



# **Healthy Families San Diego County**

# **New Hire**

# **Training Guide**

# New Hire Training Guide

## ABOUT:

This guide is a reference for all new staff and supervisors to outline clear expectations and timelines for required training. Supervisors are responsible for ensuring staff have the appropriate guidance and support to complete training. See the *Policy & Procedure Manual* and *Training Tracker* for more information.

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*For questions regarding HFA training requirements,  
please contact Shelby Smith (ssmith@aapca3.org)*

# New Hire Sample Training Plan

*For Direct Service & Supervisors*

Timeline	Training(s)	Location
WEEK 1+	Site Specific Orientation* HFA Quick Start Orientation	Site *see p.7 HFA LMS
WEEK 1	Multi-Site Orientation	HFSDC LMS 2 hours
WEEK 2	HFA Advantage Stop Gap	HFSDC LMS 2 hours
WEEKS 3-4	Foundations for Family Support Stop-Gap (includes CCI - HFA LMS)	HFSDC LMS 10 hours
WEEK 5+ PRIOR TO USE	Tool Trainings ASQ - ASQSE - PSS - PHQ9- Other	HFSDC LMS varies
PRIOR TO USE & CORE	Curriculum Stop Gap (Baby TALK + Mothers & Babies)	HFSDC LMS 3 hours each
PRIOR TO USE	PATH: Reproductive Health & Intentions	HFSDC LMS 2 hours
WITHIN 6 MONTHS	Foundations for Family Support Core FROG Scale Core	HFA LMS Hybrid: Live + Self-Paced
WITHIN 6 MONTHS	Curriculum Core (Baby TALK + Mothers & Babies)	HFSDC LMS Hybrid: Live + Self-Paced
WITHIN 6 MONTHS	<b>SUPERVISORS ONLY:</b> Supervisors Core: Relationships & Reflections FROG For Supervisors	HFA LMS Hybrid: Live + Self-Paced

*fillable training plan on the next page*

**Wraparound  
Training For  
New Staff**

**3  
Month  
Wrap  
Around**

**6  
Month  
Wrap  
Around**

**12  
Month  
Wrap  
Around**

# New Hire Training Plan

Name: \_\_\_\_\_

Hire Date: \_\_\_\_\_

Timeline	Date	Training(s)	Location	
WEEK 1+		Site Specific Orientation HFA Quick Start Orientation	Site HFA LMS	<b><u>Wraparound Training For New Staff</u></b>
WEEK 1		Multi-Site Orientation	First Steps LMS 2 hours	
WEEK 2		HFA Advantage Stop Gap	First Steps LMS 2 hours	
WEEKS 3-4		Foundations for Family Support Stop-Gap <i>(includes CCI - HFA LMS)</i>	First Steps LMS 10 hours	
WEEK 5+ PRIOR TO USE		Tool Trainings ASQ - ASQSE - PSS - PHQ9- Other	First Steps LMS varies	
PRIOR TO USE & CORE		Curriculum Stop Gap <i>(F5FS: Baby TALK + Mothers &amp; Babies)</i>	First Steps LMS 3 hours each	<b><u>3 Month Wrap Around</u></b>
PRIOR TO USE		PATH: Reproductive Health & Intentions	First Steps LMS 2 hours	
WITHIN 6 MONTHS		Foundations for Family Support Core FROG Scale Core	HFA LMS Hybrid: Live + Self-Paced	
WITHIN 6 MONTHS		Curriculum Core <i>(F5FS: Baby TALK + Mothers &amp; Babies)</i>	First Steps LMS Hybrid: Live + Self-Paced	<b><u>6 Month Wrap Around</u></b>
				<b><u>12 Month Wrap Around</u></b>

# New Hire Sample Training Plan

*For Social Service Aids (SSAs) & Sr. PHNs*

Timeline	Training(s)	Location	
WEEK 1+	Site Specific Orientation* HFA Quick Start Orientation	Site *see p.7 HFA LMS	<b><u>Wraparound Training For New Staff</u></b>
WEEK 1	Multi-Site Orientation	HFSDC LMS 2 hours	<b>3 Month Wrap Around</b>
WEEK 2	HFA Advantage Stop Gap	HFSDC LMS 2 hours	
WEEKS 3-4	Foundations for Family Support Stop-Gap	HFSDC LMS 10 hours	
WITHIN 6 MONTHS	Foundations for Family Support Core	HFA LMS <i>Hybrid: Live + Self-Paced</i>	<b>6 Month Wrap Around</b>
WITHIN 6 MONTHS	FROG Scale Core	HFA LMS <i>Hybrid: Live + Self-Paced</i>	
WITHIN 6 MONTHS	<b>Sr. PHNs ONLY:</b> Supervisors Core: Relationships & Reflections FROG For Supervisors	HFA LMS <i>Hybrid: Live + Self-Paced</i>	<b>12 Month Wrap Around</b>

