

Standards 11

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

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.

- 1. Service providers 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 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, or domestic violence issues, drug-exposed infants, and services in their community.**

11-1. (old 11-2) Staff (Family Resource Specialists, Family Support Specialists, and supervisors) receive training on a variety of topics necessary for effectively working with families and children within three months of hire and within eighteen months for Program Managers.

11-2. (old 11-3) Staff (Family Resource Specialists, Family Support Specialists, supervisors and **Program Managers**) receive training on a variety of topics necessary for effectively working with families and children within six-months of hire and within eighteen months for program managers.

11-3. (old 11-4) Staff (Family Resource Specialists, Family Support Specialists, and supervisors) received training on a variety of topics necessary for effectively working with families and children within twelve-months of hire and within eighteen months for program managers.

11-4. (old 11-5) The site ensures Family Resource Specialists, Family Support Specialists, supervisors and program managers receive [ongoing training](#) which takes into account the individual's knowledge and staff also receive annual child abuse and neglect training.

Using PIMS to Provide Evidence of Compliance

The following reports address this standard and can be submitted as pre-site evidence:

- **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**

Remember that as with most accreditation standards, you may need to support the quantitative data from PIMS reports with a narrative interpretation.

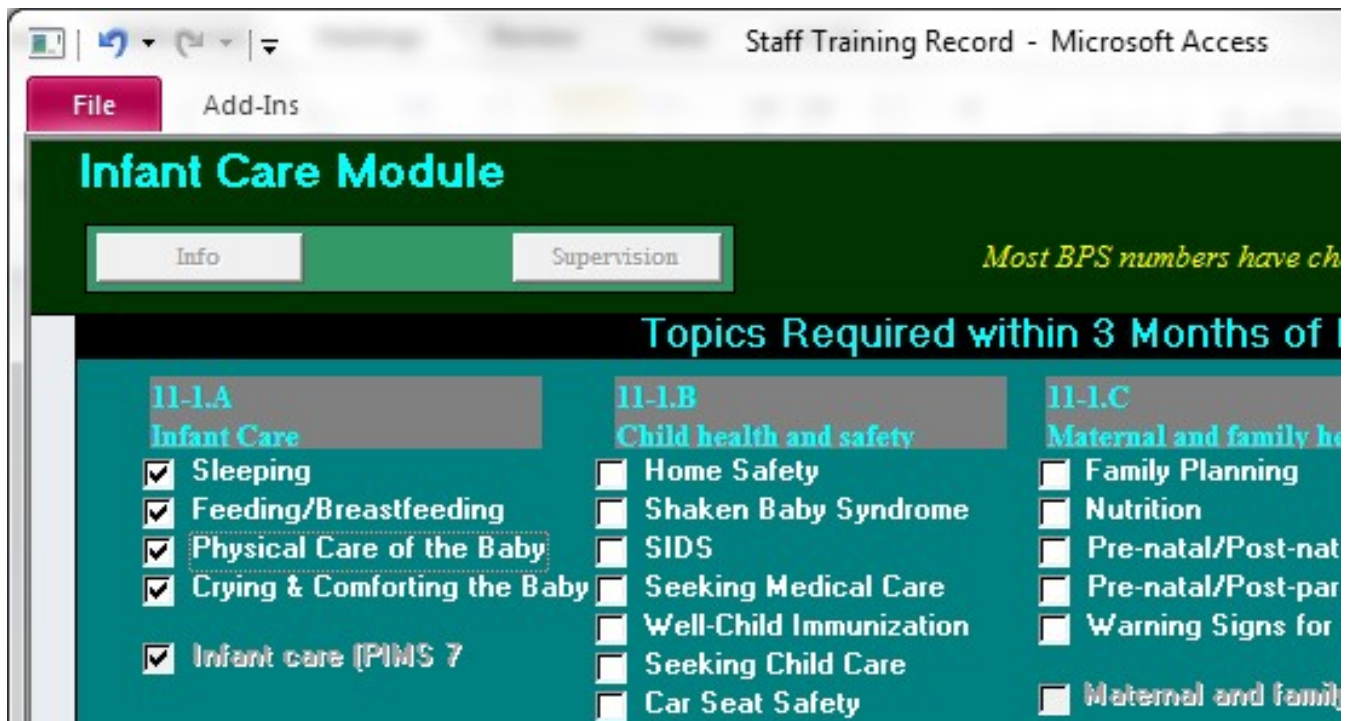
Tips for Monitoring PIMS Data Related to Standard

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 one of the reports for training.
3. Choose the following **Report Parameters**:
 - A **Cut-off date** of today
 - **Employment Status** of "Currently presumed active".

Example 1 – Staff Training Record



In the above example, the staff completed the infant care training module.

Example 2 – Staff Training Reports

PIMSP7B through PIMSP7D track required trainings within three, six and twelve months of hire for Standards 11-1, 11-2, and 11-3; **PIMSP7E** tracks on-going trainings for Standard 11-4. 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.

Staff Subsequent Training Entry - Microsoft Access

File Print Preview Add-Ins

Healthy Families

PIMS P7B: Staff Training Within Three Months

Supervisors, assessment workers and home visitors who begin direct service prior to receipt of role-specific HFA Core training, must receive stop-gap training

FSW: 105

Roles	Yes/No	Hire Date	Direct Service & Core Training		Hire Date
			Date of 1st Direct Work	Date of Core Training	
Program Manager	No		7/1/02		1st Date
Supervisor	No				1st Date
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	

BPS		Title of Training	Trainer	Date
Standard	Learning Objective			