a monthly newsletter from
the Pennsylvania Child Welfare Resource Center

COUNTY CONNECTION

Bridge Update

Submitted by: Kari Giles

Coming Soon

- Search results will display all records (not just the top 50) for the following screens: Manage users, courses, and series.
- A new orb called "PACWRC Resources" will be available to users via "System Settings." When clicked, it will direct the trainee to an external site where we will be housing dashboards, reports, and other items that will be useful to trainees.
- A new evaluation called the "TOL Follow Up" is now available. Thirty days after the end of a TOL workshop, the system will send each participant in the workshop an email asking them to log into Bridge and to complete the evaluation in the queue. This evaluation displays their original response to Q34 and a series of follow up questions.
- Agency liaisons will have the ability to view a former trainee's history during the timeframe they were employed with the agency.

Important Announcements

- Did you know the Bridge team can customize how your staff registers for workshops? By default, it is set to only allow liaisons to register themselves and others (as shown in the screenshot below); however, this can easily be changed. If you would like to update your agency's self-registration policy, please email the Bridge Helpdesk at BridgeHD@pitt.edu and request any of the following toggle switches to be turned on or off:
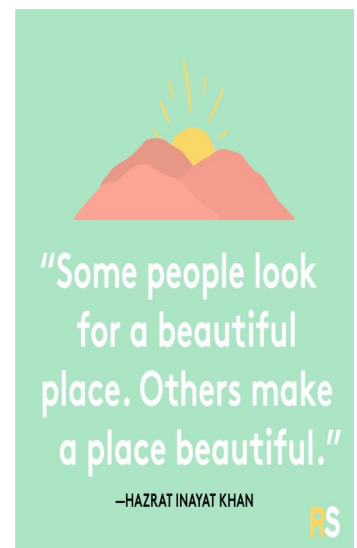
"Some people look for a beautiful place. Others make a place beautiful."

—HAZRAT INAYAT KHAN

- The Bridge team also has the ability to turn certification alerts on or off for executive level staff. Please email the Bridge Helpdesk at BridgeHD@pitt.edu to let us know if you would like us to make that change for you:

- Please **wait until staff have an active email account with your agency** to enter them into Bridge and/or register them for Foundations.

- When staff leave your agency, **please ensure you enter a "Termination Date" in their demographics**, otherwise the trainee will continue to be incorrectly associated with your agency. To get to the "Termination Date," go to the "Manage Users" screen, find the user, and click on "Modify Demographics." You will see the "Termination Date" on the "Employment" screen:

- Please check your approval queue regularly for "**Agency Account Requests**" and "**Agency Transfer Requests**." These are requests from either new trainees that are requesting to be affiliated with your agency or they are trainees with existing Bridge accounts and are transferring from another agency. If you do not know the trainee, please reject it - **do not ignore it**.

For Further Assistance

- For anyone who would like to set up a one-on-one Bridge training via Microsoft Teams, please contact BridgeHD@pitt.edu. This training can be for new liaisons or for anyone who may need a refresher.

- We would also love to hear any feedback, suggestions, and ideas you may have about Bridge via our online form at http://forms.cwrc.pitt.edu/BridgeFeedback/.

- If you have any technical issues or questions, please email the Bridge team at BridgeHD@pitt.edu.

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Data Informed Foundations Delivery

Submitted By: Wendy Unger, Jenna Meister, Sarah Thurston

By now, we hope you have heard the Child Welfare Resource Center's commitment to providing opportunities for Direct Service Workers (DSW) to complete Foundations Module 2 within a few weeks of starting their positions. To this end, we continue to make changes and add additional Foundations classes. We have increased our communications with counties to better understand your training needs and barriers and want to continue to hear from you!!

