



Training Plan Update 2020 – 2024 Child and Family Services Plan

**Administered by
State of Mississippi
Mississippi Department of Child Protection Services
Professional Development
Andrea Sanders, Commissioner
P. O. Box 346
Jackson, MS 39205**

Training Plan

MDCPS Employee Training

The Mississippi Department of Child Protection Services' Office of Professional Development (OPD) is a part of the human capital arm of the agency. The OPD administers training and professional development designed to prepare MDCPS employees to assume their job responsibilities and enhance their knowledge, skills, and abilities.

The State Personnel Board made shifts in Job Titles and now the positions formerly known as Training Coordinators (TC), and Practice Model Coaches (CFPS) are all called Training Specialists (TS). There are Training Specialist (TS) positions across the state who support the field through on-the-job training and training delivery. Within the last year the agency has grown from 23 Training Specialists to 40 specialists. This increase in hiring has enabled the agency to have a Training Specialist in each Area of the state and assigned to each Team that is a subsection of that area. They are able to focus on their specific team and area as well as help in other areas as needed.

In January 2023, MDCPS hired a Deputy Commissioner of Clinical Support and the Professional Development team now fall under that Programmatic Service Areas. The goal is to align support services under one Deputy with an emphasis on building capacity to further strengthen and enhance those in direct case practices.

MDCPS continues to train agency employees in a multi-modal delivery method. Instructor-led training, face to face training as well as online training modules. This shift happened rapidly in 2020 and has proven to be most successful when all three modalities are in place.

PRE-SERVICE TRAINING

Pre-Service Training is a critical foundation for the Agency's employees. All newly hired frontline and supervisory specialists are required to attend 270 hours of Pre-Service Training prior to obtaining a caseload. Pre-Service training continues to be delivered in a model that is a combination of on-the-job training (OJT) and classroom instruction. In addition, during the OJT weeks there are portions of the material delivered through online learning. The matriculation of training flows starting with week 1 of OJT followed by a week of classroom training. This cycle continues for a total of four weeks of OJT and 4 weeks of classroom training. MACWIS training continues to be incorporated into each week of training to ensure we are providing as many hands-on trainings in the system as possible during Pre-Service. The incorporation of MACWIS into each training week gives trainees the opportunity to learn each step of MACWIS while learning the practice components in the classroom. This has been positive with supervisors reporting staff being more prepared to enter the workforce with an increased knowledge of the data system.

During the OJT weeks, specialists are partnered with a more experienced specialists as well as their supervisor and a Training Specialist. This team works to ensure the experiences assigned in the OJT material are completed and shadowing opportunities are in place. We believe this combination of learning strategies gives a new hire the opportunity to see the casework being done while they are in a protected learning environment. Training Specialists and field supervisors share the major responsibility for this task. Training new hires is a partnership with

the front-line supervisor, the new hire, a more experienced caseworker, and the specialist. Frequent communications during this time among the new hire, the specialist and the supervisor promotes the best learning experience possible.

Each week of classroom training concludes with a competency-based exam that must be passed with a score of 70% or higher. If the new hire is unable to pass the test on the first attempt, he or she can retest. Failure to pass the test on the second attempt is grounds for separation from the Agency.

The topics covered in each week of training are as follows:

Week 1 OJT

- Trauma Informed Practice, Engaging Families, Intake, and Assessments/Investigations

Week 2 Classroom

- Introduction to the Child Welfare Profession and a Career at MDCPS

Week 3 OJT

- Ongoing Assessments and In-home services

Week 4 Classroom

- In-Home Services

Week 5 OJT

- Foster Care

Week 6 Classroom

- Foster Care

Week 7 OJT

- Permanency

Week 8 Classroom

- Permanency

In the 2020-2024 CFSR year OPD is working with our partners with the Children's Advocacy Centers of Mississippi to explore the incorporation of simulation training in Pre-Service training. In 2019 MDCPS began talks with Illinois who is currently using a simulation model for training. In 2022 MDCPS began conversations with the University of Ohio about simulation. MDCPS has entered an agreement with the University of Ohio so we can begin using this system. OPD is currently working on plans for implementation of this into our training program.

