

New Staff Training Checklist

Employee Name: _____

Employee Start Date: _____

<u>Training Topic</u>	Within 1 st month	Within 3 months	Within 6 months	Actual Date	Where to locate **	Staff to provide support
<u>Overall General ICAB Programming</u>						
• Mission and history of ICAB	X					
• Organizational Chart of ICAB and DIA	X					
• State and Local program map and contact info	X					
• State Board: Who they are, what is their function, and staff interaction with Board	X					
• Strategic Plan	X					
• Annual Reports			X			
• Program Dashboards	X					
• Current Operational Plan, projects, priorities and budget	X					
• Service Enterprise Initiative (SEI) status		X				
• Goals for counties/ individual coordinator- training target and advocates/coach target.	X					
• Read CASA P&P and familiarize with P&P Resources	X					
• Read FCRB P&P and familiarize with P&P Resources	X					
• National CASA	X					
○ History and Mission	X					
○ Our relationship with National and their services to ICAB		X				
○ How to access information on website	X					
○ Surveys	X					
○ National CASA Program Standards	X					

• Friends of IA CASA/FCRB Board:		X				
○ Who they are, their function		X				
○ Contact with members		X				
• Accounting forms for their local account and how to fill out forms		X				
• Local fundraising efforts and account, if balance available		X				
• Current grants and tracking forms	X					
• How to use the timesheet/submit timesheet, submit vacation/sick, leave slip/flex sheet	X					
• Learn where to find child welfare data/statistics		X				
• Regional and statewide meetings	X					
• Committee work if occurring		X				
• Statewide Conference history/future plans			X			
• State website		X				
• State Facebook page. Local page if applicable.		X				
• ICAB Newsletters and its uses		X				
• How to use Google Mail	X					
CASA Programming						
• Discuss CASA P&P and Resources with Mentor Coordinator and/or Lead/Supervisor for explanation and Q&A	<u>X</u>					
• Local Dashboard		X				
• DHS MOU			X			
Recruitment and Onboarding						
• Material available		X				
• Local effective practices: What has worked in past for		X				

recruitment efforts? newspaper ads, posters in Casey's, etc. (Contacts for each)						
• How to interview recruits		X				
• How to screen recruits		X				
• How to deny an applicant and/or suggest alternate volunteer position		X				
Volunteer Pre-Service Training						
• Attend CASA Pre-Service Training		X				
• Learn how to facilitate the training—TOF			X			
• Deliver with observer present			X			
• How to support recruit at required court observation		X				
• How to swear in new advocate		X				
Volunteer Supervision and Communication						
• How to <i>assign</i> a case: With staff observing, apply knowledge/practice assigning to a recently sworn in new advocate.		X				
• Learn conflict of interest standards		X				
• How to <i>supervise</i> an advocate-monthly updates/coach involvement	X					
• Required forms advocates must use for needed information to be submitted	X					
• Attend Coach Pre-Service training:			X			
• Learn how to facilitate the Coach training-TOF			X			
• Deliver Coach training with observer present			X			

• Familiarize what in-service trainings are available for Advocates and Coaches.		X				
• Learn National CASA and ICAB Pre-Service and In-Service training requirements.	X					
• Learn core skills of Advocates including: report writing, objectivity, monitoring a case; & making recommendations.		X				
• Learn core concepts of confidentiality, permanency, MSLC, trauma, Big 3, & socioeconomic impacts.		X				
• Understand how to use the Individualized Training Needs Assessments		X				
• Learn about transitioning youth advocacy		X				
○ Attend Fostering Futures training			X			
○ TOF as needed			X			
• How to develop informal trainings			X			
• Introduction to current Advocates and Coaches and their cases	X					
• Is there a process for monthly CASA to CASA networking meetings? Area specific information	X					
• Volunteer performance reviews		X				
• Volunteer files: required forms as outlined in P&P and where files are stored, both hard copies and electronic.	X					
Juvenile Court System						
• Attend Juvenile Court days in each covered County.	X					
○ Locate Courtrooms for hearings						

