

UCDAVIS

Continuing and
Professional Education | Human Services

ANNUAL REPORT 2017-2018

NORTHERN CALIFORNIA TRAINING ACADEMY



ABOUT THE NORTHERN CALIFORNIA TRAINING ACADEMY

As part of UC Davis Continuing and Professional Education's Human Services Programs, the Northern California Training Academy provides training, research, evaluation and consultation to 28 Northern California counties and two Northern California tribes. The counties include rural and urban counties with various training challenges for child welfare staff. The Academy recognizes the priority need for integrated training across disciplines in the region, and we are committed to delivering high-level training and other professional services to meet counties' needs.

Participating Counties

Alpine
Amador
Butte
Calaveras
Colusa
Del Norte
El Dorado
Glenn
Humboldt
Inyo
Lake
Lassen
Mendocino
Modoc
Mono
Nevada
Placer
Plumas
Sacramento
Shasta
Sierra
Siskiyou
Sutter
Tehama
Trinity
Tuolumne
Yolo
Yuba

In addition, the Academy provides training and support to the Karuk and Yurok Tribes of Northern California.



Supported by the CDSS

The Northern California Training Academy is funded and supported by the California Department of Social Services.

It has been another exciting and busy year at the Northern California Training Academy. As we continue to contribute to the continuous quality improvement of Core for Social Workers as our key deliverable, we have also continued to meet the increased demand for our specialized training and technical assistance from our valued county and state colleagues. In the following pages you will find details regarding the key deliverables and highlights of the Academy's work during the last year.

Our team of curriculum developers, academic coordinators, researchers, instructors and support staff have continued to exceed expectations in the delivery of seven new cohorts of the Core training program—an annual high since Common Core 3.0's implementation began. In addition to providing more Core, we are also providing it in more ways: a shorter, 8-month program (reduced from the previous 10-month program), as well as a more intensive "Core Fast Track" program that takes only three months to complete. We look forward to continuing to collaborate with our county, regional and state partners on streamlining this dynamic and vital program in the upcoming fiscal year.

In addition to the improvement of Core training for new social workers, the Academy continues to support county's workforce development efforts, particularly in the areas of continuous quality improvement, coaching and Safety Organized Practice. This year we hosted statewide conferences for both CQI and SOP, as well as our second annual national conference on coaching. We would like to thank each of the keynote speakers, workshop presenters, participants and staff who helped make all three of the conferences distinctively successful.

In addition to bringing statewide and national partners together to form collaborative solutions to workforce development challenges, we have also developed new trainings with a program and workforce improvement focus. In an effort to support child welfare directors, managers and senior analysts interested in applying CQI, data analysis and implementation strategies toward improving programs that affect the outcomes of children and families in care, the Academy teamed up with Chapin Hall at the University of Chicago and UC Berkeley to develop Fundamentals in Evidence-Based Decision Making: A Program Improvement Practicum for Child Welfare Leaders. The series launched in June 2018. Additionally, we have begun developing a new slate of coaching and SOP-informed trainings to help child welfare professionals continue to grow in their practice.

It has been another great year for our highly skilled instructors. Over the fiscal year, 8,858 participants provided feedback on the overall effectiveness of their instructors. On a scale of 1 to 5 (with 1 being Poor and 5 Excellent), our instructors received a combined rating of 4.51. Please join us in thanking these outstanding professionals for their meaningful contributions to the field.

In addition, we would like to thank the California Department of Social Services, Casey Family Programs, Chapin Hall at the University of Chicago, the Center for Social Services Research at UC Berkeley, the Child Welfare Academy at the University of Alaska - Anchorage, the National Child Welfare Workforce Institute, the University of North Carolina, Chapel Hill and the University of Tennessee for all of their collaboration and assistance in providing training and support to Northern California's counties. We are also grateful for our many high-quality professional researchers and staff who continue to work with us to advance our mission to provide quality training and organizational support to the health and human services community.

We look forward to all of the work we will continue to do together in support of the professional development and continuous quality improvement of Northern California counties.

Sincerely,

Susan M. Brooks

Susan Brooks, M.S.W., Director
Northern California Training Academy
UC Davis Continuing and Professional Education—
Human Services



TRAINING – THE NUMBERS

The Northern California Training Academy is committed to providing training across the expansive geographic region we serve. This year, training was delivered on-site in 14 counties throughout Northern California.

Sixteen modules of instructor-guided online training were completed by 222 participants.



Additionally, 206 self-guided eLearnings were available to participants to complete at their own pace during the year and were completed by 3,929 participants.

