

Workforce and Caregiver Training Quarterly Report Quarter 2: October–December 2020

IN THE SPOTLIGHT: Area Administrators Summit

In the second quarter of 2021, the Alliance managed the execution of two conferences: the Administrative Professionals Conference, and the Area Administrators Summit. As restrictions on in-person contact continued, the events were both held virtually on Zoom.

The Area Administrator Summit, held Dec. 10, was the first event held recently that was geared toward this audience. The theme of “Holding on to Hope” came out of much discussion with the planning committee around how to support these leaders with messages of resilience. The final agenda addressed this by bringing together speakers who were both leaders themselves and familiar with the unique challenges this group faces.

During a half-day of programming, led by host Annie Severson, Director of Organization Development, Area Administrators heard from four high-quality speakers. They started with a welcome from Kwesi Booker, Assistant Secretary of Child Welfare Field Operations, who shared about his path to this work and spoke about the AA role in an evolving field. He was followed by a presentation on “What’s the Only Thing Harder Than Leading? Leading During a Pandemic” from Michelle Maikoetter, who is a fellow at the Child Trauma Academy (founded by Dr. Bruce Perry). She spoke about attachment, trauma and learning and how the audience can apply that to themselves as leaders and also to their teams.

After lunch, the group reconvened for “Continuing Conversations Around Equity and Inclusion” led by ORESJ Administrator Dae Shogren. She led a workshop that incorporated group discussion and personal reflection into a lesson on how to have, continue and move forward dialogue around racism, bias and equity. Closing the day was Laura van Dernoot Lipsky, a national trauma expert and author, who spoke on “Finding a Way Through Overwhelm.” Lipsky led the group in exercises to encourage resilience and gave them strategies to increase their ability to sustain themselves.

The average attendance for sessions was 60.



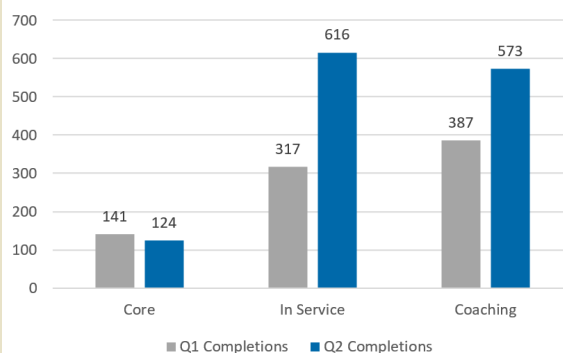
Loni Greninger, deputy director of social and community services for the Jamestown Tribe, shares a song to open the Area Administrators Summit.

INSTRUCTOR-LED TRAINING SUMMARY

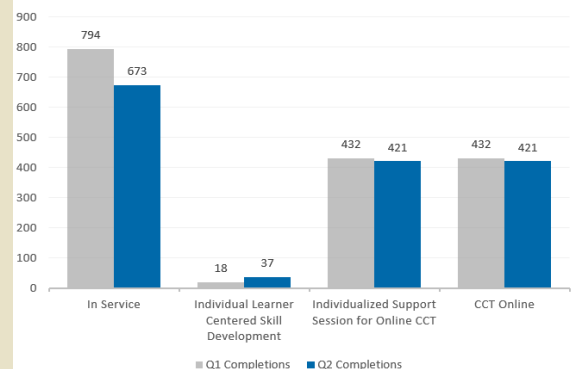
This quarter, a total of 2,444 learners participated in instructor-led training, compared to 2,062 in the first quarter.

eLearning comparison graphs can be found on page 5 (workforce) and page 25 (caregivers) of this report.

Workforce Completions, Q1 vs. Q2



Caregiver Completions, Q1 vs. Q2



IN THE SPOTLIGHT: Administrative Professionals Conference

The Administrative Professionals Conference was held Oct. 7 and 8, with content geared toward supporting the professional development of administrators of all levels across the Department of Children, Youth, and Families. With the theme “Foundation for Success,” the goal of this event is to inspire administrative professionals with opportunities to learn and engage and to show appreciation for their work.

