

PART III: Child and Family Services Plan Update: FY 2006

(2) Training, Technical Assistance, Research and Evaluation, and Management Information System

**Children's Administration
Department of Social and Health Services**

Child and Family Services Plan Update FY 2006 Training, Technical Assistance, Research and Evaluation, and Management Information System

Training

The Office of Training and Development (OTD) curtailed some specific training as a result of CA operating budget shortfalls which occurred during FY 2005, however OTD was able to conduct a majority of the planned training throughout the year. Future OTD training includes the following:

- **Social Worker Mandatory Training Plan/Policy** was recently approved and provides OTD with a blueprint for competency-based training to be conducted in FY 2006. The plan outlines requirements for social workers to attain a specific level of competence and to maintain that competence through a specified level of ongoing training.
- **Two Academy options** will continue to provide training to CA staff: social worker supervisors through the Social Worker Supervisors Academy and all program managers through the Program Managers Academy.
- **Conference planning services** through conducting a number of professional development conferences for social workers, supervisors, managers, support staff, foster parents and our community partners.
- **A new Succession Planning model** being developed for FY 2006 will enable current employees to gain knowledge and practical leadership experience to prepare them for career advancement. This includes leadership, entry, middle, and executive level training.
- **The Child Welfare Training and Advancement Program (CWTAP)**, in partnership with the University of Washington and Eastern Washington University, will continue with combined student enrollment climbing to approximately 250 statewide.
- **The Annual Caregivers Conference** will be coordinated by CA and held in September, 2005 at Ocean Shores, WA.

The Resource Family Training Institute experienced budget restrictions in April 2005, and this forced the temporary discontinuation of foster parent co-trainers, all special topic classes, and limits on first aid classes. After July 2005, the following is planned:

- Foster parent co-trainers will be able to return to the classroom, at least on a limited basis;
- Special topic instruction in Behavior Management of Children (age 3 – 11), Behavior Management of Adolescents (age 12 – 18), Care-giving for Children with ADHD/ADD and Organically-Related Mental Health Issues, Care-giving for children with Extreme Behavioral and Other Mental Health Issues, Impact on Children of Multiple Placements, Working with Developmentally Disabled Children, and Introduction to Learning Online will be offered statewide;

- The “PRIDE Pre-service” class is a 27 hour class to include additional new material from Kids Come First and the Federal Review.
- Creation of a teaming curriculum and an engagement curriculum to reflect the new emphasis on social workers and resource families working together, and the need of resource families to engage with biological families.

The Resource Family Training Institute will continue development of the following:

- Positive working relationships with local TV stations for broadcasting training videos;
- Expansion of the website at <http://www1.dshs.wa.gov/ca/fosterparents/> to assist with public educational efforts and recruitment of resource families;
- Implementation of the recent change in policy regarding mandatory continuing education for foster parents in Washington State (36 hours per 3 year period).
- A change in the website address to a more user-friendly and easy to remember website (URL) address name.
- Additional video workshops are in the production phase to meet the needs of foster parents.
- Greater use of technological innovations in the form of “Blackboard” software for staff and resource family training in partnership with Pierce College.
- CA anticipates continued sponsorship of an annual foster parent conference.

Technical Assistance

While dates are not yet known, OTD plans to utilize the maximum allowable days of technical assistance from the following CFSP national organizations:

- The National Resource Center for Child Maltreatment, and
- The National Resource Center for Information Technology in Child Welfare.

Academy	Total Days: 405*		Total estimated cost: \$860,588				
Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
Basic Academy	CA structure, mission and values; special topics commonly needed by social workers to provide competent social work practice, e.g. cultural responsiveness, mental health, ICW, chemical dependency, etc. Applicable for non CPS/CWS social workers.	agency-academy	10	short/full	agency	CA staff	statewide
CPS/CWS Academy	Six week training course social workers must complete prior to carrying a CPS/CWS case; includes a two week field experience. The initial 2 weeks essentially mirrors Basic Academy. The two week field experience is a monitored 'hands on' practice as well as observation of field activities. Weeks 5 and 6 focus on using safety and assessment tools, relationship building with families, children and caregivers, as well as an introduction to legal processes.	agency-academy/field	30	short/full	agency	CA staff	statewide
Specialized Academy Tracks	Prepares staff hired to specialty units i.e. CPS/CWS Intake, DLR/CPS investigations, Family Reconciliation Services, Adoptions or foster care licensing, plus new tracks for Social Work Supervisors, and In-home Services. Focus for Social Work Supervisors is on providing social workers with specialized information needed to provide these unique services. In-home Services is a new specialty created by legislative mandate.	agency-academy	5	short/full	agency	CA staff	statewide

* Basic may be offered quarterly, depending upon need. CPS/CWS may be offered 11 times/yr, each session running six weeks. Each specialized track is offered annually.

