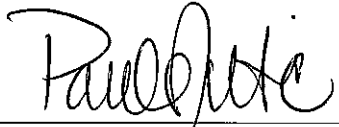


<b>Catholic Charities Disabilities Services</b>
<b>Agency Standard and Procedure</b>

<b>Standard Category</b>	<b>Administration</b>
<b>Standard Title</b>	<b>Training and Professional Growth</b>
<b>Regulations</b>	<b>14 NYCRR 624, 625, 633 OSHA Regulations Department of Labor Regulations OMH Regulations DOH Regulations</b>
<b>Original Issue Date</b>	<b>March 26, 2012</b>
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<b>Attachments</b>	
<b>Approved by:</b> <b>Paula Jubic, Executive Director</b>	

**Definition:** Training is the dissemination of information to employees, volunteers, Board of Director members, individuals served, and the general population by any appropriate method and which is documented to have taken place.<sup>1</sup>

**Standard:** Catholic Charities Disabilities Services (CCDS) is a committed learning organization which values the provision of robust training and professional growth opportunities for its community.<sup>2</sup> To that end, CCDS not only demands that its staff attend mandatory training in a timely manner, but also routinely offers additional in-depth training on a variety of clinical and administrative topics to all.

<sup>1</sup> See 14 NYCRR 633.99

<sup>2</sup> For purposes of this standard, "training" is used as a term to include both training, education and professional growth opportunities

**Procedure:**

1. The Executive Director or Associate Executive Director will designate Training Coordinators (the Quality Assurance department) to be responsible for the training and education program at the agency.
2. One or more Training Coordinator or designee will additionally collaborate with Catholic Charities of the Diocese of Albany Staff Development Committee, either as Chair or member of that committee.
3. Chaired by the Director of Quality Assurance or designee, the agency will utilize a training committee to inform the Executive Director, Associate Executive Director and Agency Leadership of the training needs of staff. Membership in the committee will be at the invitation of the Executive Director, the Associate Executive Director or Director of Quality Assurance.
4. Training is offered several ways: by the agency, in collaboration with other agencies, by governmental agencies, or through staff attendance at workshops or conferences.
5. Routinely the Training Coordinators (Quality Assurance department) will canvass staff to determine what trainings or educational programs they might want.
6. As learning is a dynamic endeavor that is responsive to a constantly changing knowledge base, training will be provided as outlined in an agency training plan which will be reviewed annually and updated as needed. The training plan will be reviewed and approved by the CCDS Leadership team, ensuring that agency training will meet all legal and regulatory standards and will reflect the current best practices in each program area.
7. There are three types of training: required, preferred, and program specific.
8. A variety of required trainings are mandated by the federal government, state government, Catholic Charities of the Diocese of Albany, and the agency. These required trainings will vary by occupational category and title of staff. It is the responsibility of the Training Coordinators to remain knowledgeable of all required trainings and ensure that required trainings are offered in a manner that allows staff reasonable and timely access to them.
9. Preferred training is supplemental learning that is not required, but will advance a staff member's clinical or technical skills and professional growth.

10. Program specific training is provided at the program level and typically consists of content that will assist the staff meet the clinical and/or support needs of one or more individuals served by that program.
11. Required and preferred training can be either agency provided or provided by external parties. Program specific training is usually typically provided by the clinical team supporting the individual(s) or the program leadership team.
12. Agency provided training consists of both in-person and remote (on-line) training. Agency provided training is scheduled by the Training Coordinators. A training calendar is issued monthly and lists available trainings for the upcoming months.
13. If a staff member wants to attend an agency provided training, he or she makes a request to their immediate supervisor who will then register the staff member.
14. Staff can access remote trainings through both the employee portal on the agency web site as well as certain other trainings through Zoom, Webex, Therap or other web based systems, as approved by the agency.
15. If a staff member wishes to attend a training external to the agency, his or her supervisor must approve prior to registration. If the training requires a fee to be paid, the department director must also approve prior to registration.
16. Program specific training can be provided in-person, remote, or via documents that must be read (aka "read and sign").
17. Program specific training is typically mandatory for all staff of that program.
18. The Training Coordinators will maintain a database of all agency provided training taken or required by the staff member. The Training Coordinators will issue a report on the status of training to all department directors preferably monthly but no less frequently than bi-monthly.
19. During the course of residential site reviews, QA staff may audit the provision of program specific training.
20. To verify attendance at training, a sign-in sheet will be provided by the trainer. Each attendee must sign in to verify attendance or, if remotely attending, be signed in by the trainer. All sign in sheets for agency provided training will be forwarded to the Training Coordinators. All sign in sheets for program specific training will be kept by the program manager in a file or binder designated for this purpose.

21. To verify completion of an on-line training, the Training Coordinators may require an electronic verification is submitted.
22. To verify completion of a "read and sign," a signature sheet will be kept by the program manager in a file or binder designated for this purpose.
23. To verify completion of an external training, staff will submit proof of content and attendance.
24. It is ultimately the staff member's responsibility to make sure they have attended all required trainings. It is the staff member's supervisor's responsibility to periodically advise the staff member of their status in terms of meeting their required trainings.
25. In all cases the staff member will be informed either in writing, by telephone, or in person by their immediate supervisor when they are no less than 30 days from being out of compliance with a required training.
26. Staff who do not complete required training on time may be suspended until the required training is completed. Additionally, staff who do not complete required training on time may be disciplined up to and including termination.