

RBWO: Foundations Standards Guide

Division of Family and Children Services
Office of Provider Management

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**GEORGIA DEPARTMENT OF
HUMAN SERVICES**

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Overview

One of the Division of Family and Children Services' missions and goals is to develop and maintain *a stable, competent and professional workforce*. Such an effort is critical to strengthening families and achieving the Division's outcomes of safety, permanency and well being of children and families. Room, Board and Watchful Oversight (RBWO) providers place on average around 40% of children and youth in care. The majority of older youth have historically been in RBWO placements. RBWO providers are therefore a key partner in DFCS' ability to achieve its outcomes. Thus supporting certain training aspects of RBWO staff, supports the overall goals of DFCS and ultimately should result in a stronger working partnership with RBWO providers, increase the knowledge of RBWO staff regarding DFCS policies, practices and goals, and result in better outcomes in safety, permanency and well-being for children and families.

Within the Division of Family and Children Services (DFCS) the Office of Provider Management (OPM) is responsible for facilitating, managing and tracking in-service and on-going training for certain RBWO staff. OPM will provide CPA and CCI staff in the roles of case support worker (CSW), case support supervisor (CSS) and human services professionals (HSP) a 160-hour new hire training experience beginning October 2012 that consists of classroom instruction, e-learning, field practice and competency evaluations. Effective July 2012, OPM will also track in-service training accomplished by CSW, CSS and HSP staff to ensure that these staff participate in at least 24 hours of in-service training annually.

Additionally, starting in FY 15 OPM plans to also offer optional courses for CCI direct care staff (DCS).

Information on the CSS, CSW and HSP roles are located in the RBWO Minimum Standards which can be accessed at https://www.gascore.com/documents/FY2013RBWOMinimumStandards_V2_062612.pdf .

RBWO: Foundations

RBWO: Foundations is the course title for the 160 hour RBWO new hire training. It was adapted from the DFCS New Worker Training guidelines to specifically support the development of knowledge and skills of RBWO staff who serve in case support and supervisory positions within their RBWO agencies. *Foundations* addresses child welfare career preparatory areas that build general knowledge regarding child welfare practices and policy in DFCS, RBWO standards and working in partnership with DFCS case

managers. The overall objective of *Foundations* is to provide RBWO staff (CSS, CSW, HSP) with information to help them be successful in their RBWO roles which includes working within the DFCS practice model, understanding DFCS policies, RBWO standards and working in partnership with DFCS case managers to accomplish positive outcomes for children and families.

The complete *Foundations* course consists of three (3) weeks of e-learning / field practice experience and one (1) week of classroom instruction for a total of four (4) weeks of instruction. The e-learning / field practice component includes DFCS policy, RBWO Minimum Standards, confidentiality, Performance Based Contracts goals and other pertinent topics. Topics are presented as webinars, self-study and other assignments which are conducted at the RBWO agency or in the local community. The classroom instruction component is comprised of topics such as the history of child welfare services, applicable federal and state laws, DFCS values and culture, family-centered practice, trauma-informed child welfare practices, child maltreatment, IMPACT overview, RBWO Individual Service Plan and Discharge Plan, the DFCS Case Plan and working in partnership. Classes will be offered at central locations statewide and on a regular basis.

The classroom component of *Foundations* culminates with a knowledge-based competency test based on the materials covered during the 5-day classroom experience. The test which consists of objective questions (multiple choice, true-false...etc) must be passed with a score of at least 80% in order to earn credit for the classroom component. The online component of *Foundations* does not have a knowledge-based test. However, there are module completion verification activities required.

The *Foundations* plan also meets Kenny A consent decree requirement Item 10 (B) 3 which states that certain RBWO staff, whose work activities mirror those of DFCS case managers or supervisors, must complete a training curriculum comparable to DFCS' new worker training. Foundations meets the requirement which states that the training must consist of at least 160 hours of classroom, internet and/or supervised field instruction approved by DHS/DFCS to ensure that the general content areas are appropriate to the work being performed.

