

CHILD PROTECTIVE SERVICES CORE ACADEMY TRAINING MATRIX DESCRIPTIONS

Training	Hours	Description
ADA Communication Toolkit	1	This training will provide a foundational understanding of hearing, vision, and speech disabilities and an introduction to the assistive technologies available to clients. This training will provide strategies for communicating with clients who have specific hearing, vision, or speech needs.
Special Education	6	This training provides an overview of education requirements and considerations for children and youth in the care of DCYF. This training will introduce special education, including information regarding special education legislation and relevant Division policies. Participants will gain an increased understanding of the importance of supporting and advocating for the educational needs of children and youth.
Basic Bridges	6	This self-directed online training provides introductory information and education to staff utilizing Bridges, DCYF SACWIS data system. This training provides information on all five of the Bridges modules for staff.
Central Registry	3	This training gives an overview of the function and purpose of the Central Registry. Participants will learn about the various parts of the Appeals Process (i.e., testimony, witnesses, rules, evidence, and confidentiality). Participants will learn how to access the central registry in Bridges and have systematic instructions for sending information to the Central Registry. This training will be delivered in an online learning format.
Child and Adolescent Mental Health	3	Child and Adolescent Mental Health will focus on mental health as being part of every child and youth development. Children and youth with positive mental health are often able to function well across different environments. While children and youth with mental health challenges, often struggle with daily function in some way. Mental health disorders in children and youth can be treated and managed. The continuum that mental health occurs on and the changing nature of this domain will be explored throughout the training. The training will help participants become more aware of mental health disorders most prevalent in youth, including warning signs, symptoms, and issues related to specific high-risk populations. The material will cover strategies for working with youth experiencing mental health challenges and/or a mental health crisis and how to collaborate with providers and families in these situations. The role of the child welfare professional in working with children and youth experiencing mental health challenges will be highlighted.
Communicable and Infectious Diseases	6	This training provides an overview of a variety of childhood infectious diseases and alerts caregivers to situations that have the potential for disease transmission. The training clarifies how infections occur, how they are passed from one person to another, universal precautions, immunizations, and other ways of protecting children and their caregivers from illness. This training will guide caregivers in the prevention and prompt treatment of illnesses.
DCYF Orientation: Our Practice Model	2	This training provides an in-depth overview of the mission, vision, values, principles, and strategies which guide agency practice with children and families in New Hampshire. This is an online training developed by agency administrators that introduces learners to DHHS and DCYF organizational structure, key leaders' names and their roles, an overview of the systems of care in NH, and lays the foundation of the safety culture of DCYF.
Document Imaging	2	This training includes a brief history of DCYF's record management and will review the basics of document imaging needed to get started. Participants will also be shown common problems and how to correct mistakes.

History of Child Welfare and Mandatory Reporting	3	This training provides an overview of the history of child welfare in New Hampshire and the United States including the key pieces of legislation that made child welfare what it is today. The training also outlines the Mandatory Reporting laws and the relevance for every individual in the state. Additionally, the training will review how to recognize various forms of abuse and neglect.
Revenue Enhancement with RMS	6	This training will provide crucial information regarding the various federal funding sources and how to access these sources in order to provide services to children & families. Staff will learn about the various federal funding sources, IV-A, IV-E, and Medicaid for both services and administration. Documentation requirements for accessing federal funds will be discussed.
The Effects of Child Abuse and Neglect	12	This training examines the developmental consequences of child abuse and neglect from birth through adolescence; establishes a framework for the early recognition of developmental problems, and stresses the importance of including developmental and remedial services in child welfare case plans. Strategies to promote the healthy development of children who have been abused and neglected are presented.
Separation, Placement, and Reunification	12	In this training, participants examine the grieving process, and how to help caregivers recognize signs of stress related to loss. Participants learn about separation, placement, and reunification from the perspective of the child, the birth parent, and the caregiver. Participants will be able to identify different viewpoints and learn how to support families through the process.
Meet and Greet		
Professional Growth and Self Care	3	This training is designed to help new workers learn about the value of working with peers as a team and how to navigate office dynamics. Participants explore fears and needs as they begin their journey with DCYF and determine what self-care would look like for themselves. Participants learn how to complete mentoring logs and what to do for the successful completion and credit of the mentoring process.
Diversity Equity and Inclusion	8	In this training, we explore the knowledge, skills, and attitudes that are brought into interactions with children, youth and families in New Hampshire regarding their system involvement and transition to independence. This training will provide information that may challenge the perspectives of participants and encourages them to keep an open mind. This training is grounded in the spirit of meeting people where they are. In this way, facilitators and participants are on a journey together.
Effective Engagement and Communication	3	This training provides strategies to handle communication that can be challenging and the root cause for those challenges including de-escalation techniques, how they can influence communication breakdowns, challenges, and disruptions, and how to prevent conflict when delivering difficult information. Effective engagement and communication involve active listening, clear messaging, empathy, and preventative skills including rewording.
Quality Contacts and Documentation	3	In this training, participants learn the importance of writing skills, proper documentation, the impact report writing has on the profession, and gain the ability to write reports that meet the qualifications of DCYF best practice, as well as other State and Federal reporting requirements. Participants learn the importance of good listening and observation skills and the impact they can have on documentation and report writing. The training will review the elements of grammatically correct, cohesive writing and basic mechanics, as well as give advice on developing an individual writing style.

