



Child Welfare
Education
Partnership
at Granite State College

2020 Annual Report



The year in summary from CWEP

Dear Colleagues and Friends,

What exciting and challenging time this year has been! We are living through important history! I know all those with whom I am connected, (virtual or live) have been experiencing a range of emotions during these recent months. I am deeply concerned about the Coronavirus pandemic and the unprecedented impact it has had on our lives and our work, our children and families. We know that children, youth, and families are struggling as well as the workers who provide support to them, keep them safe and reunify them. However, staff are finding ways to engage families and children while maintaining social distancing and wearing protective equipment. Social work creativity has surfaced multiple strategies and resources for our NH families. There have been a number of communities in New England and around the country struggling with social unrest as well as the pandemic. We as a society are challenged to be better at caring for those most vulnerable in our world and we are working to be better. At CWEP, in partnership with DCYF, we are deeply committed to ensuring that staff and caregivers are as prepared as possible to do the work of DCYF in this new “normal” now and what will emerge in New Hampshire in the coming months.

I joined the team in March, and I am inspired by how CWEP staff were agile and flexible working to ensure learning continued in the Coronavirus shut down. DCYF continued to work, and we continued to support them by ensuring classes continued on-line and via Zoom. They had to quickly, and without much warning, shift the way training was provided. Caregivers continued to be trained to become licensed and maintained licensure. By partnering with DCYF, in particular BOLQI, 103 staff graduated from core and 889 caregivers took classes to become foster parents and 1,130 caregivers trained to maintain licensure. There were unprecedented numbers of caregiver and adoptive parents receiving training, and graduation of new DCYF staff happened within 2 weeks of the planned graduation date. Supervisory Core was piloted with two groups of supervisors and a new coaching model explored. Foster parents and youth participated in conferences and developed relationships to encourage their growth.

As we look to the future, we know that life will be different than they have been just a few months ago; but we are ready to partner; and serve DCYF to ensure that DCYF staff and caregivers are present and prepared for children and families needing their support. Throughout this report, you will find links to detailed data about class offerings, attendance, evaluation satisfaction and cost of training. Join with us and explore the strength of educational opportunities for caregivers, adoptive parents, and all levels of DCYF staff. We are proud of our work, grateful to work with strong partners, and look forward to a year full of opportunity for learning and growth.

June Cairns, MSW
Interim Director of CWEP



The year in summary from BOLQI

Dear Colleagues and Friends,

The Division for Children, Youth and Families (DCYF) mission is to collaborate with families and communities to provide resources and support that leads to the safety and healthy development of children, youth, and families in the communities in which they live. DCYF could not hold true to this mission without developing and retaining a skilled and competent workforce of child welfare staff. The Child Welfare Education Partnership, Granite State College has gained the trust of the agency to achieve its goals by cultivating a diverse and effective workforce, which includes front line staff, supervisors, attorneys, and division leadership. In addition, CWEP is committed to preparing providers, foster parents, and relative caregivers to be able to offer nurturance, support and guidance to NH's most vulnerable children and youth.

When the most recent contract was awarded to GSC, DCYF was well on its way to transforming a child welfare system that, for many years, had been understaffed and lacked an array of services to provide to the changing needs of children, youth and families. Because of the transformation efforts, the DCYF workforce grew, and more caregivers took on the challenge of meeting the everyday needs of children and youth who could not safely live at home or in the community. Community agencies and advocates stepped up to support the agency and together develop a more robust service array than ever before. Then came the COVID-19 pandemic.

In response to the public health emergency, CWEP quickly adapted to a distance learning approach to ensure the agency could keep up the momentum of progress made relative to the retention and professional development of a new workforce. Fortunately, CWEP had already begun development and implementation of some distance learning modules for training new staff, foster parents and providers. The redesign of Core academy for new staff was necessary to deliver exclusively on-line. Caregiver training was swiftly modified to adjust to the constraints of the pandemic as well.

In crisis, we have come together to work toward a "new normal" for the delivery of training and to support expansion of prevention and intervention services. To repeat a fitting phrase, "If you want to go fast, go alone. If you want to go far, go together" and we did. A strong partnership with CWEP has become stronger this past year. Together we remain committed to build and support a knowledgeable and highly skilled workforce, and to prepare caregivers to serve our most vulnerable children, youth and their families.

Kimberly Crowe, LICSW
Bureau Chief, Organizational Learning and Quality Improvement
Division for Children, Youth and Families



Mission Statement

The Child Welfare Education Partnership at Granite State College strives to enhance the potential of positive outcomes of children in care and New Hampshire families by providing quality education for DCYF staff, foster and adoptive parents, relative caregivers, residential facility staff, and community stakeholder to help children thrive, free of neglect and abuse.

