
ORANGE COUNTY SOCIAL SERVICES AGENCY CFS OPERATIONS MANUAL

Effective Date: December 2, 2009
Revised: May 10, 2021

Number: B-0215

Child Welfare Training Regulations

Purpose To provide guidelines for the completion and tracking of mandatory training requirements for child welfare employees.

Approved This policy was approved by Anne Bloxom, Director of CFS.
Signature on file.

Most Recent Revision This revision of the Policy and Procedure (P&P) incorporates the following:

- Inclusion of State mandated Common Core trainings:
 - Supervisor Core
 - Line Worker Core
 - Integrated Core Practice Model (ICPM) practice elements
 - Clarification of responsibilities for:
 - Core/SWIT training waiver
 - Tardiness exceptions
 - State mandated training non-compliance
 - New and revised definitions
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Background The Federal Child and Family Services Review (CFSR) of September 2002 indicated California was insufficient in mandatory training for line-staff social workers and supervisors, a statewide standardized curriculum, and mandatory hours of continuing training.

As a result, the California Department of Social Services (CDSS) agreed to establish mandatory standardized core training and a minimum of hours of mandatory continuing training for child welfare social workers and supervisors effective July 1, 2008.

In 2017 the CDSS implemented a standardization training, Common Core (CC) for child welfare workers. The training format

includes classroom learning, eLearning, and Field Activities to increase knowledge and develop skills of new social workers.

In 2019, the Social Services Agency (SSA) implemented a web-based Talent Management System called Eureka.

Definitions

For the purpose of this P&P, the following apply:

California Social Work Education Consortium (CalSWEC):

Based on Title IV-E of the Social Security Act, the Consortium **coordinates** a Stipend Program which provides professional education and monetary support to undergraduate and graduate social work students who intend to pursue or continue a career in the field of public child welfare

CFS Training Coordinator: A TCD Senior Social Services Supervisor (SSSS) who coordinates trainings for CFS.

CFS Mandated Training: Orange County specific training based on a CFS training needs assessment to ensure child welfare standards. CFS Mandated trainings count toward the State **required** 20 hours of continuing education/training.

Child Welfare Development Services (CWDS) : Is referred to as “The Academy,” and is one of five child welfare Regional Training Academies (RTAs) in the state of California. CWDS is a regional training RTA which SSA contracts to provide child welfare related training to SSA employees.

Continuing Training: An ongoing program of training for all child welfare workers and supervisors with the goal to:

- Reinforce basic knowledge
- Develop the required skills for the performance of specific functions
- Acquire additional knowledge and skill to meet changes due to enactment of new legislation, development of new policies, or shifts in program emphasis

Core Training: A statewide standardized training program consistent with WIC §16206, for all newly hired, or promoted child welfare workers and supervisors, also known as Common Core (CC), Line Worker (LWC) or Supervisor Core.

Countywide New Employee Orientation (Countywide NEO): A County specific standardized training program for all new employees.

Field Advisors: Senior Social Services Supervisors (SSSS) who are assigned to new social workers to promote a learning environment and who utilize appropriate coaching strategies, tools, and techniques to assist in skill development.

Integrated Core Practice Model (ICPM) is a framework of shared values, focused elements and standards of practice for public child welfare in California.

New Supervisor Orientation (NSO): An SSA specific standardized training program for newly hired or promoted supervisors.

Training and Career Development (TCD): The department which provides and coordinates training and career enhancement opportunities for SSA employees.

Talent Management System (TMS): A web-based learning management system utilized by SSA employees to track training attended which includes but is not limited to enrollment, cancellations, transcripts, and email notifications (i.e., Eureka).

Social Worker Induction Training (SWIT): A County specific standardized training program for social work classifications, including policies & procedures, specific practices and initiatives for newly hired or promoted child welfare workers.

SSA New Employee Orientation (SSA NEO): An Agency specific, generalized standardized training program for all new SSA employees.

Training: Any structured activity which meets all of the following conditions:

- Is the result of a learning needs assessment by the supervisor, management, and/or training department
- Is designed to improve an individual's and/or an organization's performance
- Is characterized by a set of overt learning objectives
- Is characterized by processes designed to foster adult learning
- Is coordinated or monitored and supported by TCD personnel

**Impacted
Classifications**

Effective July 1, 2008, child welfare social workers (including non-case carrying) and supervisors are required to complete mandated Training requirements. Employee classifications impacted by this mandate include:

- Social Worker I (SWI)
- Social Worker II (SWII)
- Senior Social Worker (SSW)
- Social Services Supervisor (SSS)
- Senior Social Services Supervisor (SSSS)

Note: Part-time social workers and supervisors must satisfy all of the training requirements that are applicable to full-time social workers and supervisors.