Staying Safe During Home and Office Visits	6	This training is based on the belief that staff can provide appropriate, effective interventions in crisis situations. Staff will gain practical strategies and techniques for managing behaviors in various levels of crisis. Emphasis will be placed on understanding crisis and developing the skills to prevent crisis or intervene in early crisis situations. Safe preparation and interventions necessary for safe home and office visits will also be covered.
Child Passenger Safety Training	3	In this training, participants learn how to properly install a child's car seat into a vehicle. This training also informs participants how to properly restrain a child in the car seat.
Substance Use Disorder: The Impact of Addiction and Substance Misuse	9	This training will provide education about addiction, recovery, and relapse. Various forms of treatment, the process of relapse and the impact of parental Substance Use Disorder (SUDs) on children will be discussed during the training. The DCYF drug testing process is reviewed and drug testing as a tool for motivation and accountability is discussed. A presentation about various drugs and drug paraphernalia is provided to participants including ways to identify signs and symptoms of impairment.
Better Together	6	Better Together fosters equal and mutually respectful partnerships between birth parents, foster parents, child welfare agency staff, allies, and community partners. Fathers and mothers, relative caregivers, foster parents, and community partners must be involved in the Division for Children Youth and Families is to successfully improve the lives of children/ youth and also increase reunification outcomes so that together we achieve our goals of keeping children in safe, loving and permanent homes.
Investigations	24	Investigations and Assessment in Solution-Based Child Protection explores the principles common to all investigative processes and unique principles for the investigation and assessment of child physical abuse, sexual abuse, and neglect. Participants will learn the factors to consider in planning and conducting investigations. Participants will learn the complexity of conducting thorough and accurate assessments through the concepts of critical thinking. Key concepts include, among others, conducting interviews, safety planning, unique features of physical abuse, sexual abuse, and neglect, structured decision making, safety vs. risk, protective authority, and factors that may contribute to the child's safety.
Working with Families Coping with Mental Health Issues	6	This training will focus on adults/parents dealing with mental health challenges. For workers in the field of child welfare, it is important to have an understanding of the stigma surrounding mental health issues, different signs and symptoms, types of diagnoses, and strategies for working with families. Having a family member with mental illness affects the whole family unit. It is also important to have knowledge about how children in the family are affected. Throughout the training, participants will connect the information they are learning to their work in the field.
Impact of Domestic Violence	6	This training introduces participants to the dynamics of domestic violence including power and control and the causes of domestic violence. Participants also will learn about the effects of witnessing domestic violence on children. The training will explain the Family Violence Prevention Specialist (FVPS) program and will explain how the referral to the FVPS works and the services offered by domestic violence crisis centers. The Parent Partner program is also highlighted. Participants will also become familiar with the NH Domestic Violence protocol and receive some guidance on documenting co-occurring cases of DV and Child Abuse and Neglect.

