

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Field Experience Learning Overview:

Transfer of learning occurs when concepts learned in the classroom are applied to on-the-job training. This process requires support and engagement from Supervisors, teammates and trainers. The transfer of learning is enhanced when:

- New Social Work Case Managers (SWCMs) discuss anticipated objectives with their Supervisor prior to attending training
- New SWCMs discuss progress toward achieving objectives with their supervisor after training
- Supervisors provide opportunities for the transfer of learning in the field
- New SWCMs are paired together to reinforce post-training performance

The intentional learning tasks included in this Field Experience Learning Guide were designed around these key components to the transfer of learning. The new SWCM is expected to gain knowledge and experience that increasingly prepares them for a caseload that progresses in size and complexity over time. The intentional learning tasks also allow the Supervisor to assess the new hire's ability to critically think through best practices of a case.

Following the four days of initial classroom training (part one) of **SW 020 Foundations of Social Worker 2 Practice**, the new SWCM will spend approximately four weeks in the field before returning to classroom training. During this time, the new SWCM should become acquainted with local office policies, procedures etc. While the intentional learning tasks should be met as much as possible, other on-the-job learning experiences may arise and new SWCMs are encouraged to take advantage of these opportunities and to document those experiences.

Field Experience Learning Guide Instructions:

- New SWCMs are to utilize the Field Experience Learning Guide throughout their first six months of employment with The Department.
- New SWCMs will complete many of the intentional learning tasks during the month-long field experience timeframe between part 1 and part 2 of **SW 020 Foundations of Social Worker 2 Practice**.
- New SWCMs will enter the date that each task was completed.
- New SWCMs should bring their Field Experience Learning Guide to part two of **SW 020 Foundations of Social Worker 2 Practice**. Trainers and staff will review their experiences through discussion, lecture and activities.
- Supervisors will review this guide with their new SWCMs on a regular basis.
- New SWCMs and Supervisors will sign and date the final page of this document once all tasks are completed within the new hire's first six months of employment.

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Field Experience Learning Roles and Responsibilities

Supervisor

- Select a mentor(s) to provide meaningful shadowing experiences.
- Carefully read this guide.
- Review intentional learning tasks with the new SWCM and mentor.
- Assist the new SWCM with the planning and scheduling of the activities outlined as intentional learning tasks.
- Meet weekly with the new SWCM to assess her or his progress on completing the intentional learning tasks.
- Meet regularly with the mentor to discuss progress towards meeting expected outcomes.
- Monitor the number and types of cases being assigned.
- Participate in a phone meeting with trainers to discuss the overall progress of the new SWCM and field learning experiences.
- Sign-off on the Field Experience Learning Guide at the end of the new SWCM's first six months.

Newly SWCM

- Take responsibility for their learning and be open to new experiences.
- Carefully read this guide.
- Fully engage in the intentional learning tasks and document the date each task was completed.
- Initiate shadowing opportunities to further enhance learning.
- Take notes during interviews and visits, shadow court activities, enter social work contacts into Jarvis, make referrals to service providers and complete the intentional learning tasks.
- Review experiences with Supervisor and mentor.
- Bring this guide to part 2 of **SW 020 Foundations of Social Worker 2 Practice**.

Trainer

- Participate in a phone meeting with the new SWCM's Supervisor to discuss overall progress of the new SWCM and field experience learning.

Mentor(s)

- The mentor will assist the new SWCM in progressively building case practice knowledge and shadow the new hire as they complete key activities during the field experience learning period.
- Connect the new SWCM with others in their office to provide shadowing opportunities.
- Take new SWCMs with them on field calls to learn essential casework activities.

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Caseload Progression and Guidelines

Case assignment will be at Social Work Administrator (SWA) discretion in consultation with Supervisors to determine the number of cases a new SWCM can be assigned at any time following their start date.

SWAs and Supervisors can use the following criteria to determine the readiness of the new SWCM to take on cases:

- Experience level of the new SWCM (previous child welfare experience)
- The new SWCM's comfort level in taking cases

Cases assigned after Part 1 of **SW 020 Foundations of Social Worker 2 Practice** should have a mentor or tenured teammate assigned to assist with those cases at least until new worker training is completed or shortly after. Many cases assigned to new SWCMs are those another worker is transferring due to turnover and caseloads of existing workers needing reduced.

