

Wisconsin Child Welfare Professional Development System (WCWPDS)



**Wisconsin Child Welfare
Professional Development System**
SCHOOL OF SOCIAL WORK
UNIVERSITY OF WISCONSIN-MADISON

New Worker Welcome Packet

**For Child Welfare Workers
March 2018**

WCWPDS
University of Wisconsin-Madison
8010 Excelsior Drive, Madison, WI 53717
Phone: (608) 890-3965
Fax: (608) 890-1594
office@wcwpds.wisc.edu
<http://wcwpds.wisc.edu/newworkerorientation.htm>

Welcome Packet for Child Welfare Workers

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TO: *New County Public Child Welfare Staff*

RE: *Greeting from the Director*

Welcome from all of us at the Wisconsin Child Welfare Professional Development System! Our mission here is quite simple: promoting best child-welfare practice through education, skill development, strategic partnerships, and effective advocacy. Our vision and subsequent hope is that every child, youth, and family in Wisconsin experiences an enhanced quality of life complete with opportunity and supportive communities. We recognize that an enormous part of supporting that vision starts with you; that outcomes for the children and families we serve are only as good as the child welfare staff who support them. Our role is subsequently to support **you** in being the very best professional you can be. We are committed to serving you -- our child welfare workforce -- through exceptional professional development opportunities that are **available, accessible** and of **high quality** at **reasonable costs**.

Each of you brings a unique set of experiences and skills to the table, and we envision this as the strength of any professional development opportunity we may offer. The range of experiences we can draw from will be a valuable resource as TOGETHER we explore more effective ways to support children and families. We are committed to training approaches that reflect this, and our expectation is that you will encounter an atmosphere where you feel comfortable to ask questions, state opinions, and formulate arguments. The goal as I see it is that as a group we come out the other end of any professional-development opportunity having had both a fun and a useful educational experience that you can apply directly to your work.

As director of this program, I welcome the opportunity to hear your professional-development goals and how we might improve those experiences. Please feel free to forward any questions, suggestions, concerns, or ideas any time. My hope is that I get to know as many of you as possible as we progress through this professional-development journey together.

Welcome aboard!

Brent Nelson, Director
Wisconsin Child Welfare Professional Development System
University of Wisconsin-Madison School of Social Work
8010 Excelsior Drive Suite 100, Madison WI 53717
608.262.5712
bnelson@wisc.edu

Section I: *Your Professional Development*

A career in public child welfare involves some of the most important, challenging and rewarding work anyone can do. We're here to support your efforts by providing you with quality learning opportunities to assist in your professional development and thereby benefiting the families you will be serving.

Pre-Service Training

DCF 43 became effective February 1, 2008. This administrative rule on child protective services caseworker training directs the new child protective services caseworker to complete pre-service training prior to being entered in the statewide automated child welfare information system as a primary caseworker. Until a caseworker has completed pre-service training the caseworker may only provide child protective services when accompanied by a CPS supervisor or caseworker who has completed pre-service training.

Pre-service activities include completing the Wisconsin Department of Children and Families approved WCWPDS web-based Pre-Service Training, as well as associated training activities as determined by each county agency. Those agency activities may include such things as agency orientation, job shadowing, and other related activities beyond the required web-based pre-service. Your supervisor will guide you in understanding your county's pre-service requirements.

The WCWPDS web-based Pre-Service Training is designed specifically for newly hired child protective service staff in Wisconsin and provides opportunities for you and your supervisor to discuss aspects of the training modules. Those modules provide information on the following topics: introduction to child welfare, engaging families, safety, development and dynamics of human behavior, access, court, initial assessment, ongoing services, and permanence.

The web-based pre-service training content can be accessed through PDS Online.
[Click to open Pre-Service](#)

Foundation Courses

[Click to open Training Calendar](#)

After the completion of pre-service training, the WCWPDS offers skill-based Worker Foundation courses consisting of eleven classroom-style sessions. These standardized trainings focus on skill development and provide consistency and equity in the application of best practice in all seventy-two Wisconsin counties.

All newly hired public child welfare caseworkers with job functions in the areas of Access /CPS Intake, Initial Assessment, and Ongoing **must complete 15 days of Foundation courses within the first two years of employment.**

Together with your supervisor, use the [Professional Development Plan](https://wcpds.wisc.edu/case-worker-training/new-workers/) to track your completion of Foundation Trainings. It is available on the New Worker Welcome and Orientation webpage at: <https://wcpds.wisc.edu/case-worker-training/new-workers/>.