Trauma-Responsive Child Welfare	6	This training will discuss various facts and myths about mental illness, its impact on families, and available services. The discussion will cover various major mental illnesses that affect both adults and children as well as how the system works to serve individuals and families. The training will cover intervention strategies and options. In addition, individuals with personal experience of the mental health system of NH will be present to share their perspectives and assist trainees to build communication skills and competency related to work with children and families affected by mental illness.
Prevention and Placement Case Planning	12	This training will explore a casework approach that integrates engagement and protective authority. Engaging and involving families in the case planning and delivery process is crucial to case planning success. Participants will discuss how to identify prevention services, learn to conduct risk assessments, assess child and family needs, develop Child Specific Plans, and oversee and evaluate the effectiveness of matched services. The importance of engaging families, including fathers and parents who are incarcerated, will be explored. Additionally, this training examines the Family First Prevention Services Act and supports learners in navigating a placement case and case reviews.
Permanency	6	This training will focus on the importance of permanency for children in the foster care system. Participants will identify the timeframes established to achieve timely permanency for children and permanency goals. This training will touch on siblings' relationships, court protocols, the stability of placement, concurrent plans, Match Meetings, Disclosure meetings, PPT, and post-adoption services.
Supporting Adolescents in Child Welfare	6	In this training, participants will have the opportunity to explore some of the unique challenges that youth aging out of care face. Resources and their importance for transitioning youth will be explored. Positive Youth Development and Primary Caring Adults will be defined and elaborated on during the training. Participants will learn a variety of strategies in supporting adolescence in the foster care system and in the process of aging out. Some key processes that will be covered in this training are the APPLA process, Primary Caring Adults, NH Adolescent Program, Adult Living process, NH Trails, the 90-day transition plan, as well as others.
Human Trafficking	6	It is very important for child protection and juvenile justice service workers to be aware of the problem of human trafficking and to understand the signs and behaviors children, youth, and adults may exhibit when they have or are being exploited. Children and youth in the child protection and juvenile justice system are at higher risk and are more vulnerable to human trafficking. Traffickers use a combination of threats and subtler coercion to draw people into forced labor and sexual exploitation. It is critical that child welfare workers learn strategies and tools for the prevention, assessment, and documentation of human trafficking. The overall goal of this training is for participants to understand their role as professionals working with children and families experiencing human trafficking.
Legal Aspects and Legal Writing for CPS	18	This training covers Federal legislation, New Hampshire's legal definitions of abuse, neglect, and the New Hampshire Neglect/Abuse Reporting Statute, and gives an overview of the Family court process. Also addressed are the permanent commitment process, what constitutes good testimony, and the caseworker's role and responsibilities in the courtroom (complete with mock trial). Participants will learn about the various parts of the Appeals Process and pertinent NH Supreme Court decisions (i.e. Bagley, Jane Doe & Ethan H.)

Interstate Compact on the Placement of Children (ICPC)	3	This training will provide an overview of the Interstate Compact on the placement of children, and the Interstate Compact on Juveniles. Participants will be given an overview of the Interstate Compact on the placement of children and the Interstate Compact on Juveniles.
--	---	--

JUVENILE JUSTICE SERVICES CORE ACADEMY TRAINING MATRIX DESCRIPTIONS

Training	Hours	Description
ADA Communication Toolkit	1	This training will provide a foundational understanding of hearing, vision, and speech disabilities and an introduction to the assistive technologies available to clients. This training will provide strategies for communicating with clients who have specific hearing, vision, or speech needs.
Special Education	6	This training provides an overview of education requirements and considerations for children and youth in the care of DCYF. This training will provide an introduction to special education, including information regarding special education legislation and relevant Division policies. Participants will gain an increased understanding of the importance of supporting and advocating for the educational needs of children and youth.
Basic Bridges	6	This self-directed online training provides introductory information and education to staff utilizing Bridges, DCYF SACWIS data system. This training provides information on all five of the Bridges modules for staff.
Central Registry	3	This training gives an overview of the function and purpose of the Central Registry. Participants will learn about the various parts of the Appeals Process (i.e., testimony, witnesses, rules, evidence, and confidentiality). Participants will learn how to access the central registry in Bridges and have step-by-step instructions for sending information to the Central Registry. This training will be delivered in an online learning format.
Child and Adolescent Mental Health	3	Child and Adolescent Mental Health will focus on mental health as being part of every child and youth development. Children and youth with positive mental health are often able to function well across different environments. While children and youth with mental health challenges, often struggle with daily function in some way. Mental health disorders in children and youth can be treated and managed. The continuum that mental health occurs on and the changing nature of this domain will be explored throughout the training. The training will help participants become more aware of mental health disorders most prevalent in youth, including warning signs, symptoms, and issues related to specific high-risk populations. The material will cover strategies for working with youth experiencing mental health challenges and/or a mental health crisis and how to collaborate with providers and families in these situations. The role of the child welfare professional in working with children and youth experiencing mental health challenges will be highlighted.
Communicable and Infectious Diseases	6	This training provides an overview of a variety of childhood infectious diseases and alerts caregivers to situations that have the potential for disease transmission. The training clarifies how infections occur, how they are passed from one person to another, universal precautions, immunizations, and other ways of protecting children and their caregivers from illness. This training will guide caregivers in the prevention and prompt treatment of illnesses.
DCYF Orientation: Our Practice Model	2	This training provides an in-depth overview of the mission, vision, values, principles, and strategies that guide agency practice with children and families in New Hampshire. This is an online training developed by agency administrators that introduces learners to DHHS and DCYF organizational structure, key leaders' names and their roles, an overview of the systems of care in NH, and lays the foundation of the safety culture of DCYF.
Document Imaging	2	This training includes a brief history of DCYF's record management and will review the basics of document imaging needed to get started. Participants will also be shown common problems and how to correct mistakes.

