



January Staff Meeting

Joining Hands Visitation

2019

AGENDA

Topics of Discussion

- ▶ Know before you go
- ▶ Don't be a Diva, Read Your Paperwork!
- ▶ Updated Paperwork & Forms
- ▶ DCYF & Public Library Reservations
- ▶ Cleaning Up After Visitation
- ▶ JHV Staff Line: 360-328-1403
- ▶ Communicating with Social Workers
- ▶ Pay Attention to Your Audience
- ▶ Visit Reports
- ▶ Canceling Visits
- ▶ New Makeup Policy
- ▶ What Qualifies for a Makeup Visit?
- ▶ Scheduling & Advance Notice
- ▶ Tsheets Updates
- ▶ Information at Your Fingertips
- ▶ Synching Your Tsheets App
- ▶ Continuing Education

KNOW BEFORE YOU GO

Be prepared with the following:

- ▶ JHV Employee Badge
- ▶ Appropriate Car Seats
- ▶ Review Pickup/Drop-off Info
- ▶ Visit Location
- ▶ Google Map for Roundtrip Transport
- ▶ Birth Parent Contact Info
- ▶ Foster Parent Contact Info
- ▶ Transport And Mileage Log
- ▶ Caregiver Notification Forms



DON'T BE A DIVA, READ YOUR PAPERWORK!

Reading your paperwork: a step-by-step process



- ▶ PCV Lead Calendar Appointment
- ▶ Service Delivery Record
- ▶ Transport and Mileage Log
- ▶ Visit Schedule Calendars for
 - Birth Parents
 - Foster Parents

UPDATED PAPERWORK

New forms and Revised forms

- ▶ Service Delivery Record
- ▶ New Beginnings Contract
- ▶ Visitation Schedule Calendars
- ▶ Calendar Receipt Forms
- ▶ Transport Request & Mileage Log
- ▶ No Show/Cancellation Report
- ▶ Time Off Request

These forms are to be turned into the office, black & white copies may be made upon request.

DCYF & PUBLIC LIBRARY RESERVATIONS

Confirm your reservation on the 1st of every month

- ▶ If you have a visit scheduled for the DCYF Office or a Library Meeting Room (Aberdeen, Shelton, Lakewood, Centralia, South Bend, or Tumwater, etc.)
- ▶ If your visit **CANCELS** or is a **NO SHOW**, you need to notify the office staff or the receptionist and let them know the status of your visit.
- ▶ If your visit **RELOCATES** and no longer uses the DCYF office visit room or library meeting room, please **CANCEL** the reservation.
- ▶ You should be confirming your room reservation on a **MONTHLY BASIS**, so as to not lose your reservation.
- ▶ You are the individuals on the ground and utilizing the space, so check in **THE FIRST OF EVERY MONTH**.

CLEANING UP AFTER VISITATION

DCYF or Community Locations

- ▶ You are **RESPONSIBLE** for making sure the Parents clean up after themselves and their children
- ▶ At the **15 minute mark**, warn Parents to begin clean up process
 - If more time is needed, do a **20 - 25** minute warning
 - Make a game of it to get children involved
- ▶ Abide by the community location **RULES!**
 - Non-compliance can lead to the Agency being banned from specific venues.
- ▶ When in doubt, ask the reception desk or office staff where diapers and food waste should be disposed to prevent odors.

CLEANING UP AFTER VISITATION

JHV Visit Rooms & Cafeteria

- ▶ Food and beverages are **NOT PERMITTED** in the visit rooms. Meals must be taken in the cafeteria.
- ▶ You are **RESPONSIBLE** for making sure the Parents clean up after themselves and their children
- ▶ At the **15 minute mark**, warn Parents to begin clean up process and hand out cleaning supplies as needed.
- ▶ Retrieve the vacuum, mop, broom, dustpan, and Lysol wipes after use and return them to their designated areas
- ▶ Wipe down counter top/tables, high chairs and trays, and folding chairs.
- ▶ Sweep under tables and vacuum carpets in visit rooms.
- ▶ Diapers should **NEVER** be disposed of in the large garbage can. The diaper genie is specially equipped to prevent odors, but it i.
- ▶ ***If you see something, clean it and set the example for everyone else.***