Required Foundation Courses:

Several of the Foundation courses are required for **all** child protective service workers.

- Engaging to Build Trusting Relationships (2 days)
- Supporting Change Through Engagement* (2 days)
- Case Practice with American Indian Tribes (2 days)
- Placement (2 days)

Those who have access, initial assessment, and ongoing CPS job responsibilities have **additional Safety related requirements** as noted below:

- Safety in Child Protective Services – Present Danger* (1 day)
Required for Access, Initial Assessment and Ongoing CPS
- Safety in Child Protective Services – Impending Danger* (2 days)
Required for Initial Assessment and Ongoing CPS

Menu Option Foundation Courses:

The remainder of the Foundation course sessions are selected by child welfare workers based upon consultation with their supervisor, their job functions and specialized responsibilities, and their individual practice skills and development needs. The remainder of the menu option Foundation course sessions include:

- Trauma Informed Practice (2 days)
- In the Best Interest of the Child: Making the Most of Family Interaction (2 days)
- Access (1 day)
- Initial Assessment* (3 days)
- Ongoing Case Planning* (2 days)

Note: *Some Foundation Training sessions have pre-requisites and those are denoted with a * in the lists above. Be certain to complete the prerequisite, as described on PDS Online prior to attending the training.*

Additional Required Online Trainings – accessed through PDS Online.

- Understanding Child Sex Trafficking in Wisconsin:
This required course is delivers crucial information to child welfare workers to support the identification of and responses to instances of child sex trafficking.
- Child and Adolescent Needs and Strengths (CANS):
This training, required for all Initial Assessment and Ongoing workers, provides an understanding of the CANS assessment tool and how it is designed for decision support and outcomes management.

Ongoing Training

As you continue your work in public child welfare, the WCWPDS offers Special Skills and Topics course sessions to support your ongoing learning and development. Special Skills and Topics training provides in-depth training around a specific child welfare topic or practice. Course topics include legal, child sexual abuse, mental health, substance abuse, and ethics and boundaries. PDS Online provides up-to-date information about topics currently being offered, as does the WCWPDS website under the Training Calendar tab: <https://wcpds.wisc.edu/training-calendar/>

Action Plans and Transfer of Learning

At the end of each course session, you will spend time developing a Training Action Plan. During training you will learn many new and exciting ideas, concepts and skills. Action plans will assist in transferring your learning back to your job by:

- helping you identify important concepts or skills acquired in training,
- asking you to develop a plan that can be implemented at your agency based on the skills learned in training, and
- assisting you in identifying resources and barriers to the plan's implementation.

Your supervisor is an integral part of the process of transferring your learning back to your job. After the training, make a copy of the Action Plan and give it to your supervisor. Keep the original for yourself. Your supervisor then has a chance to review the concepts or skills learned and your proposed plan, along with identified barriers and resources to the implementation of your plan.

Continuing Education Hours (CEH)

Credentialed Social Workers in Wisconsin are required to complete at least 30 continuing education hours in each credentialing period, per MPSW 19 located at: http://docs.legis.wisconsin.gov/code/admin_code/mpsw/19. Social Workers are required under MPSW 19.05 to "retain for a minimum period of 4 years and shall make available to the board, or its agent upon request, documentation of publication or certificates of attendance issued by the program sponsor for all continuing education programs for which the credential holder claims credit for the purposes of renewal of the credential."

It is the individual worker's responsibility to keep track of any training received while employed by the county agency and to provide proof of attendance to the Department of Safety and Professional Services in case of an audit. Participants should retain their training materials and training agendas which indicate date/time, location, and the trainer's name. The WCWPDS retains the original sign-in sheets should it become necessary to verify attendance for audit purposes.

For more information about Social Work certification and continuing education requirements, visit the Department of Safety and Professional Services website at: <http://dsps.wi.gov/Home>

External Trainings

An external training is any training you attend for CEHs that is not already in PDS Online. Such trainings may be added to your PDS Online transcript by following the directions in [Introduction to PDS Online](#). It is available on the New Worker Welcome and Orientation webpage at: <https://wcpds.wisc.edu/case-worker-training/new-workers/>.