CLINICAL SUPERVISORY TRAINING

For newly hired or promoted casework supervisors, OPD provides Clinical Supervisory Training (CST) within 90 days of hire or promotion prior to obtaining a supervision caseload. CST is a 40-hour classroom training directed specifically at preparing the newly hired or promoted supervisor of child welfare caseworkers for supervision prior to assuming any supervisory responsibilities. It is based on identified competencies that culminate in competency-based testing which must be passed with a 70% for training to be credited.

The CST curriculum includes training for skill building in group activities to facilitate effective case consultation, build self-awareness, focus on content of cases and issues presented by individual caseworkers, and create a safe and accepting atmosphere so that caseworkers will meaningfully participate in group processes. Training also includes methods and models for providing supervision and building self-awareness of caseworkers by review, evaluation, feedback, guidance, direction, and coaching.

The 40 hours training includes training on the following:

- Supervisor responsibilities in newly hired staff; investigation and assessment; family service plans; indirect/direct observation; quality visits; documentation; court; ICPC; termination of parental rights; reunification; supervisory administrative review; administrative duties of supervisors; independent living; trauma; PTSD; and self-care

ONGOING TRAINING

Beginning January 2019, all frontline staff are required to receive 40 hours of ongoing training and supervisory staff are required to receive 24 hours annually. The PDU fully implemented the use of Cornerstone as our Learning Management System in January 2018. This system delivers online training as well as tracks the delivery of online and classroom training for each person in the agency. In addition, the system will allow supervisors to view the transcript of their teams to maintain oversight of their training hours. This process was improved in 2018 with a system update between Human Resources and Information Technology to ensure all transactions are communicated through each office to maintain consistency.

The following ongoing training sessions have been, and will continue to be, delivered when needed:

- 2019 Leadership Conference - The 2019 Leadership Conference looks at the organization, family focused practice, adoption, and court engagement for trauma informed practice.
- 2021 State Personnel Board Employee Handbook - 2021 State Employee Handbook and revisions that were made.
- 2022 Trip Optimizer and Voucher - 2022 Trip Optimizer and Voucher
- Active Shooter - Training to teach staff how to respond to an active shooter situation
- Adoption Case Staffing Training – Training adoption staff on the process for using the case staffing tool as a resource to improve casework and supervision
- Adoption Competency - This training is designed for newly hired Adoption staff. The training consists of two days of intensive focus on building knowledge and

skills in writing thorough child assessments to make accurate placement decisions and develop better service plans. Also, the training will utilize a variety of tools and techniques to assist the workers as they facilitate an understanding of adoption and engage, assess, and prepare children and youth for present and future life experiences

- Adoption Training Module 1 - Adoption training on the impact of race, ethnicity, and diversity of children in care. What are the concerns children face about race, ethnicity, and diversity while in care, during the adoption process and once adoption had been finalized? This the fourth module in a series of adoption trainings. This training has an added portion specific for supervisors who oversee adoption case staff.
- Adoption Training Module 2 - Adoption training on the mental health needs of children in care. What are the mental health needs of a child while in care, during the adoption process and once adoption had been finalized? This the second module in a series of adoption trainings. This training has an added portion specific for supervisors who oversee adoption case staff.
- Adoption Training Module 4 - Adoption training on the impact of race, ethnicity, and diversity of children in care. What are the concerns children face about race, ethnicity, and diversity while in care, during the adoption process and once adoption had been finalized? This the fourth module in a series of adoption trainings. This training has an added portion specific for supervisors who oversee adoption case staff.
- Adoption Training Module 5 - Adoption training on the impact of ambiguous and unresolved loss and grief and emotional adjustments of children while in care, during the adoption process and once adoption had been finalized. This is the fifth module in a series of adoption trainings. This training has an added portion specific for supervisors who oversee adoption case staff.
- Adoption Training Module 6 - Adoption training on the traumatic experiences of children while in care, during the adoption process and once adoption had been finalized. Training discusses the psychological impact of trauma and how children cope. This is the sixth module in a series of adoption trainings. This training has an added supervisory portion for those individuals supervising adoption case workers.
- Adoption Training Module 7 - Adoption training on the identity needs of children while in care, during the adoption process and once adoption had been finalized. Training discusses how children form identities during adolescence. This is the seventh module in a series of adoption trainings. This training has an added supervisory portion for those individuals supervising adoption case workers.
- Adoption Training Module 8 - Adoption training on child, youth family adjustments after adoption or guardianship have been finalized. This is the eighth module in a series of adoption trainings. This module has a supervisor portion
- Adoption Training Modules 3 - Adoption training on the impact of race, ethnicity, and diversity of children in care. What are the concerns children face about race, ethnicity, and diversity while in care, during the adoption process and once adoption had been finalized? This the fourth module in a series of adoption

trainings. This training has an added portion specific for supervisors who oversee adoption case staff.

