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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**.
2. Select **Category** “Program and Staff” and **Report** “Staff Training” or “Staff Training Completion Grid”.
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

The screenshot shows a Microsoft Access database window titled "D:\Program Files\pims7\training2015.mdb - [Staff Su...". The form is titled "Staff Training Entry" and is for "Staff ID: 101". The form content is as follows:

**Topics on Working with Families and Children** Standards 11-2, 11-3, 11-4, 11-5

**Required within 3 Months of Hire**

- Infant care
- Child health and safety
- Maternal and family health

**Required within 6 Months of Hire**

- Infant and child development
- Supporting the parent-child relationship
- Staff-related subjects
- Mental health
- Prenatal training

**Required within 12 Months of Hire**

- Child abuse and neglect
- Family violence
- Substance abuse
- Family issues
- The role of culture in parenting
- Family goal plan

At the bottom of the form, it says "Created 3/2/2015 3:11:28 PM" and "Updated by \*". There are buttons for "Save", "Undo", and "Print". The status bar at the bottom indicates "Form View" and "NUM".

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.

The screenshot shows a Microsoft Access window titled "D:\Program Files\pims7\training2015.mdb - [rptP6\_StaffTrainingCompletionG...". The report is titled "PIMS P6: Staff Training Completion Grid" and "All Staff (n = 9)". The data is presented in a grid with the following columns:

- Orientation**: Prog/communa resources, History/philosophy of the Prog, and prog goals/responsibilities.
- Stop-Gap**: Staff safety, Boundaries, Confidentiality, CAN indicators.
- HFA Core**: Family assessment, Home visitation, Supervision.
- Working with Families & Children**:
  - 3-month**: Infant care, Maternal & family health, Child health & safety.
  - 6-month**: Infant care, Maternal & family health, Child health & safety, Parent-Child Relationship, Infant & child devel.
  - 12-month**: Parental Training, Mental health, Staff related subjects, Prevent-Child Relationship, Infant & child devel., Child abuse & neglect, Substance abuse, Family violence, Family stress, Role of Culture in parenting, Family stress.
- Other Required**: Family Goal Plan, Annual Culturally sensitivity, Annual CAN training, Der screening tools, Depression tool, Other oral tools, Opening Trainings.

The grid lists 9 staff members (Staff ID 101-109) with their employment dates and completion status (checkboxes) for each training category. The status is generally consistent across staff, with most training items being completed (checked).

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

D:\Program Files\pims7\training2015.mdb - [rptP4\_StaffTraining : Report]

Healthy Families (IL000)

### PIMS P4: Staff Training

All Staff (n = 9)

Training Received Between 1/1/1999 and 12/31/2006

Date	Training	Provider	CEUs Hrs.	Orientation Prog./on-line resources History/philosophy of the Prog. goals/objectives	Stop-Gap Family assessment Home visitation Supervision	HFA Core Family assessment Home visitation Supervision	Working with Families & Child ren			Other Requ Depression tool Dev screening tools Annual CAY training Annual Culturally sensitivity Family Goal Plan Role of Culture in parenting Family issues Substance abuse Family violence Child abuse & neglect	
							3-month	6-month	12-month		
<b>101</b> <b>Date of Employment: 02/06/99</b>											
07/01/99	FAM Core	PCA XY		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05/23/02	Edinburgh Postpartum Depression Screen	PCA XY		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Total# of Trainings: 2</b>				<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>102</b> <b>Date of Employment: 09/16/01</b>											
01/10/02	FAM Core	PCA XY		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Total# of Trainings: 1</b>				<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>103</b> <b>Date of Employment: 03/12/02</b>											
03/14/02	Orientation Day 1	Network	8.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/15/02	Orientation Day 2	Network	3.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04/16/02	Orientation Day 3	Network	3.0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## 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.

