



Training Plan
Effective 11/1/09
Modified 4/1/10

Nebraska Families Collaborative (NFC) staff is dedicated to providing comprehensive trainings that offer an in-depth overview of both Departmental systems and policy and a thorough understanding of the NFC Service Delivery System. NFC training curriculum is designed to incorporate the “best of the best” modules of training for NFC staff and subcontractors.

NFC employees hired as Service Coordinators (SC), Service Coordinator Supervisors (SCS), and Clinical Consultants (CC) are required to participate in initial and ongoing training through DHHS, NFC, and within the community. Training includes classroom and field training through job shadowing with skilled CFS specialists and Service Coordinators.

All SC, SCS, and CCs are required to complete the DHHS Service Coordinator training unless an exception has been approved by DHHS. Exceptions to completing the SC training have been approved by DHHS for former DHHS CFS specialists and former ICCU employees if they have received the NSIS training since late 2007.

NFC Required Trainings Prior to Receiving Families

HHS Service Coordinator Training (DHHS 001):

Employees receive classroom training from CFS Administrators and supervisors and CCFL employees over 20 days equaling 90+ hours of training. This training includes NSIS IA, NSIS Ongoing, N-Focus training applying to all necessary job requirements, OJS, and Legal training including testifying, ICWA, and adjudication and hearing types.

- Training occurs at the DHHS Omaha State Office Building and other Omaha DHHS locations as required.
- This is a one time, short-term training that occurs within the first month of employment.
- DHHS and CCFL currently train this item; however, NFC will begin working with DHHS to co-train throughout 2010 in order to assume full responsibility by 1/1/11.
- This training currently occurs over 20 days for a total of at least 90 hours.

- SC, SCS, and CC (CC is on individual determination) participate in this training. Exceptions include previous CFS specialists and ICCU employees.

Professionalism in the Workplace (ORI 001):

This training provides expectations for all NFC employees in their job positions and representatives of NFC. This training includes professional attire, communication styles, confidentiality, relationship building with HHS, community providers, and court and legal interactions.

- This training occurs within NFC offices.
- This is a short-term training with ongoing reviews as needed.
- This training is provided by the Director of Operations, HR generalist, or Training Coordinator.
- This is a 30 minute training.
- All new NFC employees.

Policies and Procedures—HR and program (ORI 002):

This training is used to inform all employees of their rights and expectations as an employee of the NFC as well as program expectations as they apply to NFC and DHHS.

- This training occurs within NFC offices.
- This is a short-term orientation training as well as a yearly update for all staff. All policies and procedures are available to staff for review at any time on the agencies Share Point.
- This training is provided by the HR generalist and/or the Director of Operations.
- This is a 45 minute training.
- All NFC employees.

Personal safety (ORI 003):

This training is focused on safety in the workplace and in the community. Employees are trained to be aware of risks, utilizing safety measures provided at NFC locations, and using proactive measures to keep self and clients safe.

- This training occurs within NFC offices.
- This is a short-term training with ongoing follow up as needed.
- This training is provided by the Training Coordinator/ Safety Compliance Officer.
- This is a 30 minute training.
- All new NFC employees.

Benefits, EAP, Insurance (ORI 004):

This training provides all employees with information on their benefit options to include health and dental insurance, life insurance, vacation and sick hours, and the availability and purpose of EAP.

- This training occurs within NFC offices.
- This is a one time, short-term training.
- This training is provided by the HR Generalist.
- This is a 1.5-2 hour training.
- All new NFC employees.

Defensive Driving (ORI 005):

This training provides education on Defensive Driving through the use of videos and classroom training from the Boys Town Fire Chief. Employees learn the risks while driving, ways to protect themselves and other drivers, and what to do if an accident does occur. Employees complete a competency tool at the end of the training. Employees receive certification that they have completed this Defensive Driving course successfully.

- This training occurs within NFC offices.
- This is an ongoing training. Employees receive their initial training prior to receiving families and will receive bi-annual updated training and certification.
- The Boys Town Fire Chief conducts this training.
- This is a 1.5 hour training.
- All Service Coordinators, Service Coordinator Supervisors, and Team Support Specialists (TSS). TSS are required to participate in this training; however, will not be required to increase their insurance and will not be allowed to transport without increased insurance.