# New Hire Program Manager Training Plan

Timeline	Training(s)	Location	
WEEK 1+	Site Specific Orientation HFA Quick Start Orientation	Site HFA LMS	<u>Diversity, Equity, Inclusion &amp; Belonging</u>
WEEK 1	Mitli-Site Orientation	HFSDC LMS 2 hours	<b>3 Month DEI:</b>  Cultural Self Awareness
WEEK 2	HFA Advantage Stop Gap	HFSDC LMS 2 hours	
WEEKS 3-4	Foundations for Family Support Stop-Gap (includes CCI - HFA LMS)	HFSDC LMS 10 hours	
WITHIN 6 MO.	Foundations for Family Support Core	HFA LMS Hybrid: Live+Self-Paced	<b>6 Month DEI</b>  Cultural Humility in HV
WITHIN 6 MO.	Supervisors Core: Relationships & Reflections	HFA LMS Hybrid: Live+Self-Paced	
WITHIN 12 MO.	Curriculum Core** (Baby TALK + Mothers & Babies)	HFSDC LMS Hybrid: Live+Self-Paced	
WITHIN 18 MO.	HFA Implementation Training	HFA LMS Hybrid: Live+Self-Paced	<b>12 Month DEI</b>  Inequity & Family Context
WITHIN 18 MO.	FROG Scale Core & FROG Supervisors**	HFA LMS Hybrid: Live+Self-Paced	
WITHIN 18 MO.	Tool Trainings** CCI, ASQ, ASQ:SE, PHQ-9	HFSDC LMS varies	
Recommended; Required if supervising staff	Tool Trainings** NBQ, HFPI, PSS	HFSDC LMS varies	

\*\*Only required for Program Managers who are supervising direct service staff

# New Hire HFA Training Requirements by Role

TIME FRAME	STAFF	SUPERVISORS	PROGRAM MANAGERS
Within 3 Months of Hire	 Site Specific Orientation   10-2.B-G  Quick Start Orientation   10-2.A  Multi-Site Orientation   10-2.H  3 Month Wraparound   11-1.A-D (Self-Paced)	 Cultural Self-Awareness   11-1.D	
Prior to Home Visiting Services or Supervising Staff	 Foundations Stop Gap (Self-Paced)  Tool Trainings (Self-Paced)  Baby TALK Stop Gap (Self-Paced)  Mothers & Babies Stop Gap (Self-Paced)  PATH Core (Self-Paced)	 Supervisors Stop Gap (Self-Paced)	
Within 6 Months of Hire <small>(**Prior to Conducting FROGS)</small>	 Foundations Core   10-4.B (1 Week-Hybrid)  FROG Core   10-4.A (1 Week-Hybrid)**	 Supervisors Core: Relationships & Reflection   10-4.C (1 Week-Hybrid)  FROG Supervisors Core (3 Days-Live Only)**	 Baby TALK Core (3 Days-Hybrid)  Mothers & Babies Core (2 Days-Hybrid)  6 Month Wraparound   11-2.A-G (Self-Paced)
Within 12 Months of Hire	 12 Month Wraparound   11-3.A-E (Self-Paced)	 Baby TALK Core (Hybrid)  Mothers & Babies (Hybrid)  Inequality & Family Context   11-3.E	
Annual Ongoing Training <small>(for staff w/ 1+ year)</small>	 Annual: Professional Development   11-4.A  Annual: Child Abuse and Neglect   11-4.B  Annual: Diversity, Equity, Inclusion and Belonging   11-4.C		 HFSDC LMS  HFA LMS    Orientation    Wraparound    Stop Gap   Tools    Core    Annual



HFSDC LMS



HFA LMS

Orientation

Wraparound

Stop Gap | Tools

Core

Annual

# Site Specific Orientation

## 10-2.B-G



Onboarding training provided by the site's supervisor.



