

### Introduction to Improperly Assigned Workers

With the July 8<sup>th</sup> Data Warehouse release, there was a modification to how InfoView reports displays work assignments when a primary worker is not appropriately assigned to a work item in MiSACWIS. This change will highlight the work items that do not have a primary worker assignment in MiSACWIS. When there is a primary worker appropriately assigned to a task on the due date, the name of the responsible primary worker displays in the report and in the left-hand navigation map. The data warehouse modification will affect all reports that look for a primary worker for a specific task on the due date, e.g., CFC Service Plan reports and Social Work Contacts reports. The revised reports will display the following information:

- When the assigned primary worker completes the task prior to or on the due date, the name of the primary worker who completed the task will display in the report and in the left-hand navigation map. For example, one social work contact (SWC) is due for the month of May. Jane was the primary worker who completed the SWC on May 10, 2016. On May 11, Jim is assigned as the primary worker. However, Jane's name will display on the report and in the left-hand navigation map, i.e., the report will display that she completed the task, not Jim.
- If the assigned worker does not complete the tasks before the due date, the task displays as missed. For example, during the month of May, one SWC is due. Jane was assigned as the primary worker until May 11, 2016 and she did not complete a SWC. The case was then assigned to Jim, and Jim did not complete a SWC by May 31, 2016. Therefore, Jim's name will appear on the report and in the left-hand navigation, and the tasks will display as missed.
- When a primary worker is not appropriately assigned, the task will be attributed to an "Improperly Assigned Worker." This information displays under Section 00 in the left-hand navigation map, without a supervisor name.

### Trends and Tips to Diagnose/Correct

#### CFC Social Work Contacts

- Prior to the introduction of the "Improperly Assigned" worker, children may have been "dropped" from the reports if there was neither a primary supervisor nor a primary worker. With the introduction of the "improperly assigned" worker, now all children/cases will appear on the reports.
- If a child is not appearing on your Book of Business (BOB), check MiSACWIS to correct the assignment "gap" in primary workers.
- If a contact is made prior to the primary worker being assigned in MiSACWIS, the primary worker is not getting credit for it because the contact was completed prior to the assignment.
  - Of particular note, the 1<sup>st</sup> 5 day contact in foster care Worker-Child is oftentimes not being recognized because the worker assignment is not being made until after the 5 day period.
- In MiSACWIS, when making worker assignments, make sure to enter the beginning date of the actual worker assignment, not the default day of "today's date".

## > Improperly Assigned Field Worker Guide

- A trend is showing primary adoption workers with secondary foster care workers even though the foster care program is still open. If the child is still a Permanent Court Ward, a primary foster care worker assignment is still needed.
- A trend is showing a courtesy foster care worker assignment, with no primary foster care worker assignment. A courtesy worker may be assigned; however, a primary foster care worker assignment is still needed.
- For dual wards, a trend is showing a primary juvenile justice worker and a secondary foster care worker. A primary juvenile justice worker may be assigned; however, a primary foster care worker assignment is still needed.
- A trend is showing cases that are CPS only or JJ only with the appropriate CPS and JJ workers; however, there is also either an open foster care legal status or foster care program type (or both) which will trigger the requirement of a primary foster care worker.

### Commencement/Investigation F2F Contacts

- If a contact is being made prior to the primary worker being assigned in MiSACWIS, the primary worker is not getting credit for it because the contact was completed prior to the assignment.
- In MiSACWIS, when making worker assignments, make sure to enter the beginning date of the actual worker assignment, not the default day of "today's date".

### Worker Selection – How do reports look for a worker assignment?



#### Note

The reports look for an assigned worker on the task due date and/or an assigned worker who completed the task prior to the due date. See grid on pages 3 -5.

**Column A** includes the report name.

**Column B** includes the agency hierarchy of worker assignments the specific report is looking for, with number 1 being the first.

**Column C** includes the county hierarchy of worker assignments the specific report is looking for, with number 1 being the first.

