

THE PALETTE

OCTOBER 2018

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Submitted by: Crystal Turner

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It's Time to Start Something New and Trust the Magic of New Beginnings!

Greetings, instructors and consultants! As you are aware, we are in the process of changing many of our existing resources and communication platforms to reflect the trainer to instructor conversion. The title change came as a result of meaningful discussions that took place within the Trainer and Consultant Development Workgroup, where our focus was to accurately reflect the role of a trainer as we strive to incorporate new facilitation methods, such as Team-Based Learning (TBL) and simulation-based training delivery.

Please take note of the following title changes that are a result of this conversion:

- ICT- Instructor Competency Training Series (formerly the DOTC)
- Instructor Forum (formerly referred to as CTAG)
- The Palette (formerly named the Trainer Palette)

"Spread love
everywhere you go.
Let no one ever
come without
leaving happier."

MOTHER TERESA

Thank you for your continued support of the CWRC as we grow through new and exciting changes!

Trainer Tips: Reporting Training Room Challenges

Submitted by: Crystal Turner & Mike Danner

On occasion, you may experience a variety of unique problems and challenges during your training day. The important thing to remember is that you are **NOT** alone. Our staff at the CWRC are here to support you during your training delivery, whether you are delivering at a location off-site or here with us at the Resource Center. Training day challenges may vary, with some of the more common challenges being related to issues with the training room environment, managing your cohort, and individualized participant concerns. When you experience problems and challenges of varying significance, please be sure to report this information to the appropriate Resource Center staff member or department using the contact information outlined below. If you are not sure who to contact regarding your question or concern, please call our front desk at 717-795-9048.

Additionally, please be aware that the Trainer Emergency Line should only be used for communicating time sensitive information that occurs outside of normal business hours and should not be shared with the participants.

As always, be sure to utilize the trainer feedback form as a reference to your training day problems, challenges, and successes. Your feedback is very important to us and our goal is to provide follow-up in a timely manner.

For room location, cleanliness, and scheduling questions, direct your call to a Regional Resource Specialist:

- Southeast Region- Jess Wittman: 717-605-0213
- Northeast Region- Maricar Williams: 717-605-0218
- Central Region- Mike Danner: 717-605-0232
- Western Region- Veronica King: 717-605-0283
- Statewide- Lisa Kessler: 717-605-0210

Trainer Emergency Line: 717-991-8654

For participant related questions and concerns, direct your call to Organizational Effectiveness (OE) leadership:

- Southeast Region- Sarina Bishop: 717-605-0220
- Northeast Region- Jody Price: 717-605-0274
- Central Region- Nicholas Ranney: 717-605-0292
- Western Region- Tammie Weaver: 717-605-0318
- Statewide- Chris Spencer: 717-585-2334

For trainer related questions and concerns, please contact Crystal Turner at 717-605-0250

For contract or payment questions/concerns, please contact Stephanie Walker at 717-605-0275

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Please call the Resource Center at 717-795-9048 and ask to speak to someone in the appropriate department when the concern applies to the following:

For curriculum concerns, please ask to speak to someone in the Curriculum Department

For technical issues, please ask to speak to someone in the Technology Department

Thank you for your assistance and for your continued support of the Child Welfare Resource Center!



Curriculum Materials Located Online

Submitted by: Crystal Turner

As you are aware, the majority of our curriculum materials can be accessed online by visiting the CWRC website, www.pacwrc.pitt.edu. While on our site, click on the Training & Curriculum tab and select "Curriculum Materials." Here, you will find web links to all of our existing courses, which should be your go-to method for accessing our training materials within the classroom. If you are not currently utilizing our website for this purpose, please begin accessing our online resources to display PowerPoint presentations and videos (when available) during your training sessions. In some cases, you will find hyperlinks to videos embedded within the course materials, specifically in the Instructor Guide/Content and in the PowerPoint. The technical difficulties you may potentially experience when using a DVD can be easily avoided by accessing the video on the web. If you have any questions regarding this communication, please reach out to Crystal Turner at cnt24@pitt.edu or by phone at 717-605-0250. Thank you for your continued support of the CWRC!

INSTRUCTOR SPOTLIGHT

The CWRC strives to recognize all instructors and consultants for your ongoing commitment to the efficient and effective delivery of training sessions to Pennsylvania's child welfare professionals. We are deeply appreciative of your hard work and dedication to the field. As instructors and consultants, your important role functions as a key to successful training sessions across the state, therefore we aim to highlight your diligence and commend your efforts through spotlight recognition in this ongoing feature.

A special thank you to Wendy Hoverter, L.C.S.W.

On behalf of the CWRC, we would like to recognize Wendy for her extraordinary contributions through the development and launch of the Foundations series, which began piloting in July. Wendy reviewed and provided feedback on Foundations curriculum related to safety and risk assessment to help ensure that our content and activities align with best practice and legal requirements. Additionally, she provided support to the curriculum team by developing activities and a mock case file to be used across the Foundation series. Throughout the development of this series, Wendy was flexible and demonstrated patience as materials went through revisions.

