

SAFETY ASSESSMENT & MANAGEMENT PROCESS

“MENU” of Suggested Transfer of Learning Activities

Rationale

County staff who are trained in Pennsylvania’s new Safety Assessment & Management Process will need ongoing motivational and constructive feedback to assure that the model is implemented to a high standard. Caseworkers will be trained, supported and guided by their supervisors and safety lead workers. Supervisors and safety lead workers will also require training, support and feedback to fulfill their roles. The CWTP is prepared to guide and support them through the training as well as in the implementation of transfer of learning (TOL) services to their staff. The CWTP will encourage safety leads to demonstrate and model best practice standards in the delivery of the new Safety Assessment & Management Process throughout the Commonwealth by offering ongoing technical assistance.

Transfer of learning is sometimes described as a series of activities that can occur *before, during and after* a training to help participants apply the knowledge and skills that they learned in the training to their jobs. Certain research concludes that it is not unusual for a phenomenon called the “results dip” to occur shortly after a training when workers try to apply new knowledge or skills to practice. During this period it is typical to feel awkward and frustrated, and as a result, it is not unusual for staff to resort to old practices that feel more comfortable. The new Pennsylvania Safety Assessment & Management Process has an improved chance for successful implementation if agencies develop an organizational climate for learning through the use of various transfer of learning activities.

Transfer of learning activities done *before the training* are designed to connect the job to the training, be completed prior to the start of the actual workshop, and generally help the participant to “tune in” to the content of the curriculum. Transfer of learning activities completed *during the training* are intended to help the worker stay focused during the class and identify specific knowledge and skills that could be applied back on the job. Finally, transfer of learning activities designed to occur *after the training* should provide the worker with opportunities to practice new skills on their cases and receive ongoing constructive and motivational feedback from their supervisors.

Attached is a “menu” of suggested transfer of learning activities that counties may want to consider as part of their implementation plans. **Blank rows have been provided at the end of each chart for agencies to add their own transfer of learning ideas**

BEFORE the TRAINING

Subject/Title	Brief Description of TOL Activity	Primary Responsibility (Who?)	Estimated Time Involved
Safety Bulletin	Read/review the Safety Bulletin prior to attending the workshop to become acquainted with terminology, policies, procedures, & forms	Anyone attending the training	Approximately 30 minutes
Read/Review Entire Safety Manual	Read/review the entire Safety Manual prior to the training to form a comprehensive framework for the Safety Assessment & Management Process <i>(Tip – Tabbing specific sections of manual may be helpful!)</i>	Anyone attending the training	Approximately 3-4 hours
Safety Interval Policy	Read/review the section of the Safety Manual with the new Safety Interval Policy on pp. 7 - 10	Anyone attending the training	Approximately 15 minutes
Current Agency Safety Policies & Procedures	Read/review your agency’s current safety policies & procedures to be prepared to compare and contrast with the new Safety Assessment Management Process	Anyone attending the training	Varies from county to county
Caseload Coverage Plan	Discuss a plan for caseload coverage during the 3 days of training - who will handle emergencies while co-workers attend the training?	Supervisors & Caseworkers	30 minutes
Case Identification	Identify a case that could be used/referred to during the Safety Assessment training to practice completing the new In-home Assessment and/or Safety Plan	Supervisors & Caseworkers	15 minutes
Shulman Interactional Skills	Conduct a unit meeting to review the Shulman Interactional Skills and discuss how the 4 stages of the interview process could be applied to managing safety assessment – use Shulman handout from Charting the Course	Supervisors & Caseworkers	30 minutes
Risk & Safety	At a unit meeting or during individual supervisory conferences discuss the differences between the concepts of risk & safety (pp. 6-7 of Safety Manual)	Supervisors & Caseworkers	30 minutes
Safety Assessment Questions, Issues, or Concerns	After reading/reviewing the Safety Assessment Manual prepare a list of questions, issues, or concerns that you want to discuss during the training	Anyone attending the training	30 minutes
Safety Definitions	Study the new Safety Assessment Management Process definitions on pp. 11-13 of the manual to become acquainted with new terminology	Anyone attending the training	30 minutes
Pre – Post Test	Develop a pre & post test and administer before the training starts and after it is concluded as a method for assessing what was learned and areas that need to be reviewed	Safety Leads	2 hours
Training Attendance Decisions	As part of the Training and/or Implementation Plans, consider the sequence of staff training; will Safety Leads train Managers/Supervisors first so there is an opportunity to discuss how this will effect the agency prior to training all staff, or, will everyone be trained together?	Safety Leads, Supervisors and/or Managers	1 hour