**Column D** includes the date the report looks for the assignment.

## > Job Aid: Improperly Assigned Worker Field Guide

A: Report	B: By Agency Worker	C: By County Worker	D: Date Used
CPS Commencement CPS Investigation F2F	N/A	<ol style="list-style-type: none"> <li>1. CPS Worker assigned to the investigation case</li> <li>2. CPS Worker assigned to the intake</li> <li>3. MIC Worker assigned to the investigation case</li> <li>4. MIC Worker assigned to the intake</li> <li>5. CPS Supervisor assigned to the investigation case</li> <li>6. CPS Supervisor assigned to the intake</li> <li>7. MIC Supervisor assigned to the investigation case</li> <li>8. MIC Supervisor assigned to the intake</li> <li>9. Improperly Assigned CPS Worker assigned to the investigation case</li> </ol>	Intake Date to Due Date, Most recent case assignment
CPS Service Plans (ISP and USP)	N/A	<ol style="list-style-type: none"> <li>1. CPS Worker</li> <li>2. Improperly Assigned CPS Worker</li> <li>3. CPS Supervisor</li> <li>4. MIC Worker</li> <li>5. MIC Supervisor</li> </ol>	Plan Date if exists and is earlier than Due Date, otherwise Due Date

## > Job Aid: Improperly Assigned Worker Field Guide

A: Report	B: By Agency Worker	C: By County Worker	D: Date Used
CFC Social Work Social Work Contacts	<ol style="list-style-type: none"> <li>1. Primary Foster Care Worker               <ol style="list-style-type: none"> <li>a. Private Agency</li> <li>b. MDHHS County Office</li> <li>c. Central Office or Residential facility</li> </ol> </li> <li>2. Improperly Assigned Primary Foster Care Worker               <ol style="list-style-type: none"> <li>a. Private Agency</li> <li>b. MDHHS County Office</li> <li>c. Central Office or Residential facility</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. If the “by Agency Worker” is a private agency worker               <ol style="list-style-type: none"> <li>a. Foster Care POS Monitor                   <ol style="list-style-type: none"> <li>i. MDHHS County Office</li> <li>ii. Central Office or Residential facility</li> </ol> </li> <li>b. Primary Foster Care Worker                   <ol style="list-style-type: none"> <li>i. MDHHS County Office</li> <li>ii. Central Office or Residential facility</li> </ol> </li> </ol> </li> <li>2. If the “by Agency Worker” is a public agency worker               <ol style="list-style-type: none"> <li>a. Primary Foster Care Worker                   <ol style="list-style-type: none"> <li>i. MDHHS County Office</li> <li>ii. Central Office or Residential facility</li> </ol> </li> <li>b. Foster Care POS Monitor                   <ol style="list-style-type: none"> <li>i. MDHHS County Office</li> <li>ii. Central Office or Residential facility</li> </ol> </li> </ol> </li> </ol>	Contact Date if exists, otherwise Contact Period End Date

## > Job Aid: Improperly Assigned Worker Field Guide

A: Report	B: By Agency Worker	C: By County Worker	D: Date Used
<p>CFC Service Plans CFC Medical/Dental</p>	<ol style="list-style-type: none"> <li>1. Primary Foster Care Worker</li> <li>2. Improperly Assigned Primary Foster Care Worker</li> <li>3. Primary Foster Care Supervisor</li> <li>4. Secondary Foster Care Supervisor</li> </ol>	<ol style="list-style-type: none"> <li>1. If the “by Agency Worker” is a private agency worker               <ol style="list-style-type: none"> <li>a. Foster Care POS Monitor</li> <li>b. Improperly Assigned Foster Care POS Monitor</li> <li>c. Primary Foster Care Worker</li> <li>d. Improperly Assigned Primary Foster Care Worker</li> <li>e. Primary Foster Care Supervisor</li> <li>f. Secondary Foster Care Supervisor</li> </ol> </li> <li>2. If the ‘by Agency Worker” is a public agency worker               <ol style="list-style-type: none"> <li>a. Primary Foster Care Worker</li> <li>b. Improperly Assigned Foster Care POS Monitor</li> <li>c. Foster Care POS Monitor</li> <li>d. Improperly Assigned Foster Care POS Monitor</li> <li>e. Primary Foster Care Supervisor</li> <li>f. Secondary Foster Care Supervisor</li> </ol> </li> </ol>	<p>Task complete date (Plan Date or Exam Date) if exists and is earlier than Due Date, otherwise Due Date</p>