Vision Statement

CWEP education helps all stakeholders attain the necessary skills to help families keep children and youth safe and healthy through prevention, intervention, education and advocacy.

CWEP Staff

Stephanie Banks - Instructor/Coach
Ryan Belanger - Program Support Assistant
June Cairns - Interim Director
April Campbell - Curriculum Writer/Education Specialist (Former)
Paula Carrier - Birth Parent and Youth Training Coordinator
Heather Carter - Support Staff Supervisor (Former)
Bonnie Fletcher - Instructional Designer
Susan Larrabee - Attorney Instructor/Coach
Katie LeBell - Instructor/Coach
William McMaster - Quality Assurance Specialist
Suzanne Moberly - Director (Former)
Michele Naismith - Instructor/Coach
Sue Ellen O'Brien - Instructor/Coach (Former)
Sathya Pholy - Instructor/Coach (Former)

CWEP Staff (cont.)

Tracy Smith - Instructional Designer
Brandy St. Hilaire - Administrative Assistant
Gail Thomas - Moodle Administrator/Education Specialist
Anthony Torino - Instructor/Coach
Cynthia Tubbs - Instructor/Coach (Former)
Daintre Warn - Instructor/Coach, Associate Director

Division of Children Youth and Families Staff

Kimberly Crowe - Bureau Chief of the Bureau of Organizational Learning and Quality Improvement
Amy Tsoumbanos - Program Specialist III
Eric Skillings - Program Specialist
Todd Crumb - Training Administrator

What We Do

CWEP provides learning opportunities for the professional development and learning needs of DCYF staff and partners through the development, updating, and maintenance of learning curricula. Quality Improvement processes and regular input from the division creates a partnership that provides training and education to resource families, residential care providers, post adoptive families, and DCYF staff in accordance with NH practice standards, policy and regulation.

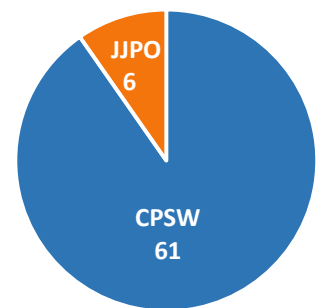
CORE Academy

A wide range of adult learning modalities are used to provide over 200 hours of pre service training to Child Protection, Juvenile Justice, Nurses, Parent Partners, and Legal staff employed by DCYF in partnership with coaching from an Instructor Coach and a trained DCYF mentor.

A total of 268 classes were offered last year serving 441 learners.

- [Click here to view Attendance and Evaluation Data](#)

FY2020 Core Academy
Graduates
Total: 67



Advanced Training

On-going learning is offered to all DCYF staff to provide enhanced skill development, address DCYF quality improvement priorities, refresh key skills and knowledge of staff, and include needs assessment data from the field. On-going training is offered to be accessible, needs-based, outcomes-focused, and provided virtually or in local District Offices.

- Child Forensic Interviewing
- Motivational Interviewing
- Working with Transgender Youth
- Transgender Children and Adolescence
- Conflict Resolution through Effective Communication
- NH Court Improvement Project

- [Click here to view Attendance and Course Information](#)



Supervisory CORE Academy

A supervisory pre-service training incorporating DCYF supervisory standards and best practices in conjunction with DHHS supervisory expectations is provided to the field. This 6-day training was piloted and is now in the process of being updated and finalized this fiscal year for delivery to all new DCYF supervisors.

- [Click here to view Attendance and Evaluation Data](#)

“This has been so helpful. I have gotten some great ideas and feedback, which I will use in my day to day! Thank you all!”

Better Together

Through an intensive two-day workshop facilitated by one birth parent/foster parent and/or one staff/ally, Better Together with Foster and Birth Parents adheres to a guiding set of principles that includes honoring parent voices and promoting parent leadership; shared decision-making; acknowledging shared purposes and common values; engaging extended family members and other supporters within the community; understanding and then overcoming the disparity in power between parents, staff and allies; and providing parents with a forum in which they can express what they need.

- [Click here to view Attendance and Evaluation Data](#)

“I know COVID-19 really made it difficult for both instructors and students however I appreciate the instructors being so incredible with working hard to change to an online format. I think that this course was EXTREMELY helpful in my solution based work and in setting families up for success.”