In summary, during the 2017-2018 year, the Northern California Training Academy offered the following:

395 Classes

611 Completed Training Days

8,555 Participants in Attendance

7 Core for Social Workers Training Programs (Cohorts)

4,889 Core for Social Workers participants

3 Supervisory Core Programs (Cohorts)

232 Core for Supervisors participants

65 Training Days of Field-Based Training and Coaching

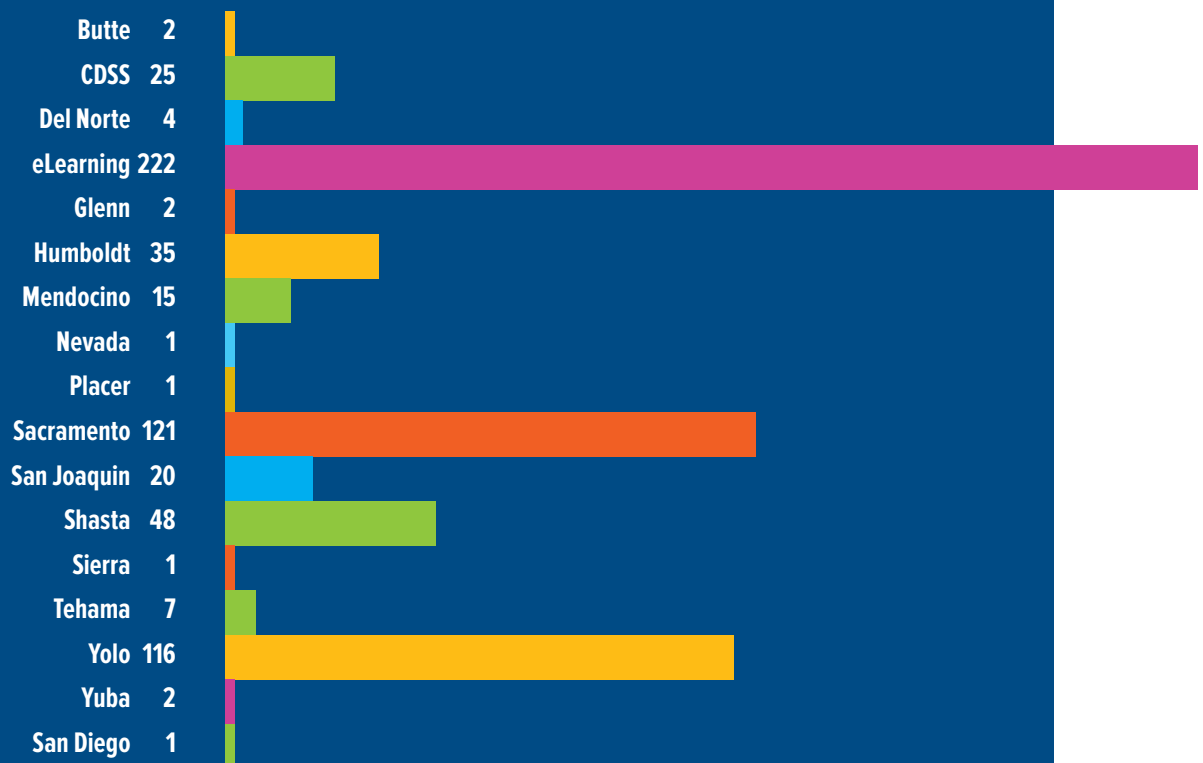
Assisted 6 Counties in Completing their County Self-Assessment (CSA), Peer Review (PR) and System Improvement Plan (SIP)

Where We Conducted Training

In an effort to make our training as accessible as possible to our valued community partners, the Academy offered classes in a variety of counties throughout the northern region this fiscal year.

623

Location & Number of Trainings



HIGHLIGHTS

This report highlights a select number of our classes, seminars and county support activities.

COMMON CORE 3.0 IMPLEMENTATION AND DELIVERY

In continuing collaboration with the California Social Work Education Center (CalSWEC) and California's regional training academies, the Northern California Training Academy has spent a sizeable portion of the past fiscal year implementing, delivering and continuously updating and improving Common Core 3.0 training for new child welfare social workers.

Throughout the 2017-2018 fiscal year, the Academy offered seven cohorts of Common Core 3.0. Locations included Arcata, Anderson, Davis, Sacramento and Ukiah. Throughout this period, Common Core has been consistently evaluated and revised on an ongoing basis by the statewide Curriculum Development Oversight Group, requiring the Academy to update modules even as they are in progress. In an effort to facilitate the rolling nature of the updates, maximize operational expenses for supporting training, and to reduce the use of paper, the Academy has moved the majority of the Core materials to an online resource library that participants can access before, during and after class. Please see the Delivering Training and Services through Technology section of this report to learn more about this innovative approach.

