NSDTA Showcase Series:
A Holistic Approach to Assessing Training Systems

In partnership with the Butler Institute for Families of the University of Denver and the Virginia Department of Social Services

Charmaine Brittain, Judy Gundy and Jennifer Kerr

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A Holistic Approach to Assessing Training Systems

Presenters:
Charmaine Brittain ~ Director, Practice Innovation, Butler Institute for Families, University of Denver
Judy Gundy ~ Family Services Training Manager, Virginia Department of Social Services
Jennifer Kerr ~ Organizational Effectiveness Consultant, APHSA

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Your Presenters

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Director, Practice Innovation,
Butler Institute for Families,
University of Denver

Judy Gundy
Family Services Training
Manager, Virginia Department
of Social Services

Jennifer Kerr
Organizational Effectiveness
Consultant, APHSA

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National Staff Development and Training Association (NSDTA) – An affinity group of APHSA

- Improving the well-being of children, families and communities through innovations in staff and organizational development.
- Promoting best practices in the field.
- Yearly educational conference.
- Web-based resources
  - Code of Ethics
  - Competencies for various roles
  - Keys to Success: Guidelines for Effective Staff Development and Training Programs

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A Little Context

- Why a tool?
- How was it developed?
- How was it vetted?
- Used by Virginia, Idaho, Vermont, Maine, Massachusetts, New Hampshire, and Connecticut
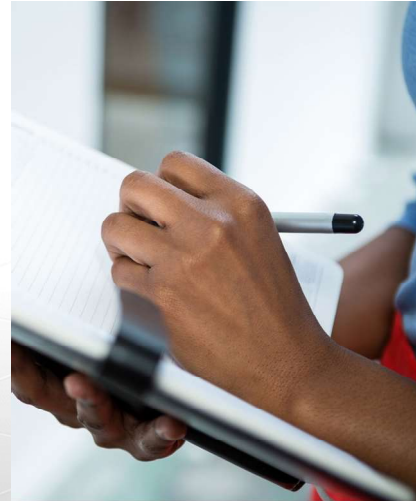
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National Child Welfare Workforce Institute

Training is nested within the broader Workforce Development Framework

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The Training System Tool's Intent

☑ Identify Strengths

☑ Identify Areas Needing Improvement

☑ Help Prioritize

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The Training System Assessment Tool - Domains

Themes	Format
Training Methods	Attributions
Curriculum Instructions	On-line Courses
Content	Transfer of Learning
Sequencing of Content	Training Evaluation

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Virginia's Experience

Administered to a group of stakeholders

- VDSS Leadership including Commissioner and Executive Team
- Local agency directors
- Local agency supervisors/managers
- Local agency Family Services Specialists

- Statewide survey developed with 52% return rate
- Focus groups in all five regions and with local directors
- National SCAN conducted
- Academy model needed

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Virginia's Findings

Competencies/Learning Objectives	Themes	Training Methods
• Caseworkers & supervisors	• Racial Equity • Cultural Diversity • Trauma Informed • Practice Profiles • Leadership Development	• Elevate classroom facilitation • Online • Micro-learnings • Facilitated Toolkits at Regional Roundtables

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Virginia's Findings

Curriculum Instructions	Content	Sequencing of Content	Format
• Trainer Workshop Model for new courses	• Policy vs. skill development • More video demonstration	• Theory • Skills focused • Change needed • Check for understanding	• Uniform • Facilitation guidance

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Virginia's Findings

Attributions	On-line Courses	Transfer of Learning	Training Evaluation
• Academy Model • System change management	• Increased 24/7 access • Recorded webinars • Blended	• TOL sheet sent to supervisors but no follow-up • Supervisors didn't know how to use, not a part of local practice	• Kirkpatrick Model • Course specific • Skill development measured with simulations • System certifications • Coaching needed to build capacity

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Recommendations for Virginia

- Workforce stability is a key challenge in administering a statewide training system – NCWWI Workforce Development Model

- Staff can't carry a full caseload and attend the required trainings – turnover issues

- Need for a greater balance of online and in-person trainings

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Recommendations for Virginia

- Advanced training opportunities are lacking

- Training is not offered sufficiently in all areas of the state

- It is challenging to transfer what the worker learns to the field

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Results for Virginia & Next Steps

April, 2018 – Established 28 person advisory Model Training Implementation Team with 18 month commitment and 10 additional PIP Agency Members added to Academy Committee later:

- Regional Directors
- Local Directors
- Local Supervisors
- Local Workers
- Training staff – Manager, Supervisor, CD, Trainer
- Additional statewide subject matter experts joined committees based on identified need, including PIP agencies
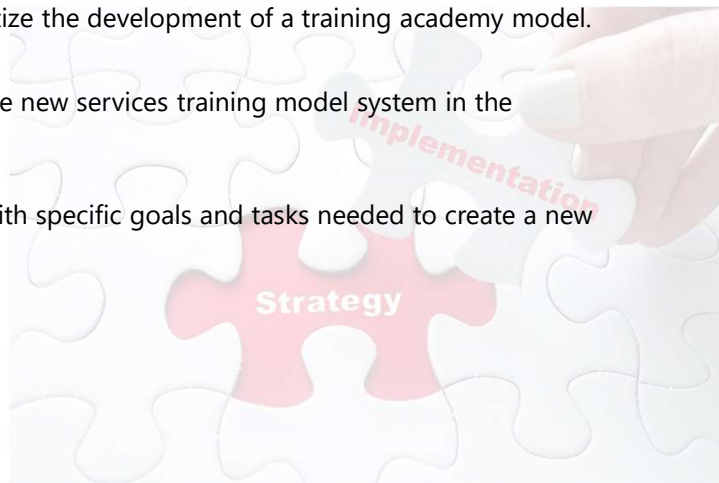- Final Academy Implementation Work Plan developed November, 2019

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Implementation Team Developed:
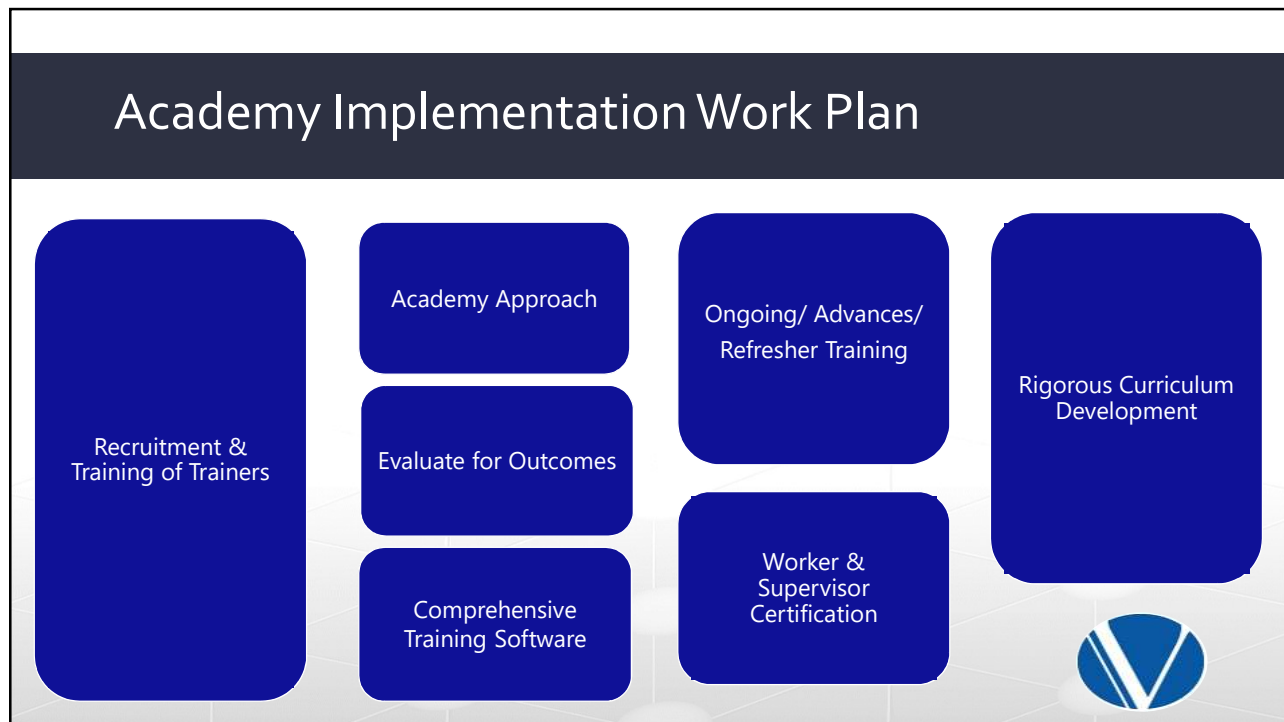
Guiding Principles:

Establish goals and objectives to prioritize the development of a training academy model.

Develop an implementation plan for the new services training model system in the Commonwealth.

Develop an implementation timeline with specific goals and tasks needed to create a new training model.

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Academy Implementation Work Plan

Recruitment & Training of Trainers

Academy Approach

Evaluate for Outcomes

Comprehensive Training Software

Ongoing/ Advances/ Refresher Training

Worker & Supervisor Certification

Rigorous Curriculum Development

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Implementing the Tool at Your Organization

✔ Make sure a facilitator is well-versed in the components and can speak to them

✔ Convene a group of stakeholders

✔ Discuss as a group and come to consensus

✔ Facilitate conversations around training systems

✔ Independently review instrument

✔ Consider engaging in other assessment activities

✔ Make a plan to address

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Questions

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NSDTA 2020

Spokane, WA
October 4th-7th

Important Dates:
- ❖ Call for Proposals – mid February-mid March
- ❖ Registration Open- June
- ❖ Scholarship and Award Nominations- June-July

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Contact Us

Contact us:

Charmaine Brittain
Charmaine.Brittain@du.edu

Judy Gundy
judy.gundy@dss.virginia.gov

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