JHV STAFF LINE: 360-328-1403

The preferred method for updates

- ▶ **SOMEONE IS ALWAYS WATCHING** - the office staff has simultaneous access
- ▶ Questions, notifications about cancellations, no shows, makeup schedules, commencing sibling visits, pickup or drop-off issues, schedule or location changes, etc.
- ▶ Faster response than notes included with visit reports
- ▶ Best way to centralize client communication about visits
- ▶ Best number for clients who must confirm their visits in advance

COMMUNICATION

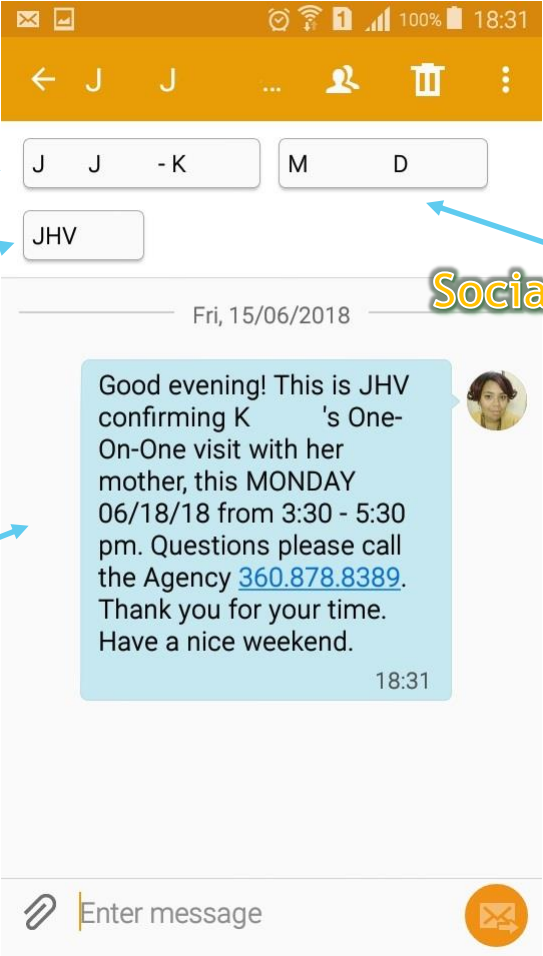
Follow up with a text message

**Foster Parents
Birth Parent**

JHV Staff line

Social Worker

Restate what was verbally discussed over the phone or in person.



- ▶ Add the appropriate people to the conversation
 - ▶ Executive Director, JHV Staff Line, Social Worker
 - ▶ Foster Parent and Birth Parent are **NOT** to be apart of the same conversation
- ▶ Include key information to indicated what was agreed upon and between whom
- ▶ Take screenshots and submit with reports as documented proof when necessary
- ▶ Be professional and polite

COMMUNICATION

Forwarding Contact & Information

Foster / Birth Parent

- ▶ No longer on the case, direct them to contact the assigned Visit Supervisor
 - ▶ Ask permission of associate before providing VS cell number
 - ▶ Screenshot information and send to the designated VS
 - ▶ Verify information has been received

Social Worker

- ▶ Direct Social Worker to contact Executive Director
 - ▶ **NEVER** agree to do any visits without first verifying a referral has been received at the office
 - ▶ Forward or CC all electronic communications to Executive Director

COMMUNICATING WITH SOCIAL WORKERS

None unless authorized by the Agency Director

- ▶ The primary method for communicating with social workers is the visit report unless an emergency situation occurs.
 - Which is why it is imperative that visit reports be turned in on time.
- ▶ In the event of an emergency, your first call should be the JHV Office or the Agency Director.

PAY ATTENTION TO YOUR AUDIENCE

You never know who is listening...

- ▶ Various Social Workers in the DCYF office and other individuals in Community locations
- ▶ Little Ears Discussion
 - ▶ Is what's being talked about appropriate for children to hear?
 - ▶ Are you needlessly putting the Foster Parent on the spot?

