

**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES
DIVISION OF YOUTH SERVICES**

Subject: COMMUNITY SERVICES TRAINING	Policy Number: 47
Number of Pages: 5	Section: XIV
Attachments: A. Core I Training Outline B. Core II Training Outline C. Clerical Training Outline D. In-Service Training Outline	Related Standards & References:
Effective Date: July 1, 2019 Revised December 1, 2019	Approved: <small>DocuSigned by:</small> <i>James Maccarone</i> James Maccarone, Director

I. POLICY

It is the policy of Mississippi Department of Human Services, Division of Youth Services that all new Community Services Section, Youth Services Counselors are required to attend forty (40) hours of Core Training immediately upon employment with MDHS, or as soon as practical. Training shall be provided to all Community Services Section, Youth Services Counselors to ensure that they have the skills and knowledge required to fulfill Youth Services' mission, and to effectively carry out its policies and practices. Training elements for all Community Services section, Youth Services Counselors shall develop competency in subject areas and be implemented by qualified trainers.

II. DEFINITIONS

As used in this policy and procedure, the following definitions apply:

- A. Core Training – Training related to the job description and duties of the Community Services Section, Youth Services Counselor. Training will include Mississippi Department of Human Services, Division of Youth Services policy and procedures, best practices in juvenile probation, constitutional due process requirements, risk assessment, and related subjects. Training will include formal classroom instructions, under the direction of qualified trainers, and meetings of staff with supervisors to discuss identified topics, aspects of practice, or policies and their implementation.
- B. Desktop Guide to Effective Case Management – The manual that will be utilized for Core Training to include all applicable forms, policies, procedural documents, and materials that are essential to the function of the Community Services Section, Youth Services Counselor.

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- C. In-Service Training – Annual training related to the job description and duties of the Community Services Section Youth Services Counselor. Training may include attending conferences which include a formal agenda and instructions.

III. PROCEDURE

- A. Training Management – Training with the Community Services Section will be planned, coordinated, and comprehensive. Training will be implemented by qualified trainers. It will address the needs of all Community Services Section employees.
1. Qualified Trainers – The qualified trainers will be responsible for carrying out the Community Services Section training program. Qualified trainers will include, but not be limited to, Regional Directors, Youth Services Counselors, or qualified professionals as designated by the Community Services Director or Division Director. Youth Services Counselors assigned to provide training must have training, skills and expertise in the particular subject matter to be taught and be effective trainers.
 2. Community Services Director Responsibility – The Community Services Director shall establish annual required training topics based on identified needs of the Community Services Section of the Division of Youth Services. The Community Services Director shall consider legal obligations when establishing training priorities.
 4. Training Director Responsibility – The Training Director shall update the Desktop Guide to Effective Case management practice as needed. The Training Director shall develop course outlines and lesson plans for subjects taught by DYS staff. The Training Director will coordinate respective trainings to meet the needs of the staff.
 3. Regional Director Responsibility – Regional Directors shall be responsible for ensuring that Youth Services Counselors complete the training identified as priorities by the Community Services Director. In addition, Regional Directors shall identify individual and regional training needs or deficits based on file reviews and observation and arrange for appropriate training to meet the needs. Regional Directors shall also report to the Community Services Director any training needs and recommendations that may apply broadly to Youth Services Counselors across the state.
 4. Training Evaluation – Training will be evaluated by administering the pre-test and post-testing writing, or by assessing skills that were the subject of the training.

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Results will be evaluated by trainers, the Training Director, Regional Directors and/or the Community Services Director. There will be a collection of participant feedback data at the end of trainings. Employees will be asked to fill out a training evaluation form after each training. The evaluation form will be filed and used for Quality Assurance purposes.

B. Training Structures – Training will be divided into three categories:

1. Core I and Core II Training will be provided to all new Community Services section, Youth Services Counselors. Said training will be offered by the Division of Youth Services upon beginning of employment, or as soon as practical.
 - a. Core I Training will include twenty-four (24) hours of instruction that will cover designated topics contained in the Desktop Guide to Effective Case Management/Outline (Attachment A).
 - b. Core II Training will include sixteen (16) hours of instruction specifically designated for training all new Youth Services Counselors on the approved Division of Youth Services validated risk assessment tool (Attachment B).

Core I and Core II training shall, together, consist of a 40 hour block of instruction.

2. Clerical Staff will receive on-the-job training by the Regional Director, or other qualified staff, as approved by the Regional Director. Said training will cover items indicated in the Clerical Training Outline (Attachment C).
3. In-Service Training will be given annually to all Youth Services Counselors who have attended Core I and Core II training. It will consist of sixteen (16) hours of instruction to review relevant topics, including topics covered in the Core I and II Training, as noted in the In-Service Training Outline (Attachment D). Updates to the curriculum, including new and promising practices in youth probation, will be provided as appropriate. Refresher training may also include new and revised policies and remedial training needed to correct skill deficits of a given group of employees.

C. Training Materials – To assure high quality and to provide documentation, trainers will develop instructional materials that will be reviewed by the Community Services Director. These will include outlines, employee handouts, and audio-visual aids.

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1. Instructional Outline – An instructional outline details what will be presented during a given training: it lists the elements of knowledge that will be presented and describes the exercises that will be conducted during the training. It also provides notes to the trainer to guide the presentation.
 2. Employee Handouts – Handouts provide the employee with information they can retain and reference later. They also provide a place to take notes and write down thoughts and ideas.
 3. Audio-Visual Aids – Audio-visual aids enhance learning and increase retention. Trainers may use audio-visual aids to illustrate key points and concepts.
 4. Comprehensive Exam – Instructional outlines and materials will include tools or strategies which measure mastery of the instructional material. These shall include pre-test and post-tests, demonstrations of skill mastery, or other methods of evaluating mastery of the content of the training.
- D. Training Specific to Policy and Procedure – The Community Services Director and Regional Directors shall ensure staff are trained in the Division’s policies and procedures. Training on specific policies and procedures will be conducted during Core I Training, Clerical Training, and when policies change.
1. New or Modified Policy and Procedure – When a new policy is issued or an existing policy is changed, the Community Services Director will distribute the new or revised policy to the Regional Directors, who will disseminate the information to their staff. Any new or revised Community Services Section policies will be posted on the DHS website. The Community Services Director shall determine the most appropriate method of communicating new or revised policies, including, but not be limited to, informing staff in meetings, Email distribution, or the distribution of memoranda.
- E. Training Records – Each Regional Director shall ensure that training records are maintained on file.
1. Training Reports and Attendance Records – Regional Directors will maintain records for each class that has been taught. At a minimum, these records will include a training report which will include the subject(s) taught, instructor(s), number of hours of instruction, date of instruction, time of class, location of class and list of those in attendance. A copy of all training reports shall be sent to the state office.

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F. Trainers – The Division of Youth Services will utilize trainers from a variety of sources.

1. Division of Youth Services Instructors – Employees who teach the Division of Youth Services. Community Services section will be approved by the Training Director and Community Services Director and/or Division Director.
2. Outside Experts – Specialized training may be provided by subject matter experts such as court officials, college/university professors, mental health professionals, consultants, public safety officers, nationally known speakers, and similar specialists.