Earlier this month, Wendy successfully delivered our first safety simulation-based training session in the Foundations pilot, while providing another instructor with an opportunity to learn through observation. In addition to her demonstrating superior knowledge and skill throughout this session, she took the time to provide tips to the instructor observing her delivery of the curriculum.

Wendy continuously demonstrates taking initiative without hesitation. When approached to join Crystal Turner in a collaborative workshop presentation at the National Staff Development and Training Association (NSDTA) conference in Columbus, Ohio this fall, Wendy accepted with excitement and enthusiasm.

Wendy, please accept our sincerest gratitude for your superior work and commitment to helping improve the lives of children and families in Pennsylvania.

Thank you to our outstanding mentors!

In 2018, several instructors assisted in the onboarding and development of new instructors by providing guidance and valuable feedback as outstanding mentors. Thank you **Joanne Ragland, Emily Lyons, Deb Gadsden, Ed Nowak, June Fisher, and Nancy Lindahl** for your exceptional contributions to our mentoring process for new instructors.

If you would like to shine the spotlight on an instructor/consultant for upcoming editions of The Palette, please send an email to Crystal Turner at cnt24@pitt.edu and include a brief description of your accolades.

"Today's accomplishments were yesterday's impossibilities." – Robert H. Schuller

The CWRC Proudly Welcomes Standardized Clients to the Curriculum and Trainer Development Department

Submitted by: Crystal Turner

On May 16, 2018, the CWRC welcomed six new part-time staff to Standardized Client (SC) roles within the Curriculum and Trainer Development Department. SC's are part of the educational team with a focus on providing a realistic role portrayal and adjusting portrayal based on the needs of the learner. SC's also provide in depth feedback to training participants about their skills in the simulation, while providing a bridge in the training room between knowledge of child welfare and the application of child welfare principles in the field. Through the use of a simulation-based delivery method and SCs, we are able to provide child welfare professionals the opportunity to practice their skills before they enter the field or to enhance their skills throughout their career.

Over the summer, several Resource Center staff focused on the development of our SCs by providing opportunities for skills-based practice and simulation-based training on content (TOC) sessions. Through their onboarding and professional development, you may have had an opportunity to meet our SCs in person. We invite you to learn more about our SC team by reading their biographies included below. Please join us in welcoming our SCs to the Resource Center!



Tyler Chick is an artist, actor, and improviser based in Harrisburg. He has been an active performer at the Harrisburg Improv Theatre since its inception. Currently, he is co-directing and playing the role of Oscar in Andrew Lippa's *The Wild Party with Bare Bones Theatre Ensemble*, which will be performed in October.

Tyler is excited to apply his performance skills to this new Standardized Client role, as well as his background in activism and working with youth while attending Messiah College. He is eager to portray roles in training caseworkers throughout Pennsylvania. In his free time, Tyler also enjoys photography, writing, and performing songs.



Ashley Mahdavi is excited to join the team as a Standardized Client. She has been acting since childhood, starting off with roles at the Benedum Center in Pittsburgh. Since then, Ashley has been focused on building her career as a licensed professional counselor and opening her own private practice in Camp Hill. She still performs regularly at the Harrisburg Improv Theatre on weekends and is looking forward to combining her experience in acting and mental health to create depth in the characters she portrays.

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Emily Burns is a full-time student at York College of Pennsylvania where she is pursuing her Bachelor of Science degree in Nursing (BSN). In addition to her work at the Resource Center, Emily is employed as a Clinical Assistant in the Emergency Department at UPMC Pinnacle Memorial. In her free time, Emily volunteers in the Family Birth Center at UPMC Pinnacle Memorial caring for newborns suffering from Neonatal Abstinence Syndrome and Fetal Alcohol Syndrome. Emily enjoys snowboarding and fencing when she is not studying for nursing exams. Emily is an avid donut lover and coffee drinker. She loves shopping and baking as well. Upon graduation with her BSN, she hopes to become a Certified Neonatal Intensive Care Unit Registered Nurse to continue her passion for helping and healing others. Emily is excited to be a Standardized Client and hopes her work helps to enhance the trainings and learning opportunities for child welfare professionals.



Bekah Johnston is entering her senior year as undergraduate majoring in social work at Lancaster Bible College. She is eager and excited to graduate in May 2019! Additionally, Bekah is also an Intern at Dauphin County Children and Youth. As an Intern participating in the Charting the Course series and Standardized Client for the University of Pittsburgh, Bekah recognizes the benefits of experiencing both sides of a training session. Through this lens, she sees the value within the new Foundations series that is being launched and appreciates the increased engagement Team-Based Learning and simulation-based methods of facilitation offer for learners. She is both enthusiastic and grateful for the opportunity to join the SC team at Pitt!