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Required Intentional Learning Tasks for New SWCMs

FACS Test System	Date Completed
Review the FACS Blue Sheets and Green Sheet as guidance when shadowing a co-worker entering FACS and/or when making first FACS entries	
Observe co-workers making entries in FACS, opening case, RELL, SERL, SPIL, FCTL, PAYA	
Open a case in the test FACS system	

JARVIS - Initial Navigation	Date Completed
Observe and discuss navigation of JARVIS – child services section - case narrative, enter child visit, IV-E	
Provider portal	
Relative notices	
Drug testing	
Case plan	
The intake	
Child Protective Assessment (CPA)	
Alerts	
My Links in JARVIS connects to Drug Testing, Drug Testing Policies and Protocols, the Safety Plan (in PDF), Care Match, Wellness Check/TOP, CWIS Help Desk and JARVIS System Manual	
Rejected intake on open case	
Discuss how JARVIS communicates with FACS	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Review electronic filing system in JARVIS	
Review the Child Welfare Service Referral Face Sheet and necessary information for a referral	

Handoff	Date Completed
Review Transfer Packet Face Sheet	
Observe a hand-off between CPW and SWCM	
Shadow the first meeting between a SWCM and the family at handoff and/or complete first meeting with family after receiving handoff	
Receive first assigned case from CPW via a hand-off	
Review JARVIS and needed information from intake and assessment with CPW	
Observe an initial contact with family by CPW	
Observe at least one of the following types of cases: <ul style="list-style-type: none"> • Voluntary/Agency/Eligible • CINA, no Removal • Child in Relative/Fictive Kin • Child in Foster Care • Child in QRTP • Child in Shelter • Child in PMIC 	

Family Centered Services	Date Completed
Observe actions in FACS and JARVIS needed to assign the provider and generate the 3055 Referral and Authorization for Child Welfare Services	
Observe the process of making a Family Centered Services referral. Discuss what information is included on the referral form, note additional information sent to the provider, such as additional documentation, reports etc.	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Discuss expectations of contracts with Family Centered Services (review Family Centered Services Contract 101 handout)	
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Engagement	Date Completed
Prior to meeting with the family, ask the mentor how the mentor envisions your role, and what you should do if the family appears uncomfortable with your presence	
Observe engagement strategies utilized by the worker such as: genuineness, empathy, respect, open ended questions, solution focused etc.	
Shadow a co-worker engaging a family followed by receiving first case and beginning to practice engagement strategies	
Demonstrate engagement skills with a family upon receiving a case. Note the listening skills, motivational interviewing and engagement strategies utilized	

Monthly Visit & Case Notes	Date Completed
Show local visit template, if used, and/or JARVIS template (domains)	
Observe a SWCM using assessment questions with a family to gain information needed	
Complete a case note regarding a family that addresses safety, permanency, child well-being, academic skill and preparation and the five functional domains	
Complete case notes in JARVIS using the template in JARVIS. Ask for feedback from co-worker/supervisor regarding case note documentation and level of detail	
Develop organizational strategies to support timely entries in JARVIS	

Safety Assessment & Risk Re-Assessment	Date Completed
Observe a co-worker completing a Safety Assessment in JARVIS. Discuss how they came to the conclusion of Safe, Safe with a Plan or Unsafe. Discuss when to complete the assessment form,	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

which is prior to starting unsupervised visits, prior to reunification, prior to case closure or whenever child may be in an unsafe situation	
Use the Mental Health, Substance Abuse and Domestic Violence Screening Guidance	
Observe a co-worker completing a Risk Re-Assessment in JARVIS prior to Case Plan Update. Discuss how the tool assisted them in preparing to write the case plan	

Case Plan	Date Completed
Request from supervisor case plans to gain an understanding of what constitutes as relevant content, language and structure	
Review case plan goals. Discuss writing behavioral goals with supervisor and review example behavioral goals	

Worker Safety	Date Completed
Review Worker Safety handout	
Consider the risk of the situations on cases assigned to you to shadow and discuss with your supervisor	
Discuss with your mentor or supervisor when to request law enforcement assistance on cases	

