Frequently Asked Questions

Why change the way training is delivered?

Over the past year and a half, The Division for Children, Youth & Families (DCYF) and the Center for Professional Excellence in Child Welfare (CPE) have been looking at all aspects of the pre-service training delivered to newly hired direct care/field staff. As part of this effort, the Council on Organizational Learning Subcommittee (with representation from CPS, JPP and SYSC - both field staff and administrators) was formed to move forward these Goals of Pre-Service Training Changes:

- Allow CPS staff to begin independent work more quickly; in less than 3 months
- Allow JPP staff more opportunity to integrate classroom training with time in the office
- Improve the transfer of learning process and demonstration of learning
- Integrate trainings for CPS, JPP and SYSC staff together where appropriate to set the stage for shared practices
- Ensure the content of all pre-service programs is up to date, quality offerings that are connected to the competencies needed for the jobs (found need to separate more JPP & SYSC trainings)

How will we meet those goals?

All new hires are required to complete Core Academy Training - within their first 6 months of employment. There are no longer any Related trainings for CPS – All Trainings are in Core Academy for pre-service requirements.

- Implement a Tiered delivery process merging similar/like trainings for all audiences where appropriate, both JPPOs and CPSWs together and JPP/SYSC together where appropriate.
- During tier 1, JPPOs will have 4 cases assigned as secondary responsibilities. At the end of tier 1, JPPOs will have 7 cases assigned as primary responsibilities. JPPOs will have FULL independent caseloads at the end of six months provided all Core Academy requirements are met and both the mentor and the supervisor support a full and independent workload.
- During tier 1, CPSWs will have either 4 cases or 7 assessments assigned as secondary responsibilities. At the end of tier 1, CPSWs will have either 4 cases or 7 assessments assigned as primary responsibilities. CPSWs may have FULL independent caseloads at the end of six months provided all Core Academy requirements are met and both the mentor and the supervisor support a full and independent workload.
- Both tiers will be delivered over six months for staff to have time in between in order to practice learned skills.
When does this start?

Tiered training will begin to be delivered July 1, 2014.

Where will training take place?

Trainings may occur at the Dolloff Building in Concord, some at SYSC in Manchester and some at alternate locations (i.e. 64 South Street Computer lab in Concord).

How do I find the trainings to register?

As previous, please refer to the on-line training calendar on the UNH CPE website for the most up to date trainings available from DCYF and CPE. Registration for trainings will continue to occur through the Training Module in Bridges. Training announcements in the future will specify which training module you will register for – either the DCYF or DJJS module (The module is selected in the Department field on the Workshop Search screen). For the time being, trainings that are located in the DJJS module are noted in the matrix with an asterisk.

To find all Core Academy tiered trainings that have been input into the Bridges training module, on the Workshop Search screen first make sure the correct module (either DCYF or DJJS) is selected in the Department field and then in the Title field type TIER* (the word TIER with an asterisk after it). You will see all of the tiered trainings that have been input into that particular training module.

Registrations are managed by both Pam Seufert of CPE (603-271-4732) and Eric Skillings of BOLQI (603-625-5471).

Please note that there may be instances where Core Academy trainings occur on days when Specialized trainings or other meetings are also scheduled. In this case, Core Academy should be the first priority for attendance unless otherwise planned with your supervisor.

Will there be curriculum changes?

There will still be combined trainings where it makes the most sense – such as safety trainings with SYSC and JPP staff on Handcuffing and Aggression Management and Defensive Tactics and Solution Based Casework with Child Protection and Juvenile Probation and Parole. Specialized job function content areas will be delivered separately to each area of practice such as Introduction to Predispositions for JPPOs and Investigations in Solution Based Child Protective Services for CPSWs.

What other things should I be aware of?

Given that Tier 1 trainings will occur four times per year, we are seeking to add to our amazing trainer pool. We recognize that many of you train in addition to your work in your offices and are grateful for your contributions toward new staff’s development. Having additional trainers will help all involved. Please contact Anne Graham at CPE (Anne.Graham@unh.edu) or Heidi Young of BOLQI (hyoung@dhhs.state.nh.us) if you’re interested in becoming a trainer.