

**Series** **1200 Professional Development****Definitions:**

Child Protection Professional: An employee with the Partnership for Strong Families or contracted case management agencies who is considered a Family Care Counselor, Family Services Counselor, Dependency Case Manager, Family Care Supervisor, Family Services Supervisor, Family Services Specialist class, or a contracted service provider employee who performs the same or similar job duties.

Certified Child Protection Professional: An employee with the Partnership for Strong Families or contracted case management agencies who is considered a Family Care Counselor, Family Services Counselor, Dependency Case Manager, Family Care Supervisor, Family Services Supervisor, Family Services Specialist class, or a contracted service provider employee who performs the same or similar job duties and has satisfied the certification requirements established by the policy and procedure manual.

Child Protection Professional Training: An intensive, task-oriented initial pre-service training program that prepares the new child protection professional employees to assume job responsibilities.

Partnership Trainer: An employee with the Partnership for Strong Families or contracted case management agencies whose function is to provide the Direct Care Staff with a comprehensive curriculum that adheres to the Florida Department of Children and Families Operating Procedures 175-78 and that prepares the Direct Care Staff for certification.

Direct Care Staff: An employee with the Partnership for Strong Families or contracted case management agencies who is considered to have direct contact with the children and families served through their job duties as a Family Care Counselor, Family Services Counselor, Dependency Case Manager, Family Care Supervisor, Family Services Supervisor, family services specialist class, or a contracted service provider employee who performs the same or similar job duties and make decisions that will have an impact on the children and families they serve.

Non-Direct Care Staff: An employee with the Partnership for Strong Families or contracted case management agencies whose job duties do not include direct contact or care responsibilities with child and families.

Trainee: A participant of the Child Protection Professional Training Program who has not achieved certification as a Child Protection Professional.

Written Test of Knowledge Assessment: A competency-based criterion referenced written test designed to measure the basic entry level knowledge required for Child Protection Professionals. The written test is administered at the end of Phase One of the Child Protection Professional Training Program by a Child Protection Professional Trainer.



Series 1200 Professional Development

Policy Name **Comprehensive Training Program**

Policy Number 1200

Origination Date 09/29/2005 **Revision Date** 02/13/2006

Regulation

Attachments External Training Documentation Form (PSF-305)

Policy The Partnership for Strong Families (PSF) will train and support committed Child Protection Professionals and staff by the implementation of the comprehensive training program managed by the PSF in cooperation with our contracted case management agencies to enhance the knowledge, skills, and abilities of the staff, prepare personnel to assume their duties, and to promote awareness of and sensitivity to cultural backgrounds and needs.

Procedure

All Partnership for Strong Families Staff

1. All PSF staff will complete the following trainings within the allotted timeframes:
 - a. HIPAA Training within two (2) weeks of employment date;
 - b. Security Awareness Training within ten (10) days of employment date.

2. All PSF staff will be oriented upon the first day of hire by their Supervisor to:
 - a. the mission, philosophy, goals, and services of the agency;
 - b. the cultural and socioeconomic characteristics of the service population;
 - c. the agency's relationship and role within the community;
 - d. the Human Resources policies and procedures and the PSF Employee Handbook;
 - e. the organizational structure and lines of authority within PSF.

3. All PSF staff will receive training on the following legal issues:
 - a. mandated reporting;
 - b. reportable criminal behavior;
 - c. duty to warn;
 - d. policies and procedures on confidentiality;
 - e. legal rights of persons served.

4. All applicable PSF staff will receive training on proper documentation, and the maintenance and security of case records.



5. All applicable PSF staff will be able to participate in ongoing trainings as deemed necessary by the PSF for employees' specific job duties to:
 - a. promote cooperation among personnel;
 - b. include an educational and training program that provide opportunities for learning and skill enhancement;
 - c. encourages creativity and innovation in program development and service delivery;
 - d. reward and acknowledge the contributions of personnel.

6. All non-direct care PSF staff are required to successfully complete a minimum of twelve (12) hours of continuing education hours annually. Each employee's supervisor will ensure the continuing education requirements are identified and included as part of the employee's performance standards. Further, the supervisor will ensure that each employee is scheduled and participates in continuing professional development as necessary to meet their annual continuing education requirements.

7. Direct care staff, or Child Protection Professional Trainees, will follow policies and procedures as identified in the policy titled "Child Protection Professional Training Program".



