OVERVIEW

Initial and ongoing training is essential for Michigan Department of Human Services (MDHHS) and private agency child welfare staff and supervisors to provide quality services to children and families while ensuring safety, permanency, and well-being. This policy addresses qualifications, initial and in-service training requirements, and documentation requirements for completed training for caseload-carrying staff, specialized support staff, and supervisors. These requirements apply to public and private child welfare staff and supervisors.

DEFINITIONS

Definitions below apply to this policy item.

**Caseload-carrying staff** - A staff person identified as having primary responsibility for management of program-specific cases. The responsibilities of case management exist as long as the case is assigned to the staff person, regardless of their work or action on those cases as of the day of a caseload count. Examples of caseload carrying staff include:

- Children's protective services (CPS) investigator.
- CPS ongoing caseworker.
- CPS - maltreatment in care (MIC) investigator.
- Foster care caseworker.
- Unaccompanied refugee minor caseworker.
- Supervised independent living (SIL) caseworker.
- Juvenile justice specialist.
- Adoption caseworker.
- MDHHS monitoring caseworker.
- Foster home certification caseworker.

**Specialized support staff** - A staff person who does not have primary responsibility for management of program-specific cases, but whose position provides event-based or specialized functions to support caseload-carrying staff on a variety of cases. Examples include:

- Centralized intake specialist.
- Child welfare funding specialist (CWFS).
- Permanency resource monitor (PRM).
- MiTEAM specialist.
- Education planner.
- Health liaison officer (HLO).
STAFF QUALIFICATIONS

MDHHS and private agency caseload-carrying staff and MDHHS specialized support staff must have at minimum a bachelor's degree in social work or a related human services field.

**Exception:** Health liaison officers (HLO) may have at minimum a bachelor's degree in any major.

MDHHS and private agency child welfare supervisors must meet one of the following criteria:

- A master's degree from an accredited college or university in social work or a related human services field and **three years** of experience in a child welfare agency, a child caring institution, or in an agency performing a child welfare function.

- A bachelor's degree from an accredited college or university in social work or a related human services field and **four years** of experience in a child welfare agency, a child caring institution, or in an agency performing a child welfare function.

**Verification of Qualifications**

Prior to beginning training, all new private agency caseload-carrying staff and supervisors must verify their qualifications.

Email verification of qualifications to the [MDHHS staff qualifications mailbox](mailto:). The following information must be included:

- The new hire's name and position (caseworker or supervisor).
- The agency name.
- An official transcript from an accredited college or university. The transcript must include:
  - Name of the college or university.
  - The new hire's name.
  - Degree.
  - Degree conferred date.
  - Coursework taken.
For supervisors only, a resume showing the required experience.

Note: If submitting one email to the mailbox with multiple individuals’ documentation, separate the scanned documents for each individual. The new hire’s resume and transcript(s) may be combined into one scanned document.

Exceptions

MDHHS and private agencies must recruit and hire child welfare caseworkers and supervisors that satisfy all established degree and experience qualifications. MDHHS or a private agency may request an exception to the degree and experience qualification if unable to acquire a suitable, qualified candidate who meets the degree and experience qualifications.

If the proposed candidate for hire/promotion does not possess the degree and experience qualifications, MDHHS or the private agency must submit an exception request prior to hiring/promoting the individual. Employees hired or promoted without the required qualifications are not eligible for an exception after hire or promotion. The MDHHS Division of Child Welfare Licensing (DCWL) will investigate the hiring of an employee who does not meet the degree and experience requirements and does not have an approved exception as a contract and/or licensing rule violation.

MDHHS will convene a qualifications committee to review the exception request. The committee will consist of representatives from the Children’s Services Agency (CSA), Office of Human Resources, Bureau of Organizational Services, and DCWL. The qualifications committee must return a written determination to the agency, with a copy to DCWL and MDHHS’ Office of Human Resources, within 10 business days of receipt of a complete exception request. The committee’s decisions are final.

MDHHS and private agencies seeking exception must submit the following documentation to the MDHHS staff qualifications mailbox:

- The diligent efforts made to hire fully qualified candidates.
  - Diligent efforts include no less than three employment postings that resulted in no qualified and acceptable candidates.
  - The number and location of the postings.
• Information on the resulting pool of candidates, including degree and experience, summarizing why each candidate was not qualified and/or acceptable for hire/promotion.

• The proposed candidate’s degree requirements.

