



2010 Training Plan

KVC Behavioral HealthCare - Nebraska
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OVERVIEW

The KVC Behavioral HealthCare Service Coordinator Training Program, is designed to provide initial training for new employees who will be providing Service Coordination to families referred by the State of Nebraska. The goal is to provide staff with the knowledge and skills necessary to meet the outcomes of helping families achieve Safety, Permanency and Well being. To this end, the staff are provided support to enable them to complete their daily tasks, learn the KVC model and apply best practices in their daily work.

Our service model for Nebraska has been entitled "Pillars of Practice". This service model includes all evidence based practices, promising practices and best practice guidelines. All new or reassigned Family Service Coordinators are trained in both a classroom setting, during staff meetings, one-on-one supervisory meetings, observing in person through mentoring and shadowing more experienced staff. Specific supports are provided via continuing education provided via Supervisors, Directors, agency policy, electronic communication, and newsletters.

TRAINING PROVISION

Training will be provided to each new Service Coordinator. The program is overseen by the Director of Quality Management with day to day supervision provided by Family Service Supervisors or Aftercare Supervisors. Day to day implementation will be provided by the Training Coordinator, Trainer or Supervisors.

During the initial implementation of the contract, beginning in August 2009 through May 1, 2010, the Phase I plan for training has focused on helping Service Coordinators and Supervisors develop the skills to 'hit the ground running' to begin the service coordination. Training included the Signs of Safety, Solution Focused Interviewing, shadowing experiences, Family Team Meetings, Multi-Ethnic Placement Act, Court reports and Case planning and the Roles and Responsibilities. These trainings were presented in a variety of formats including standard classroom style, group supervision, one on one with supervisors or mentors, and self study. These sessions were offered prior to and after the DHHS Service Coordinator training.

After May 1, 2010, KVC the Phase II training program will begin implementation. This plan includes five days of initial KVC training in addition to DHHS Service coordinator training. This training occurs prior to working with families. This training includes the Signs of Safety, Solution Focused Interviewing, shadowing experiences, Family Team Meetings, Multi-Ethnic Placement Act, Court reports and Case planning, Accessing services and the Roles and Responsibilities. These trainings are presented in a

variety of formats including standard classroom style, group supervision, one on one with supervisors or mentors, and self study. There will be a variety of ongoing training required during their first year of employment, as well as other opportunities are presented through webinars, self study through video and online sessions, and community sponsored events.

After July 1, 2010, the KVC Phase III training program will implement the KVC Program Models.

- July 2010 – Training of Trainers – Parenting Wisely, Strengthening Families
- August 2010 – Training of Trainers – Trauma Systems Therapy
- September 2010 – Parenting Wisely staff training; Trauma Systems Therapy staff training
- October 2010 – Aggression Replacement Therapy – Staff training
- November 2010 – Strengthening Families – full implementation; Structured Decision Making staff training

Training will be provided to prepare Service Coordinators in six core areas: The following is a brief synopsis of the areas covered, and is not all inclusive of all the topics covered:

- ORIENTATION – History of KVC, Defensive Driving, Employment policies, Ethics & Diversity, Local Building orientation.
- NEBRASKA SAFETY INTERVENTION SYSTEM - Overview of Nebraska Safety Intervention System (NSIS) - Role of the Nebraska Department of Health and Human Services in providing safety, permanency, and well-being in Nebraska.
- SERVICE COORDINATION - Out of Home care, Levels of care, Service provision, Parenting Time, Aftercare, Community Resources, Independent Living
- KVC MODEL TRAINING PHASE I – Signs of Safety, Historical data, How Signs of Safety is foundational to KVC, Family Centered Practice, Wraparound Services
- KVC MODEL TRAINING PHASE II – Structured Decision Making, Parenting Wisely, Trauma Systems Therapy, Aggression Replacement Therapy
- WORKER SAFETY AND COMMUNICATION – Infection control, CPR / First Aid, Self Care for Child Welfare workers, Conflict Management, Critical Incidents
- ONGOING EDUCATION – Building relationships, Child Development, Car Seat Installation, Addictions, Mental Health, Independent Living, Assessments, Fatherhood initiative, Educational needs for youth.

