

CONSULTANT AND TRAINER PALETTE

APRIL 2018

“It is happening folks and the time is now!”

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Submitted by: Kathleen Donson

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What did you promise yourself for 2018? Was it to lose those holiday pounds, pay off debt or maybe it was a commitment for a “happier” and “healthier” you?

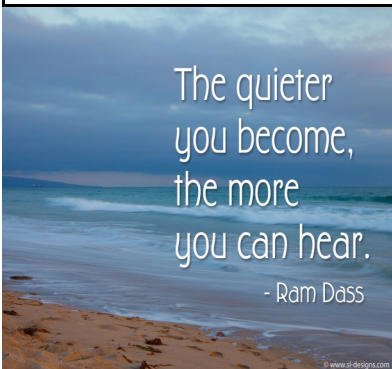
2018 has arrived in an arctic blast of frigid air and social media is full of ideas for you to become the best you can be. You owe it to yourself and when you think about it, there is a great emphasis on our personal well-being and success. The charity of the holiday season is replaced on January 1 with laser focus on our waistlines, personal happiness and money for ourselves.

What really is “personal well-being and success”? Shouldn’t our talents and expertise be shared and used to elevate others who are less fortunate? Can you imagine being a teenager wanting a job or to go to college with the independence of your peers but are told you can’t even get your driver’s license?

How about being the underpaid caseworker working long hours in the field making \$30,000 per year mandated to visit homes to ensure the safety of children and families 24/7- 365, only to walk into an unknown and possibly dangerous situation?

Citizen Review Panels (CRPs) are a group of committed individual citizens who meet throughout the state to take the pulse of Pennsylvania Child Welfare. Throughout the year, CRPs listen to and research with various stakeholders and make recommendations to the state for the improvement of child welfare. Recent recommendations have focused on outcomes for youth who age out of the foster care/child welfare system with no permanent resource, caseworker safety and other pertinent Pennsylvania Child Welfare topics.

Be a part of the solution and join us to help Pennsylvania’s children, youth, families, and those mandated to ensure their safety by becoming involved in a panel near you. We are currently recruiting for panel members in the Northeast, South Central, and Southwest Regions of the state. Individuals located in any of these regions who are not current employees of a county or state children and youth agency are eligible for panel membership. Please visit the CRP website at www.pacwrc.pitt.edu/CRP to see the counties included in each region, to learn more about the panels, and to access an online application. If you have any questions, please contact the CAPTA Coordinator at PACRP@pitt.edu or at (717) 795-9048.



Foundations is Coming

Submitted by Wendy Unger, Sharon England, and Jennifer Zajac

During November, the Child Welfare Resource Center (CWRC) held three WebEx sessions to share exciting news with trainers about the revisions and redesign to Charting the Course (CTC). Almost 20 trainers joined CWRC staff to learn about the enhanced collaboration, content, and delivery methods in the new CTC, which will be known as *Foundations of Pennsylvania Child Welfare Practice: Building Competence, Confidence, and Compassion*. A summary of the questions discussed during the calls is provided at the end of this article.

New competencies are an essential component of this revision. Over the past two years we have worked diligently with county representatives to revise and update the PA Child Welfare Competencies to align them with Pennsylvania's Child Welfare Practice Model as well as the Quality Service Review (QSR) indicators, creating ten core competencies, down from over 300. The primary benefit of identifying core competencies is to ensure that our curriculum content is focused on the knowledge and skills that are central to child welfare practice and that new child welfare professionals are prepared to help families achieve safety, permanency and well-being. You can learn more about the competencies at <http://www.pacwrc.pitt.edu/PCWC/Competencies.htm>.

Upon completion, the Foundations curriculum will include online sessions to share information, in-person training for application and skill practice, and field work to reinforce newly acquired knowledge and to allow participants to apply new skills to their work. We are currently conducting needs assessments with county staff to inform the design and development of the curriculum. They will also provide feedback regarding proposed learning objectives and course outlines. Next steps include identifying trainers to pilot the curriculum and providing them professional development to prepare them to pilot Foundations in the summer of 2018. Prior to launching the new course, all current trainers will participate in a revised DOT/C later in 2018. Revisions to the Supervisor Training Series and Foundations of Leadership course are also anticipated to include supervisors and administrators in supporting a competent, confident, and compassionate Pennsylvania child welfare workforce.

