Resource Center Liaison Roles and Responsibilities

**Leadership Roles-Identify Training and Technical Assistance Needs:**

1. Leadership responsibility to share your county’s training and technical assistance needs with the Resource Center to help inform regional calendar development, off calendar scheduling, and new curriculum development.
2. Support strategic and timely completion of your county’s ITNA (Individual Training Needs Assessment) from your staff and provide the completed forms to CWRC.
3. Receive county training requests:
   1. Contact your county’s assigned Practice Improvement Specialist and Regional Resource Specialist with the training request information (training title/topic, target date, etc.).

**Training Registration duties:**

1. Register participants for training:
   1. Online at <https://www.encompass.pitt.edu/Encompass/Security/Login.aspx>
      1. Contact Rachael Ickes if you need a user ID and password.
   2. Email [cwtpreg@pitt.edu](mailto:cwtpreg@pitt.edu)
   3. Call 1-877-297-7488
2. In the case of inclement weather, check the following for training cancellations and forward information to staff registered for training:
   1. Email from Regional Resource Specialists
   2. Call the winter weather/registration hotline: 1-877-297-7488
   3. Check the Child Welfare Resource Center’s Facebook [cid:image004.gif@01CE0A05.B62A9000](http://www.facebook.com/#!/pages/Pennsylvania-Child-Welfare-Resource-Center/104568696297811?fref=ts) and Twitter [cid:image005.gif@01CE0A05.B62A9000](http://twitter.com/PACWRC2013) pages. pages for the latest updates on training cancellations. (Fastest Method)
3. Receive confirmation/cancellation/decline letters and pre-work and distribute to staff.
4. Distribute monthly training certificates of attendance and certification packets.

**Staff updates:**

1. Provide new workers with a Demographic Form (<http://www.pacwcbt.pitt.edu/Demoform.htm>) to be completed and input the information online via Encompass or sent back to CWRC via fax (717) 795-8013 (to the attention of Rachael Ickes)
2. Collect ITNA (Individual Training Needs Assessment) from new workers and mail to the Resource Center.
3. Assess ongoing workers training needs.
4. If there is a termination of employment, enter the date into Encompass, or contact Rachael Ickes to cancel any training registrations for that person.
5. If there is a change of position or name please update Encompass, or contact Rachael Ickes.

**Other duties:**

1. Receive communication from CWRC to be distributed to staff which might include, but is not limited to, notification of training date/location changes, event brochures, etc.
2. Participate in quarterly meetings (via conference call or in person).
   1. Participate in the discussion related to your county’s organizational training needs, new curriculum ready to schedule, biannual training calendar planning, county updates and resource sharing, statewide topics (safety, concurrent planning, etc.) and updates on work in the counties with the Practice Improvement Specialists (Continuous Quality Improvement to include Quality Service Reviews, etc).
3. Receive new training opportunities and share them with identified staff.
4. ID staff to participate in committees, Quality Assurance Committees (QUACs), and training pilots.