
OVERVIEW

Initial and ongoing training is essential for Michigan Department of Health and Human Services (MDHHS) and Placement Agency Foster Care (PAFC) 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 for the entire time 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 case manager.
- CPS - Maltreatment In Care (MIC) investigator.
- Foster care case manager.
- Unaccompanied refugee minor (URM) case manager.
- Supervised independent living (SIL) case manager.
- Juvenile justice specialist (JJS).
- Adoption case manager.
- MDHHS monitoring case manager.
- Foster home certification case manager.
- Prevention case manager.

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 Facilitator.
- MiTEAM Quality Assurance Analyst (MQAA).
- Health liaison officer (HLO).
- Michigan Youth Opportunities Initiative (MYOI) coordinator.

STAFF QUALIFICATIONS

MDHHS and PAFC caseload-carrying staff and supervisors and MDHHS specialized support staff must have at minimum a bachelor's degree in a qualifying major **or** a bachelor's degree in any major with at least 30 semester credits in one or more of the qualifying degrees; see *Qualifying Degrees* in this item.

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

In addition, MDHHS and PAFC child welfare supervisors must have three years of experience in a child welfare agency, a child caring institution (CCI), or in an agency performing a child welfare function.

Qualifying Degrees

The following are qualifying degrees for MDHHS and PAFC caseload-carrying staff and supervisors, as well as MDHHS specialized support staff:

- Behavioral Science.
- Community Development.
- Community Services.
- Counseling (Psychology).
- Criminal Justice (Administration).
- Early Childhood Studies.
- Education.
- Education of the Emotionally Disturbed.
- Education of the Gifted.
- Family Ecology - Spring Arbor University.
- Family Life Education.
- Family Studies.
- Family and/or Child Development.
- Forensic Psychology.
- Gerontology.
- Guidance/School Counseling.

Verification of Qualifications

- Human Development and Family Studies - Michigan State University.
- Human Services.
- Interdisciplinary Studies in Social Science.
- Law Enforcement.
- Psychology.
- Social Work.
- Sociology.
- Special Education.

MDHHS and PAFC agencies must maintain official college transcripts documenting that staff and supervisors possess the required education for their job role. In addition, MDHHS and PAFC agencies must maintain a resume for supervisors documenting the supervisor's possession of the required experience.

TRAINING REQUIREMENTS

MiSACWIS Security Training

All MDHHS and PAFC 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.

MiTEAM Practice Model Training

All MDHHS and PAFC employees must complete the MiTEAM practice model modules.

During Pre-Service Institute (PSI):

- Overview Tutorials.
- Trauma Module.

During the first six months of employment:

- Engagement Module.
- Teaming Module.

- Assessment Module.
- Individual Application Exercises (for engagement, teaming, and assessment).
- Self-Assessment (for engagement, teaming, and assessment).

During the last six months of probationary period:

- Case Planning Module.
- Case Plan Implementation Module.
- Placement Planning Module.
- Mentoring Module.
- Individual Application Exercises (for case planning, case plan implementation, placement planning, and mentoring).
- Self-Assessments (for case planning, case plan implementation, placement planning, and mentoring).

Motivational Interviewing

All MDHHS and PAFC child welfare staff will implement motivational interviewing as a service enhancement.

Caseload carrying staff, specialized support staff, program managers, supervisors and MiTEAM quality assurance analysts must attend "Motivational Interviewing Training".

Note: CWFS and HLO are not required though may attend.

Caseload and Specialized Support Staff (Except MiTEAM Quality Assurance Analysts)

Caseload and specialized support staff must complete Introduction to Motivational Interviewing within 90-calendar days of completing the Pre-Service Institute (PSI).

For caseload-carrying staff who complete PSI, leave child welfare entirely, and return to a caseload-carrying position, see *Returning Case Managers* in this item.

After Motivational Interviewing Training

After completing motivational interviewing training, case managers must watch "*Family First Prevention Services Act (FFPSA) Elements*" in the Learning Management System (LMS).