Safety Orientation (ORI 006):

This training provides Blood Borne Pathogens training as well as an overview of Fire Safety, Hazardous Weather protocols, and general First Aid.

- This training occurs within NFC offices.
- This is an orientation and yearly training. Employees receive this orientation within the first month of employment, will receive annual Blood Borne Pathogens update training, and will receive training specific to safety in each NFC office location as necessary.
- The Boys Town Fire Chief, Training Coordinator/Safety Compliance Officer, and/or SCS conduct pieces of this training.
- This is a 1 hour training.
- All NFC employees.

N-Focus policies and expectations (ORI 007):

This training provides a review of the DHHS N-Focus policies, the confidentiality statement signed by employees and a strict review of the expectations of N-Focus use. Employees are informed of the vast amount of information that is contained in N-Focus and the need to maintain client confidentiality as well as professionalism and only accessing Master Cases each employee is directly working with and only for work purposes. Employees are informed that any violation of N-Focus use can and likely will result in immediate termination.

- This training occurs within NFC offices.
- This is a short-term training provided prior to receiving N-Focus access.
- The Training Coordinator or Director of Operations completes this training.
- This is a 45 minute training.
- All NFC employees with access to N-Focus.

IT, laptop and cell phone policies (ORI 008):

Employees receive information about the rules and regulations associated with their internet, email, and Citrix access. Employees learn about using secured sights for

confidential information, expectations for confidentiality with their laptops and cell phones, and how to protect themselves and their clients from any confidentiality breaches.

- This training occurs within NFC offices.
- This is a onetime training provided prior to receiving cell phones a laptop or desktop.
- IT Specialist or Training Coordinator.
- This is a one hour training.
- All NFC employees.

Penelope data tracking system (QA 005):

This training introduces NFC's data system to employees. Penelope is used for all accounting measures, Outcomes, information gathering, and daily accountability for Service Coordinators.

- This training occurs within NFC offices.
- This is an ongoing training. The initial training occurs prior to an employee receiving families. Ongoing trainings occur during department and team meetings as needed.
- Director of QA and Compliance completes initial training. Director of Operations and SCS conduct ongoing training.
- This is a 3 hour training.
- All NFC employees.

NFC Required Trainings within first 3 months of employment

Project Harmony Abuse Neglect 101 Training (DHHS 004):

Employees receive training regarding the aspects involved during a child abuse/neglect case. The training prepares mandatory reporters with knowledge and skill needed to recognize and report child abuse and neglect. Goals of the training are to learn how to define child abuse and neglect, understand their role as a reporter, become familiar with the roles and responsibilities of HHS, Contract Providers, law enforcement, and child advocacy centers, and understanding the sensitivity and stressful experience involved with reporting and working with abuse/neglect.

- This training occurs at the Project Harmony office in Omaha.
- This is a one time, short-term training.
- This training is organized by Project Harmony and includes DHHS, Omaha Police, Project Harmony, and medical professionals.
- This is a 3 hour training.
- SC, SCS, and CCs. Exceptions include previous CFS specialists and ICCU employees.

MEPA/IEP Training (DHHS 005):

Employees participate in an online training through the National Resource Center for Adoption (www.nrcadoption.org), sponsored by the Policy Division of the Administration for Children and Families (ACF) and the Office on Civil Rights (OCR).

This training site was provided by DHHS to NFC as the expected training to use for this contract. Employees receive training regarding the laws and applications as it applies to the Multiethnic Placement Act and the Interethnic Adoption Provisions. NFC developed a competency tool and employees are required to complete this tool prior to completing this training.

- This training occurs within NFC offices.
- This is a short-term training with continual supervisory reviews as needed.
- The training occurs through the video and power point provided by ACF/OCR. The competency tool was developed by Training Coordinator using the power point and videos.
- This is a 1 hour training.
- SC, SCS, CC, Foster Care Manager, contracted child placing agencies and their foster parents.

Working in the Juvenile Courts and DHHS Legal in the ESA: 1-5 (DHHS 007):

Employees receive training using Sections 1-5 from the training manual provided by DHHS as well as additional documents and information developed and provided by NFC.

