



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	<u>Wraparound Training For New Staff</u>
WEEK 1	Multi-Site Orientation	HFSDC LMS 2 hours	3 Month Wrap Around
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	6 Month Wrap Around
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	12 Month Wrap Around
WITHIN 6 MONTHS	Curriculum Core (Baby TALK + Mothers & Babies)	HFSDC LMS Hybrid: Live + Self-Paced	
WITHIN 6 MONTHS	SUPERVISORS ONLY: Supervisors Core: Relationships & Reflections FROG For Supervisors	HFA LMS Hybrid: Live + Self-Paced	

fillable training plan on the next page

New Hire Training Plan

Name: _____

Hire Date: _____

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

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


















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



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

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

**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...

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

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

Signature of Staff

Signature of Supervisor

The Toad Road

Steps to Administering The FROG

