Kim joined the Pennsylvania Child Welfare Resource Center in June as the Child Abuse Prevention and Treatment Act (CAPTA) Program Development Specialist in the Statewide Quality Improvement Department. Kim received her bachelor’s degree in Social Work in 1997 from Millersville University and began working as a caseworker with Adams County Children and Youth Services (CYS) in July of 1997. She remained with Adams County CYS until February 2007 in the intake unit as a caseworker and, eventually, as the casework supervisor. She earned her master’s degree in Social Work from Marywood University through CWEL in 2000. During her time with Adams County CYS, Kim assisted in the development of the Adams County Children’s Advocacy Center (CAC). In February 2007, she accepted a position as the forensic interviewer with the Adams County CAC. Over the past seven years, Kim has served in several capacities at the state and local level with CACs. She served as a faculty member for the ChildFirst PA training program from 2009-2014 and is a contracted trainer for Pennsylvania Family Support Alliance.

Kim’s primary responsibility within the Statewide Quality Improvement Department is to provide support to CWRC activities related to CAPTA which include activities related to the Children’s Justice Act and Pennsylvania’s Citizen Review Panels (CRP). In working with the CRPs, Kim’s role includes providing consultation, technical assistance, and coordination of resources to facilitate the CRP’s process of developing recommendations that can be implemented to improve outcomes in Pennsylvania’s child welfare system. To help facilitate this process, Kim will serve as the primary liaison between the Department of Public Welfare, local child welfare agencies, the National CRP community and the panel members serving on the three Pennsylvania panels.
CONSULTANT AND TRAINER PALETTE

CONSULTANT AND TRAINER BIRTHDAYS

AUGUST

Lester Goodman Aug 2
Bruce Schaffer Aug 6
Anne Shenberger Aug 13
Kathleen Moore Aug 18
Tom Trafalski Aug 21
Debbie Leasure Aug 22
Rhonda Farley Aug 24
Marilou Doughty Aug 31

SEPTEMBER

Patti Moyer Sept 16
Charlene Kolupski Sept 17
Mary Ann Grec Sept 21
Corrie Harold Sept 25
Jacqueline Goldstein Sept 28
Gary Shuey Sept 28

“Teach this triple truth to all:
A generous heart, kind speech,
And a life of service and compassion
Are the things which renew humanity.”
- Buddha

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Trainer Utilization Update

Submitted by: Andrea Randolph

Over the past year, a committed workgroup of trainers, county representatives, and Child Welfare Resource Center (CWRC) staff have worked to develop policies and procedures 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. The new Trainer Utilization policy will begin for the January-June 2015 training calendar for foundational (Charting the Course and Supervisory Training Series) and series courses (Sexual Abuse Series). Additional courses will be added in the future.

All trainers should have completed and returned their trainer profiles by July 31, 2014 in order to be considered for training on the upcoming training calendar. Any profiles received after this date will only be considered for off calendar trainings.

The Regional Resource Specialists will develop a rotation schedule for each region based on the trainer profile. Trainer utilization 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. CWRC staff will be using the preferred method that was identified on the trainer profiles to contact the trainers regarding training opportunities. Trainers will be given 48 hours to respond to an offer of a scheduled training during calendar planning. Calendar planning will begin for the January-June 2015 training calendar on August 21, 2014. Trainers will be given 24 hours to respond to an opportunity to train an off-calendar or rescheduled training. If you know you are not going to be available by your preferred contact method during calendar planning, please let the Regional Resource Specialists know how to contact you during this time. It is the trainer’s responsibility to keep their information current.

The Trainer Utilization Policy was reviewed and discussed at the last CTAG meeting which took place on August 14th. You will also find the policy attached to this newsletter and can be reviewed at [www.pacwrc.pitt.edu/CT.htm](http://www.pacwrc.pitt.edu/CT.htm). For comments or questions related to this information, please contact Sharon England, sse8@pitt.edu or Wendy Unger, wau2@pitt.edu.
This year’s annual report, which includes the panel recommendations and the state’s response, can be found within Pennsylvania's 2013 Child Abuse Annual Report.