A planning committee of 12 administrative staff from across the department and regions helped guide development of the program. The final event agenda brought together presentations that addressed emotional as well as logistical needs of those across the organization in these roles.

Over a day and a half, attendees heard presentations on “Understanding Your True Colors,” a look at personality and how it affects professional engagement with Joey Pauley; “Recruitment at DCYF,” an overview of the recruitment and hiring with DCYF Talent Acquisition Supervisor Lyndsey Beaupre; “Records Management and Public Disclosure,” a primer from DCYF Record Management on why these documents are important and how to manage them in the administrative process; “Understanding Your Benefits,” a “master class” with DRS pro Jim Mendoza on essential information around benefits and how to manage them; “Do I Really Have This Handled,” a personal, relatable presentation from Secretary Supervisor Brandy Pinder on how to manage the needs of others without sacrificing your own; “Foundational LGBTQ+,” a 101-style introduction from ORESJ Administrator Dae Shogren to culture, terminology and microaggressions; and “A FABULOUS Way to Mitigate Vicarious Trauma and Build Personal Resilience,” a journey with expert Barbara Rubel on understanding secondary trauma and compassion fatigue that was developed specifically for administrative professionals.

Registrations totaled 91, and many sessions had more than 60 attendees.

NEW FOR CAREGIVERS: Parenting Teens

The new seven-session series “Parenting Teens” launched this quarter, and is geared toward prospective and current foster, adoptive, kinship and guardian parents who are or will be raising older children from foster care who have moderate to severe emotional and behavioral challenges.

The course takes a look at trauma-informed parenting, with each session focusing on a different aspect of behavior, relationships and more. The series is driven by multimedia and exposes learners to a variety of composites of youths to see how events can affect long-term behaviors. Key learnings include how to transition this information into real-life parenting situations.

This course is from the CORE Teen curriculum that was developed through a three-year cooperative agreement with the Children’s Bureau. Spaulding for Children worked with several partners to create the curriculum: The Child Trauma Academy; The Center for Adoption Support and Education; the North American Council on Adoptable Children; and the University of Washington.

Child Welfare Trainers Gracia Hahn (left), Stephanie Rodrigues (center) and Penny Michel (right) prepare to deliver part two of the Parenting Teens series

The screenshot shows a Zoom meeting interface. At the top, there are three video thumbnails for participants: Alliance L., Alliance L., and Penny L. Below them is a large slide with the title "Part #2: Parenting Youth Who Have Experienced Trauma" and the text "Welcome Back!" in a stylized font. The CORE TEEN logo is visible in the bottom left corner of the slide. At the bottom of the Zoom window, there are controls for Mute, Stop video, Share, and a red close button.

EVALUATION: Learner Centered Coaching

In surveys regarding individual coaching (n=23), supervisors strongly agreed that Alliance coaches “asked for and understood their perspectives”, and that supervisors themselves were “motivated to continue learning coaching skills to improve their supervisory practice”. Two examples shared about the impact of supervisory coaching in the field:

One supervisor improved their relationship and communication with their staff member after meeting with an Alliance coach. In individual coaching, the supervisor practiced reflection, role playing, and application of the coaching process and skills to their situation. The supervisor gained insight that they might be coming across to their staff as judgmental, and strategized other ways to phrase their feedback. The supervisor’s confidence and skills in their approach to their worker was enhanced, and the supervisor reported that the subsequent interaction with their worker was successful.

Alliance coaching has provided supervisor emotional support, stress management, and encouragement to use the LCC model even after setbacks. One supervisor was ready to throw the towel in on coaching after a discouraging experience, but after meeting with the Alliance coach, was willing to move forward and try it with another worker. The Alliance coach helped the supervisor with strategies for how coaching can be used in regular, daily supervisory practices to work toward a more confident and skilled workforce.