**Staff Training Entry** Staff ID: 101

**Topics on Working with Families and Children** Standards 11-2, 11-3, 11-4, 11-5

**Required within 3 Months of Hire**

- Infant care
- Child health and safety
- Maternal and family health

**Required within 6 Months of Hire**

- Infant and child development
- Supporting the parent-child relationship
- Staff-related subjects
- Mental health
- Prenatal training

**Required within 12 Months of Hire**

- Child abuse and neglect
- Family violence
- Substance abuse
- Family issues
- The role of culture in parenting
- Family goal plan

**Other Required Training Topics**

- Annual culturally sensitive practices based on population served Standard 5-3
- Annual child abuse and neglect training Standard 11-5.D
- Use of developmental screenings tools Standard 6-6.C
- Depression tool training Standard 7-5.D
- Use of other evaluation tools or screening/assessment instruments used by the site Standard 11-1

Ongoing Trainings Standard 11-5     Other (Obsolete)

Created 3/2/2015 3:11:28 PM    Updated by \*    **Save**    **Undo**    **Print**

Form View    NUM



### 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.

**D:\Program Files\pims7\training2015.mdb - [rptP4\_StaffTraining : Report]**

File Export View Window

Healthy Families ('IL000')

**PIMS P4: Staff Training**

All Staff (n = 9)

Training Received Between 1/1/1999 and 12/31/2005

Date	Training	Provider	CEUs	Hrs.	Orientation	Stop -Gap	HFA Core	Working with Families & Children			Other Required		
								3-month	6-month	12-month			
					Programs, resources History/epidemiology of HIV Prog. guidelines/policies	Staff Safety Boundaries Confidentiality CAN indicators	Family assessment Home visitation Supervision	Supervision Home visitation Family assessment	Infant care Maternal & family health Child health & safety	Prenatal Training Mental health Staff related subjects Parent-Child Relationship Infant & child devel.	Child abuse & neglect Family violence Substance abuse Family issues Role of Culture in parenting Family Goal Plan	Annual Cultural sensitivity Annual CAN training Dep. screening tools	Opening Trainings Observational tools Depression tool
101													
07/01/99	FAW Core	PCA:XY					<input checked="" type="checkbox"/>						
10/15/99	Engaging Fathers in African-American Communities	PCA:XY											
06/29/00	Immigration Challenges in Undocumented	PCA:XY											
07/20/01	Are Families Self-Deporting?	PCA:XY											
09/15/01	New Policies at CPS	PCA:XY											
05/23/02	Edinburgh Postpartum Depression Screen	PCA:XY											<input checked="" type="checkbox"/>
06/01/02	Family Goal Plan												<input checked="" type="checkbox"/>
09/15/02	Prenatal Curriculum	PCA:XY											<input checked="" type="checkbox"/>
12/01/02	Substance Abuse	HFA											<input checked="" type="checkbox"/>
<b>Total# of Training: 9</b>							<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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File Export View Window [Print] [Refresh] [X]

**Healthy Families ('IL000')** Best Practice  
Standard 5-8, 11-5.D

## PIMS46: Staff Training on Annual Topics

All Staff (n = 9)

**Training Received Between 1/1/99 and 12/31/05**

All staff should receive training on "child abuse and neglect" and "cultural sensitivity" at least annually. A training on the "role of culture in parenting" may be substituted for "cultural sensitivity" during the first year of hire.

<b>101</b>	<b>Employ Date</b> 2/6/1999	<b>Termination Date</b>
	<b>Date</b>	<b>Topic</b>
		<b>Training Name</b>
	10/15/1999	Cultural Sensitivity
		Engaging Fathers in African-American Communities
	6/29/2000	Cultural Sensitivity
		Immigration Challenges in Undocumented
	7/20/2001	Cultural Sensitivity
		Are Families Self-Deporting?
	9/15/2001	Annual CAN
		New Policies at CPS

<b>102</b>	<b>Employ Date</b> 9/16/2001	<b>Termination Date</b>
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