- Anger Management - In this meditation and meditation course, Andy Gonzalez helps you to manage anger more skillfully.
- Assess Interviewees Digitally - Digital interviews showcase a candidate's strengths differently from a live one. Learn the techniques to evaluate a candidate digitally.
- Build Your Virtual Interview Space - Don't let your home environment affect your interview prowess. Learn how to turn any environment into an ideal interview space.
- Building Professional Working Relationships - Password "Together" - Training with MDCPS staff and the judiciary - Password for the training is "Together"
- Case Staffing Trainings - Training staff on the process for using the case staffing tool as a resource to improve casework and supervision
- CBD - Agency bulletin regarding the use of CBD oil and the possible positive test of persons due to use of products.
- Child Care Payment Program - Step by step guide for completing the childcare payment program.
- Childhood/Adolescent Mental Health Issues and the Child Welfare Professional - This two-day training provides a deeper understand of the need to be aware of children and adolescent mental health issues, diagnosis, treatment, and medications as well as methods of engaging clients and professionals who need services.
- Clinical Supervisory Training - This training is for entry level supervisors. Emphasis is placed on the clinical, supportive, and educational supervision as opposed to just administration. Participant will be able to identify styles and traits of a manager and supervisor; develop a personal plan of transition to supervision; explore strengths and needs regarding supervisory practice; assess worker skills and ability to engage; learn direct and indirect observation skills; learn tools to perform case reviews; understand the purpose of performance appraisals and improvement plans; and learn effective use of the Family Team meeting and Comprehensive Family Assessment.
- Commissioner's Leadership Forum - Leadership training conducted by Commissioner Sanders
- Conduct Effective Group Interviews Digitally - Learn how to manage multiple participants and ensure an effective and productive interview experience for everyone during a digital group interview.
- COVID 19 Face to Face - This material updates the client contact guidelines and face to face visit documentation as of 3.24.2020
- COVID 19 Trainings - Employees will learn the skills to thrive in a remote environment, including approaches to relationship building as well as technical skills like file sharing and information security.
- COVID-19 Information from Dr. Edney - The video of the Town Hall with Dr. Edney was provided to all staff to view. The Town Hall with Dr. Edney from the Health Department to supply information about the current COVID situation in the state of MS. He discussed safety as well as answered questions about the pandemic from a health standpoint.

- Cultural Competence Online – Training for staff on the importance of Cultural Competence in Child Welfare
- Cultural Competency - Discussions on cultural competence in the workplace as well as in the community we serve. Checking one's personal bias as it pertains to the individual in our care.
- Diligent Search – Training staff on the tool used for diligent searches.
- Don't Take My Baby! Exploring Protective Capacities in Parents and Caretakers - This training provides participants an opportunity to explore the meaning of Protective Capacities (Cognitive, Behavioral, and Emotional) as outlined in current MDCPS Policy. This training will demonstrate how Protective Capacities is a critical element to understand when assessing for child safety. This training will offer the fundamentals of Protective Capacities as well as provide participants with an opportunity for practical application.
- Eligibility Packet - 2020 Eligibility Packet
- Engaging Families/Building Relationships where there are Challenges - Overview of the challenges families face after trauma and how to help build or rebuild those relationships.
- Engaging Incarcerated Parents - Focusing on those parents who have been incarcerated but still need to be a part of their child's life and assist in making decisions for their child from afar. Addressing the need for children to visit parents while incarcerated if possible and allowing them to continue to participate in some way.
- Ethics and Accountability in Child Welfare - Training related to specific ethical boundaries as it relates to child welfare
- Family Service Plan - This training will heighten participants awareness of importance of professionally documenting information gathered on family. It will help to build knowledge and skills in documenting accurate information in all required screens of the CFA/FSP. Additionally, they will gain an understanding of the importance of a quality FSP.
- Finance - A step by step look at the child in care financial availability. What funds are available and how to request usage of said funds on behalf of the child in care.
- ICPC - An overview of the processes and policies for ICPC
- ICPC Forms – Training for staff on the new ICPC forms that are used with the agency.
- ICPC Policy - The Policy Bureau has reformatted and updated the policy surrounding Interstate Compact for the Placement of Children (ICPC). The policy has been reformatted and restricted, and now includes a section about the Alabama-Mississippi Border Agreements. MDCPS employees must read and familiarize themselves with the new manual and abide by its contents.
- If You See Something, Say Something - Fraud training for all staff. This training covers travel and payroll fraud as well as how to report fraud to upper management and the ramifications of fraudulent acts of employee.
- Independent Living – Young Parents - Discusses the barriers and additional needs of parenting youth.