Since CWRC trainers are a critical component of the development and successful delivery of the Foundations curriculum, regular updates on its development will be shared via this newsletter and CTAG conference call meetings. (The next call is scheduled for April 25, 2018). Eventually, all trainers will participate in additional sessions to help them understand the changes and develop skills needed to successfully implement new delivery methods including Team-Based learning and simulation-based training.

If you would like more information regarding the development of the Foundations curriculum, please contact Sharon England at sse8@pitt.edu or Jennifer Zajac at jjp62@pitt.edu or at 717-795-9048.

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Thank you for your support of the Child Welfare Resource Center and child welfare practice in Pennsylvania.

Foundations WebEx Questions and Discussion, November 2017

❖ **What are trainer's thoughts on how they can help with the transition to the new Foundations series? What supports do trainers need from CWRC?**

○ **Feedback from Trainers**

Trainers provided positive feedback on the planned changes.

- Scenarios - really feel that having more of these will be good for the participants to learn but a little nervous how it will all affect my role.
- Excited to see what happens moving forward. Having been a part of the simulations, feel they are a very effective tool. It would be nice for trainers to know about these changes in advance (instead of learning about them from trainees) and be able to attend current caseworker safety simulation courses to see what they are like.
 - NOTE: Trainer can attend the course by checking the training calendar or with a Resource Specialist for dates and locations and registering in advance of the training date.
- I am excited about this change and focus. I think it is going to be critical to engage county agencies.

○ **Additional Information and Communication**

Trainers requested additional information and training related to the changes to be able to provide a better idea of what supports we will need.

- Sessions will be held on competencies, Team-Based Learning, simulation-based training, and more.
- CWRC will keep trainers informed throughout the development process.
- The Trainer Palette and CTAG will be the primary means of communicating.

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- Communication will occur throughout the process in many forms. This is a large project and we will keep you up-to-date on the progress as it happens.

- **Timetable on the Implementation**

Trainers need a timetable on when Foundations will be implemented.

- The Development of Trainers/Consultants course is currently under revision and will be piloted early next year for selected pilot trainers. A supplemental DOT/C course to provide information regarding the changes to experienced trainers will also be available later in 2018.
- We will continue to conduct course specific Trainings on Content (TOC) to prepare trainers to deliver Foundations. We anticipate that trainers involved in the pilot will attend content specific TOCs during the spring/early summer of 2018.
- The first pilot of the new Foundations series will begin July 16, 2018; CWRC expects to pilot more than once.
- Full implementation will begin in 2019.
- We will continue to run CTC concurrently with Foundations for a short period of time to encourage trainees currently enrolled in CTC to complete the series before it is retired.
- Trainers need advanced notice of dates (prefer six months in advance) for scheduling.

- **Pre-requisite/Pre-work Requirements**

Trainers have concerns related to trainees completing required pre-work as this is inconsistently completed or used currently.

- At this time, there are only two courses where we require participants to complete the online pre-requisite in order to attend the course. If they have not completed the pre-requisite they are not admitted into the in-class session.
- We have already begun the work with counties to change the culture in this regard by communicating and enforcing this expectation prior to their staff attending in-class training sessions.

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Trainers acknowledged that county supervisors are critical to implementation.

- Supervisors are already overwhelmed with their work. However, the role of the supervisor in their staff's acquisition of knowledge and skills is critical to successful transfer of learning and staff retention. We have already begun these critical conversations with counties and with them plan to identify strategies to support the supervisors in this role.
- We plan to support supervisors by providing activities and opportunities for them to engage their supervisees, direct support in helping their staff acquire knowledge and skill, and eventually a revised supervisor training series that is aligned with the Foundations course.

○ **Scheduling and Logistics**

Trainers requested additional information about the time commitments, locations, and scheduling for the new series.

