

Northwest Region Quality Assurance and Training Report and Plan Fiscal Year 2016-2017

Purpose & Introduction

Introduction

Training and development of the workforce is one part of a comprehensive strategy toward agency quality improvement. Fundamental to this work is identifying gaps in knowledge, skills, and abilities through the assessment of both organizational and individual needs, and addressing those gaps through targeted training and development opportunities.

The state of Florida fully implemented a new practice model for how safety and risk are evaluated and managed in 2015. A large focus of the Northwest Region's training focus is around enhancing the quality of our child welfare practice with high fidelity.

This document provides a comprehensive workforce development plan for Family Safety Staff of the [Department of Children & Families in the Northwest Region](#).

In this plan

This child welfare professional development plan contains the following topics:

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Questions

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**Northwest Region Quality Assurance and
Training Report and Plan
Fiscal Year 2016-2017**

Agency Profile

Mission & vision

The mission of the Department of Children and Families is to work in partnership with local communities to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency. Ch.20.19 F.S.

We are a highly skilled workforce committed to empowering people with complex and varied needs to achieve the best outcomes for themselves and their families. In collaboration with community stakeholders, we will deliver world class and continuously improving service focused on providing the people we serve with the level and quality that we would demand and expect for our own families.

The NWR 2017-2018 Strategic Plan can be found at:

<http://apps.dcf.state.fl.us/nw/documents/NWR%20Strategic%20Plan%202017-2018.pdf>

Location & population served

This training plan serves family safety staff in the Northwest Region.

Funding

Training is funded through allocated regional training budget as well as Title IV-E Training funds.

Workforce Profile

Introduction

This section provides a description of the [Northwest Region's](#) current and anticipated future workforce needs.

Current workforce demographics

The table below summarizes the demographics of the agency's current workforce as of [January 2018](#):

Category	# or %
Total # of FTE Family Safety Employees:	227
Primary Professional Disciplines/Credentials:	
Leadership/Administration:	15
Child Protective Investigator Supervisors:	32
Professional Development & Training Supervisors	2
Field Support Consultants:	6
Child Protective Investigators	167
Critical Child Safety Practice Experts	5
Total:	227

The NWR is unique in that it houses a pre-service training and in-service training team in house. The training team provides both classroom and field training. The training team is led by the Regional Continuous Quality Improvement and Training Manager which also oversees the Quality Assurance Staff which includes the Critical Child Safety Practice Experts which also conduct practice specific training within our training team. This is beneficial in that there is the ability to see the gaps and needs quickly based on data analytics from quality assurance data.

The Regional Continuous Quality Improvement & Training Manager is supervised by the Child Welfare Director which also supervises Operations Staff and Recruitment staff. This is key and unique in our region, in that Operations, Recruitment, Training and Quality Improvement work very closely together on one team.

Pre-Service of our Child Protective Investigators is taught in house by our NWR Training team and classes are conducted based on staffing needs and on-boarding. Recruitment, Training and Operations work together closely to maximize efficiency in our pre-service training.

Our NWR training staff have close working relationships with both our CBC training staff in our region and often collaborate on in-service trainings and topics. In Circuits 2 and 14 Child Protective Investigators and Big Bend CBC training staff co-train CORE pre-service training when schedules are synced. This is a great benefit to our child welfare staff and training teams as well.

Competencies & Education Requirements

Core competencies for agency

Systems Integration:

The Department oversees diverse and multi-faceted systems of care that must be designed, managed and continuously improved. We must be experts in the systematic integration and coordination of services to optimize available resources and drive the best possible outcomes for each person we serve.

Vendor Relationship Management:

The services for which we are responsible are delivered through a complex network of vendors and community partners. It is critical that we ensure vendors and community partners share in our mission and vision – it is not enough for them to simply deliver services. They must uphold our values and maintain a commitment to world class service and outcomes. We must balance partnership with accountability.

Data Analytics:

Everything we do must be outcome-based and solution-focused. We must analyze data and information in multidimensional ways to gain deep understanding of system issues and challenges. We use analytic data to drive daily actions; inform strategic, operational, and financial decision-making; and improve outcomes.

World Class Workforce:

Because we have a sacred mission to protect the vulnerable with the same passion we have for our own families, we must have a committed and competent workforce. Our workforce is truly our most valuable asset. We are committed to recruiting, developing, and retaining a world class workforce to support this organization now and into the future.

CE required by discipline

Child Welfare Professionals are required to complete continued education and training to maintain their Child Welfare Certification issued by the Florida Certification Board.

A copy of the full guide can be accessed at:

<http://flcertificationboard.org/assets/uploads/Employer-Sponsored-CW-Cert-Candidate-Guide-12-15-14.pdf>

Discipline	Florida Requirements
Child Welfare Certification	<p>Certified professionals are required to complete a total of 40 hours of continuing education as follows:</p> <p>The first time the credential is renewed, the certified professional must complete a minimum of 40 hours of continuing education dated between the date of the credential award and the credential expiration date.</p> <p>For each subsequent renewal, the certified professional must complete a minimum of 40 hours allocated as follows:</p> <ul style="list-style-type: none">• 20 hours earned between November 1st and October 31st of the first year.• 20 hours earned between November 1st and October 31st of the following year.