This curriculum encompasses approximately more than 200 hours of education, while many will be offered as continuing education sessions, however not all of the classes will be mandatory. In the grid that follows this narrative, sessions are denoted which indicate which modules are required for Pre-service training, Mandatory training and other sessions required for Service Coordinators transitioning from other employers. Throughout each module, group supervision, shadowing and mentoring experiences are provided, with unique learning opportunities in local areas from external providers. Specialized staff will also receive additional education for their area of specialization (Juvenile Services, Adoption, Aftercare, etc.)

REPORTING

Training will be tracked via a Training Database maintained by the Quality Management Department. Attendance, participation, feedback and learning the core competencies of each module will be assessed. Each training session is recorded in the worker's training log. Reports are submitted quarterly with the DHHS Quarterly Report.

Tracking will also include whether the session was mandatory, part of a core area, such as Evidenced Based Practices, Special Populations, Community Resources or Internal processes. The number of training hours provided to Service Coordinators is tracked as well.

TRANSITION PLAN

Over the next eight months, KVC staff will begin the transition to taking over the presentation of the DHHS Service Coordinator Training. Two KVC training coordinators will be 'master trainers' and able to present any module of the five DHHS modules. Each area for Initial Assessment, Ongoing, Legal, Juvenile Services and N-f\Focus will have three trainers and a back up trainer in each service area. The trainers will be able to train in their area of expertise. I.e. The OJS Supervisor will train the Juvenile Services segment of NSIS.

The master trainers will complete three 'rounds' of DHHS training. If they have not been through Service Coordinator Training, they will first participate as new Service Coordinators. The second 'round', they will observe, and the third round is an opportunity for the master trainer to be a co-trainer. Trainers for individual sessions will go through at least two rounds of their area of expertise and pass 'certification' by the local DHHS Administration to be NSIS Trainers.

Please see the remaining pages for a detailed program plan

KVC BEHAVIORAL HEALTH CARE 2010-2011 TRAINING PLAN

MODULE	Preservice (New to SC)	Mandatory	Transitional SC's	Title	Brief Description	Duration	Setting	Evaluation Method	Trainer
1	Preservice (New to SC)	Mandatory	Transitional SC's	Orientation To KVC Behavioral HealthCare, Inc.					
1.1	x	x	x	Welcome To KVC!	Broad overview of KVC's historical success and dedication to continued positive and effective work with children and families in Nebraska	0.5	Classroom	n/a	KVC Trainer
1.1a	x	x	x	Human Resources Orientation	History of KVC, KVC Employee Handbook/Sourcebook, Smoking & drug policy, Dress code, Workers' Compensation Protocol, Anti-harassment policy, Payroll & benefits	2	Classroom with video	n/a	KVC Trainer
1.2	x	x	x	KVC Website, Portal & E-Mail	Login information, Citrix, E-mail, KVC Technical Support Web, TEAM Mileage program, ADP Timecard, Brief introduction to NEU, Magic Requests, and Pool drive (P:)	0.5	Classroom	n/a	KVC Trainer

1.3		x		Ethics And Diversity	NASW code of ethics, Diversity in the workplace, Ethical principles, Worker's ethical responsibilities, HIPAA, Identify components of HIPAA, Identify appropriate actions for ensuring the privacy of Protected Health Information (PHI), Identify consequences for non-compliance with HIPAA, Practices for employees, Boundaries and Professionalism	2	Classroom	Written Test	KVC Trainer
1.4	x	x	x	Supervisors & Mentors	Tour of building, trainer, obtain keys, phone / laptop, phone lists, map of the office, Mission Statement, information on voice mail set up and retrieval, mileage reimbursement, ADP, request for leave forms, desk supplies, on-call schedule and structure	Vary	KVC Office Building	Supervisor's Signature	Local KVC Office
1.5	x			Defensive Driving Overview	5 major factors affecting road performance, Knowledge and skills to avoid preventable collisions, Major driving errors, Hydroplaning	0.5	Video	Self-Study, Online Assessment	KVC Trainer
1.6				Documentation	Introduction to documentation on N-FOCUS, Why documentation is important, tips and strategies for successful case management, Acronyms	0.5	Classroom	Self-Study	KVC Trainer
1.7				CQI And Children And Family Services Review (CFSR)	Review of content and purpose of DHHS audits and KVC internal audits, Understand tracking tools, KVC's commitment to continuous quality improvement, Understand federal child welfare review	1	Classroom	Written Test	KVC Trainer

