

CTAG Meeting Minutes

June 18, 2012

In attendance: Jennifer Kerr, Rob Winesickle, Amy Warnagiris, Pat Gadsden, Joan Mosier, Brandie Gilbert, Jessica Shiffler, Krista Heffner (on phone), Mike Gill (on phone), Crystal Bittinger

Amy Warnagiris is the new Curriculum Department Supervisor and will be replacing Rob as co-chair for CTAG.

Spring Events

- West was cancelled with only 2 registered participants
- Southeast—10 for morning session; 7 for afternoon session
- Central—10 for morning session; 8 for afternoon session
- The technology training was repeated during the Spring event at the request of the group
- Follow up from event
 - Rob has put in a request for technology training to be placed on the Resource Center website
 - The request was made that when ordering new equipment there is some consistency for the trainers

Fall 2012 Event Planning

- October 11th- Mechanicsburg; October 17th- Monroeville; October 25th Norristown
- Training recommendations from Spring event evaluations
 - Developing own business
 - Improve and cope
 - Consultant OE sharing
 - Difficult and challenging participants
 - Energizers
 - New materials that can enhance current trainings—process
 - Diversity manual
 - How to make your training more interactive
 - Interactive training materials—where to find the balance for adding own ideas
- Legislative updates
 - GPS response times
 - Safety—out of home
 - Concurrent planning
 - Statewide task force on child abuse
 - New DSM coming out in the Fall
 - Autism changes
 - Maybe some previews
 - Do we want legislative updates included in the CTAG events?
 - If this is the best way to receive the information
- A.M.—Legislative updates
 - What are the updates?
 - How do they affect the Resource Center and the Trainers/Consultants
 - Timelines

- P.M.—Interactive piece
 - Example is the Jeopardy game that was incorporated into someone’s training but not shared out for the rest of the trainers
 - Try to make it a little more than entry level or not only for newer trainers
 - Any multi-media additions

Online Curricula

- Developing strategy for rolling out online learning
- Last meeting in May
 - Define what is E-Learning
 - June Fisher and Kathy Moore on committee
- Committee has made recommendations to sponsor group
- Amy W. also has joined the group and brings experience with online training
- Web conferencing and blended training
- Not a plan to take all training to online

Trainer and Consultant Handbook

- Any trainers interested please contact Lisa Crone at lic70@pitt.edu
- It has been over 10 years since the last update
- Using DPAIM process
 - Defined future state, strengths and gaps
 - Next meeting July 3rd
 - Curriculum Department will be in attendance
- What would trainers like to see in the handbook
- Will be used during DOT/C
- Will be a breathing document that people will use
- Jess will check in with trainers from the Southeast, Philly and Northeast regions
- Pat will reach out to some possible members

Participant Behavior—positive and challenging

- Potential protocol
- What supports does the Trainers and Consultants need?
- They stay in their groups which causes some difficulty
 - Trying to move people causes bad evaluations
- Cell phones and technology
 - Distraction
 - Looking up answers and the activity is completed very quickly—impacting learning
- Trying to employ group management will end with a poor score and a hostile group if a multiday training
 - Maybe set the expectation in the beginning that people may be put into different groups
- Some trainers train other groups of people and don’t have these types of interruptions
- Using your phone is the culture of today
- This goes back to the stage that is set at the agency
- It impacts others learning
- Participants not engaged or discourteous
- In and out of the room for phone calls—reinforce the 15 minute rule
- There are no consequences—what can the trainers do?
- Unethical behavior—behavior that would make someone feel that casework isn’t for them
 - It is the trainers role to report to the Resource Center

- Comments that are not strength based
- What are some things that trainers have done?
 - No credit
 - Set ground rules—learned during DOT/C training
 - Non-verbal, standing near the participant
 - One-on-one conversations
 - Ask them to leave
- What are some concerns that the trainers have to ask people to leave or take action?
- What supports do the Trainers and Consultants have?
 - Call the Resource Center during break and the Resource Center will contact the county. Discuss with the county that people rode together
 - Counties will back the Resource Center and work with gathering information
- Need to have the discussion with counties about the importance of the training
- Giving expectations to the county and follow up that will happen
- Consistency among trainers
- Do we have a listing of current Supervisors?
 - Can be taken to the Supervisor Advisory Group for feedback
- How do we know that people are doing pre-work?
 - This is being tracked in Encompass for Charting the Course
 - What happens with this information?
 - This should be discussed at the Resource Center
- Feedback closer to the time of the event is better
- Charting information should be shared with other trainers in that cohort
- What information rises to the level of contacting the Resource Center immediately
 - Asking someone to leave
 - Other participants share concerns to the trainer
 - Leaving after lunch or coming in late
 - Positive feedback should be given more immediately
 - Phone or clique issues—repeated disruptive behavior
 - Questionable values or unethical behavior—practice issues
- Will need written details from the trainer
- Flow chart and helpful hints
- It is very important for the Supervisor to be involved
- Unfortunately a lot of participants don't connect the training day with the work at the agency
- The incident report has been used in the past
 - Reminder in the Palette as to where to find it
 - Will need name, county, situation; be sure to mark the area to be contacted
- Would like the loop back to the trainer. Letting the trainer know that it was received.
- What does the Resource Center do with the information from the trainers?
 - Is the training liaison's position in the county one that can carry out the information?
 - A survey will go out to all county administrators asking how they would like to receive information
- What can the Resource Center do to help alleviate the trainer concerns to addressing the participants?
 - Educating trainers as to the TA process
 - Knowing that each situation is different
 - There is a conversation that takes place about the day

- It's not just about the score

Final Consultant Evaluation and Process

- Will be used beginning July 1, 2012
- Consultation pieces will eventually be captured in Encompass
- The highlighted section is being sent as an e-mail to the county
- Will be in the next Palette

Palette Articles—August

- Allergy reminder—Jen K
- Trainer handbook update
- Highlighting trainer—information that is on the bulletin board
- Save the Date for fall workshops
- New bulletins or regulations
- New Organizational chart—if available
- New calendar and how trainers are chosen—Jessica

Training Program Updates

- Organizational Effectiveness and Statewide
 - Justin Lee, Independent Living, last day July 20
 - Josh Foose, Northeast Training Specialists, last day was in April/May
 - Parent Ambassador being hired
 - CAPTA person being hired
 - Barb Huggins is the new Youth Quality Improvement Specialist
 - Phase two QSR wrapping up
 - July beginning phase three – send interest in being a reviewer to Brandie at bms27@pitt.edu
 - End of next week—APHSA conference being held at the Resource Center
 - Wrapping up Independent Living reports and visits
- Fiscal
 - John Stought is the new Fiscal staff
- Administrative
 - Sue Antonacci, last day June 15
- Curriculum
 - Amy Warnagiris is the new Supervisor
 - Gene Detter has moved to the MIS Department
 - In the selection process for two writers
 - CAST I in pilot
 - CAST II
 - Risk factors associated with child abuse and maltreatment
 - Final drafts for all but two mods
 - Truancy in proofing
 - Developing OE Facilitation Skills is due July 1
 - STS modules being TOC'd at this time
 - Leadership in the Parallel Process being piloted late summer
 - Foundations of Leadership being piloted late summer
- MIS Department
 - Michelle Hough last day was in May

Next Meeting Dates and Agenda Items
August 28th 9:00am-3:30pm Planning Meeting