History of Child Welfare and Mandatory Reporting	3	This training provides an overview of the history of child welfare in New Hampshire and the United States including the key pieces of legislation that made child welfare what it is today. The training also outlines the Mandatory Reporting laws and how it is relevant to every individual in the state. Additionally, the training will review how to recognize various forms of abuse and neglect.
Revenue Enhancement with RMS	6	This training will provide crucial information regarding the various federal funding sources and how to access these sources in order to provide services to children & families. Staff will learn about the various federal funding sources, IV-A, IV-E, and Medicaid for both services and administration. Documentation requirements for accessing federal funds will be discussed.
Select Populations	3	Select Populations are youth in juvenile justice that have unique needs. When working with an offender that falls into a category of fire setting, problematic sexual behavior, or is a violent offender you as a staff can support them by knowing what services are available for them. Being able to identify a youth's behavior early and intervene by providing them services for their specific issue. Data shows that providing youth within these populations support can reduce the risk of them re-offending.
Meet and Greet		This is an in-person meeting with DCYF Leaders to allow for introductions.
Professional Growth and Self Care	3	This training is designed to help new workers learn about the value of working with peers as a team and how to navigate office dynamics. Participants explore fears and needs as they begin their journey with DCYF and determine what self-care would look like for themselves. Participants learn how to complete mentoring logs and what to do for the successful completion and credit of the mentoring process.
Diversity Equity and Inclusion	8	In this training, we explore the knowledge, skills, and attitudes that are brought into interactions with children, youth and families in New Hampshire regarding their system involvement and transition to independence. This training will provide information that may challenge the perspectives of participants and encourages them to keep an open mind. This training is grounded in the spirit of meeting people where they are. In this way, facilitators and participants are on a journey together.
Quality Contacts and Documentation	3	In this training, participants learn the importance of writing skills, proper documentation, the impact report writing has on the profession, and gain the ability to write reports that meet the qualifications of DCYF best practice, as well as other State and Federal reporting requirements. Participants learn the importance of good listening and observation skills and the impact they can have on documentation and report writing. The training will review the elements of grammatically correct, cohesive writing and basic mechanics, as well as give advice on developing an individual writing style.
Staying Safe During Home and Office Visits	6	This training is based on the belief that staff can provide appropriate, effective interventions in crisis situations. Staff will gain practical strategies and techniques for managing behaviors in various levels of crisis. Emphasis will be placed on understanding crisis and developing the skills to prevent crisis or intervene in early crisis situations. Safe preparation and interventions necessary for safe home and office visits will also be covered.

Substance Use Disorder: The Impact of Addiction and Substance Misuse	9	This training will provide education about addiction, recovery, and relapse. Various forms of treatment, the process of relapse and the impact of parental Substance Use Disorder (SUDs) on children will be discussed during the training. The DCYF drug testing process is reviewed and drug testing as a tool for motivation and accountability is discussed. A presentation about various drugs and drug paraphernalia is provided to participants including ways to identify signs and symptoms of impairment.
Better Together	6	Better Together fosters equal and mutually respectful partnerships between birth parents, foster parents, child welfare agency staff, allies, and community partners. Fathers and mothers, relative caregivers, foster parents, and community partners must be involved in the Division for Children Youth and Families is to successfully improve the lives of children/ youth and also increase reunification outcomes so that together we achieve our goals of keeping children in safe, loving and permanent homes.
CANS for JPPOs	3	This training provides staff with an understanding of how to utilize the Child and Adolescent Needs and Strengths (CANS) assessment tool in their prevention and case planning. Participants will develop knowledge of how CANS results can be discussed with youth and families, and will learn how relevant actionable items can be integrated into and guide prevention and case planning. This training provides staff with an opportunity to apply these skills through practice exercises.
Motivational Interviewing for JJ	6	This training provides a foundation for facilitating Motivational Interviewing with clients, which will optimize desired, successful, meaningful outcomes for the individuals. Participants will explore what Motivational Interviewing is and is not. This training emphasizes the basic principles of Motivational Interviewing. This practice is a client-led, strength-based method of intervention. Interviewing skills, techniques, and appropriate responses to client statements, consistent with Motivational Interviewing, will be covered. Participants will understand the different stages of change that clients may go through when working to make important life changes and how to effectively respond, as a worker, in these situations. This training is a hands-on training that requires a live practice of Motivational Interviewing in a 90-minute Zoom session and additional skills practice with a partner. Participants will be responsible for connecting with their assigned partner to complete the assignment.
RCR Database for CANS	1	Welcome to the new RCR system where all CANS assessments conducted by NH Juvenile Justice Services will be recorded. This self-guided training offers instructional videos on utilization of the RCR system and will take students through each phase of the input process. Students will learn how to create/locate a client in the system; associate a location (district office) for that client; create a caregiver; create an RCR case; view prior CANS assessments; add a Comprehensive CANS; add a Brief CANS; print out RCR CANS reports; and view up to date CANS documents.
Legal Aspects and Legal Writing for JJ	12	This training provides a foundation for facilitating Motivational Interviewing with clients, which will optimize desired, successful, meaningful outcomes for the individuals. Participants will explore what Motivational Interviewing is and is not. This training emphasizes the basic principles of Motivational Interviewing. This practice is a client-led, strength-based method of intervention. Interviewing skills, techniques, and appropriate responses to client statements, consistent with Motivational Interviewing, will be covered. Participants will understand the different stages of change that clients may go through when working to make important life changes and how to effectively respond, as a worker, in these situations. This training is a hands-on training that requires a live practice