**Required
Training
Timelines**

Social workers and supervisors are required to complete State and County mandated trainings within the following timeframes as applicable:

Within 60 days from date of new hire

Required training: Countywide NEO
Required for: Staff new to the County
Description: Understand the values, culture, benefits and opportunities available at the County of Orange.

Within 1 year (12months) from date of new hire or transfer from another County agency

Required training: SSA NEO or
New Supervisor Orientation (NSO)
Required for: New staff to SSA
Description: Overview of SSA for new SSA employees. Learn about the four divisions of SSA.

Within 2 years (24 months) from date of hire or promotion

Required training: Line Worker Core
-or-
Supervisor Core
Required for: New social workers and supervisors
Description: State standardized curricula for new hire social workers or supervisors.

Required training: Social Worker Induction Training (SWIT) (County Mandated)
Required for: New social workers

Description: County standardized curricula for new hire social workers in CFS.

On an annual basis... for social workers and supervisors

Required training: 20-hours of Continuing Training

Description: State mandated, including 6-hours of ICPM designated practice element

Required training: Countywide and SSA Mandatory Trainings

Description: Various topics and refresher trainings

Note: New SSA employees transferring from another OC Agency do not need to attend Countywide NEO, but are required to attend SSA NEO.

For additional information see [Mandatory Training for Social Services Agency \(SSA\) Employees.](#)

Line Worker Core

Line Worker Core (LWC) will be completed within 24 months or 2 years from the employee's date of hire, or promotion. Topic areas include, but are not limited to, the following:

- Framework for child welfare practice
- Child maltreatment identification
- Assessment of safety, risk, and protective capacity
- Case planning, management, and documentation
- Child and youth development
- Placement and permanency
- Child Welfare Services/Case Management System (CWS/CMS)

Common Core curriculum design is divided into different blocks or focus areas, including, but may not be limited to:

- Foundation
- Engagement
- Assessment
- Case Planning and Service Delivery
- Monitoring and Adapting
- Transition

Within each block are different learning levels and learning modalities, including eLearning, classroom and field activities.

Newly hired or promoted social workers are automatically enrolled by SSA Training and Career Development (TCD) in Line Worker Core, which is delivered by CWDS.

See Attachment 1 – New Social Worker Training Infographic.

Supervisor Core

Supervisor Core Training will be completed within 12 months or 1 year from date of hire, transfer, or promotion. Supervisor Core Training is comprised of standardized content and includes, but is not limited to, the following topics:

- Promising and research informed practice
- Educational supervision
- Policy context for child welfare practice
- Managing for results/supervising toward outcomes, including state and federal reporting requirements
- Case work supervision
- Fiscal fundamentals for children's services

Newly hired, transferred, or promoted supervisors are automatically enrolled by TCD in the Supervisor Core Training, which is delivered by the CWDS. Refer to Attachment 2 – New Supervisor Infographic.

NOTE: Supervisors are automatically enrolled by SSA Training and Career Development (TCD) in the Core Training, which is delivered by CWDS.

Core/SWIT Training Waiver

Pursuant to CDSS 14-611.3 and 14-611.4 Core/SWIT Training classes are not required when the direct supervisor or PM in consultation with the CFS Training Coordinator determines:

- A new worker completed the Social Worker Core Training or class(es) in another county
- A new supervisor completed the Supervisor Core Training or class(es) in another county
- A newly transferred employee from within another SSA Division completed Core Training when previously assigned within CFS
- A new worker completed the same SWIT class(es) as a student intern

Required Approval:

Social Worker Core – SSSS with the concurrence of PM

Supervisor Core – PM

Consultation with: CFS Training Coordinator

Required Form: [Core/SWIT Training Waiver \(F063-25-588\)](#)

Send completed form: SSAcfstrainingcoordinator@ssa.ocgov.com

CFS Training Coordinator: Forward approved waiver to the LMS administrator(s) at EurekaInquires@ssa.ocgov.com for documentation purposes in the transcript.

Note: SSA NEO and Countywide NEO cannot be waived unless previous attendance can be verified through the LMS.

Continuing Training

Pursuant to CDSS 14-611.5 child welfare social workers and supervisors will complete 20 hours of Continuing Training, including 6 hours of designated ICPM practice elements every 12 months.

Continuing Training is tracked by **fiscal year**, July 1–June 30.