We are using data to track our progress and make informed decisions about Foundations delivery. Two figures are shared below highlighting the results of our efforts from 7/1/2022 to 4/30/2023. Of note, the figures reflect how many trainees actually attended Module 2, not the opportunities the trainee had to attend (for example, a Module 2 was available, but the trainee was unable to attend for a variety of different reasons). The data also does not include Philadelphia and Allegheny, as they schedule and provide the majority of their Foundations trainings.

Figure1 shows the percentage of Direct Service Workers, by the four different regions of Pennsylvania and statewide, over the first three quarters of this fiscal year, 7/1/2022 to 4/30/2023, who completed Foundations Module 2 within three weeks of their Position Effective Date (this is their start date as a direct service worker and sometimes different than the date they started at the agency). The data indicates that more Direct Service Workers completed Foundations Module 2 within three weeks of their Position Effective Date in every region from the first quarter to the third quarter, from 37% completion statewide in quarter one to 61% in quarter three. By the numbers statewide, in quarter one (July, August, September 2022), of the 99 trainees who were entered into our Bridge training database, 37 trainees (or 37%) attended Foundations Module 2 within the three-week goal. For quarter two, 96 trainees started and of those, 41 (or 43%) attended Foundations within three weeks of the position effective date. For quarter three, we jumped to 164 trainees, with 100 of those (or 61%) meeting the three-week goal. It is important to note that the percentages can be impacted by the small size of trainees across the state and in the regions.

Figure 2 displays the median number of days the Direct Service Workers, by the four different regions of Pennsylvania and statewide, took to complete Foundations Module 2 from their Position Effective Date during the first three quarters of this fiscal year, 7/1/2022 to 4/30/2023. As a reminder, the median is the value separating the higher half from the lower half of the data sample, in essence the middle value. The median data are less likely to be influenced by the small number of trainees and outliers, such as when trainees take a shorter or significantly longer timeframe to complete Module 2. This makes the median data the best reflection of the progress toward Module 2 completion. Similar to the percentage chart, every region saw improvements (in this case, a decrease in time to completion) from the first quarter to the third quarter of 2022/23 in median number of days to completion. Every region was below a 22-median-day timeframe for completion of Module 2, and three of the regions were close to the 2-week mark.

Behind the scenes, CWRC staff dive deeper into the data and know the Foundations status for every participant in their region and the context behind the percentage changes. Some county components that influence the timely completion of Module 2 include travel and travel approval timeframes, timing of hiring and county orientation, and county preference to send new workers together to training. This is our friendly reminder to register your new caseworkers into Bridge immediately when they start as this lets us know who and how many caseworkers need the training in each region. The Regional Resource Specialists monitor Bridge weekly, sometimes daily, along with attendance numbers for the different series' running across PA. We also need you to remove your employees from the Bridge system promptly if they are no longer employed as we will continue to track them until we hear from you.

We recognize that providing quality services to children and families requires implementation of our practice model, quality training, onboarding and mentoring, and ongoing support and professional development. Likewise, we realize that sometimes faster isn't always better. Additionally, we also recognize the workforce crisis currently facing the child welfare system and will continue to partner with you to help meet the needs of our workforce. Thank you for your continued partnership and support of the CWRC.

If you have any questions regarding the availability of Foundations, please contact your Regional Resource Specialist, University of Pittsburgh: Pennsylvania Child Welfare Resource Center - Organizational Effectiveness / Regional Teams. To learn more about Foundations, check out our website at: University of Pittsburgh: Pennsylvania Child Welfare Resource Center.