New Employee Training		Total Days: 216*		Total estimated cost: \$18,000**			
Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
New Employee Training/ Orientation	Overview of regional structure, policy and procedures for new social workers including HIPPA, HIV/AIDS, BBP, MEPA, Violence in the Workplace, Sexual Harassment, LEP, Deaf, Deaf-Blind and Hard of Hearing	agency	1	short/part	agency	CA staff	regions

* Total days were derived by an average of 3 days of new employee training occurring monthly multiplied times six regions.

Generally, class size is not a factor in deciding whether to hold a class, although the amount of training days can vary depending on the number of new employees hired.

** Total cost is estimated on the basis of \$90 per new hire. During FY '05 (7/1/04 – 6/30/05), there was a total of 200 new hires.

Post Academy		Total Days: 126*		Total Estimated Costs: \$410,000**			
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Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
Mental Health	Key mental health symptoms and disorders in children and adolescents on CA caseloads.	univ - based	1	short/full	contractor	CA staff	Statewide
Basics of Substance Abuse	Mandatory training for new agency social workers covering signs and symptoms of drug abuse and dependency, the progressive nature of addiction and compulsion, the laws related to addiction, information on resources and referrals, collaborating with community partners and working with families.	agency	1	short/full	contractor	CA staff	Statewide
Advanced Substance Abuse	The physiological and psychological impact of alcohol and other drugs on the brain; impact of drug/alcohol addiction on parenting skills; strengths based strategies to work with clients using drugs/alcohol.	univ - based	1	short/full	contractor	CA staff	Statewide

Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
Child Development and Neglect/Trauma	Brain development and normal child development; the effects of trauma on the brain and child development; practical strategies to reduce the effects of trauma on children.	univ - based	1	short/full	contractor	CA staff	Statewide
Domestic Violence	Best practices in serving families experiencing domestic violence and strategies on how to communicate, coordinate and collaborate to provide effective and safe services to families.	univ - based	1	short/full	contractor	CA staff	Statewide
Collaboration/ Customer Service	How to form a team; developing a team plan (vision, purpose, team goals and operating norms); practice using their team styles; operating norms and values to guide their team through a series of simulations.	univ - based	1	short/full	agency	CA staff	statewide
Permanency Planning from Day One	Workshop where participants have an opportunity to consider their region's permanency outcomes, explore challenges to permanency planning that they encounter in day-to-day practice, and discuss impact that impermanence has on child development. Concrete strategies and skills for achieving early permanence will be taught	univ-based	1	short/full	contractor	CA staff	statewide
ICW Manual Training	Required training for all social workers within first year of hire on the ICW Act, Washington State Tribal Agreement, and the Adoption Safe Families Act; also including an introduction to effective cross-cultural services and partnerships.	agency	1	short/full	contractor	CA staff	statewide

Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
ICW Cross-Cultural Training	2-day training to teach skills in engaging, interviewing and assessing Indian families, Measures to make services culturally sensitive are also covered.	agency	1	short/full	contractor	CA staff	statewide
ICW On-line Training	Provisions of the ICW Act presented in the order in which a child welfare worker might encounter them in an ICWA case. Legal explanation provided in non-legal language. Recommended performance steps associated with effective social work practice. Information provided both to support practice and to ensure appropriate case records.	agency	1	short/full	contractor	CA staff	statewide
Diversity		Agency	1	Short/full	contractor	CA staff	statewide
Child Abuse Investigation and Interviewing	3-day training for first year DCFS/DLR CPS workers on principles and application of research-based child interviewing, interviewing skills, cultural considerations, effective testimony. Address the special challenges of working with vague allegations, resistant children and adolescents, non-offending parents and alleged offenders.	agency	1	short/full	contractor	CA staff	statewide

Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
Specialized Techniques in Child Abuse Investigation and Interviewing	4 th day of training taken in conjunction with 3-day training above to enhance child interview skills. Participants will participate in intensive interview skill building exercises and learn how to with complex situations, audio taping interviews and working with children who are reluctant to talk or have special needs. Specialized techniques to help workers address these situations will be covered during the training.	agency	1	short/full	contractor	CA staff	statewide
Disclosure Training for CA Staff	State and federal laws for staff who provide clients with their confidential records, responds to discovery requests, or releases documents in response to public disclosure requests.	agency	1	short/full	agency	CA staff	Regions and HQs
Using Quality Assurance to Implement KCF 2	Training on: <ul style="list-style-type: none"> • Applying quality principles to achieve improved outcomes • Successfully using local office CQI plans to meet KCF 2 goals • How to meet the challenges associated with working in a rapidly changing environment • The roles of CQI team members, Supervisors, and Managers • What support is available from Headquarters 	agency	1	short/full	contractor	CA staff	statewide