Program Managers, Supervisors, and MiTEAM Quality Assurance Analysts

Program managers, supervisors, and MiTEAM quality assurance analysts must begin the motivational interviewing training series within 90 days of hire. The training series must be completed in order, as identified below. The motivational interviewing training series consists of the following:

1. "Introduction to Motivational Interviewing" - An overview of motivational interviewing skills and how to use the skills with families.
2. "Small Group Coaching for Motivational Interviewing" - Learn how to support units and staff utilizing motivational interviewing skills.
3. "MiTEAM Fidelity Training Including Motivational Interviewing" - Learn how to assess fidelity of motivational interviewing skills and provide feedback to staff.

Program managers must also take the following:

4. "Facilitating Motivational Interviewing Learning Groups" - Learn how to facilitate learning groups to provide support and coaching to supervisors.
- 4a. Program manager support group (optional) - Additional support opportunity from a Motivational Interviewing Network of Trainers (MINT) trainer while first implementing learning groups.

Note: "Introduction to Motivational Interviewing" is not required if a program manager, supervisor, or MiTEAM quality assurance analyst promoted and participated in "Introduction to Motivational Interviewing" as a case manager or within another role as specialized support staff. If the introduction was completed as a case manager or specialized support staff, the supervisor, program manager or MiTEAM quality assurance analyst will begin training with the small group coaching course.

Learning Groups

Motivational Interviewing Learning Groups are hosted by program managers for supervisors. Learning Groups are additional learning, coaching, and support opportunities for supervisors.

After completing the training "Facilitating Motivational Interviewing Learning Groups", program managers must begin hosting learning groups for their counties at least quarterly. When a program manager is not trained in Learning Groups, a conversation about motivational interviewing must be held with the supervisors and reported quarterly until the program manager is trained. Program managers must report the learning group date and summary to the senior prevention analyst in the Prevention and Family Preservation Unit within the In-Home Bureau.

Note: Program managers hosting learning groups, but who have new supervisors, must consider what support and guidance the supervisor needs to support their unit and use the motivational interviewing skills in their new position.

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 Facilitators.
- MiTEAM quality assurance analysts (MQAA).
- MYOI coordinators.

Exception: Foster home certification case managers are not required to complete PSI; see *Foster Home Certification* in this item for training requirements.

Caseload Progression

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 case managers prior to all of the following tasks being completed:

- Completion of four weeks of PSI training.
- Completion of Forensic Interviewing training.
- A score of 70 percent or higher on the first competency exam.

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

- Children under eight years of age (victim or non-victim).
- Children who are unable to communicate (victim or non-victim).

Caseload Progression for Foster Care and Adoption

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

MDHHS and PAFC 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 PAFC may assign up to five total cases to foster care and adoption case managers after both tasks are completed:

- Completion of three weeks of PSI training.
- A score of 70 percent or higher on the first competency exam.

Eligibility for a Full Caseload

MDHHS and PAFC must not assign a full caseload to CPS, foster care, and adoption case managers until the case manager 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 case manager's trainer and supervisor.

Pre-Service Training from Other States

Exception: 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 \(OWDT\) \(MDHHS-recruitmentandretention-requests@michigan.gov\)](mailto:recruitmentandretention-requests@michigan.gov) 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. For PSTT requirements specific to juvenile justice specialists, see *Juvenile Justice* 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 required to complete "PSI-CWC Training" within 112 days of hire.

Caseload Progression for CWC Holders in CPS

MDHHS must not assign cases to CWC holders until **after** completion of "Forensic Interviewing Training". After completion of Forensic Interviewing Training, MDHHS may assign CWC holders up to five cases while in training. The cases assigned must not include:

- Children under eight years of age (victim or non-victim).
- Children who are unable to communicate (victim or non-victim).

Caseload Progression for CWC Holders in Foster Care and Adoption

MDHHS and PAFC may assign up to five cases to CWC holders **on or after** the first day of PSI-CWC training.

Eligibility for a Full Caseload

MDHHS and PAFC must not assign a full caseload to CPS, foster care, and adoption case managers until the case manager meets **all** the following requirements:

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

RETURNING CASE MANAGERS

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 case manager must complete PSTT for the appropriate program.

