▪ On-call procedures  
▪ Placement protocol  
▪ Special investigation protocols  
▪ Documentation requirements  
▪ Computer programs | Agency policies and procedures manual | |
### II. The Caseworker's Role within the Agency: B. Quality Improvement and Performance Evaluation

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| Describe the agency's internal monitoring process | - Case progress  
- Program effectiveness  
- Individual caseworker performance  
- Monitoring tools | Reading: Supervising the Casework Process |

| Describe statewide documentation and monitoring systems | - SACWIS  
- CPOE/QIP | Activity: Understanding SACWIS, CPOE and QIP  
Link to: CPOE Outcome Indicators |

### II. The Caseworker’s Role within the Agency: C. Staff Development

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<tr>
<td>Provide information about the worker’s learning opportunities through the agency in-house staff development</td>
<td>- Required in-house training for the program area</td>
<td>Agency training calendars</td>
</tr>
</tbody>
</table>

| Prepare workers to attend Caseworker Core | - 8 Caseworker Core Modules  
- Pre/post activities for each including Learning Labs  
- E-Track registration process | Reading: Caseworker Core Checklist  
Worksheet: What Do You Want To Learn in Caseworker Core?  
Activity: Caseworker Training Opportunities  
Link to: Caseworker Core Competencies  
Link to: E-Track |

### II. The Caseworker's Role within the Agency: D. Workload and Stress Management

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| Prepare caseworkers for potential stress commonly experienced in child welfare work | - Factors that increase stress  
- Emotional, behavioral and physical indicators of stress | Activity: Managing Stress as a Child Welfare Caseworker |
| Prepare caseworkers to manage their child welfare workload | • Strategies to defuse stress and minimize its impact | Activity: Workload Management |

### III. The Caseworker’s Role within the Community: A. Community Partners

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| Describe caseworker roles and responsibilities with community service providers | • Law enforcement  
• School personnel  
• Medical personnel  
• Mental health staff  
• Substance abuse counselors  
• Domestic violence workers  
• Humane society personnel | Link to: Orientation worksheet at: Orientation: Community Resources  
Activity: Community Services Activity | |
| Describe the functions, policies and procedures of the local juvenile court | Responsibilities of the caseworker, the agency, and the juvenile court | Activity: Child Welfare and the Juvenile Court on Behalf of Families | |

### III. The Caseworker’s Role within the Community: B. Agreements and Compacts

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| Describe the purpose and content of applicable compacts and agency agreements | • Memorandum of Understanding  
• Family and Children First Council (FCFC) or "Cluster"  
• Interstate Compact on Adoption and Medical Assistance (ICAMA)  
• Interstate Compact on the Placement of Children (ICPC) | Activity: Community Collaboration  
Reading: Interstate Compacts  
For information about the Memorandum of Understanding, link to Section 2151.421 (J) of the ORC or 5101:2-33-26 of the OAC at: Ohio laws and rules | |
| Provide information about policies or agreements regarding the release of case documents to service providers | • Client confidentiality  
• The impact of HIPAA | Refer to OAC 5101:2-34-38 "Confidentiality and dissemination of information relating to child abuse or neglect" and OAC 5101:2-34-38 "Access/confidentiality of information contained in the child abuse and neglect central registry at: Ohio laws and rules | |
### IV. Direct Services - Casework Functions: A. Screening, Investigation, and Assessment

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| Discuss ORC and OAC requirements related to screening, investigation and assessment | ▪ Tasks to be completed  
▪ Timeframes  
▪ Forms required | Reading: [OAC and ORC Requirements regarding Screening, Investigation, and Assessment](#)  
[Ohio laws and rules](#)  
For information on Alternative Response, link to: [Alternative Response Quarterly Newsletter](#) | |
| Define the caseworker’s roles and responsibilities in screening, investigations, and assessments | ▪ Unit/program policies and procedures  
▪ Protecting the rights of parents and children | Agency job description  
Shadowing Activity: [Your Role as a Screener](#)  
Shadowing Activity: [Your Role in Investigations and Assessments](#)  
Reading: [Screening: The First Step in Child Protection Competencies](#)  
Reading: [Assessment Competencies](#)  
Reading: [Investigation Competencies](#)  
For CAPTA Guidelines specific to Ohio, link to: [Protecting Parents’ Constitutional Rights](#) | |

### IV. Direct Services - Casework Functions: B. Case Planning and Implementation

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| Discuss ORC and OAC requirements related to case planning and implementation | ▪ Tasks to be completed  
▪ Timeframes  
▪ Forms required | Reading: [OAC and ORC Requirements regarding Case Planning and Implementation](#)  
[Ohio laws and rules](#) | |
| Define the caseworker’s roles and responsibilities in case planning and implementation | ▪ Unit/program policies and procedures | Agency job description  
Shadowing Activity: [Your Role in Case Planning and Implementation](#)  
Reading: [Case Planning Competencies](#) | |
### IV. Direct Services - Casework Functions: C. Placing and Working with Children in Substitute Care and Their Families

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| Discuss ORC and OAC requirements related to placing and working with children in substitute care and their families | ▪ Tasks to be completed  
▪ Timeframes  
▪ Forms required | Reading: [OAC and ORC Requirements regarding Placement of Children](#)  
[Ohio laws and rules](#) |
| Define the caseworker’s roles and responsibilities in placing and working with children in substitute care and their families | ▪ Unit/program policies and procedures | Agency job description  
Shadowing Activity: [Your Role in Placing and Working with Children in Substitute Care and Their Families](#)  
Reading: [Separation, Placement, and Reunification Competencies](#) |

### IV. Direct Services - Casework Functions: D. Working with Foster and Kinship Caregivers and Adoptive Parents

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| Discuss ORC and OAC requirements for working with foster and kinship caregivers and adoptive parents | ▪ Tasks to be completed  
▪ Timeframes  
▪ Forms required | Reading: [OAC and ORC Requirements regarding Working with Caregivers](#)  
[Ohio laws and rules](#) |
| Define the caseworker’s roles and responsibilities in working with foster and kinship caregivers and adoptive parents. | ▪ Unit/program policies and procedures | Agency job description  
Shadowing Activity: [Your Role in Working with Caregivers](#)  
Reading: [Separation, Placement, and Reunification Competencies](#) |