		of Motivational Interviewing in a 90-minute Zoom session and additional skills practice with a partner. Participants will be responsible for connecting with their assigned partner to complete the assignment.
Procedures for Parole	3	This training is designed to provide trainees with a functional knowledge of policy procedures related to parole hearings, revocation hearings, parole reviews and formal notifications to families regarding their youth's parole hearing. This is a classroom-based training.
Aggression Management and Defensive Tactics	12	Training providing techniques based on the Mechanical Advantage Control Holds (M.A.C.H.), which is a highly effective tool for engaging and redirecting youth motivated by fear, anger, drugs, alcohol, medication, or lack of medication. M.A.C.H. redirects a youth's resistance.
Proper Use of Handcuffs	3	This training will review the types of handcuffs, their care, maintenance, and inspection to ensure proper and effective usage. Participants will also learn how to control a suspect prior to placing them in handcuffs, overcome resistance, and how to conduct a proper search, including identifying any potential "keys" and where they could be hidden to ensure the safety of the subject and the officers. This training will demonstrate the proper way to apply the handcuffs and any potential external factors that should be considered to prevent in-custody deaths. Participants will get a brief overview of report writing including the subject's actions, officer's actions, and the elements of the transport procedure.
Restorative Practices	3	This training provides an awareness of the rationale of Restorative Practices implementation and certification processes within DCYF for SYSC staff and JPPOs.
Working with Families Coping with Mental Health Issues	6	This training will focus on adults/parents dealing with mental health challenges. For workers in the field of child welfare, it is important to have an understanding of the stigma surrounding mental health issues, different signs and symptoms, types of diagnoses, and strategies for working with families. Having a family member with mental illness affects the whole family unit. It is also important to have knowledge about how children in the family are affected. Throughout the training, you will connect the information you are learning to your work in the field.
Impact of Domestic Violence	6	This training introduces attendees to the dynamics of domestic violence including power and control and the causes of domestic violence. Attendees also will learn about the effects of witnessing domestic violence on children. The training will explain the Family Violence Prevention Specialist program and will explain how the referral to the FVPS works and the services offered by domestic violence crisis centers. The Parent Partner program is also highlighted. Attendees will also become familiar with the NH Domestic Violence protocol and receive some guidance on documenting co-occurring cases of DV and Child Abuse and Neglect.
Searches	3	To establish the Divisions search and seizure practices for Juvenile Probation and Parole Officers and SYSC Residential Staff. Staff will learn about the fourth amendment and criteria for performing various kinds of searches. They will engage in hand on practice of completing pat searches of a person and searches of an area/room.
Gang Knowledge	3	This session will be an introduction to gang awareness, recognition, and the basic history of gangs in New Hampshire. This session will include the history of gangs and affiliations, gang trademarks, colors, clothing, hand signs, graffiti, gang violence, gang mentality, and indicators of gang activity in your community. Current trends in New Hampshire will also be discussed.