If you have any questions regarding CWRC’s role supporting CAPTA, would like more information about the Citizen Review Panel recommendations or are interested in learning more about membership on the panels, please contact Kim directly. She can be reached by email kid21@pitt.edu or by phone (717) 795-9048 Ext. 50257.

Trainer Scheduling Policy

Policy Rationale:

In order to maintain an ample and diverse group of highly qualified trainers, it is imperative that all contracted trainers have a fair and equitable opportunity to deliver training for the CWRC to our stakeholders while maintaining stakeholder satisfaction and effective curriculum delivery.

Definitions:

- **On calendar** - included in the biannual training calendar (Jan-June; July-Dec).

- **Off calendar** - any training that is not in the published calendar.

- **Qualified trainer** – refers to a trainer who has attended the DOT/C training; maintains a positive standing; has a current contract and has provided proof of required insurance; has in the past fiscal year provided documentation of six (6) hours of professional development. Refer to the Standards for Maintaining Trainer/Consultant Approval (#95-007) policy for additional trainer qualification requirements.

- **Regional rotation listing** – Is a sequential list of active trainers available and approved to train a course by region used to support fair and equitable trainer opportunities.

- **Priority listing** - describes the categories of trainers that the Resource Specialists will use to offer training opportunities. (i.e., new approved, biennial observations, county requests)
Policy:

A. Trainer Profile

1. A trainer profile contains information that is required for trainers to complete and/or update on a biannual basis prior to biannual calendar planning.

2. Trainers must return the trainer profile within the established timeframe in order to be considered for any training opportunities.

3. If not returned by the established due date, the trainer will not be scheduled in current calendar. However, once it is returned the trainer may be considered for any scheduling of off calendar trainings.

B. Regional Rotation Listing

1. The availability information provided by the trainer on the trainer profile will be used to create a regional rotation listing for each course.

2. The regional rotation listing will be used to determine in which sequence trainers will be offered training opportunities.

3. If a mentoring need arises, an exception to using the regional rotation listing would be in effect if the next trainer in the rotation is unwilling or unable to be a mentor.

C. Scheduling

1. Trainers will be given 48 hours to respond to an offer of a scheduled training during calendar planning. Trainers will be given 24 hours to respond to an opportunity to train an off-calendar or rescheduled training.

2. If no response within timeframe, the next trainer according to the priority listing will be contacted.

3. When scheduling cohort groups including Charting the Course and Supervisor Training Series, the Resource Specialist will schedule a trainer to train no more than one workshop per cohort if possible.

Procedure:

A. Trainer Profile

1. Administrative Assistant will send to trainers 6 weeks prior to calendar planning.

2. Trainers must submit completed profile within 4 weeks prior to calendar planning.

3. Administrative Assistant will send a reminder 1 week prior to deadline.
B. Scheduling On Calendar Workshops

1. Resource Specialist will use the priority listing to select a trainer:
   I. Previously scheduled trainer (if prior series or training was cancelled)
   II. Newly approved
   III. Biennial observations
   IV. Regional rotation listing

2. Using priority listing, the Resource Specialist will contact the trainer.

3. The trainer will be given 48 hours to respond to any offer of a scheduled training.

4. If a trainer responds, they will be scheduled, if not, the Resource Specialist will offer the training to the next trainer in the priority listing.

C. Scheduling Off Calendar Workshops

1. The Resource Specialist will use the priority listing to select a trainer:
   I. Previously scheduled trainer (if training was previously cancelled)
   II. Newly approved
   III. Biennial observations
   IV. Regional rotation listing

2. Using priority listing, the Resource Specialist will contact the trainer.

3. The trainer will be given 24 hours to respond to an offer of a scheduled training.

4. If trainer responds they will be scheduled, if not, the Resource Specialist will move on to next trainer in priority listing.