DURING the TRAINING

Subject/Title	Brief Description of TOL Activity	Primary Responsibility (Who?)	Estimated Time Involved
Action Plan	Complete an individualized Action Plan at the end of the training outlining actions to be taken to practice/ implement the new model back on the job	Anyone attending the training	10 minutes
Unit Meetings	Facilitate a short unit meeting at some point during each of the 3 training days to discuss and reinforce the key learning points from each session	Supervisors & Caseworkers	15 minutes
Questions, Issues, Concerns; "Parking Lot"	Agency staff keep track of any unanswered questions, issues, and concerns that surface during the training for later submission to the safety website; trainer uses the "parking lot" training technique to track burning questions & issues	Anyone attending the training	Throughout the 3 day training
Unit Collaboration	When/if the opportunity arises, units work together in training activities to discuss issues related to implementing the new safety model in their own units	Participants attending the training from the same agency work unit	Intermittently throughout the 3 days of training
Referring to/Using the Safety Manual	Trainer & participants should use/refer to the Safety Manual often during the training	Anyone attending the training	Intermittently throughout the 3 days of training
Transfer of Learning Discussion	Participants discuss possible transfer of learning activities/strategies that can be applied after the training to assist with implementation of the new Safety Assessment Management Process	Anyone attending the training	30 minutes

AFTER the TRAINING

Subject/Title	Brief Description of TOL Activity	Primary Responsibility (Who?)	Degree of Difficulty or Estimated Time Involved
Application and Practice of Safety Assessment	Within 30 days of the training complete at least 1 In-Home Safety Assessment using the new forms	Supervisors and/or Caseworkers	1 hour depending on the nature of the case
Agency Safety Policy	Review the agency's current safety policy and rewrite/amend it to correspond with the new OCYF Bulletin and Safety Assessment Process	Administrators, Safety Leads, Supervisors	Varies depending on the agency
Safety Posters and/or Reminders	Develop safety related statements that address important or new concepts and post them around the office as reminders	Administrators, Safety Leads, Supervisors	Approximately 2 hours
Incentives and/or Rewards	Provide incentives, rewards, and/or recognition for individuals or units that successfully implement the new Safety Assessment Management Process	Administrators, Safety Leads, Supervisors	Ongoing
Safety Electronic Reminders	Transmit safety related follow-up messages electronically that address important or new concepts	Administrators, Safety Leads, Supervisors	Ongoing - intermittently
Quality Assurance Process	Develop/create an internal QAR process for reviewing safety assessments to provide feedback to supervisors and caseworkers	Administrators, Safety Leads, existing QAR personnel	Ongoing
"Mock" LIS Reviews	In conjunction with the Regional OCYF develop a process to intermittently conduct "mock" LIS reviews of safety assessments	Administrators, Safety Leads, Supervisors, OCYF	Ongoing
Supervisor Observation of Safety Management Process	Supervisors accompany caseworkers during home visits to observe or assist with the completion of a safety assessment	Supervisors and Caseworkers	Ongoing
Documentation	Review existing agency documentation formats to assure that guidelines are in place for gathering information on the 6 assessment domains	Administrators, Safety Leads, Supervisors	Ongoing
Unit Meetings	Facilitate a unit meeting within 2 weeks of the training to review/discuss the new safety process	Supervisors and Caseworkers	1 hour
Supervisory Conferences	Make it a point to discuss/review the new safety assessment process with each worker during individual supervisory conferences	Supervisors and Caseworkers	30 minutes
Unit Meetings	Focus the monthly unit meeting on safety strategies and implementation	Supervisors	1 hour
PA. Safety Website	Periodically check the new Pa. Safety Website to obtain updated information www.pacwcbt@pitt.edu (Safety Assessment Section)	All staff	15 minutes
Laminated "Cheat Sheet"	Print and laminate Safety Assessment Cheat Sheets for quick reference use in the field	Caseworker	Ongoing

FAQ on CWTP Website	Periodically check the training program website to obtain answers to Frequently Asked Questions	All staff	15 minutes
Transfer of Learning Support Sessions	Facilitate TOL follow-up sessions at 30 day intervals after the training to talk about what is working, barriers, successes etc.	Administrators, Safety Leads, Supervisors	1.5 hours
Explore CFSR Safety Outcomes 1 & 2	Review CFSR Safety Outcomes 1 & 2 and make connections for staff with the new Safety Assessment Management Process	Administrators, Safety Leads, Supervisors	1 hour
Pennsylvania Safety Threats	Develop a "user friendly," chart/outline/reference of the Safety Threats listed on pages 73-76 of the Safety Manual		