

POLICY TITLE: Pre-Service and In-Service Training for Direct Services Staff		PAGE 1 OF 3
	CHILD AND FAMILY SERVICES AGENCY Approved by: <u>Brenda Donald</u> Agency Director Date: <u>June 15, 2013</u>	REVISION HISTORY: April 8, 2011
LATEST REVISION: May 2, 2013	EFFECTIVE DATE: June 15, 2013	

I. AUTHORITY	The Director of the Child and Family Services Agency (CFSA or Agency) adopts this policy to be consistent with the Agency's mission, and applicable federal and District of Columbia laws and regulations, and the LaShawn A. v. Gray Implementation and Exit Plan (December 17, 2010). <i>This policy supersedes the Training Services Policy dated April 8, 2011.</i>
II. APPLICABILITY	This policy is applicable to all CFSA and private provider direct services staff.
III. RATIONALE	In order to implement CFSA's mission is to promote the safety, permanency, and well-being of children and families in the District of Columbia, CFSA requires a workforce of well-trained child welfare direct services staff.
IV. POLICY	It is the policy of CFSA to assure that child welfare direct services staff have pre-and in-service training that incorporates best practice standards in both classroom and applied professional training (i.e., on-the-job) modalities. CFSA requires all social workers to complete all required pre-service and in-service training requirements.
V. CONTENTS	A. Required Training Hours B. Pre-Service Training Requirements C. In-Service Training Requirements D. After Hours In-Service Training for Child Protective Services (CPS) E. Training on New Policies F. Unsatisfactory Conduct and Performance in Pre-Service and In-Service Training
VI. ATTACHMENTS	A. Waiver Approval Form B. Child Welfare Training Academy External Training Approval Form
VII. PROCEDURES	Procedure A: Required Training Hours 1. CFSA and private provider direct services staff members are required to complete pre-service training. <ol style="list-style-type: none"> Social workers are required to complete a minimum of 80 hours of pre-service training. Supervisors, program managers, and administrators are required to complete a minimum of 40 hours of pre-service training. 2. All CFSA and private provider direct services staff members are required to complete annual in-service training (between July 1 and June 30). <ol style="list-style-type: none"> Social workers are required to complete a minimum of 30 hours of annual in-service training. Supervisors, program managers, and administrators are required to complete a minimum of 24 hours of annual in-service training.

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Procedure B: Pre-Service Training Requirements

Pre-service training modules and applied professional training (APT) activities are intended to integrate theory and practice and illustrate best practice. To ensure that newly-hired staff has the best opportunity to complete pre-service training requirements within the established timeframes cited in *Procedure A*, it is highly recommended that pre-service training start dates are considered when selecting new hire dates for direct service staff. Pre-service training start dates can be verified by contacting CWTA.

1. All newly-hired CFSA and private provider social workers must complete CWTA pre-service training prior to assuming a full case load, unless the social worker has received a waiver from CWTA allowing an exclusion from pre-service training. *Note: The waiver must be submitted and approved prior to assignment of any cases (see paragraph 5 below).*
2. CFSA and private provider social workers are required to complete all components of the pre-service training within the first 3 months of hire. Supervisors, program managers, and administrators are required to complete pre-service training within 8 months of assuming supervisory responsibilities. *Note: Exceptions to this procedure may be allowed under extenuating circumstances, and with prior approval of CWTA.*
3. If a CFSA or private provider direct services employee cannot for good reason attend a pre-service training cycle, he/she shall be enrolled by CWTA staff in the next available pre-service training cycle. (See the *Participants Handbook* provided by CWTA for further information about training requirements.)
4. CFSA and private provider social workers shall complete all APT activities during pre-service training.
 - a. Under the supervision of their individual supervisors, private provider social workers shall complete all APT activities, based on the *Pre-Service APT Handbook* provided by CWTA. *Note: Private provider supervisors are required to ensure that newly-hired social workers complete all APT activities and to provide verification of completion of training.*
 - b. Under the supervision of their training supervisors, CFSA social workers shall also complete all APT activities, based on the *Pre-Service APT Handbook* provided by CWTA.
5. The CWTA administrator and deputy director for the Office of Planning, Policy and Program Support (OPPPS) may waive pre-service training requirements for newly-hired or promoted direct services staff who have successfully completed CWTA pre-service training within the past 24 months.
 - To request a waiver, complete the *Waiver Approval Form* (see *Attachment A*).

Procedure C: In-Service Training Requirements

1. As part of the in-service training requirement, CFSA and private provider direct services staff shall participate in all mandatory CWTA trainings.

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	<ol style="list-style-type: none"> 2. To ensure that direct services staff are given sufficient time to meet in-service training requirements, annual training requirements for newly-hired direct services staff are pro-rated, based on the date of completion of pre-service training. 3. External training must be pre-approved by CWTA. External training includes any classroom courses, conferences, online training, seminars, and workshops that are not facilitated or sponsored by CWTA. <ul style="list-style-type: none"> • Trainings must be relevant to social work or child welfare with a clear transfer of learning objectives, in addition to reflecting best practices and aligning with the CFSA Practice Model (<i>see the External Training Approval Form, Attachment B</i>). 4. All CWTA sessions require online enrollment through FACES.NET at least 5 days in advance of the scheduled class. No “walk-ins” are permitted.
	<p>Procedure D: After-Hours In-Service Training for Child Protective Services (CPS)</p> <p>CWTA may provide the following training options for after-hours staff:</p> <ol style="list-style-type: none"> 1. Standard in-service training 2. Online training 3. Quarterly weekend cross-training for direct service staff and resource parents 4. Quarterly evening training sessions
	<p>Procedure E: Training on New Policies</p> <p>CFSA and private provider direct services staff shall be required to attend training or informational sessions (such as brown bag lunches) on new or revised policies as part of their employment responsibilities.</p>
	<p>Procedure F: Unsatisfactory Conduct and Performance in Pre-Service and In-Service Training</p> <ol style="list-style-type: none"> 1. The failure of CFSA direct services staff to complete pre-service and in-service training may result in disciplinary action, up to and including removal. 2. CWTA shall inform CFSA and private provider direct services staff and their managers of any performance and conduct concerns observed during training. 3. CWTA shall not award certificates of completion or continuing education units to social workers under any or all of the following circumstances: <ol style="list-style-type: none"> a. Trainees arrive 30 minutes or later for trainings. b. Trainees leave for extended periods of time during training. c. Trainees leave training early. 4. If any of the circumstances cited under # 3 (a-c) above, the social worker will need to take the entire training session again in order to receive credit for the class.