  • Documentation must include transcripts that contain all coursework the committee could consider in assessing applicable human behavioral science coursework.

  • The coursework must minimally satisfy Child Placing Agency Rule 400.12205, allowing the committee to consider a degree qualified if the individual has at least 25 percent of course credits earned towards the degree in human behavioral sciences; see CWL-Pub-11, Licensing Rules for Child Placing Agencies.

• The proposed candidate’s child welfare experience, including a current employment history detailed by month/year.

TRAINING REQUIREMENTS

MiSACWIS Security Training

All MDHHS and private child placing agency employees with access to the Michigan Statewide Automated Child Welfare Information System (MiSACWIS) must complete the MiSACWIS Security computer-based training (CBT) and pass the associated exam with a score of 90 percent or higher prior to accessing MiSACWIS.

Pre-Service Institute

The following positions must complete the pre-service institute (PSI) within 112 days of hire, if not previously completed:

• Caseload-carrying staff.
• Centralized intake specialists.
• Permanency resource monitors.
• MiTEAM specialists.
• Education planners.
• MYOI coordinators.
Exception: Foster home certification caseworkers are not required to completed PSI; see Foster Home Certification in this item for training requirements.

There are progressive caseload restrictions during PSI training for caseload-carrying staff.

Exception: Juvenile justice specialists do not have progressive caseload restrictions.

Caseload Progression for CPS

MDHHS must not assign cases to CPS caseworkers prior to:

- Completion of four weeks of PSI training,
- Completion of forensic interviewing training, and
- A score of 70 percent or higher on the first competency exam.

After the caseworker completes the above requirements, MDHHS may assign up to five cases to a CPS caseworker in PSI training. The cases assigned must not include:

- Children under eight years of age.
- Children who are unable to communicate.

Caseload Progression for Foster Care and Adoption

Foster care caseworkers under caseload progression requirements include MDHHS monitoring caseworkers, unaccompanied refugee minor program caseworkers, and supervised independent living caseworkers.

MDHHS and private agencies may assign up to three cases for foster care and adoption staff on or after the first day of PSI training. Case assignment must not occur prior to the first day of PSI training.

MDHHS and private agencies may assign up to five total cases to foster care and adoption caseworkers after:

- Completion of three weeks of PSI training, and
- A score of 70 percent or higher on the first competency exam.
Eligibility for a Full Caseload

MDHHS and private child placing agencies must not assign a full caseload to CPS, foster care, and adoption caseworkers until the caseworker meets all the following requirements:

- Completed all scheduled weeks of PSI training.
- Passed all written examinations with a score of 70 percent or higher.
- Received a competency-based evaluation, completed by the caseworker's trainer and supervisor.

Pre-Service Training from Other States

Pre-service training completions from other states may be considered. The content must be comparable to Michigan’s PSI. The hiring supervisor must contact the Office of Workforce Development and Training (OWDT) training help desk for an equivalency review. Documentation must include:

- Transcript or other verification that includes number of hours of pre-service training completed, name of state, and date of completion.
- Curriculum agenda and outlines.
- Any assessments of competency.

If the training completed in another state is determined to be equivalent to Michigan's PSI training, OWDT will document successful completion of PSI training for the appropriate program on the LMS.

Program Specific Transfer Training

Caseload-carrying staff who complete PSI and change programs must attend the program-specific transfer training (PSTT). Caseload-carrying staff transferring into CPS, foster care, or adoption must complete PSTT within 112 days of assuming the new role. To receive credit for completing PSTT, trainees must pass a competency-based evaluation.

Note: For PSTT requirements specific to juvenile justice specialists, see the Juvenile Justice section in this item.
Caseload Progression for PSTT

Caseload-carrying staff who previously completed PSI training do not have any caseload restrictions while attending PSTT. For caseload progression for child welfare certificate holders attending PSTT, see Child Welfare Certificate (CWC) in this item.

Child Welfare Certificate (CWC)

Staff who possess a child welfare certificate (CWC) from an endorsed university are not required to complete PSI training. CWC holders must complete PSTT for the appropriate program within 112 days of hire.

Caseload Progression for CWC Holders in CPS

MDHHS must not assign cases to CWC holders attending CPS PSTT until after completion of forensic interviewing training. After completion of forensic interviewing training, MDHHS may assign CWC holders attending CPS PSTT up to five cases while in training. The cases assigned must not include:

- Children under eight years of age.
- Children who are unable to communicate.