Training Needs

Training needs for staff are determined by data analytics of Rapid Safety Feedback data, closed case reviews, QA Fatality Reviews, CPI Scorecard analysis and feedback from staff.

Introduction

Training needs assessment results

- Rapid Safety Feedback data analysis from July 2016-June 2017, shows areas of needed target for training and technical assistance around information collection with specific needs around parenting and behavior management assessment, caregiver protective capacities, safety planning and supervisor consultation.
 - Integration of behavioral health is a statewide Priority of Effort. Behavioral health are also areas frequently assessed by child welfare staff with mental health and substance abuse being issues in a large number of our families. There is a continual need to have better understanding and assessment skills of these complex issues.
 - The ability to engage families and have good interviewing skills is key to obtaining quality information to inform safety and risk assessments. This is an area of need identified by staff and through rapid safety feedback consultations.
 - There are many complex topics that require more in-depth topic specific training. Some that the NWR has chosen to focus training on this year are: Human Trafficking, Medical Neglect, Physical Injuries, Sexual Abuse and Trauma Informed Care.
 - Supervisors and Program Administrators play a very pivotal role in our system and investing in their knowledge and abilities is key to developing a world class workforce and the NWR recognizes this in areas of both practice, resiliency of staff and retention. We have identified specific training and technical assistance for our supervisors and program administrators around these areas.
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Training Needs, *continued*

Mandatory training

The table below lists training **required** by the NWR Family Safety DCF and/or by state or federal mandate:

Training	Who	Frequency
Medical Neglect	All staff	Once a year
Human Trafficking Training-6 Hour Training & Quarterly	CPIS and Senior CPI's & Identified HT CPI's	Quarterly
Human Trafficking Training-1 hour	All other CPI staff not identified above	Once
Behavioral Health Training (Substance Abuse & Mental Health)	All Child Protective Investigations PA's, CPIS, CPI, CCSPE, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year
Trauma Informed Care	All Child Protective Investigations PA's, CPIS, CPI, CCSPE, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year
Mandel Safe & Together Basic 4 Day Training (Domestic Violence)	All Child Protective Investigations PA's, CPIS, CPI, CCSPE, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year
Engagement of Families & Motivational Interviewing	All Child Protective Investigations PA's, CPIS, CPI, CCSPE, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year
Time Management	All Child Protective Investigations PA's, CPIS, CPI, CCSPE, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year
Effective Safety Planning	All Child Protective Investigations PA's, CPIS, CPI, CCSPE, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year
FFA Writing Sufficiency Training	All Child Protective Investigations PA's, CPIS, CPI, CCSPE, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year
FSFN Advanced Training	All Child Protective Investigations PA's, CPIS, CPI, Field Consultants & Trainers	Provisionally CPI's—before certification in their first year

Goals, Objectives, & Implementation Plan

Introduction **One of the NWR Strategic Objectives is to Develop and Support our Dedicated Workforce.**

Roles & responsibilities The table below lists individuals responsible for the implementation of this plan as well as the associated roles and responsibilities.

Who	Roles & Responsibilities
Child Welfare Director	Ultimately responsible for ensuring resource availability to implement the workforce development plan.
Training Manager	Responsible to the Child Welfare Director & Operations Managers for collaboration of workforce strategy, priority setting, establishment of goals and objectives, and establishing an environment that is conducive and supportive of learning.
Operations Manager	Provide guidance to the Child Welfare Director regarding workforce development and assist in creating a culture that is conducive and supportive of learning. Works with Operations Program Administrators to find appropriate training/development opportunities for staff. Provide guidance to the Directors with coaching, mentoring and succession planning. Responsible for informing supervisors of workforce development needs, plans, and issues.
Operations Program Administrator	Responsible to the Operations Manager for all employees within their divisions. Supports, coaches, and mentors supervisors and/or employees to assure that appropriate training resources and support structures are available within the division. Identifies high potential employees as part of agency succession plan and specialization.
Supervisors	Responsible to their Operations Program Administrator and employees to ensure that individual and agency-based training initiatives are implemented. Works with employee to develop an individualized learning plan and supports the implementation of the plan (ie. time away from work, coaching, opportunities for application, tuition reimbursement). Identifies high potential employees as part of agency succession plan.
All Employees	Ultimately responsible for their own learning and development. Work with supervisor to identify and engage in training and development opportunities that meet their individual as well as agency-based needs. Identify opportunities to apply new learning on the job.

