



## Adult Protective Services 360 Shadowing Experience Feedback Form

Date of Shadow Experience:  
 New Caseworker:  
 Name of Mentor Shadowed:

The purpose of the feedback form is to identify the different types of experiences presented to a new caseworker and what they were able to take from each experience. As a team, we want to expose a new caseworker to each step of the process and to see best practices being successfully utilized in the district.

**Task(s) completed (circle all that apply):**

<b>Review of allegation</b> (break down the allegation with the new caseworker/historical information)	<b>Contacting the referent</b> (getting more detail)	<b>Documentation in ODAPS</b> (demonstrate how to document information in ODAPS)	<b>Organizing caseload</b> (utilizing calendar or planner to organize visits and phone calls to meet mandates)
<b>Initial visit</b> (visit was timely and mentor used concern and rapport building skills to gain access to the home)	<b>Interview with client</b> (allegation information was covered and interview was like a conversation)	<b>Risk assessment</b> (all areas were taken into consideration when assessing risk. (allegation/conversations with client, family, friends, client's visual appearance, home environment, client's ability/inability to complete ADLs and IADLs)	<b>Contact with formal/informal supports</b> (client provided names/numbers for family members/friends/medical providers who may provide some type of support)
<b>Contact with community partners/services</b> (identify client needs and make referrals for service)	<b>Client centered case plan</b> (work with the client and/or family to identify areas of concern and services/changes that can assist in removing risk)	<b>Entering information into ODAPS</b> (mentor showed new caseworker screens in ODAPs and how to enter and save information)	<b>Submitting items for approval</b> (mentor showed new caseworker how to submit items for supervisory approval)



<i><b>Follow-up visit</b> (mentor walked through purpose of follow-up visit with new case worker prior to visit)</i>	<i><b>Obtaining a geriatric assessment</b> (mentor walked new caseworker through ways to obtain assessment)</i>	<i><b>Guardianship</b> (mentor walked through process and explained the documents that needed to be obtained, completed, and submitted to get a hearing scheduled)</i>	<i><b>Obtaining a Protective Service Order</b> (mentor walked through process and paperwork to submit to get a hearing scheduled)</i>
<i><b>Protective Service Order Served</b> (mentor walked through steps to take when serving a PSO (if applicable based on county))</i>	<i><b>Court hearing</b> (new caseworker observed a court hearing)</i>	<i><b>Closing visit</b> (mentor walked through the steps to close out a case, discussion with supervisor and scheduling the closing visit with the client)</i>	<i><b>Submit Case for Closing</b> (mentor showed the caseworker how to do a check to ensure all notes are entered and are clear, screens are completed (including demographics) and how to submit to the supervisor for final review and closing)</i>

**Other tasks:**

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1. What “take-away” would you like to share about the day’s experience?
  
2. What worked well during the task?
  
3. What would you like to see improved to enhance your experience?
  
4. Based on your experience, do you have any questions or need further explanation on a process? Do you need any desk aides to support your success?