IMPACTEDCLASSIFICATIONS | TRAINING SEGMENTS | SOCIAL WORKER CORE PHASE | SOCIAL WORKER CORE PHASE | SOCIAL WORKER CORE EXTENDED | SUPERVISOR CORE | CORE TRAINING EXEMPTIONS | CONTINUING TRAINING | CFS MANDATED TRAINING | COURSE COMPLETION | TRAINING NOTIFICATION | TRAINING REGISTRATION | SUPERVISORAND PMRESPONSIBILITIES | CDSS REPORT | ATTACHMENTS AND DATA ENTRY | HYPERLINKS | OTHER SOURCES | ONLINE FORMS | HARD COPY FORMS | CWS/CMS FORMS | BROCHURES | REQUIRED ACTIONS—TRAINING TIMELINESS | REQUIRED ACTIONS—EXEMPTIONS | REQUIRED ACTIONS—NON-COMPLIANCE

ORANGE COUNTY SOCIAL SERVICES AGENCY

CFS OPERATIONS MANUAL

Effective Date: December 2, 2009 **Number: B-0215**

Child Welfare Training Regulations

OCSSA

Purpose

To provide guidelines for the completion and tracking of mandatory training requirements for child welfare employees.

Approved

This policy was approved by Mike Ryan, Director of CFS, on December 2, 2009. *Signature on file*.

Background

The Federal Child and Family Services Review (CFSR) of September 2002 indicated California was insufficient in mandatory training for line-staff social workers and supervisors, a statewide standardized curriculum, and mandatory hours of continuing training.

As a result, the California Department of Social Services (CDSS) agreed to establish **mandatory** standardized core training and a minimum of hours of **mandatory** continuing training for child welfare social workers and supervisors effective July 1, 2008.

Legal Mandates

Welfare and Institutions Code (WIC) Section16205 mandates the establishment of a statewide multipurpose child welfare training program.

Welfare and Institutions Code (WIC) Section16206 describes the requirements of a statewide child welfare training program including specific training topics and annual performance assessments to the CDSS.

CDSS All County Letter (ACL) 08-23 informs county welfare departments of the mandated child welfare training regulations effective July 1, 2008.

CDSS All County Information Notice (ACIN) I-21-09 provides answers to frequently asked questions regarding the mandated child welfare training regulations.

Code of Federal Regulations, Title 45, Section 1357.15(t) mandates that employee training, applicable to Title IV-B and IV-E, be an ongoing activity and training content be from various disciplines and knowledge bases relevant to child and welfare services policies, programs, and practices.

CDSS Policies and Procedures Manual, Division 14-610 mandates county welfare departments to provide training to employees who are newly hired, transferred, or promoted to social services positions.

CDSS Policies and Procedures Manual, Division 14-611 outlines the requirements of the standardized child welfare core training, topics, continuing training, and completion time frames.

CDSS Policies and Procedures Manual, Division 14-900 dictates county welfare departments to determine and record all training activity and submit information to the CDSS upon request.

CDSS Manual Letter SD-08-01 indicates failure to comply with the child welfare training regulations may result in adjustments to the county's Title IV-B and IV-E claims.

Definitions

Human Resources Career Development (HRCD)/Training and Career Development (TCD): The division which provides and coordinates training and career enhancement opportunities for all Social Service Agency (SSA) employees.

Training Partner (TP): A web-based learning management system utilized by SSA employees to track training attended which includes enrollment, cancellations, transcripts, and email notifications.

OC SSA Report Portal (Portal): A web-based application utilized by SSA supervisors and Program Managers (PMs) to track employee compliance with the State required training requirements. The application extracts data from TP weekly and allows for the review and printing of training reports.

Public Child Welfare Training Academy (PCWTA): A regional training site which SSA contracts to provide child welfare related training to SSA employees.

Training: Any structured activity which meets all of the following conditions:

- Is the result of a learning needs assessment by line, management, or training personnel
- Is designed to improve an individual's or organization's performance
- Is characterized by a set of overt learning objectives
- Is characterized by processes designed to foster adult learning
- Is controlled, coordinated, or monitored and supported by training personnel

Core Training: A statewide standardized training program consistent with WIC §16206 for all newly hired, transferred, or promoted child welfare workers and supervisors.

