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Standards 11-2, 11-3, and 11-4

(from Best Practices Standards 2014-2016 effective through 12/31/16)

Note: Because Standard 11 is lengthy, Intent, Tips, Rating Indicators and other notes have not been transcribed here. Please refer to the complete Best Practice Standards document for complete text.

- 11. Service providers should have a framework, based on education or experience, for handling the variety of experiences they may encounter when working with at-risk families. All service providers should receive basic training in areas such as cultural competency, reporting child abuse, determining the safety of the home, managing crisis situations, responding to mental health, substance abuse, and/or domestic violence issues, drug-exposed infants, and services in their community.
- 11-2. Staff (assessment workers, home visitors, supervisors and program managers) receive training on a variety of topics necessary for effectively working with families and children within three months of hire. [Topics: infant care, child health and safety, maternal and family health]
- **11-3.** Staff (assessment workers, home visitors and supervisory) receive training on a variety of topics necessary for effectively working with families and children within six-months of hire. [Topics: infant and child development, parent-child relationship, staff-related topics, mental health]
- 11-4. Staff (assessment workers, home visitors, supervisors and program managers) received training on a variety of topics necessary for effectively working with families and children within twelve-months of hire. [Topics: child abuse and neglect, family violence, substance abuse, family issues, culture in parenting]

Using PIMS to Provide Evidence of Compliance

The report **PIMSP4: Staff Training** addresses this standard and can be submitted as pre-site evidence, along with other information specified in the standard. The topic column "Working with Families" lists requirements for Standards 11-2 through 11-4.

PIMSP6: Staff Training Completion Grid can be used as an "at-a-glance" summary for the supervisor to monitor how well staff are doing towards completion of training requirements.

Note: Sites that use HFA's The Learning Center (TLC) for staff completing wrap-around trainings need only submit the TLC Training Report to provide evidence for these standards. Sites not using HFA's TLC will need to provide evidence of all wrap-arounds, including all subtopics, by using either the HFA training spreadsheet or other data tracking form, plus agendas.

Tips for Monitoring PIMS Data Related to Standard

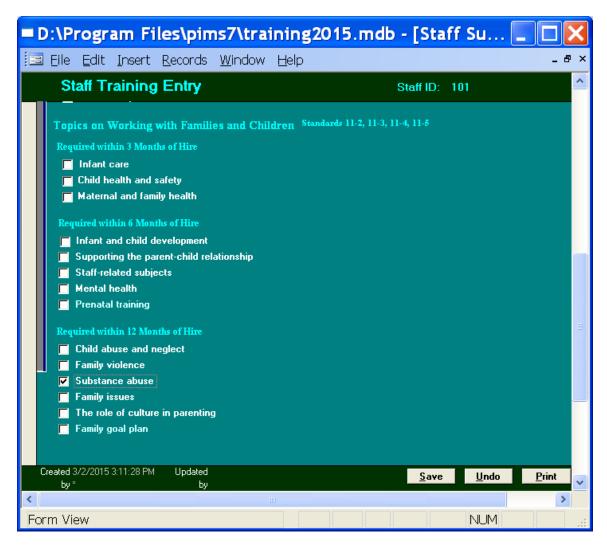
For the report to yield useful data, make sure that all staff training records are current in PIMS.

Note: Because PIMS training records list only the overall topic for each wrap-around (e.g., "infant care") and not all subtopics, it is recommended that a staff training record be entered only when all subtopics have been completed.

How to Run this Report

- 1. From the Reports screen, select Standard Reports.
- Select Category "Program and Staff" and Report "Staff Training" or "Staff Trai
- 3. Choose the following Report Parameters:
 - A Cut-off date of today
 - Employment Status of "Currently presumed active" or "Presumed active between" with a date range. Consult with your HFA or state support staff for details on what is needed for your site.

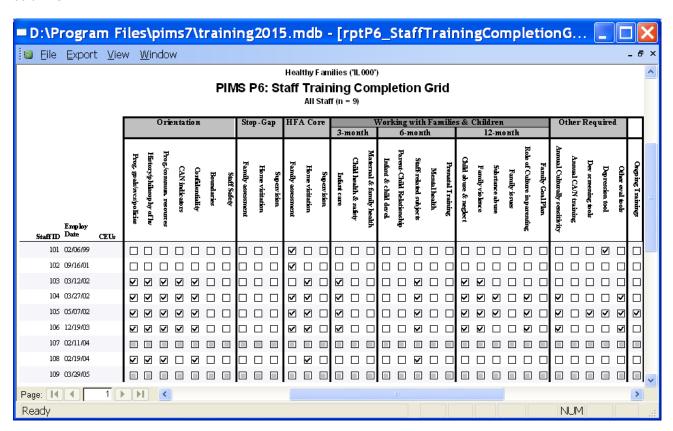
Example 1 - Staff Training Record



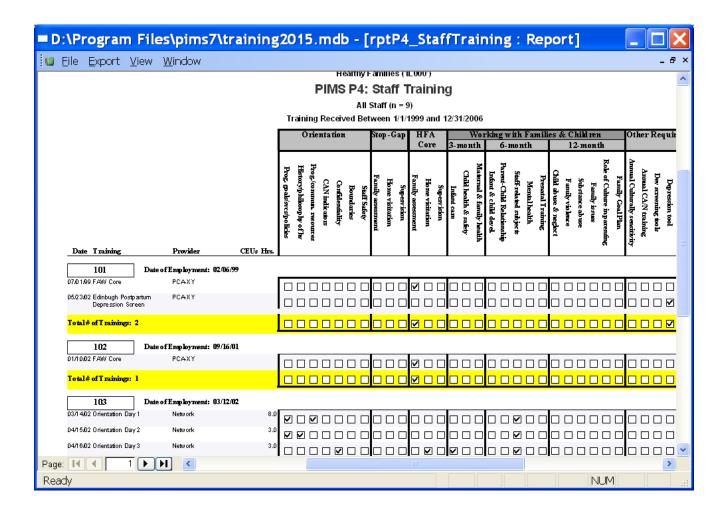
In the above example, the staff completed substance abuse training.