Integration into Existing Staff Training Plans

The *Foundations* course is not designed to be an all-inclusive "new worker" preparation replacing the RBWO agency's existing training plan for CSS, CSW or HSP staff. Foundations does not "certify" RBWO staff as DFCS case managers in any area (i.e...as a CPS case manager or permanency case manager etc...). *Foundations* is a supportive

component to the RBWO agency's existing preparation of its work force. *Foundations* should therefore be integrated into the RBWO agency's existing new staff training plan.

OPM will track compliance of but is not responsible for providing any in-service training courses for any RBWO staff. RBWO providers maintain responsibility for ensuring that their staff receives 24 hours of annual training. As a supportive service however, OPM *may* offer in-service training courses or recommend courses. OPM will monitor in-service training compliance of CSS, CSW and HSP staff using the existing processes used by agencies to report staff training for performance based contract outcomes via GA SCORE. No extra or additional effort is required by agencies.

Information on the Performance Based Contract measures can be accessed at https://www.gascore.com/documents/PBCReportingKey_FY2013_PROVIDERS_091912.pdf .

Change Management

To assist with implementation of the *Foundations* course into the RBWO provider's existing training plan, RBWO provider directors and training coordinators will be offered an overview of the *RBWO: Foundations* course via webinar (*RBWO Foundations: Director's Overview*). The webinar will include key components for helping CSS, CSW and HSP staff successfully complete the course. Information such as transfer of learning, tracking progress, incorporating *Foundations* into the existing agency training plan and ideas for on-going staff professional development will be covered. The *Director's Overview* will be offered 2-3 times a year or as needed.

GA SCORE Documentation of CSS, CSW and HSP Staff

All staff who serve in the role of CSS, CSW and HSP are required to be documented as such in the GA SCORE system. Each CSS, CSW, and HSP will have a unique GA SCORE ID number which is required to register for RBWO Foundations. The unique GA SCORE ID number can be found by clicking on the staff person's name in the GA SCORE Staff List for your agency and the staff's unique ID number will be displayed in the header just above the purple tab. Questions regarding GA SCORE data entry should be directed to tech@caresolutions.com .

Time Frame for Course Completion

Starting 11/1/2012, unless exempted by a waiver, existing CSS, CSW and HSP staff and subsequent new hires through 1/31/2013 have **15 months** to complete the entire

Foundations 4-week course which includes both the classroom and e-learning /field practice components. Training must be initiated within **six months** of 11/1/2012 or the new hire's start date. Training initiation means that the staff is at least enrolled in or has completed either the e-learning/field practice or the classroom component OR has an approved waiver for the classroom component.

If existing CSS, CSW and HSP staff and subsequent new hires through 1/31/2013 have not completed training within the 15 month deadline, they must be reassigned to roles other than CSS, CSW or HSPs until the training is successfully completed. Agencies identified as systematically failing to ensure that staff meet training requirements are subject to admissions suspension and DHS contract termination.

Beginning 2/1/2013, new staff hired must complete training within six months of their start date or be waived from training.

Please Note: During the initial roll-out of *Foundations*, the anticipated need for training existing CSS, CSW and HSP staff **was** significantly reduced through the waiver process. Thus, the completion timeframe was shortened.

Components Registration Distinction

The complete *Foundations* course consists of three (3) weeks of e-learning / field practice experience and one (1) week of classroom instruction. Classroom instruction will be held on a Monday – Friday schedule. The registration and completion requirements for the e-learning/field practice component and the classroom component are two distinct processes.

E-learning/Field Practice Registration and Requirements

The e-learning/field practice component of *Foundations* consists of three (3) defined blocks of self-paced e-learning and practical experiences. Each block provides 40 hours of credit for a total of 120 hours of self-paced e-learning and practical experiences. The three (3) blocks are not designed to build upon each other; they are not sequential learning experiences. Each topic within the blocks is a standalone learning experience. Therefore, the learner may choose to complete the lessons in the suggested sequence outlined in the participant manual (which will be provided to registrants) or as best suits their personal learning style. However, once the participant registers for the e-learning/field practice course, the entire three blocks (120 hours) must be completed within 90 calendar days which includes submission of the completion verification activity log (instructions will be provided to registrants).