Trauma-Responsive Child Welfare	6	This training will discuss various facts and myths about mental illness, its impact on families, and available services. The discussion will cover various major mental illnesses that affect both adults and children as well as how the system works to serve individuals and families. The training will cover intervention strategies and options. In addition, individuals with personal experience of the mental health system of NH will be present to share their perspectives and assist trainees to build communication skills and competency related to work with children and families affected by mental illness.
Prevention and Placement Case Planning	12	This training will explore a casework approach that integrates engagement and protective authority. Engaging and involving families in the case planning and delivery process is crucial to case planning success. Participants will discuss how to identify prevention services, learn to conduct risk assessments, assess child and family needs, develop Child Specific Plans, and oversee and evaluate the effectiveness of matched services. The importance of engaging families, including fathers and parents who are incarcerated, will be explored. Additionally, this training examines the Family First Prevention Services Act and supports learners in navigating a placement case and case reviews
Permanency	6	This training will focus on the importance of permanency for children in the foster care system. Participants will identify the timeframes established to achieve timely permanency for children and permanency goals. This training will touch on siblings' relationships, court protocols, the stability of placement, concurrent plans, Match Meetings, Disclosure meetings, PPT, and post-adoption services.
Supporting Adolescents in Child Welfare	6	In this training, participants will have the opportunity to explore some of the unique challenges that youth aging out of care face. Resources and their importance for transitioning youth will be explored. Positive Youth Development and Primary Caring Adults will be defined and elaborated on through the training. Participants will learn a variety of strategies in supporting adolescence in the foster care system and in the process of aging out. Some key processes that will be covered in this training are the APPLA process, Primary Caring Adults, NH Adolescent Program, Adult Living process, NH Trails, the 90-day transition plan, as well as others.
Human Trafficking	6	It is very important for child protection and juvenile justice service workers to be aware of the problem of human trafficking and to understand the signs and behaviors children, youth, and adults may exhibit when they have or are being exploited. Children and youth in the child protection and juvenile justice system are at higher risk and are more vulnerable to human trafficking. Traffickers use a combination of threats and subtler coercion to draw people into forced labor and sexual exploitation. It is critical that child welfare workers learn strategies and tools for the prevention, assessment, and documentation of human trafficking. The overall goal of this training is for participants to understand their role as professionals working with children and families experiencing human trafficking.
Overview of Juvenile Justice	3	This introductory training provides staff with an overview of the Juvenile Justice system. Staff are introduced to the foundational philosophy of Juvenile Justice, as well as transformation efforts occurring at the federal and state level. Participants will examine the Juvenile Justice System in New Hampshire, including various roles, functions, and collaborations.

Dispositional Assessment Report (DAR)	3	This training will teach participants how to effectively communicate with families, youth and collaterals in an attempt to fact find information needed for a PDI. They learn what a PDI is when it is ordered, why it is valuable and how to benefit from having good relationships with collaterals. Discussion and practice are around the DCYF policy and how that can guide your practice and how to complete the report using Bridges.
Oleoresin Capsicum (OC) Spray	3	The JPPOs will learn how to properly use O.C. spray when they are at risk of imminent harm or being assaulted while on duty. Medical issues, decontamination procedures, policy and liability issues will be taught. They will also learn how to carry, store and care for O.C. canisters.
Interstate Compact on Juveniles (ICJ)	3	Provides an overview of the ICJ process for transferring supervision, both as sending and receiving, returning juvenile runaways, both as sending and receiving, as well as an travel permits and when they need to be sent. Includes a brief history of the ICJ compact, as well as all of the timeframes that are associated with the different aspects of the compact, and the different forms that are used for each aspect. The training also covers also covers the process for requesting out of state residential placement through ICPC and what forms are needed for that packet.