Administrative Rules (manual)	Date Completed
Review 18-C(2) Case Management and 18-C(3) Family Centered Services	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Court	Date Completed
Attend a Removal Hearing, Adjudication, Disposition, Review Hearing and TPR hearing	
Review court reports	
Review court documents and note reasonable efforts language	
Consult with your supervisor about preparation for juvenile court	
Discuss completion of social histories	
Observe a co-worker utilizing the EDMS filing system, including searching for court orders.	
Observe and note which documents are used in the EDMS system	
Discuss the Ex-Parte Removal Process and Voluntary Placement Agreement process for your area	
Gather all necessary supporting documents for removal	

Electronic Data Management System (EDMS)	Date Completed
Observe co-worker utilizing the EDMS filing system	
Observe and note what documents are used in the EDMS system and how to navigate the system etc.	
Upload documents in EDMS	

Solution Focused Meeting (SFM), Child Safety Conferences (CSC), Youth Transition Decision Making (YTDM) Meeting	Date Completed
Observe an SFM	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Observe a CSC	
Observe a YTDM meeting	

Out of Home Placement/Removal	Date Completed
Observe a SWCM completing out of home placement/removal steps including relative search, relative notices, documentation related to out of home placement and FACS screens related to out of home placement	
Observe the development of a Family Interaction Plan	
Treatment Outcome Package (TOP)	
Transition Planning	
Adoption Transfer Checklist	
Obtain a Birth certificate	
Attend a Transition Planning Meeting	
Review a Transition Plan (Part C)	
Attend a concurrent planning staffing	

Reunification	Date Completed
Attend a Reunification Staffing	
Attend a Reunification Follow-up Staffing	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Kin/Fictive Kin	Date Completed
Accompany the SWCM or CPW meeting with child(ren) in a relative placement home or kinship care. Take note of questions covered with caregivers and assessment of safety and stability of placement	
Review the Placement Continuum	
Discuss the Kinship Navigator Program with Supervisor	

Foster Care	Date Completed
Accompany the SWCM meeting with child/ren in a foster home. Take note of questions covered with foster parents and assessment of safety and stability of placement	
Accompany the SWCM or CPW meeting with child/ren in a relative placement home or kinship care. Take note of questions covered with caregivers and assessment of safety and stability of placement	
Observe the SWCM making a referral through Care Match	
Observe the SWCM making a birth certificate request	
Discuss with your mentor or supervisor the Foster Care Support Specialist role	
Discuss with your mentor or supervisor how to address an unsafe placement	
Observe a BID meeting	
Observe a SWCM entering a SPIL payment	
Observe a SWCM approving monthly payments	
Observe a SWCM entering a foster care placement on the SERL screen in FACS	
Observe a Comfort Call	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Observe a Bridge Meeting	
Every Student Succeeds Act (ESSA)	

Shelter/Psychiatric Medical Institute for Children (PMIC) Placements/QRTP	Date Completed
Discuss with your mentor or supervisor the PMIC referral process	
Discuss with your mentor or supervisor the QRTP referral process	
Accompany a SWCM completing a child visit at shelter, PMIC or QRTP placement	
Observe the SWCM making a referral through CareMatch for Shelter/QRTP	
Observe a SWCM making the SERL FACS entries for Shelter, QRTP or PMIC	

Case Consultation	Date Completed
Discuss key areas to be prepared to present/discuss in group or individual case consultation	
Observe individual case consultation and/or group supervision	

IV-E	Date Completed
Observe a SWCM entering IVE information in JARVIS	

General	Date Completed
Safe Plan of Care	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Court ordered service funding	
Virtual Home Simulation	

Statewide / Local Services	Date Completed
DCAT	
Income Maintenance	
Drug testing	
Early Access	
CSRU	
Completing Service Referrals	
ICPC	
Prison Protocol	
New case checklist / other local checklists	
ICWA	

Statewide / Local Services Continued	Date Completed
Mexican Consulate	
Connect and Protect (CAP) Team / Safe and Together model – observe a CAP consultation	

Field Experience Learning Guide for New Social Work Case Managers (SWCM)

Observe how to refer to Parent Partners	
Family Treatment Court – if applicable, observe FTC	
Sex Offender Registry	
DOC Website	
Iowa Courts Online	
Federal Parent Locator	
Protective Child Care vs Child Care Assistance (CCA)	
Explore resources available in SharePoint: https://iowadhs.sharepoint.com/:u/r/sites/SvcHD/SitePages/Home.aspx?csf=1&web=1&e=fpiMDQ	

Please review your completed checklist with your Supervisor and then sign and date below.

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____