Beginning October 1, 2012, registration for the e-learning/field practice component will always be open. However, there is a formal registration process for tracking purposes. Once registered, the learner will receive confirmation of their registration, complete instructions on accessing materials, completion verification log and submission instructions, and notification of the expiration date of the course (90 calendar days from the date of registration). The e-learning/field practice registration information is posted on www.gascore.com.

Classroom Instruction Registration

The one (1) week classroom instruction component of *Foundations* will be offered at locations throughout the state. There are no fees for registration. Once registered, the participant will receive confirmation of their registration, logistics information and materials that must be printed and brought to the class. In order to successfully complete the course, participants may not miss more than 4 hours of instruction (1/2 day) and must successfully pass a course exam with at least a score of at least 80%. Learners routinely arriving late or departing early are subject to disenrollment.

Quarterly schedules will be published on the DHS website and at www.gascore.com. Registration slots will be filled in the order received. Providers who are interested in donating training space for at least 25 participants should notify OPM.

Concurrent Registration

Participants may be concurrently registered for the e-learning/field practice and classroom instruction. However, the timeframe for completing the entire *Foundations* course must still be met. (See [Timeframe for Course Completion](#))

RBWO-Foundations Classroom Component Testing Policy

In order to successfully complete the classroom component of *Foundations*, participants must pass a competency based test which is based on the content covered during the 5-day classroom experience. The test consists of objective type test questions. The test must be passed with at least a score of 80%. Participants who fail to score at least 80% on the first attempt will be given one additional opportunity to pass the test. Participants who on the second opportunity fail to make at least the minimum score will be required to re-take the classroom component. Although there is no set time for retaking the test, the timeframe for completing the entire *Foundations* course must still be met. (See

[Timeframe for Course Completion](mailto:opmtraining@dhr.state.ga.us)) Test retake requests should be made to opmtraining@dhr.state.ga.us .

Training Waivers

The training waiver process provides staff the opportunity to be exempted from some or the entire *Foundations* course. There are two types of training waivers: Waiver-Classroom Component (W-CC) and Waiver- All Components (W-AC). The W-CC type waives only the classroom instruction component of the *Foundations* course. Classroom instruction is one (1) week of the four (4) weeks of *Foundations*. The W-AC type waives the entire *Foundations* course which includes both the classroom instruction and e-learning/field practice components. There is not an e-learning/field practice component only waiver.

Waiver-Classroom Component (W-CC)

Staff who are granted the classroom instruction waiver (W-CC) must still take the e-learning/field practice component of *Foundations*. The W-CC waiver type will be granted under the following conditions:

- As of August 2012, the employee has had *continuous full-time employment in a child welfare administrative, supervisory, case manager or case support position in a Georgia public or private child welfare agency for at least the last three years but less than five years.

OR

- As of August 2012, the employee has had *continuous full-time employment in a child welfare administrative, supervisory, case manager or case support position in a Georgia public or private child welfare agency for at least the last two years but less than five years **and** has a **master's degree eligible for clinical licensure in Georgia.

Waiver- All Components (W-AC)

Staff who are granted the All Components waiver (W-AC) are exempted from the entire *Foundations* course which includes the classroom instruction and online/field practice component. They are not required to take the skills-based competency test. The W-AC waiver type will be granted under the following conditions:

- As of August 2012, the employee has had *continuous full-time employment in a child welfare administrative, supervisory case management or case support position in a Georgia public or private child welfare agency for at least the last five years.

OR

- As of August 2012, the employee has had *continuous full-time employment in a child welfare administrative, supervisory, case manager or case support position in a Georgia public or private child welfare agency for at least the last four years **and** has a **master's degree eligible for clinical licensure in Georgia.

OR

- Employee has certification from Georgia DFCS as a CPS, Foster Care or Adoptions case manager or supervisor.

*Continuous employment is defined as no more than one 60 day or less break in full-time employment.

** The Georgia Composite Board of Professional Counselors, Social Workers, and Marriage and Family Therapists determines which master's degrees are license eligible. Information is available at <http://sos.georgia.gov/plb/counselors/>.

Existing Staff Waiver Applications

Agencies may begin submitting waiver applications for existing CSS, CSW and HSP staff beginning September, 2012. Applications must be submitted via <http://www.surveymonkey.com/s/RBWOFoundationsWaiverRequest>. A preview of the questions is provided in the appendix.