Series 1200 Professional Development

Policy Name **Child Protection Professional Training Program**

Policy Number 1201

Origination Date 09/29/2005 **Revision Date** 11/16/2006

Regulation

Attachments *Field Based Performance Assessments (FPBA):*
 FBPA – Family Care Counselor (PSF-309a)
 FBPA – Adoption Family Care Counselor (PSF-309b)
 FBPA – Foster Care Licensing Specialist (PSF-309c)
 FBPA – Family Care Supervisor (PSF-309d)
 FBPA – Adoption Family Care Supervisor (PSF-309e)
 Individual Training Plan (PSF-310)

Policy The Partnership for Strong Families will train and support committed Child Protection Professionals by the implementation of the comprehensive Child Protection Professional Training program managed by the PSF in cooperation with our contracted case management agencies to enhance the knowledge, skills and abilities associated with child safety, and to prepare direct care staff for certification as a Child Protection Professional.

Procedure

PSF and Case Management Agency Direct Care Staff

1. The following PSF and case management agency staff, with responsibilities regarding direct care for children and families, will be required to have upon employment or to successfully complete a comprehensive Child Protection Professional Training Program within twelve (12) months of employment start date. The following Direct Care Staff will be considered in “Trainee” status until becoming certified as a Child Protection Professional.
 - a. Family Care Counselors
 - b. Lead Family Care Counselors
 - c. Family Care Supervisors
 - d. Intake & Placement Coordinators
 - e. Intake & Placement Coordinator Supervisors
 - f. Adoption Family Care Counselors
 - g. Adoption Lead Family Care Counselors
 - h. Adoption Family Care Supervisors
 - i. Foster Care Licensing Specialists
 - j. Foster Care Licensing Supervisors
 - k. Trainers



Phase One of the Child Protection Professional Curriculum

1. Phase One consists of approximately six (6) weeks of training to include classroom and structured field activities training, with a written test of knowledge.
 - a) Classroom activities: These activities are conducted within a classroom through instruction with the Partnership Trainers or contracted agencies with the Partnership for Strong Families.
 - i. Orientations
 - ii. Foundations
 - iii. Indicators of Maltreatment
 - iv. Removal and Placement
 - v. Interviewing
 - vi. Assessing and Case Planning
 - vii. Case Supervision and Services
 - viii. Adoptions
 - b) Structured Field Activities: These activities are conducted by the Trainee through researching and shadowing other certified Child Protection Professionals and/or their supervisor.
 - i. Worker Safety
 - ii. Getting Started in Child Protection
 - iii. Contacting the Family and Visitation
 - iv. Documentation
 - v. Staffings
 - vi. Court/Legal
 - vii. Assessment
 - viii. Provisions of Services
 - ix. Interviewing and Interpersonal Skills
 - x. Removal and Placement
 - xi. Home Study
 - xii. Interstate Compact for the Placement of Children (ICPC) and Out of Town Inquiry (OTI)
 - xiii. Diligent Search
 - xiv. Reunification
 - xv. Post Placement Supervision
 - xvi. Case Closure
 - c) Pre-Field Based Performance Assessment Activities: These activities are conducted by the Trainee under the direct supervision of the supervisor, job coach, Lead Family Care Counselor, or the Partnership Trainer.
 - i. Staffing Preparation
 - ii. Completing an Assessment
 - iii. Building Interviewing/Interpersonal Skills
 - iv. Legal
 - v. Case Planning
 - vi. Time Management



- d) Written Assessment
 - i. The Trainee will be required to complete 100% of the classroom training and Structured Field Activities before being eligible to take the Written Assessment.
 - ii. The Written Assessment is administered at the conclusion of the six week program. The passing score of the test is 80. Trainees who make a score of 69 or below are not permitted to retake the written test. After the failed attempt, the supervisor of the Trainee will take the necessary action to remove that trainee from the family services classification or equivalent contracted service position within ten (10) days of notification from the PSF Training Program. Trainees who make a score of 70-79 will be permitted to retake the written test one additional time within three weeks of the end of Phase One. If the Trainee does not pass the written test assessment on the second and final attempt, then the supervisor of the Trainee will take the necessary action to remove that trainee from the family services classification or equivalent contracted service position within ten (10) days of notification from the PSF Training Program.
2. During Phase One:
- a) The Trainee is not to assume responsibility for cases until Phase One is successfully completed. The Trainee may assist with cases as part of the structured field activities only under the direct guidance of the designated field trainer, Lead Family Care Counselor, job coach, or the Trainee's supervisor.
 - b) All reports and/or recommendations must be signed off with approval of one of the following people involved in the case: their supervisor, field trainer, Lead Family Care Counselor, or job coach.
 - c) All Progress Notes written by the Trainee to be put in a case file must indicate supervisory approval.
 - d) The Trainee will not conduct court or public appearances and will make no recommendations or reports without the written approval of their direct supervisor or case management agency Program Director who has passed the Written Assessment; this also includes appearances at PSF System of Care and community hosted meetings.
 - e) The Trainee will not be assigned on-call responsibilities until successfully completing Phase One, which includes passing the Written Assessment Test as administered through the selected vendor for the statewide training system for child protection staff.
 - f) The PSF and case management agency staff will be required to fully participate in no less than 90% of a scheduled training time period (i.e. no more than 10 minutes of any 1-hour training may be missed) in order to successfully complete and receive credit for that training topic.
 - g) 100% of the training must be completed for a successful completion of Phase One. Attendance and professional behavior are evaluated and reported to each trainee's supervisor as part of the assessment of the trainee performance during Phase One training.



