

Foster Parent Training Delivery Procedures

Day-to-Day Operational Procedures
for Foster Parent Deliverables

Tennessee Department of Children's Services
Effective July 1, 2015, Revised December 23, 2019

Table of Contents

Primary Trainer Criteria and Certification Requirements....4

DCS Staff ITN KEY Trainer Certification Process....4

TN KEY Foster Parent Co-Leader Criteria and Requirements....5

TN KEY Youth Co-Trainer Requirements 6

Requirements for Trainers of Medication Administration and CPR/FA....7

Delivery Requirements for CPR/FA Training 8

TN KEY Delivery Requirements....11

Foster Parent Pre-Approval Training Requirements....12

Kinship Parent Pre-Approval Training Requirements 13

Individual TN KEY Training....13

Individual TN KEY Training Plan....15

Pre-Service Refresher Training 17

TN KEY Assessment and Parent Approval....19

Addressing Problematic or Disruptive Behavior in the Classroom....21

Quality Assurance for Foster Parents....22

Trainer Monitoring Process....23

Trainer Improvement Plan.....24

Trainer Competencies 25

Foster Parent Trainer Dress Code.....27

TN KEY Training Supplies 27

Inclement Weather Procedures.....28

Parent In-Service Training Requirements.....28

Foster Parent Association Training.....28

Procedure: Primary Trainer Criteria and Certifications Requirements

General

1. Criteria: All DCS and Provider Agency Trainers (Primary Trainers) who train Foster Parents must have a college degree and must successfully complete Training for Trainers (T4T) in each course they intend to deliver. T4Ts are required for TN KEY pre-approval courses, various in-service and elective courses, Medication Administration, and CPR & First Aid.
2. The following steps will need to be followed to maintain certification as a TN KEY Trainer:
    a. Complete required pre-requisites
    b. Successfully complete TN KEY Training for Trainers (T4T)
    c. Trainer must deliver a TN KEY group at your agency or co-train with DCS group within six months of completing the T4T or Update, and every year thereafter.
    d. Complete the online TN KEY Certification form and upload sign-in sheets to verify delivery

    https://stateoftennessee.formstack.com/forms/tnkey_cert\
3. All certified TN KEY trainers would be listed on the DCS website. This list will be shared with PAR, RHET, and hiring agencies to verify certifications. The certification expiration date will be adjusted after receipt of certification verification annually.

Procedure: DCS Staff Individual TN KEY Trainer Certification Process

DCS staff delivering Individual TN KEY training (IKEY) must complete the same TN KEY T4T process required of provider agency trainers. The procedures for DCS staff certification are outlined below:

1. Supervisors should identify staff that is comfortable speaking in public and appropriate for training.
2. Staff member must attend and actively participate in the TN KEY T4T offering. T4T facilitators will determine the following:
    a. If participants may be certified to deliver I KEY to potential foster parents
    b. If participants need to co-lead a TN KEY group with contractor with observation, feedback, and coaching
        - The Central Office Foster Parent Training Team will assist in matching the DCS staff trainer with an available contract agency trainer to co-lead.
        - A member of the Central Office Foster Parent Training Team will

observe the training modules as part of the certification process.
- Once observation of the co-led TN KEY group is complete and approval has been given by the Central Office Foster Parent Training Team, DCS staff member will be certified to deliver individual TN KEY training as appropriate.

3. Once certified, DCS staff trainer must do the following to maintain certification:
    a. Observe 2 modules of the core components of TN KEY (*Understanding the Child Welfare System, Impact of Trauma, or Effective Discipline*) prior to delivering an ITN KEY.
        - Trainer observation will be logged on a tracking sheet to be placed on the departmental drive.
        - DCS Trainers will receive training credit for observing TN KEY modules. Staff will be required to sign the sign-in sheet in order for proper credit to be issued.
        - Contract agency supervisors will notify the Central Office Foster Parent Training Team if any concerns with the DCS staff trainer's effectiveness are noted.
    b. Deliver one I KEY group a year or observe a minimum of 2 modules of the core components of TN KEY (*Navigating the Child Welfare System, Exploring the Impact of Trauma, Roadmap to Resilience, and Rerouting Trauma Behaviors)*
4. Exceptions to these procedures may be granted dependent on need.
    a. If a DCS staff trainer has not yet observed or co-led a TN KEY group, but the region has a need for an individual TN KEY delivery, a member of the Central Office Foster Parent Training Team may hold informal coaching modules with the DCS staff trainer in preparation for the impending ITN KEY delivery and grant permission for the DCS trainer to proceed with the training.