Core Scheduling

Core for Social Workers is a challenging and time-consuming program that is spread over 10 total modules consisting of 29 classes, 22 eLearnings and 9 field activities. The Academy initially offered one module each month, but has recently shortened the Core training period from 10 months to 8 months by offering some of the shorter modules within the same week. For smaller counties and/or counties with staffing challenges, this is a helpful adjustment to reduce travel expenses and work week disruption. In addition, the Academy recently conducted a pilot of "Core Fast Track," which offered Core for Social Workers over a three-month period. Classes were held weekly to allow newly hired workers without workloads to focus on completion of training. Counties that participated provided positive feedback and the Academy plans to offer this fast track option at least once a year moving forward.

Core Instructors

To continue to cover the multitude of new and expanded topics and to enhance the learning experience for students, the Academy has hired several new instructors who serve as experts within their field. Using a combination of participant feedback, professional observation and evaluation, the Academy works collaboratively with each instructor to enhance training delivery and to identify any potential for improvement to the Common Core Curriculum.

Field Advisor Training

Common Core 3.0 requires new social workers to engage in a set of nine field-based activities that will enhance their learning of the in-class sessions. To facilitate the completion of these activities, each new social worker will be assigned a field advisor (which will typically be their supervisor) to work through these activities.

To prepare child welfare supervisors to take on the new role of field advisor, the Academy offered the CalSWEC-based field advisor eLearning/classroom trainings throughout Northern California this fiscal year. During 2017-2018, more than 50 child welfare supervisors from 17 Northern California counties participated in the eLearning/classroom combination.

In further recognition of Core 3.0's coaching-informed transfer of learning strategy, the Academy has also created a field advisor certification track that requires the completion of both field advisor trainings, as well as attendance at one of the Academy's two-day coaching institutes, which provide supervisors with information on and practice toward integrating the best skills, theories and abilities of coaching into a solid evidence-based supervision strategy.

SUPPORTING CONTINUOUS QUALITY IMPROVEMENT IN CALIFORNIA

Human services organizations are increasingly discovering that a strong CQI system can inform program development and improvement, contract deliverables, workforce development, and—most importantly—guide improved outcomes for children and families. In an effort to support strong CQI systems in California, the Northern California Training Academy played host to the California Department of Social Services' 2018 Statewide CQI Conference for Child Welfare and Probation and unveiled Fundamentals in Evidence-Based Decision Making, a program improvement practicum for child welfare leaders, in 2018.

“I appreciate the opportunity to step out of day-to-day and look at trends,” wrote one participant when asked to provide feedback on the first session of the series. “I’m not an analyst, but the information presented was easy to comprehend while still being thought-provoking.”

2018 Statewide CQI Conference for Child Welfare and Probation

Hosted at the UC Davis Activities and Recreation Center March 28-29, 2018, the conference offered four keynote presentations and 19 workshops over two days of collaborative learning and planning. More than 270 participants from 50 California counties, along with representatives from Casey Family Programs, CDSS, the Children’s Research Center, UC Davis, UC Berkeley and California’s regional training academies were in attendance to connect with colleagues across the state of California who are passionate about the development and implementation of CQI systems.

Keynote speakers for the 2018 conference included Chapin Hall Policy Fellow Jennifer Haight, Casey Family Programs Senior Director Peter Watson, Tennessee Child Welfare Reform Special Assistant Britany Binkowski, former New Jersey Department of Children and Families Commissioner Allison Blake, Big Picture Research and Consulting President Jesse Russel, and CDSS Children’s Services Operations and Evaluation Branch Chief Dave McDowell.

Out of 127 respondents who participated in the post-conference survey, the conference satisfaction was rated at a 4.7 out of 5. Similarly positive ratings were received across all other survey categories, resulting in an overall rating of 4.6 out of 5. We would like to thank all of the participants, presenters and staff who contributed to make the 2018 conference an outstanding success.

Fundamentals in Evidence-Based Decision Making

In an effort to support child welfare directors, managers and senior analysts interested in applying continuous quality improvement, data analysis, and implementation strategies toward improving programs that affect the outcomes of children and families in care, the Northern California Training Academy teamed up with Chapin Hall at the University of Chicago and UC Berkeley to offer Fundamentals in Evidence-Based Decision Making: A Program Improvement Practicum for Child Welfare Leaders. The series launched in June 2018.

Built upon the successful foundation of last year’s Northern California Program Improvement Program, Fundamentals provides a series of day-long consultation sessions to a cohort of child welfare leaders who can benefit from the guidance of nationally recognized researches and implementation scientists from across the country.

“I appreciate the opportunity to step out of day-to-day and look at trends,” wrote one participant when asked to provide feedback on the first session of the series. “I’m not an analyst, but the information presented was easy to comprehend while still being thought-provoking.”

This edition of the series focuses on addressing child welfare outcome/practice challenges common to all participants, and developing rigorous evidence to support participants as they progress through each stage of the Plan-Do-Study-Act (PDSA) cycle. This includes developing and planning the implementation of a county-specific strategy informed by specific and sound observations about an outcome that may need improvement.

