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POLICY TRANSMITTAL NO. 04-21	DATE: MAY 25, 2004
CHILDREN & FAMILY SERVICES DIVISION	DEPARTMENT OF HUMAN SERVICES OFFICE OF PLANNING, POLICY & RESEARCH

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TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OAC 340:75-1-231 through 75-1-233; and 75-1-240.

EXPLANATION: **Policy revisions were approved by the Commission and the Governor as required by the Administrative Procedures Act.**

The rule revisions to Subchapter 1 of Chapter 75 reflect the provision for completion of mandatory training within the first two years of employment with Child Welfare (CW); clarification of the CW Professional Enhancement program (CWPEP); and elimination of unnecessary language.

340:75-1-231 is revised to reflect the completion of mandatory training for all workers new to CW within the first two years of employment in CW.

340:75-1-232 is revised to clarify training requirements for CW workers and supervisors.

340:75-1-233 Instructions to Staff (ITS) only is revised to reflect a change in case management group attendance from mandatory to optional for CW supervisors.

340:75-1-240 is revised to clarify information regarding CWPEP, formerly known as the Master of Social Work (MSW) Scholarship program. MSW degree scholarships offered to staff are now limited to partial scholarships as awarded by the University of Oklahoma.

Original signed on 4-9-04

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Linda Smith, Director  
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WF # 03-38 (NAP)

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## **INSTRUCTIONS FOR FILING MANUAL MATERIAL**

OAC is the acronym for Oklahoma Administrative Code. If OAC appears before a number on an Appendix or before a Section in text, it means the Appendix or text contains rules or administrative law. Lengthy internal policies and procedures have the same Chapter number as the OAC Chapter to which they pertain following a “DHS” number, such as personnel policy at DHS:2-1 and personnel rules at OAC 340:2-1. The “340” is the Title number that designates DHS as the rulemaking agency; the “2” specifies the Chapter number; and the “1” specifies the Subchapter number.

The chronological order for filing manual material is: (1) OAC 340 by designated Chapter and Subchapter number; (2) if applicable, DHS numbered text for the designated Chapter and Subchapter; and (3) all OAC Appendices with the designated Chapter number. For example, the order for filing personnel policy is OAC 340:2-1, DHS:2-1, and OAC 340:2 Appendices behind all Chapter 2 manual material. Any questions or assistance with filing manual material will be addressed by contacting Policy Management Unit staff at (405) 521-3611.

### **REMOVE**

340:75-1-231

340:75-1-232

340:75-1-233

340:75-1-240

### **INSERT**

340:75-1-231, pages 1-5, revised 5-27-04

340:75-1-232, pages 1-4, revised 5-27-04

340:75-1-233, 1 page only, revised 5-27-04

340:75-1-240, pages 1-2, revised 5-27-04

**340:75-1-231. New Child Welfare Worker Development Plan**

Completion of the New Child Welfare (CW) Worker Development Plan is mandatory for all workers new to CW within the first two years of employment in CW. The New CW Worker Development Plan attempts to ensure a uniform level of competency among all CW workers, regardless of their level of education or field of study. This plan includes five weeks of CORE training, structured mentoring, mandatory specialized training, and intensive supervision. ■ 1

**INSTRUCTIONS TO STAFF**

1. **New Child Welfare (CW) Worker Development Plan. A common knowledge of CW laws, policies, and practice standards gives workers a more consistent philosophical framework within practice. Increased knowledge also promotes a more comprehensive approach to CW services throughout the Oklahoma Department of Human Services (OKDHS).**

**(1) CW CORE training (CORE).**

**(A) Schedule.** CORE sessions are presented multiple times each fiscal year in Norman. Schedules are included in the *Supervisor and Mentor Guide* that is updated each fiscal year. The guide is available in Outlook Public Folders/All Public Folders/ STO DCFS/CW Training/Supervisor and Mentor Guide.

**(B) Enrollment.** Enrollment in CORE is completed by the new CW worker's immediate supervisor, as soon as the CW worker's start date is known, by emailing the Children and Family Services Division CW Training Section with the worker's name and county of service.

**(i)** Each CW worker must start CORE no later than six weeks after the hire date. The new worker does not receive caseload assignments until the completion of CORE.