- Independent Living – Youth Assessment/Appraisal - Discusses the barriers and additional needs of parenting youth.
- Independent Living – Youth Engagement - Discusses how to effectively engage youth in all aspects of their case planning.
- Independent Living Training - Updates on education record and placement change for children in care. The training focuses on the needs of children in care as it pertains to changes in schools and educational records following the child.
- Independent Living: Adolescent Brain Development - Discusses the various stages of adolescent development.
- Independent Living: Family Team Meeting - Discusses the importance of a youth's involvement in family team meetings and how to structure family team meetings for older youth in care.
- Independent Living: Healing Comes First - Healing Comes First addresses the trauma of children/youth who enter foster care.
- Independent Living: MDCPS Foster Youth - Discusses the rights and responsibilities of youth in foster care
- Independent Living: Permanence - Permanence addresses the importance of a youth's need to be connected to family, peers and the community supports.
- Independent Living: Population Needs and Services - Discusses needs and services provided by Youth Transition Support Services to address the unique individual plans of foster youth ages 14-21.
- Independent Living: Stable Housing - Discusses permanent solutions to affordable and safe housing for youth transitioning out of custody.
- Independent Living: Successful Connections - Successful Connections discusses how MDCPS Workers can support youth in developing, maintaining, and preserving connections to family, peers and community supports.
- Independent Living: Transition Planning - Transition Planning discusses how MDCPS Workers can support youth in transition to the next phase.
- Information Technology - Information on how to protect your personal information from computer hackers. Password protection, security protection and Phishing are just a few of the details covered during this training.
- Ins and Outs of Confirming Placements - Training on how to complete eligibility information for staff
- Investigation Policy and eBulletin - The Policy Bureau and agency leadership have revised the Investigations policy that, effective immediately, replaces all prior policies regarding
- Is your Professional Etiquette Enough - This training discusses the most appropriate way to carry oneself while on the job? All professionals should have good etiquette skills to utilize while both in the office as well as out in the field. Is your professional etiquette enough covers many of these delicate issues.
- Keep It Safe - This training is designed to enhance our perception regarding safety in the workplace. Emphasis is placed on defining and formulating a personal safety plan. The training also focuses on what staff are to do if an event occurs.

- Keep It Safe 2022 - This training is designed to enhance our perception regarding safety in the workplace. Emphasis is placed on defining and formulation a personal safety plan. The training also focuses on what staff are to do if an event occurs.
- LEP Policy - Training for staff on how to work with clients with limited English-speaking abilities.
- Let's Talk About HIPAA – Information about HIPAA and the importance of confidentiality
- Maintain Respect During Digital Interviews - Address sensitive topics the right way to maintain professionalism and respect during all your interviews.
- New Travel Submission Process - New contact information for CPS travel department for travel
- Ongoing Safety - An overview of safety issues our staff and resource parents need to aware of while having children in their homes or lives. Car seat safety, water safety, hot cars, gun safety, sleep safety, poison storage solutions and electrical safety are all addressed in the online training.
- Overcome Technical Issues - Learn how to address any technical issues that come up so that you can focus on performing your best during your digital interview.
- Oxford Healthcare - Oxford Healthcare is requiring additional information from staff. Processes included.
- PMLC 1 Overview and Trauma-Focused - Preparation Guiding Your Staff's Development; Virtual Overview of Practice Model Learning Structured Application Trauma Focused Learning
- PMLC 2 Involving Children and Families in Case Planning and Decision Making - Preparation Involving Children & Families; Virtual Involving Children & Families; Structured Application Involving Children & Families
- PMLC 3 Assuring Safety and Managing Risk - Preparation Assuring Safety & Managing Risk; Virtual Assuring Safety & Managing Risk; Structured Application Assuring Safety & Managing Risk
- PMLC 4 Strengths and Needs Assessment - Preparation Strengths & Needs Assessment; Virtual Strengths & Needs Assessment; Structured Application
- PMLC 5 Case Planning- Preparation Case Planning; Virtual Model Case Planning; Structured Application Case Planning
- PMLC 6 Mobilizing Services Timely- Mobilizing Services Preparation Mobilizing Services Virtual Mobilizing Services Structured Application
- PMLC 7 Preserving and Maintaining Connections - Maintaining Preparation Virtual Model Maintaining Structured Application
- Polish Your Digital Presence - A digital interview sometimes needs a different approach to a live one. Learn how to help your interviewer focus on what you have to say instead of how you look on camera.
- PPE - This is an agency policy and memo about the use of Personal Protective Equipment for staff. An acknowledgement is also included.
- Practice Setting Up Your Virtual Interview station - Practice makes perfect. Practice setting up a virtual interview space so you're ready to do it for real.