Certificates

The WCWPDS does not issue certificates for training sessions. Actual training hours earned can be found in your transcript on PDS Online.

Section II: *Policies and Guidelines*

The most current policy information can always be found on the WCWPDS website, under Registration and Payments: <https://wcpds.wisc.edu/training-registration/>.

Registration

Registration for trainings occurs through the PDS Online registration system: <https://pdsonline.csod.com>. Information on logging in, registering, withdrawing and other useful tips can be found in [An Introduction to PDS Online](#), available on the New Worker Welcome and Orientation webpage at: <https://wcpds.wisc.edu/case-worker-training/new-workers/> or on the WCWPDS website at: <https://kb.wisc.edu/pdsonline/search.php?q=&cat=5294>.

Registering early is the best way to assure that you will get into a training session. We accept registrations on a first-come-first-served basis and many training sessions fill quickly.

The registration deadline is 8 days before the first day of the training session. This occurs 8 days prior to the first day of the training session at the time that the training session starts. For example, if a training session starts on July 13 at 9 AM, the training session closes on July 5 at 9 AM; if a training session starts on July 13 at 5:30 PM, the training session closes on July 5 at 5:30 PM.

When you register, you can inform us of any ADA or special dietary needs, for example, if you need to sit near the front of the room or have food allergies.

Confirmation

When you register for a training session, you will get an automatic notification via email that your registration has been received. This confirms your registration.

If the session is full and you are waitlisted, you will receive another PDS Online email informing you that you are on the waitlist. Be sure to double check your status. If you are moved off the waitlist because a spot has become available in the training session, you will receive an email notifying you that you have moved off the wait list and onto the registration roster.

PDS Online also displays your upcoming training sessions under the "Active" tab of your Transcript. Do not attend training unless your PDS Online transcript verifies that you are registered for a training session.

Waitlists

PDS Online keeps a waitlist if a training session is full and pulls from the waitlist if an opening occurs. You will receive an email notifying you that you have moved off the wait list. The waitlist is kept on a first come, first served basis until registration closes. After registration ends, the waitlist becomes a wait-pool. Openings are filled by notifying everyone on in the wait-pool via email that there is an opening. The first person to respond will be allowed to attend the training.

Withdrawals

More than 8 prior to a training session - If you are no longer able to attend the training session, please log into PDS Online and withdraw from the training session to assure that you are not assessed the session fee.

Eight (8) days or fewer to a training session - If you are no longer able to attend the training session you must contact the WCWPDS Office at 608-890-3965 to withdraw. Participants in the waitpool will be contacted and made aware of the opening in the session. The cancellation policy and fees apply if you are withdrawing from the training session 8 days or fewer prior to the first day of training.

Substitutions and Walk-Ins

Agency Substitutions and Walk-Ins are not accepted. A waitlist and pool is established for each session as individuals register for training sessions based upon their training requirements and needs; the spot does not belong to an agency.

Cancellation Policy and Fees

Registrants who wish to no longer attend the session for which they are registered must cancel more than 8 days prior to the first day of the training session in order to avoid fiscal penalties. Registrants who cancel more than 8 days prior to a training session will not be charged the registration fee for the cancelled training session.

Registrants who cancel 8 days or fewer prior to the first day of the training session, and "no shows" to training sessions, will be billed for the registration fee.

Registration deadline is 8 days before the first day of the training session. Note: training sessions close 8 days prior to the first day of the training session at the time that the training session starts. For example, if a training session starts on July 13 at 9 AM, the training session closes on July 5 at 9 AM; if a training session starts on July 13 at 5:30 PM, the training session closes on July 5 at 5:30 PM.

Paying for a Training Session

The WCWPDS invoices your agency on a monthly basis for all training sessions that have been completed in the previous month. This bill will list all those from your agency who owe any training fees. We do not accept advanced payments, credit cards or payments at training sessions.

Questions

If you or your supervisor have any questions regarding these policies, please contact the Wisconsin Child Welfare Professional Development System via email office@wcwpds.wisc.edu or phone 608-890-3965.

Section III: *Training Day Expectations*

Training Days and Time

Unless otherwise indicated all training days begin with registration at 8:30 a.m. and instruction from 9:00 a.m. to 3:45 p.m. with a 45-minute lunch.