NW Region-Family Safety Training Goals & Objectives 2017- 2018

Goal	Objectives	Target Audience	Resources	Responsible Party
<p><i>All provisional Child Protective Investigators will complete mandatory training in areas outlined above in their first year.</i></p> <p><i>Develop plan for existing staff to complete needed trainings as well.</i></p>	<ul style="list-style-type: none"> <i>Continuum learning after pre-service on key child welfare related topics to enhance their capabilities and confidence in their role and decision making.</i> 	<p><i>Provisional Child Protective Investigators</i></p>	<p><i>NWR Training Team</i></p> <p><i>Child Welfare Leadership</i></p>	<p><i>CPI</i></p>
<p><i>Child Welfare Supervisors and Program Administrators will be supported along with their direct supervisor by Critical Child Safety Practice Experts in preparing them for Proficiency Process</i></p>	<ul style="list-style-type: none"> <i>Provide one on one support to our Child Protective Investigators and Program Administrators in increasing their skills and knowledge in guidance and consultation to their CPI's in our practice.</i> 	<p><i>Child Protective Investigators and Program Administrators</i></p>	<p><i>Critical Child Safety Practice Experts</i></p> <p><i>ACTION for Child Protection</i></p>	<p><i>All</i></p>
<p><i>Increase child welfare staff knowledge and skills around Florida's Practice Model and assessment of safety and risk.</i></p>	<ul style="list-style-type: none"> <i>Provide trainings and technical assistance on topics of need based on analytical data through Rapid Safety Feedback, CPI Scorecard and staff needs to increase performance</i> 	<p><i>Child Protective Investigators, Child Protective Investigator Supervisors and Program Administrators</i></p>	<p><i>NWR Training Plan</i></p> <p><i>Critical Child Safety Practice Experts</i></p>	<p><i>All</i></p>
<p><i>Enhance the skills and knowledge of our supervisors and program administrators through specific supervisor training series.</i></p>	<ul style="list-style-type: none"> <i>Provide training to supervisors around how to provide effective supervision and how to supervise in our child welfare practice to provide them with support in their guidance of staff.</i> 	<p><i>Child Protective Investigators and Program Administrators</i></p>	<p><i>Critical Child Safety Practice Experts and external training vendors</i></p>	<p><i>All</i></p>

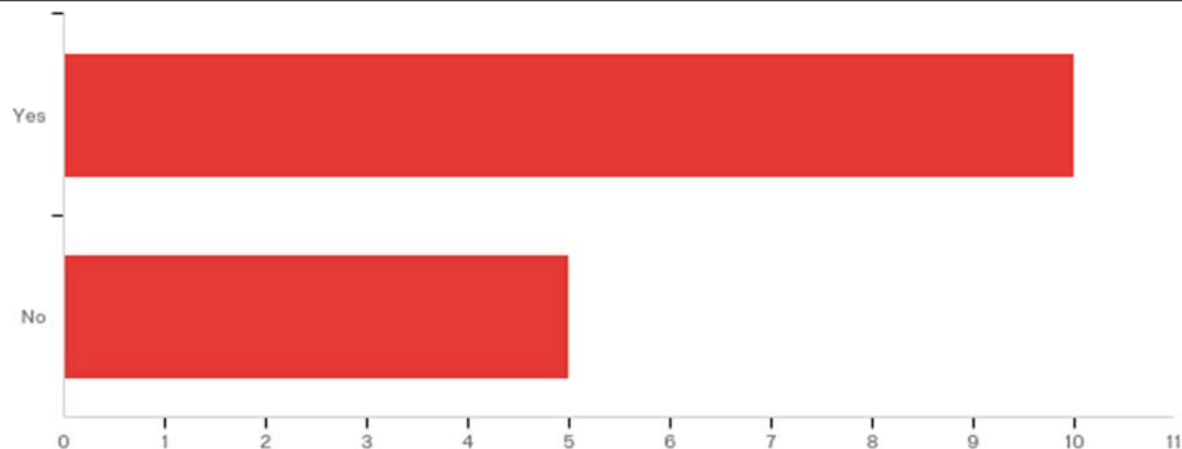
Goals, Objectives, & Implementation Plan, *continued*

Communication plan	This plan will be shared with our Child Welfare Leadership, Child Protective Investigators and partners via email, and will be posted to our NW Region CPI Support page located at http://eww.dcf.state.fl.us/nw/child-welfare/cpi-support/
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Rapid Safety Feedback Process

During the third quarter of 2016-2017 fiscal year, Action for Child Protection completed a review of fifteen Rapid Safety Feedback reviews conducted by the Critical Child Safety Practice Experts (CCSPE). The following highlights information collection, family functioning assessment and safety decision, and supervisory consultation of the Rapid Safety Feedback cases reviewed by Action for Child Protection. In addition, Action provided overall findings for the quarter of reviews.