- This training occurs at NFC office locations
- This is a one time, short-term training but does provide follow up as needed.
- This training is organized by NFC Training Coordinator and SC Supervisors.
- This is a 1.5 hour training.
- SC, SCS, and CCs.

Working in the Juvenile Courts and DHHS Legal in the ESA: Testifying (DHHS 008):

Employees receive training using Section 6 from the training manual provided by DHHS as well as NFC bringing in juvenile court attorneys (county attorneys, GAL, CCFL, etc.) to provide hands on training to enhance testifying skills. Section 6 will be trained within 3 months of employment; however, additional testifying training with juvenile court attorneys may occur later depending on the availability of attorneys to train.

- This training occurs at NFC office locations
- This is a one time, short-term training but does provide follow up as needed.
- This training is organized by NFC Training Coordinator and local attorneys.
- This is a 3-4 hour training.
- SC, SCS, and CCs.

Mental Health Overview (MH 001):

This training provides an overview of most common mental health services and evaluations provided to families working with NFC, their purposes, and information one should receive from these services and evaluations. The training also includes an overview of the DSM IV Axis I-V and what each area entails. Employees learn about Medicaid, Magellan, sliding fee agencies, Region services, and how to work with families to meet their mental health needs within their own budget whenever possible.

- This training occurs within NFC offices.
- This is a short-term ongoing training as identified by SC and SCS.

- This training is provided by the Training Coordinator, Clinical Consultants, and Service Coordinator Supervisors.
- This is a 1.5 hour training.
- All new SC, SCS, and CCs coming to NFC. Exceptions are available for those employees with Masters in Counseling or Social Work and is determined by their direct supervisor.

Outcomes (QA 001):

This training teaches employees about the outcomes identified in the contract between DHHS and NFC. Employees learn how these outcomes will be assessed and the responsibility of each employee to complete time sensitive and accurate information at all times in order to achieve these outcomes.

- This training occurs within NFC offices.
- This is an ongoing training. The initial training occurs prior to an employee receiving families. Ongoing training occurs during department and team meetings and supervision.
- Director of QA and Compliance or Director of Operations completes initial training. Director of Operations and SCS conduct ongoing training.
- This is a 30 minute initial training. Future training times are dependent on the areas of need identified for SCs or SCSs.
- SC, SCS, CC, TSS and employees of QA and Compliance programs.

EBP/PPs (QA 002):

This training teaches employees about Evidenced Based Practices and Promising Practices used by NFC and the contracted providers of NFC. Employees learn why these EBP/PPs were chosen, their benefit to achieving best practices and timely permanency for families, and how these are evaluated by NFC.

- This training occurs within NFC offices.
- This is an ongoing training. The initial training occurs prior to an employee receiving families. Ongoing trainings occur during department and team meetings as needed.
- NFC Director of QA and Compliance, Contracted Agency Directors, and/or the NFC Director of Operations conducts these trainings.
- This is a ½-1 hour training.
- SC, SCS, CC, TSS and employees of QA and Compliance programs.

Incentives and Penalties (QA 003):

Employees are trained about the penalties that will incur for violations to the Outcomes identified in the DHHS contract. Employees learn steps to take to avoid penalties and who to contact if Outcomes are not able to be achieved by no fault of the SC or SCS.

- This training occurs within NFC offices.
- This is an ongoing training. The initial training occurs prior to an employee receiving families. Ongoing trainings occur during department and team meetings as needed.

- Director of QA and Compliance or Director of Operations completes initial training. Director of Operations and SCS conduct ongoing training.
- This is a 30 minute training.
- SC, SCS, CC, TSS and employees of QA and Compliance programs.

CFSR (QA 004):

This training gives an overview of the CFSR and the correlation between CFSR outcomes, NFC outcomes, and federal monies associated to the CFSR. Employees also learn about the time frames for the CFSR in the state of Nebraska, the Nebraska PIP, future mock interviews for NFC employees and NFC's role during a CFSR review.

- This training occurs within NFC offices.
- This is an ongoing training. The initial training occurs prior to an employee receiving families. Ongoing trainings occur during department and team meetings as needed.
- Director of QA and Compliance or Director of Operations completes initial training. Director of QA and Compliance, Director of Operations and/or SCS conduct ongoing training as appropriate.
- This is a 30 minute training.
- SC, SCS, CC, TSS and employees of QA and Compliance programs.