Planning Your Travel

Please sure to check the location and address of each training. Allow sufficient time for travel time to assure that you arrive prior to the start of the training session. Winter weather and summer road work often impact travel times.

Attendance

It is expected that participants' cases be covered throughout the duration of the training session so you can attend the entire training. Handle work and personal matters prior to the start of training so you can fully immerse yourself in the learning. If needed, breaks and lunch time provide an opportunity to return calls, texts or emails.

Participants should not receive messages or phone calls during training time. Please communicate with the trainer if you are involved in an emergency situation that may require you to respond during the training. Step out of the room to handle the emergency and return to the training as quickly as possible.

Nursing mothers should contact the WCWPDS prior to the training so we can help support you and assure you do not miss time during the training. We can help make arrangements for a location you can use before and after the training, as well as during lunch.

Accessibility

The Wisconsin Child Welfare Professional Development System fully complies with the legal requirements of the ADA and the rules and regulations thereof. Please notify us if you are in need of accommodations.

Complete/Incomplete Status in PDS Online

Avoid missing any part of the training for any reason. The WCWPDS must document the actual time that a participant is in attendance for all training sessions along with a status of "complete" in the participant's transcript in PDS Online. All hours in attendance count towards DSPS licensing requirements. In some cases, missing portions of the training will result in receiving an "incomplete" and no credit hours (*see NOTE below).

New staff working to meet the DCF 43 Training Rule requirements must complete 15 days of Foundation training (a day of training is considered to be 6 hours) or 90 hours of Foundation training within the first 2 years of employment. After the completion of Foundation training within the first two years of employment, staff are required to complete 30 hours of ongoing/in-service training in each subsequent two-year DSPS licensing period

*NOTE: For those courses that are pre-requisites for other courses (currently Safety in Child Protective Services – Present Danger; Safety in Child Protective Services – Impending Danger; and Engaging to Build Trusting Relationships), there are exceptions to a recording of "complete" in PDS Online. If you miss any portion of one of these courses, the trainer must indicate that you were in attendance at enough of the training to acquire the necessary knowledge to support your successful participation in the next course. If the trainer determines that you have an "incomplete", then you must retake the course. (If you intend to use a course to count toward your hours for licensing purposes, DSPS has concluded that no hours can be counted for a course that has a notation of "incomplete" in PDS Online.)

Technology Policy

All training participants are expected to silence their cell phone, refrain from texting, and refrain from using computers, smart phones and other electronic devices during a training session, unless otherwise directed to do so by the trainer.

Use of electronic devices during training inhibits the participant's ability to learn and to listen effectively. Individuals who text or respond to emails on a computer, smart phone or other device are missing out on the content being trained. Additionally, the use of electronic devices during training is distracting to other participants and impacts their learning.

Training Session Evaluations

At the end of each training session, you will be asked to complete an evaluation. These are very important to us as we work to improve your learning opportunities. We also ask for your input about what other trainings you would like us to offer so we can help you grow professionally. The trainer as well as WCWPDS staff receive a copy of the results of the evaluations as a part of the process of improving each training session.

Additional, helpful information to support you while attending training can be found on the [Top Ten Tips for Training Success](https://wcpds.wisc.edu/case-worker-training/new-workers/) list. It is available on the New Worker Welcome and Orientation webpage at: <https://wcpds.wisc.edu/case-worker-training/new-workers/>.

Section IV: *About Us*

With a vision of improving child welfare outcomes through an exceptional child welfare workforce, the Wisconsin Child Welfare Professional Development System (WCWPDS) annually provides job-specific professional development opportunities for nearly 3,000 state, county, tribal, and private agency child welfare workers and nearly 4,000 foster-parents throughout the State of Wisconsin.

The project is jointly funded by the Wisconsin Department of Children and Families (DCF), county child welfare agencies, and tribal child welfare agencies. The University of Wisconsin-Madison partners with the UW-Milwaukee to develop and deliver all required and special topics training for child welfare workers, supervisors, and foster parents as well as technical assistance to county and tribal child welfare agencies.

The University of Wisconsin-Madison School of Social Work is the lead entity under contract with DCF. Program outcomes are established annually and are based on input from DCF, counties, and tribal administrators and workers through the WCWPDS steering/oversight committee.

OUR MISSION

The WCWPDS promotes best child-welfare practice through education, skill development, strategic partnerships, and effective advocacy.