- Some courses will have required online pre-requisites. With the mix of cohorts and flexibility of courses, a lot of work will have to go into the scheduling so calendar planning may be started sooner.
- There will still be set dates, times and locations for training held in person. It is anticipated that we will continue to use our current training room locations for in person sessions.
- Additional scheduling information will be known following the development of the courses and identification of prerequisites.



SWAN TRAINERS NEEDED!

2018 SWAN Quarterly Dates

2018 Spring Quarterly dates:

Scranton - Radisson Lackawanna Station: March 28, 2018

Clarion - Park Inn: April 4, 2018

Monroeville - Double Tree: April 5, 2018

Lansdale - Holiday Inn: April 18, 2018

Philly - Clarion Hotel: April 19, 2018

Enola - Conference Center at Central Penn College: April 24, 2018

2018 Fall Quarterly dates:

Scranton - Radisson Lackawanna Station: October 3, 2018

Clarion - Park Inn: October 16, 2018

Monroeville - Double Tree: October 17, 2018

Philly - Clarion Hotel: October 24, 2018

Lansdale - Holiday Inn: October 25, 2018

Enola - Conference Center at Central Penn College: October 29, 2018

2018 Summer/Permanency Conference Dates

Summer Statewide Meeting dates:

Poconos - Kalahari Resort: June 27 & 28, 2018

Permanency Conference dates:

Poconos - Kalahari Resort: June 28 – 30, 2018

If you are interested in submitting a workshop for consideration or have questions, please contact Lisa Kessler at lk20@pitt.edu.

Trainer/Consultant Professional Development Hours

All active CWRC trainers and consultants must obtain a minimum of six (6) hours of professional development training each fiscal year (July 1 – June 30) in order to maintain active status as a contracted CWRC trainer or consultant. Below is a list of frequently asked questions and answers regarding this policy.

- **Who is required to obtain credit hours?**

All active Trainers and Consultants of the Pennsylvania Child Welfare Resource Center are required to obtain credit hours.

- **How many credit hours are required?**

Six (6) hours of professional development training are required each fiscal year (July 1 – June 30).

- **What counts as professional development training?**

Most courses offered by the CWRC will satisfy this professional development requirement. In addition, professional development training in child welfare, consulting or training skills or related topics offered by other organizations are acceptable. Online courses are acceptable as long as the trainer or consultant can provide a course description and documentation that he/she has completed the online course.

- **What training opportunities does the CWRC offer for trainers and consultants?**

Trainers and consultants have many options for obtaining their six required professional development hours. Trainers and consultants can take advantage of:

- * Most CWRC instructor-led training courses offered around the state
- * Spring and Fall Regional Consultant and Trainer Events
- * CWRC Online Courses

- **What do I have to do to get professional development credit for a CWRC course?**

Trainers and consultants who wish to attend CWRC training must register through Rachael Ickes at rmi6@pitt.edu or 717-795-9048. If you register for and attend a workshop offered by the CWRC, you do not need to submit documentation of your attendance.

- **Which CWRC training courses do not count as professional development training?**

Attendance at CWRC *Training on Content workshops* and the *Development of Trainers and consultants Course* DO NOT count toward your annual professional development hours requirement.

- **How do I get credit for completing non-CWRC professional development training hours?**

Mail, email or fax the [workshop or course description](#) and [your certificate of attendance/completion](#) to:

FAX: 717-795-8013

EMAIL: Melissa Yoho: MEC153@pitt.edu

MAIL:

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



- **What is the deadline for submitting documentation for non-CWRC professional development training hours?**

To get credit for non-CWRC professional development training hours, trainers and consultants must submit documentation *by June 30th of each year.*

Trainer Tips: Returning Training Materials

Submitted by: Crystal Turner and Michael Danner

Many of us like nice surprises, but most of us don't like challenging surprises on training days. The staff at the CWRC works diligently to make sure that you receive all of the materials that you need for your upcoming training sessions in a timely manner and in spite of using a detailed quality control process to check each box, occasionally we make a mistake when we prepare the materials for a training session.

You can help us and yourself to make sure that you have everything you need **BEFORE** your training begins by checking your box as soon as you receive it. Typically, you should receive your box two weeks or more before your session, which gives us time to correct any issues regarding your materials, if we hear about them in advance. (Sometimes trainers request us to deliver the box directly to the training site.)

