

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
Privilege/ Competency-Based Core Curriculum	Once	Certificates and/or privilege lists showing the staff name as "active."	Contract/ CFOP/ FAC 65H-1.013(12)(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/ FAC 65H-1.013(12)(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.
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).	Contract	X	X		Universal Precautions training must be completed within 90 days of hire/start date and annually thereafter.
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/ FAC 65H-1.013(12)(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 (6). Emergency Management/Disaster Preparedness 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).	Contract	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.
DCF Security Agreement Form CF 0114	Annually*	Signed, dated Agreement Form	Contract	X	X	X	A copy of CF 0114 may be obtained from the Contract Manager.
DCF Online Data Security Training	Most recent	DCF Online Training Certificate	Contract	X	If they have access to Osnum 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.
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).	Contract	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).	Contract	X		X	Conflict Resolution and De-escalation training must be completed within 90 days of hire/start date and annually thereafter.

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"Serving our Customers who are Deaf or Hard-of-Hearing"	Annually*	Signed Attestation of Understanding and 3 certificates of completion for each direct-service employee. (Refer to the "Notes" column for information regarding the Single-Point-of-Contact requirements).	Contract; CFOP 60-10, Chapter 4	X			1. Employees must print the certificate at the end of each module 1-3. The Single Point of Contact (SPOC) must also complete module 4 and print the certificate at the end of the module. 2. If the provider elects not to use the DCF training modules, the alternative training used must be approved by an Independent Consultant (IC) and Section 504/ADA Coordinator in advance.
							The DCF training modules are located at http://www.myflfamilies.com/service-programs/services-deaf-and-hard-hearing/training .
							The Serving our Customers who are Deaf or Hard-of-Hearing training and signed Attestation of Understanding must be completed by June 30, annually. All new direct-service employees are required to complete the training and sign the attestation within 30 days of hire.
							The completion of the DCF Support to the Deaf or Hard-of-Hearing Attestation Form is located at http://www.myflfamilies.com/service-programs/services-deaf-and-hard-hearing/training .
Section 504, the ADA, and CFOP 60-10, Chapter 4	Annually*	Signed Attestation of Understanding	Contract/DCF	X	X		Employees of providers and its subcontractors with 15 or more employees agency-wide shall have employees attest in writing, no later than June 30, annually, that they are familiar with the requirements of Section 504, the ADA, and CFOP 60-10, Chapter 4. All new employees must meet this requirement within the employee's orientation period not to exceed 30 days from the employee's hire date.
							If using the DCF Support to the Deaf or Hard-of-Hearing Attestation of Understanding Form located http://www.myflfamilies.com/service-programs/services-deaf-and-hard-hearing/training , the same signed attestation form for the Serving our Customers who are Deaf or Hard-of-Hearing training requirement will fulfill the requirement for the Attestation of Understanding regarding Section 504, the ADA, and CFOP 60-10, Chapter 4.

**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.