Example 2 – Staff Training Reports

PIMSP6: Staff Training Completion Grid shows a quick snapshot of required trainings completed by all staff. "Working with Families and Children" trainings are shown in the center columns.



A detailed summary of staff training is show below with PIMSP4: Staff Training.



Standard 11-5

(from Best Practices Standards 2014-2016 effective through 12/31/16)

Note: Because Standard 11-5 is lengthy, Intent, Tips, Rating Indicators and other notes have not been transcribed here. Please refer to the complete Best Practice Standards document for complete text.

- 11-5 The site ensures that assessment staff, home visitors, and supervisors receive ongoing training which takes into account the individual's knowledge and skill base as well receiving prenatal training, all topic areas of the Family Goal Plan/Individual Family Support Plan (IFSP) process and annual child abuse and neglect training.
 - **11-5.A** The site ensures that assessment staff, home visitors, and supervisors receive *ongoing training* which takes into account the individual's knowledge and skill base. **Please Note:** Staff who have worked for the site for less than 12 months are not required to receive ongoing training as they may have only had opportunity to attend the required training outlined in standards 10-1, 10-2, 11-2, 11-3, and 11-4.
 - **11-5.B** Assessment workers, Home Visitors and Supervisors receive Prenatal specific training within six months of hire when the site serves families prenatally.
 - **11-5.C** Home visiting staff and their supervisors receive training on all topic areas of the Family Goal Plan process within twelve months of hire.
 - 11-5.D All staff receive training annually related to child abuse and neglect in order to stay updated on current child welfare policies, practices, and trends in their community.

Using PIMS to Provide Evidence of Compliance

The report **PIMSP4: Staff Training** addresses this standard and can be submitted as pre-site evidence, along with other information specified in the standard. The topic column "Working with Families" lists requirements for Standards 11-5.A through 11-5.C.

PIMSP6: Staff Training Completion Grid can be used as an "at-a-glance" summary for the supervisor to monitor how well staff are doing towards completion of training requirements.

PIMS46: Staff Training on Annual Topics addresses Standard 11-5.D.

Note: Sites will need to submit supporting agendas for the trainings completed by staff under this standard.

Tips for Monitoring PIMS Data Related to Standard

For the report to yield useful data, make sure that all staff training records are current in PIMS.

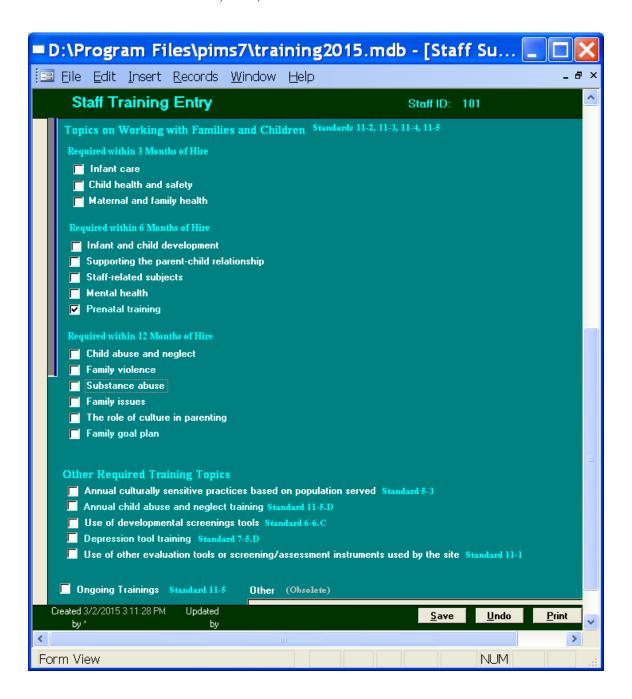
How to Run this Report

- 4. From the Reports screen, select Standard Reports.
- 5. Select **Category** "Program and Staff" and **Report** "Staff Training", "Staff Training Completion Grid", or "Staff Training on Annual Topics".
- 6. Choose the following Report Parameters:
 - A Cut-off date of today
 - Employment Status of "Currently presumed active" or "Presumed active between" with a date range. Consult with your HFA or state support staff for details on what is needed for your site.

Example 1 – Staff Training Record

In the screen shot below, note the location of items addressed in this standard:

- "Prenatal Training" appears under topics "required within 6 months of hire"
- "Family Goal Plan" appears under topics "required within 12 months of hire"
- "Annual Child Abuse and Neglect" appears under "Other Required Training Topics"
- "Ongoing trainings" appears at the end of the record.



Example 2 – Staff Training Reports

In the example below, 3-month, 6-month, and 12-month wraparounds are shown in the center columns, and on-going trainings are shown in the far right column.