Phase Two of the Child Protection Professional Curriculum

1. Following the successful passing of the test, employees enter into the second Phase of training, which is field-based and includes review and analysis of job performance and coaching from their respective supervisor. These Trainees are eligible to take the Field-Based Performance Assessment no sooner than four (4) months after the trainee successfully completes Phase One and has passed the written exam.
2. The Phase Two with a Field Based Performance Assessment (FBPA) is job position specific evaluation. Each Trainee will have a FBPA that is a standardized, on the job, competency-based, performance test which is administered to job specific Child Protection Professionals to measure their knowledge, skills, and abilities to perform their specific job. Successful completion of the FBPA will result in the employee being certified as a Child Protection Professional. This certification is required for employment in child welfare case management in the State of Florida. If a Trainee is initially hired as a Child Protection Professional Supervisor (or promoted to the position of a Child Protection Professional Supervisor within the Child Protection Professional certification process), the Supervisor will need to complete the Child Protection Professional Supervisor requirements as outlined in PSF Policy and Procedure #1202 (see below). Once completed, the Supervisor will then be awarded both the status of a certified Child Protection Professional Supervisor and a Child Protection Professional.
3. Phase Two is approximately nine (9) months in duration and consists of classroom and structured field training, a training caseload, and a field-based performance assessment of applied skills and abilities.
 - a) Classroom Activities: These activities are conducted within a classroom through instruction with the Child Protection Professional Trainers or contracted agencies with the PSF.
 - b) Family Team Conferencing Training, if applicable.
 - c) Other trainings deemed necessary for enhancing performance.
 - d) Structured Field Activities with FBPA: These activities are conducted by the Trainee through a total of four (4) contacts which include two (2) Case Work practices, one (1) Interpersonal Skills practice, and one (1) Interpersonal Skills test with the Partnership Trainers. These activities include:
 - i. Case Planning Assessment
 - ii. Planning Activities
 - iii. Case File Documentation
 - iv. Interpersonal Skills
4. The Phase Two training caseload will be as follows:
 - a) The Trainee will have a caseload of no more than five (5) primary cases for thirty (30) days from successfully passing the Phase One Written Test.



- b) The Trainee will have a caseload of no more than 90% of the average unit's primary caseload after the thirty days.
 - c) The Trainee will have 100% caseload after certification.
5. After completing all the required classroom and field training in Phase One and Phase Two of the Child Protection Professional Training, the Trainee may take, but no sooner than four (4) months after successfully completing Phase One, the FBPA. The FBPA will be used to evaluate casework as demonstrated in one of the Trainee's assigned cases. The approval process for the FBPA is as follows:
 - a) The Trainee will complete the three parts of the FBPA that pertain to the case file compliance (these sections will vary depending on the Trainee's job position – counselor, adoption, or licensing).
 - b) The PSF Trainer will complete the Interpersonal Skills section of the FBPA with the Trainee (it is not required for a supervisor to complete an Interpersonal Skills test with the Trainee as part of the FBPA approval).
 - c) The Trainee will then submit the FBPA packet and case file to a Child Protection certified supervisor who will conduct the first review of the FBPA.
 - d) The supervisor will then submit the FBPA packet and case file to the PSF Trainer assigned to the Trainee for a secondary review.
 - e) If both the supervisor and Trainer recommend that the FBPA is approved, the Trainee will be issued a Child Protection Professional certificate.
6. The Trainee will have only two attempts to pass the FBPA in which 100% is required for passing. If the Trainee does not pass the FBPA, then the supervisor of the Trainee will take the necessary action to remove any Trainee who does not pass from the family services classification or equivalent contracted service position within ten (10) days of notification from the PSF Training Program.
7. Successful completion of Phase Two classes is required of all new Trainees, with exceptions through a waiver process as described below. Phase Two classes are subject specific and continue the learning experience for new staff, including but not limited to concurrent child welfare case planning, Family Team Conferencing, child welfare case practice, neglect, physical abuse, sexual abuse, substance abuse, and domestic violence.
8. Consideration for waiver is based on education and/or experience significantly above and beyond the norm for recently hired child welfare staff. Based on criteria as described below, case management employees may request a waiver of attendance for individual staff related to specific Phase One and Phase Two activities.
9. All PSF and case management agency staff will successfully complete the requirements and timeframes for full certification within twelve (12) months of



date of hire, and as established by the Child Protection Professional Training Program.

