# Personnel File Review Form

## GENERAL INFORMATION

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| **Contractor Name:** | select | **Service Area:** | select |

## STAFF INFORMATION

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| **Staff Name:** | |
| **Position:** | |
| **Degree Required based on Job Duties:** | select |
| **Date of Hire:** | |
| **Date of Initial Direct Contact:** | |

## REVIEWER INFORMATION

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| **1st Level Reviewer Name:** | | **1st Review Date:** | |
| **2nd Level Reviewer Name:** | | **2nd Review Date:** | |

*Reviewer Comments:*

## BACKGROUND CHECKS (Questions 1-8)

**NOTE: Background checks must be completed for ALL names used including maiden names and previous married names for employees, interns and volunteers.**

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| **1. NATIONAL: The Contractor conducts National Criminal History Checks on all employees, interns, and volunteers if they may have direct contact with children, youth and families during the course of providing services under this contract, prior to the individual having contact with youth.** | ☐Y ☐N ☐N/A |

***Instructions:***

A "**YES**" response is warranted when documentation indicating that the Contractor completed a National Criminal History check on the employee, intern, or volunteer, prior to the individual having direct contact with **children, youth and families** is included in the personnel file being reviewed.

A "**NO**" response is warranted when documentation indicating that the Contractor completed a National Criminal History check on the employee, intern, or volunteer prior to the individual having direct contact with children, youth and families is missing from the personnel files, or when documentation indicates that the Contractor failed to complete the check prior to the individual having contact with children, youth and families.

A "**N/A**" response is warranted if the employee, intern, or volunteer does not have any contact with children, youth and families.A "N/A" response is warranted if the employee, intern, or volunteer was hired after July 2010.

***Reviewer Comments:***

***Date of National Background Check:***

***Date of Initial Contact with Children/ Youth/Families:***

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| **2. OUT OF STATE: The Contractor conducts out-of-state background checks (i.e., State Criminal History check(if hired after July 2010),state sex offender registry, state child abuse and neglect central register, state adult abuse and neglect central register, or the equivalence such as county registers, etc.) on all employees, interns, and volunteers who have resided in Nebraska for less than 5 years if they may have direct contact with children, youth, and families during the course of providing services under this contract, prior to the individual having contact with children, youth, and families.**<br><br>***Note: If an individual's prior state of residence does not maintain a Sex Offender Registry, Child Abuse and Neglect Register, an Adult Abuse and Neglect Central Registry, or similar registry, the contractor shall complete criminal background checks in the cities, counties, and states of previous residence.*** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when documentation indicating that the Contractor completed all relevant out-of-state background checks on the employee, intern, or volunteer prior to the individual having direct contact with children, youth, and families is included in the personnel file being reviewed.

A "**NO**" response is warranted when documentation indicating the completion of relevant out-of-state background checks is missing from the employee's, intern's, or volunteer's personnel file, and the individual had or continues to have direct contact with children, youth and families.

A "**N/A**" response is warranted if the employee, intern, or volunteer (i.e., is an existing employee, intern, or volunteer for two or more years), has resided in Nebraska for five or more years, or will not have direct contact with children, youth, and families under this contract.

***Reviewer Comments:***

**Date moved to Nebraska from (previous state)**

**Previous state Sex Offender Registry**

**Previous state Child Abuse Registry**

**Previous state Adult Abuse Registry**

*Previous State-wide Criminal History check(if hired after July 2010.*

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| **3. <u>IN STATE:</u> The Contractor conducts in-state background checks on all employees, interns, and volunteers if they may have direct contact with children, youth and families during the course of providing services under this contract, prior to the individual having contact with youth, including: the Nebraska Sex Offender Registry; the Nebraska Child Abuse and Neglect Central Register; and the Nebraska Adult Abuse and Neglect Central Register.** | ☐**Y** ☐**N** ☐**N/A** |

***Instructions:***
A "**YES**" response is warranted when documentation indicating that the Contractor completed all three in-state background checks noted above on the employee, intern, or volunteer, prior to the individual having direct contact with children, youth and families**,** is included in the personnel file being reviewed.