○ Observe Juvenile Court Hearings						
○ Introductions to Judge, Court Attendant, County Attorney, Court Reporter, DHS in attendance, GAL/Atty. Staff Mentor will attend a minimum of one meeting.						
○ Learn best practice for CASAs and Staff at hearings, to speak with Judge, to get case assignments—Dos and Don'ts						
• Learn how to use EDMS for filing, Clerk of Court's preferences, file access	X					
• What specifically is the process in each county for CASA appointments/case assignments?	X					
• Learn the process for starting a new volunteer on EDMS		X				
• Testifying protocols		X				
• Releasing volunteers from cases		X				
• Understand Reasonable Efforts and Federal/State timelines and standards.		X				
DHS & State statutes						
• What is abuse and neglect by Iowa Code in our training		X				
• How a case gets reported and confirmed as abuse/neglect		X				
• Demographics of counties and children served		X				
• Go to DHS Building in each county-			X			

○ Familiarize self with rooms available for meetings (FTM)						
○ Meet Caseworkers, also Supervisor if office at that location;						
• Learn local DHS flavor/relationships with CASA		X				
• How to set up meeting with DHS to present CASA			X			
• Understand differential response, disproportionality, family finding requirements and efforts, visitation protocols.			X			
Community and Volunteer Engagement						
• What are county Coalition meetings, other networking opportunities, or Prevent Child Abuse Councils?			X			
• What local grants are available?			X			
Volunteer Retention/Recognition						
• Is there a yearly recognition protocol?			X			
• What has been done in the past for recognition events?			X			
• National Volunteer week			X			
• Light of Hope events			X			
Data Collection						
• Learn CAB's data and case management system	X					
○ Where to find most recent documents.						
○ How to upload required docs						
• Learn Court's Electronic	X					

Data Management System (EDMS) management						
○ How to upload documents						
• Familiarize with ICAB information storage systems	X					
• How to track ALL things. -	X					
○ Coordinator workbook						
○ Training calendar						
○ Pre-Service tracking						
○ In-service trainings delivered						
○ Training Registration lists						
○ Training Assessments and scheduling sessions						
○ Monthly updates						
○ Miles and hours						
○ Coach document for Amy						
○ Community Engagement form						
○ Recruitment tracking						
○ What should be in a volunteer's hard and electronic files.						
Additional Volunteer Management Best Practice information self-assessed as needed by New Staff						
• <i>Add specific needs here</i>						
•						
General Areas:						
• Time Management			X			
• Stress Management-work/life balance			X			
• Change Management			X			
• Team Building			X			
• Problem solving & critical thinking			X			

If also FCRB Programming:						
• Read FCRB P&P if in that region	X					
• Understand DHS MOU			X			
• Attend FCRB Pre-Service Training		X				
• Observe FCRB Boards and meet volunteers and contracted facilitator (where applicable)		X				
• Program Dashboard						
• Facilitation training if applicable to position			X			
• Receive information on in-service calendar; coordinator's responsibility for in-service tracking	X					

****** P=P&P Manual; I=Internet; TM= Training Manual; E=Employee Handbook; S=Staff

Materials Provided to New Hire

- Program Policy & Procedure Manuals
- CASA, FCRB, Coach Pre-Service Participant Training Manuals
- CASA and FCRB Pre-Service Facilitator Manuals
- Fostering Futures Training Curriculum
- Current State and Local Dashboards
- Flashdrive with folders of programmatic documents used including forms such as timesheet, supply request, etc
- Local Program specific information: See additional handout ***Local Program Information Checklist***
- Login information for email, EDMS, ICAB data management system
- Office Procedures
 - Copier counts
 - Phone/internet bills
 - Rent if applicable
 - Supply orders
 - Postage
- RESOURCES: Copy of Question of Balance; NCJFCJ Enhanced Resource Guidelines; Report Writing Toolkit; Educational Advocacy Toolkit.