

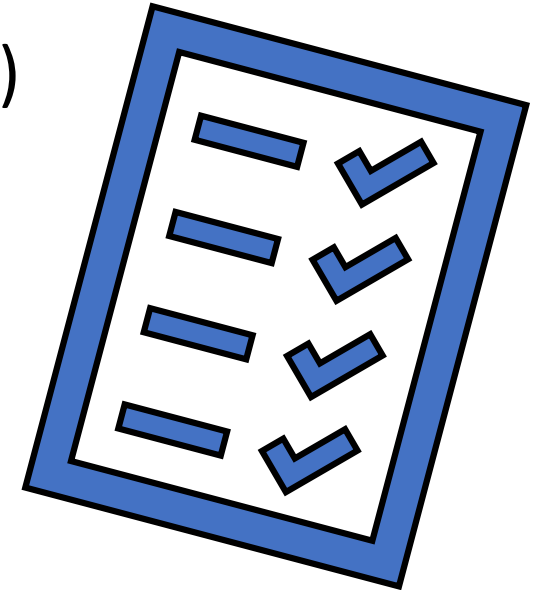


Workforce Development
DCF Family First Infrastructure Practice and
Policy Workgroup

February 19, 2021

Agenda

- Welcome and desired results
- Discuss themes from last meeting
- Existing workforce development and training (Tracy Davis)
- Future workforce development strategies
 - Communications
 - Technical Skills
 - Shifts in Practice
 - Resources
- Discussion of workgroup role going forward
- Next Steps



Desired Results for Today's Meeting

- Review and refine community pathway brainstorming from last meeting
- Review current workforce development and training in CT
- Discuss workforce development support needed for the prevention plan and implementation
- Develop a shared understanding of the purpose and plan for this workgroup going forward

Eligibility – Community Pathways

- Develop a coordinated network based on a list of generated referral sources/entry points
- Education campaign for workforce that engages with these populations (potentially akin to ACCESS Health portal)
 - Work with families to develop the messaging
 - Model contract tracing model developed by University of Pennsylvania
- Ensure in-person and online eligibility opportunities
- *What is missing?*

Needs Assessment – Community Pathways

- Consider a common needs assessment for all of Connecticut
- Care Coordination and Mobile Crisis examples of universal assessments
- *What is missing?*

Risk and Safety Monitoring – Community Pathways

- Stronger focus on identifying family needs as the first step of risk and safety planning
- Clarification that candidacy eligibility does not mean suspicion of abuse/neglect
- Families needing support does not mean DCF should be involved (clarify DCF role)
- Training or messaging for mandated reporters about their role and available options
- *What is missing?*

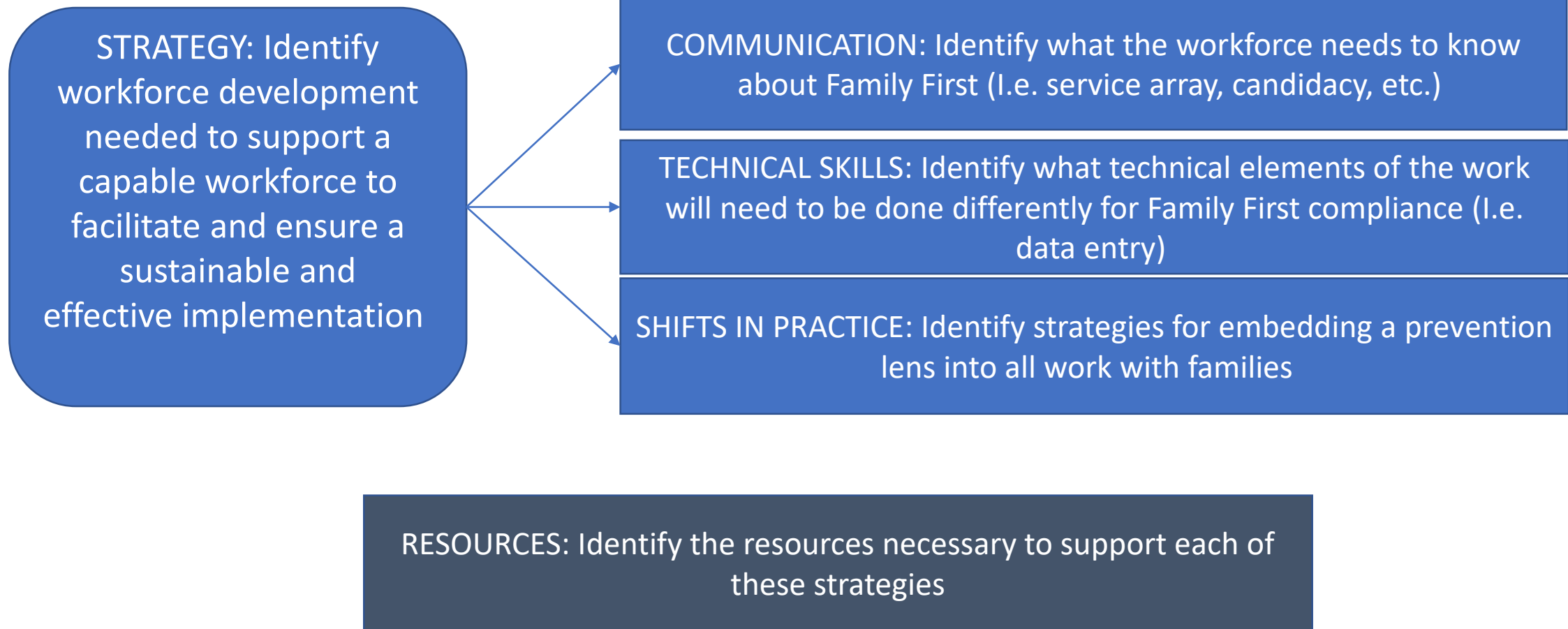
Service Referrals – Community Pathways

- Universal referral form and tool (entered in the same system) would be helpful
- Current barrier is to track the ‘journey of the family’ from referral identification – to service delivery – to outcome for the family
- *What is missing?*

