

Critical Element #10 and #11

Training

note that Self Assessment Tool Credentialing Standard for Training is #10 and not #10 and #11

| HFNY POLICY AND PROCEDURE MANUAL | |
|---|--|
| Subject | Training Plan |
| Policy | All Healthy Families New York program staff (program managers, supervisors, FAWs, and FSWs, including interns and volunteers that work directly with families) must receive all required training according to the HFA standards and HFNY policies. It must be received and within the required timeframes. All training received must be documented in the Management Information System. |
| Site specific reference | 10-1 |
| Effective date | July 2001 |
| Revised date(s) | June 2007 |
| Appendices | -Orientation Checklist - Wraparound Training Checklist -Training Resume (MIS) -Guidelines for participants in Healthy Families New York Training/Conferences |

Rationale:

To ensure that each program has a plan that adheres with HFA training standards and HFNY training policies. To ensure that each program has access for its staff to required trainings, provides them in a timely manner and tracks these trainings in a comprehensive fashion.

Guidelines:

As a key role of our program staff is to facilitate the delivery of services to families, it is paramount that staff members maintain a high degree of competence in the field of child and family services. Orientation, ongoing in-service and advanced training for all staff are integral parts of the Healthy Families New York State Program.

All service providers have a basic framework, based on education or experience, for handling the variety of issues they may encounter when working with at-risk, overburdened families. They receive basic training in areas such as culturally competent services, substance abuse, reporting child abuse, domestic violence, drug exposed infants, and services in their community.

Procedures:

Required Trainings

Each program develops a comprehensive training plan that assures access to and ongoing tracking and monitoring of required trainings in a timely manner for all

staff. This plan may be developed as, and contained within, a policy. These required trainings include:

- Orientation (10-2 A-E)
- Intensive role specific training (10-3.A-C)
- Additional Training within 6 months of hire (10-4A-F)
- Additional Training within 12 months of hire (10-5A-F)
- On-going Training Topics (10-6)
- Assessment Tool Training (2-2.A)
- Cultural Sensitivity Training (5-3)
- Developmental Screens (6-5)
- PSI administration (6)

Trainers and training methods

1. The plan includes how the program assures that trainings are provided within the specified timeframes and identifies how the training is provided and by whom.
2. Trainers for Intensive Role Specific Trainings (Core) must be provided by HFNY credentialed trainers or, if a training is unavailable from HFNY credentialed trainers, by HFA credentialed trainers.
3. Other required trainings are provided by qualified persons such as program managers, supervisors and community agencies, and through a variety of methods, such as videos and reading materials with supervisor follow-up, etc. It is recommended that programs work with presenters to assure that they understand the HFNY philosophy and how the topic relates to the field of home visiting. Workshops and/or seminars conducted at a regional or state level of the HFNY Program may serve as portions of the wraparound basic training. Wrap around trainings may be coordinated within regions in order to maximize local resources.
4. A variety of training videos, parenting and child-development curricula, and related materials that may be used in conjunction with training are available for use and/or review through the Healthy Families New York Resource Library.
5. Training should not be viewed as a one-time occurrence but as a continuous process. All staff should receive regular in-service training which varies in format and topic from site to site, depending on the issues affecting families in the community to be served, and attend annual regional and state training events.

Tracking and documentation

1. It is recommended that programs keep a record of the topics covered in each training (i.e. outlines, agendas). It is also recommended that programs maintain copies of training certificates given to training participants.

2. The MIS provides a training tracking system for HFNY programs and includes all of the topics listed in 1a above. All programs in HFNY are required to use this system. It contains the staff person's date of hire, date the training was received and the date the staff person began providing direct services (assessment, home visits, and supervision) and a tickler system to assure that trainings are provided within the required timeframe.
3. Formal education, previous training and previous experience must have occurred within three years prior to hire in the HFNY program and directly apply to the topics identified in order for the staff person to be exempted from training in the MIS. Program Managers and Supervisors determine whether or not someone may be granted an exemption for a particular topic. There are topics for which no exemption is permitted. (These are identified in the MIS.)
4. Programs may develop additional in-house tracking forms. See Appendices section for sample forms.
5. Programs track trainings for staff even if the training was received outside of the required timeframe. It is recommended that supervisors track (i.e. in a personnel file or in a specified section of the supervisor notes) the reason that employees do not receive the training within the timeframe.
6. Supervisors, program managers or other designated person must sign logs to verify that the training was received.
7. All volunteers and interns who perform the same duties as assessment, home visitors and supervisors are required to participate in all training activities available to regular staff.