Child Protection Certification Training Waiver

This policy applies to any newly hired child protection staff who are not currently certified.

PSF and case management agencies may wish to exempt staff from completing selected parts of the Child Protection Professional Training Program based on prior relevant child protection experience, education and training. As a prerequisite, the Trainee will be required to score 80 or above on the applicable post test.

If the Trainee does not achieve a score of 80 or above on the post test, he/she will be required to complete the entire certification process just as a new Trainee (classroom training, structured field activities, field training and casework practice followed by the Field Based Performance Assessment).

If the Trainee scores 80 or above, an Individual Training Plan (PSF-310) will be developed with the Trainee, the Trainee's supervisor, and the PSF Trainer. This training plan will include the rationale for requesting the waiver and specify the classroom training, structured field activities, field training and casework practice sessions to be completed by the Trainee prior to beginning their Field Based Performance Assessment. The trainee will be expected to complete all training requirements within six months of the plan approval. In developing the plan, the PSF Trainer will share with the Trainee the Child Protection Professional Training Program Curriculum detailing instructional objectives for each module and the applicable Structured Field Activity Guide. After reviewing the objectives and the guide, the Trainee and their supervisor will choose the classroom modules, structured field activities, field training and casework practice session to be completed by the Trainee. After review and concurrence by the PSF Trainer, the Individual Training Plan will be submitted to PSF Training Manager and a copy of this Individual Training Plan will be put in the Trainee's personnel file. The PSF Trainer will track the progress of the Individual Training Plan through completion. Once completed, the Training Manager will be notified so that a Child Protection Professional certificate can be issued to the Trainee.



Series 1200 Professional Development
Policy Name **Child Protection Professional Supervisor Certification**
Policy Number 1202
Origination Date 09/29/2005 **Revision Date** 04/11/2006

Regulation

Attachments

Policy The Partnership for Strong Families will train and support committed Child Protection Supervisors by the implementation of the comprehensive Child Protection Training program managed by the PSF in cooperation with our case management agencies to enhance the knowledge, skills and abilities associated with child safety, and to prepare Supervisors for certification as a Child Protection Supervisor.

Procedure

PSF and Case Management Agency Supervisors

1. The following PSF and case management agency Supervisors will be required to successfully complete a comprehensive Child Protection Professional Training and the Supervising for Excellence Training. The following Supervisors will be required to become certified:
 - a. Family Care Supervisors
 - b. Intake and Placement Coordinator Supervisors
 - c. Adoption Family Care Supervisors
 - d. Foster Care Licensing Supervisors
 - e. Program Directors
 - f. Site Coordinators
2. Supervisors will be required to be certified Child Protection Supervisor after twelve (12) months of employment with the condition that the Child Protection Professional Training is made available to the Supervisor. In the case that the Child Protection Professional Training is not accessible to accommodate the twelve (12) month timeframe for completion, PSF or the contracted agency will denote this in the Supervisor's personnel file.
3. The academic component of the Child Protection Professional training will be provided by PSF and case management agencies for the Supervisors. The curriculum for Phase One and the Written Test of the curriculum, as described in PSF Policy titled Child Protection Professional Training Program, are standardized for all Trainees, to include Supervisors. Phase Two and the FBPA



of the curriculum have different tasks to be completed for the Supervisors than other Trainees.

4. The Phase Two for a Supervisor consists of the Supervisor's FBPA and the Supervising for Excellence Training. After effectively completing these components, the Supervisor will be issued a certificate for a Certified Child Protection Professional and a Certified Child Protection Professional Supervisor.
5. If a Family Care Counselor who is certified as a Child Protection Professional is promoted to Supervisor, then the Phase One portion of the training is waived. The Phase Two component of the training will consist of a minimum of two (2) interpersonal contacts with the Trainer, one for practice and one for the FBPA. This field based assessment will consist of the Supervisors Field Based Assessment. This Supervisor will also be required to attend Supervising for Excellence Training within twelve (12) months of hire date.
6. The approval process for the FBPA is as follows:
 - h) The Supervisor Trainee will complete the three parts of the Supervisor's Field Based Assessment.
 - i) The PSF Trainer will complete the Interpersonal Skills section of the FBPA with the Supervisor Trainee (it is not required for a supervisor or director to complete an Interpersonal Skills test with the Supervisor Trainee as part of the FBPA approval).
 - j) The Supervisor Trainee will then submit the FBPA packet and case file to a Child Protection certified director or supervisor who will conduct the first review of the FBPA.
 - k) The reviewing director or supervisor will then submit the FBPA packet and case file to the PSF Trainer assigned to the Supervisor Trainee for a secondary review.
 - l) If both the reviewing director or supervisor and Trainer recommend that the FBPA is approved, the Supervisor Trainee will be issued a Child Protection Supervisor certificate.