Procedure: TN KEY Foster Parent Co-Leader Criteria and Requirements

General

1. Contract Agency will submit the names of Trainers on their schedules.
2. Criteria for Foster Parent Co-Trainers:
    a. At least one year of foster/adoption experience
    b. Recommendation by DCS or Private Provider
        i. Foster Parents have met training requirements for foster home reassessment, or
        ii. Foster home has been closed in good standing
    c. Must have completed all requirements for re-evaluation, including training hours

d. Must have a high school diploma or GED or higher degree
e. Must show evidence of embracing key themes of the practice model:
    i. Family-centered
    ii. Strength-based
    iii. Culturally responsive
f. Be a good communicator: interesting, personable, likable, enthusiastic, trustworthy, and able to develop skills in handling difficult situations
g. Must be able to maintain confidentiality
h. Must be organized and dependable
i. Be realistic, yet positive—able to interact in an honest, tactful manner about the complicated child welfare system
j. Want to be a TN KEY Trainer

3. After completion of TN KEY Training for Trainers, approved Foster Parents can co-lead a TN KEY group.
4. A Foster Parent and a DCS or Agency Provider Staff person will co-lead Navigating the Child Welfare System Exploring the Impact of Trauma, Roadmap to Resilience, and Rerouting Trauma Beahaviors.
5. DCS Only: All DCS Foster Parents who complete the TN KEY Training for Trainers will receive a $250.00 stipend. All necessary paperwork should be submitted to the DCS Director of Training and Professional Development.
6. If an Agency or DCS cannot secure a Foster Parent Trainer who is certified to deliver the TN KEY curriculum, the Trainer can ask a Foster Parent who is very knowledgeable in a certain area (such as loss or attachment) to share examples during the TN KEY module. However, parents who have not received TN KEY Training for Trainers certification cannot present the TN KEY curriculum as a co-leader.
7. All co-leaders are expected to be full partners in preparing for training, presenting pieces of the curriculum, and cleaning up after each module.
8. Youth Co-Trainers may be used for Navigating the Child Welfare System.

Procedure: TN KEY Youth Co-Trainer Requirements

General

1. Criteria
    a. All Youth TN KEY Co-Trainers must be 18 years or older
    b. Must have a high school diploma or GED or higher degree
    c. Be a good communicator-interesting, personable, likable, enthusiastic, trustworthy, able to develop skill in handling difficult situations
    d. Be able to maintain confidentiality
    e. Be organized and dependable
    f. Be realistic yet positive: able to interact in an honest, tactful manner about the complicated child welfare system

g. Want to be a TN KEY Trainer

2. Preparation
    a. All Youth TN KEY Co-Trainers will be required to attend a modified 3 Step TN KEY T4T, to include the following:
        i. Step 1: 2 hours: on Training Skills, which will allow the Youth TN KEY Trainer to do the following:
            1. Learn components of an effective learning climate
            2. Identify strategies for creating an effective learning climate
            3. Know that Trainers should dress professionally
            4. Know how Trainers should treat trainees
            5. Identify methods to decrease stage fright
            6. Learn how to deal with difficult trainee situations
            7. Learn how to effectively co-lead with DCS or Agency Provider Trainer and Foster Parent Trainer
        ii. Step 2: 1 hour: Orientation to Navigating the Child Welfare System
            1. Help the Youth to identify and outline specific topics and discuss everyone's responsibilities with the Youth Trainer
        iii. Step 3: 3 hours: Observe Navigating the Child Welfare System before co-leading a training
        iv. Recruit youth and adults who have demonstrated training and leadership potential. Interdependent Living will partner with training staff to identify appropriate Youth.

Procedure: Requirements for Trainers of Medication Administration and CPR & First Aid

General

1. Requirements for All Trainers of Medication Administration TN KEY and Refresher Courses:
    a. Trainers must have a valid Tennessee Nursing License (LPN or RN).
    b. Trainers must provide DCS with a copy of their Nursing License prior to T4T.
    c. Trainers must have attended a Medication Administration classroom or Live Webinar Training for Trainers (T4T).
    d. Trainers must have a Medication Administration T4T Certificate of Attendance.
    e. All Foster Parent Medication Administration Training MUST be delivered face to face in a classroom by a licensed and Trained Nurse contracted or employed by a Provider delivering training to any Foster Parent caring for a child in DCS custody.
        i. Live webinars offered by DCS are approved for all foster, kinship, and adoptive parents in Tennessee.
        ii. Medical questions must be addressed by a Licensed Nurse present during

the entire Medication Administration Training.

2. Requirements for All Trainers of CPR & First Aid TN KEY and Refresher Courses:
    a. Trainers must have a valid CPR & First Aid Trainer Certification.
    b. Trainers must provide DCS with a valid copy of their BLS Trainer Certification from a recognized provider and must show attendance of a CPR & First Aid T4T.
3. All Certifications must be emailed to the DCS Central Office Foster Parent Training and Contract Manager responsible for CPR/FA prior to delivery of training to any DCS Foster Parents or Provider Foster Parents caring for children in DCS custody. These documents will be maintained in a Provider file. The Provider Agency with whom the Trainer is contracted should be identified in this correspondence.
4. All Medication Administration and CPR & First Aid Trainers for Foster Parents must be listed on the Calendar as the presenter. If the Trainer is not secured prior to the posting of the calendar, the Nurse or Trainer information must be provided to Foster Parent Training staff member one week prior to the scheduled training.
5. Any questions or concerns regarding Foster Parent medical training should be forwarded to the designated DCS Central Office Foster Parent Training staff member.