Making Training Most Effective

1. It is recommended that training events are evaluated by participants as they occur and that this information is summarized and used to enhance/improve future trainings.
2. In order to maximize learning, programs are encouraged to incorporate Transfer of Learning activities into their training plan. (See FSW and FAW TOL Workbooks for more information.)
3. For further detail, refer to the HFA "Healthy Families America Orientation Training" section of the HFA Community Planning and Site Development Guide and HFA Credentialing Program Self-Assessment Tool.
4. Guidelines for participants in HFNY Trainings and Conferences have been established to assure that all trainings (wrap-arounds, regional, Core) and conferences offer an environment that is most conducive to learning. See appendices.

| HFNY POLICY AND PROCEDURE MANUAL | |
|---|--|
| Subject | Required Training (<i>Orientation Training, Core Training, Wrap-Around Training, On-going Training, Trainings on Assessment Tool, Cultural Sensitivity, Screening Tools, Agency Executive /Supervisor of Program Manager Training, New Program Manager Training</i>) |
| Policy | Healthy Families New York programs ensure that all staff receive training support and have the skill-set necessary to fulfill their job functions and achieve the program's goals by attending and/or providing required and recommended trainings. |
| Multi-site reference | T-1.1 |
| Site specific reference | 10-2A-E, 10-3.A-C, 10-4.A-F, 10-5.A-F, 10-6, 2-2.A, 5-3, 6-5, T-1.1 |
| Effective date | July 2001 |
| Revised date(s) | July 2007 |
| Attachments | HFNY Training Code List (MIS) Training resume (MIS) Training Tickler (MIS) |

Rationale: To ensure that staff receive the training support and have the skill-set necessary to fulfill their job functions and achieve the program's goals. To ensure that all staff has a framework for handling the variety of experiences they may encounter in their role.

Procedures:

(Note: when volunteers/interns perform the roles of supervisor, FAW or FSW, they are held to the same training standards as paid staff.)

1. Orientation Training

All program managers, FAW and FSW supervisors, FSWs and FAWs, interns and volunteers receive orientation *prior to direct services with families or supervision of staff*. The program is responsible for providing orientation training using resources within the program or the community. Core training does not meet any of the basic orientation requirements. Basic orientation includes orientation to the following:

- The program's goals, services, policies and operating procedures and philosophy of home visiting/family support.
- The program's relationship with other community resources (e.g. organizations in the community with which the program has working relationships.)
- Child abuse and neglect indicators and reporting requirements.
- Issues of confidentiality

- Issues related to boundaries.
- Role specific shadowing: Observing 1 home visit, assessment, and/or supervision session, depending on roles. While only 1 observation is required, programs are encouraged to make several shadowing opportunities available to new staff. For new sites, this will likely mean traveling to another HFNY site.)

2. Core Training (Role Specific Training)

All program managers, FAW and FSW supervisors, FSWs and FAWs, must receive HFNY Core Training specific to their position. The Healthy Families New York Training and Staff Development Team provides these Core trainings on a regular basis. This training must be provided by a trainer who is certified and trained to train others. Core Training provides an overview of the essential components including the roles and responsibilities of program staff. It also includes an orientation to the HFNY multi-site system according to the standards identified in the Healthy Families America self-assessment protocol. Ideally, hiring will proceed so that new staff receives the core training during the first 2-4 weeks of employment. FSW's may not make home visits alone until Core Training has been completed, nor should FAW's conduct assessments until Core Training has been completed.

The Healthy Families New York Training and Staff Development Team complete Core Feedback Forms for each staff person attending the FAW, FSW and Supervisor Core training. These forms provide behaviorally specific feedback and observations of the trainee's participation in the training. Program Managers and/or supervisors let staff know about these forms in advance of their attending the training. See appendix.

- **Program Managers**

Program Managers receive the FSW and/or FAW Core training before supervising staff. It is recommended that Program Managers receive both the FSW and FAW Core training, but minimally, they must receive at least one of them, and for the position they supervise. For example, a program manager who supervises the FAW or FAW supervisor attends FAW Core. Program Managers receive the New Program Manager Overview and Supervisor Core Training within 6 months of hire. They must attend either the FAW or FSW Core before attending the Supervisor Core Training.

- **FSW Supervisors**

FSW Supervisors attend the FSW Core Training before supervising staff This training is part of the "FSW Essentials." (See Twelve Month Training Wraparound section below.) They receive the first 3 days of the 4 day Supervisor Core Training within 6 months of hire. (The 4th day is scheduled approximately one month later as a follow-up and is not required within the 6 month window. FSW Supervisors are encouraged to attend FAW Core Training.) Supervisors must attend the FSW Core before attending the Supervisor Core Training.

- FAW Supervisors

FAW Supervisors attend the FAW Core Training before supervising staff. They receive the first 3 days of the 4 day Supervisor Core Training within 6 months of hire. (The 4th day is scheduled one month later as a follow-up and is not required within the 6 month window. FAW Supervisors are encouraged to attend FSW Core Training.) Supervisors must attend the FAW Core before attending the Supervisor Core Training.