1.8				Child Abuse And Neglect 101	Mandatory reporting laws, signs of abuse, how the Child Advocacy Center operates, local resources and contacts	3	Classroom	n/a	Child Advocacy Center
2	Preservice (New to SC)	Mandatory	Transitional SC's	Nebraska Safety Intervention System And Signs Of Safety					
2.1a	x	x		NSIS Pre-Class Reading Assignment	Overview of Nebraska Safety Intervention System (NSIS) - Role of the Nebraska Department of Health and Human Services in providing safety, permanency, and well-being in Nebraska	n/a	Field	Self-Study	DHHS through December 2010, KVC as of January 2011
2.1b	x	x		DHHS Service Coordinator Training - Initial Safety Intervention	Overview of the initial safety assessment process and all the components that go into determining present danger, protective actions, impending danger, safety factors, safety threshold criteria, safety threats and safety plans. Understanding of the differences between maltreatment, risk, and safety, know enough about types of maltreatment to know when to call the CFS Specialist for another Safety Assessment.	12	DHHS Office	Online assessment	DHHS through December 2010, KVC as of January 2011
2.1c	x	x		NSIS Pre-Class Reading Assignment	What is documented, paper documentation, Narratives, Alerts	n/a	Field	Self-Study	DHHS through December 2010, KVC as of January 2011

2.1d	x	x		N-Focus 1	Navigation basics, Narratives, Contacts, Release Notes, Alerts, Correspondence	4	DHHS/Lab	n/a	DHHS through December 2010, KVC as of January 2011
2.1e	x	x		N-Focus 2	Navigation basics for Initial Safety Intervention System	6	DHHS/Lab	n/a	DHHS through December 2010, KVC as of January 2011
2.2	x	x	x	Signs Of Safety	KVC, How can the worker actually build partnerships with parents and children in situations of suspected or substantiated child abuse and still deal rigorously with the maltreatment issues?, How to encompass strengths that the family can build on towards maintaining safety, permanency, and well-being for their children	6	Classroom/Video	Written Test	KVC Trainer
2.3	x	x	x	The Family Team Meeting	History of Family Group Decision Making and it's connection to KVC's framework, Purpose of Case Plans, Importance of family/friends/community involvement attending the meeting and engaged with the family, How to work with 'denied' child abuse by parents, Understanding the powerful effect a Family Team Meeting can have if done according to Olmsted Model, Time frames for completion, Documentation	6	Classroom/Video	Written Test	KVC Trainer

2.3a				Shadow 1	Family Team Meeting / Home Visit	n/a	Field	Documentation	KVC Trainer
2.3b	x	x		Genograms And Eco-Maps	GenoPro software, Importance of Genogram/Eco-maps and connection to KVC's framework, Symbols, Visually representing social environment of families, How to see a family's environmental context from a systems and ecological perspective	0.5	Classroom	n/a	KVC Trainer
2.4	x	x	x	Solution Focused Interviewing	How to form questions that discover strengths, Miracle Question, Scaling Questions, Coping Questions, Responding to hostility	3	Classroom	Written Test	KVC Trainer
2.5a	x	x		NSIS Ongoing Pre-Class Reading Assignment	Outcomes, Needs, and Strategies, Combined Set, Certificate of Completion	n/a	Field	Self-Study	DHHS through December 2010, KVC as of January 2011
2.5b	x	x		DHHS Service Coordinator Training - Ongoing Safety Intervention	Understand and be able to apply the concepts of the Ongoing Safety Intervention, including the protective capacities assessment, case plan, conditions for return, case plan progress, consideration of reunification, and ongoing safety assessment requirements. Permanency planning and concurrent planning, preparation for possible adoption, and how the concurrent plan impacts service delivery for the family.	24	DHHS Office	Online assessment	DHHS through December 2010, KVC as of January 2011

