**TRAINING PLAN/POLICY** (Effective 09/05/2024)

**HFA Best Practice Standard 10-1**

**Policy: Sites will provide training to staff in accordance with the following policies, the comprehensive HFNY Training Plan, and the Required Training Table. The plan and table summarize the following policies on orientation training, stop-gap training, intensive model specific core trainings, implementation training, screening trainings, wrap-around training, ongoing training, and annual trainings. The topics, methods, and timeframes are included in the policies and table.**

**ORIENTATION TRAINING** (Effective 09/05/2024)

**HFA Best Practice Standard 10-2 A- H**

**POLICY: Staff (direct service staff, supervisors and program managers), receive orientation training (separate from intensive role specific training) subsequent to HFA hire date and prior to direct work with families or supervision of staff to familiarize them with site responsibilities.**

Note: Program Managers hired between July 1, 2014 and December 31, 2021 will receive orientation training within 3 months of hire. Program Managers hired prior to July 1, 2014 are not required to document receipt of orientation topics.

HFNY Policy Guidelines

* There are seven required orientation topics to be received by all staff prior to work with families:

1. All staff members (including the program manager’s supervisor) hired January 1, 2022 or later receive HFA Quick Start orientation training. Staff hired prior to January 1, 2022, receive orientation related to HFA’s goals and services, the philosophy of home visiting/family support, and the principles of ethical practice after their HFA hire date and prior to direct work with families or supervision of staff.
   1. Community Advisory Board members are also encouraged to take the Quick Start training.
   2. Evidence that the program manager's supervisor received the HFA Quick Start training will be uploaded/added to Program Documents in the MIS (10-2A).
2. All staff are oriented to their roles as they relate to the site’s parenting materials, curriculum, other handouts shared with parents, policy and operating procedures, and data collection forms and processes after their HFA hire date and prior to direct work with families or supervision of staff. (10-2B)
3. All staff members are oriented to the site’s relationship with other community resources after their HFA hire date and prior to direct work with families or supervision of staff. (10-2C)
4. All staff members are oriented to child abuse and neglect indicators and reporting requirements after their HFA hire date and prior to direct work with families or supervision of staff. (10-2D) THIS IS A SAFETY STANDARD.
5. All staff members are oriented to issues of confidentiality and issues of ethical practice prior to direct work with families or supervision of staff. (10-2E)
6. All staff members are oriented to issues related to boundaries after their HFA hire date and prior to direct work with families or supervision of staff. (10-2F)
7. All staff members are oriented to issues related to staff safety after their HFA hire date and prior to direct work with families or supervision of staff. (10-2G)

* All staff are oriented to the Multi-Site System, including the goals, objectives, policies, and functions of the Multi-Site System and Central Administration. This training is provided on the HFNY website. (10-2H)
* Sites will use the HFA Orientation modules on the LMS for the required training for topics 10-2 A-G. Sites may use additional materials to meet any organization-required orientation training.
* In addition to the required orientation training topics, all staff members are required to shadow trained staff to assist new staff in becoming familiar with their role.

**HFNY Child Welfare Protocol**

* As of 9/5/2024, all staff members in HFNY sites implementing Child Welfare Protocol are required to participate in “Child Welfare Overview for HFNY” prior to direct work with families referred through the CWP process. Staff hired prior to the policy effective date are required to complete this training within 3 months of the policy effective date.

**The site will adhere to all HFNY Policy Guidelines specified above. In addition, please insert site-specific policies and procedures that include:**

1. A description of how orientation training is provided: when it is used, what is the content of the training, how it is delivered and by whom, and how it is documented.

**Only A Requirement for Sites Implementing Child Welfare Protocol:**

1. Describe how the site will ensure program staff will watch the “Child Welfare Overview for HFNY” and use MIS code to document**.** See Reference Table for link.

**STOP GAP TRAINING**

**HFA Best Practice Standard 10-3** (Effective 09/05/2024)

**POLICY: All staff are required to receive training specific to their position. HFNY does not allow stop-gap training as a temporary or long-term solution to the need for role-specific training for any role but supervisor. For a supervisor, stop-gap training may be used only as a short-term solution and does not replace the requirement to attend Supervisor Core training.**

HFNY Policy Guidelines

Stop-gap needs to be conducted by someone who has been intensively trained in the role they are providing stop-gap training for. Stop-gap training may be provided to supervisors so that they can begin to support staff prior to attending Supervisor Core only if all of the following conditions are met:

* The supervisor has attended either FSS or FRS core, or both, depending on which roles they will be supervising.
* They have not had the opportunity to attend their role-specific training prior to the site’s need for the supervisor to begin supervision practice.
* Stop-gap training is provided by someone who has completed Supervisor Core.
* Stop-gap training for the supervisor is required to include the following for each role the supervisor will be supervising:
  + A clear description of the “HFA Advantage” (what makes HFA unique including trauma informed practice, the power of relationships/attachment, and reflective capacity).
  + Shadowing of other supervisors
  + Hands-on practice, with observation and feedback
  + Training on forms used by supervisors and expectations for documentation, including reviewing with the supervisor the Supervisor Note Guidelines.
  + Use of a strengths-based approach when working with others
* The supervisor attends Supervisor Core training provided by the Training and Staff Development Team within six months after they have started supervising staff.