Foster and Adoptive Care Essentials (FACES)

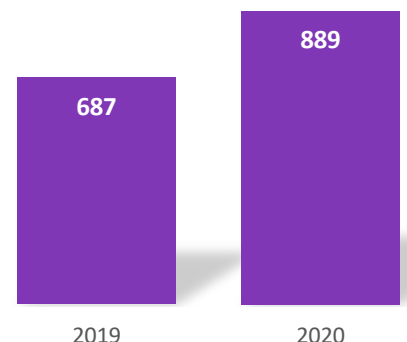
FACES is the introductory program for becoming a licensed foster or adoptive caregiver. FACES currently consists of seven, three-hour training modules. These 21 hours of training provide the initial mandatory hours to obtain licensure through New Hampshire’s DCYF.

There were 889 Foster Parent learners who completed 194 classes toward licensure last year, showing a significant increase in the numbers of learners from the previous year. We believe having the curriculum available online assisted with the ease of access for learners to complete the training.

In FY20, a total of 37 DCYF staff attended FACES Orientation and 36 DCYF staff attended FACES Regulations.

- [Click here to view Attendance and Evaluation Data](#)

Number of FACES Participants

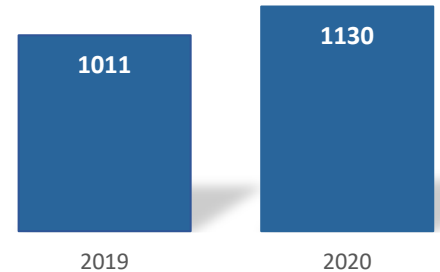


Caregiver Ongoing Training (COT)

Online courses provide additional educational opportunities to those who are currently licensed as foster, adoptive, or relative caregivers in meeting the needs of children in their care. The CEUs acquired through training qualify as DCYF sanctioned training hours needed for caregivers to retain licensed status. Caregiver Ongoing Training is also provided to residential care facility staff, DCYF personnel, and qualifies as professional development hours. **There were 1130 learners who completed 167 classes last year.**

- [Click here to view COT Attendance and Evaluation Data](#)
- [Click here to view PREA Attendance and Evaluation Data](#)

Number of COT Participants



Relatively Speaking

Relatively Speaking is an online curriculum designed to respond to the needs of relative caregivers. Classes may be substituted for specific FACES modules. Substitution of courses for required licensing hours is determined by an individual's DCYF Resource Worker. Relative caregivers need not be licensed or intend to be licensed to be eligible to take classes. **There were 23 learners who completed 12 classes this year.**

- [Click here to view Attendance and Evaluation Data](#)

“I think this format is excellent in that it puts people in a position to do the work and really think about what they are learning. It also gives everyone a voice in the discussions.”

Conferences

- Youth Summit 2019 – August 1, 2019 – 238 attendees
- Foster and Adoptive Parent Conference – October 26, 2019 – 119 attendees

Support to NH Foster and Adoptive Parents

The CWEP also partners with foster, adoptive, and relative caregivers to assure their voices resonate throughout our programming. The CWEP continues to serve as on-going programmatic support for the NHFAPA in conference planning and other training needs. CWEP conducts ongoing needs assessments with foster parents in order to create programming to meet their training needs. We encourage caregiver participation through all levels of curricula development.



How we work with DCYF

DCYF Committee Representation

Father Engagement Action Team – Suzanne Moberly, Paula Carrier

Concurrent Planning – April Campbell

Court Improvement Project – Susan Larrabee

Workforce Development – Suzanne Moberly and Daintre Warn

NCCD – Michele Naismith, Michele Deyermond

Risk Assessment/CANS – Michele Deyermond, June Cairns

Therapeutic Foster Care – April Campbell

Rapid Safety Feedback – Michelle Deyermond

Safety Planning – Anthony Torino, Suzanne Moberly

Engaging all Children and Parents – Paula Carrier

MOT Moodle Organizational Team – Gail Thomas, Tracy Smith

Curriculum Development and Quality Improvement Process

Curriculum Development

Curriculum development occurs ongoingly throughout the year. Evaluation data, needs assessment data, the DCYF Program Improvement Plan information, the Case Review process and instructor feedback all directed curriculum development this past year.

From March through June 30th, a special emphasis was placed on ensuring classroom training was completely transitioned to an online format. The average pre-knowledge check scores for our Core Academy courses, after shifting to an online format, were 80%, and the post-knowledge check scores were 96%, showing a 20% overall improvement in learner knowledge and skill development ensuring knowledge improved and skill development increased.

“Thank you for adapting to the new environment caused by COVID. It is wonderful to be in a position to continue with our learning.”

Training Needs Assessment

The training needs assessment processes included a review of training evaluations, regular meetings with District Offices, participation in a number of state committees including the Workforce Development Committee, and discussions with mentors. Participation in the state-wide committees related to practice improvement, case practice reviews, and participation in special task forces by CWEP. Additionally, DCYF staff also provides firsthand knowledge of skill development needed for the CWEP program to address. These data will be used for future planning for CWEP classes and conferences.