By the end of the series, participants will have worked toward developing a clear problem statement, a well-developed hypothesis that connects to a planned intervention or change in operations and an implementation strategy that includes ongoing monitoring of both implementation and outcomes.

“I valued the time looking at our county-specific measures in a curious manner,” wrote a participant from the June 5 session.

More than 30 participants from nine California counties and two universities (UC Davis and CSU Fresno) participated in the first session of the series.

COACHING IN THE FIELD OF CHILD WELFARE

Coaching continues to emerge in the field of human services as a standout practice that provides much needed support for staff and clients. To contribute to this positive momentum for 2017-2018, the Northern California Training Academy hosted its second annual National Coaching Conference in Human Services and worked to develop a new slate of coaching trainings to take child welfare practitioners to the next level of implementation.

National Coaching Conference in Human Services 2018

On April 24-25, 2018, the Northern California Training Academy hosted its second annual National Conference on Coaching in Human Services. Hosted on the UC Davis campus, the conference provided a wonderful opportunity to connect colleagues from across the country who are passionate about helping people achieve success through coaching. A total of 280 participants from 26 states and two countries (U.S. and Canada) enjoyed five keynote sessions and were able to choose from 25 workshops covering several key coaching topics.

The conference's five keynote speakers included the Center for Creative Leadership's Marie Legault, Casey Family Programs Senior Director of Strategic Consulting Isabel Blanco, Cooperrider Center Academic Director Lindsey Godwin, UC Davis Organizational and Clinical Psychologist Beth Cohen, and UpBeat Drum Circles Founder Christine Stevens. The sessions explored demystifying coaching, the art of asking questions, adaptive leadership and secondary trauma. Colleen Clancy, associate vice chancellor for academic personnel at the University of California, Davis School of Medicine, delivered the opening address.

Building on the momentum of the inaugural conference in 2017, the conference was very well received by attendees, with 90% of participant responses positive for the keynote sessions and 80% positive for the workshops. To make resources more easily accessible after the event, the Academy created a conference-specific resource page on the Academy's online "Resource Barn." This resource serves as a helpful hub for everything related to the conference, including links to the keynote presentation materials, abridged video presentations featuring several of the keynote speakers and workshop presenters, uploaded workshop materials, and access to additional Academy-based coaching resources such as our coaching website. More information on the conference resources is available in the Delivering Training and Services through Technology section of this report.

Seizing Coaching Momentum, Academy Works to Expand Coaching Offerings

After hosting two successful national conferences on coaching, the Northern California Training Academy worked during the 2017-2018 fiscal year to develop an expanded lineup of coaching offerings to ensure that child welfare professionals at all experience levels—from new social workers unfamiliar with coaching to child welfare supervisors and program managers who are now seasoned coaching veterans—can continue to challenge themselves to improve and refine their coaching skills. Pilot trainings for two of the new offerings—Critical Thinking and the Coaching Institute for Program Managers—launched this fiscal year, with several additional trainings slated to launch early in the new fiscal year. The new and expanded offerings include:

- **Advanced Coaching Institute:** Designed for child welfare supervisors who have already attended the two-day coaching institute, this one-day course provides supervisors with the enhanced skills and increased motivation to continue the coaching journey.
- **Coaching-Based Case Management: Coaching Clients:** Participants will gain a comprehensive overview of coaching, including key foundational principles and characteristics, and learn the skills and tools necessary to integrate coaching into their work with clients.
- **Coaching-Based Case Management: Coaching Teens and Young Adults:** This workshop specifically explores enhancing skills and tools necessary for participants to integrate coaching into their work with teens and young adults.
- **Coaching Difficult/Reluctant Workers:** This one-day workshop will focus on one of the hottest conversations among supervisors and leaders: "How do we help change someone who does not believe they need to change?"
- **Coaching Institute for Supervisors, Instructors and Program Managers:** In an effort to tailor our two-day coaching institute to the unique contexts associated with specific roles within child welfare, the Academy will be offering the popular coaching institutes for groups of supervisors, human services instructors and program managers.
- **Critical Thinking in Child Welfare Practice:** This course will provide a tangible framework for understanding and applying critical thinking in a child welfare context.

SAFETY ORGANIZED PRACTICE HIGHLIGHTS FOR 2017-2018

The SOP Backbone Committee

The California Department of Social Services made an important commitment to supporting SOP implementation across California by partnering with the Academy to develop a statewide SOP Backbone Committee. Envisioning a California child welfare system that integrates the main components of SOP in support of safety, permanency and well-being for California's children, families and communities, the committee includes representatives from CDSS, regional training academies, CalSWEC, and counties across the state. The committee began meeting regularly in Oct. 2017.

