

Consultant and Trainer Advisory Group Meeting
February 20, 2008
10:00-1:30

Meeting Attendees:

Pat Gadsden

Dan Krikston

Christina Fatzinger

Jen Kerr

Brandie Gilbert

Jamie James

Joan Mosier (via phone)

Leasia Ayers-Casewell (via phone)

▪ **Welcome/Introductions**

- Jamie James was apart of the meeting. He is from the Technology department and was attending the meeting helping CTAG plan for the website.

▪ **Review of Minutes**

- There were no changes to the minutes from the October meetings

▪ **Consultant/Trainer Concerns or Questions**

- FYI: Feedback forms are going well. Training Delivery receives about 15-20 forms per week, from about 90% of the trainings.
 - Feedback forms are reviewed at the Department meetings allowing conversation regarding how trainings went/what needs to be followed up on/or what needs to be stocked, such as overhead bulbs
 - Question pertaining to the status of the training rooms such as cleaning:
 - Training Delivery is currently looking at the contracts of each of our training sites, such as what days trash is taken care of, tables wiped down, vacuumed, etc.
 - Newsletter will include a reminder to trainers to be courteous to the next trainer regarding room cleanliness.
 - Altoona Training Room:
 - Contract is currently on a month-to-month basis. A new Altoona room has been contracted with and the contractors are building the spare room to our training needs.
 - Once the training room is complete a marketing plan will roll out identifying trainers and participants of the new training location.
 - All trainings scheduled at the current Altoona room will continue until the new room is complete.
 - Computers/LCDs/Laptops will be now bolted down to a rolling cart because we have had some equipment stolen from our training rooms.
 - There was a concern regarding trainer and consultant payment.

- Training Delivery does have a invoice log book which documents when the invoice came into the building, when the specialist signed the invoice, and when the fiscal department received the invoice.
 - Most of the delay in payment was due to the holiday shutdown.
 - Next years November/December Palette will include a reminder informing consultants/trainers that payment may be delayed due to the holiday shutdown.
- Current Newsletter
 - Reminder that if you do not have your payment within 4-5 weeks feel free to contact your specialist or Pam Cordero (fiscal technician) to find out the status of your payment.
- Temple supplies where not stocked with field guides, and standards.
 - Trainer informed Southeast Specialist that those supplies need stocked in Temple.
- Scantron Evaluation Tool
 - CTAG discussed whether they felt the current scantron evaluation tool worked?
 - Concern addressed over Charting the Course being graded on the content and trainers have no control over the score.
 - Jen informed trainers that if they receive a low score Jen will look at whether the score is a content issue or a trainer issue.
 - Newsletter article:
 - Reminder to trainers to remind participants that the trainer section is only about the trainer. Do not include content or panel in this section.
 - Concern addressed also that sometimes panels affect the overall trainer score.
 - Jen suggested that if you are training with a panel hand out notecards for the participants and have the notecards be an area for them to evaluate the panel. Then if the trainer would like they could submit those notecards in with their evaluations.
 - Next summer CTAG will evaluate whether the current evaluation is working. If changes are discussed we will have to check with our computer department to see how this will affect the Scantron machine and Encompass Database.

- Jen and Brandie will compile the number of Technical Assistances that have been submitted as well as Content Technical Assistances so that we can compare if the Scantron is evaluating correctly.
 - CTAG will also evaluate the Foster Parent Training Evaluation
- Charting the Course concerns were raised by the trainers. Trainers added that they often hear participants say that they feel they are not getting what they need in the beginning because it is too far down in the curriculum.
 - Such as Module 5, and Module 11 are months down the road.
 - The original Charting the Course model was developed to be trained in an academy model delivered in a couple of weeks.
 - Trainers feel that Charting the Course should be rearranged such as
 - Legal, Child abuse and neglect, interactional skills, interviewing skills, FSP, and Intake
 - Trainers also feel that the cohort idea is not working. Participants are too “clicky”, and cause problems.
 - Jen let trainers know that she will take this feedback to the curriculum department.
- Prework concerns
 - Due to participants feeling that they don’t have to do the prework because it is not collected a suggestion was made to add a check mark on the sign-in sheet for trainers to initial if prework was completed.
 - Trainers and Counties will be notified of this change before it is implemented.
 - Specialists will then be able to see which counties are not completing prework and let their liaisons know.
- Reminder that all curriculum updates need a cover letter.
 - Jen said that she has spoken with the curriculum department lead and this will continue to be included with curriculum updates.
- Envelop sizes for return materials
 - If trainers do not have to submit videos or large items, would like a smaller envelope for returns for just evaluations, invoice and sign-ins.
 - Jen and Brandie will take this to Training Delivery and let them know.
- **Consultant and Trainer Website**
 - List of what CTAG would like on the webpage
 - (All Documents include a date change on the footer)
 - Mission, Vision, Values of CTAG

