



**Family Partnerships
of Central Florida**

BREVARD | ORANGE | OSCEOLA | SEMINOLE

**Family Partnerships of Central Florida
Staff Development and Network Training Plan 2025-2026**

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INTRODUCTION TRAINING AND SUPERVISION

Family Partnerships of Central Florida recognizes that building a high-quality effective child welfare workforce requires a comprehensive community-based system of training and development that focuses on the development of staff at all levels. Most significantly, FPOCF maintains a training program that concretely supports and promotes a system of care that is:

- Child focused and family centered.
- Seamless, cohesive, and comprehensive
- Culturally competent, relevant, and respectful
- Individualized and strength-based in the delivery of services.
- Outcome and results accountability oriented within a robust continuum of care and
- Focused on the development of all staff within the system of care.

The philosophical underpinnings of the FPOCF system of care are deemed critical to the practice model to ensure culturally competent child welfare services. We recognize that a staff professional development program must not only address basic child welfare competencies and skills yet also facilitates a change process reflective of the values outlined above. In addition to skill development, FPOCF promotes and supports career goals and complete development of each employee at every level. This change process and training focuses both within and outside the agency.

This degree of change involves a process that is gradual, supportive, inclusive, incremental, and comprehensive. The agency philosophy and values are integrated into training for all staff, the development of specific training programs advances skills inherent to those values, and supervision and management that promote these values and skills within the service delivery system.

The FPOCF Internal Staff Development and Training Plan centers on change, designed to:

- Provide child welfare competencies to all staff who deliver services or have contact with children and families in the FPOCF system of care.
- Embrace the community- based care model.
- Promote understanding of community-based care model.
- Promote a child focused, family centered, culturally competent system of care.
- Utilize an individualized and strengths-based approach to the delivery of services.
- Promote cooperation, collaboration, and open communication amongst personnel.
- Include an education and training program that provides opportunities for learning and skill acquisition, growth, and development.
- Encourage creativity and innovation in program development and service delivery.
- Promote an understanding of legal issues including record confidentiality and mandatory abuse reporting.
- Promote awareness of, and sensitivity to, cultural competency and
- Reward and acknowledge the valuable contributions of all staff.

ORGANIZATION OF THE STAFF TRAINING AND DEVELOPMENT PLAN

The Council on Accreditation (COA) standards for Training and Supervision are the foundation for FPOCF Staff Development and Network Training Plan. As indicated in the COA standard, FPOCF promotes “competence in personnel by providing regular supervision and training relevant to service delivery.”

The FPOCF Staff Development and Network training Plan addresses the following areas, many of which are outlined in the COA Standards.

- Orientation of New Personnel
- Risk Management Training
- Supervision
- Additional Requirements of Supervisors
- Personnel Development and Training
- Out of Home Caregiver Training
- Training Content
- Management Information Systems Skills
- Orientation of New Providers

ORIENTATION OF NEW PERSONNEL

Onboarding occurs on the first day an employee is hired. Standard policies and procedures are reviewed and acknowledged.

All newly hired employees within FPOCF enter a 90-day Orientation, Training and Transition Plan (FPOCF New Hire Training/Transition Plan – Operating Procedure HR 2222) to determine and identify professional development needs, meet all required training opportunities and identify training needs to enhance their ability to successfully fulfil job responsibilities. Additional professional development opportunities are identified when employees transfer positions or are promoted into supervisory roles. This additional training is documented by Human Resources within 90 days of position change.

At the minimum, each newly hired FPOCF employee is required to complete the following training within the first 90 days of their employment or as directed by the allotted timeframes established:

- HIPAA Training
- Security Awareness Training
- Blood Borne Pathogens or other Health related training
- Civil Rights and American Disabilities Act (ADA) Training
- Foundations of Disability Rights
- DCF Ethics Basics for all employees
- New Hire Division Review Meet and Greet Training
- Florida Safe Families Network (FSFN) Training, if applicable
- My FLLearn website
- Wraparound Training, if applicable
- Preventing Sexual Harassment for all Employees
- Preventing Sexual Harassment for Supervisor and Managers

All FPOCF staff are oriented upon the first day of hire by their Supervisor to:

- The mission, philosophy, goals, and services of the agency
- The cultural and socioeconomic characteristics of the service population.
- The agency's relationship and role within the community.
- The Human Resources operating procedures and the FPOCF Employee Handbook.
- The organizational structure and lines of authority within FPOCF
- The maintenance and security of case records

All new staff are required to attend quarterly New Hire Division Review Meet and Greet training that reviews the above-listed items in detail. This ensures a smooth seamless transition to the FPOCF service delivery model and related philosophy and values.

A complete listing of the required training and review of Operating Procedures is listed on the New Employee 90-day Checklist completed by the new hire and reviewed by their supervisor.

New Hire Division Review Meet and Greet Training

Within the first 90 days of hire, all FPOCF FOA employees are required to attend the FPOCF New Hire Division Review Meet and Greet Training. This training provides an overview of the FPOCF philosophy, mission, and values as well as the following:

- FPOCF System of Care overview, to include Wraparound philosophy overview and Family Team Conferencing.
- FPOCF's Performance and Continuous Quality Improvement system.
- Mandated reporting.
- Reportable criminal behavior.
- Duty to warn.
- Policies and procedures on confidentiality.
- Proper documentation techniques and the maintenance and security of case records.
- Legal rights of persons served.
- Sunshine Law overview.
- Fraud, waste, and abuse.

FPOCF new staff receive training and support to sustain performance and participate in quality improvement activities. New staff are introduced to the Performance Quality Improvement (PQI) framework, how PQI functions at the organization, and how PQI is measured and used to evaluate and improve operations, service delivery, outcomes, and customer satisfaction.

Special attention is given to the Introduction Training as the beginning of a change process and orientation to the various roles with the FPOCF System of Care.

All applicable FPOCF staff participate in ongoing training as deemed necessary by the FPOCF for employees' specific job duties to:

- Promote cooperation among personnel.
- Include an educational and training program that provides opportunities for learning and skill enhancement.
- Encourage creativity and innovation in program development and service delivery. promotes awareness of, and sensitivity to, cultural competency and
- Reward and acknowledge the contributions of personnel.

Each FPOCF employee also completes a minimum of 15 hours of ongoing training per year to support their ongoing development as described throughout this plan.

FPOCF offers annual training. These training courses include:

- HIPAA Training- DCF online
- Cultural Diversity Training
- Civil Rights and ADA Training- DCF online
- Employee Safety- FPOCF online
- Standards, Values and Practices (Ethics & Cultural Competence) Training- DCF Ethics Basics for all employees
- Mandatory Reporting/Confidentiality presented by DCF

- Disaster Awareness Training
- Critical Incident Reporting
- Security Awareness Training- DCF online
- Harassment Prevention Training- online
- Health and Safety Training/Blood Borne Pathogens
- Whistleblower Protection- FPOCF online
- Conflict of Interest- FPOCF online
- Insurance Coverage and Driving and Related Requirements- FPOCF online
- Employee Grievance- FPOCF online
- Prevention of Fraud, Waste, and Falsification presented by Inspector General
- Foundations of Disability Rights- DCF online

RISK MANAGEMENT TRAINING

FPOCF maintains a commitment to “train program personnel in risk management strategies to protect themselves, persons served, and the organization.” FPOCF has a detailed Risk Management Plan. All staff are provided and trained in operating procedures, applicable laws, and organizational responsibilities.

Risk Management training is incorporated into the new employee Orientation Training and FPOCF Introduction and System of Care Training that includes:

- Techniques for deescalating conflict
- Personnel safety measures
- Management of aggressive or out-of-control behavior
- Protocols for notifying family members, legal guardians, or other contacts in case of emergencies.
- Health related topics as outlined in Council On Accreditation (COA) standards.

FPOCF works in collaboration with DCF’s MyFLLearn to offer on-line training to meet the requirements of the COA Standards. In addition to these resources, FPOCF has access to a wide variety of on-line training options to meet both initial and ongoing training requirements and for staff professional development.

FPOCF established two levels of review of current risk management issues and concerns; including review of Critical Incident Reporting (OP 1144) and Exit Interviews (OP 1061). Per Critical Incident Reporting criteria established in FPOCF Operating Procedure 1144; all personnel within and outside FPOCF are required to notify in written format; *and in some instances verbal notification is required immediately), any critical incidents that pose a threat of harm or injury to children and families served. The Exit Interview operating procedure outlines the requirements and process for completing interviews with children placed in licensed out-of-home care. These critical incidents are then tracked and reviewed by the Risk Management Committee (Level 1) to identify trends, training needs, and establish solutions for resolution. The Risk Management Committee then review the Exit Interviews. The Risk Management Committee meets monthly and/or as needed upon emergency request. Trends, training needs and recommendations are forwarded to be reviewed by the Compliance Committee (Level 2) as warranted or at the minimum quarterly.

The Compliance Committee (Level 2) meets the immediate needs of critical incidents that occur with children and family under the supervision of FPOCF. Critical Incidents are detailed within FPOCF Operating Procedure OP1144. The Compliance Committee review risk and develops strategies to mitigate risk in response to specific critical incidents and any trends.

SUPERVISION

All supervisory staff within the FPOCF network are responsible for and accountable to professional responsibility for the quality of work performed by each staff member within their span of control. FPOCF's personnel supervision is tailored to the system of care and includes individual supervision of each employee.

Supervisory conferences, at every level, occur at regular intervals. This supervision with each employee evaluates the following:

- Employee performance based on job descriptions and standards.
- Training/Transition plan and
- Training needs as determined by the supervisor and employee.

During supervisory meetings, employee performance is discussed. Supervision sessions utilize a coaching and mentoring approach and can be conducted face-to-face, virtually or via telephone. This allows the supervisor to address strengths and needs on a frequent basis. This frequent feedback helps address areas of strength and deficiencies to proactively address challenges.

In addition to consistent evaluation of employee performance, each supervisor discusses the new hire employee's Training or Transition Plan (if moving to a different position) for successful completion. At the initial supervisory conference, the supervisor explores the goals of the employee and during the employee's first 90 days, the employee and supervisor meet on a regular basis. As an agency, FPOCF supports the professional development of each employee to assist each employee in preparing for their next step in development.

Based on the information discussed during the 90-day reviews and monthly supervisory meeting regarding performance and professional development, the supervisor, collaboratively with the employee, discusses training needs. The training needs address deficiencies in performance or training to support the development of the employee. This information, in conjunction with needs identified through surveys and/or evaluations and the reviews completed as part of the Quality Assurance/Quality Improvement plan, training is developed and scheduled to support the needs of the system.

Each supervisor is afforded the opportunity to conduct these conferences. These conferences are supported at every level of leadership within FPOCF beginning at the Executive Leadership level: critical to the health and culture of the agency.

ADDITIONAL REQUIREMENTS OF SUPERVISORS

Supervisors receive coaching and mentoring to effectively manage and support personnel. This ongoing practice and leadership development increases supervisor competencies and assists in personnel appraisals and performance evaluations. Ongoing FPOCF provides opportunities for supervisors to increase their knowledge, skills, and abilities. Child Welfare Supervisors must also enroll in Supervisor Certification within 12 months of entering the position.

PERSONNEL DEVELOPMENT AND TRAINING

FPOCF's training and development strategy prepares each employee for the next step in their personal development. Individualized professional development, training goals, and opportunities are a part of ongoing supervision between employee and supervisor. Additionally, FPOCF leadership, as well as leadership within the Provider Network, work with staff to identify development goals and encourage attendance at training prior to being selected for movement or advancement within the system. Staff are encouraged to train for the "job you want" in comparison to the current system of training for the "job you have." FPOCF and the Provider Network prepare staff for promotional opportunities, increasing the pool of qualified candidates in the event of an unexpected vacancy and ensuring succession planning. This ensures personnel are appropriately trained to assume their responsibilities while enhancing their knowledge, skills, and abilities.

PRE-SERVICE CLASSROOM TRAINING: Funding Source CBC Title IV E Training

FPOCF is committed to the delivery of a high-quality effective training program that supports the ongoing development of all child welfare professionals. The FPOCF Training Department provides a variety of training programs essential to the certification process and the development of basic core competencies for child welfare staff.

For positions requiring child welfare certification, through the Florida Certification Board (FCB), employees complete a comprehensive Child Welfare Training Program within twelve (12) months of employment start date. New employees are in "Trainee" status until becoming certified under the Child Welfare Certification standards adopted by the Florida Certification Board (FCB). The Trainee is required to meet the FCB Certification standards within twelve (12) months of employment. If the Child Welfare Training is not accessible to accommodate the twelve (12) month period for completion, FPOCF or the case management agency will denote this in the employee's personnel file.

The academic component of the Child Welfare Certification training is provided by FPOCF and case management agencies to include:

- establishment of rapport and responsive behaviors with people served.
- identification of the needs of clients in crisis including special service needs of victims of violence, abuse, or neglect.
- recognizing and responding to signs of suicide risk.
- meeting basic health and medical needs of the service population.
- understanding procedures for working with foreign language speakers and persons with communication impairments.
- linking to public assistance and government subsidies.
- providing interventions that address cultural socioeconomic factors in service delivery.
- understanding the role cultural identity plays in motivating human behavior, bias, and discrimination.
- understanding the needs of special populations, how to access resources.
- identifying the impact of the socioeconomic environment on children and families served
- empowering families to advocate on their own behalf.
- learn techniques for deescalating conflict and.
- receive management training on aggressive or out-of-control behaviors.

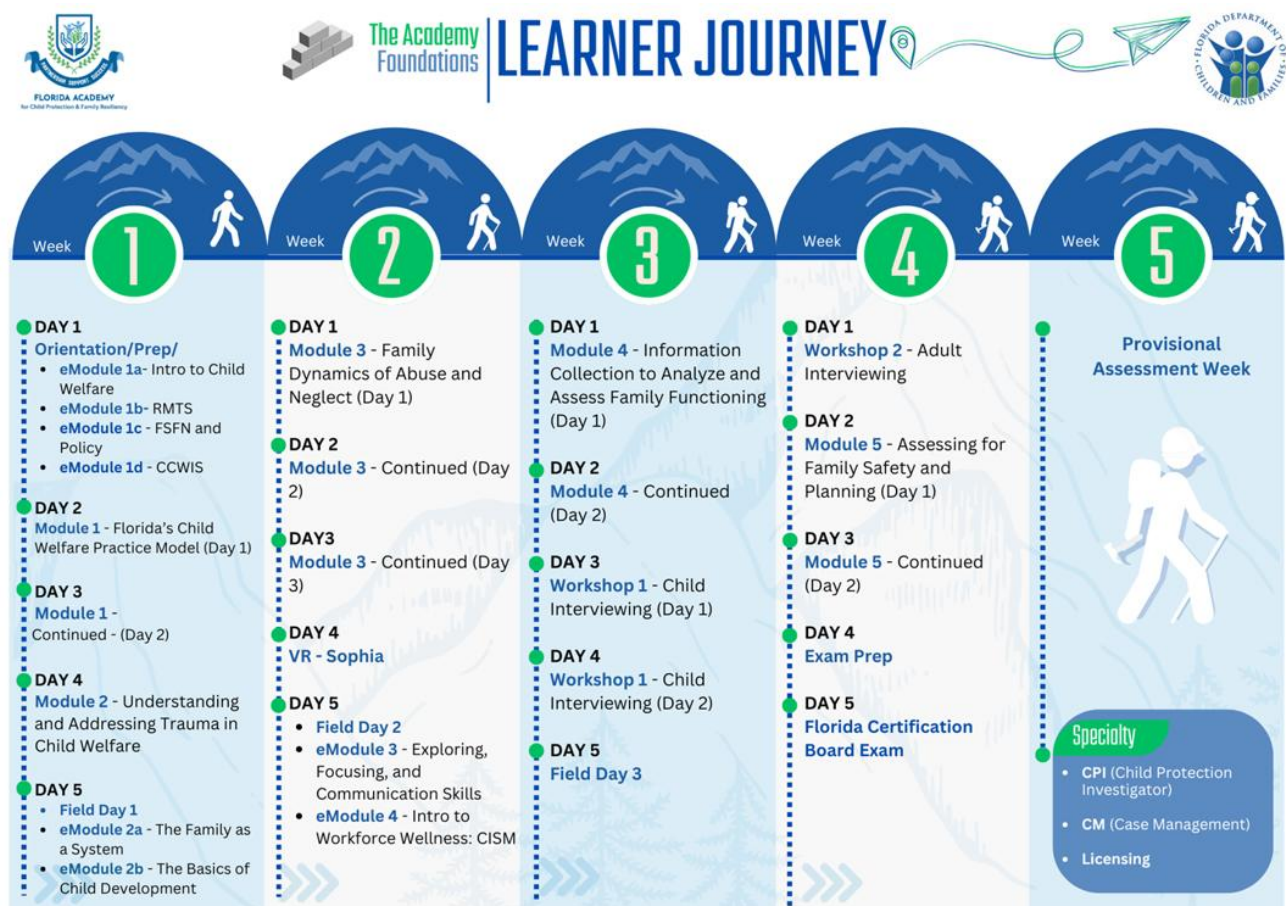
The Child Welfare Certification curriculum is comprehensive and includes all essential elements relevant to the practice of child protection. The curriculum runs concurrently within a twelve (12) month period.

Pre-Service training is delivered within the first ninety (90) days of employment for Child Welfare Professionals and Licensing staff. Time frames may fluctuate due to holidays and other training

commitments during a training cycle. The Pre-Service Training Curriculum consists of classroom instruction, Florida Safe Families Network (FSFN) training lab sessions, shadowing, and guided field activities for trainees.

The Department of Children and Families approves the child protection/pre-service classroom training curriculum that is provided. The Pre-Service Classroom training curriculum is comprehensive and includes all essential elements relevant to the practice of child protection.

The current state provided Pre-Service Training Curriculum is divided into Foundations with five modules, five e-modules, two workshops, a virtual reality day and Case Management Specialty Track that is comprised of eight modules, two e-modules, four application workshops, a virtual reality day and culminates with a week of simulation training. The exam is at the end of Foundations with a preceding review day. There are field days throughout the schedule to allow participants to complete a checklist of 28 items and to demonstrate competency in eleven assessment criteria. There are two weeks built into the schedule to allow focused time for these field activities to be completed. The field activities are now required components for provisional Certification through the Florida Certification Board. DCF has recently renamed the Pre-service Training program, and it is now referred to as the Florida Academy for Child Protection and Family Resiliency.





Any missed training classes, modules or material are completed by the trainee prior to the trainee being considered eligible to have successfully completed pre-service training.

The Academy Posttest Training includes training on local procedures, Wraparound, Court processes and other program areas for the enhancement of knowledge, skills, and abilities while working within our community and System of Care.

An Academy trainee may be assigned as a “secondary” worker (Case Manager or Licensing Specialist) in the FSFN system for a maximum of two (2) active cases during his or her pre-service training, for the sole purpose of performing and practicing newly learned skills while accompanied and supervised by a certified child protection professional. Although assigned as “secondary” worker, the trainee shall not in any way bear ultimate responsibility for any aspect of the case. Every piece of casework completed by the trainee is reviewed and approved by either the primary worker on the case, the supervisor of the primary worker on the case, or other certified child protection professional, prior to the piece of casework being included and saved in the active case file and FSFN case record.

During Academy training (Classroom Attendance)

- The trainee does not assume responsibility for cases until all training components are successfully completed. The trainee may assist with cases as part of the field activities only under the direct guidance of the designated field trainer, lead worker, or the trainee’s supervisor.
- All reports and/or recommendations are reviewed and approved by either the supervisor or the designated lead worker.
- All case notes written by the trainee to be included in a case file require supervisory approval.
- The trainee does not conduct court or public appearances and will not make recommendations or submit reports without the written approval of their direct supervisor or the agency Director

overseeing the program; this also includes appearances at FPOCF System of Care and community hosted meetings.

- The trainee is not assigned on-call responsibilities until successfully completing Pre-Service training, which includes passing the Written Assessment Test as administered through the selected vendor for the statewide training system for child protection staff.
- Staff are required to fully participate in no less than 90% of a scheduled training (i.e., no more than 10 minutes of any 1-hour training may be missed) to successfully complete and receive credit for that training topic.
- 100% of the training must be completed for the successful completion of Pre-Service training. Attendance and professional behavior are evaluated and reported to each trainee's supervisor as part of the assessment of the trainee performance.

Referrals and Registration for Pre-Service Training:

All referrals for training are submitted to the Quality Assurance, Performance and Training Department. On the first day of Pre-Service Classroom Training, trainees are provided with expectations of Academy training, delivery of training, and participation and assessment of the new trainees. These expectations are outlined in the Pre-Service Working agreement signed by the trainee and supervisor on the first day of training. Feedback forms regarding trainee participation in classroom, FSFN lab sessions and other mandatory Pre-Service requirements are emailed to the trainee's Supervisor on a frequent basis. Training cycles are scheduled to accommodate the hiring of new staff in relation to the start of the training class. New staff hired into positions requiring certification are not permitted to carry a caseload or assume primary responsibility for any case until a decision regarding entry into the Waiver Process or attendance at Pre-Service Classroom training has been determined.

Testing:

Waiver Process:

Waiver tests are provided in compliance with the guidelines set forth in the Florida Administrative Code (FAC 65C-33). Based on the individual's knowledge, skills, and abilities; plus, previous certification and/or training in child welfare/child protection; the trainee may be approved to 'waive' attending the pre-service training by completing a waiver test and scoring 78% and above (no re-takes and/or second attempts at a waiver test are permitted for any reason). These individuals will be able to assume all job responsibilities upon receiving a score of 78% and above; and must be allowed the same caseload protection (listed below) as an individual completing the pre-service training and post-test. These individuals are evaluated on a case-by-case basis and must have current child welfare or child protection job experience before being considered.

The employing agency must notify the FPOCF Trainer and request a waiver test. Exams are scheduled after the employer has verified the employee meets the FCB required training requirements:

- Option 1: Submit employer documentation verifying completion of an employer sponsored training program that meets the core competencies. Employers are responsible for (1) assuring that adequate training was completed, and (2) maintaining documentation of completed training.
- Option 2: Submit employer documentation verifying completion of (1) pre-employment training or (2) a combination of pre-employment training and employer training that meets the core competencies. Employers are responsible for (1) assuring that adequate training was completed, and (2) maintaining documentation of completed training.

If a waiver is approved, the test will be scheduled within five (5) business days of the approval.

If an individual receives a score below 78%, they are required to attend the Academy Classroom Training in its entirety.

Post Test:

A trainee must achieve the minimum established passing score or higher on the post-test to progress to Provisional Certification through the FCB. The minimum established passing score of the post-test is determined by the Department of Children and Families and presently is a score of 78% and higher.

Any trainee who scores below the minimum passing score on the first attempt of the post-test may re-take the post-test no later than fifteen business days following the date of the initial post-test, absent extraordinary circumstances accommodated by the training entity. The Agency may limit the number of times an applicant may take the online exam. FCB requires the paperwork and payment to be submitted a minimum of three (3) days in advance to re-take the exam.

If a trainee fails the post-test three (3) times, the agency has the option of having the employee retake the test, retake the entire pre-service training, or remove the employee from the position no later than ten (10) business days after receipt of the post-test results. If retaking the entire pre-service training, the trainee shall remain in trainee status. This process will require leadership approval and solid justification.

Prior to a trainee successfully completing the waiver test/waiver process or the pre-service post-test, the individual is considered a trainee (on "trainee status"), and, as such, he or she shall not:

- Carry a caseload.
- Be assigned primary responsibility for any case.
- Conduct any unaccompanied or unsupervised home visits.
- Perform any unsupervised home studies or interviews of children or adults.
- Be responsible for any assessment of risk or safety; or
- Otherwise have primary responsibility for any investigation, child, family, or case.

Training Caseload:

Upon successful completion of either the waiver test process, or the pre-service training requirements and the post-test, the lead agency shall submit a request for Provisional Certification to the FCB. Provisional Certification is awarded after all provisional certification components are completed: successful completion of the exam, completion of the checklist and demonstration of the eleven assessment competencies by both the learner's supervisor and a Qualified Evaluator. During this Provisional Certification period the employee must document a minimum of 1,040 hours of experience in a child welfare direct services position (approximately 6 months of full-time employment) and supervision. Each Case Manager and Licensing Specialist shall be granted caseload protection for sixty-(60) calendar days, during which time a training caseload of a reduced number will be provided.

Case Managers: The protected training caseload is in effect for the first sixty-(60) calendar days following the waiver test/process or post-test.

- First thirty-(30) calendar days: the training caseload should be limited to no more than five (5) open, active cases, and should not exceed ten (10) children at any time during those days.
- Second thirty-30) calendar days: the training caseload will be increased to no more than an additional seven-(7) open, active cases, no limit on number of children during this period.

After the sixty-(60) calendar day period of caseload protection, the caseload may be increased gradually over time, based upon the ongoing assessment of the individual's developing knowledge, skills, abilities and priorities by the Supervisor and other designated certified individuals within the employing agency.

Licensing Specialists: The protected training caseload is in effect for the first sixty-(60) calendar days following the waiver test/process or post-test.

- First thirty-(30) calendar days: the training caseload is limited to no more than three (3) open, active home studies at any time; the number of licensed foster homes on the training caseload shall not exceed five (5) at any time.
- Second thirty-(30) calendar days: the training caseload will be increased to no more than an additional three (3) open, active home studies at any time; the number of licensed foster homes on the training caseload shall not exceed twenty-(20) at any time.

After the sixty-(60) calendar day period of caseload protection, the caseload may be increased gradually over time, based upon the ongoing assessment of the individual's developing knowledge, skills, abilities and priorities by the Supervisor and other designated certified individuals within the employing agency.

Additional Discipline Applicants: Agencies can upgrade currently certified individuals who are newly hired. Eligible applicants hold any of the following credentials in good standing: CWPI, CWCM, CWLC, any of the child welfare legacy credentials. This process allows individuals who hold child welfare certification in one discipline to earn certification in a related discipline without completing the full certification process for new applicants. The trainee must be enrolled and attend the Case Management specialty track. While awaiting enrollment in Specialty track training the individual should not be assigned cases or at a minimum be on a protected training case load.

Field Training Segment

During Provisional Certification (Transitioning from Classroom to Field Experience)

- Following the completion of all provisional certification components: successful completion of the exam, completion of the checklist and demonstration of the eleven assessment competencies by both the learner's supervisor and a Qualified Evaluator., employees enter the second phase of training, which is field-based and includes review and analysis of job performance and coaching from their respective supervisors.

The training team collaborates with the Supervisors and Lead workers of subcontracted dependency and prevention case management agencies and FPOCF staff to ensure trainees are provided the appropriate field training and observations. These observations/training consist of accompanying the trainee to complete home visits, commencement of cases, court appearances, and other field activities. The team collaborates with trainees on identifying "needs" to increase and enhance development to increase competence. Following field training activities, the mentor verbally 'consults' with the trainee on the strengths and needs observed during the field activity. The FPOCF Training team hosts group supervision at least monthly to provide a cross-program opportunity to analyze best practices in case work. The training team may provide additional opportunities for individual supervision as needed such as one-on-one support and labs hosted by the assigned Training Specialist.

Ideal First Year Trainings

In addition to Field training and Group and Individual supervision activities, new employees who have graduated from Pre-Service Training are provided opportunities to attend several "Ideal First Year" trainings to boost their knowledge, skills, and competencies.

These include:

- Human Trafficking Certification
- Conditions For Return
- Motivating and Assessing Behavioral Change
- Mental Health First Aid
- Difficult Discussions Training

Child Protection Professional Supervisors

All subcontracted dependency and prevention case management agencies and and FPOCF staff with responsibilities regarding direct supervision of staff that care for children and families are responsible

for holding Child Welfare Certification. As of July 2022, the Florida Certification Board in collaboration with Strong Foundations established a separate Certification process for Child Welfare Supervisors. Child Welfare Supervisors must enroll to become Certified within 12 months of entering a supervisor position.

Child Welfare Certification

The Florida Certification Board (FCB) is currently the agency responsible for administering the credentialing program that evaluates each applicant's competency and credentials professionals who meet the specified minimum standards. The FCB's certification process identifies and defines the core functions, responsibilities, knowledge, and skill areas required of child welfare professionals. The purpose of the child welfare certification process is to:

1. Guarantee a minimum level of competency is attained by all child welfare professionals so they may provide quality services to the public.
2. Give professional recognition to qualified child welfare professionals through a process that examines demonstrated work competencies.
3. Require ongoing professional development for child welfare professionals.
4. Promote professional and ethical practice by enforcing adherence to a Code of Ethics.

All subcontracted dependency and prevention case management agencies and FPOCF staff with responsibilities regarding direct care for children and families are responsible to become certified through the Florida Certification Board (FCB) by the following designations:

- Child Welfare Case Manager (CWCM)
- Child Welfare Licensing Counselor (CWLC)

After completion of the training requirements stated previously in this plan, the employee is granted Child Welfare Provisional Certification through the FCB. The employee may hold Provisional Certification for a maximum 12-month period. During this time, the employee completes field, individual, and group supervision requirements. Once these are completed, the employee applies for full Child Welfare certification through the FCB. Full certification is valid for a maximum 24-month period. The employee is required to complete annual continuing education requirements as stipulated by the FCB and the employee is required to renew their credentials bi-annually. FPOCF complies with industry standards regarding ethics violations, when identified appropriate reports are made to the Florida Certification Board and Office of Inspector General which may impact Child Welfare Certification.

IN-SERVICE TRAINING: Funding Source: Title IV E Training Dollars-Continuing Professional Development (In-Service Training)

FPOCF supports continuing professional development for all personnel.

- FPOCF provides opportunities for ongoing professional development through workshops, conferences, online training, and in-service training courses offered and approved by FPOCF staff. This training for development assists direct and non-direct care staff in meeting their minimum annual continuing education hours.
- All FPOCF staff are required to submit quarterly training logs which include agendas and certificates of completion electronically via the My FL Learning platform for use in their personnel record. Each Supervisor/Manager/Director is responsible for ensuring their staff obtain appropriate training and have the required fifteen training hours per the staff's hire date.
- FPOCF maintains and tracks documentation for all training delivered by FPOCF and/or sponsored by FPOCF to include the following:

- Maintain and regularly update a training database that ensures an accurate account of the training provided.
- Maintain all training attendance sheets with the following documentation:
 - Training date
 - Number of hours
 - Location
 - Trainer(s) names and credentials
 - Location of training
 - Training agenda
- On a Quarterly basis, FPOCF utilizes the above listed information to submit a quarterly training report to DCF containing information about training category, length of training, audience, and attendees.

Family Partnerships of Central Florida also delivers in-service training to system of care providers and partners for advanced skill-based training, such as, Conditions for Return, Difficult Discussions, Case Planning, Substance Abuse, and Domestic Violence. There are other opportunities for in-service training, labs on Family Assessment, FSFN updates, Quality Case Management skills and as other needs are identified available throughout the year. In-service training courses are developed based on ongoing needs assessment including changes in law and policy, quality assurance reviews, and other performance measures in partnership with FPOCF system of care providers.

FPOCF facilitates network staff attendance at training to build the knowledge and skills needed to address cultural differences within the service population such as Recognizing Bias and LGBTQ trainings. FPOCF Training Division networks with partner agencies and community resources to develop training opportunities for the specific service populations within Central Florida. FPOCF Training Department assists with the provision of training on determining client eligibility for federal funding as needed.

For FY 2025-2026 the following In-Service Trainings are planned (subject to change based upon trainer and audience availability).

FPOCF Inservice Training Schedule 2025-2026

Adobe Document Training
 Auxiliary Systems (ARGOS/ Mindshare/ Visual Vault/ CM Portal)
 Blood Borne Pathogens (replaces Universal disease precautions)
 Building Stronger Relationships
 Car Seat Training
 Child Welfare Supervisor Certification
 Code of Conduct
 Community/ Provider Resource fair
 Conditions for Return Refresher
 Confidentiality of Child Welfare records
 Conflict of Interest Procedures
 CPI group training
 CPR/First Aid
 Critical Incident Reporting
 Cultural Diversity
 DCF Child Protection Summit
 De-escalation Skills
 Difficult Discussions Training
 Disaster Awareness & Response
 Emergent Topics
 Employee Grievance
 Employee Safety

Excel Training
 FCC Summit
 Foundations of Disability Rights replacing Serving our Customers who are Deaf or Hard of Hearing
 FPOCF System of Care Overview & Meet and Greet.
 Fraud, Waste, Abuse
 General Compliance
 HIPAA
 HT/CSEC Quarterly Booster sessions
 Human Trafficking 6-hour certification course
 Independent Living Training
 Insurance Coverage & Driving & Related Requirements
 Leadership management series presented by Human Resources
 Learning Circles or Case Manager Labs
 Levels of Licensure: The Process of Licensing Relatives and Fictive Kin
 LGBTQ training
 Mandated Reporting
 Motivating & Assessing Behavioral Change
 Navigating Psychotropic Medications for Children in Out-of-Home Care
 NCFIE Wraparound Training/ Conference
 NTDC foster parent training
 Power of Positivity
 Prevention of Fraud, Waste, and Falsification presented by Inspector General
 Psychotropic Medications Deep Dive
 Relative Caregiver funding
 Safety Plan Monitoring and Modifying
 SDMM Savvy Training
 Security Awareness
 Situational Awareness
 SSI & Master Trust & APD
 Stress Reduction/ Self- Care
 Strong Outcomes safety
 Supervisory Management Training series
 System of Care Division Chapters
 TBRI group training
 Trust Based Relational Intervention (TBRI) Practitioner training
 Unified Home Study training by DCF
 Welle for CM Safety & De-escalation skills
 Welle for Foster Parents & De-escalation skills
 Whistle Blower Protection
 Worker Safety
 Wraparound 101 Training
 Working with Immigrant Children in Dependency Proceedings
 Youth Mental Health First Aid

To evaluate the effectiveness of In-Service training, the FPOCF Training Team solicits feedback from participants through an online electronic survey. Additionally, the following training components are offered as part of FPOCF's training array:

Wraparound Training

Wraparound Training is designed to introduce and enhance strength-based planning and family engagement strategies. The training establishes a knowledge base and a foundation of understanding of the wraparound principles of practice and equips staff with the necessary skill set and

knowledge to enhance the care planning process with youth and families. The training orients participants to the values, principles, outcomes, and benefits of the wraparound model of care and increases competencies in the care planning and wraparound process to safely divert children from entry into the system and to safely maintain children in the community. The training provides strategies for inclusion of natural, and community supports in the care planning process; designing strength-based needs driven plans; provides direct practical application, and case studies; and generates enthusiasm and interest in the wraparound model of care.

Human Trafficking Certification Training

Human Trafficking (HT) Certification Training is provided utilizing an approved curriculum designed to teach basic knowledge, policies, and skills about working with children in the child welfare system who have been human trafficking victims. The training also teaches staff how to administer a screening tool for children who are suspected human trafficking victims. Attendees are expected to maintain Quarterly training to retain their certification.

Independent Living/Youth Services

Once a year or as needed the DCF approved Independent Living Specialist curriculum will be provided. This curriculum was recently designed in collaboration with CBCs, impacted families and youth with lived experience to provide Florida's professionals with a comprehensive curriculum structured to meet the needs of one of Florida's most vulnerable populations. This course contains five modules.

- Module 1 Introduction to Independent Living
- Module 2 Independent Living Services for Youth Under 18
- Module 3 Independent Living: Extended Foster Care
- Module 4 Independent Living: PESS and Aftercare
- Module 5 Review and Assessment

Trainees will be awarded a badge confirming successful completion.

Mandatory Annual Trainings for All Employees

Quarter 1 July, August, and September

Whistle Blower Protection (0.5 Hours)

Conflict of Interest Procedure (0.25 Hours)

Insurance Coverage & Driving and Related Requirements (0.25 Hours)

Employee Grievance (0.25 Hours)

Prevention of Fraud, Waste, and Falsification presented by Inspector General (1.0 Hours)

Total: 2.25 Hours

Quarter 2 October, November, and December

Employee Safety (0.5 Hours)

Total: .5 Hours

Quarter 3 January, February, and March

Mandated Reporting (1.0 Hours)

Confidentiality (0.25 Hours)

Total: 1.25 Hours

Quarter 4 April, May, and June

Disaster Awareness (0.5 Hours)

Critical Incident Reporting (1.0 Hours)

Total: 1.5 Hours

On-Line Trainings

Cultural Diversity -Online Insperity Website -(1.0 Hours)

Bridging the Diversity Gap-(Insperity)

Your Role in the Workplace-(Insperity)

Blood Borne Pathogens (or other Infectious Disease training)-DCF Online

HIPAA-DCF updates annually-DCF Online

Security Awareness-DCF Online

Serving Our Customers Who Are Deaf or Hard of Hearing

OUT-OF-HOME CAREGIVER Training: Funding Source: CBC Training Foster & Adoptive Parent dollars

Foster parents Level 2-5 are trained under the DCF approved National Training and Development Curriculum (NTDC) Training. Foster Parents are also provided with ongoing training opportunities through the FPOCF monthly Foster Parent Support Group meetings and additional training is offered throughout the year. Classes are added to the training schedule as needed to expedite foster parent training and to better accommodate prospective foster parent needs. The NTDC is organized into eight in person sessions/virtual totaling at least 21 hours. FPOCF requires participation and attendance in a series of training classes. The NTDC is funded through a five-year cooperative agreement with the Department of Health and Human Services, Administration for Children and Families, and Children's Bureau. This cooperative agreement was led by Spaulding for Children in close partnership with other agencies. The NTDC has undergone a rigorous evaluation in seven pilot sites (which consists of states and counties and one tribal nation) and four private agencies that work with families who adopt private domestically or via the intercountry process.

Becoming a trained medical foster home is an option available through Children's Medical Services (CMS). FPOCF works in partnership with CMS to recruit and identify foster homes for medically complex children. FPOCF works in coloration with CMS to monitor, support and provide services as needed (from both a licensing and clinical standpoint) to assist in maintaining medically complex children in the least restrictive and most nurturing environment available.

In addition to the NTDC trainings, foster parents are encouraged to attend Welle training (or other de-escalation training) and require Psychotropic medication training and Human Trafficking training. Level 2 Enhanced Foster Parents are required to attend CORE Teen training or Trust Based Relational Intervention (TBRI) to serve as an Enhanced Foster Home.

FPOCF also encourages that all levels of licensure foster parents be certified in CPR and Basic First Aid and maintain certification if they are licensed.

Level 1 prospective out-of-home caregivers must complete the DCF hour online training, Caring for Children: The Child Welfare System, Expectations and Responsibilities of Caregivers, the impact of childhood trauma, how to manage children's behavior, first aid and medication administration, Human

Trafficking and Psychiatric medications. Additionally, FPOCF has created in LMS a mid-year changes training regarding notifications.

Residential Group Homes

Child-caring agencies receive specialized training to support children through the incorporation of adequate service delivery, family engagement, and high-level supervision. Group homes receive FPOCF supported opportunities to attend Crisis Prevention, and Trust Based Relational Intervention trainings. Group homes also have access to DCF's LMS system for annual compliance trainings such as Foundations of Disability Rights (replaces Serving Deaf or Hard of Hearing), Mandatory reporting, HIPPA and Security awareness.

TRAINING CONTENT

FPOCF seeks to provide training content that ensures that all personnel are prepared to fulfill their job responsibilities. FPOCF provides training in a mixture of modalities to promote learning across the spectrum of learning styles utilizing self-study opportunities, self-paced webinars, live group training, and live instructor-led virtual training. During these trainings various methods are used including role plays, small group discussion, large group discussion, games, and quizzes to provide direct learning opportunities. The FPOCF training team seeks to provide supplemental materials such as tip sheets, examples, and resource cards to support classroom learning. FPOCF provides training on topics such as de-escalation, safety, accessing community resources and financial assistance, understanding special needs, establishing rapport, and the impact of trauma as well as topics previously outlined during Pre-Service and In-service categories. All personnel receive training on maintaining the security of records, proper documentation techniques, and the legal rights of service recipients.

MANAGEMENT INFORMATION SYSTEMS SKILLS

FPOCF ensures that all staff and subcontracted providers are trained in the State required data systems. The staff training needs are assessed based on the functions of their position and their proficiency in the applications related to their functions.

FPOCF IT Department provides data management and integration services to manage and maintain State of Florida required systems.

Revenue Maximization staff has requisite data system skills. Additionally, Care Managers and Supervisors have the requisite FSFN skills required for their position. Newly hired employees of the Case Management Agencies and Department of Children and Families Child Protective Investigations staff receive FSFN training as part of their initial Child Welfare pre-service training. However, FPOCF assesses staff and the provider network for their consistent proficiency in all systems. In instances where there are deficiencies, staff with expertise in these systems provide technical assistance. Training is scheduled for FPOCF staff as needed.

In addition to training on specific applications, FPOCF addresses the security and process requirements that every user in our system needs to know to ensure compliance with HIPPA. Each user of the State data system signs the required Security Agreement Forms, complete Security Awareness Training, HIPAA training and adheres to HIPAA standards regarding the requirements of Protected Health Information (PHI).

ORIENTATION OF NEW PROVIDERS

FPOCF recognizes Service Providers as key partners critical to our success in strengthening families and improving the lives of vulnerable children in Central Florida. To ensure the safety, security, and well-being of every child in Brevard County, FPOCF strives to develop a continuum of child welfare services to address prevention, intervention and treatment of child abuse and neglect. As such,

FPOCF is committed to an orientation and training program designed to support the growth of service providers and their ability to embrace the mission, vision, and values of FPOCF.

Provider Handbook/ Welcome Letter

Upon execution of a signed contract with FPOCF, Providers are issued a Welcome letter from the CEO and given a Provider Network Handbook filled with useful information. The handbook introduces FPOCF's Mission, Vision and Values, description of key positions and contacts, helpful acronym's list, and outline of FPOCF partners and stakeholders. The handbook further introduces procedures for prioritization of Family Team Conferences and the automated Service Referral system (PSAM/ARGOS). The handbook provides information on standard FPOCF procedures such as mandated child abuse and neglect reporting, critical incident reporting and damage claiming for damages caused by foster children. The Provider Handbook also outlines financial functions at FPOCF such as board rate determination, clothing vouchers and the process for provider payment. Additional information covered in the provider handbook includes medical services, court processes, performance, quality improvement, communication, appeal process and training.

Mindshare/ARGOS Utilization Management

Upon enrollment, Providers are given an opportunity for one-on-one technical assistance with the Utilization Management Program Manager to be trained in the online service referral system. Online referral systems are utilized for service referrals, monitoring service delivery, and invoicing.

General description:

- The Dependency Care Manager submits a request for services.
- The Clinical Services Coordinator/Care Coordinator reviews the request and approves, holds, requests more information or denies. If the response is not approved, a reason is given such as need more information is required or denied based on clinical appropriateness.
- When the request is approved, an automatic email notification goes to the provider informing them that they have a new service authorization.
- The provider assigns a worker to the case and contacts the client.
- The provider documents in the online system all meetings and enters progress notes on a weekly basis.
- The provider ensures units used are correct by approving the units and notes.
- The provider generates an invoice in the system for the previous month and submits it to FPOCF by the 10th of every month.
- The Utilization Management Manager reviews the invoices for accuracy; ensures progress notes are being submitted and then submits the invoice to finance for payment.
- When an authorization is set to expire, and the provider feels the client could benefit from additional services, the provider requests a service extension at least two (2) weeks before the current authorization is set to expire.
- The Clinical Services Coordinator/Care Coordinator addresses the reauthorization request as described above

OP1178

Applicable providers are taught to reference OP1178 which established the method by which FPOCF supports Sunshine Health's efforts to manage their respective provider networks.

Ongoing Provider Meetings, Trainings, and Information Sharing

Provider meetings are held routinely to share changes in the System of Care, identify strengths and barriers to serving children and families, provide training as needed and share best practices. These meetings are coordinated by the Senior Director of Provider and Stakeholder Partnerships. .

Reviewed by:



Philip J. Scarpelli

Chief Executive Officer

Family Partnerships of Central Florida

Review Date: July 16, 2025