Continuing Training: An ongoing program of training for all child welfare workers and supervisors with the goal to:

- Reinforce basic knowledge
- Develop the required skills for the performance of specific functions
- Acquire additional knowledge and skill to meet changes due to enactment of new legislation, development of new policies, or shifts in program emphasis

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POLICY

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Impacted Classifications

Effective July 1, 2008, all social workers (including non-case carrying) and supervisors are required to complete State mandated training requirements within a 24-month period. Employee classifications impacted by this mandate include:

- Social Worker Assistant (SWA)
- Social Worker I (SWI)
- Social Worker II (SWII)
- Senior Social Worker (SSW)
- Social Services Supervisor (SSS)
- Senior Social Services Supervisor (SSSS)

Note: Part-time social workers and supervisors must satisfy all of the training requirements that are applicable to full-time social workers and supervisors.

Training Segments

State mandated training contains the following segments:

A. Social Worker Core Training (contains Phase I, Phase II, and Extended Phase II):

- For all newly hired, transferred, or promoted SWA, SWI, SWII, SSW

B. Supervisor Core Training:

- For all newly hired, transferred, or promoted SSS or SSSS

C. Continuing Training:

- For all classifications (SWA, SWI, SWII, SSW, SSS, and SSSS)

Social Worker Core Phase I

Phase I of Social Worker Core Training will be completed within 12 months from the employee's date of hire, transfer, or promotion. Phase I is comprised of standardized content, and one class in each topic area will be completed. Topic areas include, but are not limited to, the following:

- Framework for child welfare practice
- Child maltreatment identification, Part 1 (neglect, physical abuse, emotional abuse)
- Assessment of safety, risk, and protective capacity
- Case planning, management, and documentation
- Child and youth development
- Placement and permanency
- Child Welfare Services/Case Management System (CWS/CMS)

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Social Worker Core Phase II

Phase II of Social Worker Core Training will be completed within 24 months from the employee's date of hire, transfer, or promotion. Phase II is comprised of standard competencies and objectives and includes, but is not limited to, the following topics:

- Court procedures
- Documentation for legal reports
- Basic interviewing
- Domestic violence
- Substance abuse
- Self-care for new child welfare workers
- Child welfare practice in a multicultural environment
- Child maltreatment identification Part 2 (sexual abuse)

Social Worker Core Extended Phase II

Extended Phase II Social Worker Core Training will be completed within 24 months from the employee's date of hire, transfer, or promotion and includes, but is not limited to, the following topics:

- Indian Child Welfare Act
- Multiethnic Placement Act/Interethnic Adoptions Provisions
- Mental health
- Ethics and values
- Education needs
- Health care needs

New social work employees are automatically enrolled by TCD in Phase I, Phase II, and Extended Phase II of the Social Worker Core Training which is delivered by the PCWTA.

NOTE: Social Workers will be responsible for self-enrolling directly with the PCWTA for any missed Core Training class, as instructed on email notification received from TCD.

Supervisor Core

Supervisor Core Training will be completed within 12 months from date of hire, transfer, or promotion. Supervisor Core Training is comprised of standardized content and includes, but is not limited to, the following topics:

- Promising and research informed practice
- Educational supervision
- Policy context for child welfare practice
- Managing for results/supervising toward outcomes, including state and federal reporting requirements
- Case work supervision
- Fiscal fundamentals for children's services

Newly hired, transferred, or promoted supervisors are automatically enrolled by TCD in the Supervisor Core Training, which is delivered by the PCWTA.

NOTE: Supervisors will be responsible for self-enrolling directly with the PCWTA for any missed Core Training class as instructed on email notification received from TCD.

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Core Training Exemptions

Core Training is not required when:

- CFS determines a new worker completed the Social Worker Core Training in another county
- CFS determines a new supervisor completed the Supervisor Core Training in another county
- CFS determines a newly transferred employee from within another SSA Division completed Core Training when previously assigned within CFS

Note: On a case-by-case basis, a supervisor or PM may exempt an employee from one or more classes of the Social Worker or Supervisor Core Training if the employee completed the same class or classes through other means (e.g., as an intern with CFS, during previous employment with CFS or another California county).

All Core Training exemption requests will be completed on *Core Training Exemption Request (F063-25-588)* as outlined in the Procedure section of this policy.

Continuing Training

All child welfare social workers and supervisors will complete 40 hours of Continuing Training every 24 months. Continuing Training is tracked by **fiscal year**, July 1–June 30.

For newly hired, transferred, or promoted workers and supervisors, Continuing Training will begin with the fiscal year ***after*** completion of Core Training.

Social Work Example:
SSW's date of hire is November 1, 2009. SSW will complete all phases of Social Worker Core Training by November 1, 2011. SSW will begin tracking the 40 hours of Continuing Training with the start of the next fiscal year, July 1, 2012. SSW will complete 40 hours of Continuing Training by June 30, 2014.

