DSS Policy and Procedure Guide

Division 03: Child Welfare	Chapter 03: Initial Response/Detention

Item 012: **Standby Training**

Suggested changes send to: DCFS Quality Assurance	Issued: **March 30, 2010**
References: N/A	Replaces Issue: September 13, 2007

Policy

Any Social Worker who meets the requirements for working standby and has requested to be an alternate will be expected to complete a minimum amount of training before being allowed to work a standby shift.

Purpose

To establish guidelines regarding standby training expectations

Procedure

- A standby alternate must complete a minimum of sixteen 16 hours or two eight hours shifts of training. One eight hour shift must be completed under a lead SW and the other shift as being the lead SW. Only designated permanent standby Social Workers will provide training and the trainee must work a minimum of eight hours under two different trainers.

- Failure to complete training within 90-days will result in the denial of the trainee request to be a standby alternate (see PPG 3-3-13). Ongoing guidance and direction for alternates will be provided by the standby supervisor for whom the trainee will be assigned. All permanent standby positions will be filled from the alternate list based on seniority.

- Once a request has been submitted (see PPG 3-3-13) and the Social Worker approved, the following will occur:

  - The trainee will be responsible for:

    - Notifying the lead standby supervisor of the intent to begin training.
    - Contact/coordinate with the standby trainers and arrange date/time to complete the training.
    - Notify the trainer's their respective standby supervisor of the training date/time.
    - Submit a standby log indicating the hours worked and the type of contacts made to the respective standby supervisor for review and approval.

  - The standby trainer(s) will do the following:

    - Arrange/confirm a date and time for the trainee to accompany them.
    - Notify the trainer's their respective standby supervisor of the training date/time.

- Be sure that the training is appropriate following the training criteria checklist. (See attachment A).
- Sign the trainee's standby log indicating that the hours reported are correct and reflect the training provided.
- Submit a completed training checklist to the lead standby supervisor.

- The trainer's standby supervisor will do the following:

  - Review the trainee's standby log for accuracy and number of hours worked.
  - Ensure training is relevant/adequate/appropriate to prepare the trainee for duty.
  - Notify the lead standby supervisor of the number of hours that the trainee completed and if the hours were appropriate.

- The lead standby supervisor will be responsible for:

  - Notifying the standby trainers that the trainee has been approved to begin training.
  - Convening a meeting of standby supervisors to discuss each trainees' training and determine the following:

    - If the training was appropriate or if additional training is required.
    - If the trainee can be added to the standby list as an alternate.
    - If the Program Manager should be notified for direction if the standby supervisors are unable reach a consensus.

  - Notify the Program Manager via memo of the results of the training meeting and obtain Program Manager's signature on the memo indicating agreement.
  - Notify the Program Manager's secretary to add the trainee to the Standby alternate list and email standby staff and the trainee.

- The Standby Program Manager is responsible for:

  - Initialing the standby lead supervisor's memo authorizing or denying the trainee's request.
  - Notifying the trainee of the final decision.

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Stand-by Training Criteria Checklist

TRAINEE: _____   TRAINER _____

__   1.   Standby Policy & Procedures

__   2.   Intake/Screening
- Must be able to determine which referrals are a crisis, 24-hour, 10 day or an Evaluate out.
- Must be able to obtain information and complete the referral form correctly.

__   3.   Answering Service
- Must be able to contact the answering service, present what it is they
- Need and understand how it operates in relationship to the job.

__   4.   CWS/CMS knowledge
- Must be able to access CWS/CMS
- Must be able to search for prior CPS history
- Must be able to check placement history.
- Must be able to verify visits
- Must be able to check for alerts

__   5.   Searching and Securing Placements
- Must be able to utilize the foster parent vacancy list appropriately
- Must be able to contact foster parents and discuss placement, including the needs of the child.

__   6.   Procedure for Minors in the Office
- Must be familiar with procedure for contacting Supervisor
- Must be able to complete the log for minor's in the office

__   7.   Prioritizing
- Must be able to prioritize calls received
- Must be able to determine when to utilize additional standby staff
- Must be able to demonstrate an ability to multi-task

__   8.   Consultations
- Must be able to demonstrate when to consult with team members
- Must be able to demonstrate when to consult with supervisor

__   9.   Resource Materials
- Must be familiar with resource materials and when to utilize them.

- Must be familiar with the PFT and Standby phone number lists.

__ 10. Forms Used
- Must be able to complete correctly all forms utilized by standby
  - SDM forms
  - Placement forms
  - Standby log
  - Contact logs

__ 11. Equipment
- Must be able to understand how to obtain the standby van keys, the parking placards and the process when vans are inoperable or need servicing.

__ 12. Sanctuary vs. Craycroft Placements
- Must be able to determine when a minor should be referred to these respective facilities.

__ 13. Open & Closed Referrals
- Must be able to demonstrate the understanding and process of an open & closed referral.

__ 14. DEI and Hospital Holds
- Must be able to demonstrate knowledge of DEI referrals and when a hospital hold would be done

__ 14. Time Cards
- Must understand the correct way to claim standby hours on the timesheet

COMMENTS: