

AZ Human Service Delivery Organizations Training Conversation

October 13, 2016 / 1:30pm- 4:00pm / ASU Center for Child Well-Being
618 Central Avenue, Phoenix, AZ 85004

Agenda

Welcome and Introduction

- Karin Kline and Andrea Hightower

Reasons (and Results) from the 2016 Statewide Training Scan

- Why we did the survey
- Can we bring greater resources to bear on the common challenges of workforce development across human service systems?

Break

What the survey made us realize

- Opportunity for Collective Impact: Informing future training opportunities & meeting our collective needs in collaborative manner

Group Exercise: Identifying Collective Strengths & Needs (summary reflected on page 2-3)

- Knowing What's Available / Receiving & Attending Training
- Training Development
- Training Delivery
- Training Evaluation
- Training Tracking / Crediting Participants

Group Conversation (summary reflected on page 4-5)

- Themes & Opportunities
- Benefits of continuing the conversation
- Next steps

Closing Remarks

Identifying Organization Training Strengths & Needs

Receiving & Attending

Strengths

- From Pinal Jud. Court: lots of free trainings, Partnerships with other probation depts. And behavioral health agencies
- Funding
- Freedom of staff to attend
 - Offer incentives: food, child care and giveaway's
- Spanish Translation
- Use of social media

Challenges

- Knowing what training is available
- System providers and partners not aware of each other
- Getting people to attend scheduled trainings/services
- Layers of trainings that exist
- Training space

Development

Strengths

- Inner-org training for staff on specific topics
- Training done at a national level
- Networking

Challenges

- Rural communities: getting local experts to train staff and community partners
- No full time training coordination/development
- No training evaluation that provides feedback to trainers
- Lack of local CW prof develop opportunities
- Funding
- Lack of effective SME's
- Expertise in fields
- research

Delivery

Strengths

- Passionate and effective Facilitators
- Incentives
- Local
- Trainers attend national trainings to be certified

Challenges

- Time of day
- Meeting place
- Transportation
- Child care
- Saturation
- Marketing of trainings
- Funding
- Finding effective facilitators
- Retention of facilitators
- Lack of money for facilitators

Types of trainings:

- CAP conference
- ACE Training
- Advanced Forensic Investigation
- Investigative
- ITMH
- Best for Babies
- Protective Factors Trainings for Parents and Prof.

Evaluation

Strengths

- Pre & Post-tests
- Evaluation tools for course feedback
- Promising practices and curriculum
- Evaluation tools:
 - M.H First Aid-adult/youth/vets/public safety
 - Peer, family and parent support
 - Stanford Stress Management for Chronic disease
 - Finance curriculum
 - Cultural competency

Challenges

- Need for evidence based
- Follow-up
- Collective enough information
- Tracking participants (if needed)
- Someone to publish results

Tracking & Crediting

Strengths

- Personnel records
- Local tracking and crediting
- Full time employee responsible for tracking training hours and sets up trainings

Challenges

- Centralized data collection on training is needed
- CEU's (repeated multiple times)
 - Statewide CEU certification is needed so trainings can be "approved"

Summary of AZ Human Service Delivery Organization Training Conversation

Questions prior to the Group Exercise:

- Are schools eligible for Title IV-E reimbursement?
 - State schools are eligible under the federal guidelines, but would need to have an Interagency Agreement with DCS to govern identification of eligible activities and inclusion of state-funded expenditures into the federal Title IV-E plan.
- What is the average percentage of Title IV-E reimbursement?
 - Different activities are eligible for varying levels of federal reimbursement. Generally speaking, national federal reimbursement ranges from 26% to 60% of direct costs. Activities conducted in partnership with state universities who have federally recognized indirect rates, increase the federal reimbursement as indirect costs are also allowable.
- How would an agency capitalize on this opportunity? What are the next steps?
 - Assessment for eligible activities would be the first step. This is something that ASU CCWB is able to offer with the current level of dedicated resources to Title IV-E training partnership.
- Are the two ideas (increasing resources for training through Title IV-E reimbursement & discovering opportunities to collaborate across system silos/fields) related?
 - CCWB is offering the example of increasing resources for training through Title IV-E reimbursement as an example of an opportunity to collaborate across system silos/fields. Our group activity in identifying common strengths and challenges within 5 broad training areas will hopefully uncover other possibilities.
- How do we connect with DCS?
 - CCWB has a long-standing working relationship with DCS as well as a Master Agreement in place through 2012. Please let us know how we can help connect you with DCS related to the conversations you are desiring to have.
- What is the relationship with the 4B training (with Title IV-E reimbursement)?
 - Each state public child welfare agency creates a 5-year Title IV-B training plan and submits it to the Federal Government. Within this document, states must articulate what their plans are related to Title IV-E eligible training activities. To date CCWB has worked in close concert with DCS to ensure that eligible activities are included within the annual reporting of the 5-year Title IV-B training plan. We believe we have a good system in place to continue to identify and ensure that eligible activities are included in the state's Title IV-B training plan.
- Guiding Good Choices: how do they connect with DCS to get their trainings for parents who had kids removed recognized by DCS?
 - Let's continue this conversation. Karin Kline would be the best person to engage in further conversations on CCWB's side.

Questions after to the Group Exercise:

Who Else Should be here?

- Courts
- First Things First
- DCS
- Faith-Based Organizations
- Schools

Next Steps:

- Follow Up Survey
 - Why didn't other invitees attend?
 - Are people interested in moving forward?
- Website: somewhere for the different organizations to post trainings/collaborate