

Consultant and Trainer Advisory Group
08/14/2014
Minutes

Present: Kathleen Swain, Jenny Gardner, Wendy Unger, Sharon England, Crystal Bittinger

On Phone: Rob Winesickle, Kathleen Moore, Michael Gill, Kurt Miller, Jo Sterner, Joan Mosier, Launa Kowalczyk, Nancy Johnson, Cindy Scott, Jane Yeatter, June Fisher, Faye Boulware-Bair, Carla Sanders

CWRC Staff Updates

- Curriculum Department
 - Ken Poole, start date 8/18; Curriculum and Instructional Specialist
 - Curriculum and Trainer Development Supervisor in selection process
- Technology Development
 - Aleksandr Miklush, start date 7/2; Systems/Programmer II, Specialist
 - Systems Programmer-reply date of August 17
- Fiscal/HR Department
 - Fiscal Specialist-reply date of August 31
- Organizational Effectiveness Department
 - Gene Caprio; Practice Improvement in NE Region last day was July 7
 - Bill Dougherty; Practice Improvement in NE Region last day September 5
 - Supervisor for Central Team-interview process
 - Central Region Practice Improvement Specialist-selection process
 - NE Practice Improvement Specialist-selection process
- Administrative Department
 - Administrative Assistant-interview process
- Statewide Quality Improvement Department
 - Program Development Specialist; Project Manager for family engagement and safety-selection process

Course Updates

- 202: Truancy-Prevention and Intervention; pilot September 12
- 700: Foundations of Leadership; to be scheduled for September
- 207: Family Finding Overview; pilots held, revisions being completed
- 315: Writing Skills for Case Documentation; applications were due April, revisions being completed, chosen trainers will be emailed
- The CTC resource manual has been updated and will be swapped out in all training rooms

Due Process

- Calls have been scheduled to review the Safety Planning and Due Process Protections Special Transmittal
 - There is time set aside during the calls to answer trainer questions
 - The dates of the calls are
 - 8/19 from 8:30 until 9:30
 - 8/20 from 10 until 11
 - All CTC mod 4 trainers are required to attend, other trainers are optional
 - Additional dates will be scheduled due to inability of some CTC mod 4 trainers to participate on either call

Trainer Scores/Evaluation

- Meeting consisting of CWRC staff (including researchers) are discussing the use of training scores and the trainer evaluation
- In the past if receiving a score of 4.0 or less, a trainer would receive technical assistance
- Getting advice from a national consultant; using averages are not good
- We will not be using the scores as a basis of receiving TA or whether to train
- Updating trainer observation process
- Changing level 1 evaluation
 - Changing questions
 - Best practice and research
 - Presented to research committee
 - Discussing process to getting feedback
 - Some don't want to do at the end of class
 - Participants aren't comfortable trainers receiving feedback to review while they are in the room
 - Possible to put into sealed envelopes
 - Looking at different procedures for the future
 - Considered online and continue to discuss; not likely to go that route because we can't be sure to get responses
 - Give to them earlier in the day perhaps; encouraging them to write down feedback throughout the session
 - Could we maybe add evaluation to post work
 - During hybrid method; no credit until evaluation complete

Observation Form Revision

- Disconnect from observations and what is expected from trainers
- Trainers will be asked to join the workgroup

Trainer Utilization Update

- 85-90% of the profiles have been returned
- Hoping to automate in the future
- Will be sent out before each calendar scheduling; guides scheduling policy
- Process includes instances of biennial observations, newly approved trainers and county requests
- The process is about documenting the flow, standardization and formalization of scheduling training
- Resource Specialists have developed regional rotation listing based on room and are documenting offers/responses
- Will begin with CTC, Supervisor Series, and Sexual Abuse Series
- Will monitor at CTAG and Friday Connect meetings
- Not scheduled for on calendar trainings if profile not received
- Once profile received, trainers are eligible to be added to off calendar listing
- Nancy J was on the committee and noted that the group's intent was to be fair and equitable; transparency
- Launa's questions via email
 - Is it fair to the new trainer that may not be ready for a "disruptive audience"? Does this rotation give the resource specialist the flexibility to use their judgment to schedule the best "fit" trainer for their training needs?
 - If a county request, that trainer will be asked. This process does not give the opportunity for the resource specialist to hand select a trainer. They cannot deviate from the policy without a supervisor approval
 - Resource Specialists know where the tough audiences are. The resource specialist would coach the newly approved trainers and help them understand regional differences
 - Does policy reflect choosing home county areas?
 - Trainers approved for more trainings and available for more regions will have more opportunity to train
 - The policy does not take into consideration the trainer's home location
 - The regional specialists will coordinate as much as they can

Multiday Training Policy

- During the winter months of 2013-14, there were several rescheduled training days. This brought to CWRC staff's attention the policy of making up training days
- For an 8 month period, we tracked the instances when someone would request to make up a training day within a multiday training

- Attached is the finalized policy that has been approved by the Resource Center Steering Committee. RCSC was agreeable to the policy only in the case of the last day emergency and on a per case basis
- If an emergency arises with a participant, please let them know that you will not be granting them credit at this time (anything over 15 minutes missed) and direct them to speak with their county designee to work with the resource specialist
- Trainers to document on the sign in sheet and feedback form

Trainer Self Service at CWRC

- In order to streamline the training room procedures and have Mechanicsburg rooms set up like the satellite rooms (Altoona, Mont Co, etc.)
- Designating 2 rooms with all training materials within the Mechanicsburg building (Juniata A/C)
- Trainers will be expected to set up and tear down their materials
- Unless requested it be sent, the box of materials will be kept at CWRC
- The boxes will be in the supply closet across from the receptionist desk
- Pick up the materials at the beginning of the day and put extras along with the sign in sheet, invoice, and evaluations back in the closet at the end of the day
- AV needs will remain the same. The receptionist will be able to contact someone to help with needs
- To begin around the time of October 1

CPSL Update

- The updates brings 3 projects to curriculum
 - CTC Module 2 updates; pilot in the Fall; out January
 - Revision to existing curriculum; out by January
 - Resource Center CPSL Strategy
 - 6 phases; there will be a powerpoint posted online that describes the strategy
 - High level overview for supervisors
 - Tool and Resources on website
 - Foundational online training; launching November
 - Supervisor coaching skills support
 - TOL support sessions; January 2015
 - Trainer facilitation skills

CPSL Implementation Team Update

- Website has detailed information of updated laws with changes <http://www.pacwcbt.pitt.edu/>
- Subgroups have been meeting
- Implementation plans have been submitted to OCYF
- Next meeting August 25
- Implementation plans to be public in the future

Upcoming CTAG Monthly Conference Calls (all calls 12 pm – 1 pm)

- September 17, 2014
- October 15, 2014
- November 13, 2014
- December 17, 2014
- January 22, 2015
- February 18, 2015
- March 19, 2015
- April 15, 2015
- May 21, 2015