As we finish the July–December 2015 statewide training calendar scheduling period, it is a good time to remind and update everyone on the Trainer Scheduling Policy (previously referred to as Trainer Utilization). You will find the policy attached to this email. The purpose of this policy is to support fair and equitable opportunities for CWRC trainers to deliver trainings. The intended outcomes of this work are to maintain an ample and diverse group of highly qualified trainers, to maintain stakeholder satisfaction, and to support effective curriculum delivery. This policy is used by the four Regional Resource Specialists when scheduling foundational and series courses (Charting the Course, Supervisory Training Series and Sexual Abuse Series).

Trainer profiles, updated by trainers on a biannual basis, are used to determine the regional rotations created by the Resource Specialists. Trainer scheduling considerations include: when the trainer last trained the course, scheduling a different trainer for each CTC and STS workshop per cohort (if possible), newly approved trainers, observations, county requested trainers and cancelation information. Trainers are given 48 hours to respond to an offer of a scheduled training during calendar planning and 24 hours to respond to an opportunity to train an off-calendar or rescheduled training.

In addition, all trainers should have received an email updating them on a modification to the policy regarding scheduling a trainer when there is a last minute need to identify a new trainer (within two weeks of the scheduled training). In these situations, the Resource Center will use our discretion to schedule a trainer outside of the regional rotation. Specifically, when this occurs an email will be sent to all approved trainers for that course to secure a new trainer. The trainer’s availability to train or not train in an emergency situation will not impact the regional rotation for the next calendar planning. The Policy has been updated to reflect this change.

The Child Welfare Resource Center is committed to building and sustaining the highest quality of training delivery. To that end, we have dedicated considerable time and resources to thoroughly examine our processes which have been informed by data, trainer feedback, and our stakeholders. If you have questions regarding the Trainer Scheduling Policy, please contact Sharon England at sses@pitt.edu or Wendy Unger at wau2@pitt.edu.
CONSULTANT AND TRAINER BIRTHDAYS

APRIL

Kristin Shatz  Apr 4
Wendy Hoverter  Apr 5
Patricia Hackman  Apr 7
Heidi Ciano  Apr 12
Amy Flite  Apr 20
David Fratta  Apr 23
Patricia Flood  Apr 28

MAY

Patricia Gadsden  May 14
Jo Sterner  May 14
Krysta Heffner  May 26
Michelle Rager  May 26
Elaine Newkirk  May 31
June Fisher  May 31

Don't follow your dreams, chase them.
Trainer Payment Processing – Life Cycle and Quality Controls

Submitted by: Kathleen Swain and John Stought

Since August 2001, The University of Pittsburgh has operated the Resource Center as a program within the University’s School of Social Work. This move provided the infrastructure needed for CWRC to grow and we have continued to grow steadily since this time – a huge strength!

The University operates a centralized payment processing department. This was established for many reasons, including to avoid duplication of services, for audit control purposes, and to track monthly expenditures. The CWRC volume of payment processing requests are an expected part of the workflow within the centralized payment processing department; however the dollar value of CWRC’s requests is less than 1% of the University’s annual budget!

The good news is we are part of a large University that provides an infrastructure that supports the Resource Center while it should be understood that CWRC’s payment requests are processed along with the payment requests from all other University departments.

The steps of the payment life cycle and quality controls:

<table>
<thead>
<tr>
<th>STEP</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon completion of training, trainer returns materials and invoice to CWRC</td>
<td>1-5 business days</td>
</tr>
<tr>
<td>Administrative support staff receives trainer mail, verifies receipt of all materials. If all materials are not returned, invoice is held until receipt of missing item(s).</td>
<td>1-2 business days (or until materials returned)</td>
</tr>
<tr>
<td>Once verified, invoice is forwarded to Resource Specialist for verification and approval.</td>
<td>1-3 business days</td>
</tr>
<tr>
<td>Once approved by Resource Specialist, invoices are sent to fiscal unit for processing. Invoices are processed by fiscal staff twice weekly, Tuesday and Friday Fiscal staff verify invoice against Encompass data, and code to appropriate cost center Invoice is approved by Fiscal Director Invoices are scanned by Administrative support staff, to create an electronic file of the invoice The Fiscal Specialist then enters data into the University’s payment processing application with an electronic version of the invoice attached</td>
<td>3-5 business days</td>
</tr>
<tr>
<td>Invoices are processed by the University’s centralized payment processing department. Note: over holidays, University closure, and periods of high volume approval could take longer.</td>
<td>30 days</td>
</tr>
<tr>
<td>Once approved for payment, checks are generated next day and generally mailed following business day</td>
<td>1 business day</td>
</tr>
<tr>
<td>Payment is delivered to trainer</td>
<td>7-10 business days</td>
</tr>
<tr>
<td>TOTAL</td>
<td>7-9 weeks</td>
</tr>
</tbody>
</table>

Continued on Page 4...
There are two steps where the trainer has control: Sending your invoice and materials back as soon as possible and making sure all materials are returned can save some time in the process. The Resource Center will continue to examine our steps in the process and make improvements whenever possible.

As always, we appreciate the hard work and quality training provided by our trainers and we will continue to do everything in our power to expedite your payment!

For questions please contact: Sharon England, Curriculum/Trainer Development Manager (sse8@pitt.edu), 717-795-9048 or Jeff Fenice, Fiscal Specialist (jef95@pitt.edu), 717-795-9048

Reminder: CPSL Tools and Resources Available

Submitted by Andrea Merovich

The CWRC website is a prime resource packed with tools and resources designed to help child welfare professionals transition to the newly amended CPSL law. From comparison charts to a link to the law itself, these resources and more can be found here - [http://www.pacwrc.pitt.edu/CPSLResources.htm](http://www.pacwrc.pitt.edu/CPSLResources.htm). Check back as new tools and resources will be added.

Coming Soon – Being Well!

Submitted by Andrea Merovich

We are pleased to announce the upcoming launch of Being Well – a health series to educate families on well-being issues of children. This initiative is a collaborative effort of the Children’s Hospital of Pittsburgh of UPMC and the Pennsylvania Child Welfare Resource Center.

Being Well will feature an ever-expanding series of health and wellness topics directly related to children, specifically for the benefit and use of parents and caregivers, resource parents, and anyone in the child welfare field.

You can preview the site at [http://beingwell.pitt.edu/](http://beingwell.pitt.edu/) in advance of its pending launch on April 15!
Diversity Task Force Event

The Diversity Task Force

Our Mission:
The mission of the Diversity Task Force is to create, support and facilitate the understanding and valuing of human diversity for individuals and organizations affiliated with child welfare practice through communication, advocacy and education. The Task Force will provide leadership, direction and accountability toward the goal of awareness and commitment to cultural competence. This is an ongoing committee which reviews and renews its goals on a yearly basis.

Our Goals:
Identify gaps related to human diversity and make recommendations to the CWRC
Develop and provide training curricula related to diversity for individuals and organizations throughout the state
Provide technical assistance surrounding diversity-related issues
Create, disseminate, and contribute to products and publications for statewide delivery

The Pennsylvania Child Welfare Resource Center is made possible through grant funds from the Department of Human Services to the University of Pittsburgh.

The Diversity Task Force

Invites you to attend:
My World, Your World: Identity vs. Potential

University of Pittsburgh,
School of Social Work
The Pennsylvania Child Welfare Resource Center
403 East Winding Hill Road
Mechanicsburg, PA 17055

Phone: 717-795-9048
Fax: 717-795-8013
www.pacwrc.pitt.edu

Presented by:
Richard Santana
June 16, 2015
1:00 pm - 4:00 pm

The Pennsylvania Child Welfare Resource Center
403 East Winding Hill Road
Mechanicsburg, PA 17055

Or via WebEx
The Pennsylvania Child Welfare Resource Center is a national leader in advocating for an enhanced quality of life for Pennsylvania’s children, youth and families.

In partnership with families, communities, public and private agencies, we prepare and support exceptional child welfare professionals and systems through education, research and a commitment to best practice.