Examples:

If....	Then....
Completed Core training May 2020...	Continuing training starts July 1, 2020
Completed Core Training August 2020...	Continuing training starts July 1, 2021

Continuing Training include, but are not limited to:

- Child Welfare Development Services (CWDS) (i.e., The Academy)
- CFS Mandated Trainings
- Integrated Core Practice Model (ICPM) practice elements
- In-service trainings
- Speakers at unit meetings
- Online courses
- Conferences, symposia, convening
- Special skills/interest classes (e.g., National Highway Transportation Safety Administration (NHTSA) certified technician 4-day training)
- Outside (non-SSA) vendors

With supervisor approval, training events not offered or sponsored through SSA may count toward the 20-hour Continuing Training

requirement per fiscal year. Refer to Eureka Guides to upload external trainings, at [Eureka – Talent Management System \(TMS\)](#)

Integrated Core Practice Model (ICPM) Practice Elements

Per [ACL 20-72](#) six (6) of the 20 hours must be in a specific practice element of the ICPM.

The ICPM practice elements are:

- Foundation
- Engagement
- Assessment
- Teaming
- Safety Planning, Case Planning and Service Delivery
- Transition

On an annual basis, TCD will inform CFS of the six (6) hours of the designated practice element training.

The six (6) hours of ICPM designated practice elements training are identified by CDSS through the Child and Family Services Review (CFSR) process. The CDSS will also review county needs assessments, Safe Measures and other data sources to identify areas for improvement and will inform counties of the designated practice elements.

Educational & Professional Reimbursement Program (EPRP)

SSA may reimburse employees for training events that incur an expense to the employee. For complete instruction on the reimbursement program and associated forms, refer to SSA Administrative P&P Education and Professional Reimbursement (C 22) and [Educational & Professional Reimbursement Program \(EPRP\)](#).

Course Credit

In order to receive credit for a class attended (in-person or virtual), an employee will not miss more than 15 minutes for a three to four-hour class or 30 minutes of a six to eight hour class (15/30-minute rule), to include:

- Arrival and departure time
- Return time from lunch and breaks
- Taking phone calls; texting; responding to emails
- Taking additional breaks throughout the class

Note: Late arrivals to CWS/CMS and SDM classes, or trainings that involve the use of other computer applications, will not be accommodated.

Social workers and supervisors will complete the required training during their normal works hours. Employees will follow established

SSA and program protocols regarding the alteration of work schedules to complete any work mandates or duties, including attendance at training.

Special Accommodations:

Arrangements for special accommodations will be requested no later than a week before class, through SSAcfstrainingcoordinator@ssa.ocgov.com.

Tardiness Exception:

Exceptions to the Training Timeliness policy (15/30-minute rule) will be discussed with the employee's supervisor and in consultation with CFS Training Coordinator (CWDS Trainer, as applicable) to receive credit for the class.

Required Approval:

Line Worker Core – SSSS with the concurrence of PM

Supervisor Core – PM

Consultation with:

CFS Training Coordinator
CWDS Trainer, as applicable

Required Email:

“Tardiness Exception” in the subject line. In the body of the email, identify the employee, reason, and approval for the tardiness exception

Send To:

SSAcfstrainingcoordinator@ssa.ocgov.com

CFS Training Coordinator:

Forward approved exemption to the LMS administrator(s)
EurekaInquires@ssa.ocgov.com to receive credit for the class.

Training Notification

TCD will notify CFS employees by email of mandated and select training offered. The notification will include, but is not limited to, the following:

- Training sponsor/vendor
- Course topic and objectives
- Trainer name and biography
- Days and hours of course
- Location of course
- Registration instructions if applicable

**Training
Registration/
Tracking**

Eureka will be utilized to manage documentation of training and allows employees to:

- Enroll in a scheduled training
- Track trainings
- View transcripts of training completed
- Complete e-Learnings, online training classes or videos

For instruction on how to complete tasks within Eureka, such as adding an external training, refer to [Eureka Learner Guide](#) or [Eureka Talent Management System \(TMS\)](#)

**Supervisor
and PM
Responsibilities**

Assistance With Meeting Training Requirements:

Supervisors and PMs will assist employees in completing the mandated training requirements through consideration of the following actions:

- Provide training opportunities at Unit and Division meetings
- Review training transcript at individual conferences and annual reviews
- Discuss upcoming scheduled trainings at unit meetings

Refer to [Eureka Guides – How to View Your Team](#) for guidelines on adding internal trainings.

Compliance Tracking:

Supervisors and PMs will monitor employee compliance with the mandated training requirements through Eureka.

The TMS allows supervisors and PMs to:

- View and print reports (i.e., a transcript of courses and hours completed by an employee)

Refer to [Eureka Talent Management System \(TMS\)](#) for additional information.