2.5c	x	x		N-Focus 3	Navigation Basics for Ongoing Safety Intervention System, Legal Actions, Court Report	6	DHHS/Lab	n/a	DHHS through December 2010, KVC as of January 2011
2.5d				Local Juvenile Court Overview	Learn about the local juvenile court judges, brief overview of juvenile court process, how to be successful in the courtroom	0.5	Field/Office	Self-Study	KVC Trainer
2.6	x	x		Pre-Class Reading Assignment For Working Within The Legal System	The court report and visitation plan, Shannon Family Training Problem	n/a	Field	Self-Study	DHHS through December 2010, KVC as of January 2011
2.6a	x	x		DHHS Service Coordinator Training - Working Within The Legal System	Overview of Working within the Legal System, Overview of the juvenile court processes for child protection cases.	6	DHHS Office	Online assessment	DHHS through December 2010, KVC as of January 2011
2.6b	x	x		DHHS Service Coordinator Training - Legal Case Management Responsibilities	Compliance with the ICWA for achieving permanency, legal requirements for reasonable efforts, Central Register, confidentiality, and adoption.– 1 lawyer required	6	DHHS Office	Online assessment	DHHS through December 2010, KVC as of January 2011
2.6c	x	x		DHHS Service Coordinator Training - Developing / Advocating For The Case Plan/Court Report	Writing the draft case plan and court report using N-FOCUS, how the court report relates to the case plan (3 days) – CFS staff, helpful to have a lawyer available, but not required. Computer Lab needed for N-FOCUS	18	DHHS Office	Online assessment	DHHS through December 2010, KVC as of January 2011

					documentation				
2.6d	x	x		DHHS Service Coordinator Training - Testifying In A Disposition, Review, And Permanency Hearing	Juvenile court processes and how it fits with the case planning process, techniques for accurate and credible testimony in court.– minimum of 2 lawyers for 12 participants, and 1 lawyer (or CFS Sup/Adm) for video review and feedback	6	DHHS Office	Online assessment	DHHS through December 2010, KVC as of January 2011
2.6e				Shadow 2	Court / Detention Hearing	n/a	Field	Documentation	KVC Trainer
2.7	x	x		DHHS Service Coordinator Training - Supervision Of Juvenile Offenders (OJS)	Roles and responsibilities for Juvenile Services Officers and service coordinators for Juvenile Offenders and Status Offenders, Youth Level Service/ Case Management Inventory updates, limits on decision making and actions.	12	DHHS Office	Online assessment	DHHS through December 2010, KVC as of January 2011
2.8a				Roles And Responsibilities - 3a Cases	The role of the Service Coordinator in the initial assessment, safety planning, visitation plans, communications with court, Family Team Meeting, and general duties	2	Classroom	Written Test	KVC Trainer

2.8b				Roles and Responsibilities - Juvenile Offenders (OJS)	Role of Service Coordinator in the initial and ongoing YLS/CMI, Conditions of Liberty (COL), Behavioral Accountability Meeting (BAM), Placements, Case closure, Steps in court and legal process, Initial case file review, Orientation to rules and expectations, Service specific to juvenile offenders, YRTC's, Effective behavior management	2	Classroom	Written Test	KVC Trainer
2.8c	x	x		Court Report Writing and Preparation	Role of the Service Coordinator in documentation on court reports, Specific information required in each section and how to obtain the information, How to effectively prepare for a court hearing	2	Classroom	Written Test	KVC Trainer
3	Preservice (New to SC)	Mandatory	Transitional SC's	KVC Model Phase 1 & Service Coordination					
3.1	x	x		Family Centered Practice and Wraparound Services	How to work with people that values individuals and families, Values, Principles, and Beliefs of Family Centered Practice, How to engage the family to driving the case planning process, How to create and organize resources around a family need	3	Classroom	Written Test	KVC Trainer
3.1a				Out of Home Care	Police removals, response times, PRL / Admissions role, Relative / Kin placement, Documentation, payments, levels of care, foster care, YRTC, GH, GHII, TxGH, TXFC, ETxGH, RTC, Psychiatric hospitalization	3	Classroom	n/a	KVC Trainer