**The site will adhere to all HFNY Policy Guidelines specified above. In addition, please insert site-specific policies and procedures that include:**

1. A description of how stop-gap training is provided: when it is used, what is the content of the training, how it is delivered and by whom, and how it is documented.

**ROLE SPECIFIC TRAINING**

**HFA Best Practice Standard 10-4** (Effective 09/05/2024)

**POLICY: All staff (Family Resource Specialists, Family Support Specialists, Supervisors, and Program Managers) hired January 1, 2022 or later are required to receive HFA Foundations Core training from a HFA certified trainer within six months of date of hire. Program Managers hired before 1/1/22 receive the training within 18 months of hire. (Please note: FRSs hired prior to January 1, 2022 are encouraged, but not required, to take Foundations training.)**

**All staff administering the FROG Scale receive intensive HFA Core FROG Scale training by an HFA certified trainer prior to first use of the tool. All Supervisors and Program Managers receive this training within six months of hire.**

**Program Managers and Supervisors are required to receive HFA Foundations Core training, FROG Core training, FROG Supervisor Core, and Supervisor Core training within 6 months of hire and prior to direct supervision of staff. As per policy 10-3, supervisors can provide supervision if they complete Stop Gap Training prior to completing Supervisor Core.**

**NOTE: THIS IS AN ESSENTIAL STANDARD.**

HFNY Policy Guidelines

FSS and FRS core trainings are provided by HFA certified trainers. As the HFNY Supervisor core training predates the HFA Supervisor core training, HFNY does not use the HFA Supervisor Core. The HFNY Supervisor core training was developed by our own state system to meet our training needs for supervisors. The HFNY Supervisor core training meets the content requirements set forth by HFA and is updated as needed. All HFNY trainers work as a team to ensure that core trainings deliver a consistent message and meet the training content required by HFA.

**Program Managers** hired on or after **(9/5/2024)** are required to receive HFA Foundations Core training, FROG Core training, FROG Supervisor Core, and Supervisor Core training within 6 months of hire and prior to direct supervision of staff. Program Managers must attend Program Manager Orientation at the next available training date. Program Managers hired in the Program Manager role, prior to the updated effective date **(9/5/2024)** will have 12 months from that effective date to complete the FROG Supervisor Core.

All Program Managers (or those in a role and fulfilling expectation of program manager as defined in HFA glossary) hired on or after January 1, 2018 receive HFA Implementation training from the HFA National Office within eighteen months of date of hire, to understand the essential components of implementing the HFA model. HFA Implementation training is strongly encouraged and optional for program managers hired prior to January 1, 2018. Program managers who have attended Implementation training prior to January 1, 2018 do not need to retake the training.

**Supervisors** are required to complete the HFNY Supervisor Core Training within six months of starting that position. This includes FROG Supervision training for those who supervise staff administering the FROG scale. (10-4C.) While supervisors may begin supervising staff without having attended the HFNY Supervisor Core training, HFNY policy requires that supervisors attend the role specific core training (FSS or FRS) prior to supervising staff in that role. Supervisors hired after July 1, 2014 are required to attend both FSS and FRS core trainings within six months of starting the supervisor position if they have not completed them previously to further ground them in the model, and to ensure they are able to effectively support staff to implement assessment and home visiting skills learned in training. Supervisors hired prior to July 1, 2014 are required to, at minimum, have attended HFA Core Training for all roles they directly supervise prior to providing supervision.

**Family Resource Specialists (FRSs**) begin assessing families only after FROG Core training has been completed and are required to receive core training within 6 months of starting work in that role.

**Family Support Specialists** make home visits unaccompanied by other staff only after Foundations Core training has been completed and are required to receive core training within 6 months of starting work in that role.

**Dual Role Staff** are required to receive additional core training specific to their new or added role before providing services specific to that role. Training is required to take place within 6 months of starting in the new role. In order to maintain a skilled approach, all direct service staff who have completed FROG training and are active in the role are required to complete the FROG assessment in accordance with the HFNY QA Policy.

**Rehired Staff**

A training plan is developed by the program manager and the Training and Staff Development Director for each rehired staff person prior to the staff person providing services to families.

Any staff person returning to the state system after an absence from HFA program practice of 3 or more years is required to attend the entire HFNY training process for new staff. If longer than 3 months since previously employed by Healthy Families, rehired staff must receive orientation training again.