VISIT REPORTS

Due within 72 hours of the actual visit

- ▶ Must be turned in by **6:00 PM** on the Wednesday before payday or paychecks will be withheld. **NO EXCEPTIONS.**
- ▶ When to file a Cancellation Report?
 - If you are scheduled to cover the visit when the client cancels.
 - For no shows/cancellations by birth parent or foster parents
 - Visits canceled by agency due to holiday closures
- ▶ For birth parents, track whether it was made with advance notice or less than 24 hours notice.
- ▶ Count visits canceled by birth parent, foster parent, agency, or visit supervisor separately. (Easier to do with new format).

CANCELLING VISITS

Always Ask before you cancel a visit, even if its an emergency

- ▶ Contractually, visit supervisors are **NOT** allowed to cancel visits
- ▶ You are **REQUIRED** to check-in with the office staff via text/phone **BEFORE** canceling a visit
 - Often, there is usually another colleague who can cover a visit, if you give the office staff enough time to react.
- ▶ **REMEMBER TO CONTACT THE FOSTER PARENTS**
 - About all schedule changes, cancellations, and no shows **BEFORE** returning children to their caregivers or daycare.

NEW MAKEUP VISIT POLICY

Makeup visits **MUST** be scheduled within 7 days of the cancellation, and completed **WITHIN** 30 days.

Currently, all clients have either no outstanding hours or there an existing plan to catch up on visit hours.

Great Job, Everyone!

WHAT QUALIFIES FOR A MAKEUP VISIT?

▶ VISITS CANCELED BY A BIRTH PARENT

- Only for court appointments in advance
- As per DCYF directive, visit hours lost to illness, doctor's appointments, dentist appointments, trainings, or overtime do not qualify for makeup.
- These cancellations do not count against their visitation, but the visit time is forfeited.

▶ VISITS CANCELED BY A FOSTER PARENT

- Where the child was sick or unavailable.

▶ VISITS CANCELED IN OBSERVANCE OF STATE HOLIDAYS

- DCYF and community libraries will be closed.
- If you choose **NOT** to participate in the holiday, relocate to JHV Offices where possible.
- Otherwise, we are **REQUIRED** to make up visits canceled due to holiday observances

ADVANCE NOTICE & SCHEDULING

Strive for 7 days for new visits & 24 hours for coverage

▶ IMPERATIVE

- Share your morning or evening routines, so that office staff is aware of any schedule constraints, including recurring doctor's appointments, children's extracurricular activities, etc.
- The better the information that the office staff has about your daily routines; the more likely that you will have a schedule that meets your needs.
- Planning to take a day off when you don't have a regularly scheduled visit? File a **TIME OFF REQUEST** so that the office staff knows that you are **UNAVAILABLE**.

TSHEETS UPDATES

Text the JHV Staff line (360) 328-1403

- ▶ Email Payroll@joininghandsvisitation.org if you have a lot of information to communicate.
- ▶ No more verbal communication - capture edits and updates in writing
- ▶ Leave a note in your timesheet for timesheet adjustments; they are **ALWAYS** reviewed before payroll is submitted.
- ▶ Recording Cancelled visits in Tsheets:
 - Clock into your time sheet and select the **NO SHOW** or **CANCELLATION** service item. Then clock out.
- ▶ Be sure to regularly review your visit notes and contact information in Tsheets for needed updates.
- ▶ Notify the office if a visit has disappeared from your schedule; it's likely that the referral has expired.

INFORMATION AT YOUR FINGERTIPS

My Time Card & Schedule

12:37 PM

My Time Card

DAY TOTAL

1h 52m 16s

START TIME

Thu, Sep 27, 2018

10:45am

CUSTOMER

Joining Hands Visitation

Administration

BILLABLE

No

SERVICE ITEM

OFFICE HOURS

NOTES

Take Break

Clock Out

Switch

Overview

My Time Card

Timesheets

Schedule

More

12:37 PM

Schedule

MY SCHEDULE

FULL SCHEDULE

MARTINEZ-MEJIA VISIT: MONITORED

11:35AM-7:25PM (7h 50m)

REFERRED BACK/MOM IN JAIL BOWERS/...