3.1b	x	x	x	KVC Nebraska Utilization Database (NEU)	How to refer services for families in Nebraska, How locate a placement for a child, Foster Home and Relative Payments	2	Classroom	n/a	KVC Trainer
3.1c				Understanding the Service Array	Out of Home reform, target population, eight guiding principles, 70/30 shift, Olmsted Model	2	Classroom	n/a	KVC Trainer
3.2				Resources for Families	Transportation, Flex funds, Community resources, Service referrals, Financial assistance for families	3	Classroom	n/a	KVC Trainer
3.2a				Coordinating Treatment Services for Youth and Families	Overview of treatment options for youth, children, and families, accessing Magellan, treatment group homes, residential treatment centers, How to locate resources	3	Classroom	n/a	KVC Trainer
3.3				Effects of Trauma for Children, Youth, and Families	Trauma Systems Theory, How to work with children or families who have experienced trauma, Interviewing, Narratives	3	Classroom	n/a	KVC Trainer
3.4	x	x		Multi-Ethnic Placement Act (MEPA) and Indian Child Welfare Act (ICWA)	How to work with children or families of Native American heritage, Changes to Juvenile Court System, Active Efforts vs.. Reasonable Efforts	3	Classroom	Written Test	KVC Trainer
3.5				SHADOW 3	Foster Home Visit	n/a	Field	Documentation	KVC Trainer
3.6				Accessing Services for Families	After engaging with the family, how to access appropriate services or interventions to assist the family toward meeting their need, or outcome, Reemphasize importance of FAMILY FIRST	3	Classroom	n/a	KVC Trainer
3.7				New Referral Process	Admissions, placement, in home / out of home	2	Classroom	n/a	KVC Trainer
3.7a				SHADOW 4	New Referral Process	n/a	Field/Office	Documentation	KVC Trainer

3.8				Importance of Visitation - Parenting Time	New Supreme Court guidelines, Understand importance of parent/child contact within timeframes	1	Classroom	Written Test	KVC Trainer
3.9				Aftercare	Definition, purpose of, how to refer/when to refer a case to aftercare for services, documentation needed, responsibilities following referral, contractual obligations, how to place a child at home	1.5	Classroom	Written test	KVC Trainer
4	Preservice (New to SC)	Mandatory	Transitional SC's	Worker Safety					
4.1	x	x		Infection Control	Infection Control policies & procedures, Blood borne Pathogens, Hepatitis C	0.5	Video	Self-Study	KVC Trainer
4.2				CPR and First Aid	Adult CPR / Automated External Defibrillator, Child CPR / Automated External Defibrillator, Infant CPR, First Aid - CPR/First Aid certification and Renewal	8	Classroom/Video	Written Test - Certification / Renewal	KVC Trainer
4.3				Self-Care for Child Welfare Workers	Secondary Traumatic Stress, Time Management Tools, Strategies for timelines, Preparing for a home visit with safety in mind	2	Field/Office	Self-Study	KVC Trainer
4.4				Conflict Management	Understand the conflict cycle, Types of conflict management, ACES, Importance of listening and communication, Phases of a crisis, Steps for effective crisis intervention	0.75	Classroom	n/a	KVC Trainer

4.4a				Domestic Violence	How DV severely effects children both directly and indirectly, How to maintain worker safety, Accessing community resources, Safe Homes	2	Classroom	n/a	KVC Trainer
4.5				Critical Incidents	Response to a critical incident, KVC Policy for notifications, What needs to be documented, Forms	1	Classroom	n/a	KVC Trainer
5	Preservice (New to SC)	Mandatory	Transitional SC's	Ongoing Educational and In-Service Trainings					
5.1				Building Relationships	Effective engagement of family and community towards keeping families safe, better relationships = better results, Power of listening and empathy	1.5	Classroom	n/a	KVC Trainer
5.2				Child Development	Overview of child development from birth through adolescence with an emphasis on the effects of abuse and neglect	2	Classroom	n/a	KVC Trainer
5.3				Car Seat Safety Training	Within first 6 months of hire then annually updates: Training on how to appropriately secure a car seat for transportations	0.5	Field/Office	n/a	KVC Trainer
5.4			x	Previous Worker Orientation	Overview of KVC's mission and services, KVC's guiding principles, questions answered for new workers who have transferred/moved to KVC, Tying all training aspects into KVC's service delivery and framework for success	2	Classroom	n/a	KVC Trainer

