Milwaukee County Department of Health and Human Services Delinquency and Court Services Division **PROTOCOL**	Reviewed: 10/23/15 By: DP Last Revision: 00/00/00 By: XX	Section: **ADMINISTRATION**	Protocol No: **002**	Pages: **1 of 4**
☒ **Delinquency and Court Services Division** **Detention Center** **Children's Court Services Network** **Purchase of Service Agencies**	Effective Date: 10/26/2015	Subject: **New Staff Onboarding Protocol**		

I. Protocol

The purpose of this protocol is to delineate the onboarding process for newly hired staff in the Delinquency and Court Services Division (DCSD) for Milwaukee County's Department of Health and Human Services. The procedure includes all acts required to orient, train and acclimate new staff into the DCSD culture and to workplace expectations.

II. Procedure

The goal of the onboarding process is to deliver a comprehensive training package that incorporates formal and informal teaching methods to convey practical knowledge, build skill, create workplace connections, and increase productivity of and commitment to the DCSD. With consideration for internal staffing and department operational needs, the following actions and tasks are required to onboard new staff:

1. Onboarding Coordination
   - Responsible Party: Training Coordinator (i.e. Designated DCSD Management Staff)
   - Associated Tasks:
     A. Tasks Prior to Staff Arrival:
        1. Review modules for any needed updates or modifications
        2. Be mindful of the module order to ensure flow of training is coordinated
        3. Plan to sit-in as much as possible to ensure you are able to reinforce training messages
        4. Prepare with responsible management staff in advance to assess for nuances
        5. Assess availability of management staff to facilitate the module sessions
        6. Schedule modules & Reserve room space for each available dates/times in advance
        7. Schedule DCSD and DT orientations with responsible parties (see 5.B. & C. of this policy)
        8. Schedule supplemental trainings with responsible parties
        9. Prepare module binders and miscellaneous materials for each new staff
        10. Create Daily agenda for new staff

     B. Tasks with Staff:
        1. Conduct general orientation upon new staff arrival to the division (see 5.A. of this policy)
        2. Meet with and review overall training plan & daily schedules with new staff
        3. Distribute Modules and miscellaneous materials at first session

4. Distribute Complete Policy and Procedure Binders (prepared by Admin. Asst.)
5. Daily Debriefing with new staff to address any concerns & prepare for next day
6. Administer training evaluation at the end of the modules/ training process
7. Track the completion of new staff in the "Employee Training Tracker" form located on the common "H" drive at: H:\Management\QA\On Boarding - New Staff. (This step soon to be transitioned to the LMS training system).

➢ Additional Considerations:

- **Day 1** for all new staff is held downtown with Milwaukee County Human Resources Dept.
- **Day 2** for all new staff is the first day staff report to their designated division for work
- New staff opportunities for shadowing/observation are by assignment only
- Case assignments begin approximately 1 month post hire
- New staff will have their court appearances supervised for 2-3 months post hire

2. Employee Orientation: Milwaukee County – Centralized
   - ➢ Responsible Party: Milwaukee County Human Resources
   - ➢ Takes Place: Day 1 of Staff Arrival
   - ➢ Associated Tasks:
     A. Official Welcome by member of County's Leadership Team
     B. Completing new hire paperwork
     C. Benefits information
     D. Deferred Compensation information
     E. County ID Badge
     F. Emergency Management and IMSD policies

3. Employee Access: Information/Technology
   - ➢ Responsible Party: DCSD Information System (IS) Application Specialist
   - ➢ Takes Place: Prior to Staff Arrival
   - ➢ Associated Tasks:
     A. Establish access to appropriate computer
     B. Password Identification
     C. Establish email address
     D. Youth Assessment Screening Instrument (YASI) password
     E. Synthesis Log in information
     F. JPM Log in information

4. Employee Access: Physical Office Space
   - ➢ Responsible Party: DCSD Office Manager
   - ➢ Takes Place: Prior to & Day 2 of Staff Arrival
   - ➢ Associated Tasks:
     A. Obtain office space and supplies
     B. Obtain/Provide keys upon arrival
     C. Establish phone line
     D. Business Cards
     E. Cell Phones

5. Employee Orientation: Department Specific
   - ➢ Takes Place: Day 2 (Day of Staff Arrival to the Division)

- Associated Tasks & Responsible Party:
  A. General Department Orientation – Training Coordinator
     1. Create and Post Welcome Signs (DCSD's Unity Club – Welcome sub-committee)
     2. Meet and Greet (Immediate Supervisor)
     3. Introduce employee to staff, tour of building (Immediate Supervisor to assign staff)
     4. Review dress code (Training Coordinator)
     5. Establish training schedule (Training Coordinator)
     6. Inquire about new staff birthdays & Milwaukee County anniversary dates (Training Coordinator)
     7. Confirm work schedule including lunch and breaks (Training Coordinator)
  B. DCSD Orientation – Division Administrator
  C. Detention Center Orientation & Tour – Detention Superintendent

6. Module Training
   - Responsible Party: Training Coordinator Coordinates/ All Management Staff Facilitate (as needed)
   - Associated Tasks:
     A. Multi-Module Training – Content applies to HSW staff, with some exceptions
     B. Time Commitment: Approximate 2-week span to complete (subject to change)
     C. Prepare any materials/copies in advance for each staff
     D. Modules and Responsible Parties:
        1. Welcome and Introductions/Training overview and orientation – Training Coordinator
        2. DCSD Overview – Training Coordinator
        3. Supplemental Training sessions – Training Coordinator schedules/Facilitators vary
        4. Parts I and II Court Process and Procedures – HSW Supervisors
        5. Unique Case Process – HSW Supervisors
        6. Programs, Network Services and Referral Processes – Administrative Coordinators
        7. HSW Tools to supplement case work – HSW Supervisors
        8. Individual Supervisor and team orientation – Immediate Supervisor
        9. Miscellaneous needs – Training Coordinator
        - *YASI Training Module coming soon*

7. Supplemental Trainings
   - Responsible Party: Training Coordinator Coordinates/ Facilitators Vary
   - Associated Tasks, Schedule the following:
     A. YASI: 1. Online (Orbis) and 2. Face-to-Face (internal)
     B. Court Juvenile Justice Training (Online and In-Person Course/Test)
     C. Synthesis (SARS) Training (HSW Supervisor)
     D. Motivational Interviewing
     E. Non-Violent Crisis Intervention (Safety Training)
     F. Urine Collection Process Training (UA Training)
     G. Fetal Alcohol Syndrome Training

III. Storage/Documentation/Materials

For Employees:

A. All policies and procedures will be maintained for access on the employee common "H" drive

located at: H:\Management\DCSD Policies and Procedures 2013 Forward. Policies and Procedures can also be found on the DCSD Website at the following address: http://county.milwaukee.gov/DelinquencyampCourtS7764.htm

B. All Binders are located in management office storage – more will be ordered as needed.
C. Original module binder is located with Quality Assurance/Training Coordinator.
D. Electronic module materials and supplemental tools located @ H:\Management\QA\On Boarding - New Staff.
E. All corresponding documents to copy for the binders are located on the common "H" drive @ H:\DCSD Documents - June 2015 or in mailbox areas (based on general operations).
F. All activities and completion must be monitored in the Employee Training Tracker tool, located on the common "H" drive at: H:\Management\QA\On Boarding - New Staff. (This step soon to be transitioned to the LMS training system).

Reviewed & Approved By: B Thomas Wanta

B. Thomas Wanta, Division Administrator