**(ii)** At the time of enrollment, the CW Training Section sends the CW supervisor a packet with necessary information to prepare the CW worker for attending and fully participating in CORE.

**(C) Attendance.** Successful completion of CORE is the new CW worker's only job responsibility; therefore, absences must be minimal. Annual leave is not approved during CORE. If planned annual or sick

leave is scheduled during CORE, the CW worker must attend the next available session. If the CW worker is absent during CORE, the CW supervisor immediately emails the CW Training Section liaison listed in the *Supervisor and Mentor Guide*. The CW Training Section and respective CW supervisor communicate as necessary regarding any absences.

(D) Make-up days. Decisions regarding making up days missed are jointly made by the CORE CW liaison and CW supervisor. The decision is based on the amount of time missed, content missed, and CW worker's progress in training.

(E) Punctuality. Tardiness exceeding a total of 30 minutes in any week of classroom training is reported to the CW supervisor by the CW liaison.

(F) Lodging. Cost of the new CW worker's lodging is directly billed to OKDHS. Mileage and per diem for the CW worker in travel status is filed on the worker's regular monthly travel claim and is paid from the Field Operations Division budget.

(G) Pre-CORE activities. Pre-CORE activities are listed in the *Supervisor and Mentor Guide*. If the activities are not completed, including the CORE Checklist, the CW worker reports to the county office until the next scheduled CORE.

(H) On-the-job training (OJT). OJT activities are part of the transfer of learning process, and the new CW worker must be allowed time and support in completing the activities listed in the *Supervisor and Mentor Guide*. For classroom training to have an effect on practice, workers must use their newly acquired skills in the work setting through OJT activities. The CW supervisor ensures the CW worker has an opportunity to complete the assigned OJT activities before and during CORE.

(I) Observation reports. A liaison from the CW Training Section is assigned to every CORE session. The liaison completes an Observation Report on each CW worker and forwards it to the CW supervisor no later than three weeks after the completion of CORE. Prior to beginning CORE, the CW supervisor advises the CW worker that the Observation Report is sent and may be used in determining recommendations on

permanent employment status. Input for the Observation Report is obtained from the CORE trainers, on-site coordinator, and liaison's personal observations of the worker. The Observation Report includes information on group participation, attitude, relevance of questions, commitment to CW, attendance, punctuality, and identified strengths and needs of the CW worker. The liaison is available to meet with the CW worker and supervisor in the county office, if requested. The supervisor discusses the report's contents with the worker.

(2) Structured mentoring.

(A) Mentoring relationship. Working with a skilled mentor is the most effective method for a new CW worker to transfer learning from the classroom to the job. A mentoring relationship is essential in giving the CW worker the opportunity to take new concepts, knowledge, and skills and integrate these into supervised real-life situations that cannot be replicated in training.

(B) Assignment. A mentor is assigned to each new CW worker at the beginning of CORE and continues in that role until graduation. The CW supervisor selects the most appropriate mentor available, based on the skills of the mentor and the specific job duties of the new worker upon graduation from CORE.

(i) Ideally, the mentor is a CW worker from the same supervisory group. If there is no qualified CW worker available, a mentor may be assigned from outside the new CW worker's group.

(ii) A CW supervisor may serve as a mentor only if able to fulfill all of the mentoring responsibilities.

(C) Qualifications. A mentor is a CW staff member with one or more years of CW service, unquestionable ethics, and outstanding social work skills, who can expose the new worker to the overall CW program. The mentor understands the intent and the spirit of CW policy and models the philosophy and mission of CW in the daily work routine. The mentor is respected by CW staff and children and family services professionals in the community.

(D) Responsibilities. Specific instructions for mentors are found in the Supervisor and Mentor Guide.