Based on identified needs, local and national training resources are identified to best meet the needs of the field, and the CWEP website is updated weekly with opportunities for training. In addition, there is a pool of funding to support field staff to take training offered by other providers to meet their professional development needs. Instructor Coaches were able to direct staff to CWEP based training or linked to other resources as requests came from individual staff or other field administrators and were wide ranging.

- [Click here to view Training Needs Topics Gathered and Identified](#)

CQI Process

In spring of 2020, CWEP began implementing new practices as part of a system of continuous quality improvement. First, CWEP developed a standard course evaluation to use uniformly across all CWEP courses and programs to allow for consistent analysis and reporting. Additionally, it was determined that all course evaluations would be mandatory to ensure that CWEP receive a complete set of data for quality reporting and continuous improvement. Pre- and post- tests were also added as a mandatory part of Core Academy to monitor transfer of learning, especially through the transition to online learning. Next, a CQI committee began meeting with all CWEP instructors to gather feedback regarding their courses and the overall transition to online learning. A trainer feedback form was created to get immediate feedback from instructors of all trainings. Finally, a new process was created for documenting curriculum changes that connects back to evaluations and feedback received about the course. These data will be used to prioritize curriculum updates and a schedule of regular review of curricula will be established to ensure skill development, new DCYF initiatives, and feedback from the learners and instructors consistently improves training delivery.

FY20 Financial Data

The following charts show the total breakdown of CWEP's expenses for the FY20 time period.

FY20 DCYF State Training/Core Academy Expenses	
Total DCYF Costs	\$1,016,681
Better Together	
Meals	(1,405)
Better Together Total	(1,405)
Youth Summit Conference	
Travel	-
Supplies	(3,935)
Printing	(778)
Professional Services	(2,091)
Room Rental	(7,035)
Business Meals	(5,256)
Youth Summit Conference Total	(19,094)
Moodle Support	
Salary & Wages	(2,000)
Moodle Support Total	(2,000)
Parent Partner	
Salary & Wages	(30,000)
Parent Partner Total	(30,000)
State Employee Outside Training Expenses	
Travel	(4,343)
Conference Registrations	(3,319)
State Employee Training Total	(7,662)
State Number of Employee	83
Average Cost per Employee	\$92
Core Academy Training Costs	
Net DCYF Training Costs	\$956,519
Courses	
Core Academy	268
Total Courses	268
Cost per Course	\$3,569
Participants	
Core Academy	3,490
Total Participants	3,490
Cost per Participant	\$274
Student Totals	
Duplicated Attendees	3,490
Unduplicated Attendees	441

FY20 DCYF Caregiver Training Expenses	
Total DCYF Costs	\$1,016,146
Foster & Adoptive Parent Conference	
Meals	(3,237)
Supplies	(155)
NelNet Fees	(41)
Travel	-
Printing	(380)
Room Rental	(1,951)
Speaker	(2,144)
Child care	(1,787)
Foster & Adoptive Parent Conference Total	(9,695)
TCI Training	
Professional Services (Development)	(34,500)
Meals	-
TCI Total	(34,500)
Caregiver Training Costs	
Net DCYF Training Costs	\$971,951
Courses	
FACES	194
COT	167
Relatively Speaking	12
RCCT	-
PREA	4
Better Together	2
Total Courses	379
Cost per Course	2,565
Participants	
FACES	889
COT	1,130
Relatively Speaking	23
RCCT	-
PREA	90
Better Together	41
Traumatic Crisis Intervention (TCI)	-
Total Participants	2,173
Cost per Participant	447
Student Totals	
Seats Filled	5,740
Registrants	1,804

FY20 Financial Data

This chart shows the cost per course and per attendee of training expenses for CWEP courses and conferences during the FY20 time period.

FY20 Cost Per Attendee & Cost Per Course				
Program	Total Cost	Cost Measure	Total	Cost Ratio
Core Academy	\$956,519.00	per course	268	\$3,569.00
	\$956,519.00	per attendee	3490	\$274.00
Youth Summit Conference	\$19,094.00	per attendee	234	\$82.00
Caregiver Training	\$971,951.00	per course	379	\$2,565.00
	\$971,951.00	per attendee	5740	\$169.00
Foster & Adoptive Parent Conference	\$9,695.00	per attendee	119	\$81.00



We thank you for your support of our learning and education programs!

If you have any questions or would like a hard copy of the Annual Report please contact CWEP at Info.CWEP@granite.edu or (603) 271-6625.



Child Welfare Education Partnership at Granite State College

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