Series	1200 Professional Development	
Policy Name	Child Protection Professional Certification and Recertification	
Policy Number	1203	
Origination Date	09/29/2005	Revision Date 02/13/2006
Regulation	Florida State Statute Section 20.19 (4), Chapter 110, F.S and Section 402.40, F.S.	

Attachments

Policy The Partnership for Strong Families will train and support committed PSF and its case management agencies' child welfare staff to prepare them to achieve and maintain Child Protection Professional Certification.

Procedure

A. Child Protection Professional Certification

All Department of Children and Families certification requirements, as reflected in Florida State Statute, Section 20.19 (4), Chapter 110, F.S and Section 402.40, F.S, will be adhered to. In addition, certain local functional procedures apply to allow an efficient and effective service delivery.

All Child Protection Professionals are required to participate in the Child Protection Professional Training program and to be certified in accordance with the provisions of this operating procedure. This requirement that all Child Protection Professionals will take and pass the written and field based assessment will be included as an essential standard in each employee's position description and performance standards.

The certification testing process will be administered by the Partnership Training Staff for the statewide training system for child protection staff.

In the case that Child Protection training is not accessible to accommodate the twelve (12) month timeframe for completion, PSF or the contracted case management agency will denote this in the employee's personnel file.

All Child Protection Professionals shall successfully complete the Phase Two subject area classes and the Field Based Performance Assessment, within twelve (12) months total. Certification shall not be granted until successful completion of both Phase One and Phase Two and the Field Based Assessment.

The Partnership Trainers will send the Program Director a formal notification for each new Child Protection Professional who passes the Phase One and Phase Two. For PSF employees only, a copy will be sent to PSF Human Resources. The Program Director will



forward the certificate either directly to the Child Protection Professional or to the contracted service employee, as applicable.

The Child Protection Professional Certificate is effective for three (3) years from the date of issuance.

B. Recertification of Child Welfare Service Staff

1. PSF and case management agency staff required to successfully complete the comprehensive Child Protection Professional Training Program and certification process will additionally be required to successfully complete the following minimum hours of continuing professional education hours, to begin on the employee start date, for their recertification process. The total hours required for the recertification process will be a minimum of 52 hours total (over the course of three years) with the following requirements:
 - a. 4 hours of Professional Ethics and Conduct every three (3) years
 - b. 6 hours of Legal every three (3) years
 - c. 6 hours of Child Welfare related training every one (1) year
 - d. 8 hours Family Team Conferencing training every one (1) year
 - e. All other trainings deemed mandatory by the PSF
2. PSF and case management agency staff who is eligible for recertification will contact the PSF Training Manager to submit their certificates of completion for all required recertification trainings.
3. Each Child Protection Professional is required to maintain verification of continuing education hours earned toward recertification. The Child Protection Professional must review the documentation of these hours with their supervisor as part of the annual performance appraisal process.
4. Prior to the expiration of their Child Protection Professional certificate, the Child Protection Professional will complete the recertification packet to be submitted to the PSF Trainer Manager. The recertification packet may not be filled out and submitted until all the requirements have been met. The recertification packet that is to be submitted includes:
 - a. A cover letter requesting that the Child Protection Professional be considered for recertification. This cover letter should state the exact trainings that are should be considered for the recertification process and which required category the training suffices (i.e., Ethics, Legal, Child Welfare related, or Family Team Conferencing).
 - b. A copy of the External Training Documentation form for each training attended (or equivalent Training Documentation form from the contracted case management agencies). If the Trainee attended a training that was hosted by the Partnership for Strong Families (and the Trainee signed a PSF Attendance sheet), the Trainee can contact the Human Resources Department at PSF and request a copy of the PSF Attendance sheet to include in the recertification packet.



5. Once the recertification packet is approved, a new certificate will be issued (which is valid for three years), and this certificate will be sent to the PSF or case management agency Program Director for delivery to the Child Protection Professional. For PSF employees only, a copy will be sent to PSF Human Resources.

6. Each Child Protection Professional's supervisor will ensure the continuing education recertification requirements are identified and included as part of the Child Protection Professional's performance standards. Further, the supervisor will ensure that each Child Protection Professional is scheduled and participates in continuing professional development as necessary to meet recertification requirements.



Series 1200 Professional Development

Policy Name **Family Team Conferencing Program**

Policy Number 1204

Origination Date 10/01/2005 **Revision Date** 11/16/2006

Policy The Partnership for Strong Families will train and support committed PSF and Child Welfare Staff through a comprehensive Family Team Conferencing training program managed by PSF in cooperation with our contracted case management and training agencies.