Provided after HFA hire date and prior to direct work with families or supervision of staff.

Standard	Staff are oriented to...
10-2.B	1) Their site's <b>parenting materials, curriculum, and other handouts</b> shared with parents, 2) <b>policy and operating procedures</b> , and 3) <b>data collection forms and processes</b> .
10-2.C	Their site's <b>relationship with other community resources</b> .
10-2.D	1) <b>Child abuse and neglect indicators</b> , and 2) <b>reporting requirements</b> . <i>*Safety Standard</i>
10-2.E	Issues of <b>confidentiality</b> and issues of <b>ethical practice</b> .
10-2.F	Issues related to <b>boundaries</b> .
10-2.G	Issues related to <b>staff safety</b> .

# Wraparound Training for New Staff

**HFA is developing the Learning Management System (LMS) with new training to meet the HFA BPS 8th Edition in standard 11.**

**Access:**

- New training is accessed through the [HFA Community LMS](#)
- Other courses are hosted by external organization and require account creation:
  - [Institute for the Advancement of Family Support Professionals](#)
  - [Oregon State Essentials of Parenting Education Professional Practice](#)

**Training Tracker/Log:** Document the date you completed this training

**Certificates:** Proof of certificates is recommended but not required (some courses won't provide them).

**Reminder:** These trainings are mandatory and cannot be used as part of Staff Development Plans.

HFA TRAINING STANDARD	SUGGESTED TRAINING TO MEET TOPIC AREA
<b><i>Within 3 Months of Hire</i></b> <i>Staff must complete all trainings in the topic area to meet the standard</i>	
11-1.A: Infant Care	<p><b>Institute for the Advancement of Family Support Professionals</b></p> <ul style="list-style-type: none"> <li>• Child Development: Secrets of Baby Behavior (<a href="#">Link</a>) .5 hours</li> <li>• Infant Care: Diapering and Bathing (<a href="#">Link</a>) .5 hours</li> </ul>
11-1.B: Child Health & Safety	<p><b>Institute for the Advancement of Family Support Professionals</b></p> <ul style="list-style-type: none"> <li>• Promoting Safe and Healthy Homes (<a href="#">Link</a>) .75 hours</li> <li>• Infant Care: The ABCs of Safe Sleep for Infants (<a href="#">Link</a>) 1 hour</li> </ul> <p><b>AAP HealthyChildren.org resources</b></p> <ul style="list-style-type: none"> <li>• Well-child Visits (<a href="#">Link</a>) .25 hours</li> <li>• Shaken Baby Syndrome (<a href="#">Link</a>) .25 hours</li> <li>• Seeking Appropriate Childcare (<a href="#">Link</a>) .25 hours</li> </ul>
11-1.C: Family Health	<p><b>Institute for the Advancement of Family Support Professionals</b></p> <ul style="list-style-type: none"> <li>• Reproductive Health (<a href="#">Link</a>) .75 hours</li> <li>• Prenatal Basics for Home Visitors (<a href="#">Link</a>) .75 hours</li> </ul>
11-1.D Cultural Self-Awareness*	<p><b>HFA LMS</b></p> <ul style="list-style-type: none"> <li>• Log-in to the HFA Community for LMS access (<a href="#">Link</a>) 1 hour</li> </ul>

{ \*Program Managers are not required to complete Wraparound Training except for the training on diversity, equity, inclusion and belonging (DEIB) marked with an asterisk. }