- FAWs

FAWs receive the FAW Core Training prior to providing direct services and within 6 months of hire. FAWs may begin assessing families only after completion of the FAW Core training.

If assessing is to be their primary role, staff is required to submit a minimum of 3 positive and 1 negative assessments to the certified trainer approximately 3 months post core training. If assessing is not to be their primary role (i.e. staff is being cross-trained in order to provide back-up services should the need arise) they are required to submit a minimum of 2 assessments approximately 3 months post core training. Cross-trained staff and FAW Supervisors administer a minimum of 1 assessment for the program every 6 months in order to maintain their skill level.

Assessments are submitted to the certified trainer, entered into the MIS under “FAW 3 months Follow-Up Assessment Review” by the employee’s supervisor, and are tracked as a part of internal quality assurance. For example, if grids are used to track quality assurance activities, the submitting of assessments would be included on that grid.

While staff can begin assessing, FAW Core certificates will be distributed when a minimum of 4 (or 2) assessments have been submitted and reviewed in accordance with HFNY standards.

- FSWs

FSWs receive FSW Core training prior to providing direct services and within 6 months of hire. Families cannot be assigned in the MIS to FSWs until they have completed their Core Training. FSW’s may not make home visits unaccompanied by other staff until Core Training has been completed. The FSW Core is part of the “FSW Essentials.”

3. Three-Month Training

FSWs and supervisors are required by HFNY to have training in Goal Setting and IFSP Development within 3 months of hire. This training is provided by individual programs when HFNY training is not available within the required timeframe. It is required that staff who has been trained in-house also attend a HFNY IFSP training when it next becomes available, within one year. This training is part of the “FSW Essentials.”

4. Six-Month Training (Wrap Around)

Within six-months of date of hire, all program managers, FAW and FSW supervisors, FSWs and FAWs receive training on a majority of subtopics for each of the topics listed below. “A majority of subtopics” is defined as 51% of the subtopics. See attached HFNY Training Code List for a list of all subtopics. Arranging for these trainings is the responsibility of each site.

- Infant Care
- Child Health and Safety
- Maternal and Family Health
- Infant and Child Development
- Role of Culture in Parenting
- Supporting the Parent Child Relationship
- Data Forms training

5. Twelve-Month Training (Wrap Around)

Within twelve months of date of hire, all program managers, FAW and FSW supervisors, FSWs and FAWs receive training on a majority of subtopics for each of the topics listed below. Arranging for these trainings is the responsibility of each site. (See attached HFNY Training Code List for a list of all subtopics.)

- Child Abuse and Neglect
- Family Violence
- Substance Abuse
- Staff Related Issues
- Family Issues
- Mental Health

In addition, within twelve months of date of hire, all FSWs and FSW Supervisors need to have attended an IFSP training provided regionally by PCANY (see Three Month Training requirements), and the Prenatal Training (*Great Beginnings Start Before Birth*), also provided regionally by PCANY. The IFSP, Prenatal and FSW Core trainings comprise the “FSW Essentials.”

6. On-going Training

After the first year of employment, all program managers, FAW and FSW supervisors, and FSWs and FAWs receive the following training:

- On-going training which takes into account the staff’s knowledge and skill base. Staff work with their supervisor to identify their individual training needs and interests.
- Training on culturally competent practices based on the unique characteristics of the population being served by the program. Programs are encouraged to reflect on a broad definition of culture and identify training related to characteristics beyond race and ethnicity (i.e. working with fathers, grandparents as parents, language, specific issues for immigrant parents, parenting where there is domestic violence, etc.) Staff attends at

least one training per year related to culture. During their first year, the wrap around training “The Role of Culture in Parenting” satisfies this requirement.

7. Training on Screening Tools

All supervisors, FSWs and any staff who will be administering developmental screenings and the Parental Stress Index must receive training prior to using them. The training is conducted by a person who has been trained in and demonstrates understanding of the use of the tool.

8. Advanced Trainings

HFNY Training and Staff Development team provides advanced training on various topics based on the statewide evaluation, technical assistance and quality assurance visits and requests by the programs. Advanced trainings from HFNY can be used to fulfill the requirements for ongoing training. Advanced trainings offered by HFNY have included FAW, FSW, Supervisor and Program Manager Staff Development Days, Nature of Nurturing and Motivational Interviewing.

9. Agency Executive /Supervisor of Program Manager Training

This is a required training for the executive director and/or the supervisor of the program manager. This training provides critical information for oversight of Healthy Families New York Programs that includes the following: main characteristics and structure, program operations, program manager responsibilities, and their responsibilities for providing supervision and support of program managers. (Effective 9/07)