Goals of the committee include:

- Making SOP curricula and resources available online statewide
- Developing and building on tools to support fidelity, CQI and evaluation of SOP
- Working with the courts and Judicial Council
- Developing a toolkit for implementation guidance
- Supporting consistent standards for trainers and coaches of SOP and opportunities to increase their skill and expertise

2018 California Safety Organized Practice Conference

In collaboration with the SOP Backbone Committee and in an effort to contribute to the growth of the practice, the Academy received funding from CDSS and Casey Family Programs to host the fifth California Safety Organized Practice Conference. Hosted on the UC Davis campus June 26-27, 2018, more than 270 participants from 40 counties were in attendance to select from 13 workshops, three think tank sessions and several keynote sessions.

Keynote speakers included San Diego County Deputy Director Kim Giardina, Northern Essex Community College President and Appreciative Inquiry Pioneer Lane Glenn, and UC Davis Organizational and Clinical Psychologist Beth Cohen. Safety Organized Practice Trainer Margie Albers and Northern California Training Academy Academic Coordinator Alison Book started the conference with an engaging activity to exchange promising SOP strategies across the case continuum from hotline to adoptions. The conference closed with an interactive activity, "What Will I Take Home?" led by Kate Acosta from California's Central Training Academy.

Keynote, workshop and "think tank" materials from the conference, as well as some collaboratively developed SOP resources, were made available immediately after the conference via a conference-specific resource page on the Academy's "Resource Barn." More information on the available resources is provided in the Delivering Training and Services through Technology section of this report.

In addition to the massive collection of materials made available from the conference, the Academy has enhanced previous resources and published several new resources to support the implementation of Safety Organized Practice throughout the fiscal year. Please see the Publications section of this report to learn more.

NEW AND IMPROVED SOP IMPLEMENTATION TOOLS

The **Principles of Safety Organized Practice Supervisor Checklist** is a fidelity assessment tool that allows agencies to gather feedback from supervisors on workers' current level of mastery of the skills and behaviors that are the hallmarks of SOP. The original, 25-question tool was evaluated for reliability through a collaboration between UC Davis, Casey Family Programs and the Nebraska Academy for Methodology, Analytics and Psychometrics. Researchers used a combination of statistical and substantive reviews to condense the original 25-item checklist to 12 items. These 12 items were evaluated, and evidence suggests that the revised instrument meets acceptable standards for reliability.

The **SOP Practice Profiles Tool** has been reformatted to be more user-friendly. Practice profiles attempt to define the gradual progression of skill acquisition as a practitioner integrates a particular practice into their work. The intent of the SOP practice profiles is to assist social workers in assessing their current skill and guide appropriate goal-setting as they work to deepen their skills in the practice. Practice profiles exist for six key tools/areas of SOP: Safety Mapping, Integrating the Child's Voice/Perspective, Harm and Danger Statements, Safety Planning, Safety Networks, and Safety Goals.

Both tools are available for use by counties and can be obtained by contacting the Academy at academy@ucdavis.edu.



WE OFFERED

- Core for APS
- APS Advanced Specialized
- APS Online

TRAINING TO SUPPORT ADULT PROTECTIVE SERVICES

In partnership with the California Department of Social Services, the Northern California Training Academy offered a variety of classroom-based and self-guided eLearning trainings to support the workforce development of adult protective services professionals in Northern California. These trainings cover a wide expanse of topics, but are organized into two categories:

Core for Adult Protective Services is a 23-module program designed to provide the foundational knowledge and skills to help APS workers accomplish their demanding, complicated and important work. National Adult Protective Services Association (NAPSA) certification is available upon successful completion of the program.

Advanced/Specialized Courses cover several individual topics tailored to improve competency by increasing knowledge and skills around a specific area of APS work.

Both Core for APS and our Advanced/Specialized offerings feature a mix of classroom-based trainings and self-guided eLearnings. For many of the offerings, both classroom and eLearning formats are available. During the 2017-2018 fiscal year, the Academy delivered 26 classroom training days to 393 participants and 30 eLearnings to 588 participants.

Classroom attendees were provided a feedback survey where they were invited to rate their training on a scale of 1 to 5. Combined, the classroom days received an average of 4.62.

In addition to supporting APS with classroom and online instruction, the Academy developed a new video series covering several key topics designed to support core competency classroom training modules. Please see the Delivering Services through Technology section to learn more about the APS Video Series.

