The Roles of the Regional Teams

The Pennsylvania Child Welfare Resource Center ensures a collaborative approach to the development, implementation, and monitoring of its products and services through the use of regional teams. Regional teams are assigned to work with county Children and Youth Agencies, and collaborate with DPW-OCYF regional teams, and stakeholders. The purpose of a regional team is to assess the training, transfer of learning, and technical assistance needs of county Children and Youth Agencies and to coordinate a seamless delivery of the Resource Center’s products and services. Members on each regional team include:

- Regional Team supervisor;
- Practice Improvement Specialist;
- Training Specialist;
- Other Resource Center staff that may support the work of the regional teams, as needed.

Organizational Effectiveness/Regional Teams Department:

- Elevate Child welfare practice improvement in Pennsylvania through a regional team approach to meet the outcomes of the county/regional deliverables by support county children and youth administrators, supervisors, and caseworkers; providing training, transfer of learning support, and technical assistance in the areas of Family Engagement, Independent Living, ICSP, OE, Family Centers, QSR, Risk and Safety Assessment Management Process, Systems of Care, and Youth and Family Engagement, as well as the implementation of the Child and Family Service Review (CFSR) practice improvement initiatives outcomes, and Pennsylvania Practice Model;
- Provide facilitative leadership to assess needs, plan and implement change, and develop monitoring mechanisms and evaluate feedback;
- Promote the philosophical framework of Family and Youth engagement embracing the principles of meaningful parent involvement in shaping the direction of family support programs, services and policies;
- Promote organizational development for Child Welfare Agencies by supporting family and youth engagement;
- Promote best practice in services provided to youth in Independent Living programs;
- Promote trainee success in applying classroom knowledge to casework practice in the field through transfer of learning support;
- Support Practice Improvement within Family Centers, providing training, and site monitoring the areas of Family Centers, Promoting Responsible Fatherhood or Child Abuse Prevention, and Time-Limited Reunification Services, as well as other appropriate practice areas requested by Family Centers;
- Coordinate, deliver, and oversee the development of trainer developed workshops in order to meet regional and county Children and Youth Agency training needs as identified by ONA and Regional Team assessments;
Roles within the Organizational Effectiveness/Regional Team Department:

- **Practice Improvement Specialist** –
  - Deliver strength-based solution-focused services and products from the philosophical framework of Family Engagement, ICSP, SOC, and Youth Engagement; embraces these values and philosophy when working with county Children and Youth Agencies and Family Centers and promotes evidence-based practices at the county level that support Family Engagement, ICSP, SOC, and Youth Engagement;
  - Provides training, technical assistance, and transfer of learning at the county level for Risk and Safety Assessment, according to recommendations from the Risk Assessment Task Force and the Safety Assessment Committee;
  - Promotes use of the Organizational Effectiveness (OE) Model of American Public Human Services Agency (APHSA) in assisting county Children and Youth Agencies in utilizing the data from their QSR to structure an agency-wide strategic plan that supports and manages systemic change from their CQI process; facilitates the OE process and plan development with county Children and Youth Agencies and conducts ongoing training needs assessment for their staff through the Organizational Needs Assessment (ONA) process;
  - Support Practice Improvement within Family Centers, providing training, and site monitoring in the areas of Family Centers, Promoting Responsible Fatherhood or Child Abuse Prevention, and Time-Limited Family Reunification Services, as well as other appropriate practice areas requested by Family Centers; Supports the knowledge and skill development of county Children and Youth Agency staff in topic areas specific to Practice Improvement; develops and/or revises Transfer of Learning (TOL) tools; provides on-site coaching and mentoring that supports transfer of learning and skills taught in training to the work place; assesses transfer of learning through the collection of data;
  - Promotes Youth and Family Engagement practices by embracing the values and philosophical framework of SOC, by integration and collaboration of the youth and parent voice and contributions to enhance child welfare practice through oversight of the Pennsylvania State Youth Advisory Board, the Annual Youth Retreat, the Pennsylvania Child Welfare Resource Center student internship and parent ambassador project.