Figure 1: Percentage of Direct Service Workers who Complete Foundations Module 2 within three weeks of their Position Effective Date (Source, CWRC Bridge, 7/1/2022 to 4/30/2023)
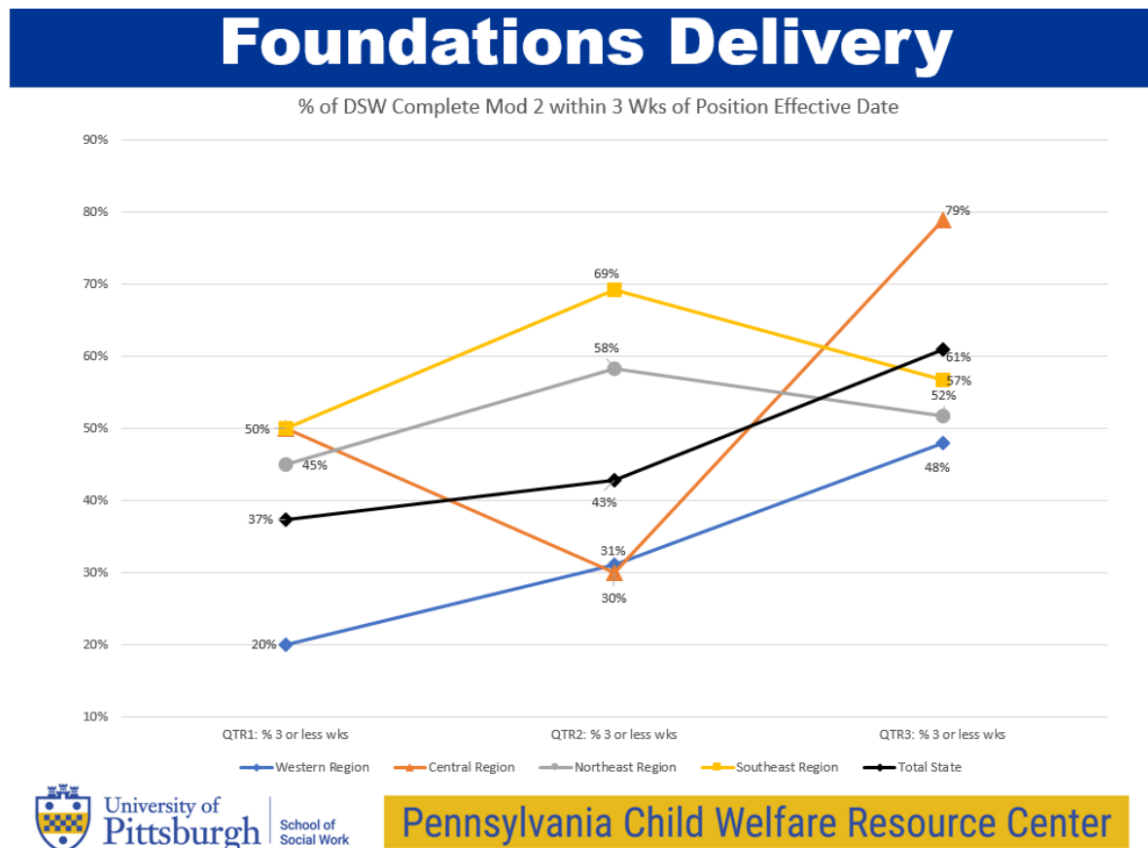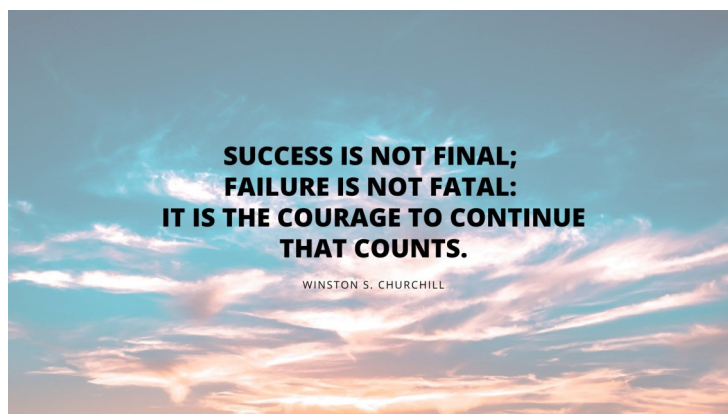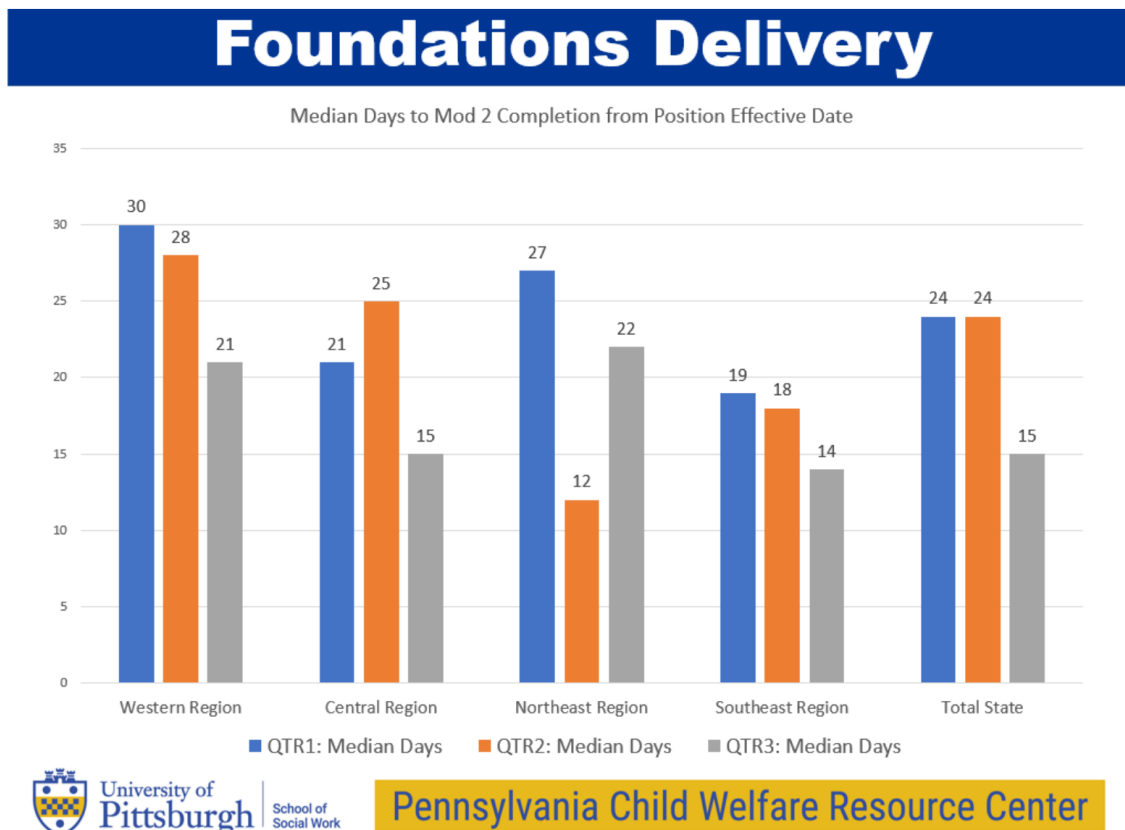
Figure 2: Median Number of Days for Direct Service Workers to Complete Foundations Module 2 from their Position Effective Date (Source, CWRC Bridge, 7/1/2022 to 4/30/2023)

Foundations Delivery

Median Days to Mod 2 Completion from Position Effective Date

	QTR1: Median Days	QTR2: Median Days	QTR3: Median Days
Western Region	30	28	21
Central Region	21	25	15
Northeast Region	27	12	22
Southeast Region	19	18	14
Total State	24	24	15

University of Pittsburgh | School of Social Work

Pennsylvania Child Welfare Resource Center

SUCCESS IS NOT FINAL;
FAILURE IS NOT FATAL:
IT IS THE COURAGE TO CONTINUE
THAT COUNTS.

WINSTON S. CHURCHILL

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