



Policy: Professional Development

ChildNet Number: CN 016.001

Original Approved Date: June 30, 2003

**Policy Revised Date(s): January 27, 2004; August 7, 2007; March 26, 2008;
December 9, 2009; September 16, 2010, November 17, 2010, May 14, 2014**

Policy Sunset Date:

**COA Standard(s): TS 1.01, 1.02, 1.03, 2.01, 2.02, 2.03, 2.04, 2.05, 2.06, 2.07,
AS 14.03, 14.04, 14.05, FKC 19.02, 19.03, 19.06**

Statement of Policy:

ChildNet provides training and development opportunities for staff members to keep current in their field, enhance knowledge, improve skills and abilities for job effectiveness, and enhance cooperation and teamwork. Courses and development opportunities are consistent with federal, state, and local laws.

Board Chair's Signature:



Date:

5/22/14



Procedure: Professional Development

ChildNet Number: CN 016.001

Original Approved Date: June 30, 2003

Procedure Revised Date(s): January 27, 2004; August 7, 2007; March 26, 2008; December 9, 2009; September 16, 2010, November 17, 2010, May 14, 2014, February 21, 2018

Procedure Sunset Date:

COA Standard(s): TS 1.01, 1.02, 1.03, 2.01, 2.02, 2.03, 2.04, 2.05, 2.06, 2.07, AS 14.03, 14.04, 14.05, FKC 19.02, 19.03, 19.06

Definitions

Pre-service curriculum – The curriculum that is taught to new direct service personnel as mandated by the Department of Children and Families (DCF). The curriculum provides information on the laws and practices that speak to the safety, permanence, and well-being of children. The curriculum includes coursework that provides instruction based on state objectives and core competencies.

Trainee –An employee required to be certified by the Department of Children and Families who is enrolled in the pre-service curriculum.

Certification – Certification is granted by the Department of Children and Families (DCF), approved third party credentialing agency. Personnel within Client Services who provide direct case management are required to obtain and maintain certification, including directors and supervisors of case management staff. Licensing Specialists and Supervisors must also be certified according to DCF guidelines.

Continuing Certification or Recertification – Continuing Certification or Recertification is granted by the Department of Children and Families (DCF), approved third party credentialing agency when all requirements are met.

Supervisor/Management curriculum – **Supervisor/Management curriculum** is a program that prepares supervisors for working with, motivating, and retaining staff; engagement of staff through coaching, mentoring and consulting; working with different personalities, performance management and leading during times of change. Client Services supervisors are required to take this program when they are hired in a supervisory position.

Trainers –Staff members who hold certification as Child Welfare Trainers from DCF or DCF, approved third party credentialing agency, or have taken courses in specialized areas for the purpose of teaching child welfare and related coursework, including, but not limited to any of the following: in-service pre-service and Train the Trainer courses.



On-line learning - Instruction that is accessed through electronic means. Also called e-learning, this instructional methodology is used to access a wide variety of courses and webinars through the Internet or Intranet.

Blended learning - A combination of e-learning and instructor-led training.

Statement of Procedure:

- I. **Opportunities for learning** - ChildNet offers training programs that include opportunities for learning and skill enhancement, certification for specific programs; classes to update staff in their knowledge and in best practices; and courses specific to individual development. The Career Development Department encourages creativity and innovation in program development and works in cooperation with community agencies to offer topics in varied settings and modalities, including seminars, community based workshops, experiential training exercises, blended learning and on-line learning. The Career Development Department also participates with various providers and DCF to provide their expertise, as well as to learn best teaching methods.
- II. **Continuing Education** - ChildNet offers opportunities to fulfill continuing education requirements and receive credits through live and online training specific to an employee's profession. ChildNet's scheduled offerings meet continuing education certification requirements for its direct service personnel. The development program is reviewed at least annually based on assessment and analysis of agency training needs assessment survey and an ongoing needs assessment.
- III. **Rewards and Acknowledgement** - The training and development program promotes cooperation among staff and rewards and acknowledges the contributions of personnel. Awards are given at staff meetings for exceptional service. Different types of leadership awards are applied for from various sources and are received at all levels. Events for diversity and recognition are held annually at meetings or employee events.
- IV. **Orientation** – Within the first three months of hire, employees attend Orientation. Topics covered include areas such as:
 - Vision, mission, values, core principles
 - The cultural and socioeconomic characteristics of the service population
 - How the system of care fits in with the community
 - Employee handbook
 - Lines of accountability and authority within the agency
 - Proper documentation techniques
 - The maintenance and security of case records
 - Professionalism, conflict of interest



- ChildNet's Standards of Excellence
- Talent Management policies, security policies and procedures, and other topics necessary for new staff members

V. **An overview of the agency Continuous Quality Improvement (CQI) Program**

VI. **Sensitivity to Cultural Backgrounds** – The Career Development Department requires training in cultural diversity for all ChildNet staff.