In her spare time, Bekah loves to be outdoors. A few of her favorite outdoor activities include hiking with her dog, running, and kayaking. In addition, she also enjoys painting, drawing, and spending time with her husband.

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Asha Makam was in search of an opportunity to be creative and help children when she applied to become an SC. Asha found that this job was a perfect fit for her, as it proves to satisfy her intrinsic motivations. Her professional experience includes project management, business process analytics, engineering, and marketing.

Asha moved to Pennsylvania from New Jersey over 15 years ago with her husband and two sons. In her free time, she enjoys traveling, hiking, and tennis. It comes as no surprise that Asha loves to meet new people, as you will quickly notice her outgoing, warm and welcoming personality!



Zack Maser has a B.S. in Human Development and Family Studies, and he is a case manager for the Big Brothers Big Sisters program. In addition, Zack is a certified Spiritual Director and grief work facilitator, working with the heart and the spirit to help others find peace, gratitude, and wholeness. Zack loves working with children and youth. He is drawn to and energized by the great freedom young people possess to genuinely express themselves without inhibition, while at the same time embracing curiosity and a sense of wonder. At the State College Presbyterian Church, Zack volunteers as a high school youth group leader, leading music worship, writing programs, and helping youth make authentic connections between one another and within themselves. As a self-taught musician and photographer, it is not uncommon to find Zack writing and recording music in his basement or wandering through the fields of rural Pennsylvania with a camera and a guitar. His creative side is what sparked his interest in working as a Standardized Client, and he is excited about what the future holds for that position. Zack is gratefully married with a one-and-a-half-year-old daughter and a little dog named Teddy.

Instructor/Consultant Professional Development Hours

All active CWRC instructors 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 instructor or consultant. Below is a list of frequently asked questions and answers regarding this policy.

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

All active Instructors 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 instructor 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 instructors and consultants?**

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

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

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

Instructors and consultants who wish to attend CWRC training must register through cwtpreg@pitt.edu or 1-877-297-7488. 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 *Instructor Competency Training Series Courses* 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, instructors and consultants must submit documentation *by June 30th of each year.*

New Additions to the Curriculum Department

Submitted by: Andrea Merovich

The Curriculum and Trainer Development Department welcomed two new staff members to the recently created role of Trainer and Standardized Client Coordinator. Stephanie McGuire and Sharon Williams joined the department in July 2018. Read on to learn more about our two new additions.

Stephanie came on board on July 9, 2018, bringing with her extensive experience in child welfare. Previously, Stephanie worked for three years in intake with York County Children and Youth. After years in the public sector, she switched gears to the private sector, working for a foster and adoption agency before coming to the Resource Center. She holds a Bachelor's degree in political science with a minor in history from Colorado State University in Fort Collins and plans to pursue a Master's degree.

If you have been part of the Foundations pilot, which kicked off in July, you may have already met Stephanie. She has been attending the pilot as a participant, providing us with helpful perspective and feedback given her recent experiences in the field. Speaking of her time as a pilot participant, Stephanie says, "I really like seeing the new Team-Based Learning style and simulations," adding that the new format helps "to keep people engaged in what they are learning."

Outside of the Resource Center, she actively volunteers with Mastiffs to Mutts Rescue, Inc. Stephanie fosters dogs, fulfills transportation needs, coordinates public events, and mentors new foster families. She has two dogs of her own – a great dane named Raven and a mastiff mix named Ruckus. A Maryland native, Stephanie is also an avid Baltimore Ravens fan.

Sharon Williams is a familiar face here at the Resource Center. She joined CWRC in February 2014 as an administrative assistant for our Organizational Effectiveness (OE) Department. In fact, it is Sharon's work in OE that led her to her current role.

"I've been with the CWRC for almost five years, working in OE with the Practice Improvement Specialists and Resource Specialists. They are a resource for our instructors, but also to me," notes Sharon.

She officially made the move to Trainer and Standardized Client Coordinator on July 16, 2018. Since then, she has immersed herself in the world of curriculum and trainer development, taking on instructor observations among other responsibilities.

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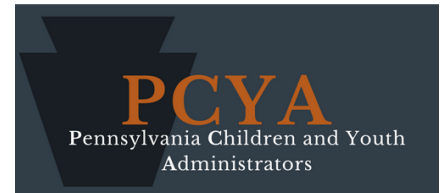
Sharon likes to travel with her husband and their two grown children. Most of her travel revolves around college baseball games, especially considering one of her sons plays college baseball. Sharon's favorite baseball teams are Penn State and the Pittsburgh Pirates.

Both Stephanie and Sharon are leading the charge with instructor observations and other instructor-centered tasks. You will likely have an opportunity to meet them both. Please join us in welcoming these two new additions to our team!



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.



PALETTE CONTRIBUTORS

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Crystal Turner Mike Danner

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