OUR VISION

The WCWPDS aims to achieve safety, permanence, and well-being for all Wisconsin children through a well-prepared and exceptional child-welfare workforce. We want every child, youth, and family in Wisconsin to experience an enhanced quality of life complete with opportunity and supportive communities.

Services

The WCWPDS provides a continuum of services intended to facilitate and sustain positive change and support improved outcomes within Wisconsin's child welfare system. Those services include:

- Continuing professional education
- Application and skill building
- Technical assistance and coaching
- Research and evaluation / Research to practice
- Organizational effectiveness / Continuous quality improvement
- Flexible learning alternatives
- Competency-based instructional design
- Leadership development

Approach

We strive to develop, deliver, and support professional development opportunities that are **available** and **accessible, proximal**, and of **high quality** at **reasonable costs**. They are:

- Research/Evidence-Based
- Competency-Based
- Strength-Based
- Learner-Centered
- Child/Family Focused
- Culturally Informed and Responsive

Scope

In the calendar year 2017, WCWPDS was associated with the following numbers:

Total Trainees: **17,152**

Total professional-development opportunities provided: **888**

Case-worker professional-development opportunities provided: **425**

Case-worker trainees: **8,497**

Foster-parent professional-development opportunities provided: **463**

Foster-parent trainees: **8,655**

Section V: *Oversight and Collaboration*

Steering Committee

The WCWPDS Steering Committee is responsible for providing fiscal oversight and leadership and direction in identifying program and operational outcomes for the WCWPDS.

The Steering Committee's responsibilities include:

- Fiscal oversight and accountability
- Identification of long-range goals and objectives
- Identification of annual "target outcomes"
- Review and approval of the annual operational plan submitted by the WCWPDS leadership team in response to "target outcomes"
- Quarterly review of program progress as defined in the annual operational plan

The WCWPDS Steering Committee is an advisory committee to the Department of Children & Families. Direction, decision-making, and conflict resolution are made by working toward consensus, with the final decision-making authority falling to the Deputy Administrator, Division of Safety & Permanence, if a consensus cannot be reached.

Oversight authority and membership on the WCWPDS Steering Committee includes participants from each of its funding authorities.

Members include:

Deputy Administrator, Division of Safety & Permanence
Bureau Director, Safety and Well-Being
Bureau Director, Permanence and Out-of-Home Care
Division Director, Milwaukee Child Welfare
Director, Office of Youth Services
Intertribal member/representative (x2)
WCHSA Executive Director
WCHSA Western regional member/representative (x 2)
WCHSA Northern regional member/representative (x 2)
WCHSA Northeastern regional member/representative (x 2)
WCHSA Southern regional member/representative (x 2)
WCHSA Southeastern regional member/representative (x 2)

Ex-Officio Members:

Director, Wisconsin Child Welfare Professional Development System
Principle Investigator, Wisconsin Child Welfare Professional Development System
Principle Investigator, Milwaukee Child Welfare Partnership

WCWPDS Membership

WCWPDS Members include staff who provide child welfare services in one of the county departments of social/human services in Wisconsin, staff who provide child welfare services in one of the Indian Child Welfare departments in Wisconsin, and Department of Children and Families and Bureau of Regional Operations staff.

County and tribal staff who do not provide child welfare services are able to attend at the member rate if room is available in the training session, except as noted for a specific session.

All other training attendees are considered nonmembers and will be assessed the nonmember rate.

Registration fees are \$25 per day for members and \$100 per day for nonmembers.

Contact Information

For general questions or questions related to caseworker, supervisor, juvenile justice, or tribal trainings, please call:

Wisconsin Child Welfare Professional Development System
UW-Madison School of Social Work
8010 Excelsior Drive, Madison, WI 53717
608-890-3965
office@wcwpds.wisc.edu

For all questions related to Division of Milwaukee Child Protective Service child welfare trainings or foster parent trainings, please call:

Milwaukee Child Welfare Partnership
414-964-7400
mcwp@uwm.edu

Training Center Addresses

Appleton Training Center
2323 E. Capitol Drive, Suite 121, Appleton, WI 54911

Madison Training Center
8010 Excelsior Drive, Madison, WI 53717

Trainings are also held around the state at various locations. Each training listed on PDS Online includes a link to a map with the training address and location.