Information Collection: Item# 5.0-5.6

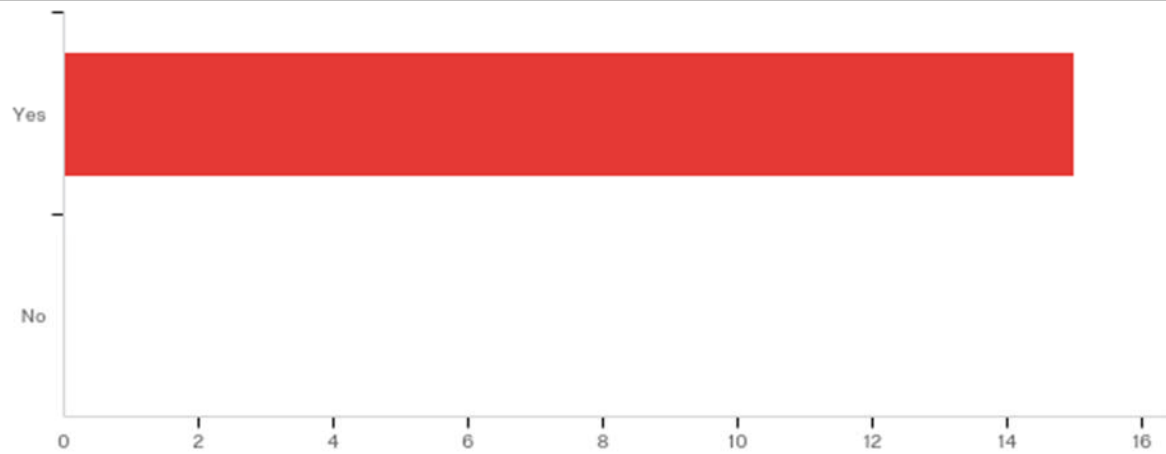


#	Answer	%	Count
1	Yes	66.67%	10
2	No	33.33%	5
	Total	100%	15

Data Summary

- This data represents the accuracy and agreement by the review team with the determination the CCSPE made at the point in time of their review of the case in regards to Item #5.0-5.6 - Information Collection around maltreatment, child functioning, adult functioning and parenting.
- The review team determined that 67% (n=10) of the cases reviewed, that the CCSPE was accurate in their assessment regarding the sufficiency of information collection.

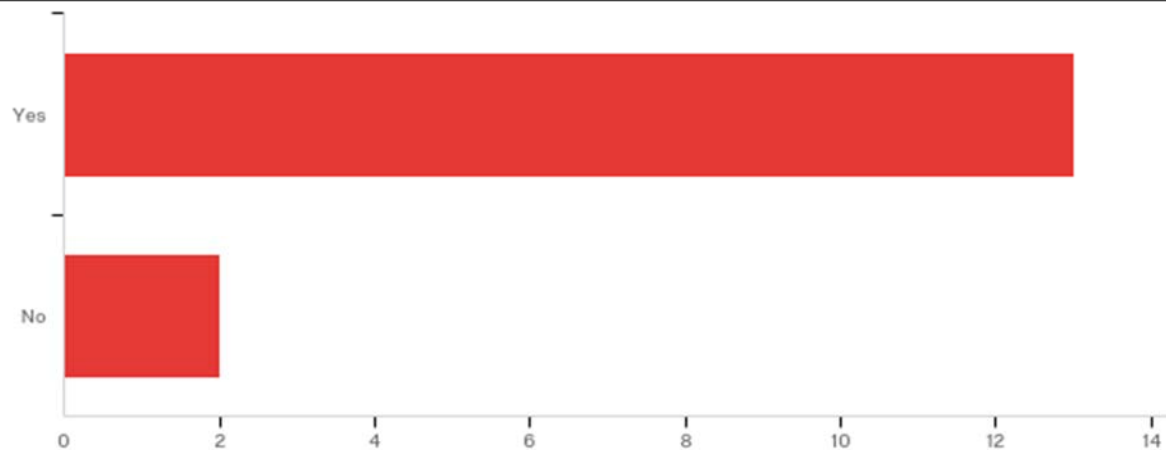
Family Functioning Assessment and Safety Decisions: Item #8



#	Answer	%	Count
1	Yes	100.00%	15
2	No	0.00%	0
	Total	100%	15

- This data represents the accuracy and agreement by the review team with the determination the CCSPE made at the point in time of their review of the case in regards to Item #8.0
- Overall, for the point in time of the review, the review team determined that 100% (n=15) of the cases reviewed, that the CCSPE was accurate in their assessment regarding the sufficiency of information collection.

Supervisor Consultation and Guidance: Item #10



#	Answer	%	Count
1	Yes	86.67%	13
2	No	13.33%	2
	Total	100%	15

Data Summary

- This data represents the accuracy and agreement by the review team with the determination the CCSPE made at the point in time of their review of the case in regards to Item #10.0
- Overall, for the point in time of the review, the review team determined that 87% (n=13) of the cases reviewed, that the CCSPE was accurate in their assessment regarding the supervisor consultation and guidance.

Summary of Findings:

Action Review team identified a high degree of consistency in regards to the reviews completed by the CCSPE, both for partially and fully completed reviews. CCSPE's provided accurate and detailed feedback to CPI and CPIS's that were aligned with practice and were appropriate based upon the case record and information provided during the case consultation.