Title	Syllabus	Venue	Length	Duration	Provider	Audience	Location
Engagement	Tools to empower families to engage in changing behavior; strategies to effectively handle conflict and resistance; principles of motivational interviewing and solution focused therapy.	univ - based	1	short/full	contractor	CA staff	statewide
Program Manager Academy	Designed to focus on 5 major areas: leadership, policy/procedures, project management, program management and communication.	agency	3	Short/full	Agency	CA staff	statewide
Risk Assessment	Curriculum not yet developed	Agency	1	Short/full	TBD	CA staff	statewide

* Post-Academy classes are generally offered once per year in each region, though may be offered twice per year in each region.

** Cost was based on contract amount.

Regional Special Topics*		Total Days: 600**			Total estimated cost: \$450,000***		
Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
Best Practice Training	Kids Come First agenda	agency	1	short/part	Agency and contractor	CA staff	regions
Reasonable Efforts	Presentation, discussion, break out groups to discuss regional issues and create action plans	agency	1	Short/part	Agency	CA staff	regions

Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
Fatherhood Forum	Beginning the conversation about the importance of fathers to CW outcomes and developing community steering groups to-do follow up work	agency	1	Short/part	contractor	CA Staff	regions
Generational Poverty conference	The culture of Poverty and how to intervene successfully in that culture for more positive outcome for our clients	agency	2	Short/part	Contractor	CA staff	regions
Independent Living Skills Assessment	Ansell-Casey Life Skills training, to assist staff with assessment and work with ILS clients	agency	4	Short/part	Agency	CA staff	regions
Critical Thinking	Undoing bias in risk assessment	Agency	2	Short/part	contractor	CA staff	regions
Decision to Place	Undoing bias in placement decisions	Agency	2	Short/part	Contractor	CA staff	regions
Teaming for Success	Educating, building relationships between schools, community and CA. role out of 1058a bill	Agency	2	Short/part	Contractor	CA staff/ community	regions
Family Group Conference	Training staff and providers in this model	Agency	2	Short/part	Agency	CA staff/ community	regions
Evidence-Based Practice Series	Research and practice in child welfare	univer- based	2-4	Short/part	contractor	CA staff	regions

* A representative sample of recurring training provided by each region, planned for 2005-2006.

** Regions are unique in the variety and frequency of training they conduct – a comprehensive list was too extensive to include here.

***Estimates are based on trainer, facility, travel/per diem and the number of events per region, and averaged \$75,000 per region.

Conferences	Total Days: 22	Total estimated costs: \$330,000*
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Title	Syllabus	Venue	Length (days)	Duration	Provider	Audience	Location
CA Conferences	<ul style="list-style-type: none"> • Workshops to promote best practice in child, youth, and family services, and to guide agency administrators, program managers and field staff as they build and strengthen services to children, youth, and families. Topics for 2006 include: • Diversity Conference 2005 • Foster Parent & Caregiver Conference 2005 • Two Supervisor Conferences 2006 • Two Leadership Conferences 2006 • Two Social Worker Conferences 2006 • ICW Summit 2006 • Support Staff Conference 2006 • Adolescent Social Worker Conference 2006 	agency conf	2 each	short/full	agency	CA staff	statewide

* Conference costs are estimated to be \$30,000 for a 2-day event.

IV-E Tribal Agreement Partners Training Plans (as required) are included below for the three tribes: the Quinault Indian Nation, the Lummi Indian Nation, and the Makah Indian Nation.

Quinault Indian Nation

Topic presented in FFY 04	05 plan	06-09 plan	Syllabus	Venue	Length	Duration	Provider	Audience	Estimated Cost
WA State Caseworker Academy	X	X	DCFS Caseworker Academy inc. ICW, Case Planning, Adoption planning	Agency	20	Short	WA State CA	Social Workers	7699 per year
Indian Child Welfare Act	X	X	Indian Child Welfare Act	Agency	2	Short	NICWA	Social Workers	257
Customary Adoption	X	X	Culturally Relevant Adoption Models	Agency	2	Short	NICWA	Social Workers	701
Case Management Data Base System	X		Case Documentation and File system	Agency	3	Short	Eagle Sun	All Family Service Staff	3000
WA State Academy		X	Supervisor's Academy	Agency	20	Short	WA State CA	Case Work Supervisor	1500
Case Planning	X	X	Culturally appropriate Individual Service Plan Development	Agency	3	Short	NICWA	Social Workers	3000