Regulation

Attachment FTC Preparation and Assessment Facilitator Evaluation (PSF-304)
FTC Facilitator Evaluation (PSF-303)
FTC Mentor Reporting Form (PSF-308)
Family Plan (PSF-101)

Procedure

I. Certification for Family Team Conferencing

The following PSF and case management agency staff with responsibilities in direct care for children and families will be required to successfully complete four levels of training and implementation for Family Team Conferencing (and become a certified Family Team Conference Facilitator) within six (6) months from hire date:

- a) Family Care Counselors
- b) Lead Family Care Counselors
- c) Family Care Supervisors
- d) Adoption Family Care Counselors
- e) Adoption Lead Family Care Counselors
- f) Adoption Family Care Supervisors
- g) Child Welfare Trainers
- h) Intake & Placement Coordinators and Supervisors (FTC Level I only – not required to be certified)
- i) Foster Home Licensing Specialist and Supervisors (FTC Level I only – not required to be certified)

It is optional, but not required, that Service Site Coordinators become trained and certified as Family Team Conference Facilitators.

1. The Family Team Conferencing training program will include the following four levels of training and implementation for certification and Mentor certification.



- a. Level I: Refers to the stage of training in which the PSF staff member has attended the Introduction to Family Team Conferencing Training (two day) and the Family Assessment & Preparation for Family Team Conferencing Training (1/2 day).
- b. Level II: Within fourteen days of completing Level I Family Team Conferencing Training, the trainee will observe a Mentor, or at least a Level IV staff member, facilitating a Preparation/Assessment and a Family Team Conference, and will participate in the debriefings afterward. The Family Team Conference must have a Mentor present for the staff member to achieve Level II.
- c. Level III: The trainee will perform a Preparation and Assessment and co-facilitate a Family Team Conference under the observation of a Mentor. The mentor will complete a FTC Preparation and Assessment Facilitator Evaluation (PSF-304).and will participate in the debriefings with the trainee afterward.
- d. Domestic Violence and FTC Training: As of 1/1/07, this is a mandatory training that must be taken after Level I certification, but prior to Level IV certification for all trainees.
- e. Level IV: (final Level for certification): The trainee will facilitate a Family Team Conference with a Mentor present. The Mentor and the trainee will complete an evaluation form and participate in the debriefing afterward. The following form will be utilized in this process as appropriate: FTC Facilitator Evaluation (PSF-303).
- f. Mentor: (highest level of Family Team Conference certification): To achieve a Certified Mentor the following is to be demonstrated:
 - i. This staff member has demonstrated exceptional skills facilitating Family Team Conferences.
 - ii. The staff member has conducted ten (10) Family Team Conferences, subsequent to Level IV certification.
 1. Three of the ten Family Team Conferences are evaluated by a certified Mentor.
 2. One of the ten Family Team Conferences is videotaped for training purposes.
 - a. Prior to the Family Team Conferences, the facilitator will obtain signed authorization from parents, or caregivers, giving permission to videotape the Family Team Conference.
 - b. This videotape will be destroyed following the evaluation of the Mentor and will only be used for training purposes.
 - iii. The staff member will successfully complete Mentor Training. Upon successful completion of Mentor Training, the staff member will be certified to mentor other staff.



- g. Certified Mentor: Once the staff member has completed Mentor certification, they are eligible to Mentor new staff to achieve the four levels. Mentor responsibilities include:
- i. monthly submission of required reports on staff mentored utilizing the FTC Mentor Reporting Form (PSF-308),
 - ii. reflect the change of levels for each staff,
 - iii. participate and conduct debriefing after the completion of identified Family Team Conferencing,
 - iv. review and give feedback on the mentor videotaping of identified Family Team Conferencing.

Objectives of the Trainings and Certifications

1. The objectives of this training series will include how to:
 - Engage and establish a collaborative relationship creating an environment free from abuse and neglect.
 - Assess the family's needs and strengths and use the strengths to enhance parenting family functions.
 - Develop a plan that is focused to be client-centered with the child and family involvement.
 - Develop the plan with family and their support system with the goal of child safety.
 - Create a tracking system to monitor the progress of the family.
 - Support a sustainable team that will be able to support the family long-term.
2. All PSF and case management agency staff identified will successfully complete the requirements and timeframes for Level IV certification as established and implemented by the training program managed by PSF in cooperation with our contracted case management and training agencies. In the case that the Family Team Conferencing Training is not accessible to accommodate the six (6) month timeframe for completion, the PSF or the subcontracted agency will denote this in the employee's personnel file.
3. All Family Team Conferences are to be conducted with the cooperation of local support staff and agencies. Staff cannot be certified to Level IV status without at least one representative of their support group (outside of their nuclear family) and/or at least one individual from a community agency. The Mentor is required to submit the following forms with the proper signatures to Family Team Conference Trainer on behalf of the Level IV staff: FTC Mentor Reporting Form



(PSF-308), FTC Facilitator Evaluation (PSF-303), FTC Preparation and Assessment Facilitator Evaluation (PSF-304), and FTC Confidentiality/Sign-In Sheet from Family Plan (PSF-101).

