

Workforce and Caregiver Training Quarterly Report FY 2022 Quarter 2: October–December 2021

IN THE SPOTLIGHT: Conferences

The Alliance executed two virtual conferences in the second quarter of FY 2022: The Supervisors Conference and the Administrative Professionals Conference. Due to in-person contact restrictions, both events were hosted on the virtual platform Cvent, streamed via Zoom.

SUPERVISORS CONFERENCE

The Supervisors Conference was held on two non-consecutive days (at the supervisors' preference) on Oct. 12 and 14. The central theme was "Supervising for Today: Who We are Now" with a focus on self-care, trauma, diversity and inclusion.

To kick off a full day of programming, Natalie Green, Interim Assistant Secretary, DCYF, gave the welcome remarks with a brief on current plans on transitioning back to the office, and the top priorities, goals and vision of DCYF.

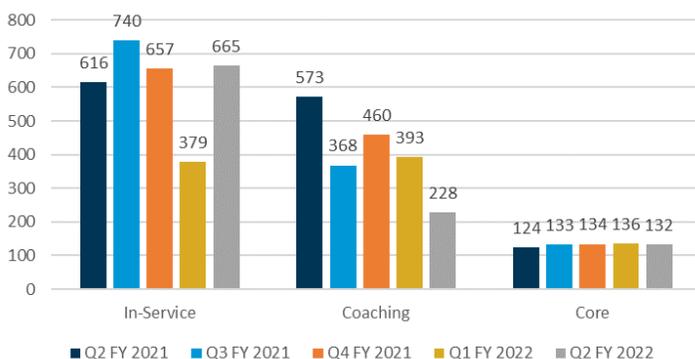
Following Natalie's session, the focus turned to a fireside chat with Jeffrey Marsh, a national speaker on nonbinary identity and activism in America, and author of "How to Be You." They discussed understanding trans/non-binary identity and the importance of using correct pronouns. Following a lunch break, the conference ended Day 1 with four workshops attendees could choose from. These workshops were also held on Day 2 after the morning plenaries.

Day 2 included a panel with the Alliance CaRES team presenting on their program and its impacts. The second plenary was a Family First Prevention Services Act info session given by Marie Zdzieblowski, Program Supervisor, and Rachel Mercer, Administrator. (cont. on Page 2)

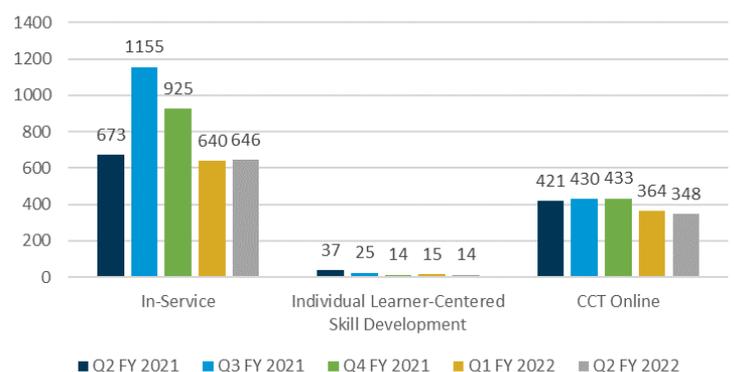


INSTRUCTOR-LED TRAINING SUMMARY

Workforce Completions



Caregiver Completions



This quarter, there were a total of 2,033 completions of instructor-led training courses, compared to 1,927 in the first quarter of FY 2022. eLearning comparison graphs can be found on page 6 (workforce) and page 31 (caregivers) of this report.

IN THE SPOTLIGHT: Conferences (cont.)

The afternoon plenary was given by Dr. Kalei Kahuna (via video) on conceptualizing anti-racism and applying practical skills to becoming an anti-racist organization. Facilitator Charina Carothers of the Alliance held a breakout activity for attendees to discuss exercises on anti-racism.

Registrations totaled 150 with an average attendance of 117.

ADMINISTRATIVE PROFESSIONALS CONFERENCE

The Administrative Professionals Conference was held Nov. 8 and 9. A planning committee of 12 administrative staff from across the department and regions helped guide development of the program. The theme of this event was “Everyone Plays a Part,” acknowledging the importance of administrative roles in the workplace.

Plenary speaker Barbara Rubel helped attendees identify self-care strategies to manage burnout, compassion fatigue and vicarious trauma. The session was accompanied by an activity workbook (provided before the event) for attendees to participate in.

After lunch, participants chose between five workshops: “How to Build Resilience When Your Job Involves Helping Others in Crisis”; “Foundational LGBTQIA+ Training”; “Manage Your Time: Your Precious Life Energy”; “Trauma Informed Care”; and “De-escalation: A Gift for Ourselves and the Families We Help.”

