

# DACUM Research Chart for Social Services Associate

## DACUM Panel

Amanda L. Ball  
Director of Social Services  
Logan Park Care Center

Georgette Hensley  
Coordinator of DD Services  
Logan Mingo Mental Health

Elizabeth Manual  
Program/Educational Coordinator  
Southern WV Community and  
Technical College

Sharon Bevins  
Director of Futures-Residential  
Treatment Center  
Logan Mingo Mental Health

## DACUM Facilitators

Cathy Cox-Smith  
Pamela Alderman  
Carol Howerton  
Kelli Cline  
Robert E. Norton, Team Leader

## Sponsored by



## Produced by

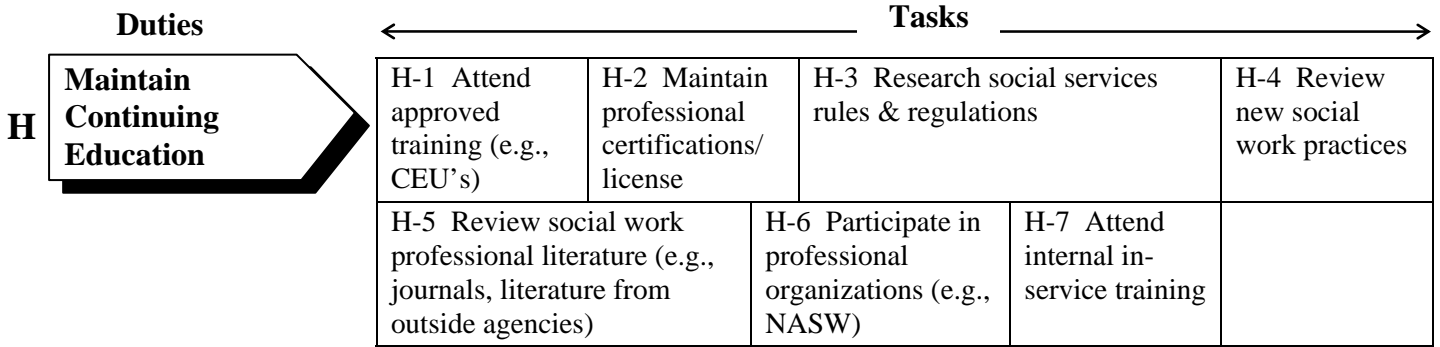


**June 22-23, 2006**

# DACUM Research Chart for Social Services Associate

Duties		← Tasks →				
<b>A</b>	<b>Assess Client Needs</b>	A-1 Review client history	A-2 Determine responsible party (e.g., client, parent)	A-3 Assess client capacity letter	A-4 Determine client's medical needs	A-5 Assess client's psycho-social needs
	<b>B</b>	<b>Develop Individual &amp; Group Care Plans</b>	B-1 Review departmental/agency assessments	B-2 Review quality care indicators to identify client needs	B-3 Determine long/short term client care goals	B-4 Provide input regarding client medication
B-11 Develop plan for client's financial needs (e.g., pay bills, housing, child care)						
<b>C</b>	<b>Provide Client Care</b>	C-1 Consult with staff members about client care	C-2 Refer client to outside/in-house agencies	C-3 Assist client in arranging for medical equipment/supplies		C-4 Implement client's medical plan
		C-11 Encourage active client participation in scheduled activities				
<b>D</b>	<b>Maintain Client Care</b>	D-1 Consult with staff members about client care on an ongoing basis		D-2 Follow up on client referrals	D-3 Verify delivery of client medical/equipment supply needs	
		D-9 Monitor client's compliance with personal hygiene		D-10 Monitor family/child care plan	D-11 Monitor client participation in scheduled activities	D-12 Review client care/treatment plan
<b>E</b>	<b>Supervise Staff</b>	E-1 Review staff qualifications/certifications	E-2 Schedule staff drug tests	E-3 Arrange for background checks	E-4 Hire qualified staff	E-5 Schedule staff training
		E-13 Monitor staff job performance	E-14 Evaluate staff job performance	E-15 Review staff leave requests (e.g., sick, personal, vacation)		
<b>F</b>	<b>Report Client Abuse/Neglect</b>	F-1 Train staff on client abuse and neglect	F-2 Report client abuse/neglect complaints	F-3 Investigate abuse/neglect complaints	F-4 Complete five day follow-up (e.g., request for extension)	
<b>G</b>	<b>Provide Administrative Support</b>	G-1 Review licensure regulations	G-2 Review policies & procedures	G-3 Revise agency policies & procedures	G-4 Follow union contracts	G-5 Monitor funding & budgets (e.g., agency, client)
		G-13 Present internal/external reports				