Despite the guidance being provided by the CCSPE during the case consultations and subsequent written reviews, frequently cases did not reflect information shared during the consultations and actions identified by the CCSPE not being completed prior to the investigation being closed. In particular, in regards to information collection documented in the family functioning assessment and subsequently the supporting information regarding the safety determination.

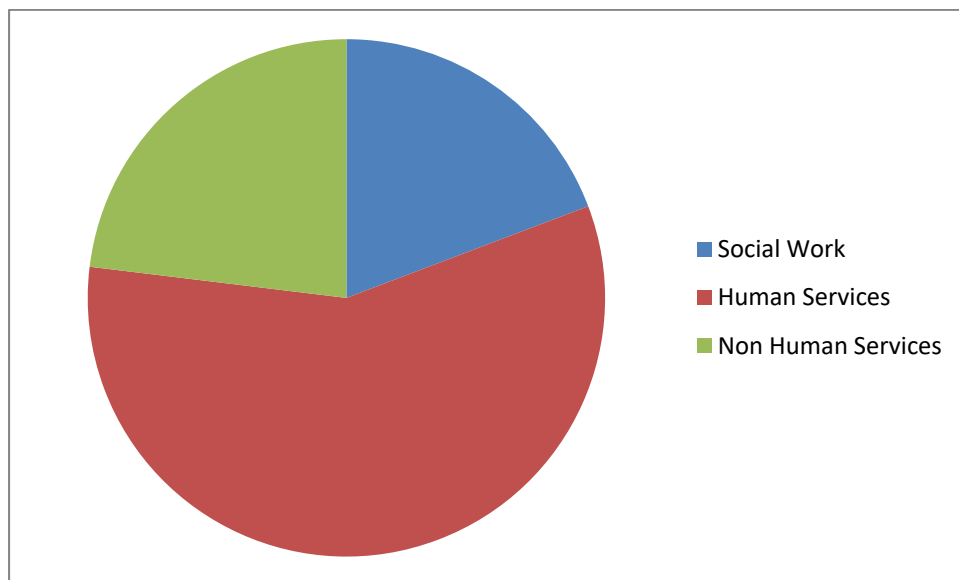
Supervisor consultation was noted to be insufficient for the majority of cases reviewed and for cases that were noted to be on track during the consultation, actions were not completed upon case closure.

Mini CIRRT – Critical Incident Rapid Response Team

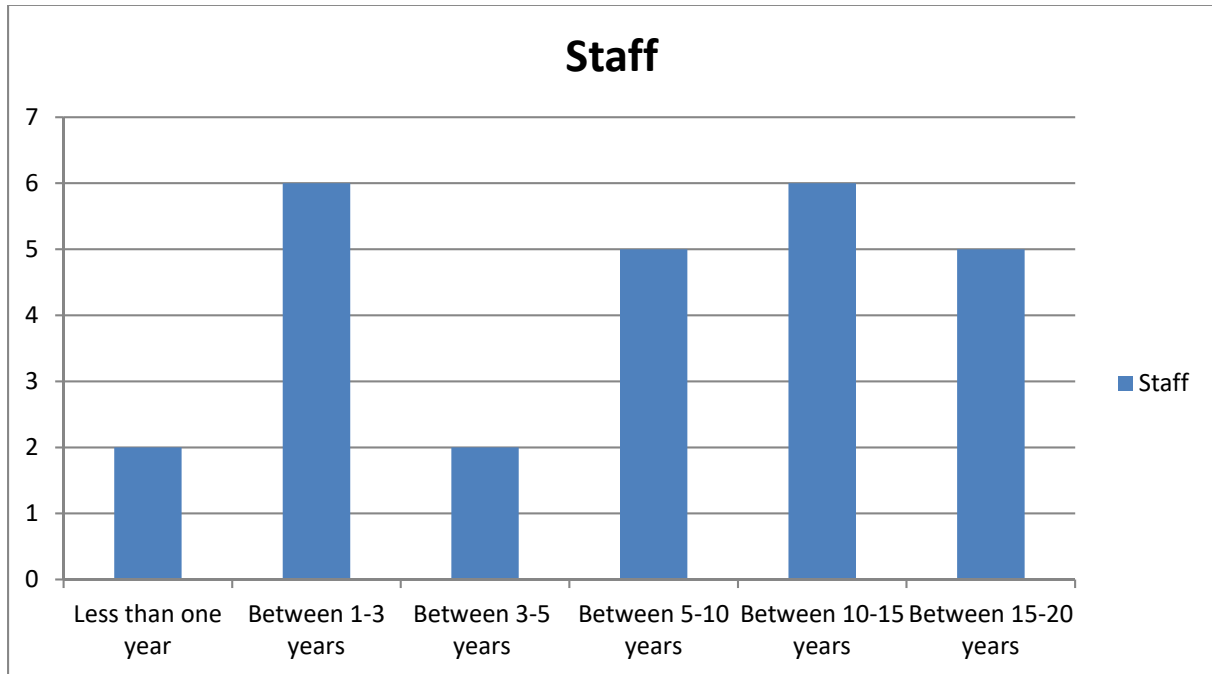
Between 2016 and 2017, the NWR completed mini CIRRT reviews. The mini CIRRT review is conducted on cases in which there is a current child death and the Department has had reports on the family in the past five years. The focus of these reviews is the processes of practice, organization and service array during the last opportunity the Department worked with a family prior to the death case. All reviews have been completed and submitted to the Office of Child Welfare.