Supervisor Example:
Supervisor's date of hire is January 5, 2010. Supervisor will complete Supervisor Core Training by January 5, 2011. Supervisor will begin tracking the 40 hours of Continuing Training with the start of the next fiscal year, July 1, 2011. Supervisor will complete 40 hours of Continuing Training by June 30, 2013.

Training modalities for Continuing Training will include, but are not limited to:

- Regional Training Academy (i.e., PCWTA)
- In-service trainings
- Speakers at unit meetings
- Online courses
- Conferences, symposia, convening
- Special interest classes
- Outside (non-SSA) vendors

With supervisor approval, training events not offered or sponsored through SSA may count toward the 40-hour Continuing Training requirement. Employees will enter the training event into TP as a "Non-Catalogued Event" (training not previously identified in TP).

For instruction on entering a non-cataloged event in TP, refer to Applying for a Non-Cataloged Event on the SSA/TCD website.

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SSA may reimburse employees for training events that incur an expense to the employee. For complete instruction on the reimbursement program and associated forms, refer to SSA Administrative P&P Education and Professional Reimbursement (C 22).

CFS Mandated Training

Periodically, CFS Management will mandate specific training for child welfare employees. CFS employees will attend and complete any training mandated by CFS Management or their direct supervisor.

CFS mandated training will count toward the 40-hour Continuing Training requirement.

Course Completion

In order to receive credit for a class attended, an employee will not miss more than 30 minutes of the class, to include:

- Arrival and departure time
- Return time from lunch and breaks

Exceptions to the Training Timeliness policy (30 minute rule) will be approved by the employee's supervisor and in consultation with TCD as outlined in "Required Actions—Training Timeliness" in the Procedure section below.

Note: Late arrivals to CWS/CMS and SDM classes, or trainings that involve the use of other computer applications, will not be accommodated.

Social workers and supervisors will complete the required training during their normal works hours. Employees will follow established SSA and program protocols regarding the alteration of work schedules to complete any work mandates or duties, including attendance at training.

Training Notification

TCD will notify CFS employees by email of mandated and voluntary training offered. The notification will include, but is not limited to, the following:

- Training sponsor/vendor
- Course topic and objectives
- Trainer name and biography
- Days and hours of course
- Location of course
- Registration instructions with link to TP, if applicable

Training Registration

TP will be utilized to manage documentation of CFS employee training and allows employees to:

- Enroll in a cataloged event (a training scheduled in TP)
- Apply for a non-cataloged event (a training not scheduled in TP)
- View yearly transcripts of training completed

For instruction on how to complete specific tasks within TP, refer to the following documents on the SSA/TCD website:

- Login Instructions
- Find and Enroll In a Class
- Applying for a Non-Cataloged Event

DCSSA

Supervisor and PM Responsibilities

Assistance With Meeting Training Requirements:
Supervisors and PMs will assist employees in completing the mandated training requirements through consideration of the following actions:

- Provide training opportunities at Unit and Division meetings
- Review training transcript at individual conferences and annual reviews
- Discuss upcoming scheduled trainings at unit meetings

Mapping:
Through a process called "mapping," supervisors and PMs will connect non-cataloged events to pre-established "CFS–Generic Training" scheduled in TP. Mapping non-cataloged events to a scheduled CFS–Generic Training allows for accurate compliance reporting to the State.

For instruction on how to map a non-cataloged event, refer to Mapping a "Non-Cataloged Event" on the SSA/TCD website.

When a specific non-cataloged event title and hours are needed, supervisors and PMs will request that the training be added to TP by calling TCD Reception at (714) 435-7200.

Compliance Tracking:
Supervisors and PMs will monitor employee compliance with the mandated training requirements through TP and the OCSSA Report Portal (Portal).

In addition to enrolling in a cataloged training or applying for a non-cataloged event, TP allows supervisors and PMs to:

- Map a non-cataloged event to a CFS–Generic Training
- View and print reports (i.e., a transcript of courses and hours completed by an employee in total or per fiscal year)

For direction on viewing and printing transcripts, refer to Viewing Individual Transcripts on the SSA/TCD website.

The Portal provides data for the current regulation period (fiscal year) and allows supervisors and PMs to:

- Review and print total training hours by program or unit
- Review and print individual compliance
- Review and print compliance with Core Training
- Access a form to report transcript discrepancies

For instruction on accessing the Portal, refer to How to Access CFS Reports Via OCSSA Report Portal on the SSA/TCD website.

Supervisors and PMs will notify TCD if an employee is unable to complete required training requirements due to an extended period of absence or separation from employment by completing *State Mandated Training Non-Compliance Notification (F063-25-587)* as outlined in the Procedure section of this policy.