VII. **Needs Assessment and follow up** – the Career Development Department conducts Needs Assessments and follow-up.

A. **Needs Assessments** - The organizations' and individual's training needs are assessed under two general categories; an ongoing needs assessment and an annual training needs assessment survey.

i. The ongoing needs assessment analyzes the needs of the organization, the individual and the population served through training requests received through meetings and input with all Career levels including: internal quality advisors, frontline staff, supervisors, executives, and Career Development staff. Other methods of receiving requests include performance observations and documentation, information generated from reports, and responses from feedback and surveys after courses.

ii. The annual company-wide Training Needs Assessment Survey, a formal assessment, is the other method the agency uses to identify and assess the needs of the organization.

B. A monthly training schedule is disseminated to all staff electronically. The schedule includes time, date, location and description of the training event. The schedule describes who may sign up for courses and the procedure to enroll. Separate training announcements other than monthly classes are advertised as classes become available and mandatory courses are announced in the monthly schedule.

Approved on-line courses that encourage innovation in teaching and learning are included on the monthly schedule. Staff members may request to take additional classroom or e-learning courses, which requires review and approval by their supervisor.

VIII. **Required Training for Direct Service Personnel**

A. **Pre-service** - Trainees must complete the Pre-Service curriculum prepared by the Department of Children and Families (DCF) unless they achieve a



- passing score on the waiver test. Pre-service includes classroom instruction, on-line courses, and field activities. Trainees are required to achieve a passing score on the post-test. If a trainee does not receive a passing score on the initial exam, the trainee is given a final (second) attempt to take the exam and achieve a passing score. If a passing score is not achieved after the second attempt, the trainee is removed from the position. Additional attempts shall be discussed and approved by the ChildNet designated representative.
- B. New Child Advocates receive a reduced caseload, which may be increased gradually over time, based upon the ongoing assessment of the individual's developing knowledge, skills, and abilities, but to no more than 18 children before full certification. Individuals attend classes and are coached by their supervisor, lead advocates, and other experienced staff.
- C. Case Management Direct Service Personnel - All personnel who have regular contact with clients receive training on legal issues, including:
1. Mandatory reporting and the identification of clinical indicators of suspected abuse and neglect, as applicable;
 2. Federal and state laws requiring disclosure of confidential information for law enforcement purposes, including compliance with a court order, warrant, or subpoena;
 3. Duty to warn, pursuant to relevant professional standards and as required by law;
 4. The agency's policies and procedures on confidentiality and disclosure of service recipient information, and penalties for violation of these policies and procedures;
 5. The legal rights of service recipients; and
 6. Any requirements associated with consent decrees.
- D. Case Management Direct service personnel demonstrate competence in, or receive training on, as applicable:
1. The establishment of rapport and responsive behaviors with service recipients;
 2. The needs of individuals and families in crisis including special service needs of victims of violence, abuse, or neglect and their family members;
 3. Adequate planning for helping families to adjust to transitions and manage conflict;
 4. Basic health and medical needs of the service population;
 5. Procedures for working with foreign language speakers and persons with communication impairments;
 6. Supporting family reunification and protecting clients' privacy; and
 7. Public assistance and government subsidies.



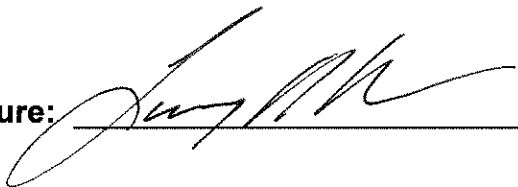
- E. Training for direct service personnel addresses differences within the organization's service population including:
1. Interventions that address cultural and socioeconomic factors in service delivery;
 2. Special considerations and knowledge of Indian Children Welfare Act (ICWA) provisions in regards to working with Indian children.
 3. The role cultural identity plays in motivating human behavior; and
 4. Understanding bias or discrimination
- F. Personnel demonstrate competence in, or receive training on, the needs of special populations within the defined service population, such as the need for normalizing experiences and social inclusion.
- G. Direct service personnel demonstrate competence in, or receive training on, advocacy, including how to:
1. Access financial and other community resources;
 2. Empower service recipients and their families to advocate on their own behalf.
 3. Direct case management, supervisors, and directors are required to maintain active Child Welfare Certification, through the DCF approved third party credentialing agency.
- A. All supervisors take supervisory courses related to managing employees.
- B. All supervisors are trained to provide additional knowledge, skills, and support to new workers, or workers who are still developing competencies.
- IX. In Service - In-Service opportunities are offered to all employees.
- A. Classes on topics that relate to staff in general are offered on a regular basis; such as:
- CPR
 - Non-Violent Non-Abusive Psychological and Physical Intervention (NAPPI) for a Safer Workplace
 - Cultural Diversity
 - Building Safety and Security
- On-going training is conducted as needed, or as laws or policies change.



B. Those who transport children take car seat training and defensive driving. Drivers whose job it is to transport children daily (i.e.: Child Advocate Assistants and Family Support Workers) also take CPR and First Aid.

X. Tracking of Annual Training Requirements:

The Career employee's training hours are tracked through ChildNet's approved online, automated training data system. The system reflects information for each class, including the topic, number of hours, and description of the course. Each staff member has access to the system and can review training hours completed.

President's Signature:  Date: 02-27-18