Out of the thirteen mini CIRRT's conducted, one family was open to ongoing case management services in a non-judicial in-home services case.

In regards to academic degrees achieved by the investigators and supervisors who worked the previous investigations, five have social work degrees, fifteen have human services related degrees and six have non-human services related degrees.



The following chart provides details to reflect years of experience in child welfare for investigators and supervisors for the mini CIRRT reviews.



Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

Introduction

This section describes the curricula and training schedule for Northwest Region-Family Safety. For DCF staff the calendars can be accessed at <http://eww.dcf.state.fl.us/nw/child-welfare/cpi-support/training-calendars.shtml>

Topic	Description	Target Audience	Competencies Addressed	Schedule	Resources
<i>Family Functioning Assessment Sufficiency Learning Circle</i>	Participants learn through their own real case application and discussion, what information must be learned about a family to inform safety and how to document the information.	Child Welfare Professionals, OPA's, CPIS, Training staff, Critical Child Safety Practice Experts	<i>What information must be learned about each family in assessments and how it informs safety decisions</i>	Every CPI in NWR unit July-October 2017	<i>NW Region Training Team, Critical Child Safety Experts and ACTION for Child Protection developed curricula</i>
<i>Case Application Safety Planning Learning Circle</i>	Learning Circle will focus on case application in developing sufficient safety plans. Bring a case that contains either an impending or present danger plan to discuss and develop sufficient safety actions around identified danger threat.	Child Welfare Professionals, Supervisor and program administrators & NWR Training staff	<i>Sufficient safety planning</i>	Multiple sessions in multiple locations throughout the year-See NWR In-Service Training Calendar	<i>NW Region Training Team, Critical Child Safety Practice Experts, ACTION for Child Protection</i>
<i>Supervisor Learning Circle Series: Supervisor Consultation Series</i>	Series of learning circles topics for our Child Protective Supervisors and Program Administrators, with focused discussion on consultation related to sufficient information, critical decision points and assessment in providing support and guidance to CPI's to inform safety and	Program Administrators, CPI Supervisors and Senior CPI's	<i>Supervisor practice knowledge, guidance and consultation with their Child Protective Investigators</i>	Multiple sessions in multiple locations throughout the year-See NWR In-Service Training Calendar	<i>Kelly Faircloth-DCF-Practice Expert & Training Manager & Critical Child Safety Practice Experts</i>

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

	risk assessments.				
<i>Child Welfare Supervisor Training Series</i>	Series of monthly learning circles with NWR Child Welfare Supervisors with a focus of topics on how to effectively supervise and manage staff combined with specific topics of how to effectively supervise in our child welfare practice.	Child Welfare Supervisors and Program Administrators	<i>How to effectively supervise staff, supervisor guidance, and consultation with Child Protective Investigators</i>	<i>TBD—ITN to be developed for bids. Plan is multi—year. Curriculum developed in fiscal year 2017-2018 and implemented in FY 2018-2019</i>	<i>Vendor TBD</i>
<i>Child Protective Investigator & Program Administrator One on One Consultation Technical Assistance</i>	One on one technical assistance provided in the CPIS or OPA unit environment for immediate feedback and discussion in real time job duties	Child Welfare Supervisors and Program Administrators	<i>Supervisor practice knowledge and guidance and consultation with their Child Protective Investigators</i>	<i>Multiple sessions in multiple locations throughout the year-See NWR In-Service Training Calendar</i>	<i>Tarrin Reed—ACTION for Child Protection</i>
<i>Behavioral Health Training (Substance abuse & Mental Health)</i>	This training will provide evidence-based knowledge, skills and tools to Child Welfare workers that can be easily transferred to the field. Training will consist of half-day of identifying and assessing substance abuse related issues and half-day of identifying and assessing mental health related issues. The context will be around safety determination, safety	Child Welfare Professionals, OPA's, CPIS, Training staff, Critical Child Safety Practice Experts	<i>Increased knowledge around substance abuse and mental health to impact quality assessment of families functioning and caregiver protective capacities</i>	1/11/2018-Tallahassee 1/12/2018-Panama City 1/16/2018-Pensacola 1/17/2018-Crestview	<i>Patty Babcock, Florida State University-College of Medicine; Center for Behavioral Health Integration</i>