Caseload Progression for CWC Holders in Foster Care and Adoption

MDHHS and private child placing agencies may assign up to five cases to CWC holders attending PSTT for foster care or adoption on or after the first day of PSTT training.

Eligibility for a Full Caseload

MDHHS and private child placing agencies must not assign a full caseload to CPS, foster care, and adoption caseworkers until the caseworker meets all the following requirements:

- Completed all scheduled weeks of PSTT training.
- Passed all written examinations with a score of 70 percent or higher.
- Received a competency-based evaluation, completed by the caseworker's trainer and supervisor.
Returning Caseworkers

Caseload-carrying staff who complete PSI training, leave a caseload-carrying position for a non-caseload-carrying position (such as a specialized support position), and return to a caseload-carrying position must complete the following training within 112 days:

- If returning **less than six months** after leaving a caseload-carrying position, there is no specific training curriculum. The supervisor must identify in-service or computer-based training.

- If returning **over six months** after leaving a caseload-carrying position, the caseworker must complete PSTT for the appropriate program.

Caseload-carrying staff who complete a PSI, leave child welfare entirely (for example, work at a day care or are out on medical leave), and return to a caseload-carrying position must complete the following training within 112 days:

- If returning **less than six months** after leaving child welfare, there is no specific training curriculum. The supervisor must identify in-service or computer-based training.

- If returning **between six months and two years** after leaving child welfare, the caseworker must complete PSTT for the appropriate program.

- If returning **more than two years** after leaving child welfare, the caseworker must repeat PSI.

Progressive caseload restrictions apply when a person is repeating PSI; see Pre-Service Institute in this item for caseload progression requirements. There are no caseload restrictions for staff returning to caseload-carrying positions while attending PSTT. Supervisors must closely monitor the number and types of cases assigned to caseworkers while in training.

New Supervisor Institute

MDHHS and private agency supervisors must complete new supervisor institute (NSI) training within 112 days of hire/promotion. This requirement applies to all supervisors who oversee any caseload-carrying staff in CPS, foster care, unaccompanied
refugee minor, supervised independent living, adoption, and MDHHS monitor positions, including permanent, working out of class (WOC), and limited-term supervisor appointments.

- Supervisors must pass the written examination with a score of 70 percent or higher.

- Supervisors without prior experience in the program they are managing must also complete PSTT in the new program within six months of hire or promotion. For requirements specific to juvenile justice supervisors, see the Juvenile Justice section in this item.

- Supervisors who previously completed NSI and change programs or employers must complete any NSI topics required in their new position that were not completed during their prior attendance at NSI within 112 days of changing positions.

  - Attendance at previously completed topics is not required.
  - OWDT will determine which topics are required based on the requirements for the supervisor’s new program area/employer and the topics the supervisor completed during any prior session(s) of NSI.

Juvenile Justice

**Michigan Juvenile Justice Assessment System (MJJAS)**

All juvenile justice specialists and supervisors must complete certification in the Michigan Juvenile Justice Assessment System (MJJAS). Juvenile justice specialists must complete certification in MJJAS prior to assignment of a juvenile justice case. Juvenile justice supervisors must complete certification in MJJAS prior to supervising the juvenile justice program.

**Juvenile Justice Specialists**

All juvenile justice specialists who previously completed a PSI training must complete juvenile justice PSTT within 90 days after their first case assignment.

**Note:** Juvenile justice specialists who previously completed PSI training for CPS or adoption must complete foster care PSTT prior to attending juvenile justice PSTT.

Juvenile justice specialists who have not completed a PSI training must attend PSI for foster care prior to attending juvenile justice PSTT. Juvenile justice specialists who must attend PSI prior to
completing juvenile justice PSTT must complete juvenile justice PSTT within 90 days of completing PSI for foster care.

**Juvenile Justice Supervisors**

Juvenile justice supervisors must complete:

- NSI training for foster care within 112 days of hire/promotion.
- Juvenile justice PSTT within 90 days of completion of NSI training for foster care.

Juvenile justice supervisors who previously completed NSI training for foster care, but have not previously completed juvenile justice PSTT, must complete juvenile justice PSTT within 90 days of assignment to supervise a juvenile justice specialist.

Juvenile justice supervisors who previously completed NSI training for CPS or adoption must complete:

- The foster care program specific portion of NSI training within 112 days of assignment to supervise a juvenile justice specialist.
- Juvenile justice PSTT within 90 days of assignment to supervise a juvenile justice specialist.