4. When an employee has achieved certification in FTC Level IV and Mentor level, PSF Training Program office will award a certificate which will be distributed to the employee. For PSF staff only, a copy will be sent to PSF Human Resources for the employee's file.
 - a. PSF and case management agency staff involved in direct services will be required to conduct Family Team Conferencing with no less than 90% of a caseload by July 2006.

II. Re-Certification and Continuing Education for Family Team Conferencing

All staff certified as FTC Facilitators and Mentors are required to be **re-certified annually**. Recertification is required one year after the individual obtains his/her highest level of certification.

The Level IV Facilitators and Mentors will participate in at least eight (8) hours of training (continuing education) annually which may include:

- 1) FTC and Substance Abuse Training
- 2) FTC Update Training
- 3) FTC and Domestic Violence Training
- 4) FTC and Mediation Training
- 5) FTC Motivational Training
- 6) FTC Utilization of the Prep/Family Plan
- 7) FTC Mentor I Training
- 8) FTC Mentor II Training

The re-certification requirements are as follows:

For FTC Level IV Certified Facilitators

- Completion of required eight (8) hours of FTC training annually.

For FTC Mentors

- Completion of required eight (8) hours of FTC training annually.
- Completion of a FTC Evaluation with a PSF Mentor (this expectation includes all staff who are already certified Mentors).

III. FTC Waiver Certification Process

If a newly hired staff person has previous Family Team Conferencing experience in another state or another district within the state of Florida, this individual may request a waiver from the FTC process cited above. Due to the fact that FTC models and processes greatly differ, the individual will be required to complete the following



waiver requirements in order to assess if his/her skills are compatible with the Partnership for Strong Families' Family Team Conferencing model:

- 1) FTC Waiver Test – this is a written quiz that will assess the individual's knowledge of Family Team Conferencing and to assess if the individual has a clear understanding of the Partnership for Strong Families' FTC model.
- 2) Conducting a Family Team Conference – the individual will be required to conduct a FTC with a family and this FTC must be observed by a FTC Mentor that is a PSF staff person. At the conclusion of the conducted FTC, the Mentor will assess the individual's overall FTC skill level and assess for compatibility to the PSF FTC model. The Mentor will give the individual feedback at the conclusion of this observed FTC.
- 3) FTC and Domestic Violence Training – this training is a required part of the Partnership for Strong Families FTC Level IV process, therefore, the individual must take this training as a requirement of the waiver process.
- 4) Documentation of Previous FTC Experience – the individual will be required to submit documentation of their previous FTC experience to the PSF Mentor. This documentation may be evidence that the individual completed the FTC training program or documentation that they are certified as a FTC facilitator (whichever is applicable to meet the standards of the previous FTC model).

All documentation of the waiver process must be submitted to the Partnership for Strong Families. If the individual successfully completes these FTC waiver process requirements, they will be considered Level IV certified in the Partnership for Strong Families Family Team Conferencing program.



Series	1200 Professional Development		
Policy Name	Continuing Professional Development		
Policy Number	1205		
Origination Date	09/29/2005	Revision Date	02/13/2006
Regulation			
Attachments	Training Attendance Sheet (PSF-300)		

Policy

The Partnership for Strong Families supports continuing professional development for all Partnership for Strong Families and its case management agency personnel.

1. PSF will provide opportunities for ongoing professional development through workshops, conferences, and in-service training courses offered and approved by PSF to case management agency staff. These trainings for development will assist with direct and non-direct care staff in meeting their minimum annual continuing education hours.
2. Annually, PSF will conduct a training needs assessment to gather input from all staff. Periodically, PSF Training Program will survey both PSF and case management agency staff regarding delivered and planned training areas.
3. PSF will maintain a web-based training calendar providing information on upcoming conferences and trainings in which staff may participate.
4. PSF will maintain and track documentation for all training delivered by PSF and/or sponsored by PSF to include the following:
 - i. Maintain and regularly update a training database that ensures an accurate account of attended trainings.
 - ii. Maintain all Training Attendance Sheets with the following documentation:
 1. Training date
 2. Number of hours
 3. Location
 4. Trainer(s) names and credentials
 5. Location of training
 6. Training agenda
 7. Signatures of participants
5. PSF Training Program will produce annual individualized Training Reports for Partnership for Strong Families employee personnel files as requested by their



Supervisor. PSF HR will distribute a monthly report on performance evaluations which includes the employee's participation in training hours.