Safety Assessment/ Safety Plan (NSIS 001):

Conditions for Return (NSIS 003):

SC roles to ensure families are safe/working with CFS (NSIS 004):

This provides an overview /refresher training for employees once they have completed the DHHS 001 training. The training focuses on how the Safety Threats are associated with determining the Protective Capacities and the Outcome(s) for the Case Plan. Employees are trained how their involvement is necessary in developing Safety Plans and Conditions for Return and providing information for both the SA and SP. There is a strong focus on monitoring compliance of the Safety Plans, who to contact and when for violations, and alerting CFS when new Safety Threats are questioned. Employees also focus on monitoring the identified Safety Threats and Case Plan and working with CFS to show improvements and change in families when appropriate in order to move towards case closure.

- This training occurs within NFC offices.
- This is an ongoing training. The initial training occurs prior to an employee receiving families. Ongoing trainings occur during department and team meetings as needed.
- Director of Operations, Training Coordinator, or SCS completes initial training. Director of Operations and SCS conduct ongoing training.
- This is a 45 minute training.
- All SC, SCS, CC. Exceptions may be made by the direct supervisor based on previous job experience.

Roles and Responsibilities and Workflow (SC 0001):

This training provides a review of the Operations Manual Roles and Responsibilities for NFC employees as well as those for DHHS employees. A workflow of SC and SCS roles is provided and explained in detail to employees.

- This training occurs within NFC offices.
- This is an ongoing training. Employees receive the initial training prior to receiving families. Ongoing trainings occur during department and team meetings as needed.
- The Director of Operations or Service Coordinator Supervisor completes this training.
- This is a 2.5 hour training.
- All employees in the Service Coordination/ Operations program

Wraparound, Family Centered Practice (FCP) and guiding principles (SC 0002):

This training provides an overview of the Wraparound and Family Centered Practice and how these both play a very strong role in Service Coordination, including providing services, for families. Distinctions between Wraparound and FCP and utilization of these guiding principles are provided in relation to completing PCAs, Family Team Meetings, and Case Plan development.

- This training occurs within NFC offices.
- This is an ongoing training. Employees receive the initial training prior to receiving families or their full-time job role. Ongoing trainings occur during department and team meetings as needed.
- The Director of Operations, Training Coordinator, Clinical Consultant or Service Coordinator Supervisor completes this training.
- This is a 30 minute training.
- All Service Coordinators, Service Coordinator Supervisors, and Clinical Consultants and Network Providers.

DHHS Contract and Operations Manual (SC 0003):

Employees receive training specifically about the contract and operations manual and correlating these to the detailed Outcomes, Penalties, and Roles and Responsibilities.

- This training occurs within NFC offices.
- This is an ongoing training. Employees receive the initial training prior to receiving families or their full-time job responsibilities. Ongoing trainings occur during department and team meetings as needed.
- The Director of Operations or Service Coordinator Supervisor completes this training.
- This is a 1.5 hour training.
- All Service Coordinators, Service Coordinator Supervisors, and Clinical Consultants.

Service Array and subcontracts (SC 0004):

Provider Handbook (SC 0005):

These trainings provide an association between EBP/PPs and the Penelope system. Employees learn about the providers NFC uses, NFC's responsibility to hold each

contractor accountable for the contracts, and each employee's role with this as well. Employees learn all services provided by these contractors and their purpose.

- This training occurs within NFC offices.
- This is an ongoing training. Employees receive the initial training prior to receiving families or their full-time job responsibilities. Ongoing trainings occur during department and team meetings as needed.
- Manager of Provider Network and Contracts, Director of Operations, or Director of QA and Compliance completes this training.
- This is a 1-2 hour training.
- SC, SCS, CC, TSS and employees of QA and Compliance programs.

Strengths and Stressors Assessment (SC 0006):

This training teaches employees about the assessment used to identify areas of concern or strengths in the family. The assessment looks at Environment, Social Support, Parental Capabilities, Family Interactions, Family Safety, and Child Well-Being. This tool will be used with all families, regardless of adjudication type.