Day 2 was a half-day and started with a double-header from Marcos Rodriguez, Director of Human Resources at DCYF. He first led a HR Q&A session, followed by the presentation “Administrative Professionals' Service in Leadership + Positive Stories from Experience.”

The day concluded with presentations from Luba Bezborodnikova, Assistant Secretary of Licensing at DCYF, who discussed the role of administrative professionals and their value and service in leadership; and Natalie Green, who read letters from the different regions/departments highlighting groups and individuals, appreciating the work that they’ve done.

This event had a total of 113 registrations.

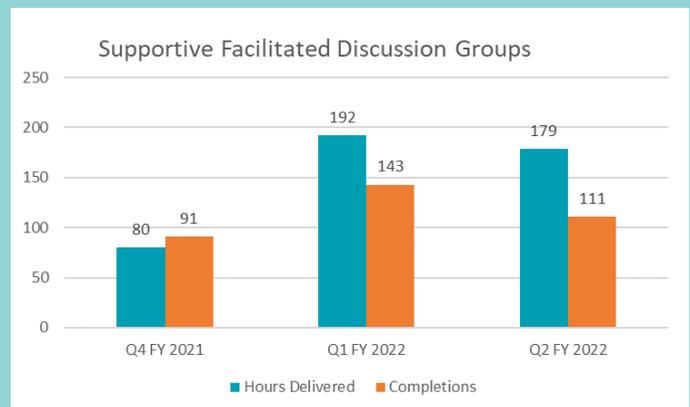
Alliance CaRES Updates

Alliance CaRES, the caregiver retention, education and support program, continues to grow and evolve in the months since its launch in March 2021.

This quarter, 373 caregivers participated in CaRES’ topic-based support groups. The program confers training credit for its Supportive Facilitated Discussion Groups, which are based on the Communities of Practice model. Training credit not only incentivizes participation but also recognizes that training is not only formal “classroom” instruction. Opportunities for learning also occur through sharing perspectives and building community.

There are currently 15 different SFDG offerings, with more being developed all the time. These are one of multiple group options that offer opportunities for foster parents and kinship caregivers to network, learn, share challenges and solve problems.

To read the most recent CaRES quarterly report, [click here](#). If you are interested in receiving CaRES’ communications, please contact Program Manager Jean Brownell at jeanb9@uw.edu.



PIP Fulfillment

This quarter, the Alliance launched its final Performance Improvement Plan-related course, “Assessing Safety Beyond Removal: Family Time and Conditions for Return Home.”

This course is designed to help workers understand policy and practice implications of the child safety framework when making family time and the conditions for return home decisions. The curriculum covers education around explaining, documenting and articulating safety threats, and identifying conditions necessary for the child to return home while applying the Safety Framework.

The course was recently expanded to six hours from four following feedback from the participants, and was offered four times during this quarter.

EVALUATION

A total of 61 learners completed the course this quarter, with a survey response rate of 41% (n=25). Responses were overwhelmingly positive, with an average 4.2 rating of success against learning objectives (scale of 1-5, 5 being strongly agree).

Five learners commented they gained skills for using more descriptive language in documentation of safety threats, and four mentioned they could better support case carrying staff in navigating family time and safety threats and thresholds that relate to family time. One supervisor commented,

“I have always held the belief that we need to get kids home as quickly [and] safely possible but some workers are totally risk-adverse. This course has helped me understand that I need to get the workers to understand the difference between actual safety threats and risk.”

A complete evaluation for [Assessing Safety Beyond Removal: Family Time and Conditions for Return Home](#) can be found on page 36 of this report.

Coaching support to the DCYF child welfare workforce continues to be an integral part of supporting practice across the state. Over the past quarter, the Alliance continued to provide virtual topic-based coaching for skill acquisition as well as Learner Center Coaching (LCC) to supervisors and area administrators following the LCC course.

The 15-hour Learner Centered Coaching course has now been integrated as a foundation for Reflective Supervision in Supervisor Core Training and coaching support is provided as new supervisors develop their emerging coaching skills. The LCC course is also currently offered twice per quarter and is open to all supervisors and area administrators across the state, with follow-up coaching support.

The LCC course is not currently mandatory for Licensing Division supervisors and area administrators but attendance is highly supported and encouraged as the LCC coaching stance and skills are highly transferable to anyone in a supervisory role.

As DCYF workforce begin to transition back into the offices, Alliance coaches and facilitators will be in the process of offering in-person skill development support to RCT participants as well as topic-based coaching to more experienced staff.