SUNUNU YOUTH SERVICES CENTER CORE ACADEMY TRAINING MATRIX DESCRIPTIONS

Training	Hours	Description
ADA Communication Toolkit	1	This training will provide a foundational understanding of hearing, vision, and speech disabilities and an introduction to the assistive technologies available to clients. This training will provide strategies for communicating with clients who have specific hearing, vision, or speech needs.
Child and Adolescent Mental Health	3	Child and Adolescent Mental Health will focus on mental health as being part of every child and youth development. Children and youth with positive mental health are often able to function well across different environments. While children and youth with mental health challenges, often struggle with daily function in some way. Mental health disorders in children and youth can be treated and managed. The continuum that mental health occurs on and the changing nature of this domain will be explored throughout the training. The training will help participants become more aware of mental health disorders most prevalent in youth, including warning signs, symptoms, and issues related to specific high-risk populations. The material will cover strategies for working with youth experiencing mental health challenges and/or a mental health crisis and how to collaborate with providers and families in these situations. The role of the child welfare professional in working with children and youth experiencing mental health challenges will be highlighted.
Communicable and Infectious Diseases	6	This training provides an overview of a variety of childhood infectious diseases and alerts caregivers to situations that have the potential for disease transmission. The training clarifies how infections occur, how they are passed from one person to another, universal precautions, immunizations, and other ways of protecting children and their caregivers from illness. This training will guide caregivers in the prevention and prompt treatment of illnesses.
DCYF Orientation: Our Practice Model	2	This training provides an in-depth overview of the mission, vision, values, principles, and strategies that guide agency practice with children and families in New Hampshire. This is an online training developed by agency administrators that introduces learners to DHHS and DCYF organizational structure, key leaders' names and their roles, an overview of the systems of care in NH, and lays the foundation of the safety culture of DCYF.
History of Child Welfare and Mandatory Reporting	3	This training provides an overview of the history of child welfare in New Hampshire and the United States including the key pieces of legislation that made child welfare what it is today. The training also outlines the Mandatory Reporting laws and how it is relevant to every individual in the state. Additionally, the training will review how to recognize various forms of abuse and neglect.
Select Populations	3	Select Populations are youth in juvenile justice that have unique needs. When working with an offender that falls into a category of fire setting, problematic sexual behavior, or is a violent offender you as a staff can support them by knowing what services are available for them. Being able to identify a youth's behavior early and intervene by providing them services for their specific issue. Data shows that providing youth within these populations support can reduce the risk of them re-offending.
SYSC Fire Safety	1	This training will give a clear understanding of the overall duties and responsibilities of staff have during a fire emergency. This will include: what action they should take on the discovery of a fire, know the difference between different fire classes, which extinguisher to use for which fire, and what the evacuation procedure is.

Blood Borne Pathogens	2	This training provides an introduction to blood-borne pathogens and other serious diseases. Participants will develop an understanding of various illnesses that can spread through blood and bodily fluids. The training will discuss best practices and standard precautions for infection control. Additionally, serious diseases such as meningitis, tuberculosis, herpes, and mononucleosis will be discussed.
Meet and Greet		
Professional Growth and Self Care	3	This training is designed to help new workers learn about the value of working with peers as a team and how to navigate office dynamics. Participants explore fears and needs as they begin their journey with DCYF and determine what self-care would look like for themselves. Participants learn how to complete mentoring logs and what to do for the successful completion and credit of the mentoring process.
Diversity Equity and Inclusion	8	In this training, we explore the knowledge, skills, and attitudes that are brought into interactions with children, youth and families in New Hampshire regarding their system involvement and transition to independence. This training will provide information that may challenge the perspectives of participants and encourages them to keep an open mind. This training is grounded in the spirit of meeting people where they are. In this way, facilitators and participants are on a journey together.
Therapeutic Crisis Intervention (TCI)	18	The aim of Cornell University's Therapeutic Crisis Intervention system is to reduce or eliminate the need for physical intervention and to provide care workers with the skills and knowledge to become the catalyst through which the young person changes old habits, destructive responses, and maladaptive behavior patterns. The goal of this training is to train direct care workers to prevent crisis through an understanding of how the environment and the worker's interactions with young people affect children in care. Helping children develop new responses to their environment will enable them to achieve a higher level of social and emotional maturity.
Aggression Management and Defensive Tactics	12	Training providing techniques based on the Mechanical Advantage Control Holds (M.A.C.H.), which is a highly effective tool for engaging and redirecting youth motivated by fear, anger, drugs, alcohol, medication, or lack of medication. M.A.C.H. redirects a youth's resistance.
Proper Use of Handcuffs	3	This training will review the types of handcuffs, their care, maintenance, and inspection to ensure proper and effective usage. Participants will also learn how to control a suspect prior to placing them in handcuffs, overcome resistance, and how to conduct a proper search, including identifying any potential "keys" and where they could be hidden to ensure the safety of the subject and the officers. This training will demonstrate the proper way to apply the handcuffs and any potential external factors that should be considered to prevent in-custody deaths. Participants will get a brief overview of report writing including the subject's actions, officer's actions, and the elements of the transport procedure.
Restorative Practices	3	Awareness of the rational of Restorative Practices implementation and certification processes within DCYF for SYSC staff and JPPOs.

