Adult Protective Services

New Caseworker Onboarding Checklist

The APS Onboarding Checklist is a guide to support the APS supervisor when onboarding a new caseworker. It provides sections of tools and guides to use throughout the onboarding process such as suggested resources and links to documents and websites that can help the supervisor and caseworker organize and track fulfillment of recommended onboarding steps; access to agency, local and state systems, and resources; and completion of APS core and agency training.

APS Caseworker:	Start Date:

Preparing for a New APS Caseworker

Complete all necessary forms and submit them in a timely manner so the new caseworker has the access they need to state and local systems and has all supplies for their desk. Make sure they have what they need, and they feel welcome.

☐ **ODJFS Code of Responsibility JFS 7078 form**
☐ **Instructions to complete form 7078**
☐ **Gaining access to ODAPS**
☐ Submit requests for county systems/computer set-up
☐ Order supplies/set-up desk
☐ Send welcome email to agency/team
☐ Schedule shadow dates/times with peers

Provide the worker with the following:
☐ Contact list
☐ Organizational chart
☐ System sign-on information
☐ **Communication Styles Quiz**

Agency Resources

These are suggested steps to help a new caseworker get acclimated to their position and agency.

☐ Create a shortcut on the desktop to access forms / resources.
☐ Add reoccurring meetings to the caseworker's calendar.
☐ Provide contact information for the agency help desk.
☐ Review agency policies and procedures.

Introduction to APS

One of the most important responsibilities of a supervisor is to coach and develop staff. Please take time to review these areas with a new case worker and help them put the learned information into practice.

☐ Agency/Court forms
☐ **APS Ohio Revised Codes (ORC)** (Click the "next" button to access each section)
☐ **APS Ohio Administrative Codes (OAC)** (The link takes you to a list of each section)
☐ Overview of ODAPS
☐ **APS Screening Guidelines**
☐ **APS Screening Information Desk Aid**
☐ **Quick Reference Guide to Court Orders in APS**
☐ Protective Service Orders (process/forms/court prep)
☐ Guardianship (process/forms/court prep)
☐ Conservatorship (process/forms/court prep)
☐ **APS Definitions in OAC**
☐ **APS Acronyms**

Training

APS required training is written into rule. The sessions are important building blocks to help make an APS caseworker successful. Supervisors must ensure that staff are able to make development a priority (core and ongoing).

☐ Review the **APS Core Training Rule**
☐ Print the **APS Caseworker Core 1.0 Training Checklist**
☐ **Login and Search the CAPS LMS**
☐ **OHSTS Regional Training Centers**
☐ Print the **Learning Styles Self-Assessment**
☐ Provide a checklist of agency's required training.

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Shadowing in the Field

Provide the new caseworker with as many opportunities to shadow with peers as possible. Be sure that the peer(s) they go out with will provide them with a meaningful experience.

☐ Self-Neglect
☐ Neglect
☐ Abuse
☐ Financial Exploitation
☐ Court
☐ **Shadowing Feedback Form**
☐ **360 Shadowing Experience Feedback Form**

Best Practices

The links below provide information on best practices that can be utilized in practice.

☐ **Field Safety Checklist**
☐ **Case Documentation and Report Writing Tips**

Community / Helpful Resources

☐ Provide a list of Community Partners

☐ Complete a **Community Resource Scavenger Hunt**

If you have any questions regarding APS laws and rules or questions about ODAPS, send inquiries to:
APS_Mailbox@jfs.ohio.gov

The online referral portal can be provided to community partners and constituents to make a referral of possible abuse, neglect, or exploitation of an older adult.
Ohio APS Online Elder Abuse Referral Portal

Agency Support

New caseworkers need to know that they are supported. Connect them with a coworker, go out in the field with them, and meet with them to help walk them through cases until they meet the requirements on the readiness form.

☐ Assign a co-worker
☐ Conduct a coaching session
☐ Conduct a visit with the new worker
☐ Complete a case review
☐ **Caseworker Readiness Form**

Education / Websites

The links below provide access to information and/or education for APS staff.

Adult Protective Services ODJFS
Alzheimer's Associationhttps://www.alz.org/professionals
American Society on Aging
APS TARC Education
APS TARC Toolkit
Elder Justice - Ohio Attorney General Dave Yost
The National Clearinghouse on Abuse in Later Life
National Resource Center on LGBTQ+ Aging
National Alzheimer's and Dementia Resource Center
National Adult Protective Services Association
National APS Training Center
National Center for Elder Abuse
National Center on Law and Elder Rights
Ohio Coalition for Adult Protective Services
  • Regional Affiliates (OCAPS)
Ohio Department of Aging
The National Council on Aging (NCOA)

Supervisor Sign Off:	Date:

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