Procedure: Delivery Requirements for CPR & First Aid Training

General

1. Instructors of CPR & First Aid will maintain copies of EMS Safety records for future verification of training as required and requested by EMS Safety, Inc.
2. The following policies and procedures will be implemented when delivering CPR & First Aid training to DCS Foster Parents:
    a. Trainers will instruct all participants in life-saving skills and observe all participants providing CPR according to the specifications of the training module.
    b. All trainers will observe and provide feedback to all training participants of the training in Adult, Child, and Infant CPR and Choking.
    c. Trainers will provide training mannequins at a ratio specified by EMS Safety.
    d. Trainers will maintain EMS Safety Documents as well as provide those documents to DCS with Sign-In Sheets and Course Reaction Surveys.
    e. Although the Certificate Training does not require a written test or a 100% skill demonstration, trainers will be responsible for processing the information with the participant and observing skills and providing feedback with each participant.
    f. Trainers will ensure that all participants have the knowledge and skill required to maintain life until advanced life support arrives and takes over.
    g. Trainers will use the 4 hour Certificate curriculum provided during the CPR & First Aid T4T.
    h. Trainers are required to use the materials included in the EMS Safety, Inc. training kit. The following components must be utilized during training:
        i. Training DVD
        ii. Lecture

iii. Skills demonstration

3. Any CPR/FA Training provided by outside Provider Agencies must use an approved curriculum that follows the ILCOR Standards and AHA Guidelines of CPR/AED. The training must be at least 4 hours. All participants must provide the skills demonstration and the trainer must provide feedback to the participant. Online CPR/FA training will not be approved and is not valid.
4. Clarification of Waiver for CPR & First Aid Training: CPR certification due to type of employment (nurses, doctors, emergency medical personnel, etc.) can replace the CPR & First Aid training requirement.
    a. If any area of a CPR/First Aid certification is marked out, such as WRITTEN TEST or SKILLS TEST, the Foster Parent will be required to attend the 4 hour CPR & First Aid training for TN KEY and every 2 years for a 4 hour refresher. The only exemption is for medical professionals that have completed a Health Care Provider Certification training.
    b. Foster Parents that have completed a Basic Lifesaving Skills training (BLS) with a recognized Provider such as American Heart Association, EMS Safety, or American Red Cross and have a certification that verifies the participant has completed a written test and a skills test for Adult, Child, and Infant CPR/ First Aid will have met the DCS Policy Requirement for TN KEY and refresher. If any component of the training has been marked out or has not been completed, the Foster Parent will be required to attend the DCS 4 hour TN KEY and refresher training.

CPR/FIRST AID ~ 4-HOUR PARTICIPATION COURSE							
TOPIC	DVD Chapter	Student Page #	Facilitator Page #	Video (Minutes)	Lecture/ Demo	Practice	Total Time
Building Blocks: Intro/Chain of Survival	1-CPR	3	16-18	7	3		10
Building Blocks: CPR/AED Overview	2-CPR	4	18,19	4	3		7
Building Blocks: C - A - B	3-CPR	5,6	19-21	3	3		6
Building Blocks: Positioning a Victim	4-CPR	6,34	22	4	5		9
Building Blocks: CPR Barriers	5-CPR	7	22,23	2	3		5
Adult CPR	7-CPR	10,11	25-28	1.75	3	10	14.75
Child CPR	8-CPR	12,13	28-30	4	3	10	17
Infant CPR	9-CPR	14,15	30-32	2	3	10	15
RECOMMENDED BREAK TIME							10
Responding to Emergencies	1-FA	21,22	19,21	2.25	5	5	12.25
Protection from Infection	3-FA	24,25	23-25	3.25	2	5	10.25
Heart Attack	4-FA	26	25,26	2.75	2		4.75
Stroke	5-FA	27	27,28	2.75	2		4.75
Adult or Child Choking	6-FA	28,29	29-31	3.5	2	5	10.5
Infant Choking	7-FA	30	31,32	2.75	2	5	9.75
Assessing a Victim	8-FA	32,33	34-38	3	2.5		5.5
Bleeding, Shock and Trauma	11-FA	36-39	40-48	5.5	3	10	18.5
Head, Neck and Back Injuries	12-FA	41-44	50-54	1	3		4
Chest and Abdominal Emergencies		45	58-60	0	3		3
RECOMMENDED BREAK TIME							10
Muscle, Bone and Joint Injuries	13-FA	46-48	61-64	4.25	3		7.25
Burns	14-FA	49,50	66-69	3.5	2		5.5
Difficulty Breathing/Asthma	15-FA	52	71-74	2	3		5
Allergic Reactions	16-FA	53	75,76	2.5	3		5.5
Seizures	17-FA	54	77-80	2	3		5
Diabetic Emergencies	18-FA	55	80-82	2.5	3		5.5
Poisoning	19-FA	56,57	86-90	2.5	3		5.5
Heat-Related Emergencies	20-FA	58	90-92	4	3		7
Cold-Related Emergencies	21-FA	59	93-95	3.75	3		6.75
TOTAL TIME				81.5	78.5		240