A "**NO**" response is warranted when documentation indicating the completion of one or more of the in-state background checks noted above is missing from the employee's, intern's, or volunteer's personnel file, and the individual had or continues to have direct contact with children, youth and families.

A "**N/A**" response is warranted if the employee, intern, or volunteer will not have direct contact with children, youth and families under this contract.

***Reviewer Comments:***

***Date of Nebraska Sex Offender Registry:***
***Date of Nebraska Child Abuse Register:***
***Date of Adult Abuse Register:***
***Date of Initial Contact with Children/Youth/Families:***

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| **4. <u>LOCAL LAW ENFORCEMENTor Statewide Criminal History Check:</u> The Contractor conducts local law enforcement or Statewide Criminal History checks on all employees, interns, and volunteers if they may have direct contact with children, youth and families during the course of providing services under this contract, prior to the individual having contact with children, youth and families.** | ☐**Y** ☐**N** ☐**N/A** |

A "**YES**" response is warranted when documentation indicating completion of local law enforcement check or Statewide Criminal History check on the employee, intern, or volunteer prior to the individual having direct contact with children, youth, and families is included in the personnel file being reviewed.

A "**NO**" response is warranted when documentation indicating the completion of local law enforcement check or a statewide criminal history check is missing from the employee's, intern's, or volunteer's personnel file, and the individual had or continues to have direct contact with children, youth and families.

A "**N/A**" response is warranted if the employee, intern, or volunteer does not have any contact with children, youth and families.

***Reviewer Comments:***

***Date of Local Law Enforcement Check (if hired before July 2010):***
*Date of Statewide Criminal History Check ( if hired after July , 2010:*

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| **5. <u>INTERNET SEARCH:</u> The contractor will ensure that a Google Search or other appropriate search engine search has been completed on all employees, interns, and volunteers if it is foreseeable that the individual may have contact with children, youth and families.** | ☐**Y** ☐**N** ☐**N/A** |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation that a Google Search or other appropriate search engine search has been completed on all employees, interns, and volunteers if it is foreseeable that the individual may have contact with children, youth and families.

A "**NO**" response is warranted when the personnel file being reviewed does not includes documentation that a Google Search or other appropriate search engine search has been completed on all employees, interns, and volunteers if it is foreseeable that the individual may have contact with children, youth and families.

A **"N/A"** response is warranted if the employee, intern, or volunteer does not have any contact with children, youth, and families.

***Reviewer Comments:***

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| **6. <u>ONGOING BACKGROUND CHECKS:</u> The Contractor conducts in-state background checks (e.g., the Nebraska Sex Offender Registry, the Nebraska Child Abuse and Neglect Central Register, and the Nebraska Adult Abuse and Neglect Central Register), equivalent out-of-state background checks if applicable, and National Criminal History Checks (if hired before July 2010) or Statewide Criminal History Checks if hired after July 2010 on employees every 2 years.** | ☐**Y** ☐**N** ☐**N/A** |

A "**YES**" response is warranted when documentation indicating that the Contractor completed background checks as noted above on the employee in the last two years is included in the personnel file being reviewed.

A "**NO**" response is warranted when documentation indicating the completion of background checks as noted above on the employee in the last two years is missing from personnel file being reviewed.

A "**N/A**" response is warranted if the employee, intern, or volunteer has been employed by or providing volunteer or intern services to the Contractor for less than two years, or will not have direct contact with youth under this contract.

***Reviewer Comments:***

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| **7. <u>EXCEPTION:</u> If National Criminal History Checks(if hired before July 2010) or Statewide Criminal History Checks,(if hired after July 2010) in-state or out-of-state background checks result in a record being identified, the Contractor does not allow the individual to have contact with children, youth and families without an exception from the Service Area Administrator or designee.** | ☐**Y** ☐**N** ☐**N/A** |

A "**YES**" response is warranted when documentation on completed background checks on the volunteer, intern, or employee is included in the personnel file and indicates an identified record, and the Service Area Administrator or designee approved an exception for the record or the Contractor does not allow the individual to have contact with children, youth and families under this contract.