ACADEMY PARTNERSHIP WITH THE DEPARTMENT OF DEVELOPMENTAL SERVICES

The California Department of Developmental Services (DDS) uses the National Core Indicators (NCI) to evaluate the quality of regional center services that are provided to individuals with intellectual and developmental disabilities (I/DD) throughout California. DDS also has a legislative mandate to evaluate individuals with I/DD who are being moved from state-funded developmental centers into community settings. The Evaluation Unit in the Northern California Training Academy conducted research and evaluation in 2017-2018 to enable DDS to assess and continuously improve the quality of the services and supports provided to individuals with I/DD and their families across the state, including those being moved into community settings. The Evaluation Unit supported the DDS Quality Management Section by doing a variety of research-related tasks, including data analysis, consultation on methodological design of data collection efforts, preparation of legislative and stakeholder reports, presentation of data findings and implications to stakeholders, and participation in policy discussions. We look forward to additional opportunities to collaborate with the California Department of Developmental Services in the upcoming fiscal year and beyond.



MEETINGS AND OTHER HIGHLIGHTS

The Northern California Training Academy participates in several collaborations and meetings to represent and advocate for Northern California child welfare systems and to gather feedback and information to be applied toward enhancing the services we provide.

Child Welfare Directors' Association (CWDA)/Regional Children's Meetings

- Mountain Valley Meetings—monthly
- Northern Children's Meetings—monthly
- Children's Operational Subcommittee Meeting—monthly
- Children's Committee Meeting—monthly

Statewide Meeting Participation

- California Macro Evaluation Subcommittee of the Statewide Training and Education Committee
- California State University, Chico, Title IV-E Advisory Committee
- California State University, Sacramento, Title IV-E Advisory Committee
- CDSS Continuous Quality Improvement Meeting
- CDSS/CWDA Assessment Tool
- CDSS LMS Technology Assessment
- CDSS Recruitment and Retention
- CDSS RITE
- CDSS Safety Organized Practice Title IV-E Waiver
- CFSR Case Reviewers Collaborative
- Child and Adolescent Needs and Strengths
- Children's Prevention
- Continuum of Care Reform RITE
- Continuum of Care Reform Stakeholder
- Content Development Oversight Group
- Community Care Licensing
- CORE 3.0 Design and Subcommittee
- Core for Supervisors
- Core Practice Model
- CQI Conference Planning
- CQI Regional Training Academy
- CWDA Operations

- CWS/CMS New System
- CWS/CMS Northern Regional
- CWS/CMS Mountain Valley Regional
- CWS/CMS Regional Representatives
- Field Activity Advisory Group
- Humboldt State University, Community Advisory Committee
- ICWA
- Mountain Valley Directors
- Northern Directors
- Recruitment and Retention of Resource Parents
- Regional Training Academy All Staff
- Regional Training Academy Directors
- Research and Training Network
- Resource Family Approval
- Safety Organized Practice Backbone Committee
- Safety Organize Practice Title IV-E Waiver
- SDM Core Meeting (CDSS)
- Statewide Training and Education Committee
- Supervisory Core

National Meeting Participation

- Board of National Supervisors Development Committee
- National Coaching Collaborative
- National CWLA Committee on Rural Practice

County Rate Contract Training Days

During the 2017-2018 fiscal year, the Academy provided a combined 64.5 days of county-specific training to the following Northern California counties.

County/Training Days

Colusa	3	San Joaquin	14
Del Norte	4	Shasta	3
Lake	5	Siskiyou	3
Lassen	2	Sutter	4
Mono	7	Tehama	3
Placer	8	Tuolumne	3
Plumas	2	Yuba	3.5

PUBLICATIONS



Reaching Out

Celebrating its 13th year of production, Reaching Out examines current issues in child welfare practice with

a particular focus on Northern California counties. Each issue highlights one topic area and offers articles on best practices, research analysis, state and federal regulations updates, articles for administrators, tips for social workers and resources specific to each topic area.

During the 2017-2018 fiscal year, the Academy was hard at work putting together one of our most comprehensive editions to date. The new publication—which is focused on the foundations of best practice in child welfare—is scheduled for an early 2019 release.

To browse previous editions from our extensive Reaching Out catalog, please visit

<http://bit.ly/ReachingOutJournal>.