Procedure: Delivery Requirements for CPR & First Aid Training

General

1. **Curriculum**: No modifications will be made to the training curriculum or delivery method without approval from the DCS Director of Training and Professional Development.
2. **Delivery Protocol for Traditional TN KEY Traditional**
    a. TN KEY groups should be consistently led by one staff trainer for the entire TN KEY group and one parent trainer for the first 4 modules in order to form a rapport with and provide a thorough assessment of participants. Other co-leaders are necessary and can rotate if needed.
    b. TN KEY can be delivered in the following format:

Weeknight or Saturday	Weeknights	Saturday	Weeknight and Saturday
1 module a week	Two modules in a week; however, at least one day has to be in between each module For example, Module 1 on Tuesday and Module 2 on Thursday	Two modules can be delivered on a Saturday. However, the courses will need to be delivered using the following format: Module 1, 2, 3, or 4 and CPR/FA or Medication Administration. *Example:* *Module 1 and CPR/FA* *Module 2 and Medication Administration* *Module 3-Separate Saturday* *Module 4-Separate Saturday* *Or you could choose to pair CPR/FA or Medication Administration with Module 3 or Module 4* Trainers are not allowed to deliver 2 consecutive modules due to the content and homework.	1 module on a weeknight and 1 module on a Saturday
Trainers are not allowed to deliver more than two modules a week.			

c. All individual or expedited training plans must be presented to the DCS Foster Parent Training designee for approval before they are presented to the TN KEY applicants.
d. DCS Kinship Coordinators will informally prepare kinship applicants for TN KEY training and submit the Kinship Enrollment form prior to the applicant attending training.
e. Kinship applicants are allowed to attend Traditional or Kinship Condensed TN KEY.

Procedure: Foster Parent Pre-Approval Training Requirements

General

1. Applicant Attendance
    a. TN KEY applicants cannot miss more than one (1) module.
    b. Missed TN KEY module must be made up, and the method of make-up training must be documented in the home study.
    c. Applicants missing more than one module must start TN KEY over from the beginning.
    d. All Traditional applicants must complete the Informational Meeting before beginning any of the modules in TN KEY. Note: The Informational Meeting is a required module that prepares traditional applicants for the training environment. In addition, it allows participants to hear all of the requirements before proceeding with training.
    e. Kinship applicants are not required to attend the Informational Meeting. They will begin the pre-service program with any module TN KEY. However, traditional applicants must remain with their initial group and follow the scheduled order of TN KEY delivery.
    f. All TN KEY participants must complete TN KEY training within 60 days of the start of TN KEY.
2. Foster Parent Traditional Pre-Approval Training Requirements: All Foster Parent applicants must complete 23 hours of pre-approval training by attending the following modules:
    a. Informational Meeting-2 hours
    b. Navigating the Child Welfare System-3 hours
    c. Exploring the Impact of Trauma-3 hours
    d. Roadmap to Resilience-3 hours
    e. Rerouting Trauma Behavior-3 hours
    f. MAP Meeting -1 hour
    g. Medication Administration-4 hours

h. CPR & First Aid-4 hours

Procedure: Kinship Parent Pre-Approval Training Requirements

General

1. Applicant Attendance
    a. Kinship applicants can select the Traditional or Kinship Condensed curriculum that meets their needs
    b. Kinship Condensed PATH applicants cannot miss the following modules:
        - Understanding the Child Welfare System
        - Impact of Trauma
        - Effective Discipline
        - TN KEY Condensed –COMING SOON!
    c. Kinship applicants that miss CPR/FA and/or Medication Administration can make-up the courses with a different group.
    d. Kinship applicants attending Traditional TN KEY can begin TN KEY during any module
2. Foster Parent Kinship Condensed Pre-Approval Training Requirements: All Kinship Parent applicants must complete 16 hours of pre-approval training by attending the following modules:
    a. Understanding the Child Welfare System-2 hours
    b. Impact of Trauma-3 hours
    c. Effective Discipline-3 hours
    d. Medication Administration-4 hours
    e. CPR & First Aid-4 hours
    f. TN KEY Condensed –COMING SOON!