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

	planning, caregiver protective capacities assessment and family functioning.				
<i>Engaging Families Through Empathy</i>	Designed for professionals who provide services in the home, this course discusses the importance of empathy in engaging families while simultaneously assessing child safety.	Child Welfare Professionals, OPA's, CPIS, Training staff, Critical Child Safety Practice Experts	<i>Recognize how biases and assumptions affect family engagement</i> <i>Explain the difference between empathy and sympathy</i> <i>Listen, tune in, and engage clients</i>	1/16/2018-Tallahassee 1/18/18-Panama City 1/22/2018-Pensacola 3/19/2018-Tallahassee 3/21/2018-Panama City 4/9/2018-Pensacola	<i>Project Harmony</i>
<i>Motivational Interviewing</i>	This course discusses tools for evoking sustainable change in families using engagement and motivational interviewing techniques.	Child Welfare Professionals, OPA's, CPIS, Training staff, Critical Child Safety Practice Experts	<i>How to identify change talk</i> <i>Skills in evoking change talk</i> <i>Techniques in rolling with resistance</i>	1/17/2018-Tallahassee 1/19/18-Panama City 1/23/18-Pensacola 3/20/2018-Tallahassee 3/22/2018-	<i>Project Harmony</i>

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

				Panama City 4/10/2018- Pensacola	
<i>Mandel Safe & Together-CORE 4 Day Basic Domestic Violence Training</i>	This is the foundational skill building Safe and Together™ Model training. These training days consist of lecture, group exercises, and other media to provide participants with an improved understanding about perpetrators' behavior patterns and their impact on child and family functioning, partnering with adult survivors of domestic violence and interventions with perpetrators.	Child Welfare Professionals, OPA's, CPIS, Training staff, Critical Child Safety Practice Experts	<i>Improve understanding of patterns of domestic violence and power and control to help to better assess family functioning and safety assessment.</i>	Multiple sessions in multiple locations throughout the year-See NWR In-Service Training Calendar	David Mandel & Associates-Safe & Together
<i>Mandel Safe & Together Case Consultation Technical Assistance</i>	Using the Safe and Together Mandel Model and the Mapping with Information Domains (CFOP 170-1 Appendix B) staff use their real cases to learn and assess using this model	Child Welfare Professionals, OPA's, CPIS, Training staff, CCSPE	<i>Improve understanding of patterns of domestic violence and power and control to help to better assess family functioning and safety assessment through real case application.</i>	11/13-14/17- Tallahassee 11/27/17- Crestview 11/28/17- Pensacola 5/7/18- Crestview 5/8/18- Pensacola	David Mandel & Associates-Safe & Together

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

				5/14/18-Panama City 5/15/18-Chipley	
<i>Quality Engagement Learning Circle</i>	Participants will learn how to better engage families in order to facilitate quality info collection, and thus be able to complete sufficient FFA's. Sufficient FFA's result in accurate safety decisions.	Child Welfare Professionals, OPA's, CPIS, Training staff	<i>Participants will learn how to engage families to be able to get the needed information to make safety assessments.</i>	Multiple sessions in multiple locations throughout the year-See NWR In-Service Training Calendar	Jennifer Wilson-NWR Critical Child Safety Practice Expert
<i>John E. Reid-Emerging Trends in Sexual Abuse</i>	Robert Hugh Farley MS presents an innovative, training seminar that addresses the assessment of child sexual abuse. This is a highly sought after training that is changed every year to keep up with the most current trends.	Child Welfare Professionals, OPA's, CPIS, Training staff, CCSPE	<i>Participants will have a better understanding of people who perpetrate sexual abuse on children and how to better assess these behaviors and impact to assessment of safety and safety planning of children.</i>	2/20/18-Tallahassee 2/21/18-Chipley 2/27/2018-Pensacola 6/19/2018-Crestview 6/20/2018-Chipley 6/26/2018-Panama City	John E. Reid & Associates
<i>Assessment of Physical Injury</i>	Training for staff on assessment of physical	Child Welfare Professionals, OPA's,	<i>Participants will have a better</i>	TBD—ITN to be completed	TBD for vendor

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

<i>and Unexplained Injuries</i>	injuries, assessment of people who inflict physical injuries and safety planning around such.	CPIS, Training staff	<i>understanding of people who perpetrate physical abuse on children and how to better assess these behaviors and impact to assessment of safety and safety planning of children.</i>	for bids	
<i>Compassion Fatigue</i>	Staff learn more about Compassion Fatigue and Vicarious Trauma, including ways to recognize the signs and symptoms and strategies to address the problem	Child Welfare Professionals, OPA's, CPIS, Training staff		Four times annually	NWR Training Staff
<i>Assessment and Influences of Caregiver Protective Capacities Learning Circle</i>	Gathering information to assess CPCs and how CPCs influence safety analysis and conditions for return.	Child Welfare Professionals, OPA's, CPIS, Training staff		Multiple sessions in multiple locations throughout the year-See NWR In-Service	Anjanetta Bryant-NWR Critical Child Safety Practice Expert
<i>Optimizing Time & Resources (Time Management)</i>	This is a very unique training that provides information for very specific needs of maximizing our already valuable, limited resources to increase productivity around assessment of safety of children.	Child Welfare Professionals, OPA's, CPIS, Training staff		3/1/2018-Tallahassee 3/2/2018-Panama City 3/26/2018-Crestview 3/27/2018-	Randall Dean

