

POLICY TITLE: Pre-Service and In-Service Training for Direct Service Staff



CHILD AND FAMILY SERVICES AGENCY

Approved By:	Date Approved:	Original Effective Date:	Latest Revision:
Robert L. Matthews	November 24, 2022	June 15, 2013	November 7, 2022

I. AUTHORITY	The Director of the Child and Family Services Agency (CFSA or Agency) adopts this policy to be consistent with the Agency's mission, and any applicable federal and District of Columbia laws and regulations. <i>This policy supersedes the Training Services Policy dated June 15, 2013.</i>
II. APPLICABILITY	This policy is applicable to all CFSA direct services staff employed by CFSA.
III. RATIONALE	To implement its mandated charge to promote safety, permanency, and well-being for children and families in the District of Columbia, CFSA requires a workforce of well-trained direct service workers.
IV. POLICY	It is the policy of CFSA to assure that child welfare direct services staff have pre-and in-service training that incorporates best practice standards in both classroom and applied professional training (APT) (i.e., on-the-job) modalities. CFSA requires all direct service staff, (i.e., social workers, supervisory social workers, family support workers, supervisory family support workers, nurses, supervisory nurses, and nurse practitioners) to complete all required pre-service and in-service training requirements.
V. CONTENTS	<ul style="list-style-type: none">A. Required Training HoursB. Pre-Service Training RequirementsC. In-Service Training RequirementsD. In-Service Training for Direct Services Staff Working Evenings, Nights or WeekendsE. Training on New PoliciesF. Failure to Complete Pre-Service and In-Service Training
VI. SECTIONS	Section A: Required Training Hours <ul style="list-style-type: none">1. CFSA direct services staff are required to complete training hours.<ul style="list-style-type: none">a. Direct service workers are required to complete a minimum of 80 hours of pre-service training.b. Supervisors, program managers, and administrators are required to complete a minimum of 40 hours of supervisory pre-service training.2. All CFSA direct service staff are required to complete a minimum of 30 hours of in-service training (between July 1 and June 30).3. Supervisors, program managers, and administrators are required to complete a minimum of 24 hours of annual in-service training.

Section B: Pre-Service Training Requirements

Applied Professional Training (APT)

1. Pre-service training modules and APT activities are intended for direct services staff to integrate theory and practice and to illustrate best practice. APT shall occur following CWTA classroom training and supervised by the direct service worker's supervisor.
2. Exceptions to any pre-service training requirement mentioned in this Section may be waived with prior approval of CWTA. To request a waiver, complete the [Pre-Service Waiver Request Form](#).
3. As a part of APT, newly hired CFSA and private provider social workers may receive a partial case load as determined by the supervisor.
4. Under the supervision of their supervisors, direct service workers shall complete all APT activities required.

Newly Hired Direct Service Staff

1. The APT modality allows the newly hired staff member the opportunity to apply the theoretical knowledge from the classroom training to the day-to-day work of child welfare in the District of Columbia. Newly hired staff will work closely with their supervisor or training supervisor to gain experience and practical knowledge over a 4-6-week period following CWTA classroom training.
2. Human Resource Administration ("HRA"), in collaboration with CFSA Child Welfare Training Academy ("CWTA") will work together to ensure that newly hired staff have the best opportunity to complete pre-service training requirements within the established timeframes. It is highly recommended that APT start dates are consider by HRA and CWTA when selecting new hire dates for direct service staff. Pre-service training start dates can be verified by contacting CWTA.
3. The CWTA program manager or administrator may waive pre-service training requirements for newly hired direct service workers who have successfully completed CWTA pre-service training within the past 24 months.

CFSA Direct Service Workers

1. CFSA direct service workers are required to complete all components of the pre-service training within the first three months of hire.
2. If a CFSA direct services employee cannot attend a pre-service training session, they shall be enrolled by CWTA staff in the next available pre-service training session.

Supervisors, Program Managers, and Administrators

Supervisors, program managers, and administrators shall complete pre-service training within eight months of assuming supervisory responsibilities.

	<p>Section C: In-Service Training Requirements</p> <ol style="list-style-type: none"> 1. As part of the in-service training requirement, CFSA and private provider direct services staff shall participate in all mandatory CWTA trainings. 2. After completing pre-service training, to ensure that direct services staff are given enough time to meet in-service training requirements, newly hired direct services staff will have between July 1 and June 30 of the following year to complete in-service training requirements. 3. Staff may enroll in external training sessions. External training shall include any classroom courses, conferences, online training, seminars, and workshops that are not facilitated or sponsored by CWTA. External training must be relevant to direct service staff support practices and pre-approved by the employee's supervisor and CWTA within 15 days after the course is completed before it is recorded in FACES (see External Training Approval Form). 4. In addition to 3 above, external trainings shall be relevant with a clear transfer of learning objectives. Courses may also be related to scientific knowledge or technical skills required for the practice of direct service. 5. Some CWTA training sessions may require online enrollment through FACES and some may require online enrollment via an external registration link such as WebEx. CWTA will provide explicit instructions for utilizing WebEx registration link. Enrollment shall occur at least five days in advance of the scheduled class. No "walk-ins" are permitted (registration is required).
	<p>Section D: In-Service Training for Direct Services Staff Working Evenings, Nights or Weekends</p> <p>CWTA may provide the following training options for direct service staff working evenings, nights and Weekends:</p> <ol style="list-style-type: none"> 1. Standard in-service training 2. Online training 3. Quarterly weekend training sessions 4. Quarterly evening training sessions
	<p>Section E: Training on New Policies</p> <p>CFSA and private provider direct services staff shall be required to attend training or informational sessions (such as brown bag lunches) on new or revised policies as part of their employment responsibilities, when notified. CEUs are not provided for these sessions.</p>
	<p>Section F: Failure to Complete Pre-Service and In-Service Training</p> <ol style="list-style-type: none"> 1. The failure of CFSA direct services staff to complete pre-service and in-service may result in disciplinary action up to, and including, termination. 2. CWTA shall inform CFSA direct services staff and their managers of any performance and conduct concerns observed during training.

	<p>3. It shall be within CWTA's discretion to issue award certificates of completion or continuing education units to direct services staff. A certificate of completion or CEUs can be denied under any one or more of the following circumstances:</p> <ul style="list-style-type: none">a. Trainees arrive 30 minutes or later for the training session.b. Trainees leaves for extended periods of time as determined by CWTA trainer during the training session.c. Trainee leaves the training session early or before official dismissal by CWTA.d. Trainee asked to leave the training session for conduct reasons.e. Trainee does not receive a passing score on the knowledge test. <p>Note: <i>If any of the circumstances cited above occur, the direct service staff will be required to retake the entire training session to receive credit for the course.</i></p>
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