Procedure: DCS FPS, Contract, or Private Provider Staff Delivering Individual TN KEY Training

General

1. Staff must receive all required approvals from the Office of Training and Professional Development (OTPD) prior to conducting Individual TN KEY classes.
2. For each Individual TN KEY request, a Waiver of Criminal Convictions, TN KEY Training Modifications, Non-Safety Issues and CPS Indicators form (CS-0921) must first be approved with all appropriate signatures.

3. After the waiver has been approved, the staff member will submit an Individual TN KEY Training Plan for each family that is in need of Individual TN KEY Training within 72 business hours.
4. The Individual TN KEY Training Plan should be submitted to the assigned DCS Central Office Training Staff for approval. OTPD Staff will provide approval and course ID #'s within 24 business hours.
5. Individual TN KEY courses can be conducted at DCS offices, alternate training locations (e.g., library, family's home), or at a mutually agreed upon location.
6. A maximum of two (2) TN KEY courses can be conducted within any one individual training day with a family.
7. There should be a minimum of one day in between trainings before another individual training is conducted with the family. This is required to allow the family sufficient time to complete homework assignments.
8. Any exceptions to the established protocol above will require the approval of the Director of Training and Professional Development or Designee.
9. The Foster Parent Individual TN KEY Training Plan Addendum should be completed whenever there is a change that needs to be made to the Individual TN KEY Training Plan after it has already been approved by OTPD staff.
10. The Individual TN KEY Training Plan Addendum should be submitted to the assigned OTPD staff for approval. OTPD will provide approval for the Individual TN KEY Training Plan Addendum within 24 business hours
11. Training cannot begin until the Individual Training Plan has been approved. Changes to the training plan cannot take place until the Training Plan Addendum has been approved.
12. DCS Staff will submit all sign-in sheets that includes the Course ID#'s to the email address below:

    EI_DCS.FPTrainingdocs@tn.gov

Individual TN KEY Trainer: _____

Foster Home Name: _____

DCS County/Region where Family Resides: _____
Address: _____
Phone Number: _____ E-Mail Address: _____

Date of Waiver approval for TN KEY : _____

Please document the dates that the courses below will be delivered or have been completed:			
Informational Meeting		Navigating the Child Welfare System	
Exploring the Impact of Trauma		Roadmap to Resilience	
Rerouting Trauma Behaviors		Mutual Assessment Meeting	
CPR & First Aid		Medication Administration	

Individual TN KEY Training Plan for family (should include specific details about how often sessions will be conducted with the family).

If changes must be made to an already approved Individual TN KEY Training Plan, please provide the following information:

Reason for altering the approved Individual TN KEY Training Plan:

_____ _____
Individual TN KEY Trainer Date

_____ _____
DCS Central Office Foster Parent Training Designee Date

_____ _____
DCS Director of Training and Professional Development or Designee Date

(Signature required if exception to protocol)

Tennessee Department of Children's Services

Foster Parent Pre-Service Refresher Training Plan

Requesting Region or Agency: _____

Individual Pre-Service Trainer: _____

Foster Parent (s) Name: _____

DCS County/Region where Family Resides: _____
Address: _____
Phone Number: _____ **E-Mail Address:** _____

Date of Initial Pre-Service Training _____ **Date of Home Closure** _____
Date Pre-Service Refresher Training Completed _____

Trainer will follow the steps below to refresh homes that have been closed for more than two years on pre-service training components:

1. Conduct an informal verbal assessment to determine an appropriate training plan for the foster family using the guidelines below:
    a. Deliver Pre-Service Refresher training in the home using the outline established on the following page.
    b. Confirm the last date that parent completed Medication Administration. If more than two years, parent will be required to attend a Medication Administration Refresher course via live webinar.
    c. Enroll applicants in CPR/FA if their certification has lapsed.
    d. Complete a new Pre-Service Training Assessment form for the family and submit to the Home Study writer.

CPR & First Aid Completion Date		**Medication Administration Completion Date**	

Foster parents will not be required to attend a TN KEY group. Parents will do one of the following after the refresher is completed:

a. Receive in-home training on one or more modules as determined by the completed Assessment
b. Attend a TN KEY module or group if the foster parent elects to attend and/or prefers this option to the in-home training requirement
c. Proceed with fostering upon approval of home study

_____ _____
Individual TN KEY Trainer Date

_____ _____
DCS Central Office Foster Parent Training Designee Date

_____ _____
DCS Director of Training and Professional Development or Designee Date
(Signature required if exception to protocol)

Tennessee Department of Children's Services

Foster Parent Refresher Pre-Service Training Plan

Pre-Service Refresher Training Outline

Trainer should review the following concepts with the family during an individual training in the home:

Module from Facilitator Guide	Unit	Content
Informational Meeting	4	• Discuss requirements for licensing • Explain the Home Study process • Learn about the Assessment Criteria
Navigating the Child Welfare System	1	• Review of Characteristics of Successful Foster Parents
	2	• Review the Foster Care Court Hearings Process • Review the CFTM Process and Permanency Plan
	3	• Define partnership with DCS and birth parents • Define shared parenting, roles, and responsibilities • Review methods of bridging the gap between birth parents and foster parents
	4	• Demonstrate the Eco-map activity
	5	• Review Respite protocol and self-care concepts
Exploring the Impact of Trauma	2	• Review how the brain is built • Review levels of stress • Review types of trauma that foster children experience • Review DCS definitions of abuse and neglect
	3	• Describe the research and concepts of Adverse Childhood Experiences (ACE) • Review trauma responses: fight, flight, freeze, and check-out
	5	• Review stages of grief and loss • Review what loss looks like to a child
Roadmap to Resilience	2	• Define resiliency • Define attachment • Review the Secure Attachment Cycle • Review the Infant Neglect Cycle
	3	• Review the Circle of Security
		• Review Regulate, Relate and Reason
Rerouting Trauma Behaviors	2	• Review DCS Discipline Policy • Review SIU Frequently Asked Questions • Review Policy 16.8 Creating House Rules Information
	3	• Review Teen Angst vs Teen Adversity • Review Easy Ways to Connect • Review Rerouting Slides and Underlying Needs
	5	• Review Responding to Misbehavior • Review Correcting Techniques

Pre-Service Refresher Assessment

Rate each applicant and co-applicant on each statement for the assessment areas below. The assessment information should be used to guide decisions around the ongoing needs of each applicant. Address any scores of 3 in the Concerns Narrative.

Each competency is rated on a scale of 1 to 3:

1 –Understood concepts
2 –Understood concepts with further explanation
3 –Did not understand concepts with further explanation and recommend additional training once home is reopened

Navigating the Child Welfare System	**Applicant Score**	**Co-Applicant Score**
The applicant demonstrated knowledge and ability through discussion to work with DCS, legal, and other professionals on the team and abide by policies.		
The applicant demonstrated knowledge and ability through discussion to work with birth parents and families in the foster care system as expected.		
The applicant demonstrated knowledge and ability through discussion of culture (deeper than race or ethnicity) and can discuss how the child's culture will influence behavior. The applicant has an ability to understand how their own culture will affect the child.		
Exploring the Impact of Trauma	**Applicant Score**	**Co-Applicant Score**
The applicant demonstrated knowledge and ability through discussion to recognize the effects of trauma on children in the foster care system.		
The applicant demonstrated knowledge and ability through discussion to explain the grief process as well as behaviors that can be associated with the stages of grief.		
The applicant demonstrated knowledge and ability through discussion of survival behaviors and can recognize trauma behaviors associated with them.		
DCS Discipline Policy	**Applicant Score**	**Co-Applicant Score**
The applicant demonstrated through discussion knowledge of the DCS Discipline policy.		
The applicant demonstrated correcting and rerouting behaviors techniques.		

Summarize each applicant's understanding of the concepts above.

Applicant participation

Co-applicant participation

Concerns Narrative: Describe any needs for further coaching or training, concerns of the trainer, or red flags indicating the applicant(s) may not be a good fit for foster parenting.

Concerns Narrative

Trainer Signature _____ Date _____
Supervisor Signature _____ Date _____

Procedure: TN KEY Assessment and MAP Meeting

General

1. TN KEY Trainers will distribute the TN KEY Mutual Assessment Process Questionnaire (CS1228) as roadwork during module 4.
2. MAP Meetings consist of the TN KEY Trainer and the Foster Parent/Applicant. The support team process will take place during a face-to-face consultation and should include the following:
    a. Review of roadwork in detail
    b. Engage Foster Parent applicant in a discussion regarding the various modules of TN KEY by reviewing the Mutual Assessment Process Questionnaire to ensure parents have a good understanding of curriculum
    c. Gather information for Foster Parent Pre-Service Assessment
    d. Review Policy 16.9
    e. Review Foster Parent Handbook
    f. Sign-in sheet: participants must sign the MAP meeting sign-in sheet
    g. Distribute TN KEY Completion certificates
3. Locations
    a. DCS/Agency office
    b. Training sites
    c. Mutually agreed location
    d. Timeframe: TN KEY Trainers have one (1) week to conduct MAP meetings after the completion of the TN KEY group
4. Trainers should complete a TN KEY Participant Assessment (CS 1227) on each family.
    a. The Staff Trainer will complete the assessment or summary within 2 weeks after the last TN KEY module.
    b. The assessment or summary will be reviewed and approved by the Contract/ Provider Agency supervisor or OTPD designee for DCS staff for content, grammatical errors, etc.
    c. DCS Central Office Training Staff will periodically request approved assessments or summaries to be forwarded to DCS for quality review.
    d. TN KEY Trainers should use the following guidelines:
        i. During TN KEY training, observe participant reactions to subject matter being presented.
        ii. When not presenting, trainers should record information regarding participants' reactions or statements.
        iii. Engage participants during the training to solicit responses.

iv. Briefly interview each family to review the gather their viewpoints on each module throughout the TN KEY training.

e. DCS Only: DCS Central Office Training Staff will review the first approved assessment or summary for all new Trainers for further review and feedback.