Juvenile justice supervisors who previously completed juvenile justice PSTT as a juvenile justice specialist must complete NSI training for foster care within 112 days of hire/promotion.

**CPS - Maltreatment in Care (MIC)**

**CPS - Maltreatment in Care Caseworkers**

CPS - maltreatment in care (MIC) caseworkers must have two years of CPS experience within the last five years of employment. CPS - MIC caseworkers, including back-up caseworkers, **must** complete CPS - MIC and Day Care computer-based training (CBT) prior to assignment to a CPS - MIC investigation.

**CPS - Maltreatment in Care Supervisors**

CPS - MIC supervisors must have two years of CPS experience within the last five years of employment. CPS - MIC supervisors must complete NSI training for CPS within 112 days of hire/promotion if not previously completed. A CPS - MIC supervisor
who has not previously managed in the CPS program must complete CPS PSTT within six months. Prior to approving any CPS - MIC Investigation Reports, CPS - MIC supervisors must complete the CPS - MIC and Day Care computer-based training (CBT).

Centralized Intake (CI)

Centralized Intake Specialists

Centralized intake (CI) specialists who have not previously completed a PSI must complete PSI for CPS.

CI specialists who have previously completed PSI but have not worked in CPS must attend centralized intake PSTT with OWDT and CI Local Office Experts (LOE).

CI specialists with prior CPS experience must attend training with CI LOEs.

Centralized Intake Supervisors

CI supervisors must attend NSI training for CPS within 112 days of hire/promotion if not previously completed. All will receive on-the-job training from CI LOEs.

Foster Home Certification

Foster home certification specialists must complete certification and complaint training. Certification specialists must complete training within six months of assignment to the certification function and must pass the written exam with a score of 70 percent or higher.

Supervisors who have not attended certification and complaint training as a certification specialist must complete training prior to supervising the certification of foster homes and must pass the written exam with a score of 70 percent or higher.

Child Welfare Funding Specialists (CWFS)

Child welfare funding specialists (CWFS) must attend the first available CWFS training after assignment to a CWFS position. If training is not available within six months of beginning the position, the CWFS must contact the Federal Compliance Division mailbox.
to arrange alternate training opportunities. CWFS must attend CWFS refresher sessions annually.

Permanency Resource Monitors (PRM)

Permanency resource monitors (PRM) must complete PSI training. An individual hired as a PRM who has not completed PSI training must do so within 112 days of hire. PRMs may complete PSI for CPS, foster care, or adoption. There is no PSTT requirement for PRMs who have previously completed PSI.

PRM unit supervision must individually assess PRMs for specialized training needs. All PRMs must complete specialized training within 90 days of promotion or transfer. Unit supervision will select specialized training topics.

MiTEAM Specialists

MiTEAM specialists must complete PSI training. An individual hired as a MiTEAM specialist who has not completed PSI training must do so within 112 days of hire. MiTEAM specialists may complete PSI for CPS, foster care, or adoption.

MiTEAM specialists must complete trainings as required by the MiTEAM program office. MiTEAM specialists must meet with their assigned Business Service Center (BSC) MiTEAM analyst to discuss additional training needs.

Education Planners

Education planners must complete PSI training. An individual hired as an education planner who has not completed PSI training must do so within 112 days of hire. Education planners who have not previously completed PSI training must complete PSI for foster care.

Education planners who previously completed PSI for CPS or adoption, but who have not previously worked in foster care, must complete foster care PSTT within 6 months of hire or transfer.

All education planners must complete Initial Education Planner training. Education planners must contact the Education and Youth Services Unit mailbox within 30 days of hire or transfer to arrange
orientation and training. Within 90 days of assignment as an education planner, education planners must also complete an IEP/school advocacy course, or another special education training offered in the community.

**Health Liaison Officers (HLO)**

The Child Welfare Medical Unit (CWMU) health analyst provides specialized health liaison officer (HLO) training and technical assistance. The CWMU determines specialized HLO training topics.

**Michigan Youth Opportunities Initiative (MYOI)**

Michigan Youth Opportunities Initiative (MYOI) coordinators must complete PSI training. An individual hired as an MYOI coordinator who has not completed PSI training must do so within 112 days of hire. MYOI coordinators who have not previously completed PSI training must complete PSI for foster care.

MYOI coordinators who previously completed PSI for CPS or adoption, but who have not previously worked in foster care, must complete foster care PSTT within 6 months of hire or transfer.