**Child Welfare Protocol**

All staff (direct service staff, supervisors, program managers) administering Child Welfare Protocols are required to take part in Motivational Interviewing (MI1 and MI2), offered by the PCANY training team. In addition, supervisors are required to take part in a minimum of **two** Advanced and Reflective Supervision Support series offerings, annually, also offered by the PCANY training team. Program Managers are not required but encouraged to also participate in the Advanced and Reflective Supervision Support series offerings.

**The site will adhere to all HFNY Policy Guidelines specified above. No program specific policy and procedures required here.**

**TRAINING ON ADMINISTRATION OF SCREENING TOOLS**

**HFA Best Practice Standard 10-6** (Effective 09/05/2024)

**POLICY: Staff who are responsible for the administration of required screening tools receive trainings on these tools prior to first use, and supervisors receive these trainings prior to approving their first screen or within 6 months (183 days) of hire, whatever comes first. These tools include the current versions of depression screens, the ASQ, the ASQ-SE, and CHEERS Check-In, as well as training in effective use of curriculum. Training in current versions of depression screens, the ASQ, the ASQ-SE, and CHEERS Check-In must be in accordance with developer requirements. Those who administer depression screening tools and their supervisors must also be trained in ways to talk to parents about depression.**

**The site will adhere to all HFNY Policy Guidelines specified above.** **No program specific policy and procedures required here.**

**WRAPAROUND TRAININGS**

**Best Practice Standards 11-1, 11-2, & 11-3** (Effective 09/05/2024)

**POLICY: Staff (direct service staff, supervisors and program managers) receive training on a variety of topics necessary for effectively working with families. Specific training topics are required within three months of the date of hire, within six months of the date of hire, and within twelve months of the date of hire. Staff will complete wraparound training based on the HFNY policy at their time of hire. As of (3/15/2023), wraparound training is completed following the HFA Interim Wraparound Plan\*. The required topics are outlined in the “Required Trainings” grid at the end of the training policy. Program Managers hired prior to the updated effective date are exempt.**

**\*NOTE: There are two exceptions to HFA’s Interim Wraparound Plan. For the topics of Prenatal Training and Family Goal Plans (11-2 E and 11-2 F), staff will use the standardized training materials on these topics developed by PCANY.**

**The site will adhere to all HFNY Policy Guidelines specified above.** **No program specific policy and procedures required here.**

**ONGOING TRAININGS**

**Best Practice Standard 11-4** (Effective 09/05/2024)

**POLICY: The site ensures direct service staff, supervisors and program managers hired more than twelve months receive ongoing training on an annual basis (i.e. at some time during each calendar year) which takes into account the individual’s knowledge and skill base. Staff also receive annual child abuse and neglect training, and annual training related to diversity, equity, inclusion, and belonging.**

HFNY Policy Guidelines

**HFNY TRAINING PLAN (CURRENT PLAN)**

The training plan and policies guide the site towards meeting training expectations in a timely manner with specified timeframes, and clearly identify how the training is provided and by whom, topics that will be covered in each training, and the site’s processes for supervisory follow-up.

* The training plan and policies address all topics and subtopics included in HFA Best Practice Standards 10 and 11.
* Training may be provided by various qualified individuals, including program managers, supervisors, community agencies, HFA online training modules, and use various modalities, including video, reading materials, self-study modules, etc.
* Training tracking includes supervisory verification of all required training received.
* All training will be documented in the HFNY MIS. The MIS tracking includes date of hire, date of first direct service contact or supervision of staff, and date of first administration of tools.
* Sites track training even when training was received outside of the required timeframe.
* Learning formats can include attendance at trainings, workshops, and in-services; on-line training; current formal education; certification; licensure; and competency-based testing.
* Rehiring Staff: A training plan is developed by the program manager and the HFNY Staff Development and Training Director for each rehired staff person prior to them providing service to families. \**Any staff person returning to the state system after an absence from HFA program practice of 3 or more years is required to attend the entire HFNY training process for new staff. If it is longer than 3 months since previously employed in Healthy Families, the rehired staff is required to receive orientation training again.*
* Role-specific Core training cannot be used to satisfy the 3, 6 and 12-month training requirements.
* Interns and volunteers may not serve as direct service staff and are therefore not subject to the same training requirements. Interns and volunteers may only serve as a support to direct service staff and will receive training consistent with agency requirements for their role.