SYSC Guide to Behavior	3	In this training, you will learn about the guide's creation & the importance of the structure it brings to our facility youth & staff. This guide and the practices it outlines were established to simplify the reporting process for staff ease of use while creating rule violation categories (minor, moderate and major), connecting fair consequences to these specified categories, resulting in consistency in expectations & consequence throughout the facility, while still giving SYSC youth a voice/choice in the decision making process.
YouthCenter	3	During this training we create YouthCenter/CourtStream accounts for all new employees, learn the basics of site navigation and learn how to complete entries into the site, such generate daily log entries, contact log entries & room changes. This training will also prepare staff for report writing, as all facility incidents are entered and communicated to facility/field staff through this system.
SYSC Documentation	6	This training provides SYSC staff an introduction to report writing, understanding reporting requirements for RSA 126:U, and an introductory understanding of how to locate information and forms within Court Stream and Youth Center. Participants will gain an understanding of the essential elements of reports and develop an awareness of behavioral interventions and corresponding consequences
Safety and Security	3	This training is based on the belief that staff can provide appropriate, effective interventions in crisis situations. Staff will gain practical strategies and techniques for managing behaviors in various levels of crisis. Emphasis will be placed on understanding crisis and developing the skills to prevent crisis or intervene in early crisis situations. Safe preparation and interventions necessary for safe home and office visits will also be covered. This training is delivered in the classroom.
Ombudsman Program	1	The mission of the Office of the Ombudsman is to respond to complaints and requests for assistance from clients, employees and members of the public and to resolve disagreements related to matters within the jurisdiction of the Department of Health and Human Services. This is done utilizing unbiased investigation and fact-finding, mediation and/or other alternative dispute resolution methods, and information and referral.
SYSC Programming	2	This training speaks to SYSC's role in DCYF's continuum of care for adolescents who have been legally committed for treatment services. Attendants will understand the flow of assessment to identify treatment needs, the SYSC Classification Board case review process to place youth into a treatment program and how therapeutic progress is measured to consider the question of risk mitigation.
Suicide Watch Policies and Procedures	2	This training will provide a detailed overview of the four suicide watches that a youth could be placed on at SYSC, the requirements of each watch, the proper documentation of each watch, and the responsibility of the Youth Counselor when assigned to a watch. Knowing the proper steps and responsibilities is crucial in keeping youth safe. This training will also provide an explanation of the difference between committed and detained youth as well as programming at SYSC.
Youth Suicide Prevention		Trains participants to prevent and respond effectively to suicide across the lifespan. The public health, socio-ecological model emphasizes collaboration between service providers. Also, best practice protocols are provided for participants. This training uses a public health approach and incorporates key elements of the National Suicide Prevention Strategy applying a unique holistic model and offering a community planning component.

Searches	3	This training helps to establish the Division's search and seizure practices for Juvenile Probation and Parole Officers and SYSC Residential Staff. Staff will learn about the fourth amendment and criteria for performing various kinds of searches. They will engage in hands-on practice completing pat searches of a person and searches of an area/room.
Gang Knowledge	3	This session will be an introduction to gang awareness, recognition, and the basic history of gangs in New Hampshire. This session will include the history of gangs and affiliations, gang trademarks, colors, clothing, hand signs, graffiti, gang violence, gang mentality, and indicators of gang activity in your community. Current trends in New Hampshire will also be discussed.
Sexual Harassment and Assault Awareness (PREA)	2	This training offers an overview of the PREA Standard for Residential Juvenile facilities as well as specific topics mandated by PREA. It is intended to educate all employees who may have contact with residents on how to fulfill their responsibilities under agency policies and procedures for the prevention, detection, reporting, and response to sexual abuse and sexual harassment. Participants will meet the requirements for the PREA Standard on employee training (115.331 (a)) after the successful completion of this training.
Human Trafficking	6	It is very important for child protection and juvenile justice service workers to be aware of the problem of human trafficking and to understand the signs and behaviors children, youth, and adults may exhibit when they have or are being exploited. Children and youth in the child protection and juvenile justice system are at higher risk and are more vulnerable to human trafficking. Traffickers use a combination of threats and subtler coercion to draw people into forced labor and sexual exploitation. It is critical that child welfare workers learn strategies and tools for the prevention, assessment, and documentation of human trafficking. The overall goal of this training is for participants to understand their role as professionals working with children and families experiencing human trafficking.
Drug Testing/DAU Testing	1	This training teaches staff how to properly administer a urine drug screen as well as how to read the urine drug screen results. Participants also learn what paperwork is required to be completed when administering a urine drug screen. This training also provides participants with information about what the urine drug screen is used for, who is notified with the results of the urine drug screen, the substances the urine drug screen detects, and what to do with the urine drug screen once the results are read.