A "**NO**" response is warranted when background check documentation was missing from the file and the reviewer does not have enough information to determine if an exception was needed or the documentation on completed background checks on the volunteer, intern, or employee is included in the personnel file and indicates an identified record, but an exception was not approved by the Service Area Administrator or designee and the Contractor allows the individual to have contact with children, youth and families under this contract.

A "**N/A**" response is warranted when documentation on completed background checks on the volunteer, intern, or employee in the personnel file do not indicate an identified record or if the individual will not have contact with children, youth, and families under this contract.

***Reviewer Comments:***

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| **8. <u>RECORD MAINTENANCE:</u> The contractor maintains all background check documentation in staff personnel records (including documentation requested and received from other states).** | ☐Y ☐N ☐N/A |
| A "**YES**" response is warranted when all relevant background check documentation is included in the personnel file being reviewed.<br><br>A "**NO**" response is warranted when any relevant or required background check documentation is missing from the personnel file being reviewed.<br><br>A **"N/A"** response is warranted when the volunteer, intern, or employee in the personnel file being reviewed with not have contact with children, youth, and families under this contract | |
| ***Reviewer Comments:*** | |

8a,8b, and 8c questions were added 3rd Quarter –2010

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| **8a. WORK ELIGIBILITY STATUS The contractor used a federal Immigration system known as E-Verify or an equivalent federal program to determine the staffs work eligibility status.** | ☐Y ☐N ☐N/A |
| A "**YES**" response is warranted when there is evidence the contractor checked the staff persons work eligibility status.<br><br>**A "**NO**" response is warranted when there is NOT any evidence that the contractor checked the staff persons work eligibility status**<br><br>A **"N/A"** response is warranted when the Contractor is an individual or sole proprietorship this is not the correct system to use to check work status. | |
| ***Reviewer Comments:*** | |

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| **8b. WORK ELIGIBILITY STATUS The contractor is an individual or sole proprietorship and used the US Citizenship Attestation Form that is available on the Department of Administrative Services Website to determine the staffs work eligibility status.** | ☐Y ☐N ☐N/A |
| A "**YES**" response is warranted when there is evidence the contractor completed the attestation form to determine the work eligibility status.<br><br>**A "**NO**" response is warranted when there is NOT any evidence that the contractor completed attestation form to check the staff persons work eligibility status**<br><br>A **"N/A"** response is warranted when the Contractor is NOT an individual or sole proprietorship. | |
| ***Reviewer Comments:*** | |

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| **8c. WORK ELIGIBILITY STATUS If the contractor indicated on the attestation form that the staff was a qualified alien, did they provide the U.S. Citizenship and Immigration Services Documentation to verify the Contractor's lawful presence in the U.S. using the Systematic Alien Verification for Entitlements(SAVE) Program.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when there is evidence the contractor can provide the U.S. Citizenship and Immigration documentation.

**A "**NO**" response is warranted when there is NOT any evidence that the contractor can provide the U.S. Citizenship and Immigration documentation.**

A **"N/A"** response is warranted when the Contractor is NOT an individual or sole proprietorship.

***Reviewer Comments:***

## TRANSPORTATION (Questions 9-13)

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| **9. <u>DRIVER'S LICENSE:</u> The Contractor ensures that all staff providing transportation services to children and families possess' a current and valid driver's license.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the employee possesses a current and valid driver's license and a copy of the license is included in the personnel file.

A "**NO**" response is warranted when the documentation in the personnel file indicates that the employee does not possess a current and valid driver's license (i.e., the license is not valid or expired), or the file is missing any documentation of a driver's license.

A "**N/A**" response is warranted when the employee does not provide transportation services to children and families.

***Reviewer Comments:***

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| **10. <u>AUTOMOBILE LIABILITY & MEDICAL INSURANCE COVERAGE:</u> The Contractor ensures that all staff providing transportation services to children and families have and maintain minimum automobile liability and medical insurance coverage as required by law.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the employee has the minimum automobile liability and medical insurance as required by law and the insurance is current.