- (E) Documentation. The CW supervisor documents the name of the assigned mentor and dates of the mentoring relationship on Form OPM-111, Performance Management Process, Section E, Summary/Development Plan.
- (3) Mandatory specialized training. Each CW worker must complete Level I training within one year of the hire date. The CW worker is automatically enrolled in the training and a schedule is provided to the worker and CW supervisor at the end of CORE and included in the Observation Report.
- (4) Intensive supervision for new CW workers. The CW supervisor must provide intensive supervision for new workers throughout CORE and for six months thereafter. Intensive CW supervision responsibilities are listed in (A) through (C).
- (A) Prior to CORE,
- (i) Do not assign the new CW worker a caseload.
  - (ii) Review all pre-CORE information with the CW worker and explain the New CW Worker Development Plan format.
  - (iii) Assist the CW worker in making lodging arrangements for CORE if necessary. Lodging requirements are found in the *Supervisor and Mentor Guide*.
  - (iv) Complete all activities on the Pre-CORE Checklist included in the *Supervisor and Mentor Guide*.
  - (v) Assign a mentor to the CW worker, recognizing that the mentor has a great influence on the worker's attitude and philosophy. Make sure the mentor is familiar with his or her responsibilities.
  - (vi) Allow the CW worker to shadow experienced workers on a variety of job assignments.
  - (vii) Discuss with the CW worker the role of CORE and the Observation Report in the probationary period.
- (B) During CORE,

(i) Provide and explain OJT assignments and monitor the completion of all activities during the OJT week in the county office.

(ii) Discuss the OJT activities with the CW worker, complete the comments section, and sign documentation forms as required.

(iii) Ensure the CW worker returns to CORE with completed OJT assignment sheets with signatures and comments as required.

(iv) Assist the CW worker in filing mileage and per diem, if appropriate, on the regular monthly mileage claim. Use the CORE workshop announcement to document travel.

(C) After completion of CORE.

(i) Assign only 1/3 of a caseload when the CW worker returns from CORE.

(ii) Assign another 1/3 of a caseload one month post-CORE and the remaining 1/3 caseload two months post-CORE.

(iii) Review with the CW worker the mandatory training schedule for the next year.

(iv) Hold scheduled conferences weekly.

(v) Do not allow the CW worker to perform a new activity if the worker has not shadowed an experienced CW worker on a similar activity, such as supervise visits and testify in court.

(vi) Review the accountabilities on the worker's Form OPM-111.



**340:75-1-232. Specialized training for experienced CW workers and supervisors and CFSD programs staff**

The Oklahoma Department of Human Services provides for the ongoing professional development of Child Welfare (CW) workers, CW supervisors, and Children and Family Services Division (CFSD) programs staff through a variety of in-service training opportunities as part of the employees' professional development plan. ■ 1 through 5

(1) **Training requirements for experienced CW workers.** After meeting all requirements of the New CW Worker Development Plan, including Level I and II training, CW workers complete a minimum of 40 hours of job-related training per individual evaluation year. ■ 2 The 40 hours must include Level III training.

(A) The CW worker does not enroll in Level III training until the worker completes all required Level I and II training.

(B) Participation in Level III training is determined through needs identified in discussion between the CW worker and the immediate CW supervisor based on the worker's specific job duties and current level of expertise. ■ 3

(2) **Training requirements for CFSD programs staff with no supervisory responsibility.** CFSD programs staff who do not have supervisory responsibility complete a minimum of 40 hours of job-related training per individual evaluation year. ■ 2, 3, & 6

(3) **Training requirements for CW supervisors and CFSD programs staff with supervisory responsibility.** Each CW supervisor and CFSD programs staff completes a minimum of 40 hours of job-related training per individual evaluation year. Of these 40 hours, 20 hours must be approved management training hours for CW supervisors appointed prior to November 1, 1999. Persons assuming for the first time a supervisory role must complete 24 hours of management training for a total of 40 hours in the first 12 months, per Section 840-3.1 of Title 74 of the Oklahoma Statutes. ■ 2 through 5

**INSTRUCTIONS TO STAFF**

1. **Performance management process.** A yearly training plan is completed for each Child Welfare (CW) staff member by the immediate CW supervisor and is documented on Form OPM-111, **Performance Management Process, Section F, Summary/Development Plan**. The yearly training plan includes job-related training needs identified through discussion between the staff member and

supervisor and the mandatory training requirements.

2. Qualified training courses.

(1) CWCTP workshops. All specialized workshops offered through the CW Comprehensive Training program (CWCTP) are considered job-related and count toward training hour requirements.

(2) Other mandatory training. Any training determined mandatory for CW staff counts toward staff training hour requirements.