- **Training Specialist** — Performs as a team member in the transfer of learning, curriculum development and practice improvement processes; Conducting training needs assessments, develop training plans based on assessment, participant in transfer work as identified, and assist in the development of training to meet county assessment needs; Schedule and coordinate training both regionally and on a per county basis from data collected from a variety of assessment processes. Develop brochures, advertisements, correspondence,
handouts, etc. in relation to any of the training events; Schedule and coordinate training with private provider groups

**Fiscal and Human Resources Department**

- Develop project budgets, approve and process all expenditure requests, perform related accounts payables functions, prepare project invoices for reimbursement from the state, and retain fiscal records;
- Compose trainer and consultant contracts and provide fiscal oversight of such;
- Provide conference and travel coordination;
- Manage the Resource Center’s vehicle fleet;
- Coordinate and oversee employee recruitment;
- Provide time record management and payroll support for the Resource Center;
- Coordinate performance appraisals, job description updates, and classification reviews;
- Coordinate dissemination of benefits information; and
- Develop and manage fiscal and HR processes for the Resource Center.

Roles within the Fiscal and Operations Department:

- **Fiscal Specialist** – Responsible for budget development/preparation, expenditure management, purchasing, trainer and consultant contract development/fiscal monitoring, invoice processing, travel management, vehicle fleet maintenance, fixed asset inventory management and state invoicing.

- **Human Resource Specialist** – Responsible for preparation of employment ads, interview and selection processes, new employee orientation, staff development resources, benefits information, personnel records maintenance, time record management, payroll support, and human resource support functions.

**Curriculum and Trainer Development Department:**

- Develop and/or revise Core curriculum, training outlines and TOL tools based on feedback from trainers and staff from county Children and Youth Agencies, DPW-OCYF, and the Resource Center;
- Develop and/or revise standard curriculum and TOL tools based on ONA and Individual Training Needs Assessment (ITNA) data and feedback from staff from county Children and Youth Agencies, DPW-OCYF, and the Resource Center. The curriculum may be presented in different forums such as classroom style, on-line, or via Webex;
- Recruiting and approve practitioners as trainers for the Resource Center and conduct ongoing evaluation and provision of technical assistance to trainers to ensure the delivery of quality training;
- Oversee the development of trainer developed workshops in order to meet individual county children and youth agency training needs as identified by the
ONA and Regional Team assessments;

- Oversee the development of trainer developed workshops in order to meet specific training needs of Family Centers as identified through technical assistance and site monitoring, based on the availability of funding;

- Elevate Child Welfare practice in Pennsylvania by supporting county children and youth administrators, supervisors, and caseworkers with the implementation of the CFSR, ICSP, Practice Improvement initiative outcomes, and the Pennsylvania Standards for Child Welfare Practice;

- Promote long-term career development among child welfare professionals; and

- Evaluate trainee success in applying classroom knowledge to casework practice.

Roles within the Curriculum and Trainer Development Department:

- **Curriculum and Instructional Specialist** – Develops curricula needed by county Children and Youth Agencies through a variety of training needs assessment processes; develops critical thinking guides to be used by county Children and Youth Agencies to support transfer of learning and skills taught in training to the work place; and prepares trainers to present curriculum and/or to modify curriculum to meet the needs of the individual county children and youth agencies.

**Administrative Department:**

- Supports the development and implementation of work plans for the Resource Center;
- Provides all phases of support to the Resource Center in a timely and efficient manner;
- Provides oversight of all office protocol;
- Secures resources for staff of the Resource Center; and
- Supports the delivery of all training, technical assistance, and transfer of learning coordinated through the Resource Center.

Roles within the Administrative Department:

- **Department Manager:** Provides oversight of the daily operations for the department; develops processes, procedures, and protocols for efficient office operation; develops the annual report, budget request package, and the intergovernmental agreement for the department; and oversees the coordination of resources for the Resource Center; participates in the strategic planning for the Resource Center and the Administrative Department.
- **Department Supervisor:** Provides daily supervision to the administrative staff of the Resource Center; ensures that all products and services of the Resource Center are of the highest quality before distribution; and provides
oversight of the building operations as well as the out stationed training room locations.

- **Administrative Assistant:** Provides high level customer service to internal and external customers; and provides professional administrative support to all aspects of the Resource Center.
- **Executive Assistant:** Provides high level customer service to internal and external customers; and provides professional administrative support to the Director of the Resource Center.

**Technology Development Department**

- Develop and maintain computer applications used to support the initiatives of the Resource Center and its affiliates.
- Develop and maintain reporting from multiple applications and databases for the Resource Center, county Children and Youth Agencies, DPW-OCYF, and private providers.
- Provide technical assistance and support to the Resource Center and affiliates through operation of a Help Desk, training, media development and duplication, function arrangements, network support, and hardware/software installation and maintenance.
- Produce videos and technology based tools used to enhance the delivery of curriculum, Transfer of Learning, and a variety of other initiatives.
- Develop and maintain multiple websites updating regularly to ensure accuracy; and
- Develop and maintain web-based courses and workshops.

