

# Action Request Transmittal

## Office of Child Welfare Programs



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***Authorized Signature***

**Number:** CW-AR-003

**Issue Date:** 4/21/2020

**Subject:** SOS Recommendation - SSS1 Worker Type Designation

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees                     | <input type="checkbox"/> County Mental Health Directors                       |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services                                      |
| <input type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs             | <input type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers            | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors   | <input type="checkbox"/> Other ( <i>please specify</i> ):                     |
| <input type="checkbox"/> ODDS Children's Residential Services  |   |
| <input checked="" type="checkbox"/> Child Welfare Programs     |   |

**Action Required:**

Effective 4/21/20, SSS1/CW caseworker records in Workday should reflect a Business Title that matches one of the following worker types: Screener, Safety, Permanency, Certifier. The Business Title information will also appear under the worker's name on the Workday profile page.

Please ask caseworkers to log into Workday to verify that the correct Business Title has been designated. We understand that in some offices a caseworker may have cases/work that cross over program areas. Please select the worker type that most accurately reflects the work they are doing on a regular basis.

We made some assumptions when designating a worker type that were based on local office/unit configurations and OR-Kids user roles. If a worker has been incorrectly identified as one of the above-mentioned worker types, the Business Title should be updated by the manager/supervisor listed in Workday.

This information must be updated or added each time a SSS1/caseworker changes positions or job duties and for all SSS1 staff.

**Reason for Action:**

The Secretary of State’s (SOS) 2017 Foster Care Performance Audit made a finding that DHS struggles with challenges related to chronic understaffing, overwhelming workloads, high turnover, and a large proportion of inexperienced staff in need of better training, supervision, and guidance.

In response, DHS committed to working with DAS to review the Social Service Specialist 1 classification and consider separating casework positions into separate Worker Type categories. The new data will be used to identify trends at the statewide and local office level to inform long-term solutions to the issues highlighted in the SOS finding.

These worker types do not change or limit the types of duties or assignments of any current or future SSS1/CW caseworker.

**Field/Stakeholder Review:**     Yes     No

**If Yes, Reviewed By:**

*If you have any questions about this action request, please contact:*

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