- Prepare an Interviewee for a Virtual Interview - Learn how to provide all the right information to your interviewees to ensure a great interview experience for everyone involved.
- Pre-Service Training - This an 8-week training designed for professionals who are entering the field of Child Welfare. It is based on the Mississippi Child Welfare Practice Model components: Mobilizing Appropriate Services Timely, Safety Assurance and Risk Management, Involving Children and Families in Case Planning and Decision-Making Strengths and Need Assessments of Children and Families, Preserving Connections and Relationships, and Individualized and Timely Case Planning.
- Pre-Service Training - This training is required for all newly hired caseworkers and supervisors. This is an 8-week training designed for professionals who are entering the field of Child Welfare. It is based on the MS child Welfare Practice Model components: Mobilizing Appropriate and Risk Management, Involving Children and Families in Case Planning and Decision-Making Strengths and Needs Assessments of Children and Families, Preserving Connections and Relationships and Individualized and Timely Case Planning. It has been revised in 2022 to further imbed the PMLC, Trauma and Self-Care
- Preserving and Maintaining Connections - Maintaining Connections to family, culture and community are vitally important to children in the child welfare system. This training will help identify those connections and the benefits to the child and family to preserve them, as well as provide an opportunity to create a plan to overcome barriers preventing these connections
- Professionalism - This training discusses the most appropriate way to carry oneself while on the job. All professionals should have good etiquette skills to utilize while both in the office as well as out in the field. Is your professional etiquette enough covers many of these delicate issues?
- Quality Visits - There is a direct correlation between quality visits with children in foster care and quality outcomes related to safety, stability, permanency, and well-being. This training will provide information to help understand that relationship and the skills necessary to conduct a purposeful visit with children in foster care, as well as the state/federal policies that govern those visits.
- Reasonable Efforts Practice Scenarios MODULE 3- The Reasonable Efforts materials have been developed in response to requests for Reasonable Efforts Training. The training consists of general resources, practice scenarios and additional information targeting each module.
- Reasonable Efforts Practice Scenarios: MODULE 1 - The Reasonable Efforts materials have been developed in response to requests for Reasonable Efforts Training. The training consists of general resources, practice scenarios and additional information targeting each module. All modules can be completed in their entirety, virtually by MDCPS staff using their tablets
- Reasonable Efforts Practice Scenarios: MODULE 2 - The Reasonable Efforts materials have been developed in response to requests for Reasonable Efforts Training. The training consists of general resources, practice scenarios and additional information targeting each module.