5.5				Addictions 101	Recognize basic behavioral and physical indicators of substance abuse, How parental substance use affects safety and risk issues, the case planning process, and permanency-planning principles, Street drugs	2	Classroom	n/a	KVC Trainer
5.5a				Mental Health 101	Depression, Bi-polar, Schizophrenia, other mental health issues that affect the children and families KVC serves	3	Classroom	Self-Study	KVC Trainer
5.6				Child Sexual Abuse: Case Management for Workers	All aspects of sexual abuse, from the dynamics that perpetuate it, to working effectively with families to ensure safety, permanency, and well-being for the children, Working with non-offending parents, visitation, safety planning, and case closure	3	Classroom	n/a	Child Advocacy Center
5.7				Attachment Issues of Childhood	Overview of what attachment is, how healthy attachments for, and the negative effects when it is disrupted during the first two years of life, Reactive Attachment Disorder, Deprivation/Maltreatment Disorder and how to work with children who have attachment concerns	2	Classroom	n/a	KVC Trainer
5.8				Timelines for Service Coordinators and Effective Time Management	Required documentation on N-FOCUS, How to effectively manage time as a Service Coordinator	2	Classroom	Written Test	KVC Trainer
5.9				Using Assessment Tools	PCA, Case Plan, YLS overview, Independent Living, Level of Care Assessment, Genogram, Signs of Safety, CAFAS, PECAFAS	2	Classroom	Self-Study	KVC Trainer

5.9a				EducationQuest Training & Ansell Casey	FAFSA, Scholarships, Grants available to youth and tools to correctly file forms required. Ansell Casey system for Independent Living.	2	Classroom	Self-Study	EdQuest / KVC Trainer
5.9b				The Individualized Education Plan (IEP) and Special Populations	CAPTA, Individual Education Plans (IEPs), 504 plans, parent rights, role of the educational advocate, Developmental and Learning Disabilities, Mental Retardation	2	Classroom	n/a	KVC Trainer
5.9c				Fatherhood Initiative	Effects of Father absence, Program areas of Community-Based, Healthcare, School, Military, Corrections, Work-Family Programming	1	Field	Self-Study	KVC Trainer
6	Preservice (New to SC)	Mandatory	Transitional SC's	KVC Model Phase 2					
6.1				Structured Decision Making	SDM promotes consistent, reliable, valid decisions from worker to worker and office to office. SDM focuses on a relatively small number of factors related to child abuse and neglect which research has shown correlate significantly with immediate danger (safety), future recurrence (risk), significant family characteristics (needs and strengths) and ameliorating action (treatment).	8-16 hours	classroom	n/a	KVC Trainer

6.2				Parenting Wisely	Parenting Wisely is a self-administered, highly interactive computer-based program that teaches parents and children, ages 9-18, skills to improve their relationships and decrease conflict through support and behavior management.	8-16 hours	classroom	n/a	KVC Trainer
6.3				Strengthening Families	SFP is an evidence-based family skills training program found to significantly reduce problem behaviors, delinquency, and alcohol and drug abuse in children and to improve social competencies and school performance.	8-16 hours	classroom	n/a	KVC Trainer
6.4				Trauma Systems Therapy	Children in KVC's care have often been victims of trauma, many times in the form of abuse and neglect. Frequently, this trauma manifests into stress-related behaviors. If these behaviors are left unaddressed, they may lead to the development of poor self-image, anti-social and self-harming behavior and lingering mental health needs.	8-16 hours	classroom	n/a	KVC Trainer
6.5				Aggression Replacement Training	The program's three-part approach includes training in: Prosocial Skills (modeling, role playing, performance feedback, and transfer training), Anger Control (a five-step sequence to teach anger replacement skills), and Moral Reasoning	8-16 hours	classroom	n/a	KVC Trainer