D. Scheduling County Requested Trainings


2. Resource Center and the county establish appropriate training, available dates, and requested trainer if applicable.

3. The Resource Specialist will use the priority listing to select a trainer:
   I. County requested trainer
   II. Newly approved
   III. Biennial observations
   IV. Regional rotation listing
E. Rescheduling a training cancelled by CWRC due to weather or emergency

1. The Resource Specialist will use the priority listing to select a trainer:
   I. Previously scheduled trainer with a new date
   II. Newly approved
   III. Biennial observations
   IV. Regional rotation listing

2. Using priority listing, the Resource Specialist will contact the trainer

3. The trainer will be given 24 hours to respond to an offer of a training.

4. If trainer responds, they will be scheduled, if not, the Resource Specialist will offer the training to the next trainer in the priority listing.

F. Rescheduling a training when a trainer cancels

1. The Resource Specialist will make every attempt to keep the training date and location the same and find a substitute trainer according to the priority listing.

2. The Resource Specialist will use the priority listing to select a new trainer:
   I. Newly approved
   II. Biennial observations
   III. Regional rotation listing
   IV. Previously scheduled trainer with a new date

3. Using priority listing, the Resource Specialist will contact trainer.

4. The trainer will be given 24 hours to respond to any offer of a training.

5. If trainer responds, they will be scheduled, if not, the Resource Specialist will offer the training to the next trainer in the priority listing.

G. Rescheduling a county-requested training

1. The Resource Specialist will contact the county to determine if they would like to seek an alternate trainer on the same date or same trainer with new dates.

2. If the county chooses to ask for an alternate trainer on the same dates, Resource Specialist will use the priority listing to determine the new trainer.

Please note: The Resource Center reserves the right to make exceptions to this policy to meet the needs of its stakeholders. Requests to deviate from this policy must be approved by a Department Manager, the Assistant Director, or the Director of the Resource Center.
“Ask the CWRC” is a new feature in the Trainer and Consultant Palette, which was suggested by one of our trainers, Launa Kowalcyk, as a forum to get your questions answered. If you have questions that you think would be beneficial to you and other trainers to have answered, please send your questions via email with the subject: “Ask the CWRC” to Melissa Yoho at mec153@pitt.edu. Questions answered in the “Ask the CWRC” column will be published anonymously.

Dear CWRC Staff,

About a year ago, I developed and had approved a training for the Child Welfare Resource Center. Since then I found several new activities that could make my training so much more engaging and learner centered. If they do not change the length of time or any handouts, can I just use them?

“Love to Make Changes”

Dear “Love to Make Changes,”

No. Your curriculum was approved to ensure that it meets the standards of training adopted by the CWRC. Of course, it is important for our organization to have learner-centered and stimulating training. Call one of the members of our Curriculum Development Department and establish a time for your ideas to be reviewed. They are very willing to work with you.

CWRC Staff

Dear CWRC Staff,

Recently I was providing a three-day training. On the final day, one of the participants did not come to the training. Her co-workers said she had been in a car accident the night before and was still in the hospital. Will she need to repeat the first two days of the training or can she just come to the last day the next time it is delivered in her region?

“Do It Again”

Dear “Do It Again,”

If an emergency arises with a participant, please let them know that you will not be granting them credit at this time (anything over 15 minutes missed) and direct them to speak with their county designee to work with the resource specialist. Arrangements can be made by their county designee and the resource specialist but not by going through the trainer.

CWRC Staff
Dear CWRC Staff,

Could you please explain to me the purpose of the CTAG – Consultant and Trainer Advisory Group? I get emails about their monthly phone calls but I am not familiar with their goals.

“CTAG Why”

Dear “CTAG Why”,

The Consultant and Trainer Advisory Group is the collective group of all trainers and consultants for the CWRC. This grouping is invited and encouraged to take an active role in knowing, understanding, and questioning the issues and items effecting their roles and relationships with the CWRC. The most common way to get involved is during our monthly conference calls. These calls are designed to last up to one hour. An agenda is emailed in advance and key members of the CWRC staff are online to share the newest items effecting Child Welfare thus the trainers and consultants. The schedule for calls is located in the Palette. Dial in and listen to the conversation. Feel free to ask questions and get involved. You can also submit items for the agenda.

CWRC Staff

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.”