Non-Compliance of Required State Training:

Supervisors and PMs will notify TCD if an employee is unable to complete required training requirements due to an extended period of absence, separation from employment or other identified reason by completing the following:

**Required
Approval:** SSSS or PM

Required Form: [State Mandated Training Non-Compliance Notification \(F063-25-587\)](#)

	Send To:	SSAcfstrainingcoordinator@ssa.ocgov.com
	CFS Training Coordinator:	Record non-compliance for inclusion in the annual CDSS ACTP Report
CDSS Annual County Training Plan (ACTP) Report	<p>Pursuant to CDSS 14-611.7, TCD/ CFS Training Coordinator or designee is responsible for notifying the CDSS, in writing, if SSA cannot meet the timeframes for completion of any of the training requirements. The notification will describe:</p> <ul style="list-style-type: none"> • The conditions or circumstances resulting in non-compliance • The number and percentage of employees impacted • The actions to be taken to achieve compliance • The timeline for anticipated compliance 	

REFERENCES

Attachments and Data Entry Standards	<p>Click on the links below to directly access attachments to this P&P and any Data Entry Standards referred to.</p> <p>None.</p>
Hyperlinks	<p>Users accessing this document by computer may create a direct connection to the following references by clicking on them.</p> <ul style="list-style-type: none"> • SSA Administrative P&P Educational and Professional Reimbursement (C 22) • SSA Training & Career Development (TCD) Resource Page • SSA TCD Mandatory Trainings for SSA Employees • Eureka – Talent Management System (TMS) • Educational & Professional Reimbursement Program (EPRP)
Other Sources	<p>Other online references include the following:</p> <ul style="list-style-type: none"> • CDSS Child Welfare Training Support • Child Welfare Development Services (CWDS) • Core Trainings • Countywide New Employee Orientation (Countywide NEO) • SSA New Employee Orientation (SSA NEO) • Common Core 3.0 Training Overview • Direct Practice Tools for Social Workers

REQUIRED FORMS

Online Forms

Required forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
CORE/SWIT Training Waiver	F063-25-588
State Mandated Training Non-Compliance Notification	F063-25-587

Hard Copy Forms

Forms listed below must be completed in hard copy (including multi-copy NCR forms). ***For reference purposes only***, links are provided to view these hard copy forms, where available.

Form Name	Form Number
None.	

CWS/CMS Forms

The following required forms may **only** be obtained in CWS/CMS. ***For reference purposes only***, links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
None.	

Brochures

Brochures to distribute in conjunction with this procedure include:

Brochure Name	Brochure Number
None.	

LEGAL MANDATES

[Welfare and Institutions Code \(WIC\) Section §16205](#) mandates the establishment of a statewide multipurpose child welfare training program.

[Welfare and Institutions Code \(WIC\) Section §16206](#) describes the requirements of a statewide child welfare training program including specific training topics and annual performance assessments to the CDSS.

[CDSS All County Letter \(ACL\) 08-23](#) informs county welfare departments of the mandated child welfare training regulations effective July 1, 2008.

[CDSS ACL 18-61](#) implements WIC 16501.1 and WIC 16521.5 (2017) informs county welfare departments of required training related to reproductive and sexual health care.

[CDSS ACL 18-147](#) informs of various mandated reporting online training resources provided by CDSS.

[CDSS ACL 17—17](#) informed county welfare departments of the mandated child welfare training regulations, Common Core 3.0 (CC 3.0) effective February 2017.

[CDSS ACL 19-87](#) informs county welfare departments regarding the California Core Practice Model (ICPM) to support effective caseworker visitation practices and the delivery of trauma informed services.

[CDSS ACL 20-72](#) provides for 20-hours annually of continuing training, 6-hours of which need to be completed within the ICPM element identified by CDSS.

[CDSS ACL 21-27](#) informs county welfare departments of required California Child and Adolescent Needs and Strengths (CANS) training and certification.

[CDSS All County Information Notice \(ACIN\) I-21-09](#) provides answers to frequently asked questions regarding the mandated child welfare training regulations.

[CDSS ACIN I-53-19](#) informs of the change to Supervisor Core training effect January 1, 2020.

[Code of Federal Regulations, Title 45, Section § 1357.15\(t\)](#) mandates that employee training, applicable to Title IV-B and IV-E, be an ongoing activity and training content be from various disciplines and knowledge bases relevant to child and welfare services policies, programs, and practices.

[CDSS Policies and Procedures Manual, Division 14-610](#) mandates county welfare departments to provide training to employees who are newly hired, transferred, or promoted to social services positions.

[CDSS Policies and Procedures Manual, Division 14-611](#) outlines the requirements of the standardized child welfare core training, topics, continuing training, and completion time frames.

[CDSS Policies and Procedures Manual, Division 14-900](#) dictates county welfare departments to determine and record all training activity and submit information to the CDSS upon request.

[CDSS Manual Letter SD-08-01](#) indicates failure to comply with the child welfare training regulations may result in adjustments to the county's Title IV-B and IV-E claims.