Case Planning – Community Pathways

- A potential way to engage families in the development of a case plan (containing their goals, strengths etc.) could be through child and family teams meetings. However, this would require a lot of resources and not all agencies are able to implement with fidelity.
- There are tenets of wraparound that could be embedded in case planning
- *What is missing?*

Workforce Development Strategies





Academy for Workforce
Development

Existing Workforce Development – Pre-Service Training

- Introduction to Child Welfare
- Racial Justice
- Behavioral Health
- Trauma
- Partnering with Caregivers
- SDM
- Legal
- Permanency
- Worker Safety
- Case Planning
- Visitation in the Pandemic
- Meeting Healthcare Needs of Children
- Engaging Families
- Substance Use
- Sexual Abuse
- Intimate Partner Violence

Existing Workforce Development – Mandatory Trainings

- Sexual Harassment
- Ethics Training
- Mandated Reporter
- Implicit Bias
- CJIS Security Awareness
- 0-5 Training on Virtual Assessments (ongoing and FASU support staff)
- ADA Facilitated Discussions
- CAPTA (managers and all staff)
- SDM (ongoing)
- Systems PD Training
- CTIMH
- AVA W- PS's
- OD- Data Analysis
- Safety Practice Model Imp.

Existing Workforce Development – Simulation Training

- Engaging Families and Worker Safety
- Assessing Safety and Risk During the Interview Process Webinar
- Child Trafficking: What is it? How to see it? And, how to respond to it webinar
- Early Childhood Education Series Webinar
- The Next Steps Webinar (virtual mock interview)

Existing Workforce Development – In-Service Trainings

- Assessing and responding to substance use in the pandemic
- Assessing safety and risk during the interview process
- Case planning: boosting your understanding of the practice
- Child Trafficking: What is it, how to see it, and how to respond to it?
- Critical thinking skills: what it is and how to grow it?
- SDM safety planning: to do or not to do list
- Documentation: just enough of the right details
- Writing salon
- Beyond the racial justice questions: explore how our perceptions impact our assessments
- Engaging fathers and other men who offend
- FOCUS: center for autism
- Get to the point: skill development for clear and concise presentations
- Improving observation & documentation skills through practice
- Making the most of your time: work from home edition
- Mental health first aid
- Medical situations for the workplace
- Pandemic visitation: what you need to know
- Probate Matters
- Poverty during a pandemic
- Strategies for addressing disproportionality and disparity: a data driven approach
- Virtual Basic First Aid Refresher
- Virtual CPR/AED Refresher

Existing Workforce Development – Leadership Development Courses

- Mastering the Art of Child Welfare: Supervisory training program
- Leadership Academy for middle managers
- Leadership Academy for supervisors



Future Workforce
Development
Strategies

Populations known to DCF — Identified Workforce Strategies

Communications: Inform staff about the Connecticut's Candidacy Populations as well as its expanded prevention service array.

Technical Skills: Eligibility will be largely automated, but staff will need support identifying eligible youth during ongoing services; Staff will need to be trained to meet the data entry required for family first reporting (the elements needed for the child-specific prevention plan)

Shift in Practice: Support staff with translating need to services or supports; Support staff to address needs to prevent safety issues; Ensure that workforce development aligns with other relevant practice models (Safety Practice Model, Caregiver Practice Model etc.); Support staff in establishing clear and uniform practice around documentation;

Resources:

Think back on these characteristics of the care entity – *how are they relevant to workforce development?*

Access

- Easily accessible for the families
- In-person, website (chat) and phone line open 24/7
- Phone line is answered by a live person
- Phone menus are easy to use
- Multiple languages available

Workforce Capabilities

- Bilingual ability
- Ability to think about whole child and whole family
- Staff diversity
- Blend of clinical and non-clinical staff
- Trusted members of the community
- Wraparound philosophy

Structure/Organization of Entity

- Local connection and knowledge about community
- Formalized partnerships and collaboration with relevant stakeholders, providers
- Outside of DCF/State government
- Warm handoff
- “Care coordination” with ability to partner across agencies and communities

Experience for the Families

- Provides a ‘safe’ and stigma free environment
- Provides a clear plan to the family for next steps
- Maintains some relationship with family throughout service delivery
- Supportive and empathetic to the families’ situation

Infrastructure

- Clear structure for referrals from/to other providers
- IT infrastructure that aligns with the documentation needs
- Interoperable data and forms goes to infrastructure
- Ability to leverage multiple technologies
- Ability to analyze, report, and QI data

Community Pathways—Workforce Strategies

Communications:

Technical Skills:

Shift in Practice:

Resources:

Discussion of Questions and Workgroup's role

Now that Governance has approved an external care entity what outstanding questions do you have?

What is the best way to use the expertise of this workgroup to build the care entity?



Next steps
