2 - Online Manuals

LESSON PLAN

DEPARTMENT OF HUMAN SERVICES – Child Welfare Training Institute

FOSTER CARE – CPA DIRECT WORKER
New Worker Policy & Procedure

Title ON LINE MANUALS

Suggestions to Instructor	Reference	Content
CPA ON LINE MANUALS **OBJECTIVE** For Foster Care workers to learn how to utilize On Line Manuals and gain knowledge of policy. **PERFORMANCE MEASURE** The worker will access policy through the use of the On Line Manuals through the Public Website. *Direct trainees to the Online Manual handout in their binders (under the OLM tab)* • ***Cover the following areas →***	?	On Line manuals hold all of the policy and procedures required of Michigan child welfare workers. There are numerous areas covered in the On Line Manuals. The one manual you will use most often is the Foster Care Online Manual. Today we will go into *that* manual as well as *other* manuals that are relevant to your position as a foster care worker. **<u>Accessing the Manuals</u>** Let's begin by accessing the On Line Manuals *Does anyone know where we can find them?* Please follow along and repeat the steps I take. • Go to the **Internet.** • Type in **michigan.gov/dhs.** • Go to **News, Publications and Information** on the left • Go to **Manuals and Guides** • Go to **Programs Policy and Procedures Manuals** at the top in the middle of the screen • The first thing you will see is a page titled **Policy and Procedure Manuals.** You have your choice of over a dozen different manual groups. The one we will focus on is

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		Child and Family Services.
		Under the Child and Family Services Manual group there are 6 manuals you can choose from. We will deal most with the FOM out of this group.
		Also notice there are two other headings listed above most of the manuals. • **Bulletin Log** – This gives you a listing of all the bulletins that came out for a new or modified piece of policy. It covers the previous 6 months and also any interim policy. • **Index** – A listing of topic areas that relate to Foster Care, CPS and some Adoption as well. *(there is not currently an index for FC, CPS or Adoption, so use another index to demonstrate)*
IF THERE IS TIME Bulletin Log Demonstrate • Click on **Bulletin Log** • Go to **Interim** (the first one) • Click on the **plus sign** (to expand) • Go **Foster Care** (or CPS or Adoption) They can see if there is any policy that has been established but not yet in the manual.		We will discuss the Index in detail later.
		Please click on **Children's Foster Care Manual**. This will bring you to the **Table of Contents** (TOC). On this page of the Children's Foster Care Manual you will see a title listed and where it can be found it in the manual (numerical citation). The **700 series** of numbers deal *mostly* with procedure and the **900 series** of numbers deal *mostly* with financial sources and funding procedure for foster care.

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		Most of what you need to know about foster care and its procedures are listed in this manual. These policies are your specific instructions on how to handle most aspects of a Foster Care case. The most often referred to policies are 722-3, 722-6, 722-7, and 722-8s. We will be reviewing most of the 700 policies and several 900 policies over the next few weeks to get you familiar, but in the field...you will want to access and review the policy manual to ensure correct procedures and to see if anything has changed. It is necessary for you to be familiar with foster care policy and all of its revisions and updates. You are held accountable for any information once it becomes policy. Interim policy included. Though you are not DHS employees, this policy applies to all foster care cases statewide. Your agency may have **additional** requirements that may be more stringent, that you must make yourself aware of as well. DHS policy will be your "minimum standard" that you must adhere to.
HOW TO READ A POLICY PAGE Explain to the trainees that you are going to show them how to read the significant information on a page of policy.		Next go to the title **Entry Into Foster Care,** and let's look at the top of page one, **Program Requirements**.

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		The top left-hand corner of the page • Which manual group you are in. **FOM**. • What particular piece of policy you are in. **722-1** • Then you will see what page you are on and the number of pages available. **1 of 13** In the center is the name of the piece of policy you are in. The top right hand corner of the page • The bulletin number listed that pertains to the piece of policy you are looking at. **FOB 2009-003** • Right below that you will have a date listed. This date shows when the most recent change in this piece of policy occurred. **12-1-2009**
TOOL TIP 1 THE BLACK BAR on the right	?	**How do you know when a change has occurred in policy?** If you scroll through the policy, looking on the far right side of the pages you will see a **black bar** going down the side on some pages. This bar indicates that a change was made to that particular piece of policy. It may only be a rearrangement of words, but it is still a change.
FYI These internet keys can be used as a function within the On Line • **Back** – Move backward a page		Now let's talk about reading the internet screen. Let's start at

