

E UNIT ROADMAP

Office on its Worst Day

What Would Staff See, Say and Do?

Don't use SOP when interviewing- use 5 w's who what where when
 Have an attitude/eye roll/really? Right now?
 Cuss more than usual
 Walk in the door with an attitude, already decided it is going to be a bad day
 Day doesn't go as planned, kids in cubicle screaming and crying, visits cancelled, your mad, co-workers irritated
 Walk into 10 referrals on your chair
 Walk into a mess- and don't ask for help: 20 voicemails, IR waiting, Need interpreter, JD rotation, People in lobby, 10 day due today, 13 kids to interview in distant geographic region
 When we walk in and have a positive mood, everybody's negative energy brings us down and we just succumb and act like everyone else. You can't be ray of sunshine amidst dark clouds
 Plug in and zone out like zombies- just let me get through this day
 Hard time asking for help, when ask for help and told no, discouraging, I will just do it myself
 There are only some people we can ask for help, and if they are not available we are screwed
 After people do help out- complaining its not my job so I don't want to help
 Up all night
 Feels like you are doing business- you owe someone who helps you and if you can't help out when they need the help it is a problem- you owe me
 Not getting the help we need and risking our own health and personal safety
 Days we don't get our own self care
 Making decisions we wouldn't normally make as we are not cognitively processing
 Backtalking, gossip, judgement in office, bullying

How will others know this is happening?
 What are all the good things they will see?
 Unicorns, rainbows, smiles, laughter, teaming

0 1 2 3 4 5 6 7 8 9 10

What gets you to that number?

*See supplemental

What would move you up just one number?

*See supplemental

How are we going to use this work to overcome barriers in the future?

*See supplemental

Office on its Best Day

What Would See, Say and Do?

Feel supported when people come ask me is I need help
 Self-care when you are taking care of yourself you feel better at work, walk, yoga
 Open communication- talking to each other
 Positive space- smiling at each other/greeting each other
 Not forgetting to engage with each other
 Looking out for each other- if in Hesperia check to see if anyone else needs anything. Notifying team of bad weather- thinking beyond own needs
 When I don't ask and people see I need help and offer it
 They are paying attention and recognize individual needs
 Feel like people are there, and not feeling as alone as I was feeling
 Recognize when someone needs space
 Everyone physically sitting next to each other
 Realize we are all a resource-utilize each other
 Everyone would be sticking up for each other
 Everyone would be stopping the negativity before it starts
 We would pay attention to cues- respond and be flexible
 We would speak to our audience

What Would Our Supervisor See, Say and Do?

Referrals being closed- one a day
 Help each other without her intervening
 Our supervisor would be able to check her emails
 Our supervisor could take a day off without the unit going to shit
 Trust our assessment
 Staff have uniformity and would be able to advocate for children to stay in the home- be able to use my assessment skills to speak to any audience
 95%
 Using resources- CFT, PRD, Coaching, TDM, DBH
 Our supervisor and staff would actually be able to go home by 6
 Our supervisor and staff would be able to take a lunch

E UNIT ROADMAP

Office On The Worst Day

What Would Our Supervisor See, Say and Do?

Gets a call on a referral or case and doesn't know shit about it and there was a pickup the night before and there are children in a cubicle
Gets super long list of referrals that needs to be closed
People in her office crying threatening to quit
Gets complaints from others that a staff is being a bitchface
6 workers but only 3 can take referrals
Supervisor would have to do but everything herself
Staff calling out and now no workers
Staff oversensitive to others interactions and read into it too much
Walking into 1 million referrals to assign and nobody to assign them to
Supervisor doesn't get to see her people, being pulled in 100 different directions by people above her
Want to give Supervisor personal time but you call her
Doesn't get support she needs from other sups and hotline

What Would The Manager See, Say and Do?

She would have to get our supervisor to get on us- impact on manager
Not every child is safe and protected
No self-care
Send staff home because they had a bad day
Work is intense and secondary trauma compounds it

What Would The Deputy Director See, Say and Do?

Kids get hurt, critical incident
Walks into bunch of letters of resignation
Board of sups blowing up her phone
Why are they talking all day and not working, why are they talking about sex and alcohol?
Safe measures

Office On The Best Day

Staff sitting down and eating lunch- Not eating lunch at desk, Not eating lunch in car- not having bag in hand when leaving to go on a home visit
Our supervisor would be assigning referrals in a timely manner
Staff would be going tour supervisor the day before to let her know where they were going the next day so she could plan and distribute referrals accordingly. Open communication
Able to each lunch without 10 new referrals
Using new whiteboard to communicate and organize time
Staff seeing all 3 sets of kids instead of 3 sw going to same school on same day- teaming
Geographically staffed areas
Our supervisor would be so confident with 3-6 workers that she would take vacation
Our supervisor adds emoji's to her text messages to indicate all is good

What Would Our Manager See, Say and Do?

95% Safe Measures
No referrals over 30 days
Not tears
Everyone taking lunch and not talk about work
Everyone and our supervisor taking vacation

What Our Deputy Director See, Say and Do?

People taking pride in their work
Getting work done regardless
People not complaining everyday

What Would Clerical See, Say and Do?

Petitions turned in a day before not the morning of
When they come to tell us there are families in the office, we would be calm
We wouldn't be asking every 5 minutes "Where is our supervisor?"
We would be nice
We would be more willing to help
Equal distribution of work

E UNIT ROADMAP

Office On The Worst Day

What would Clerical See, Say and Do?

Our unit clerical staff has to write petitions herself- due the same day
When they come tell me there is someone in the lobby- I yell "Oh my God what do they want? I am eating lunch. Then throw some paper
They get attitude from workers unfairly
No clerical available when you need a petition or Spanish speaker
Anger and violence in the lobby
Lice infestation in the lobby

What would Families See, Say and Do?

We don't believe them
We get bonuses for taking their children
Social worker judged them
Worker is not interested in them, doesn't trust them or their ability to parent their kids
Workers doing damage control from previous worker, sometimes we are that previous worker and someone has to do damage control from us
Don't get connected to services to help the family
We harass them
Want police involved
Tell sw they are emotionally abusing children
Not able to explain to families what is going on
Can't recognize my own strengths

What would Children See, Say and Do?

We want to take them away from their family
You tricked me
You don't care about me- I am a name on a paper
I am no longer connected to anyone emotionally
You ruined my life
You are attacking my parents
I am invisible
It is all my fault
They hear us because we are not being careful about what we say and we don't know they are listening
Tell them we are going to help but we can't help them

Office On The Best Day

What would Families See, Say and Do?

They would have a social worker that advocated for them
Uniform response – consistency
Communicate with client and/or providing with coworker name
We would be more patient to explain things- Families are more likely to tell you stuff
Our supervisor would get more phone calls about good work
Families would be able to stay together
Pride, dignity and truly in well begin of family
Taking responsibility for what is going on and feeling they had the support of the social worker
Our approach would be more calm and we would establish rapport and trust
They would feel we are there for their best interest
Trauma informed- start where the client it- help them to feel safe
We would be educating children & families
We would genuinely have interest in helping: children and families would understand we are there to help

What would Children See, Say and Do?

Thank you because you helped their family in some way
Say they understand why we are talking to them
Decrease trauma and increase awareness
They voice would be heard
Have fun talking to me- we are asking questions, interested in them- what is your favorite color?
Feel safer- know there is someone helping them- not just there to remove them
Talk about SW as if the Social worker was a brand new toy
They would be allowed to call their parents
They would be heard
They would be worried about
We would fight harder to keep sibs together
We would be asking questions
We would be using SOP

E UNIT ROADMAP