- Reduce Bias During Digital Interviews - Bias is harmful for interviewees and interviewers. Learn how to reduce bias during all your interviews.
- Reporting COVID Quarantine or Positive Test for Foster Youth, Foster Parents - Memo on how to properly document positive test for COVID for Children in Care for Foster Parents through Smartsheet.
- Request for Attorney General Representation SOP - Standard Operating Procedures memo: The purpose of this SOP is to ensure consistency and efficiency in MDCPS's use of its assigned Special Assistant Attorneys General (SAAGs in cases/matters unrelated to cases to terminate parental rights.
- Request for Legal Opinion SOP - Standard Operating Procedures memo addressing: The purpose of this SOP is to provide MDCPS staff a process for requesting the advice and opinion of an in-house MDCPS attorney on a matter of law or policy affecting the Agency's operations. This SOP must be used whenever MDCPS staff require the opinion of an attorney to clarify their responsibilities under federal or state laws and regulations or MDCPS policy.
- Request for MOU, IA, or DSA SOP - Standard Operating Procedures memo: The purpose of this SOP is to provide MDCPS staff a process for requesting the creation or renewal of a memorandum of understanding, interagency agreement, or data sharing agreement. This SOP must be used whenever MDCPS staff need to enter into an agreement for services or data sharing that does not commit any funds. Any funded agreements must be obtained through the procedures for procuring and entering contracts or sub grants and are not covered by this SOP.
- SAP Training - SAP is the format for writing narratives in the case. Training for staff on how to use the SAP format
- Secret Slavery: A Child Welfare Professional's Response to Human Trafficking - This training session will educate child welfare professionals on the basics of human trafficking. As professionals, we need to know the definition of human trafficking as well as the signs and symptoms of the existence of trafficking behaviors. Once we have a better understanding of the definition and signs, we will discuss what makes children in the foster care system more vulnerable. Lastly, we will begin to assess the special needs of the victims as they relate to treatment.
- Self-Care – Filling out Buckets - Develop an understanding of the ethical importance of self-care and learn strategies to combat compassion fatigue.
- Service Animals SOP - Standard Operating Procedures memo: To set forth MDCPS's requirements and duties when interacting with clients or other individuals with service animals.
- SIU - The Reasonable Efforts materials have been developed in response to requests for Reasonable Efforts Training. The training consists of general resources, practice scenarios and additional information targeting each module. All modules can be completed in their entirety, virtually by MDCPS staff using their tablets.
- State Employee Handbook - The Mississippi State Personnel Board has revised the State Employee Handbook and Policy and Procedures Manual effective January 1, 2020.

- Staying Present - A mindfulness mini course to help you be in the moment more regularly to be more connected to yourself and others.
- Telework and Guidelines for Client Contact - COVID 19
- Termination of Parental Rights - Training related to the policy, procedure and law surrounding Termination of Parental Rights
- Time and How to Manage in Child Welfare - How to manage time as a Child Protection employee.
- Translate In-person Interview Techniques for Digital Communication - Learn how to adapt tried-and-true interviewing techniques for the digital space.
- UMMC Sickle Cell Training - In this medical information training staff learn what Sickle Cell is and how to assist individuals in checking for and care for persons with sickle cell.
- Updated Covid 19 Guidance - Updated guidance on COVID 19 protocol for employees of CPS. Where to pick up PPE, how to quarantine when staff, or a household/dependent is positive, leave information and telework requirements.
- Youth Transition Support Services Policy

New trainings that have been delivered in the 2023-2024 APSR year are:

- 2022 Trip Optimizer and Voucher-2022 Trip Optimizer and Voucher Revised
- Adoption Brush Up 2023-Follow up to online Adoption Brush Up training for those adoption specialists who will now be taking on cases once a child(ren) is free for adoption. In previous times those cases would stay with the County of Residence Specialist. Training is meant to assist adoption specialists in learning parts of the COR job that they have either not previously completed or have not completed in a while.
- Alternative Work Schedules-HR compliance training on Alternative Work Schedules
- Bookkeeper Refresher Training-Refresher for bookkeepers on bank statements, therapeutic placement, SS financial folders, DNA Testing and Credit Cards
- Caseload Dashboard Training-Training on how to use the dashboard to manage caseloads, view up to date information on county and regional data
- CQI - Data Discussion/Strategic Meeting Session 1-A data discussion on CQI requirements and needs. This is a follow-up to the Forward Together where CQI was highlighted, and an overview was provided. Items discussed during this training are as follows: Status Update Safety & Risk Assessments and Management Revised Supervisory Case Staffing Form Quality Documentation Regional Action Planning (RAP)Moving Forward Together
- CQI - Strategy Peer Reviews Lab 2-Part 2 of CQI Review, this training covers: Peer Reviews Revised Supervisory Case Staffing for Peer Reviews of Documentation Framework Moving Forward Together/Next Steps
- CQI Doc Framework Learning Lab 1-Why behind the need for better documentation Discuss Priorities: Caseloads, Medical and Dental, Family Based Placement, Maltreatment in Care and Risk/Safety Framework for Documentation
- CQI- Doc Framework Learning Lab 2-Different kinds of agency data: Qualitative Quantitative As well as improved documentation
- Customer Service Essentials-Keeping customers happy is an essential part of any