A "**NO**" response is warranted when the personnel file being reviewed does not include documentation indicating that the employee has the minimum automobile liability and medical insurance as required by law, or if the insurance that is documented in the file does not meet the minimum coverage as required by law or has expired.

A "**N/A**" response is warranted when the employee does not provide transportation services to children and families.

***Reviewer Comments:***

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| **11. <u>POINTS ASSESSED:</u> The Contractor ensures that all staff providing transportation services to children and families have no more than 6 points assessed against his or her Nebraska driver's license, or meet a comparable standard in the state where he or she is licensed to drive.** | ☐Y ☐N ☐N/A |
| A "**YES**" response is warranted when documentation indicates that the employee has 6 or less points assessed against his or her Nebraska driver's license, or meets a comparable standard in the state where he or she is licensed to drive.<br><br>A "**NO**" response is warranted when documentation indicates that the employee has more than6 points assessed against his or her Nebraska driver's license, or fails to meet a comparable standard in the state where he or she is licensed to drive, or the file is missing such documentation altogether.<br><br>A "**N/A**" response is warranted when the employee does not provide transportation services to children and families. | |
| ***Reviewer Comments:*** | |
| **12. <u>LIMITATIONS:</u> The Contractor ensures that all staff providing transportation services to children and families do not have any current limitations that would interfere with safe driving.** | ☐Y ☐N ☐N/A |
| A "**YES**" response is warranted when the employee does not currently have a limitation that would interfere with safe driving, as documented by a copy of the employee's driver's license in the personnel file.<br><br>A "**NO**" response is warranted when the employee currently has a limitation that would interfere with safe driving, as documented by a copy of the employee's driver's license in the personnel file, or if such documentation is missing from the personnel file altogether.<br><br>A "**N/A**" response is warranted when the employee does not provide transportation services to children and families. | |
| ***Reviewer Comments:*** | |
| **13. <u>DEFENSIVE DRIVING COURSE:</u> The Contractor ensures that all staff providing transportation services to children and families completes a defensive driving course as sanctioned by the Nebraska Safety Council or similar agency.** | ☐Y ☐N ☐N/A |
| A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the employee has completed a defensive driving course as sanctioned by the Nebraska Safety Council or similar agency.<br><br>A "**NO**" response is warranted when the personnel file being reviewed does not include documentation indicating that the employee completed a defensive driving course as sanctioned by the Nebraska Safety Council or similar agency.<br><br>A "**N/A**" response is warranted when the employee does not provide transportation services to children and families. | |
| ***Reviewer Comments:*** | |

## DRUG SCREENING (Question 14)

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| **14. <u>DRUG TESTS:</u> The contractor must make arrangements with a qualified professional for the purpose of conducting drug tests for Service Coordinators, Service Coordinators Supervisors, and any staff providing transportation to** children, youth and families**. The sample will test for Amphetamines, Cocaine Metabolite, Marijuana, Opiates and Phencyclidine PCP.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the employee has completed a drug test to include for Amphetamines, Cocaine Metabolite, Marijuana, Opiates and Phencyclidine PCP.

A "**NO**" response is warranted when the personnel file being reviewed does not include documentation that the employee has completed a drug test to include for Amphetamines, Cocaine Metabolite, Marijuana, Opiates and Phencyclidine PCP.

A **"N/A"** response is warranted when the employee is not a service coordinator, service coordinator Supervisor or any staff member that would be providing transportation.

***Reviewer Comments:***

**Date of initial Hire:**

**Date of Test:**

## REFERENCES (Question 15)

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| **15. <u>HOME STUDY STAFF ONLY:</u> The contractor will ensure that an individual who conducts foster/adoptive home studies or approval studies have three positive letters of reference.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the employee who conducts foster/adoptive home studies or approval studies have three positive letters of reference.

A "**NO**" response is warranted when the personnel file being reviewed does not reviewed includes documentation indicating that the employee who conducts foster/adoptive home studies or approval studies have three positive letters of reference.

A **"N/A"** response is warranted when the employee does not complete foster/adoptive studies or approval studies.