The Office of Provider Management will review requests and determine if the staff person qualifies for the waiver. A written response will be provided detailing which waiver type, if any, was granted. Complete waiver applications, which includes submission of any additional supporting information directly requested by OPM, will be processed within 20 business days. Incomplete waiver applications will be delayed or denied.

New Hire Waiver Applications

Starting October 1, 2012, waivers for any **new staff hired through 1/31/2013** should be submitted as soon as possible but within 15 days of their start date. Submitting waivers

timely ensures that the provider agency will know quickly whether or not the new staff must attend any component of *Foundations*. The **15-month timeframe** to complete *Foundations* begins on the new employee's start date.

Starting February 1, 2013, waivers for any **new staff** hired should be submitted as soon as possible but within 15 days of their start date. Submitting waivers timely ensures that the provider agency will know quickly whether or not the new staff must attend any component of *Foundations*. The **6-month timeframe** to complete *Foundations* begins on the new employee's start date.

The Office of Provider Management will review requests and determine if the staff person qualifies for the waiver. A written response will be provided detailing which waiver type, if any, was granted. Complete waiver applications, which includes submission of any additional supporting information directly requested, will be processed within 20 business days. Incomplete waiver applications will be denied.

Applications must be submitted via <http://www.surveymonkey.com/s/RBWOFoundationsWaiverRequest>. A preview of the questions is provided in the appendix.

Auditing RBWO Foundations

RBWO Foundations is required for CSS, CSW and HSP staff. Auditing of the course is not offered at this time to individuals who are not serving in those roles. Auditing will be offered once the backlog of those required to be trained is sufficiently reduced.

Annual Training Tracking

OPM will track annual training requirements for CSS, CSW and HSP staff via the GA+SCORE system which RBWO providers already use to document performance based goals which includes a staff annual training goal. Therefore, OPM's tracking effort does not require any additional documentation or effort by providers.

Although OPM is only tracking the training of CSS, CSW and HSP staff, providers should ensure that all staff required by RBWO Standard 13.23 to receive annual training are completing the training requirement. Annual training should increase the knowledge, skills and abilities of staff and enhance their ability to be successful in their roles. Annual training may be obtained through group classes, 1:1 instruction and online. Other

verifiable modes of training may also be approved upon request through OPM. OPM *may* offer professional development or training courses throughout the year but RBWO agencies are responsible for ensuring that their staff receives the required amount of training. Meeting annual training requirements is a Performance Based Contract (PBC) measure for FY 13.

If staff do not receive 24 hours of annual training by end of each fiscal year (June- July), they must be reassigned to other roles until the training is successfully completed. Agencies identified as systematically failing to ensure that staff meets training requirements are subject to admissions suspension and contract termination.

Information on training requirements is located in the RBWO Minimum Standards which can be accessed at

https://www.gascore.com/documents/FY2013RBWOMinimumStandards_V2_062612.pdf .

Using RBWO: Foundations to Meet Annual Training Requirements

Participants may use training hours earned through *RBWO-Foundations* to meet their annual training requirements. CEUs are not offered at this time. Certificates of completion will be provided for both components of the *Foundations* course.

RBWO Foundations Curriculum Content Overview

Foundations addresses child welfare career preparatory areas that build knowledge regarding child welfare practices and policy in DFCS and support working in partnership with DFCS case managers. The overall objective of Foundations is to provide RBWO staff (CSS, CSW, HSP) with an overview of Georgia DFCS child welfare practices, RBWO standards and working in partnership with DFCS case managers to accomplish positive outcomes for children and families.

The complete *Foundations* course consists of three (3) weeks (blocks) of e-learning / field practice experience and one (1) week of classroom instruction.