Series	1200 Professional Development
Policy Name	Standards for Partnership for Strong Families Staff Supervision
Policy Number	1206
Origination Date	10/05/2006
Revision Date	
Regulation	
Attachments	Supervision Meeting format (PSF-313) <i>(suggested format)</i>

Policy Partnership for Strong Families will provide adequate guidance, training, and supervision for all staff in the agency. To ensure this policy is carried out, the following standards are in effect.

Guiding Principle

1. Partnership for Strong Families (PSF) Supervisors need to have sufficient time to provide individual or group supervision as appropriate to individual needs or program type, and conduct evaluation and training activities. PSF Supervisors need to be competent to assess the needs of persons served, the resources available to meet those needs, and the legal and/or policy requirements governing service delivery to persons served.
2. PSF Supervisors are responsible for:
 - a. delegating and overseeing work assignments;
 - b. ensuring that services are delivered according to the agency’s mission, policies and procedures, and service philosophy;
 - c. providing case consultation and in-service training, as appropriate;
 - d. identifying unmet training needs; and
 - e. conducting performance evaluations.
3. PSF Supervisors need to be able to:
 - a. address interpersonal barriers and strengths in personnel;
 - b. empower those supervised;
 - c. use criticism in a constructive manner; and
 - d. understand employment and labor laws.
4. PSF Supervisors will support and enhance staff’s ability to perform their jobs by teaching and modeling, as appropriate:
 - a. technical knowledge and skills;
 - b. work management and communication skills; and
 - c. conflict management skills.



5. PSF Supervisors needs to assume the following administrative responsibilities, as appropriate:

- a. tracking and monitoring the progress of the families and individuals served;
- b. collecting and using data to improve client outcomes; and
- c. meeting the agency's quality improvement and evaluation requirements.

6. Supervisory ratios should not normally exceed one PSF Supervisor to eight full-time employees.

7. Compliance with this policy will be monitored by the Partnership for Strong Families' Human Resources Department annually.

Procedure – Individual Supervision

1. Each PSF Supervisor will conduct at least monthly face-to-face supervision with each employee they supervise, demonstrating a continuous review of the employee's responsibilities, as well as, providing professional leadership. This supervision should occur in an individual supervisor/employee meeting.

2. Individual supervision will include a focus on employees' job performance and professional growth via addressing strengths and areas for improvement which may include, but are not limited to, communication skills, technical skills, time management and organizational skills and any other identified needs that may affect job performance or satisfaction. The PSF Supervisor will have an ongoing plan that identifies the need for further training or intervention.

3. Each PSF Supervisor will maintain written or electronic documentation of supervisory sessions with each employee (Supervision Meeting format (PSF-313), is a suggested format for this documentation). These individual supervision documentation forms will be made available as requested by HR for monitoring purposes. A copy of these supervision forms should be given to the employee.

4. Supervision is considered mandatory for all employees. If a supervisor fails to hold monthly supervision meetings, or if an employee does not attend supervisory meetings without authorization of the supervisor, disciplinary action could result.

Procedure – Group Supervision

1. Partnership for Strong Families promotes open communication and collaboration among disciplines and staff levels by holding regular team, network, and divisional meetings, as appropriate to the individual departments. Maintaining written or electronic records of committee and personnel meetings, and providing feedback to personnel about their suggestions and recommendations is required.

2. One staff meeting per month with all team members is required. An agenda and meeting minutes should be maintained by the Supervisor for tracking purposes and to facilitate effective communication. The minutes will be made available to HR monitoring staff as requested.



3. Monthly staff meetings are considered mandatory for all employees. If an employee does not attend scheduled staff meetings (without approval of the supervisor), disciplinary action could result.
4. In units with only one employee under the supervisor, the monthly supervision meeting can take the place of the monthly staff meeting.

Procedure – Volunteer/Intern Supervision

1. Partnership for Strong Families will provide student field placements or internships that provide regular supervision and accountability for work performed. In situations where PSF employees lack licensure or certification to supervise such interns, Partnership for Strong Families will ensure that a person with requisite credentials provides close supervision to said interns. Partnership for Strong Families will ensure that employees, who are working toward licensure and/or certification, and student professionals, are under the direct supervision of licensed or otherwise accountable professionals.
2. The PSF Supervisor will be responsible for keeping attendance/participation logs on all volunteers/Interns. The volunteer's attendance/participation logs should be submitted to the Community Relations & Fund Development Manager on a monthly basis.
3. At the end of the volunteer/internship period, the PSF Supervisor will conduct an evaluation of the volunteer/intern's performance based on the job description. This does not apply to single event activities. In the case of interns, the PSF Supervisor will utilize the form provided by the academic institution. If no form is provided, the review shall be in memorandum form. For volunteers, all reviews will be provided to the Community Relations & Fund Development Manager upon completion (refer to Policy #1119 for more details on volunteers/interns).