- CTAG members
- CTAG strategic plan/minutes
- Forms/Tools
 - Feedback form
 - Consultant feedback form
 - OE guide
 - Content feedback form
 - Updated Trainer Guides
 - Technical Assistance Policy
 - Trainer Policies
 - 15 minute rule
 - Trainer procedures
 - PA demographics (region)
 - Link to PCYA, DPW?
 - Diversity Manual
 - Consultant and Trainer handbook
 - Maps (Practice Improvement, Training Delivery, TOL)
- FAQ section
 - How to handle trainee behaviors?
 - Time (such as trainer is expected to arrive by 8:15)
 - Contact person such as Berks County Contact
 - What is a trainer opportunity letter?
 - How can I be approved for additional curriculum?
- Roles of the Consultant and Trainers
- Consultant and Trainer Representatives from each region (email addresses will be provided. Jamie James stated that he will make the emails have a forced subject line which will help stop spam)
- Trainer Representative(Please feel free to contact Jen if you would like to be a representative)
 - Central: Joan and Dan
 - Southeast: (suggestion Khary Atif)
 - Northeast:
 - Western:
- Consultant Representatives from each region (please feel free to contact Jen if you would like to be a representative)
 - Central: Leasia Ayers-Caswell
 - Southeast:
 - Northeast:
 - Western:
- Links to other parts of the Training Program Website
 - Certification
 - Youth Advisory Board
 - Independent Living
 - Organizational Effectiveness
 - Transfer of Learning

- CFSR
 - Legislative Updates
- **Miscellaneous**
 - Website curriculum updates
 - Add titles of traditional core curriculum
 - Add 205 trainings such as ASFA, Legal Series, Caseworker in the Courtroom
 - Trainer Forum on website
 - Will leave forum activated for a couple of months but will market in newsletter and at the June Event
 - Will then evaluate if people are using the forum then decide if we should “rebuild” areas of the forum.
- **Consultant and Trainer Event Update**
 - Any theme ideas submit to Brandie
 - Event will incorporate 5 CTAG values (Communication, Strength-Based, Integrity, Responsive, Collaboration)
 - Regional Teams and Leadership Teams will be the facilitators
 - Roundrobin style event, with each workshop being 40 minutes long
 - Brochure should be completed for April. Prior to mailing the brochure will be submitted to CTAG members
- **Training Program Updates:**
 - Funding has been accepted for the Consultant and Trainer Fall Quarterly meetings
 - Morning will include laws and regulations
 - Afternoon will divide up into groups by Trainer, Consultant, IL consultant and identify how those laws affect you.
 - Staff Updates:
 - Training Specialist updates:
 - New Southeast Region Specialist: Jessica Shiffler (jms137@pitt.edu)
 - New Western Region Specialist: John Suhina (jms304@pitt.edu)
 - New Northeast Region Specialist: Josh Foose (jaf59@pitt.edu)
 - Organizational Effectiveness Department:
 - Faye (Elizabeth) Boulware-Bair: New Department Lead
 - Open Position: transfer of learning specialist
 - Training Program Director
 - Jon Rubin is the acting director. The position has been posted on the Training Program website and paper.
 - Curriculum Updates:
 - Pilot Trainings:
 - 303: Childhood Mental Health: An Introduction for Child Welfare Professionals (TOTAL REWRITE)
 - March 13 and 14, 2008 (Mechanicsburg)
 - May 1 and 2, 2008 (Northumberland)

- 303: Childhood Mental Health: Application to the Casework Process
 - April 18, 2008 (Montgomery County)
 - May 9, 2008 (Northumberland County)
- 202: Adolescent Issues: Risk, Resiliency, and Positive Youth Development
 - March 6 and 7, 2008 (Mayfield)
 - April 28 and 29, 2008 (Mechanicsburg)
- 209: Integrating Concurrent Planning into Child Welfare Practice
 - April 14, 2008 (Altoona)
 - May 20, 2008 (Mechanicsburg)
- 203: Casework Process: Family Member Dynamics and Investigation
 - March 13 and 14, 2008 (Moon Township)
 - May 19 and 20, 2008 (Williamsport)
- 400: Using Ethics to Guide Casework and Decision Making
 - March 28, 2008 (Mechanicsburg)
 - May 8, 2008 (Mayfield)
- ***If you would like to register for any of these Pilot trainings please contact Rachael Ickes at 1-877-297-7488, or cwtpreg@pitt.edu
- Curriculum Rewrites
 - Sexual Abuse Certification Series
 - Drug and Alcohol (2nd layer of CORE)
 - Adult Mental Health (2nd layer of CORE)
 - CORE 108 (Diversity Taskforce will be the QUAC)
- Developing
 - Strength Based Supervision
 - Prescription Medications
 - Confidentiality
 - In the very early stages of planning a FGDM Emergency conferences training
- Updates:
 - 522: Supervisory Issues in Child Sexual Abuse: Target Audience has changed:
 - Supervisors who have at least 2 years of experience as a supervisor and/or have completed “Sexual Abuse Issues: An Introduction for Child Welfare Professionals” or caseworkers who have at least 7 years of experience working with child sexual abuse.
 - Southeast Region is piloting a 5 day mini Charting the Course for Private Providers in April.
- Next development of trainers training is March 12 and 13, 2008
 - Around 25 trainers expected (16 or 17 of them are from the Western Part of the state)

- Next development of consultants training is April 2 and 3, 2008
- **Consultant and Trainer Newsletter ideas:**
 - Christina Fatzinger will write an article on seasoned caseworkers focus group feedback
- **Next CTAG Meeting Dates:**
 - May 1st: West
 - May 8th: Central
 - *If you have anything that you would like to be included on the agenda, please feel free to contact:
 - Jennifer Kerr (ilm69@pitt.edu)
 - Christina Fatzinger (cmf27@Pitt.edu)
 - Laura Borish (lbb14@pitt.edu)
 - Brandie Gilbert (bms27@pitt.edu)