- organization. How you interact with your customers is directly tied to overall customer satisfaction and could be the key difference between a satisfied customer and a disgruntled customer. In this curriculum we will explore how to elevate your customer service skills, including how to listen and relate, practice patience, be attentive, communicate effectively, read customers, and be service minded.
- Documentation and Case Staffing Tools- was a memo on the June 2023 PIP (during the NOP). It covered how to document in SAP format as well as how to utilize the case staffing tool/forms for supervisors. Added in the memo is a copy of the case staffing forms.
 - Education Unit Updates 9.2022- a memo on new processes and revised documents for the education unit. Notification of Placement, Enrollment Letter Guidance and Letter, Best Interest Determination (BID) Practice Guide, Questions and BID Form are the forms mentioned along with hyperlinks for the notification of placement and best interest
 - Family Service Planning-Information covered in training consisted of Family Service Plans, Comprehensive Family Assessments and Family Team Meetings
 - FMLA, ADA & WC HR Compliance Department-Compliance training from HR on FMLA, ADA WC
 - Forward Together Conference - Jackson - October 18, 2022-Forward Together Conference - Commissioner's Address, Agency Priorities, Ongoing Initiatives, Child Safety, Child Welfare and Looking Forward
 - Foster Care Training-A review of agency material needed by the foster care division in order to properly care for the children in foster care homes and facilities. A class to teach those who normally do not work directly with foster youth what the paperwork looks like and how to manage the case of a child in care.
 - Hope Works-Training on Hope for Foster parent recruiters. Discusses ACE scores, work through strengths and weaknesses and provides feedback to those addressing the need for positive foster homes in the area
 - How to Request Birth Records / Birth Certificates-Updated instructions on how to request birth records for children.
 - Improve Your Customer Service Skills-Research shows that up to 90 percent of Americans use customer service as a factor in deciding whether they will do business with a company. Whether you are working in a customer-facing role, managing a team in a service center or looking to improve customer experience on an organizational-wide basis, this playlist is designed to help you gain the skills necessary to provide your customers with a positive experience. "
 - Investigations/Policy and Practice 2hr-A discussion about Safety and Risk, SAP Format/8 Frame Window Model, Forensic Interviewing, and Investigation Narratives. Training created to assist nontraditional investigative workers in how to do investigations- a refresher for those who have not done investigations in a while
 - MAGIC Shopping Cart Training-The aim of this training is to learn and refresh your knowledge on entering shopping carts and creating goods receipts in MAGIC. And by the end of the course, you'll have learned how to create a shopping cart in MAGIC and do a MAGIC Goods receipt. It's essential that we all complete this training. By doing so, you can help create and maintain an efficient and effective way for

- purchasing products and services for the agency.
- Magnolia/Medicaid Annual Training-Annual training on the updates within the Medicaid system as they pertain to our children in care.
 - MANDT-Training provided on building healthy relationships, healthy communication, and healthy conflict management skills. The information contained trauma informed services and positive behavior interventions and supports (PBIS)
 - MDCPS Human Resources Compliance Training-HR training related to Timecards, Alternate Work Schedules, FMLA and Progressive Discipline
 - Medical Contact Type and Medical Summary Comments Documentation Template- The purpose of the framework below is to help guide workers on the appropriate documentation needed to verify that wellbeing is addressed and any recommended follow up occurs. Details of the medical visits should be documented in the “Summary Comments” section for each medical exam within the medical tab. If children in care are transported to medical visits by someone other than the caseworker (i.e., foster parent, case aide, treatment navigator, or transition navigator) please remind them prior to the medical visit the information that is needed for documentation purposes. This framework should be used for documenting all medical, dental and other health-related visits.
 - Medical Documentation Training-An informal overview on how to properly document medical information for children in care.
 - MS Improving Care (MIC) Investigation Training-Investigation training for those situations that require more details. This training focuses on investigations into children who are already in care with the agency. Those in Foster Care are already being monitored but an allegation of abuse or neglect has arisen.
 - MYCIDS-Staff will receive a screen-by-screen overview of the areas that social workers are expected to complete on every investigation. They will also review many of the features of MYCIDS, such as how to search for individual records, how to file petitions, and the correct way to print court orders.
 - Progressive Discipline-HR Compliance training on Progressive Discipline
 - Safety Planning Workshop-Refresher on safety plan. The agency policy on safety plans from investigation and in/home was thoroughly discussed. Also, staff collectively discussed the issues/struggles that the workers faced dealing with safety plans as well as a lengthy discussion on the policy highlights.
 - SAP Review-Documentation training on the SAP Method/CQI information quality narratives in order to ensure that staff are clear on expectations for documentation.
 - SMEs Expectations Meeting with Commissioner Sanders-Commissioner Sanders setting expectations and information regarding Pathways work.
 - Task and Goals Family Engagement-Discussion provided on how to complete an FSP while including SMART Goals and Tasks. Information on Who, what, when, where, which and why was included as well as how much/how many, etc. Making sure that goals are Specific, Measurable, Attainable/Achievable.
 - Termination of Parental Rights-Legal training on TPR for newly hired caseworkers
 - The Science of Addiction and Trust-Based Relational Intervention-The training focused on the Science of Addiction presented by Dr. Ken Roy, who works with our Family Treatment Court. He is also Associate Professor of Psychiatry and Addiction