5. Home Studies
    a. Home Studies must be completed within 90 days of the completion of the TN KEY classes. In cases of ICPC, the decision regarding the home study should be made within 60 working days of the date of the referral.
    b. The home study writer must conduct the minimum requirements for home studies:
        i. Three (3) planned interviews for couples
        ii. Two (2) planned interviews for individual applicants
        iii. At least one interview must occur in the home
        iv. Each applicant must be interviewed individually
        v. Each non-applicant (adult or child) who lives in the home must be interviewed
6. Sensitive Issues: DCS has no policy prohibiting the approval of non-traditional families as Foster Parents. “Non-traditional” may refer but is not limited to:
    a. unmarried couples
    b. single parents
    c. LGBTQ couples
    d. other family dynamics not conforming to a traditional nuclear family makeup

Procedure: Addressing Problematic or Disruptive Behavior in the Classroom

General

1. Behaviors that require attention:
    a. Continued use of cellular phone (e.g., talking, texting, emailing, playing games)
    b. Excessive loud talking
    c. Crocheting or other crafting activity
    d. Reading items (books, e-reader, newspaper, etc.) other than provided training material
    e. Repeated exiting and re-entering of the room
    f. Making excessive loud noises
    g. Repeated outbursts toward the presenter or fellow participants
    h. Drug/alcohol use or intoxication
    i. Arriving more than 15 minutes late (must be asked to leave)
    j. Staying away from the training room more than 15 minutes total

k. Any activity that is distracting to the presenter or other participants
l. Participants who bring children to training

2. Steps in addressing a behavior:
    a. Ask the participant to stop the behavior.
    b. If redirection or regrouping does not diminish the inappropriate behavior, ask the participant again to stop the behavior. Inform participants that they will have to leave the class if they do not stop and they will not receive training credit.
    c. If the behavior must be addressed a third time, administer a break and ask the participant to step outside to discuss the issue. If they do not agree to stop the behavior, ask them to leave and inform them that you will discuss the incident with your Supervisor and their FPS worker.
    d. If the participant refuses to leave, disengage from participants and contact the Agency Supervisor and/or Central Office representative for further instructions.
3. Be as discreet as possible so as not to create further disruption. Complete an incident report documenting the incident and submit the information to your Supervisor and Central Office Training Liaison.

Procedure: Quality Assurance for Foster Parents

General

1. Trainers should be familiar with the information on all surveys prior to distribution to participants, in case there are questions.
2. Surveys should be introduced at the end of each training module, with the exception of TN KEY Orientation.
3. Distribute the surveys and explain their purpose to participants.
4. Trainers should ask a volunteer to collect the surveys and place them in a large, designated envelope.
5. Trainers should use the correct, most current version of survey for each course. Surveys can be located in the Generic Evaluation folder in Dropbox folder.
6. Trainers should submit surveys to their Supervisors for review. Agency Supervisors should review all surveys or evaluations. Supervisors should address with Trainers any training modules where three (3) or more participants disagree or strongly disagree.
7. Agency Supervisors will complete a Training Improvement Plan for Trainers who receive three (3) or more Evaluations in one class or group where participants disagree or strongly disagree. The form will be forwarded to DCS Central Office Training Staff responsible for the Region for further processing.
8. Agency Supervisor/DCS Central Office Training Staff can also submit a referral form to request additional Trainer development.

9. DCS Central Office Training Staff will consult with the Agency Trainer and Supervisor on noted problem areas.

Procedure: Trainer Monitoring Process

Contract and Provider Agencies

1. A minimum of one (1) monitoring module will occur annually for each Agency.
2. Monitoring modules may be announced or unannounced.
3. DCS Central Office Training Staff will review monitoring tool verbally with Trainer after training.
4. DCS Central Office Training Staff will prepare monitoring tools within 10 days of monitoring module.
5. Monitoring tools will be emailed to Agency Supervisor and Trainer.
6. Plan for Training Improvement will be used for Trainers that need further coaching or development.
7. All Trainers will be measured according to the Trainer Competencies provided during Day 1 of TN KEY T4T.

PLAN FOR TRAINING IMPROVEMENT

Trainer Name:	
Training Supervisor:	
Course:	
Group Number:	
Date:	

The purpose of this instrument is to identify areas of concern and strategies to address those concerns to improve the Trainer's performance.