E-Learning/Field Practice Block 1: Introduction to Child Welfare in Georgia DFCS

How to Use the Training

Introduction to Foundations

Orientation to DHS/DFCS

Welcome to OPM

Skills for Successful E-Learning and Field Practice

RBWO Minimum Standards

Supervision as Leaders of Practice Change: Tools and Approaches

The Child and Family Services Review

The Adoption and Safe Families Act

The Multiethnic Placement Act (MEPA)

Foster Care Intake

Foster Care Case Management

Common Factors in Case Management with Children and Families

Best Practices for Minimizing Placement Moves: Module 19

Best Practices for Keeping Kids Safe in Care: Module 21

Ethnicity in Child Welfare Supervision

Child Welfare 360: Secondary Trauma in Child Welfare Workforce: Spring 2012

Practice Notes: Issue #22 Supervision: The Key to Strengthening Practice in Child Welfare Winter 2009

Achieving Quality, Commitment and Competence in the Child Welfare Workforce

Issues in Rural Child Welfare

Understanding Substance Use Disorders, Treatment and Family Recovery: A Guide for Child Welfare Professionals

Learning Dreams

Adora Svitak: What Adults Can Learn From Kids

E-Learning/Field Practice Block 2: Meeting the Needs of Children and Families

Child Development 101

Human Trafficking

Human Trafficking and Runaway and Homeless Youth

Improving Special Education for Children with Disabilities in Foster Care

Car Seat Safety

Awkward Topic: Let's Talk About Sex

Holidays, Celebrations, and Traumatically Bereaved Children

Developmental Perspectives on Sexual Behavior in Children and Adolescents

Exploring the Vulnerabilities of LGBTQ Youth: An Open Discussion

Healthy Habits: Encouraging Healthy Eating and Physical Activity in Young Children

Best Practices in the Treatment of Abused Children and Their Families

Introduction to Family Centered Practice

Knowing Who You Are: Helping Youth in Care Develop Racial and Ethnic Identity
Psychotropic Medication Use Among Children and Youth in Care
True Colors: Building Connections Between Children and Mentors
Bonding and Attachments in Maltreated Children
The Cost of Caring: Secondary Traumatic Stress and the Impact of Working with High Risk Children and Families
When It's In The Family: How to Handle Sibling Sexual Abuse
Educational Services
Organizational Self Study on Educational Stability
Parenting the Sexually Abused Child
It's My Life
Child Welfare 360: Promoting Placement Stability 2010

E-Learning/Field Practice Block 3: Safety, Permanency and Documentation

Confidentiality
CPS Intake
CPS Making the Case for Safety
CPS Investigations
Mandated Reporting: Critical Links in Protecting Children in Georgia
RBWO FY 13 Performance Based Contract Measures Documentation Overview
GA SHINES Portal
Discipline and Safety Standards
Qualitative Foster Home Reviews (CPAs Only)
Monitoring for Safety
Understanding How Social Networking Sites Are Used
ESI Scenario (CCI's Only)
Ansell Casey Life Skills Assessment: Practitioner's Guide
Youth Perspectives on Permanency
The Sibling Bond
Permanency Planning
Youth Who Run From Residential Care (CCI's Only)
Suicide Prevention: Saving Lives One Community At A Time
Effective Case Documentation
RBWO Contact Standards
Child Welfare 360: Child Welfare and Technology
Challenges in Helping Youth Live Independently
Organizational Self Study on Family Engagement
A Child's Journey Through the Child Welfare System
Digital Stories

Classroom Instruction

Child Welfare in Georgia
DFCS Values
CFSR Measures
Trauma Informed Child Welfare Practice
Child Maltreatment
Safety Response System
Independent Living
Placement Stability
Roundtables
Family Team Meetings
Domains of Well-Being
Every Parent Every Month
Every Child Every Month
Significant Events
Behavior Management
Consent Decrees
Individual Services Plans
Discharge Plans
Working in Partnership
Family Centered Practice
Partnership Parenting
Concurrent Planning

RBWO Foundations Director's Overview

This 90 minute webinar is an overview of the *RBWO: Foundations* curriculum and includes information on transfer of learning and ideas on staff professional development. It will provide RBWO leadership with an understanding of the time commitments involved in completing Foundations and ways to support their staff's completion of the learning blocks. This live webinar will be offered 2-3 times a year beginning in October 2012 to RBWO directors and training coordinators.

Appendix A: RBWO Foundations Waiver Application

This document is provided for informational purposes only. To submit a waiver application, please click here:

<http://www.surveymonkey.com/s/RBWOFoundationsWaiverRequest> .