

SUPERVISORS ROADMAP

Office On The Worst Day

What Would We See, Say and Do?

No room for unicorns, rainbows and sunshine
 Workers walking out
 Workers crying at court
 Workers lashing out w/verbally, loud aggressive beh
 Workers not coming to work
 Off work orders- stress
 Workers lack of self- care
 Workers feeling
 Discouragement * Frustration * Helplessness *
 Hopelessness * Dissatisfaction * Disheartened*
 Disfranchised * Being alone* I can't give you what you want/need b/c I am not getting what I need
 Workers operating in crisis
 Paperwork everywhere
 Nothing- everything & everyone is so quiet it is eerie
 Workers running across office exclaiming to sups,
 "You're here!"
 Lines out of the sups office
 2 petitions on my desk
 No going to the bathroom
 Wondering how much more can workers take
 Impact on region- Hesperia
 No supervisors available
 No manager available
 Another list
 Hearing "What do we have to start doing now?"
 Not getting interaction
 Lack of confidence
 Supervisors not being able to be there for themselves-
 Staff not where they are supposed to be
 Have someone who can help, but they are not trained
 Don't have people who can respond and do what they need to do
 Frustrated staff
 Feel like always in this struggle in this storm—Feels like the Disney movie, Milan- fighting the storm- best intention to fight the war- but then it ends in "putt putt"

How will others know this is happening? What are all the good things they will see?

This will be the office where everyone wants to work/Smiles/Laughter/Hearing chorus of Good Morning

Where do you scale the office today on the best/safety and worst/danger scale?

0	1	2	3	4	5	6	7	8	9	10
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What Gets You To That Number?

Success in bringing new geographic area into region*
 Belief in each other and self * Belief in new 24 hr prog
 Exec Leadership support don't just tell us they are making changes they are action based- get it done- they changed the county way DD and Manager leadership support and transparency- "We have never felt so supported-Amen and Thank you Jesus"* See the work getting done * Belief in the office* Intake more workable* Supervisors supervising visits so workers can work* See progress in new staff *Honesty
 * Transparency* Grateful for Manager support

What Would Move You Up One Number?

Leadership taking good hard look at region needs and resources* Building on socioeconomic resources and changes* Planning* Staff commitment* Seasoned retirees in intake* Equitable distribution* Operating as 1 region* Sups role modeling teaming across office* Encouraging staff to talk to each other- helping each other with visits

Office On The Best Day

What Would We See, Say and Do?

Unicorns, rainbows and sunshine*
 Laughter throughout the office
 Staff eating lunch together and laughing in break room
 I don't have to scroll down on safe measures
 Caseloads lower.
 Caseloads between 30-35
 SW feeling as though they are able to do true social work
 Sups feeling good b
 Being able to support SW in doing true social work
 Case Consultations not including "Why didn't" and including supporting true social work
 Everyone is here and present.
 Eyes not glazed over
 Staff stepping up to help each other
 No huddle outside manager's office
 My worker is the best
 Progression in units
 Workers accessible
 Phones work
 People being proactive
 Complimentary toward workers
 Giving positive feedback
 Supporting each other- positive and teaming
 Encouraging each other
 Confidence in peers
 Confidence in staff
 Everyone pitching in-asking what do you need, I will take care of it
 Giving Authentic and Genuine Support- workers know difference
 When workers are off work- "we will talk when you get back"
 Participating in supervisor Learning Circle

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Office On The Worst Day

What Would Families See, Say and Do?

Calling Director, Assistant Director and County Board of Sups before addressing their concerns with the region

What Would Children See, Say and Do?

Critical incidents

Babies die

I have been at the office for 3 days waiting for placement

No one cares

- No one wants me
- No one is asking for my voice
- I don't have relationship or connections

Office On The Best Day

What Would Workers See, Say and Do?

Taking responsibility for caseload

Being accountable to each other

Care for their work

Really knowing their families

Taking ownership

Using solution focused questions

Going deeper

Developing Safety Networks

Talk about solutions, not talk about problems

Forging solutions out of challenges

Asking to have case conferences

Senior Social Workers taking leadership responsibility

What Would Deputy Director See, Say and Do?

12 CFTs a month

Everything is in compliance- Bottom line every child is safe

See's people here and present

Safe Measures is a beautiful thing to see

What Would Manager See, Say and Do?

Close 3 referrals a day

Sups being trained

Sups feeling they can spend more quality supervision time with their staff

Teaming

Safe Measures is a beautiful thing to see

Bottom Line everyone is safe

Everyone is here and present

No huddle of workers outside her office

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Office On The Best Day

What Would Clerical See, Say and Do?

I am busy, but not overwhelmed
Able to find supervisor and social worker
Less uninvited guests in lobby
Social workers would be answering phones
Families receiving clear expectations

What Would Families See, Say and Do?

Know what is going on with their child
Feeling empowered to make changes in their life
Feeling heard
SAFETY NETWORKS
Workers helping each other to support families
SW would have the ability to help them not only financially (gas cards) and emotionally
SW would be able to take time to support me
More of the phone calls made to management and Board of Sups would be about how wonderful their social worker is
My worker is taking time to listen to me

What Would Children See, Say and Do?

I get to go home
I get to see my family right away
I would be placed with family
If not placed with family, I would be placed with/connected with people I know
I would have connections/relationships with people that care about me
Foster parents that are willing to engage with my biological parents

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