Correcting training material issues the night before or the day of your training session is much more challenging than taking care of it ahead of time and is much more stressful for both you and us. So, please help us help you and check your training materials as soon as you receive them. If you are missing something or have other concerns, please contact your Regional Resource Specialist.

Checking training materials in advance also helps to ensure that they are returned by the end of the course. Please always confirm that you have placed all the identified table resource items on the table and check that each of those items are on the table **BEFORE** the end of the course. If you find that any table resources that are to be returned to the Resource Center are missing, please ask the participants to return them to you before the end of the course and leaving the training room. Remember, these materials are needed for the next delivery of the course!

Thank you for your assistance. Here's hoping that all of your training day surprises are nice ones!



Foundations Video Series Launch

Have you heard? There's something big in the works. The revision and redesign of Charting the Course is well underway. Check out the introduction video (<http://www.pacwrc-media.pitt.edu/Foundations1/Foundations1.html>) to learn more about Foundations of Child Welfare Practice, or as we like to call it: Foundations.

More information (and more videos!) to come as we approach the Foundations pilot in Summer 2018.

New Calendar Planning Email Address

Submitted by: Wendy Unger

The Regional Resource Specialists will now be using a generic training email account to assist in calendar development. The new email address is cwrcrrs@pitt.edu. You will now be receiving emails related to calendar planning from this new account instead of receiving individual emails from the Resource Specialists. In addition, we would like all correspondence related to calendar planning to go through the new email account. All four Resource Specialists will have access to this account. Our goal is to support the continued collaboration of identifying trainers throughout the development process.

Thank you for your continued support of the Child Welfare Resource Center.



Updates on Knowledge Tests for Module 9

Submitted by: Marlo Perry

As you may be aware, we've implemented pre- and post-tests for *CTC Module 9: Out-of-Home Placement and Permanency Planning*. These tests assess participants' knowledge about the module content both before and after they take the module. You may have helped us develop and/or refine some of the test questions a couple of years ago! The goal of these tests is to help us determine any potential gaps in our curriculum, and an important component of this process is making sure that the test items are actually assessing what we want them to assess. In "research speak," this is referred to as psychometrics. Without boring you with the nitty gritty details, we wanted to let you know that we embarked on a series of statistical analyses (called Rasch Analysis) with these data in order to look at the quality and integrity of these test items. We had done this when we first piloted the tests, but wanted to see if the results changed with a larger pool of data. Analyses showed that all of our test questions hold up psychometrically. This is good news! More importantly, and perhaps more interesting to you, we also looked to see if participants' test scores improved between the pre-test and the post-test. Analyses showed that participants made statistically significant gains ($p < .001$). This means that they are learning what we want them to learn. This is particularly exciting given that we will be incorporating more evaluation opportunities into the upcoming revisions to new caseworker training. We appreciate your ongoing support and involvement as we continue to enhance the quality and rigor of our training.

SUBJECT: Quality Service Review (QSR) Reviewer Opportunities**FROM: Sharon England and Jeanne Edwards**

Casey Family Programs and the National Resource Center for Organizational Improvement define continuous quality improvement as “the ongoing process by which an agency makes decisions and evaluates its progress.” Many of you are aware that implementing change at the local level is critical to the achievement of positive child, youth and family outcomes, particularly in a state-supervised and county-administered state. Pennsylvania’s Continuous Quality Improvement (CQI) effort is not a time limited project or initiative as the CQI effort is focused on reshaping the system at the local and state level to support the ongoing achievement of positive outcomes for our children, youth and families. The state will do this by better aligning existing quality improvement efforts to meet county’s needs in a more coordinated, connected way.

Pennsylvania has chosen a well-developed Continuous Quality Improvement (CQI) process as its vehicle to drive change forward. The Quality Service Review (QSR) is one critical component of the CQI process that will be used to assess and monitor progress. The QSR process does not focus on compliance enforcement; instead, QSR data is used to stimulate and support practice development and capacity-building efforts leading to better practice and results for the children, youth and families receiving services. The QSR provides a basis for measuring, promoting, and strengthening best practice and QSR findings are used to provide safe, positive feedback to frontline staff, supervisors, and program managers.