(3) Staff meetings. Staff meetings qualify as job-related training for portions of such meetings, exceeding one hour in length, that are devoted specifically to formalized training. Review of various memorandums, statistical reports, project updates, and the like are considered program maintenance and do not count as training.

(A) The person in charge of the meeting obtains and maintains all necessary training documentation, including a content outline and completed Form SD-2, Training Attendance Record.

(B) The CW staff member is responsible for entering the training session into the KIDS Non-CWCTP screen and requesting approval from the appropriate supervisor.

(4) Oklahoma University Juvenile Personnel Training program (OUJPTP). All OUJPTP workshops are considered job-related and count toward training hour requirements. These workshops must be entered into the KIDS Non-CWCTP screen.

(5) Child and Family Services Review. Staff participating in the Child and Family Services Review through the Children and Family Services Division (CFSD) Continuous Quality Improvement Unit receive training credit. Supervisors receive management training credit.

(6) Other training courses and workshops. To count toward the staff training hours requirement, any other training courses, workshops, or seminars must be approved by the immediate CW supervisor as job-related and documented in the KIDS Training screens.

(A) Other sources for training include, but are not limited to, the Office

of Personnel Management, outside or independent conferences and seminars, and college and university courses.

**(B)** If determined to be job-related, college and university courses count for only the number of credits given for the course, not the actual number of classroom hours involved.

3. **Training schedules.** Requirements for Level II and III workshops are found in the Supervisor and Mentor Guide that is updated at the beginning of each fiscal year. Quarterly schedules with dates and locations are disseminated to all county offices. The training schedule for the entire fiscal year is found on the Oklahoma Department of Human Services (OKDHS) InfoNet. Enrollment is completed on KIDS.
4. **New Supervisor Academy.** The Field Operations Division (FOD) offers a New Supervisor Academy that is mandatory for all CW supervisors. It provides necessary training for supervisors to expand management and supervisory knowledge, skills, and abilities, and provides an opportunity for cross training. In addition to the New Supervisor Academy, supervisors are required to complete program training.
5. **Supervisor training.** Annual CW supervisors' meetings are mandatory for CW supervisors and CFSD programs staff. The meetings are designed to share information, keep an open line of communication between the CW supervisors, CFSD programs staff, and FOD staff, and maintain a support system for supervisors. Attendance is tracked on KIDS and training hours are given for breakout sessions only.
6. **Attendance requirements for CWCTP workshops.** Full participation in CWCTP workshops is critical to the development of CW professionals. Any participant who misses more than a total of 30 minutes of any workshop does not receive credit for completing the training. All partial attendance is reported to the immediate supervisor. If a CW worker has a subpoena for any day during specialized training and cannot change the hearing date, the worker reschedules the training for another date.
  - (1) **Punctuality.** Any participant who arrives late, leaves early, or returns late from lunch or breaks is advised by the workshop coordinator to return to his or her duty station for the duration of the training.

- (2) **Illness.** If a participant becomes ill or has sick children, and chooses to

leave a training session, the participant advises the workshop coordinator and the immediate supervisor. If the training session is a mandatory training, such as the CW CORE Training (CORE), the participant must make arrangements with the appropriate CW Training liaison to attend the training at a later date. If the training is a non-mandatory training, such as specialized training, the participant enrolls in a later training session. If a participant is ill, has sick children, has a scheduling conflict, or other unexpected circumstances prior to beginning a training session, he or she advises the CFSD CW Training Section to cancel enrollment as soon as the circumstances are discovered.

(3) Inclement weather. In case of inclement weather, participants are notified of cancellations as early as possible. When a workshop is canceled, participants are expected to be at their duty stations or take appropriate leave. Under no circumstances must participants feel forced to travel when they feel uncomfortable or unsafe in doing so.

(4) Scheduling make-ups. A make-up session for CORE and Level I training is automatically scheduled for new CW workers by the CW Training Section. It is the responsibility of the participant to schedule any needed make-up sessions for Level II or Level III training by self enrollment in KIDS.

(5) CWCTP training. Attendance at all training offered through CWCTP is tracked on KIDS. Attendance information is obtained by the CW Training Section contractor from the workshop sign-in logs at the time of training. Attendance records are available on KIDS, usually within 30 days after the workshop.