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| **Required training for all staff (in addition to Core Trainings prescribed in 10-4)** | | | |
| All staff receive Orientation Training **(10-2)** regarding their role, HFA goals and home visiting philosophy, the site’s relationship with community resources, child abuse and neglect indicators, confidentiality, ethical practice, boundaries, and staff safety prior to direct work with families. | | | |
| **Screening and assessment tools (10-6) (ASQ, ASQ-SE, PHQ-2, PHQ-9, HITS, Home, Audit-C, CHEERS Check In) –** prior to administration | | | |
| **Within 3 months**  **(11-1)** | **Within 6 months**  **(11-2)** | **Within 12 months**  **(11-3)** | **Ongoing training (11-4)**  **(annually)** |
| * Infant care * Child Health and Safety * Family Health * Cultural Self Awareness * HFNY Family Goal Plan training: * Purpose and importance of the FGP process * Working with families to identify strengths and needs * Supporting the family’s role in setting and achieving meaningful goals to assist families in taking charge of their lives. * Development of family goals based on the FSSs’ knowledge about the family, as well as tools completed by the family * Practice writing family goals in ways that help families create measurable goals | * Infant and child development * Supporting the parent-child relationship * Professional Practice * Mental Health * Cultural Humility * HFNY Prenatal training: * Fetal growth and development during each trimester * Warning Signs: When to call the doctor * Activities to promote the parenting role and the parent child relationship during pregnancy * Preparing for baby * Promoting parental awareness of what the baby is experiencing with a connection to what the parent is doing (reflection) | * Child abuse and neglect * Intimate Partner Violence * Substance abuse * Engaging Families * Inequity and Family Context | * Annual child abuse training   (Updates on child welfare policies, practices, trends in the community)   * Annual Diversity, Equity, Inclusion, and Belonging Training. All staff do not have to attend the same training. * In addition, the staff and supervisors identify training needs and determine what additional training topics would be most beneficial in enhancing job performance, and training is offered. Training takes into account an individual’s knowledge and skill base to support professional development. Special consideration should be given to additional trainings needed regarding diversity, equity, inclusion, and belonging. |

Training can be received through a variety of methods including, but not limited to, the following: lecture or interactive presentations by individuals with particular expertise in an area, workshops, college coursework, multi-disciplinary clinical consultations, training presentations by staff members, and self-study with supervisory follow-up.

**The site will adhere to all HFNY Policy Guidelines specified above. In addition, please insert site-specific policies and procedures that include:**

**1.** How staff discusses and documents their annual training goals with their supervisor, during their introductory period and as part of annual performance evaluations.

1. Including specific considerations for training needs related to DEI **(5-1.A**) and to increase awareness of the historic and current relevance of discrimination based on race, ethnicity, gender identity, sexual orientation, age, religion, residential status, and abilities **(5-2.A).**

**2.** How the site’s administration monitors and approves training received to ensure timely access to and receipt of all required training.

**3.** If the site has received approval from Central Administration to administer additional screening and assessment tools, describe which tools and include expectation that staff is trained to use these tools prior to administration.

**4.** Site-specific procedures should reflect how the program will demonstrate how all training topics are covered , including documentation on when training took place, how it was delivered and by whom. If trainings are outside of the HFA LMS and/or HFA recommended sources, how will the site have evidence available as to the content of trainings. MIS training logs on their own are insufficient and should be supported by documentation of training content such as orientation manuals, training outlines, syllabi from training webinars or videos, etc.

**Reference Table**

**Best Practice Standard 10 & 11**

*This reference table contains a list of reports in the MIS that can be used to help programs monitor fidelity as well as helpful links and documents related to each policy.*

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| --- | --- | --- |
| **Policy** | **MIS Reports & Forms** | **Appendix & Links** |
| 10-2. A-H  Orientation Training | * Training BPS * Training Required Topics * Training Resume | * [New Hire Training Checklist](https://docs.google.com/spreadsheets/d/1ir4v8-9BLwjEQIeldig2j7BQ3Q4Hnr0kpHAwhFLKgl4/edit?gid=1640942860#gid=1640942860) * [Child Welfare Overview for HFNY](https://www.google.com/url?q=https://www.healthyfamiliesnewyork.org/Staff/cwp.html&sa=D&source=docs&ust=1723065761760212&usg=AOvVaw1aqM6Ap7xgyEPpW3kVIY7R) * [HFA Quickstart Orientation Training](https://www.healthyfamiliesamerica.org/) * [Supervisor Stop-Gap Training](https://tol397.wixsite.com/transferoflearning/selfpacedtrainings)      * [Supervision Note Guidelines](https://www.healthyfamiliesnewyork.org/Staff/Documents/Supervision%20Note%20Guidelines%200224.pdf) * [HFNY Transfer of Learning](https://tol397.wixsite.com/transferoflearning) |
| 10-3  Stop Gap Training | * Training BPS * Training Required Topics * Training Resume |
| 10-4  Role Specific Training | * Training BPS * Training Required Topics * Training Resume |
| 10-6 | * Training BPS * Training Required Topics * Training Resume |
| 11-1  11-2  11-3  11-4 Ongoing Training | * Training BPS * Training Required Topics * Training Resume |