MYOI coordinators receive individual training and technical assistance regarding MYOI-specific training needs. The Education and Youth Services Unit provides training for youth in transition (YIT) funding and services available to older youth in foster care. Specialized topics include the MYOI data management system and the Opportunity Passport Data System. MYOI staff must contact the Education and Youth Services Unit mailbox to coordinate orientation and training with the MYOI analyst within 30 days of hire or transfer.

**Child Caring Institutions**

**Abuse and Neglect Residential Facilities**

Staff training for private contracted residential facilities must satisfy Child Caring Institution Rule 400.4128; see BCAL-Pub-452, Licensing Rules for Child Caring Institutions. Contracted facilities must also meet training requirements outlined in their contract.
Short Term Assessment Residential Facilities

Staff training for private contracted residential facilities must satisfy Child Caring Institution Rule 400.4128; see BCAL-Pub-452, Licensing Rules for Child Caring Institutions. Contracted facilities must also meet training requirements outlined in their contract.

Juvenile Justice Residential Facilities

Juvenile justice public and private, contracted residential treatment facility staff training must satisfy Child Caring Institution Rule 400.4128; see BCAL-Pub-452, Licensing Rules for Child Caring Institutions. Training requirements for juvenile justice residential facility staff are also contained in policy; see JR1 170, Staff Development and Training. Private, contracted juvenile justice facilities also have training requirements outlined in their contract.

Certification in the Michigan Juvenile Justice Assessment System (MJJAS) is required for juvenile justice residential facility staff prior to completing or approving residential treatment plans. Prior to working in MiSACWIS, the MiSACWIS Security CBT must be completed and passed with a 90 percent or higher.

In-Service Training

Supervisors and staff must select in-service training topics related to their position. In-service training topics must enhance their current skills.

MDHHS and private caseload-carrying staff and specialized support staff must complete 32 hours of in-service training each calendar year.

First line supervisors who manage caseload-carrying staff or specialized support staff must complete 16 hours of in-service training each calendar year.

New caseworkers are not required to complete in-service training hours until the calendar year following completion of PSI training.

DOCUMENTATION OF TRAINING

Staff and supervisors must document training hours in Learning Management System (LMS) in order for those hours to count toward training requirements.
Exception: CCI staff who are unable to document training hours in the LMS must document training hours in accordance with Child Caring Institution Rule 400.4128; see BCAL-Pub-452, Licensing Rules for Child Caring Institutions.

Trainings within the LMS

Computer-Based Trainings

The LMS will automatically record completion of computer-based trainings (CBTs) completed in the LMS to the LMS user's transcript once the user meets the requirements for the CBT. Some online trainings accessed via LMS have an associated exam. Passing the exam will automatically add hours to the user's total in-service training hours and individual transcript. Only by passing the exam does credit go onto a person's transcript. Some online trainings accessed via LMS do not have an exam. The LMS will automatically record completion of these trainings upon completion of the training module.

Classroom trainings

When registration for classroom training occurs via LMS, the trainer must provide a sign-in sheet. The participant must sign in each day to receive credit for completion. OWDT must document completion for these trainings in the LMS within two weeks of the completion of training. If the user's transcript does not reflect documentation of completion within three weeks, contact the OWDT training help desk for resolution.

Note: Participants who complete CBTs and classroom trainings for which registration occurred within the LMS must not add those hours as an external training.

External and University-Based Trainings

Upon completion of a training that was not in LMS, such as a training presented by the participant's local office or through a university partnership, the participant enters the external activity manually in the LMS. The participant's supervisor will review the details of the training and approve or deny the external training on the participant's LMS transcript.
CONTACT

Staff Qualifications

Child welfare staff and supervisors can obtain the current list of accepted degrees by contacting the MDHHS staff qualifications mailbox.

Direct all other questions about qualifications for MDHHS caseworkers or supervisors to the local office's assigned BSC analyst.

Direct all other questions about qualifications for private agency caseworkers and supervisors to the agency's assigned Child Welfare Services and Support (CWSS) child welfare analyst.

Training Requirements and Documentation

Except as noted elsewhere in this item, direct questions about training requirements covered in this item to the child welfare policy mailbox.

Juvenile Justice

Direct questions about training requirements for juvenile justice specialists, supervisors, and residential facility staff to the juvenile justice policy mailbox.

Office of Workforce Development and Training

Direct questions about the LMS, as well as the following trainings administered by the OWDT to the OWDT training help desk:

- PSI training.
- PSTT.
- NSI training.