- This training occurs within NFC offices.
- This is a one time, short-term training.
- Boys Town Research Analyst, NFC Director of Operations and/or Clinical Consultant conducts this training.
- This is a 2 hour training.
- SC, SCS, and CCs.

PCA, Case plan, and Family Team Meetings (FTM) (SC 0007):

This has now moved to a module in the Wraparound Training section.

Documentation and Narratives (SC 0008):

Employees receive continued training regarding time frames for completion of narratives as well as quality documentation. Employees receive examples of documentation for Face to Face narratives, Family Team Meetings, PCAs, and Court Reports/ Case Plans. Employees learn about the responsibilities of quality documentation and the correlation between the CFSR and contracted Outcomes.

- This training occurs within NFC offices.
- This is an ongoing training. Initial training occurs prior to employees receiving families. Ongoing training occurs during department and team meetings, supervision, and job shadowing.
- Director of Operations, Training Coordinator, and/or SCS conducts this training.
- This is a 30 minute training.
- SC, SCS, CC. Exceptions may be made by the direct supervisor based on previous job experience.

Supervision and Mandatory Consultation Points (SC 0009):

Employees receive training regarding the professional and client specific supervision they can expect and its frequency. Training also includes NFC specific consultation points and DHHS mandatory consultation points, expected contact with NFC SCS and the DHHS CFS for each of these areas.

- This training occurs within NFC offices.
- This is an ongoing training. Initial training occurs prior to employees receiving families. Ongoing training occurs during department and team meetings, supervision, and job shadowing.
- Director of Operations, Training Coordinator, and/or SCS conducts this training.
- This is a 30 minute training.
- SC, SCS, CC. Exceptions may be made by the direct supervisor based on previous job experience.

Home studies and QA expectations (SC 0010):

This training teaches employees about the home study tool, expectations for quality home studies, who completes them and when, and the process to provide this to NFC QA and DHHS. The training also delves into the QA tool NFC and DHHS use to assess quality home studies and stresses the importance and need for quality detailed home studies.

- This training occurs within NFC offices.
- This is an ongoing training. Initial training occurs prior to employees receiving families. Ongoing training occurs during department and team meetings, supervision, and job shadowing.
- Director of Operations, Foster Care Manager, Utilization Review, Training Coordinator, and/or SCS conducts this training.
- This is a 2 hour training.
- SC, SCS, CC, QA employees

Independent Living (SC0011):

This training provides an overview of the expectations of services to provide to youth working with NFC for independent living skill development and planning. A review of the Foster Youth Council, Ansell Casey website and testing tools, case planning, and the Omaha Independent Living Plan are provided.

- This training occurs within NFC offices.
- This is an ongoing training. Initial training occurs prior to employees receiving families. Ongoing training occurs during department and team meetings, supervision, and job shadowing.
- Director of Operations, Training Coordinator, and/or SCS conducts this training.
- This is a 30 minute training.
- SC, SCS, CC. Exceptions may be made by the direct supervisor based on previous job experience.

Ecomaps and Genograms (SC0012):

This training teaches employees how to interview families to receive pertinent information for both ecomaps and genograms and how to involve them in developing these necessary and useful documents.

- This training occurs within NFC offices.
- This is an ongoing training. Additional training occurs during department and team meetings, supervision, and job shadowing.
- Training Coordinator, Clinical Consultant and/or SCS conducts this training.
- This is a one hour training.

- SC, SCS, CC. Exceptions may be made by the direct supervisor based on previous job experience.

Wraparound: Setting the Stage (WRAP001):

This training teaches employees the basic philosophies of Wraparound and Family Centered Practices (FCP). During this training, employees are able to identify techniques to best work with and collaborate with families. Employees also are able to identify their personal barriers to using these philosophies and begin working on changing employee mindset to better work with families of all adjudications using Wraparound and FCP.

- This training occurs within NFC offices.
- This is an ongoing training. Initial training occurs in a group setting. Ongoing training occurs during department and team meetings, supervision, and job shadowing.
- Community provider specialist, Training Coordinator, Clinical Consultant and/or SCS conducts this training.
- This is a four hour training.
- SC, SCS, CC.