***Reviewer Comments:***

## EDUCATION (Questions 16-18)

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| **16. <u>ALL EMPLOYEES:</u> The Contractor ensures that all employees that deliver services and supervisors of those employees meet all educational requirements and qualifications outlined in the evidence-based models and promising practices used by the Contractor and the operations manual.**<br><br>***Note: Need to get a list from the providers before the file review of what the educational requirements are as outlined in the evidenced-based models for each position.*** | ☐Y ☐N |

A "**YES"** response is warranted when the employee meets all educational requirements and qualifications, as documented by a resume, curricula vitae, copies of transcripts or diplomas, the application for employment, or other documentation.

A **"NO**" response is warranted when the employee does not meet all educational requirements and qualifications, as documented by a resume, curricula vitae, copies of transcripts or diplomas, the application for employment, or other documentation, or if no such documentation is included in the personnel file being reviewed.

***Reviewer Comments:***

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| **17. <u>HOME STUDY STAFF ONLY:</u> The contractor will ensure that an individual who conducts foster/adoptive home studies or approval studies have a current resume showing education and experience. The individual must hold a Bachelor's Degree or higher in a human service field OR must have experienced at least two years full-time employment in a human services field where job duties included interviewing, assessment, making professional determinations, and writing reports or narratives.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the employee who conducts foster/adoptive home studies or approval studies have a current resume showing education and experience. The individual must hold a Bachelor's Degree or higher in a human service field OR must have experienced at least two years full-time employment in a human services field where job duties included interviewing, assessment, making professional determinations, and writing reports or narratives.

A "**NO**" response is warranted when the personnel file being reviewed does not include documentation indicating that the employee who conducts foster/adoptive home studies or approval studies have a current resume showing education and experience. The individual must hold a Bachelor's Degree or higher in a human service field OR must have experienced at least two years full-time employment in a human services field where job duties included interviewing, assessment, making professional determinations, and writing reports or narratives.

A **"N/A"** response is warranted when the employee does not complete foster/adoptive studies or approval studies.

***Reviewer Comments:***

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| **18. <u>SERVICE COORDINATOR & SERVICE COORDINATOR SUPERVISOR</u>: The Contractor must ensure that Service Coordinators and Service Coordinators Supervisors have a minimum of a Bachelor's Degree.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the Service Coordinator and Service Coordinator Supervisor have a minimum of a Bachelor's Degree.

A "**NO**" response is warranted when the personnel file being reviewed does not include documentation that the Service Coordinator and Service Coordinator Supervisor have a minimum of a Bachelor's Degree.

A **"N/A"** response is warranted when the employee is not a service coordinator, service coordinator Supervisor .

***Reviewer Comments:***

## TRAINING (Questions 19-25)

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| **19. <u>ALL STAFF (INITIAL TRAINING):</u> The contractor provides INITIAL training to staff on the following topics:**<br>**a. Delivery of all evidenced based and promising practice models.**<br>**b. Understanding Child Welfare and Juvenile Service Systems in order to support child and community safety, permanency, and well-being.**<br>**c. Community Services and Resource Availability**<br>**d. Understanding the needs of special populations.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the staff received initial training on the topics identified above.

A "**NO**" response is warranted when the personnel file being reviewed is missing documentation indicating that the staff received initial training on the topics identified above, or if the file contains documentation indicating otherwise.

A "**N/A**" response is warranted when the staff was not going to have contact with children, youth, and families.