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CHILD WELFARE TRAINING ACADEMY - PRE-SERVICE TRAINING WAIVER REQUEST

Managers may request pre-service training waiver for social workers, family support workers, nurse care managers/ nurses who have successfully completed CWTA pre-service training within the past 24 months of hire. Complete the form in its entirety and submit to CWTA Program Manager at: cwta.training@dc.gov

INDIVIDUAL REQUIRING WAIVER'S INFORMATION (PLEASE TYPE/ PRINT INFORMATION)

NAME (LAST NAME, FIRST NAME)		ADMINISTRATION/AGENCY:	POSITION TITLE:
DATE OF HIRE:	EMAIL ADDRESS:		
DATE PRE-SERVICE TRAINING COMPLETED:			
POSITION TITLE AT COMPLETION OF TRAINING:	NAME OF PERSON SUBMITTING THIS FORM:		

Check here if the person was case carrying/direct service at that time? YES NO

SIGNATURES

Submitting Employee

Date

PLEASE DO NOT WRITE BELOW THIS LINE. TO BE COMPLETED BY CWTA.

DATE WAIVER REQUEST RECEIVED:

APPROVED

NOT APPROVED

WHY NOT _____

ADMINISTRATOR/ DEPUTY SIGNATURE

DATE OF DECISION

CHILD WELFARE TRAINING ACADEMY • 200 I STREET, SE • WASHINGTON, D.C. 20003

The Child Welfare Training Academy (CWTA) provides the DC Child and Family Services Agency's social workers (and its contracted agencies social workers), resource parents and community partners with the knowledge, skills, and support that effectively promote the safety, permanence and well-being of children and families in the District. The key objective of CWTA is to actualize the Agency's Practice Model into all training and employee development activities.



CHILD WELFARE TRAINING ACADEMY- EXTERNAL TRAINING APPROVAL FORM

The purpose of this form is to approve and track your participation in training outside of the agency such as conferences, online training, seminars and workshops. Completion of this form will ensure that CWTA places earned credit in your individual training record. Note that you must complete a form for each training attended.

PERSONAL INFORMATION (PLEASE TYPE/PRINT ALL INFORMATION)

NAME (LAST, FIRST):	ADMINISTRATION/AGENCY:	POSITION TITLE :
IMMEDIATE SUPERVISOR NAME (L,F):		TODAY'S DATE:

TYPE OF EXTERNAL TRAINING: ONLINE SEMINAR CONFERENCE TRAINING
(Please check all that apply)

TITLE OF EXTERNAL TRAINING:	
DATE(S) OF TRAINING:	LENGTH OF TRAINING (IN HOURS):
REASON FOR ATTENDING:	

SUPERVISORS SIGNATURE

DATE

**Scan and email this completed form and the certificate to the CWTA.training@dc.gov.
PLEASE DO NOT WRITE BELOW THIS LINE. TO BE COMPLETED BY CWTA.**

CWTA SIGNATURE

DATE

APPROVED NOT APPROVED WHY NOT

DATE RECEIVED: _____

DATE RECORDED IN FACES: _____

CHILD WELFARE TRAINING ACADEMY- EXTERNAL TRAINING APPROVAL FORM

CFSA and private agency employees, who seek additional job related educational opportunities to improve their skills, enhance their professional development and better serve the families and children of the District of Columbia may participate in external trainings and receive credit hours, if the training is approved by CWTA.

STAFF ANNUAL TRAINING REQUIREMENTS

All CFSA and private agency staff are required to receive job-related in-service training on an annual basis.

- Social workers, family support workers and nurse care managers are required to complete thirty (30) hours of in- Service Training annually.
- Supervisors, program managers, and administrators are required to complete twenty-four (24) hours of in-service training annually.

EXTERNAL TRAINING APPROVAL PROCESS

If trainings have been taken external to CWTA, it is important that an External Training Approval Form be completed and submitted to CWTA within fifteen (15) days of completion of training to ensure timely and accurate approval and recording of training hours in FACES. Training approved by CWTA will count toward meeting the training hour requirement.

External training approval requires a supervisor's signature, and when done during the tour of duty, should be based upon workload, amount of training already received, and relevance of the training to the staff's professional development.

Upon completion of training:

- Complete all fields on the External Training Approval Form and get it signed by your supervisor.
- Scan and email the completed form and a copy of the end of course certificate, if any, to CWTA.training@dc.gov
 - If CWTA approves the course, you will receive training credit/CEU's (when applicable) on your training record in FACES.
 - If CWTA denies the course, you will not receive credit for the training.

Please note that CWTA is not responsible for any cost incurred during external training attendance.