



New Hampshire Division for Children, Youth and Families Policy

2901 STAFF DEVELOPMENT

Chapter: Workforce Development

Section: Staff Professional Development

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **23-02**

Effective Date: **March 2023**

References Of Note

Federal Authority:

Statutes:

Administrative Rules:

Case Law:

This policy establishes guidelines and processes for attending internal and applying to attend external training and professional development opportunities.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. The Bureau of Professional and Strategic Development (BPSD) oversees contracts and partnerships that facilitate staff access to an array of training opportunities.
- II. BPSD will:
 - A. Establish DCYF's annual training plans, including goals and objectives;
 - B. Ensure that the training contractor identifies needed curricula, intended audiences, locations, times, dates, estimated costs, and budget allocation sources; and
 - C. Ensure that training opportunities remain of high quality, are competency-based, aligned with the DCYF Practice Model, and are relevant to current needs.
- III. All training and conferences planned and implemented by DCYF staff must be coordinated through BPSD and the training contractor.
 - A. BPSD will request that the training contractor:
 - 1. Maintain statistics on each training, costs, and staff attendance; and
 - 2. Provide annual and additional reports, as necessary.
 - B. All courses developed will use a transfer of learning philosophy designed and implemented using the following outline:
 - 1. Learner goals and objectives;

2. Instructional methodology;
 3. Learner measurable outcomes;
 4. Workshop description;
 5. Daily agenda; and
 6. Links to digital course materials and/or copies of materials used.
- IV. All new DCYF staff will complete designated training courses within the first 12 months of employment, including DCYF and DHHS orientation, information system usage, security training, and communication access.
- A. Additional individualized training may be identified by the Supervisor, specific to the role in a state office, or other non-direct practice position.
 - B. All new direct practice staff will complete Core Academy training specific to their discipline, within the first 6 months of employment.
 1. Timeframes in which trainings are offered may be extended for good cause, as determined by the staff's Supervisor, in consultation with the BPSD Training Administrator or designee.
- V. All staff will be assigned a mentor (see [policy 2940](#)).
- A. All new direct practice staff will be assigned a certified mentor specific to their discipline.
- VI. All full-time non-direct practice staff must complete a minimum of 18 hours of training each year, and all full-time direct practice staff must complete a minimum of 30 hours of training each year.
- A. Staff with specific certifications, credentials, or licenses may be required to meet additional training hours to maintain their endorsements, if necessary for their job duties.
- VII. For internal training announcements, staff enroll by registering with the training contractor.
- A. Staff requesting an overnight stay for internal training opportunities must complete the Application to Attend Training (Form 2901).
- VIII. For external training announcements, an Application to Attend Training (Form 2901) must be completed, approved by the staff's Supervisor, and submitted to the training contractor at least 3 weeks prior to the scheduled training opportunity.

- A. External training opportunities require supervisory approval prior to registration, unless the announcement specifies the training is mandatory to be completed.
 - B. All out-of-state travel requires Form 2901 be completed and submitted 8 weeks prior to the registration deadline, as out-of-state travel requires approval from the DCYF Director and DHHS Commissioner, and may require the approval of the Governor and Council.
 - 1. Exceptions may be made by the Training Administrator and/or Bureau Chief of Professional and Strategic Development.
 - C. Approval is based upon the training's correlation to the staff's job duties, professional development goals, availability of funding, and office staffing needs.
 - D. Applications with Supervisor/Administrator approval are accepted and approved on a first-come, first-serve basis.
 - 1. Early registration for training opportunities is encouraged to ensure space.
- IX. Staff is notified in writing by the approving entity's decision.
- A. If a request is denied, the notification includes a reason for denial.
- X. Training opportunities may be opened to service providers or others on a limited basis at the discretion of BPSD, in line with the Annual Training Plan.
- XI. Participating staff are required to complete documentation to assess their knowledge and ensure that transfer of learning has occurred, which may include the completion of pre- and post-tests, or other activities defined by their Supervisor, or BPSD.
- XII. Following successful completion of a training opportunity, certificates of attendance containing training hours may be issued, upon request.
- A. If a participating staff is unable to attend a live or virtual training in its entirety, the training contractor and the DCYF Training Administrator will determine if the staff's attendance allows them to receive credit for the session, or not.
- XIII. Staff may be waived from one or more required training based upon prior documented experience or academic coursework completed within the last 3 years, that is not associated with an obtained degree or certification.
- A. Waivers must be requested in writing by the staff's direct Supervisor, approved by the Field Administrator or Bureau Chief as applicable, and forwarded to the training contractor for review.
 - B. The training contractor and the BPSD Training Administrator or designee, will maintain final authority for approval or denial of waiver requests.

- XIV. Cancellations must be sent via email to the training contractor at least 5 business days prior to the training date.
- A. In the case of staff illness on the day of training, the Supervisor must contact the training contractor and DCYF Training Administrator to inform them of the need to reschedule.
 - B. If an unforeseen circumstance arises within 5 business days of the training date, staff must communicate their inability to attend to the training contractor, as soon as possible.
 - C. The training contractor will contact and cancel any related lodging or travel arrangements upon receiving a cancellation notice.
 - D. If staff has been excused from training, substitution of another staff member may be permitted.
 - E. A staff who fails to appear at a scheduled training opportunity, fails to sign the required attendance sheet, or whose attendance has not been canceled, is considered to be unexcused and will not receive credit for participation.
- XV. If staff decide not to attend an external training due to inclement weather, the staff or their Supervisor must notify the training contractor immediately.
- A. Staff will be responsible for attending the missed training at a later date.
- XVI. If staff sign-up for a training opportunity that incurs a cost, and does not attend without notifying their Supervisor or being formally excused, the staff may be responsible for any associated costs, including travel and/or lodging.
- XVII. When an alternative staff will attend in place of a previously scheduled staff, the staff's Supervisor will email an updated Form 2901 to the training contractor, including the substituted employee's name, within 24 hours of the cancellation being communicated to the training contractor and the Training Administrator:
- A. Transfer of travel or lodging arrangements for the substituted staff is the responsibility of the involved staff and the BPSD Training Administrator or designee.
 - B. The Supervisor will coordinate with the substituted staff and training contractor to ensure all accommodations are accurate and confirmed.
- XVIII. Training opportunities may be cancelled when the minimum cost-effective participation level will not be met.
- A. BPSD will request that the training contractor notify participating staff by email of cancellation decisions within 3 working days, if possible.

- B. Instructions are provided in the training contractor email advising staff if they will need to register for a future offering, or if the modality of the training has switched to a virtual platform.
- C. BPSD will request that a voice message be available on the training contractor phone.
- D. Additional notices will be posted on the training contractor website, as applicable.
- E. If a training opportunity is postponed, staff will be notified in writing by the training contractor or the DCYF Training Administrator of the make-up time, date, and location.

XIX. Electronic training records are maintained in the DCYF electronic information system and are available upon request through the BPSD Training Administrator or designee.

Standard Operating Procedures		
SOP	Title	Applicable Disciplines
2901.1	Staff Responsibilities for Training Opportunities	

Applicable Forms	
Form	Title
2901	Application to Attend Training

Glossary and Document Specific Definitions

- [A - B](#)
 [C - D](#)
 [E - F](#)
 [G - I](#)
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Document Change Log			
PD	Modification Made	Approved	Date