Caseload-carrying staff who complete 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 **more than six months but less than two years** after leaving child welfare, the case manager must complete PSTT for the appropriate program.
- If returning **more than two years** after leaving child welfare, the case manager 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 case managers while in training.

NEW SUPERVISOR INSTITUTE NEW

The "New Supervisor Institute" is administered by the Office of Race Equity, Diversity, and Inclusion (REDI) leadership development division. MDHHS and PAFC 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 *Juvenile Justice* 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.
 - REDI 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.

During New Supervisor Institute

During NSI, supervisors will learn how to use the MiTEAM fidelity tool. Supervisors will be required to begin conducting fidelity tools with staff 90 days after the supervisor's promotion.

JUVENILE JUSTICE

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

Juvenile Justice Specialists

All juvenile justice specialists who previously completed 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 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 Case Managers

CPS - Maltreatment in Care (MIC) case managers must have two years of CPS experience within the last five years of employment. CPS - MIC case managers, including back-up case managers, **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 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 role 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 \(MDHHS-FederalComplianceDivision@michigan.gov\)](mailto:FederalComplianceDivision@michigan.gov) mailbox to arrange alternate training opportunities. CWFS must attend CWFS refresher sessions annually.

**PERMANENCY
FACILITATORS**

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

Permanency facilitators' unit supervision must individually assess permanency facilitators for specialized training needs. All permanency facilitators must complete specialized training within 90 days of promotion or transfer. Unit supervision will select specialized training topics.

**MITEAM QUALITY
ASSURANCE
ANALYST (MQAA)**

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

MiTEAM quality assurance analysts must meet with their assigned Business Service Center (BSC) quality assurance analyst to discuss training needs.

**HEALTH LIAISON
OFFICERS (HLO)**

Child Welfare Medical and Behavioral Health (CWMBH) health analyst provides health liaison officer (HLO) specialized training and technical assistance. CWMBH determines HLO specialized 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 Foster Care, Guardianship, Adoption and Recruitment & Retention Division 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 \(MDHHS-EducationPolicy@michigan.gov\)](mailto:EducationandYouthServices@mdhhs.edu) 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 [Department of Health and Human Services Children's Services Agency Division Of Child Welfare Licensing Child Caring Institutions rules](#). 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 [Department of Health and Human Services Children's Services Agency Division Of Child Welfare Licensing Child Caring Institutions rules](#). Training requirements for juvenile justice residential facility staff are also contained in policy; see [JRM 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 PAFC caseload-carrying staff and specialized support staff must complete 32 hours of in-service training each calendar year. At least one annual in-service training each year must be focused on the detection of injuries attributed to child abuse.

Supervisors should have an active role in driving what trainings case managers attend. Trainings should be centered around the case manager's unique skill set and areas in which there is opportunity for development.

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

New case managers 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 the Learning Management System (LMS) for those hours to count toward training requirements.

Exception: Child Caring Institution (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 [Department of Health and Human Services Children's Services Agency Division Of Child Welfare Licensing Child Caring Institutions rules](#).

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 \(MDHHSTraining@michigan.gov\)](mailto:MDHHSTraining@michigan.gov) 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.

POLICY CONTACT

Except as noted elsewhere in this item, direct questions about this item to the [Child Welfare Policy Mailbox \(child-welfare-policy@michigan.gov\)](mailto:child-welfare-policy@michigan.gov).

Juvenile Justice

Direct questions about training requirements for juvenile justice specialists, supervisors, and residential facility staff to the [Juvenile Justice Policy Mailbox \(Juvenile-Justice-Policy@michigan.gov\)](mailto:Juvenile-Justice-Policy@michigan.gov).

Office of Workforce Development and Training

Direct questions about the LMS to the [OWDT \(MDHHSTraining@michigan.gov\)](mailto:MDHHSTraining@michigan.gov) training help desk.

Direct questions about registration for PSI, PSI-CWC, and PSTT to the [MDHHS Child Welfare Training Mailbox \(MDHHS-ChildWelfareTraining@michigan.gov\)](mailto:MDHHS-ChildWelfareTraining@michigan.gov).

Direct questions about registration for NSI to the MDHHS-NewSupervisorInstitute@michigan.gov.