PCA and Case Plan development; initial Family Team Meetings (WRAP002):

This provides an in depth training to include a review of Safety Assessments, Safety Plans and Conditions for Return and how these correlate with the PCA, Case Plan, and FTMs. Employees are trained on assessing the Protective Capacities related to identified Safety Threats interviewing parents on capacities, and working with CFS and family to finalize the PCA. Employees are also trained how to develop a case plan using Safety Threats, Protective Capacities, and Family Team Meetings to develop strategies. There is a focus on using SMART techniques in developing the case plan. Employees receive an overview of expectations for Family Team Meetings using the Wraparound and FCP guiding principles, inclusion of CFS, and focus on change in the case plan.

- This training occurs within NFC offices.
- This is an ongoing training. Initial training occurs prior to employees receiving families. Ongoing training occurs during department and team meetings as well as supervision and job shadowing.
- The Training Coordinator, Clinical Consultant, or Service Coordinator Supervisor conducts this training.
- This is a 3 hour training.
- SC, SCS, CC. Exceptions may be made by the direct supervisor based on previous job experience.

Wraparound: Integrating Wraparound and FCP into monthly FTMs (WRAP003):

This training teaches employees how to conduct monthly FTMs using Wraparound, developing an Individualized Wraparound Plan, and acting as the facilitator. Employees are able to learn the tools used in the FTM and practice running a FTM during role play sessions.

- This training occurs within NFC offices.

- This is an ongoing training. Initial training occurs in a group setting. Ongoing training occurs during department and team meetings, supervision, and job shadowing.
- Community provider specialist, Training Coordinator, Clinical Consultant and/or SCS conducts this training.
- This is a 6-8 hour training.
- SC, SCS, CC.

Car Seat Installation and ‘certification’ (SAF 001):

Employees complete an online training teaching them how to properly install car seats when transporting state wards. Once completing this training, employees must get ‘certification’ in properly installing car seats through Boys Town Hospital or the National Safety Council.

- This training occurs within NFC offices and ‘certification’ in the community.
- This is a onetime training prior to employees transporting children, unless they have received prior ‘certification’ in another job position. All employees will receive this training within 3 months of Service Coordination.
- Boys Town Compliance and Accreditation Training, Boys Town Hospital, National Safety Council.
- This is a 1-2 hour training/certification.
- SC, SCS, TSS

NFC Required Trainings within First Year of Employment

ICWA extended training (DHHS 003):

This training is provided by an ICWA specialist in the community furthering the understanding for the need to increase the support of maintaining Native American cultures for youth and in depth training on the laws and rules of ICWA.

This training occurs in the community and at NFC offices.

- This is a onetime training. Follow up training can be completed through direct contact with ICWA specialists, tribe members, and online video of Sherri Eveleth's training.
- Identified ICWA specialists in the community.
- This is a 3 to 6 hour training.
- SC, SCS, CC, QA employees as appropriate.

CPR—Adult, Child, Infant (SAF 002):/ First Aid (SAF 003)

Employees receive certification in CPR and First Aid through completing the Challenge Course approved by the American Red Cross. CPR certification is good for one year and First Aid is good for three years. Employees not able to take the Challenge Course will take the full course through Boys Town Fire Department.

- This training occurs within NFC offices.
- This is a yearly training for CPR and three year training for First Aid.
- Certified CPR/ First Aid Authorized Provider trainers—employees of NFC.
- This is a 2 hour training.
- SC, SCS, TSS, CC and all other NFC employees choosing to participate.

Adoption (SC 0013):

This training will teach staff the specifics required in order to have a timely adoption occur once a child is eligible for adoption. Employees also learn to focus on achieving all aspects necessary for adoption during the life of the case including seeking all possible relative placements, setting up an adoption home study when appropriate, referring for new fingerprint checks, etc.

- This training occurs within NFC and DHHS offices.
- This is a onetime training, although follow up training can occur if necessary as identified by SCS.
- DHHS and/or NFC supervisors skilled in all aspects of adoption.
- This is a one hour training.
- SC, SCS, CC

Developmental Disabilities (SC 0014):

This training teaches employees more in depth about how to apply for DD services for youth and parents, what the criteria is, and what is available through DD services. There is also a focus on how to advocate and teach parents to advocate for meeting youth's needs in school utilizing MDTs and IFPs.