***Reviewer Comments:***

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| **20. <u>ALL STAFF (ONGOING TRAINING):</u> The contractor provides ONGOING training to staff on the following topics:**<br>**a. Delivery of all evidenced based and promising practice models.**<br>**b. Understanding Child Welfare and Juvenile Service Systems in order to support child and community safety, permanency, and well-being.**<br>**c. Community Services and Resource Availability**<br>**d. Understanding the needs of special populations.**<br><br>***Note: Need to look at how many hours the contractor requires each staff to do and if that employee has met the requirement.*** | ☐**Y** ☐**N** ☐**N/A** |
| A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the existing staff receives ongoing training on the topics identified above.<br><br>A "**NO**" response is warranted when the personnel file being reviewed is missing documentation indicating that the existing staff receives ongoing training on the topics identified above, or if the file contains documentation indicating otherwise.<br><br>A "**N/A**" response is warranted if the staff has been employed by or providing volunteer or intern services to the Contractor for less than two years | |
| ***Reviewer Comments:*** | |
| **21. <u>MULTI-ETHNIC PLACEMENT/INTER-ETHNIC ADOPTION PROVISION</u>: The Contractor ensures that Service Coordinator, Service Coordinator Supervisor and any staff person responsible for making placements, arranging for placements, or doing home studies for foster or adoptive families, are trained upon hiring and annually on the requirements of the Multi-Ethnic Placement/Inter-Ethnic Adoption Provision.**<br><br>***Notes: Need to look at if the staff person is responsible for making or arranging placements or completing home studies.*** | ☐**Y** ☐**N** ☐**N/A** |
| A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the existing staff receives training on Multi-Ethnic Placement/Inter-Ethnic Adoption Provision upon hiring and annually thereafter and are responsible for making and arranging placements or completing home studies.<br><br>A "**NO**" response is warranted when the personnel file being reviewed is missing documentation indicating that the existing staff received training on Multi-Ethnic Placement/Inter-Ethnic Adoption Provision upon hiring and annually thereafter and are responsible for making and arranging placements or completing home studies.<br><br>A **"N/A**" response is warranted if the staff member is not responsible for making or arranging placements or doing home studies for foster or adoptive families. | |
| ***Reviewer Comments:*** | |

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| **22. <u>ICWA TRAINING</u>: The Contractor ensures that Service Coordinator, Service Coordinator Supervisor and any staff person responsible for making placements, arranging for placements, or doing home studies for foster or adoptive families, are trained upon hiring and annually on the requirements of the Indian Child Welfare Act, ICWA.**<br><br>***Note: Need to look at if the staff person is responsible for making or arranging placements or completing home studies.*** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation indicating that the existing staff receives training on the Indian Child Welfare Act, ICWA upon hiring and annually thereafter and are responsible for making and arranging placements or completing home studies.

A "**NO**" response is warranted when the personnel file being reviewed is missing documentation indicating that the existing staff received training on Indian Child Welfare Act, ICWA upon hiring and annually thereafter and are responsible for making and arranging placements or completing home studies.

A **"N/A**" response is warranted if the staff member is not responsible for making or arranging placements or doing home studies for foster or adoptive families

***Reviewer Comments:***

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| **23. <u>SERVICE COORDINATOR & SERVICE COORDINATOR SUPERVISOR (CFS PRE-SERVICE TRAINING):</u> The contractor must ensure that Service Coordinator and Service Coordinator Supervisors must participate and complete mandatory pre-service training related to Child and Family Services.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation that the service coordinator and service coordinator supervisor has completed the mandatory pre-service training related to Child and Family Services.

A "**NO**" response is warranted when the personnel file being reviewed does not include documentation indicating that the service coordinator and service coordinator supervisor has not completed the mandatory pre-service training related Child and Family Services.

A **"N/A"** response is warranted when the employee is not a service coordinator or service coordinator supervisor.

***Reviewer Comments:***

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| **24. <u>SERVICE COORDINATOR & SERVICE COORDINATOR SUPERVISOR (ONGOING TRAINING):</u> The contractor must ensure that Service Coordinator and Service Coordinator Supervisors have a minimum of 24 hours on-going training per calendar year.** | ☐Y ☐N ☐N/A |

A "**YES**" response is warranted when the personnel file being reviewed includes documentation that the service coordinator and service coordinator supervisor has a minimum of 24 hours on-going training per calendar year.

A "**NO**" response is warranted when the personnel file being reviewed does not include documentation indicating that the service coordinator and service coordinator supervisor has a minimum of 24 hours on-going training per calendar year.

A **"N/A"** response is warranted when the employee is not a service coordinator or service coordinator supervisor or it has not been a full calendar year since the employee began their role as a service coordinator or service coordinator supervisor.

***Reviewer Comments:***