# Wraparound Training for New Staff

## continued...

<b>Within 6 Months of Hire</b> <i>Staff must complete all trainings in the topic area to meet the standard</i>	
11-2.A: Infant & Child Development	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• Child Development Birth-3 (<a href="#">Link</a>) .75 hours</li><li>• Child Development 3-5 (<a href="#">Link</a>) .75 hours</li></ul>
11-2.B: Supporting the Parent-Child Relationship	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• Supporting Parent Child Interactions (<a href="#">Link</a>) .75 hours</li></ul>
11-2.C: Professional Practice	<b>HFA LMS</b> <ul style="list-style-type: none"><li>• Log-in to the HFA Community 1.5 hour</li></ul>
11-2.D: Mental Health	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• Adult Mental Health Part One (<a href="#">Link</a>) .75 hours</li><li>• Adult Mental Health Part Two: Perinatal Depression (<a href="#">Link</a>) .75 hours</li></ul>
11-2.E Prenatal Training	<b>HFA LMS</b> <ul style="list-style-type: none"><li>• Log-in to the HFA Community 1.5 hours</li></ul>
11-2.F: Family Goals	<b>HFA LMS</b> <ul style="list-style-type: none"><li>• Log-in to the HFA Community 1.5 hours</li></ul>
11-2.G: Cultural Humility in Home Visiting*	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• Cultural Humility Part One: Supporting Immigrant Families: A Culturally Humble Approach (<a href="#">Link</a>) .75 hours</li></ul> <b>Oregon State Essentials of Parenting Education Professional Practice</b> <ul style="list-style-type: none"><li>• Module 2: Equity, Inclusion and Diversity (differentiates and defines equity, inclusion and diversity and identifies strategies for culturally responsive practice for parenting educators in their work with families) (<a href="#">Link</a>) 1 hour</li></ul>
<b>Within 12 Months of Hire</b> <i>Staff must complete all trainings in the topic area to meet the standard</i>	
11-3.A Child Abuse & Neglect	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• Child Abuse and Neglect Part 1: Education and Prevention (<a href="#">Link</a>) 1 hour</li></ul>
11-3.B: Intimate Partner Violence	<b>HFA LMS</b> <ul style="list-style-type: none"><li>• Log-in to HFA Community 3 hours</li></ul>
11-3.C: Substance Abuse	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• Substance Use: Risks and Effects in Pregnancy and Early Childhood Development (<a href="#">Link</a>) .75 hours</li></ul>
11-3.D: Engaging Families	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• The Dad Effect: Engaging Fathers in Their Children's Lives and in Home Visiting (<a href="#">Link</a>) 1 hour</li><li>• Family Engagement Part Two: Strategies for Partnering with Parents (<a href="#">Link</a>) .75 hours</li></ul>
11-3.E: Inequity & Family Context*	<b>Institute for the Advancement of Family Support Professionals</b> <ul style="list-style-type: none"><li>• Leaning In: From Racism to Racial Equity (<a href="#">Link</a>) 1 hour</li><li>• Historical Trauma (<a href="#">Link</a>) 1.5 hours</li></ul>

# New Staff Development Plan

## Direct Service Staff

Staff Name: \_\_\_\_\_

Hire Date: \_\_\_\_\_

Family Support Specialist (FSS) candidates complete a screening, interview, and reference check process to ensure they meet HFA professional experience and education selection criteria. In the following table, rate staff with a:

- 3 - if staff meets the criteria
- 2 - if staff partially meets criteria
- 1 - if staff does not yet meet the criteria
- U - if unable to rate/not sure

It is at the site's discretion to determine during the hiring process whether staff have the characteristics and experience to work effectively with families and if a staff development plan is sufficient to address experiential or knowledge gaps.

**Any 1 or 2 ratings require a Staff Development Plan. Areas rated with a U require further discussion with staff to determine training and development needs.**

Rating	HFA Selection Criteria
	1) Minimum of a high school diploma or equivalent, college coursework preferred
	2) Experience in working with or providing services to children and families
	3) An ability to establish trusting relationships
	4) Acceptance of individual differences
	5) Experience and willingness to work with the culturally diverse populations present among the site's target population
	6) Knowledge of infant and child development
	7) Open to reflective practice (i.e., has capacity for introspection, communicates awareness of self in relation to others, recognizes value of supervision)
	8) Infant mental health endorsement or background preferred

### Plan for Development:

Training and self-study are provided to FSS to broaden the knowledge base and expertise when experiential or knowledge gaps exist at the time of hire. The supervisor and FSS develop a plan to support staff development and the acquisition of new knowledge and experience.

### Training Resources:

The *Supplemental Trainings for First Steps Staff* resource available on the First Steps Team Member Corner may be used to support planning staff development trainings.

# New Staff Development Plan

*continued...*

Complete the following table with learning opportunities. Consider opportunities for independent learning, professional development workshops, college coursework, mentoring, and/or other training. Be specific when listing the actual activity. Include the name of training and the name of the individual who will provide mentoring.

To understand and document previous learning and experience, supervisors discuss topics with the staff member to ensure knowledge and how it is used in the work.

Criteria #	Training/Activity	Resources/Support Needed	Start Date	Date Complete	Supervisor & FSS Debrief/Next Steps

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Signature of Staff

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Signature of Supervisor

# The Toad Road

## Steps to Administering The FROG

