

A Day in the Life of a Front-Line Worker

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Georgia Department of Human Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**

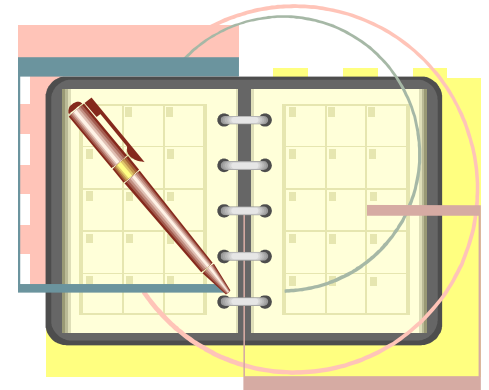
Daily Duties of a Front-Line Worker

On any given day, I may do the following, some days more, some days less:

- Report to County Office and Check front desk mail box for incoming mail
- Assist client(s) at the front desk; while there, connect with the FICM Worker to further assist clients
- Gather laptop and files to travel to sister County to handle case(s)
- Provide additional front desk assistance by answering phone calls related to Project Share, custody issues and/or identify appropriate staff to assist with various issues.
- Travel to County in my cluster and set-up my work station.
- Make face-to-face contact with a biological father or conduct a home visit with a biological mother regarding his/her case.
- After visit with the parent(s), make telephone calls to various resources to assess whether they can provide parenting classes or other services to the caregiver.
 - Often times Providers do not provide parenting classes unless the client is covered by Medicaid. Additionally, Providers need more than one person enrolled to conduct parenting classes.
- Search for other resources to assist the parent such as Medicaid Approved Providers.
- Schedule medical appointments for children who have come into DFCS care due to serious injuries.
- Work with GBI to transport the child and guardian if needed to Atlanta for a full body skeletal survey.
- Search Internet for parenting topics to work with Caregiver on at-home visits until a parenting resource can be identified.

Keys to Success for a Front-Line Worker

- Prioritize your day.
- Multi-Task case issues.
- Know your families, respect their values and show genuine concern.
- Redirection is a key to staying engaged with a family ; focus on working through the issue to ensure that the family is safe.
- Scheduling is important, maintain your calendar and stay level headed.
- At the end of the day evaluate your achieved tasks.
- Prioritize your next day.



Challenges

These are some of my challenges to fulfilling our mission to strengthen Georgia's families and protect vulnerable children and adults:

- Lack of resources and services to connect the family to due to economic downsizing of many providers and community organizations.
- Shifting roles from Intake worker, Investigator, Family Preservation, Placement Specialist to Adoption Specialist.
- Assessing safety from Intake to closure on all incoming Child Protective cases.

So what does a social services case manager do with limited resources and staff?



How I survive as a Front-Line Worker

- Turn challenges into opportunities.
- Embrace the role of being a local resource for Parenting, self-esteem building, improving coping and decision making skills.
- Assess the family and problem solve with them to understand their specific needs.
- Research specific needs on the internet and collaborate with Partnering Agencies for additional educational materials. Study the information and present it to the family.
- Use resources from the internet, local library, Health Dept and Mental Health facility.
- Use local Pastors for Family counseling or Individual Counseling when the family has no insurance.
- Use tools from trainings such as, Trauma Assessment, Father Assessment , Foster Care Timeline to engage families and share concerns so they feel comfortable with working through them.
- Safety is the key to helping families see how their family issues are fixable and if ignored can be life threatening to the children as well as themselves.

How I survive as Front-Line worker *cont'd*

- Literature gathered to review with parents are reviewed by me first.
- Skills learned are applied first in my life which ensures the families that I recognized the challenges to Parenting so they are more motivated to change .
- Mediate family issues take no sides with Mother, father or child stay family centered.
- Team work in my local counties as well as my cluster counties gives me support and guidance.
- An accessible Supervisor, Field Program Specialist and Regional Director gives me the support and security in knowing we are all focused on strengthening families.
- With limited resources, motivation and dedication are key to help families to children being safe in their own families

Helpful Tools Within DFCS

- Appreciate FTMs as they strengthen our families to problem solve on their own.
- Fathers are more involved in their children lives.
- Local Regional CQI teams is made up of Front line workers from all programs.
- CQI Team being the voice for Frontline Workers
- Front line workers on CQI teams are developing tools for colleagues to use to make the job more manageable.



Success is a journey, not a destination

**Front-Line workers must be creative ,
motivated and dedicated to our Vision in
order to strengthen families while wearing
many hats!**



A Day in My Life as a Front Line Worker

- Questions or comments?