

TRAINING GUIDE FOR CENTER STAFF

TRAINING	FREQUENCY	ACCEPTED DOCUMENTATION	AUTHORITY	MANDATORY FOR DIRECT-SERVICE EMPLOYEES	MANDATORY FOR NON-DIRECT SERVICE EMPLOYEES	MANDATORY FOR DIRECT-SERVICE VOLUNTEERS	NOTES
REVIEWED BY OFFICE OF DOMESTIC VIOLENCE (ODV) DURING ANNUAL CERTIFICATION MONITORING							
Privilege/ Competency-Based Core Curriculum	Once	Certificates and/or privilege lists showing the staff name as "active."	CFOP 65H-1.013(11)(a)	X		X	The training must be completed within 90 days of initial employment (or direct-service start date for volunteers) and before any unsupervised contact with participants. Employees and volunteers must complete 24 hours of Competency-Based Core Curriculum and 6 additional hours of specialized training (on-the-job orientation or training of skills related to the performance of the individual's required duties).
16 In-Service Hours	Annually*	Training summary sheets along with: (1) certificates of completion and/or (2) agenda and sign-in sheets. The total hours for each training class/session must be listed.	CFOP 65H-1.013(11)(b)	X		X	All staff members who supervise, coordinate, and/or provide direct advocate or counseling services are required to successfully complete 16 hours of in-service training each state fiscal year. The training requirement is effective upon the first anniversary of the employees' hire or volunteer service dates. *Cannot include EMP training.
Emergency Management/ Disaster Preparedness Plan	Annually*	(1) Certificates of completion or (2) agenda and sign-in sheets. Sign in sheets may be kept in a center training binder(s).	CFOP 65H-1.013(11)(c)	X	X	X	In addition to in-service training, all staff members shall receive, at a minimum, annual training on implementing the center's emergency management plan as identified in FAC Chapter 65H-1.013 (5). Emergency Management/Disaster Preparedness training must be completed within 90 days of hire/start date and annually thereafter.
Universal Precautions	Annually*	(1) Signed attestations of training, or (2) certificates of completion, or (3) agenda and sign-in sheets, or (4) CPR certification (if Universal Precautions information is included in the course). If conducted as an internal training, Sign in sheets may be kept in a center training binder(s).	CFOP	X	X		Universal Precautions training must be completed within 90 days of hire/start date and annually thereafter.
Center-Specific Data Security	Annually*	Provider Training: (1) certificates of completion or (2) agenda and sign-in sheets. Sign in sheets may be kept in a center training binder(s).	CFOP	X	X	X	1. Staff who have access to the Provider's data (i.e. participant information, personnel files, financial data) must complete a customized, center-specific Data Security training. Data Security training must be completed within 90 days of hire/start date and annually thereafter.
Anti-Bullying and Anti-Harrassment Training	Annually*	(1) Signed attestations of training, or (2) certificates of completion, or (3) agenda and sign-in sheets. Sign in sheets may be kept in a center training binder(s).	CFOP	X	X	X	Anti-Bullying and Anti-Harrassment training must be completed within 90 days of hire/start date and annually thereafter.
Conflict Resolution and De-escalation Training	Annually*	(1) Signed attestations of training, or (2) certificates of completion, or (3) agenda and sign-in sheets. Sign in sheets may be kept in a center training binder(s).	CFOP	X		X	Conflict Resolution and De-escalation training must be completed within 90 days of hire/start date and annually thereafter.
REVIEWED BY CONTRACT OVERSIGHT UNIT (COU) OR OFFICE OF CIVIL RIGHTS (OCR)							
DCF Online Data Security Training	Most recent	DCF Online Training Certificate	CFOP Contract	X	If they have access to Osnium or client/other confidential information	X	The latest DCF security awareness training must be provided to all who have access to Department information systems or any client or other confidential information.
DCF Security Agreement Form CF 0112	Annually*	Signed, dated Agreement Form	Contract	X	X	X	A copy of CF 0112 may be obtained from the Contract Manager.

TRAINING GUIDE FOR CENTER STAFF

TRAINING	FREQUENCY	ACCEPTED DOCUMENTATION	AUTHORITY	MANDATORY FOR DIRECT-SERVICE EMPLOYEES	MANDATORY FOR NON-DIRECT SERVICE EMPLOYEES	MANDATORY FOR DIRECT-SERVICE VOLUNTEERS	NOTES
Foundations of Disability Rights	Annually*	DCF Online Training Certificate	Contract	X	X	X	All Department employees and all Provider employees will receive annual Civil Rights Training. New employees must receive Civil Rights training within the first 30 days of employment.
Serving Our Customers Who Are Deaf and Hard of Hearing Single Point of Contact (SPOC) Designee Training	Annually*	DCF Online Training Certificate	Contract				Only required for agency SPOC.
DCF HIPAA Basics	N/A	N/A	Contract	N/A	N/A	N/A	Contract Section 5.3 addresses HIPAA; Contract Section A-5.1. revises Standard Contract Part 1 to delete Section 5.3 in its entirety and replace with: "Domestic violence centers are not Business Associates of the Department for purposes of HIPAA as the Department does not share PHI with the centers and the centers are not providing healthcare related services on behalf of the Department."

*"Annually" refers to the state's fiscal year.

"Staff" refers to paid employees **and** direct-service volunteers.

Per the Florida Administrative Code, Chapter 65H-1.013(12), the training of each employee and volunteer shall be documented in the staff member's personnel file or training record and shall include activity or course titles, the number of hours completed, names of instructors and titles or positions, and dates of completion.