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

				Pensacola	
<i>Trauma Informed Care</i>	<p>This session will focus on Adverse Childhood Experiences for the parents and children highlighting Infant Mental Health and working with parents who have experienced complex trauma.</p> <p>Throughout the course of the day participants will also take a closer look at their communities to:</p> <ul style="list-style-type: none"> • Explore collaborative work across providers • Reflect on how the system views the complex trauma of birth parents and supports for resiliency • Strategize around the strengths and resources within the community to address families through a trauma-lens • Begin developing a plan to address initial barriers 	Child Welfare Professionals, OPA's, CPIS, Training staff		<p>3/6/2018- Crestview</p> <p>3/8/2018- Pensacola</p> <p>4/10/2018- C2/C14— Location TBD</p> <p>4/12/2018- C2/C14— Location TBD</p>	Zero to Three
<i>Advanced FSFN</i>	Our FSFN system is a large,	Child Welfare	To continue	TBD	Tonya Leber-NWR

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

<i>Training</i>	complex system with many different functions. This training will teach our child welfare professionals more advanced functions our system can do and purposes they serve.	Professionals, OPA's, CPIS, Training staff	learning of the many functions of our SACWIS system		Training Team FSFN expert Jennifer Renfro-NWR Training Team FSFN expert
<i>Guided Interaction for Visitation/Family Time</i>	<p>GIFT (Guided Interaction for Family Time), is the use of visitation for families involved in child welfare to engage the entire family unit in building on their natural strengths and identifying their areas of growth in order to repair and/or support attachment between children and their primary caregivers. GIFT focuses on the strengths of the family and the needs of the children. This training is designed to equip the guide with a tool box of skills and resources to engage parents in active hands-on parenting.</p> <p>Learning Objectives</p> <p>1. Enhanced tools for identifying the strengths of individual families and supporting areas of growth.</p>	Child Welfare Professionals, OPA's, CPIS, Training staff		<p>3/7/2017- Crestview</p> <p>3/9/2018- Pensacola</p> <p>4/11/2018- C2/C14- Location TBD</p> <p>4/13/2018- C2/C14 Location TBD</p>	Zero to Three

Northwest Region-Family Safety Curricula & Training Schedule 2017-2018

	<p>2. Tools for navigating and reporting observations using a strength-based approach that supports transparency.</p> <p>3. Increased knowledge of practical ways to encourage, engage and support quality family time for the most effective outcomes.</p>				
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Regional Conferences: The Department with Family Safety, in the NWR collaborates with partners for two free annual regional conferences for our child welfare system of care professionals. This is an opportunity for all that work together in our efforts with the children and families we serve, to come together and learn new and exciting things and initiatives in our Region.

Conference Name	Location	Dates	Partners	Capacity
Conference by the Bay	Florida State University-Panama City Campus	July 2017	Florida State University-School of Social Work, Guardian Ad Litem Program, Big Bend Community Based Care & Department of Children & Families	200 people
FamiliesFirst Network Conference	Community Life United Methodist Church-Gulf Breeze	May 2018	FamiliesFirst Network, Department of Children & Families, Guardian Ad Litem and other Partners	200 people

Evaluation and Tracking

Introduction

Evaluation of training will provide [Northwest Region Training Team and Operations Managers](#) with useful feedback regarding its efforts, including content, delivery, vendor preferences, and training effectiveness. Accurate evaluation tracking is necessary, particularly for professional continuing education documentation and quality improvement purposes. Evaluation of training will be conducted by evaluation surveys completed by trainees as well as regional and statewide quantitative and qualitative data

Evaluation

Training evaluations for each training will be shared with Operations Managers and evaluated by the NW Training and Leadership Teams. Hard copies of all sign in sheets and evaluations will be kept on a training shared drive in the NWR. Child Welfare Practice competencies will be measured through Rapid Safety Feedback data, which is our Quality Assurance Data with the expectation that key areas that are areas in need of improvement as reflected by our data improve. If improvements are not reflected by efforts, efforts will be re-evaluated and any barriers will be discussed and new efforts implemented.

Prior to FY 2018-2019 child welfare professionals across the NW Region will come together to discuss and develop a training plan for the next fiscal year, training vendors and efforts of this fiscal year and obtain feedback from all staff levels as well as needs/wants of staff for training for next fiscal year around practice, resiliency and other child welfare related competencies.

Tracking

For DCF staff at the conclusion of DCF sponsored training, the training is added to their employees Training profile in FSFN by a NWR Training Team staff member. The employee must then go in and mark that training completed. This is the Departments official tracking mechanism for employee training and tracking.

All sign in sheets and evaluations are maintained in a share folder on the DCF network.

Conclusion / Other Considerations

Review of plan This plan will be reviewed and may be modified throughout the year as trainings and learning circles are added.