- This training occurs within NFC, DHHS, and OPS offices.
- This is a onetime training, although follow up training can occur if necessary as identified by SCS.

- DHHS, OPS, Mental health specialists, NFC.
- This is a 2 hour training.
- SC, SCS, CC.

DHHS programs (SC 0015):

Employees learn about all the programs parents and families can apply for and utilize when not involved with CFS. Employees learn how these programs can be used to support families to achieve independence, assist in maintaining their safety, and help assist in successfully closing families safely.

- This training occurs within NFC and DHHS offices.
- This is a onetime training, although follow up training can occur if necessary as identified by SCS.
- DHHS, SCS, CC, Training Coordinator.
- This is a 1-2 hour training.
- SC, SCS, CC.

Interviewing skills (SC 0016):

Employees learn and practice skills to interview clients for the PCA, Genogram/ Ecomap, YLS, and general information gathering. Employees learn skills identified by the ACTION program, behavioral and clinical skills (not acting as therapist), and relationship building.

- This training occurs within NFC and community offices.
- This is a onetime training, although follow up training can occur if necessary as identified by SCS.
- SCS, CC, Training Coordinator, Community providers.
- This is a 2 hour training.
- SC. SCS and CC as identified by Director of Operations.

Collaborative Problem Solving, Mediation, and Conflict Resolution (SC 0017):

Employees develop skills regarding mediating stressful or oppositional situations including FTMs, how to best work to resolve problems with all professionals including HHS and with families, and expectations for professionalism at all times during times of conflict.

- This training occurs within NFC and community offices.
- This is a onetime training, although follow up training can occur if necessary as identified by SCS.
- SCS, CC, Training Coordinator, Community providers
- This is a 2 hour training.
- SC. SCS and CC as identified by Director of Operations.

PS-MAPP (QA 006):

This is a training that will be provided to all foster parents in the NFC network. Foster parents will learn about many requirements and skills necessary to successful foster parenting. Foster parents will also learn to focus on the FCP/ Wraparound approach and becoming part of the team to help biological parents achieve safe and successful reunification when appropriate. This training teaches foster parents the importance of

allowing biological family into their lives whenever safe and appropriate and how this is best done while maintaining appropriate boundaries.

- This training occurs with Network provider offices.
- This is an ongoing training with foster parents. New foster parents will receive the entire PS-MAPP training prior to taking children into their home. Current foster parents will receive specific training on PS-MAPP during in-service trainings.
- This is a 40 hour training for new foster parents. The amount of time for current foster parents has yet to be identified.
- Foster Parents within NFC Network Providers.

Yearly Trainings Required by NFC

Cultural Competence:

This training can include areas of race, culture, religion, sexual orientation, and other areas of diversity within the community.

- NFC may offer these trainings as well as identify trainings in the community for employees to attend.
- Employees are required to have an aspect of cultural competency training each year.
- Community providers with experience or specialization in this area.
- Training times vary.
- All employees in the Service Coordination Department.

Corporate Compliance and Ethics:

Employees learn about reporting any ethics or non-compliance activities within the agency. Employees learn what the violations are and who to report violations to.

- NFC offices
- Employees are required to have this training updated yearly.
- Corporate Compliance Officer will conduct this training.
- This is a 30 minute to 1 hour training.
- All NFC employees.

NFC Policies and Procedures:

Employees learn about the policies and procedures defined within the agency.

Employees are trained in the specifics about these policies and procedures to ensure proper compliance.

- NFC offices
- Employees are required to have this training updated yearly.
- Administrative team members will conduct this training.
- This is a 30 minute to 1 hour training.
- All NFC employees.

Mental health:

These trainings are frequent in the community and focus on specific mental health diagnoses, how to best support those with specific mental health needs, and how to identify concerns for mental health issues. Trainings also include how domestic violence, substance abuse, and child abuse of all types have a correlation with mental health.

- NFC offices and community providers.
- New trainings are required for those in Service Coordination yearly.
- Clinicians within NFC and the community provide these trainings.
- This can be a 1-8 hour training.
- SC, SCS, and CC (for CEUs).