The Coaching Toolkit for Child Welfare Practice

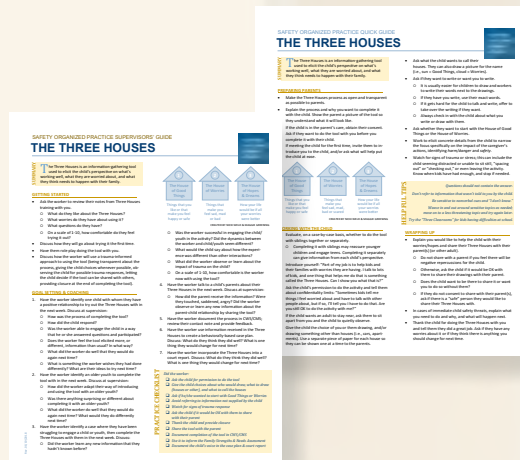
The Coaching Toolkit for Child Welfare Practice was developed by the Academy to help guide the development and implementation of formal professional coaching within the child welfare context. Now entering its sixth year of publication, the Toolkit continues to reach new child welfare agency leaders, coaches, learners and supervisors throughout Northern California. Over the past six years, it has also been requested by child welfare professionals from 43 other states, including Alabama, Alaska, Arizona, Arkansas, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Kansas, Maryland, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Mexico, New York, North Carolina, North Dakota, Maryland, Ohio, Oklahoma, Oregon, Pennsylvania Rhode Island, South Dakota, South Carolina, Tennessee, Texas, Utah, Vermont, Virginia, Washington, Washington D.C., Wisconsin and Wyoming. Internationally, interest in the Toolkit has been expressed by readers in Australia, Belgium, England, Sardinia, Singapore and the Canadian provinces of British Columbia, Manitoba, New Brunswick and Ontario.

Included with the printed Toolkit is a DVD with several video demonstrations of simulated coaching sessions. Our coaching website also features these videos for streaming. To view the videos and/or learn more about the Toolkit, please visit the Academy website at www.humanservices.ucdavis.edu/Academy.

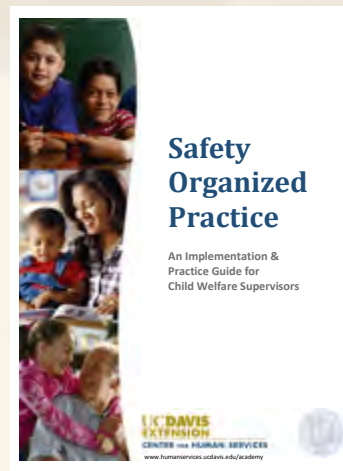
Tool Kit reach:
44 States and
7 Countries
Worldwide

Safety Organized Practice Quick Guides for Social Workers and Supervisors

The Academy has developed an exciting set of new SOP resources for social workers and supervisors to support training, coaching and transfer of learning. These “Quick Guides” are brief documents that provide a focused, practical overview of each skill, tool or strategy of SOP. The supervisor guides help supervisors think about how to methodically coach workers through skill acquisition in each area of SOP.



SOP Implementation and Practice Guide for Supervisors



This new, comprehensive guide provides supervisors with the tools and framework for translating the strategies of SOP to real-world change for staff, children and families. It is available for free at the SOP Resources Page:

bit.ly/SafetyOrganizedPractice

Trauma-Informed Quick Guides

Similar to our approach to the SOP Quick Guide, the Academy launched its first Trauma-Informed Quick Guide during the 2017-2018 fiscal year. This first guide explores trauma-informed tips, tools and strategies pertaining to emergency response. It is freely accessible at

bit.ly/TraumaInformedER1

DELIVERING TRAINING AND SERVICES THROUGH TECHNOLOGY

Adult Protective Services Video Series

Developed to support APS Core Competency classroom training modules and provide APS social workers with important tips and strategies for effectively serving the APS community, the Northern California Training Academy produced four new videos at the film studio on the UC Davis campus featuring social workers, trainers and legal experts with experience serving both rural and urban California counties. The series explores the following topics:

- **Tips for Testifying in Court:** An overview of the courtroom basics and a look at what social workers can do to be successful when testifying in court.
- **Harm Reduction Approaches:** A look at ways in which social workers can empower clients to advocate for themselves, reduce harm, promote quality of life and decrease high risk behaviors.
- **Undue Influence: Effective Interventions:** This video explores the dynamics of undue influence, as well as strategies for effective interventions in Adult Protective Services.
- **Overcoming Engagement Challenges:** Explore strategies for building a trusting relationship with clients that are difficult to engage, ethical dilemmas faced with such clients, and the scope of statutory authority for working with difficult-to-engage clients.

The series can be viewed in its entirety on the UC Davis Human Services Programs YouTube page at <http://bit.ly/APSVideos>

Technology-Based Classes for Core and Beyond

To maximize resources for supporting counties training needs while simultaneously providing increased accessibility for all participants and trainers, the Northern California Training Academy has developed a new network of technology-based resources for participants of Common Core 3.0. To make navigation of this complex and dynamic training program seamless, the

Academy designed a single resource page from which all participants, including trainers, participants and field advisors, can navigate to any area of Core. The resource page can be accessed at <http://bit.ly/CoreForSW>.

In response to the successful implementation of Core, the Academy moved several additional trainings to this technology-based format throughout 2017-2018. By moving courses to this format, registered participants have the option to download the required classroom materials to a personal electronic device for use in class or to print the materials to bring with them. Activities that require printed materials are still provided in-class by the Academy.