Medicine Director, Division of Addiction Medicine, Department of Psychiatry and Behavioral Science with Tulane University School of Medicine Trust-Based Relational Intervention (TBRI) presented by Naomi Strawhorn, TBRI Practitioner, Hancock County CASA Victim Services Coordinator, and Courthouse Facility Dog Handler.

- The Unforgettable Four-The four priorities of the agency currently ...staffing, new dashboards, wellness of children, foster homes
- Timecards Submission-Compliance training from HR on timecard submission
- Understanding Safety and Risk-An overview of what Safety and Risk mean. Workers were taught how to distinguish between safety and risk as well as how to properly document each.

Upcoming Enhancements

MDCPS is in the process of revamping the supervisory training curriculum for the agency as well as improvements to Pre-Service training through the training buddy and supervisor assignment in training. In addition, plans are underway for training the new CWWIS system to the agency as well as SAFE Home Study Training for all the employees who are working within licensure.

Foster Parent Training

The MDCPS licensure process is aligned with and has been accepted through the Children's Bureau according to the model foster home licensure standards.

The licensure process begins with orientation after a family has expressed interest in becoming a foster parent. Orientation is held at least twice each month in each MDCPS region. It may be taught in a classroom setting or with individual applicants, at MDCPS offices or in an applicant's home. All adults residing in the home who will engage in the care of the child must attend an Orientation. When a married couple applies, both spouses must participate in the orientation.

The purpose of orientation is to ensure the foster parent applicants understand the licensure process. During orientation, the licensure process is thoroughly discussed with the family and information is provided related to the following items below. The function of the licensure specialist is to carry out the tasks related to the processes described below.

- Required background checks for all adults and children in the home 14 years old and older. Background checks include criminal history checks through law enforcement systems and agency data bases including the sex offender registry.
- Once an applicant has completed orientation, they can move forward with pre-service training. Pre-service training can be administered in person or through our online learning system. All caretakers in a home must complete the pre-service training curriculums that includes Mississippi PATH (Parents as Tender Healers), a child safety course, cultural diversity, CPR training or certification, and travel and finance training. Foster parents are encouraged through discussions and educational material on the benefits of and expectation to work with the birth families of the children they foster to promote reunification.

- When all the orientation requirements are satisfied, the home study process can commence. This process is designed to evaluate and educate the foster family about how to care for foster children. MDCPS must complete the home environment checklist at the beginning of the home study. The home environment checklist must be updated annually from the date the license is issued, within two (2) weeks of a reported change in a foster family's residence, or when the licensure specialist and ASWS determine that it is necessary. During the home study process, the licensure specialist must conduct several home visits for the purposes of detailing the physical structures on the property and interviewing the caretakers and household members about themselves and their understanding of fostering process. Additionally, contact information for references is obtained and their statements about the family is documented and considered during the final approval process.

Considering the processes detailed above, when the home study is completed and all required information is submitted for action, the supervisor will make a final decision to issue a license or not to the family for the purpose of providing foster care placements. Once approved, a certificate will be issued to the family denoting their approval to provide foster care placement and the number of children the home is approved for. For relatives, this will occur within 90 days and for non-relatives this will happen within 120 days. Foster homes will be licensed for no more than 5 children including biological children of the foster parents at any time except for sibling groups more than 5 children.