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CDSS Report

TCD is responsible for notifying the CDSS, in writing, if SSA cannot meet the timeframes for completion of any of the training requirements. The notification will describe:

- The conditions or circumstances resulting in non-compliance
- The number and percentage of employees impacted
- The actions to be taken to achieve compliance
- The timeline for anticipated compliance

REFERENCES

Attachments and Data Entry Standards

Click on the links below to directly access attachments to this P&P and any Data Entry Standards referred to.

None.

Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- SSA Administrative P&P Educational and Professional Reimbursement (C 22)
- Training Partner instructions:
    - Login Instructions
    - Find and Enroll In a Class
    - Applying for a Non-Cataloged Event
    - Mapping a Non-Cataloged Event
    - Viewing Individual Transcripts
- Training Partner Website
- PCWTA Website
- OCSSA Report Portal Website
    - How to Access CFS Reports Via OCSSA Report Portal

Other Sources

Other printed references include the following:

None.

REQUIRED FORMS

Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
Core Training Exemption Request	F063-25-588
State Mandated Training Non-Compliance Notification	F063-25-587

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Hard Copy Forms Forms listed below must be completed in hard copy (including multi-copy NCR forms). ***For reference purposes only,*** links are provided to view these hard copy forms, where available.

Form Name	Form Number
None.	

CWS/CMS Forms The following required forms may **only** be obtained in CWS/CMS. ***For reference purposes only,*** links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

Brochures Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
None.	

PROCEDURE

Required Actions—Training Timeliness	The following actions will be completed when requesting an exception to the "Training Timeliness" policy (refer to "Course Completion" in the Policy section above).	
Staff Responsible	**Step**	**Required Action**
CFS Supervisor or PM	**1.**	Discuss with employee reason for tardiness. If in agreement with requesting an exception and employee receiving credit for the class, proceed to step 2.
	2.	Email TCD Room Reservation with "Tardiness Exception" in the subject line. In the body of the email, identify the employee, reason, and approval for the tardiness exception.
TCD Reception	**3.**	Forward email to TCD PM.
TCD PM II	**4.**	Review email request and if necessary, contact the requesting supervisor or PM for discussion.
	5.	Forward email request to TP Administrator indicating a change in Training Partner is needed.
TCD TP Administrator	**6.**	Make changes in TP to reflect designated credit for the class.
	7.	Email the original requestor (supervisor or PM) indicating the change has been reflected in TP with a cc: to the following individuals:

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- TCD PM
- TCD Office Supervisor
- PCWTA Coordinator (if PCWTA class)
- TCD Trainer (if appropriate)

Required Actions—Exemptions	The following actions will be completed when requesting an exemption from Core Training.	
Staff Responsible	**Step**	**Required Action**
CFS Employee	**1.**	Discuss with direct supervisor reason for exemption request and provide verification to support exemption (e.g., transcripts, certificates of completion, etc.).
	2.	Complete *Core Training Exemption Request (F063-25-588)* and attach supporting documentation.
	3.	Submit form with supporting documentation to direct supervisor for approval.
CFS Supervisor or PM	**4.**	Review submitted *Core Training Exemption Request (F063-25-588)* and supporting documentation. If in agreement, sign and date the form.
	5.	Make a copy of the signed form for employee file.
	6.	Send the signed *Core Training Exemption Request (F063-25-588)* and supporting documentation via pony mail to: TCD Attn: TCD PM Bldg. 30-A
TCD PM or Designee	**7.**	Review *Core Training Exemption Request (F063-25-588)*. If necessary, contact the requesting supervisor or PM for discussion. Determine exemption status.
	8.	Forward request to TP Administrator indicating change, if needed, in Training Partner.
TCD TP Administrator	**9.**	Make required changes in TP to reflect exemption from Core Training or designated classes.
	10.	Submit an email to the original requestors (individuals that signed form) indicating a change has been reflected in TP, with a cc: to the following individuals: • TCD PM • TCD Office Supervisor

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Required Actions—Non-Compliance	The following actions will be completed when reporting non-compliance with the State training requirements to TCD.

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Staff Responsible	Step	Required Action
CFS Supervisor or PM	**1.**	Complete *State Mandated Training Non-Compliance Notification (F063-25-587)*. Make a copy for employee file.
	2.	Send the signed *State Mandated Training Non-Compliance Notification (F063-25-587)* via pony mail to: TCD Attn: TCD PM Bldg. 30-A
TCD PM or Designee	**3.**	Record non-compliance per program protocol for data in annual CDSS report.
	4.	Submit copy to HRCD/HR for employee file.
	5.	File *State Mandated Training Non-Compliance Notification (F063-25-587)*.

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