Foster Parent Skills	X	X	Providing culturally relevant foster parenting	Agency	2	Short	NICWA	Foster Parents	1500
Case Work Skills	X	X	Referral to Services	Agency	2	Short	NICWA	Social Workers	2000
Case Work skills	X	X	Permanency planning skills	Agency	1	Short	NICWA	Social Workers	1500
Strength Based Case Work	X		Strength Based Case Management	Agency	2	Short	To be determined	Social Workers	2000
Permanent placements	X		Developing and Supporting Effective Relative Placement	Agency	2	Short	NICWA	Social Workers	2500
ICW Act	X	X	Indian Child Welfare Advanced	Agency	2	Short	NICWA	Social Workers	3000
Support foster parents	X	X	Recruiting, licensing, training and supporting foster parents	Agency	3	Short	NICWA	Social Workers	1500
Court preparation		X	Preparation for and participation in judicial determination	Agency	2	Short	To be determined	Social Workers	2000

Lummi Indian Nation

Topic presented in FFY 04	05 plan	06-09 plan	Syllabus	Venue	Length	Duration	Provider	Audience	Estimated Cost
DCFS	X	X	Program improvement	Agency	1 day	Short	DCFS	Social workers	0
ICW	X	X	Placement issues	Agency	2 days	Short	NICWA	Social workers	150
Tribal planning	X	X	Child welfare improvement	Agency	1 day	Short	DCFS	Social workers	0
Child welfare	X	X	Justice conference	Agency	3 days	Short	DCFS	Social workers	150
Tribal mental health	X	X	Mental health for tribes	Agency	2 days	Short	Tribes	Mental health	0
Gov. to Gov	X	X	Tribal summit	Agency	2 days	Short	Tribes	Tribal members	0

Higher Education	X	X	Master of Social Work	Agency	annual	3 years extended	Univ/Washington	Social workers	7500. yr
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Topic projected	05 plan	06-09 plan	Syllabus	Venue	Length	Duration	Provider	Audience	Estimated cost
ICW Training	X	X	Cross cultural skills	Agency	5 days	Short	NICWA	Social workers	35.00
Model program training	X	X	Good choices	Agency	3 days	Short	CAPT	Social workers	250.00
Model program training	X	X	Strengthening families	Agency	2 days	Short	CAPT	Social workers	250.00
Pathways to healing	X	X	Role of attachment	Agency	4 days	Short	Attach	Social workers	350.00
Protecting children	X	X	Tribal state relations	Agency	4 days	Short	NICWA	Social workers	200.00

Makah Indian Nation

Topic presented in FFY 04	05 plan	06-09 plan	Syllabus	Venue	Length	Duration	Provider	Audience	Estimated Cost
WA State Caseworker Academy	X	X	DCFS Caseworker Academy Inc., ICW, Case Planning, Adoption Planning	Agency	20	Short	WA State CA	Social Workers	7600 Per year
ICW	X	X	Indian Child Welfare Act	Agency	2	Short	NICWA	Social Workers	257 Per year
Customary Adoption	X	X	Culturally Relevant Adoption Models	Agency	2	Short	NICWA	Social Workers	701 Per year
WA State Academy	X	X	Supervisor's Academy	Agency	20	Short	WA State CA	Caseworker Supervisor	1500/Year
Case Planning	X	X	Culturally Appropriate Individual Service Plan Development	Agency	3	Short	WA State CA	Social Workers	3000
Case Management Database System	X		Case Documentation and File System	Agency	3	Short	WA State CA	Social Workers	2000

Research and Evaluation

Due to budget constraints, this department was officially eliminated as of September 1, 2005. It has yet to be determined if their research function will be continued in any form within another department.

Management Information System

For FY 2006, the immediate priorities of the Children's Administration Technology Services (CATS) team are as follows:

- Complete the changes that can be made in CAMIS in support of the results from the federal Child and Family Services Review Program Improvement Plan;
- Release the request for proposal (RFP) for the CAMIS system replacement;
- Begin the system replacement project in the spring of 2006;
- Reorganize this Division to improve the delivery of technology services.

The reorganization of CATS will begin on September 1, 2005, and involves four major changes:

- Creation of five geographical areas with identified Application Trainers to respond to all computer training needs;
- Cross-training of System Support Specialists to be able to respond to any technical problems;
- Centrally-located Technical Analysts to assist with uncommon, complicated technical issues;
- Consolidation of staff technical support functions into one Service Desk.