The QSR process uses a combination of record reviews, interviews, observations, and deductions made from fact patterns gathered and interpreted by trained reviewers regarding children, youth and families. The [QSR Protocol](#) is the tool that QSR reviewers utilize to conduct an in-depth case review to find out how children, youth and families are benefiting from services received and how well locally coordinated services are working for children, youth and families. The QSR Protocol contains qualitative indicators that measure the current status of the focus child/youth and the child/youth’s parents and/or caregivers as well as a set of qualitative indicators for measuring the quality and consistency of core practice functions used in the case. The QSR serves as a measure of Pennsylvania’s Practice Model and standards for child welfare practice. The Resource Center is committed to the CQI/QSR process that is being implemented in Pennsylvania and to support this endeavor we are requesting that our trainers and consultants become fully informed of the CQI/QSR process.

To accomplish this objective, we are offering all trainers and consultants the opportunity to be [QSR reviewers](#). Those consultants and trainers who are interested in being a “state reviewer,” can go online and fill out an application to be a QSR reviewer at: <http://www.pacwrc.pitt.edu/QSR-app.asp> or contact Lisa Kessler at: lk20@pitt.edu or by calling (717) 795-9048.

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If a trainer or consultant is selected by QSR Site Leads to be a “state reviewer” for a state-supported onsite QSR, the trainer/consultant will be required to:

1. Sign a work plan documenting the specific tasks of a QSR reviewer including the expectation that QSR reviewers will be required to work day and evening hours on the dates of the onsite review.
2. Attend the required training (two-day QSR training or QSR Refresher Session) to be certified as a QSR Reviewer. Participants will not be paid for attendance at this training session, but they will receive credit towards their professional development hours.
3. Maintain all insurance requirements required by the University of Pittsburgh.
4. Participate in the designated onsite review days for their role as a reviewer during the QSR and complete all required tasks as outlined in the work plan. (NOTE: If applicable, the trainer/consultant would have to be selected as a “state reviewer” for a QSR in a county different than which they are regularly employed.)

A one-time flat rate payment of \$1,500 will be paid to trainers/consultants that are selected as state reviewers and who have **not previously received payment** for serving as a QSR reviewer.

The following counties will be having onsite QSRs from January 2018 to December 2018: Lackawanna; York; Union; Beaver; Venango; Washington; Adams; Luzerne; Dauphin; and Philadelphia. For the most up to date information to include the dates for the onsite reviews and the trainings, please go to <http://www.pacwrc.pitt.edu/CQI.htm>.

Should you have any questions about the Continuous Quality Improvement effort or the Quality Service Review process, please go to <http://www.pacwrc.pitt.edu/CQI.htm> or contact the CQI Project Manager, Jeanne Edwards, at jls192@pitt.edu. All other trainer/consultant related questions pertaining to this letter should be directed to Sharon England at sse8@pitt.edu.

Children's Advocacy Centers: Creating Strong Multidisciplinary Responses to Child Abuse Cases in Pennsylvania

Webinar Recording Available....

A recorded webinar and panel discussion is now available for viewing on our website at <http://www.pacwrc.pitt.edu/Webinars.htm> where focus is on the shared responsibility for a strong multidisciplinary response to our state's child abuse cases. Presenters and panel members represent a variety of Children's Advocacy Centers from across the Commonwealth, from urban to rural.

Featuring:

- Mikele Bay** Executive Director, Children's Advocacy Center of McKean County
- Alison Gray** Executive Director, Pennsylvania Chapter of Children's Advocacy Centers and Multidisciplinary Teams
- Chris Kirchner** Executive Director of the Philadelphia Children's Alliance (PCA)
- Abbie Newman** Executive Director of Mission Kids Child Advocacy Center of Montgomery County
- Sgt. David Sassa** Executive Director, Chester County Children's Advocacy Center

In partnership with the Pennsylvania Chapter of Children's Advocacy Centers & Multidisciplinary Teams



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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.



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