**Roles within the Technology Development Unit**

- **Systems Programmer** – Provides development, maintenance, and testing of all software applications housed at the Resource Center. Assists in the development of online courses and workshops. Develops and maintains reporting from multiple applications. Collaborates with Resource Center staff in the development of modules used to support research, Child Welfare initiatives, and streamlining processes.
- **Instructional Specialist** – Collaborates with Resource Center staff on the development of videos, and technology based tools used to enhance the delivery of curriculum, Transfer of Learning, and a variety of other initiatives. Provides technical assistance and support to the Resource Center and affiliates through operation of a Help Desk, training, media development and duplication, and function arrangements.
- **Technology Specialist** – Provides development and ongoing maintenance of all websites supported by the Resource Center. Develops online courses and workshops. Provides technical assistance and support to the Resource Center staff and its affiliates through the provision of a helpdesk, training, function arrangements, database development, network support, hardware/software installation, testing, and maintenance.

**Statewide Team Department:**
• Manage statewide projects, including models, initiatives, programs, and systems efforts;
• Manage and coordinate efforts regarding Independent Living, including the IL youth retreat, and the Youth Advisory Board;
• Manage and coordinate efforts regarding Family Centers;
• Manage efforts regarding Youth and Family Integration at the local and state level;
• Provide oversight with quality improvement to ensure the delivery of quality products and services and ensure relevancy of all products and services to current state laws, regulations, and best practice standards;
• Coordinate and support research and evaluative efforts;
• Support OCYF’s continual CFSR process through assisting in the development and implementation of the Program Improvement Plan (PIP) as well as the revision of the PA Practice Standards;
• Implement and maintain a continuous quality improvement plan for the Resource Center, including Quality Service Reviews.
• Support OCYF’s CAPTA initiative through the creation and support of all the citizen review panels and the Children’s Justice Act;
• Manage the Quality Visitation project, including the use of mobile technology.
• Maintain and support ongoing partnerships with the Department and other statewide partners including, but not limited to, SWAN, PCYA, PCCYFS, KidsVoice, Juvenile Law Center, PA Partnership for Children, …

Roles within the Statewide Team Department:

➢ Program Development Specialist: Manages projects as assigned through the process of Initiation, Planning, Implementation, Evaluation, and Closing of the project, and participates on related workgroups and steering committees.
➢ Program Development Specialist: Child and Family Services Review—Provides support in the development of Pennsylvania’s statewide assessment and program improvement plan as well as the onsite review as part of the federal Child and Family Services Review, provides oversight of the statewide Quality Services Review process, and participates on related workgroups and steering committees.
➢ Program Development Specialist: Child Abuse and Prevention Treatment Act—Coordinates the implementation and maintenance of citizen review panels in Pennsylvania, participates in other CAPTA-related activities, including the Children’s Justice Act, Ages & Stages, and participates on related workgroups and steering committees.
➢ Program Development Specialist: Quality Improvement—Implements and maintains a continuous quality improvement plan for the Resource Center, and participates on related workgroups and steering committees. Coordinates and supports research and evaluative efforts.
➢ Statewide Training Specialist: Coordinates and manages statewide events, and participates on related workgroups and steering committees.
➢ Practice Improvement Specialist: Manages the statewide aspects of Independent Living and Family Centers and participates on related
workgroups and steering committees.

- **Practice Improvement Specialist:** Manages youth and family integration efforts and participates on related workgroups and steering committees.
- **Youth Ambassador:** Manages youth integration activities and projects. Advocates for youth in the child welfare system.
- **Parent Ambassador:** Manages parent integration activities and projects. Advocates for parents in the child welfare system.

**Research and Evaluation Efforts:**

The Resource Center designs and implements research and evaluation efforts to determine the impact of training, transfer of learning, and technical assistance on worker skill development. Current research and evaluation efforts include:

- Embedded evaluations and qualitative analysis of Core curriculum;
- Practice Improvement initiative evaluation in the areas of Family Group Decision Making (FGDM) and Recruitment and Retention of Child Welfare staff; and
- Data collection and analysis of TOL efforts.

Research and evaluation efforts are designed to do the following:

- Provide all Resource Center staff with current research and best practices in the field of child welfare and training development for the use in all curriculum and tools developed by the Resource Center;
- Elevate Child Welfare practice in Pennsylvania by supporting county Children and Youth administrators, supervisors, and caseworkers with the implementation of the CFSR, ICSP, Practice Improvement Initiative outcomes, and *the Pennsylvania Standards for Child Welfare Practice*; and
- Promote long-term career development among Child Welfare professionals.