A-6 Determine disability status (e.g., physical, speech)	A-7 Assess client's family situation	A-8 Assess client's surroundings for safety/danger	A-9 Determine client's personal needs (e.g., transportation, education, equipment)		A-10 Determine client's financial status (e.g., insurance)	A-11 Assess need for outside resources
B-6 Develop suggested client activities plan	B-7 Develop family/child care plan	B-8 Develop client referral plan (e.g., internal/external agencies)		B-9 Develop plan to assist client in arranging for medical supplies/equipment		B-10 Develop plan to meet client's personal needs
C-5 Implement client's home environment/safety plan	C-6 Implement client's activity plan	C-7 Implement family/child care plan	C-8 Assist client in meeting financial needs	C-9 Implement client's medical equipment/supplies	C-10 Schedule client activities (e.g., educational, spiritual, social)	
D-4 Monitor medical compliance (e.g., medications, doctor appointments, drug tests)		D-5 Monitor client's home environment/safety	D-6 Monitor changes in client's behavior	D-7 Monitor client's compliance with legal requirements		D-8 Reassess client's financial needs
E-6 Conduct staff training	E-7 Develop staff work schedule	E-8 Review staff timesheets	E-9 Monitor staff daily schedules	E-10 Review staff documentation	E-11 Conduct staff meetings	E-12 Provide staff with feedback (e.g., positive, negative, disciplinary)
F-5 Follow up with external agencies/authorities (e.g., CPS, APS, OFLAC, ombudsman)		F-6 Discipline employee for infractions	F-7 Provide staff retraining			
G-6 Purchase supplies/equipment	G-7 Develop forms & reports	G-8 Prepare documentation for billing	G-9 Maintain public relations with community agencies	G-10 Perform daily clerical activities	G-11 Participate in agency meetings	G-12 Prepare internal/external reports



### General Knowledge and Skills

Organizational skills  
 Computer skills  
 Documentation skills  
 Time management skills  
 Personal hygiene  
 Assessment skills  
 Safety procedures  
 Medical knowledge  
 Union contract  
 Employee job descriptions  
 Client care knowledge  
 Communication skills: listening, verbal, written, non-verbal  
 State and federal rules and regulations, re: social work  
 Company policies and procedures

### Worker Behaviors

Compassionate  
 Trustworthy  
 Adaptable  
 Assertive  
 Understanding  
 Aggressive  
 Patient  
 Resourceful  
 Friendly  
 Good listener  
 Tolerant  
 Strong willed  
 Determined  
 Loyal  
 Giving  
 Firm  
 Fair  
 Dedicated  
 Supportive  
 Observant

### Tools, Equipment, Supplies and Materials

Data projector  
 Paper and pens  
 Email access  
 Phone  
 Office equipment  
 Phone  
 Computer  
 Binding machines  
 Fax machine  
 Printer  
 Manuals  
 Training Materials  
 Software  
 TV/VCR/DVD  
 Camera  
 Special forms  
 Car  
 Cell Phone  
 Pagers

### Future Trends and Concerns

Lack of social workers  
 Lack of financial resources  
 Increasing need for assistance  
 Changing laws  
 Budget cuts  
 Low salaries  
 Educational requirements  
 Legal liability  
 Increasing documentation

### Acronyms

APS Adult Protective Services  
 CDCSP Children with Disabilities Community Services Program  
 CPS Child Protective Services  
 DD13 Form # for Waiver Program  
 DON Director of Nursing  
 HIPPA Health Information Personal Privacy Act  
 MDS Minimum Data Stats  
 NASW National Association of Social Workers  
 OFLAC Office of Health Facility Licensure and Certification  
 PAS-2000 Pre-admission Screening  
 PASARR Pre-admission Screening and Annual Resident Review  
 DD Developmental Disability