12:00PM-8:30PM (8h 30m)

GLASGOW VISIT: UNSUPERVISED

1:00PM-7:30PM (6h 30m)

PACAS VISIT: MONITORED

1:00PM-9:00PM (8h)

RUTLEDGE/DAVIS SUPERVISED VISIT

1:00PM-9:00PM (8h)

BROOKS VISIT: SUPERVISED

1:30PM-6:30PM (5h)

RUTLEDGE/DAVIS TRANSPORT PICKUP

2:00PM-4:00PM (2h)

RUTLEDGE DROP OFF TRANSPORT

6:00PM-9:00PM (3h)

Overview

My Time Card

Timesheets

Schedule

More

12:38 PM

APPOINTMENT TIME: 1:00 – 5:00 PM

CASE ID# 571951

Aberdeen Office

Alternate Visit Location:

Lakewood Pierce County Library

6300 Wildaire Rd SW

Lakewood, WA 98499

(253) 548-3303

(inclement weather)

University Place Pierce County Library

3609 Market Pl W, University Place, WA 98466

(inclement weather)

Parent:

Shirley Howard

(c) 360.810.8446

Child Name:

Keller Howard, age 10 yrs

Clock In

Overview

My Time Card

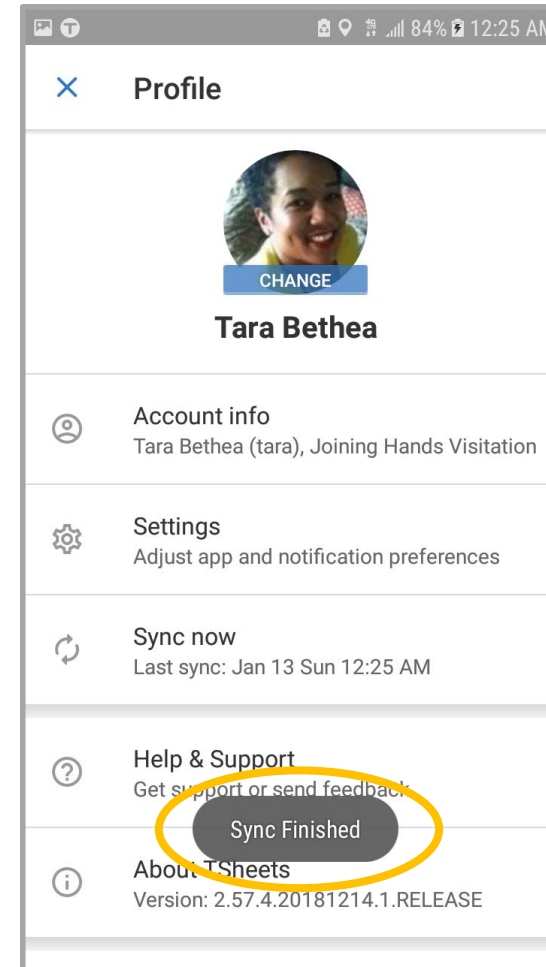
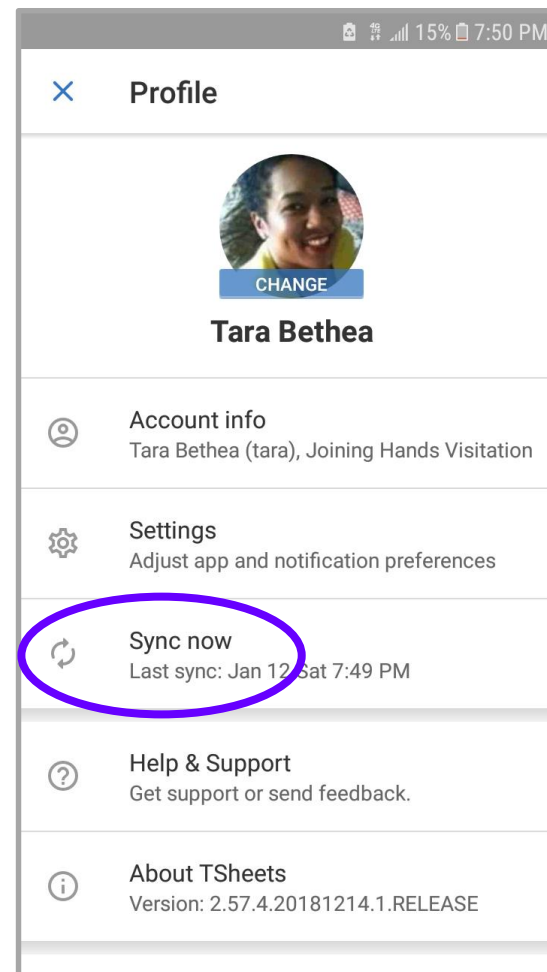
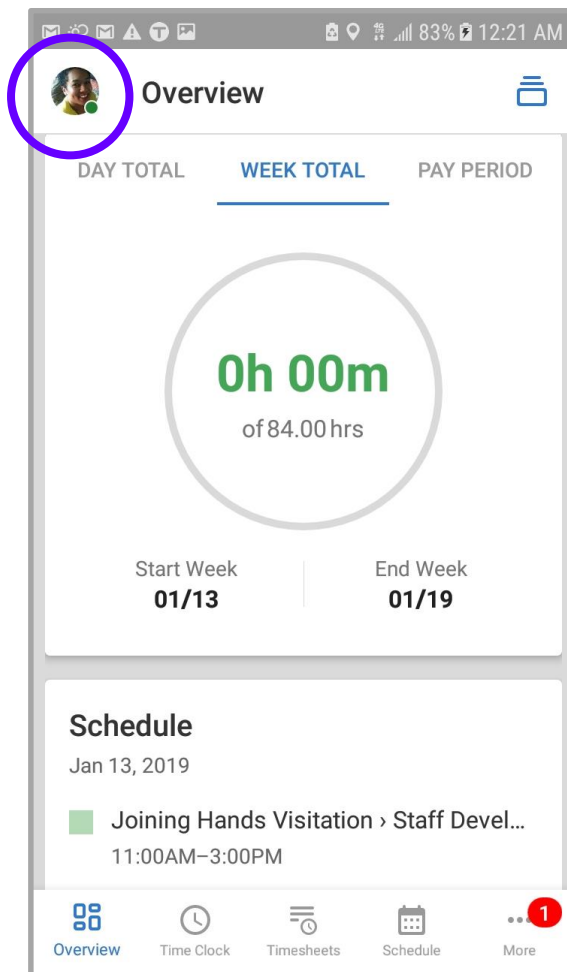
Timesheets

Schedule

More

SYNCING THE TSHEETS CELLPHONE APP

Tsheets Web will always hold the most current info



Continuous Education

15 hours annually

- ▶ Is there a fee for these classes? Does the agency pay it if there is?
 - ▶ These classes should all be **FREE**. If there is a fee related to any classes you wish to take, please, speak with Ophelia first about reimbursement **PRIOR** to taking the class.
- ▶ Does JHV pay minimum wage for these classes? If so, do we complete a different time sheet?
 - ▶ JHV will pay at your **current hourly rate**. Where it asks for case name on your time sheet type in Training and the credited hours for the course.
 - ▶ Certificates must be turned in as proof of training. Attend classes in your local area; mileage will not be reimbursed.
- ▶ Do we need to renew our First Aid/CPR and Blood Borne Pathogens training annually as well? If so, does that count as part of the 15 hours?
 - ▶ **YES**, you need to renew First Aid/CPR bi-annually. Although, BBP only needs to be done the one time. Expiration dates will vary for everyone depending on when one took the class initially.
 - ▶ Renewal of certification does **NOT** count towards your 15 hours. Although, this is a repeat course, it is a requirement of continued employment with the Agency, and will be one of the only repeat you will be compensated for.