


POLICY TITLE: Pre-Service and In-Service Training for Family Support Workers			
	CHILD AND FAMILY SERVICES AGENCY		
Approved By:	Date Approved:	Original Effective Date:	Latest Revision:
Robert L. Matthews	November 30, 2022	June 15, 2013	October 21, 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 Family Support Workers 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 family support workers.
IV. POLICY	It is the policy of CFSA to assure that family support workers have pre-service and in-service training that incorporates best practice standards. CFSA requires all family support workers to complete all required pre-service and in-service training requirements.
V. CONTENTS	<ul style="list-style-type: none"> A. Required Training Hours B. Pre-Service Training Requirements C. In-Service Training Requirements D. In-Service Training for Family Support Staff Working Evenings, Nights or Weekends E. Training on New Policies F. Failure to Complete Pre-Service and In-Service Training
VI. SECTIONS	<p>Section A: Required Training Hours</p> <ol style="list-style-type: none"> 1. CFSA family support workers are required to complete training hours. <ol style="list-style-type: none"> a. Family support 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 family support workers are required to complete a minimum of 30 hours of annual 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. <p>Section B: Pre-Service Training Requirements</p> <ol style="list-style-type: none"> 1. Human Resource Administration (HRA), in collaboration with CFSA Child Welfare Training Academy (“CWTA”) will work together to ensure that newly hired staff has the best opportunity to complete pre-service training requirements. It is highly recommended that pre-service training start dates are considered by HRA and CWTA when selecting new hire dates for family support workers. 2. CFSA family support workers are required to complete pre-service training within the first three months of hire.

	<p>3. If a family support worker cannot attend a pre-service training cycle, they shall be enrolled by CWTA staff in the next available pre-service training cycle.</p> <p>Newly Hired Family Support Workers</p> <p>The CWTA program manager or administrator may waive pre-service training requirements for newly hired family support workers who have successfully completed CWTA pre-service training within the past 24 months.</p> <ul style="list-style-type: none"> To request a waiver, complete the Pre-Service Waiver Approval Form.
	<p>Section C: In-Service Training Requirements</p> <ol style="list-style-type: none"> As part of the in-service training requirement, family support workers shall participate in mandatory CWTA trainings. After completing pre-service training, to ensure that family support workers are given enough time to meet in-service training requirements, newly hired family support workers will have between July 1 and June 30 of the following year to complete in-service training requirements. 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 family 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). 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 family support workers. 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 the external 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 Family Support Staff Working Evenings, Nights or Weekends</p> <p>CWTA will provide the following training options for family support staff working evenings, nights, or weekends:</p> <ol style="list-style-type: none"> Standard in-service training Online training Quarterly weekend training sessions Quarterly evening training sessions

	<p>Section E: Training on New Policies</p> <p>CFSA and private provider family support workers 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 family support workers to complete pre-service and in-service training may result in disciplinary action, up to and including termination. 2. CWTA shall inform family support workers and their supervisors of any performance and conduct concerns observed during training. 3. It shall be within CWTA's discretion to issue award certificates of completion or continuing education units to family support workers. A certificate of completion or CEUs can be denied under any one or more of the following circumstances: <ol style="list-style-type: none"> a. Trainee arrives 30 minutes or later for the training session. b. Trainee 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 is 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 family support worker will be required to retake the entire training session to receive credit for the course.</i></p>