(6) Non-CWCTP training. Attendance at all non-CWCTP training is tracked through KIDS. The CW staff member attending the training enters the workshop information in the KIDS Non-CWCTP Training screen and requests supervisor approval.

(7) Individual staff training records. Current training records that include both CWCTP and non-CWCTP training are available in KIDS Training Reports. Individual training records through KIDS date back to July 1995. Training records from October 1989 through June 1995 must be requested from the CW Training Section.

**340-75-1-233. Support services for CW staff**

(a) **Critical incident stress debriefings.** Services are available for Child Welfare (CW) staff upon the death or serious injury of a child with whom CW has been involved or any other type of critical incident, including violence in the workplace. ■ 1

(b) **Case management services.** Case management groups are available to all CW supervisors. The purpose of this service is to enhance CW practice by providing Master of Social Work level clinicians to all CW supervisors with emphasis on four identified critical decision making points. ■ 2

**INSTRUCTIONS TO STAFF**

1. **Critical incident stress debriefing.** Debriefing services are provided promptly wherever needed in Oklahoma. The Child Welfare (CW) supervisor or county director contacts the Children and Family Services Division CW Training Section to arrange debriefing services.

2. **(a) Case management services.** Each case management session focuses on critical decision-making categories, which are the:

(1) removal of a child from his or her home, reviewed after the fact;

(2) termination of parental rights, staffed prior to requesting the court to terminate;

(3) return of a child to his or her home after removal, staffed four to six weeks prior to the planned return of the child; and

(4) cases in which there has been no movement toward the case plan goal in 12 months.

**(b) Case management group attendance.** Attendance in a group is optional for CW supervisors.

(1) Enrollment in a case management group is completed through the CW Training Section.

(2) CW supervisors receive two hours of supervisory management training credit for each session attended.



**340:75-1-240. Child Welfare Professional Enhancement program**

The Oklahoma Department of Human Services (OKDHS) partners with the University of Oklahoma to support employee education through the Child Welfare Professional Enhancement program (CWPEP). CWPEP provides tuition, fees, and required textbooks for employees. Employees may request authorization for up to 20 days of paid educational leave per calendar year through OKDHS. Annual leave may be approved when needed for additional classroom days. ■ 1

**INSTRUCTIONS TO STAFF**

1. **(a) MSW degree scholarships.** The Master of Social Work (MSW) degree scholarships are available only through the University of Oklahoma (OU) School of Social Work. Scholarships are limited to staff currently in or willing to transfer to Child Welfare (CW) and who are committed to a career in CW services. This program is made available through a cooperative effort between the Oklahoma Department of Human Services (OKDHS) and OU School of Social Work, which has the only MSW program in Oklahoma.

**(1)** Tuition payment is made directly to OU.

**(2)** Scholarships are restricted to the MSW degree only, as it is the preferred degree for social work positions.

**(3)** The scholarship program may be discontinued any time, based on unavailability of federal funds.

**(4)** To receive a scholarship, the employee signs a contract defining the employee's responsibilities and commitments.

**(5)** Employees who have a master's degree in psychology, sociology, juvenile justice, guidance and counseling, or a closely related field, are not eligible for the MSW scholarship.

**(b) Partial scholarships.**

**(1)** Financial support. Partial scholarships include tuition and books only and are awarded by OU.

**(2)** Award and obligation. Awards are for one year. Six months of service to CW is required per semester of scholarship support. Failure to complete

the service requirement results in the repayment of tuition and books.

**(3) Job placement.** The employee remains in his or her current job assignment and attends school part-time during the first MSW year and full-time during the second MSW year. The second MSW year requires a full-time practicum that occurs within OKDHS at a job the employee has never held. The employee uses a combination of educational and annual leave to complete classes, per DHS:2-1-35 and DHS:2-1-42.

**(4) Eligible employees.** This program is open to CW staff only. Since the employee never actually leaves his or her job, relocation is not an issue.

**(c) Application procedures.**

**(1) CFSD process.** Each year, CFSD distributes a numbered memorandum announcing the scholarship program for that year along with selection criteria.

**(2) School of Social Work process.** Applying for the OU Graduate School and School of Social Work is the sole responsibility of the employee. OKDHS and CFSD are not involved in the selection of students admitted to the school.