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• **Forward** – Move to a page you were previously on • **Refresh** – Move to the first page of a piece of policy • **Home** – Back to the internet • **History** – List where you've been (on the left) • **Print** – Prints policy pages		the top of the screen. • The first two rows of headings are internet function keys, the first (file, edit, go to...) are standard Windows operating commands. The second row contains standard functions working with the Internet, back, forward etc... • On the third row you will see the address box for Internet Addresses. Wherever you want to go, you type it there. • The box on the left side (trainer to travel around room, see if box on left side of screen is open, if not instruct trainee to click and open) deal specifically with On Line manual functions. Let's talk about some of them in detail. We will discuss the tools that are most useful to a new user. You will want to familiarize yourself with the other tools when you have some free time.
TOOL TIP 1 SHOW/HIDE NAVIGATION PANE **Have trainees click on the Navigation Pane button to show them the difference.**		**SHOW/HIDE NAVIGATION PANE** When you first come into the On Line Manual you will notice that the screen is split. That means the **Navigation Pane** is showing. It is exhibited on the left side of the screen. To Hide it, click on the X in the upper right hand corner. **This tool leads to a couple more tools that you may find useful. We will discuss one but you check out the others on**

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		your own. Also notice that when you hide the Navigation Pane, you can see the **4 tabs** sticking out on the left. You can click on them to access the navigation pane again.
TOOL TIP 2 BOOK MARK Expand the list by clicking on the plus (+) sign or retract by clicking on the minus (-) sign. Demonstrate **TOOL**		**BOOKMARK** An outline of the policy you are in. By clicking on any of the areas outlined you will be taken directly to that piece of policy. **Steps to take** • Click on the **Bookmark tab** • Click on "**Voluntary Foster Care Placement**"
TIP 3 BINOCULARS The smaller set of binoculars are inaccessible (grayed out) initially. Once you reach the last page of your policy it will stop and ask if you want to do the search again or quit.		**BINOCULARS** Use the binoculars to find a word or phrase you want **within** the piece of policy you are in. **Steps to take** • Click on the **binoculars** • Type in the word **"child"** • Click **find**

Suggestions to Instructor	Reference	Content
		You will be taken to the word "child" where it first appears on your current page. It will be highlighted. Click on any of the sentences in your "results" box, the policy will move to that specific area with the word "Child" highlighted. You can click it as much as you like, it will continue to take you to the word "child".
TOOL TIP 4 ZOOM TOOLS The percentage box is located on the 4th row near the right. The Zoom In tool is the Magnifying Glass on the fifth row. The button has to be pressed and then move the mouse over the policy page and click.		**ZOOM TOOLS** Above the text, there are two tools used to Zoom in and out of a page (to make print smaller or larger). • The percentage (%) box shows where you are currently and allows you to zoom in (+) or zoom out (-) • The Zoom In Tool allows you to see the print larger **Steps to take** • Have the trainees **change the percentage to 75%** by clicking on the minus sign. • Then have them **use the Zoom In Tool** to bring the page back to 100%.
TOOL TIP 5 TEXT SELECT TOOL **FYI** **How to copy information** using the Text Select tool and the Copy button. • Go to Word and open a blank		**TEXT SELECT TOOL** When this button is chosen, anywhere you click with your

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document (File-New-Blank Document). • Come back to On Line Manuals • Use Text Select to highlight info • Go to the Copy button (4th from left, 4th row) • Click on it • Go back to Word • Go to Edit- then paste		mouse will be highlighted. This is most useful when you want to copy policy. (Third button from the left on the last row). • Click on the first paragraph on your page • **Hold your mouse button down** and **drag it** over the entire paragraph. Once you let go you will see that the entire paragraph is highlighted. You can click anywhere outside of the highlighted area to make the highlight disappear.
TOOL TIP 6 INDEX		
Explain to the trainees that when they are taken to the policy where the word or phrase is that … • The word or phrase may not be bolded/highlighted. • The word or phrase is sometimes within a paragraph. • To make sure to look over the entire page the Index took you to.		**INDEX** **Let's talk about the Index for a moment** Index will be one of your most useful tools. It is a listing of the areas Foster Care, CPS, and Adoption workers use. In the FOM index, most of the information would be related to foster care. Since there is not currently an updated index tab for the FOM we will explore the Services Requirements Manual Index; another manual you will likely access often. It is in alphabetical order so you just click on the letter for the

Suggestions to Instructor	Reference	Content
		word or phrase that you are looking for. **Steps to take** • Use your large back arrow to get back to the page where all the manuals are listed. • Click on **Index** above the SRM We will look up policy on "**HIV/AIDS records confidentiality**". • **Click on C** at the top of the page • **Scroll down** till you see the phrase **Confidentiality**. Once you reach the term or phrase you were looking for access the information by clicking on the policy reference information, NOT THE WORDING. • Click on **SRM 131:17** • Notice that you are taken directly to the confidentiality policy. Okay, now let's test out your online manual navigation skills. There's an exercise for you to complete in your binders. We'll take about 15 or 20 minutes to work on this individually, then we'll come back together to review what you found.
Have trainees work on the exercise. They need to attempt to gather the answers without trainer assistance. The **On line Manual Exercise** is located in the Trainee Manual.		