

Standard 10

(from Best Practices Standards 2018-2022 effective through 12/31/22)

Note: Because Standard 10 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.

1. Service providers receive intensive training specific to their role to understand the essential components of family assessment, home visiting and supervision.

- 10-1. (old 11-1)** The site has a comprehensive training plan/policy detailing all required trainings listed below for staff (Family Support Specialists, Family Resource Specialists, supervisors and program managers), including: 1) topics and subtopics, 2) the method for obtaining training, and 3) the timeframe for each.
- 10-2. (old 10-1)** Staff (Family Resource Specialists, Family Support Specialists, 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 to familiarize them with the functions of the site. Program managers hired July 1, 2014 or later will receive orientation training within 3 months of hire. Program managers hired prior to July 1, 2014 are grandfathered and not required to document receipt of orientation topics.
- 10-3. (old 10-2)** Supervisors, Family Resource Specialists and Family Support Specialists who begin direct service or supervision work prior to receipt of role-specific HFA Core training, must receive “stop-gap” training. Stop-gap training does not need to be conducted by a certified trainer; however it must be conducted by someone who has been intensively trained in the role they are providing stop-gap training for. Stop-gap training does not replace the requirement to attend HFA Core training.
- 10-4. (old 10-3)** Staff (Family Resource Specialists, Family Support Specialists and supervisors) receive role-specific HFA Core training from a HFA certified trainer within six months of date of hire. Program Managers who do not supervise any direct service staff receive HFA Core training within 18 months of hire.
- 10-5. (new)** All Program Managers hired to HFA 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 re-take the training.

Using PIMS to Provide Evidence of Compliance

For Standard 10-1, samples of the following reports can be submitted as pre-site evidence of tracking forms:

- **PIMSP7A: Staff Training Prior to Working with Families**
- **PIMSP7B: Staff Training within Three Months of Hire**
- **PIMSP7C: Staff Training within Six Months of Hire**

- **PIMSP7D: Staff Training within Twelve Months of Hire**
- **PIMSP7E: Staff Training on an Ongoing Basis**

For Standards 10-2, 10-3 and 10-4, use **PIMSP7A**.

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

1. From the **Reports** screen, select **Standard Reports**.
2. Select **Category** "Best Practice Standard 10 & 11: Staff Training" and Report "Staff Training Prior to Working with Families".
3. Choose the following **Report Parameters**:
 - A **Cut-off date** of today
 - **Employment Status** of "Currently presumed active".

Example 1 – Staff Training Record

Staff Training Record - Microsoft Access

File Add-Ins

HFA National Training for FSWs

Info Supervision *Most BPS number*

Training Date: 5/28/2002

Training Name: HFA National Training for FSWs

Training Provider: PCA-XY

Length of Training (hrs.): 30.00

of CEU Earned:

Core Training

10-4.A Parent Survey Con 10-5 PM HFA

In the above example, the staff completed HFA Core for home visiting workers.

Example 2 – Staff Training Reports

PIMSP7A: Staff Training Prior to Working with Families lists required trainings for Standards 10-2, 10-3, and 10-4; the example below shows a portion of that report. The last column indicates if the person completed the training within the required timeframe.

All reports in the **PIMSP7** series are formatted the same way.

The screenshot shows a Microsoft Access report window titled "Staff Subsequent Training Entry - Microsoft Access". The report is titled "Healthy Families" and "PIMS P7A: Staff Training Prior to Working". Below the title is a descriptive sentence: "Supervisors, assessment workers and home visitors who begin direct service prior to receipt of role-specific HFA Core training, must receive stop-gap" t".

The report includes a section for "F SW: 105" and a table with the following columns: Roles, Yes/No, Hire Date, Direct Service & Core Trainin (with sub-columns Date of 1st Direct Work and Date of Core Training), Hire, 1st C, and 1st De.

Roles	Yes/No	Hire Date	Date of 1st Direct Work	Date of Core Training
Program Manager	No		7/1/02	
Supervisor	No			
Home Visitor (FSW)	No			
Parent Survey (FAW)	No			
Home Visitor (FSW)	Yes	5/7/02	7/3/02	5/1/02
Parent Survey (FAW)	Yes	10/30/02	6/8/02	5/20/03

Below the table is a section for "BPS" with columns: Standard, Learning Objective, Title of Training, Trainer, and Da.