This leaner, more flexible and environmentally responsible format provides all participants (current and previous) with easy and instant access to the most up-to-date version of content. The Academy looks forward to continuing to expand this technology-based approach to additional classes in the upcoming fiscal year.

Resources from Statewide and National Conferences

In our continuing mission to optimize resources for supporting Northern California counties while simultaneously reducing operational expenses, the Academy improved several existing and utilized several new technologies and strategies to support all of the major conferences hosted by the Academy this fiscal year. This included the Statewide CQI Conference for Child Welfare and Probation, the National Conference on Coaching in Human Services and the Statewide Safety Organized Practice Conference.

For all three conferences, we used the Human Services “Resource Barn” to launch conference-specific resource pages featuring presentation and workshop materials. Our CQI and coaching conference pages also offer a series of brief, filmed takeaways featuring several of the keynote speakers and workshop presenters. You can browse resources from each conference at URLs below.

CQI Statewide Conference resource page: <http://bit.ly/CQIConference2018>

National Conference on Coaching resource page: <http://bit.ly/CoachingConference2018>

California SOP Conference resource page: <http://bit.ly/SOPConference2018>

Whova Event App

The award-winning event app provided participants from all three conferences with access to resources and real-time updates throughout. In addition to the print and communication materials costs saved as a result of its use, the application helped cultivate a more collaborative learning community throughout the conferences. Now entering our third year of using the app to support large events, we are continually impressed with how widely it is used and what a deep and positive impact it has had on participant engagement. We look forward to sharing our successes and lessons learned with our regional and state colleagues who may be interested in using this or similar applications to support events in the future.

Social Networking

In addition to the built-in social networking functions from the Whova app, the Academy provided live conference updates via our Facebook and LinkedIn pages before, during and after the event for those who could not attend, as well as for those who were in attendance and using social media concurrently.

CWS/CMS Training Consortium Update

The Northern California Training Academy partners with a consortium of Northern California counties to provide Child Welfare Services Case Management System (CWS/CMS) training at a state-of-the-art computer lab in Orland, Glenn County.

The consortium includes these participating counties:

Butte	Lassen	Siskiyou
Colusa	Modoc	Tehama
Glenn	Plumas	Trinity
Lake	Shasta	

During the 2017-2018 fiscal year, the Orland lab offered 70 courses for a total of 106 scheduled training days. In total, 263 participants attended the Consortium trainings this fiscal year.

In June 2018, the Glenn County computer lab was moved to a new location: 127 East Walker Street in Orland. This new lab has been updated with a new state-of-the-art projector, new desks, and large windows. It is conveniently located next to an Orlando shopping center. The first class to use the lab reported enjoying the facility.

CWS/CMS Statewide Services Update

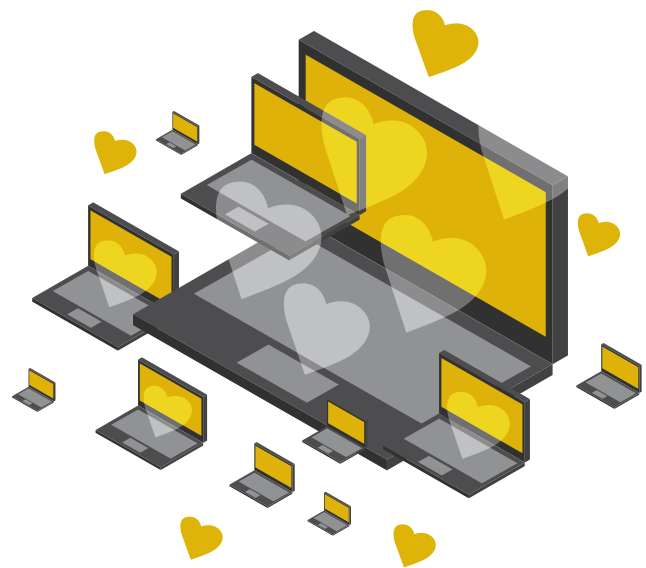
The Northern California Training Academy offers Child Welfare Services/Case Management System (CWS/CMS) training to Northern and Mountain Valley California counties and to the California Department of Social Services staff who previously accessed the training through the statewide training contract. These counties include:

Alpine	Mono	Sutter
Amador	Nevada	Tuolumne
El Dorado	Placer	Yolo
Inyo	Sacramento	
Humboldt	San Joaquin	
Mendocino	Sierra	

A full array of trainings are offered, including new user, business objects, health and education passport, help desk and multiple other CWS/CMS training topics. SafeMeasures training for line staff, supervisors and managers is also offered.

The trainings are held in computer training labs in Sacramento and Stockton. In addition, in-county training is provided upon request.

During the 2017-2018 fiscal year, the Sacramento and Stockton labs offered 54 CWS/CMS courses to 505 participants over 89.5 scheduled training days.



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