November 2022

Bridge Update

Submitted by: Kari Giles

Important Announcements

- We are happy to announce the INA was successfully launched to Bridge on October 17th.
- Liaisons are CC'ed on all INA notifications, however, the supervisors are the ones that need to approve the INA in their "**Approval Queue**". Unless they directly supervise the worker, **liaisons will not see the trainee's INA** in their "Approval Queue".
- When a trainee leaves your agency, please make sure to enter a "**Termination Date"** in their demographics, otherwise the trainee will continue to be incorrectly associated with your agency.

Inside this Issue:

Agency Hire Date *

1 / 31 / 2022

Which of the following best describes your role under the Agency? If your role is unknown, please keep the default of Direct Service Worker. *
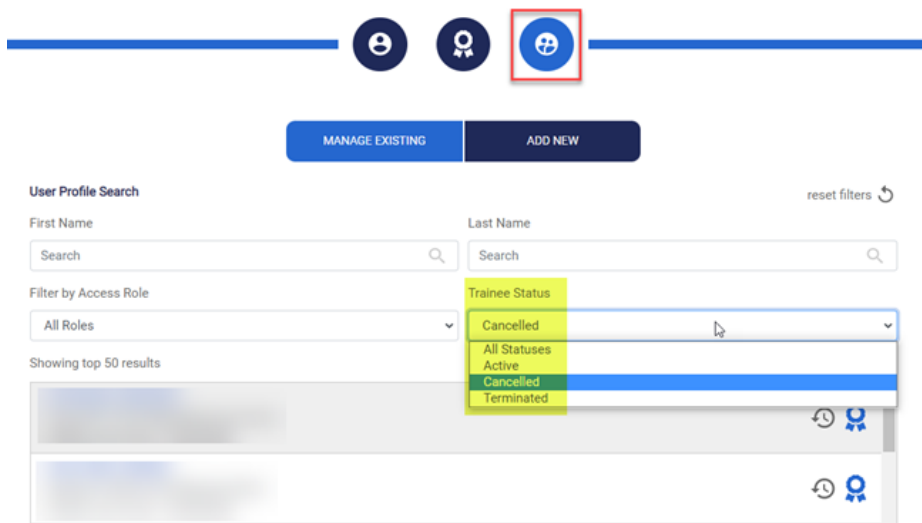
Direct Service Worker

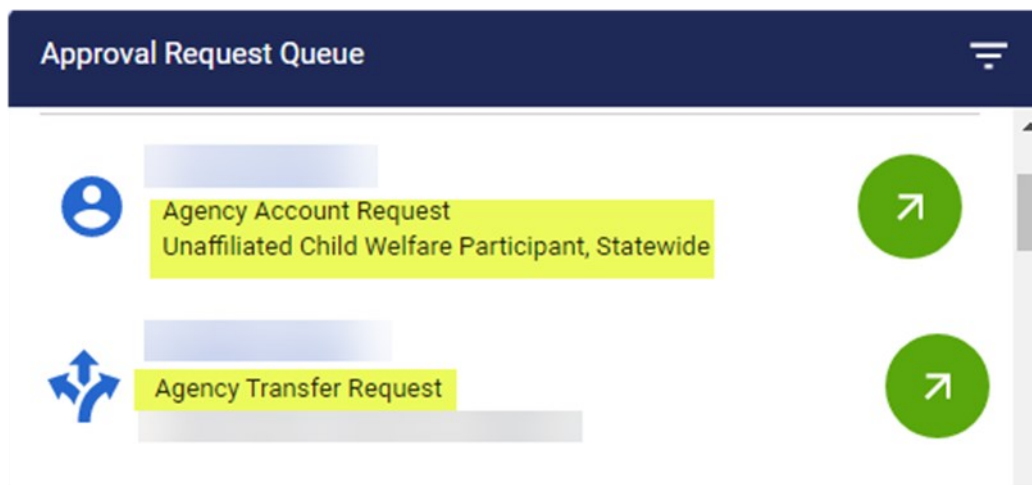Effective Date of Current Role *

1 / 31 / 2022

Termination Date

MM / DD / YYYY

- Please make a point of looking for any trainees that are in "**Cancelled**" status. Go to the "**Manage Users**" screen, click on the "**Trainee Status**" dropdown, and select "**Cancelled**" (see screenshot below). Trainees that are in this status are typically missing demographics information, for example: their date of birth, email, or "**Termination Date**" (see previous bullet point). Once you have checked their demographics information and filled in any blanks, please contact Kara Muir via the Bridge Helpdesk at BridgeHD@pitt.edu to have the trainee's record resolved.

- 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**. Also, we have received a few questions through the helpdesk regarding resource parents and their affiliation with your agency. If you receive a genuine request from a resource parent, but you do not want them to be tied to your agency, you can reject the request and the resource parent will still have the ability to login to the system and complete any required material. The only requests that will not go to a liaison's approval queue are requests for executive level access. These will need to be approved by a PACWRC administrator.

- When trainees are registered for a workshop, but do not attend, we now have automated emails going out to those trainees and their liaisons. Please note, we are aware of an issue that anyone who is marked as an observer will also receive this notification and we are working to resolve this.

Coming Soon to Bridge

- Any instance where a trainee's liaison is being CC'ed on an email notification, the same will also apply to a parent/child liaison.
- In the instructor module, there will be a new orb called "Resources". Within this new orb, there will be a new tile called "Discussion Forum". When clicked by the user, it will take them to a discussion forum for instructors (external to Bridge and developed by PACWRC).
- The "Active Status" dropdown will be removed for the add new user screen.

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.

Submitted by: Christina Fatzinger

Check out the redesigned Administrator/Manager Resources page on CWRC's website! http://www.pacwrc.pitt.edu/administrator-resources.htm

Diversity Taskforce November Update

Submitted by: Felicia Matriccino

Have you checked out the Diversity Taskforce (DTF) website?! It is a one stop shop for all your diversity, equity, and inclusion resources. This is just a friendly reminder of the vetted resources available on this well laid out, user friendly webpage. There is a medley of resources on this webpage for internal and external child welfare stakeholders and includes the Race Equity and Social Justice resources. You can access all these resources and more at the following link, http://www.pacwrc.pitt.edu/DiversityTaskforce.html. The Diversity Taskforce challenges individuals to recognize their implicit bias and to confront all forms of systemic racism, harassment, and discrimination. If you are interested in joining the Diversity Taskforce, please contact Cindy Gore at the Pennsylvania Child Welfare Resource Center at lcg7@pitt.edu.

<u>Regional Team Contact Information</u>

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Registration and winter weather number 1-877-297-7488

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