Course Content

Concern:

Action:

Group Dynamics/Process

Concern:

Action:

Trainer Effectiveness

Concern:

Action:

Logistics

Concern:

Action:

Communication

- Presentation skills
- Oral communication
- Interpersonal communication
- Non-verbal communication
- Cultural sensitivity
    - Aware of own cultural background, including values, beliefs, and traditions; understand how these may differ from those of participants; and recognize an ethnocentric approach may interfere with ability to train
    - Facilitate discussions of all types of cultural issues, including "isms", stereotyping, dynamics of intercultural interactions, etc.
    - Integrate cultural issues and examples throughout the curriculum to enhance understanding and comfort when interacting with another culture
    - Employ strategies to resolve conflicts when cultural misunderstanding occur in the classroom

Conceptual Knowledge

- Ability to clarify issues by breaking them down into meaningful components
- Understands and integrates family-centered, strengths-based, culturally responsive principles into the training
- Problem analysis
- Judgment
- Conceptual thinking

Group Dynamics

- Ability to demonstrate interpersonal understanding
- Valuing participants
- EmTN KEYy
- Feedback

Group Process

- Ability to apply group process theory, including task and maintenance functions
- Task functions, clarifying, opinion seeking, consensus testing
- Managing conflict, negotiations, clarifying group norms and adherence to group norms and encouraging learners to participate in a mutually respectful manner
- Create a positive learning environment, attending to social, emotional, and comfort needs of the learner

Information Management

- Ability to apply computer concepts, basic applications, and instructional media
- Equipment
- Instructional approaches

Instructional Management

- Ability to apply instructional strategies, including information flow, instructional approaches and preparedness, planning, practice, and mental imaging to manage stress associated with public speaking
- Needs assessment
- Versatility
- Transfer of learning

Learning Theory

- Ability to apply understanding of how adults learn
- Learning climate
- Motivation
- Accelerated learning; values the use of music; verbal enhancers including examples, illustrations; comparison/contrast; ability to use reflective listening skills to enhance participant understanding, encourage discussion, and provide clarification

Logistics

- Ability to arrange the environment in a way that facilitates positive learning
- Training tools
- Training site
- Accessibility

Self-Management

- Self-responsibility
- Self-concept
- Self-control
- Flexibility
- Job commitment
- Professional standards/ethics

Procedure: Foster Parent Trainer Dress Code

General

1. All trainers should project a professional image while on the training floor. The general dress code for all trainers should be business casual, which means attire should be more relaxed than formal business attire yet neat and pulled together.
2. The appropriate steps should be taken to ensure that trainers are dressed in such a way as to stand out as the trainer for the class.
3. RNs and LPNs who are trained to provide Medication Administration for Foster Parents are allowed to wear their nursing uniform or scrubs while on the training floor, as this is acceptable attire for professional nurses.
4. The following attire is considered inappropriate for trainers and is NOT to be worn while on the training floor:
    a. Jeans/denim
    b. Clothing with suggestive slogans
    c. Shirts that reveal the midriff
    d. Athletic clothing, such as jogging suits and/or tennis shoes
    e. Shorts
    f. Baggy trousers
    g. Short skirts
    h. Leggings
    i. Hats
    j. Flip flops
    k. Bluetooth devices
    l. Any other items of casual attire that do not present a business-like appearance

Consult with the assigned Central Office Training designee for your Region/Agency if you are in doubt about what may be considered appropriate dress.

Procedure: TN KEY Training Supplies

General

1. All certified TN KEY Trainers will receive one flash drive that contains the participant guide, roadwork, and training materials.
2. DCS does not provide TN KEY Participant Manuals to Provider Agencies; therefore, Providers have permission to duplicate the TN KEY participant manuals. If companies such as FedEx Office refuse to copy these handbooks because of copyright concerns, contact the DCS Director of Training and Professional Development.
3. All TN KEY participants will also have access to the TN KEY roadwork videos online. The attached handout provides instructions for accessing the videos.

Procedure: Inclement Weather Procedure

General

1. Maintain a roster that contains phone numbers of all registered participants to notify in case of class cancellation, schedule or location change.
2. Revise schedule and flyers for re-scheduled courses within 48 business hours.
3. Provide inclement weather number to all pre-approval participants and ensure number is posted to all calendars.

Procedure: Foster Parent In-Service Training Requirements

General

1. In-service training requirements for foster parents can be accessed by reviewing *Policy 16.9* and *Policy 16.9 Attachment*.
2. DCS FPS staff will obtain permission and all paperwork for all outside community provider trainings a minimum of 2 weeks prior to delivery from the DCS Central Office Training designee.

Procedure: Foster Parent Training Association Training

DCS Parent Training & Professional Development

Foster Parent Associations requesting training from DCS will do the following:

a. All county associations will email or contact the DCS Regional Foster Parent Association Liaison/FPS Staff to request training from DCS contractor or assistance with external vendor
b. DCS Regional Foster Parent Association Liaison/FPS Staff will contact DCS Central Office Training designee to request approval for training and or assistance with coordinating the training
c. DCS Central Office Training designee will do the following:
    - Coordinate delivery request with Harmony, New Vision, or outside presenter if needed
    - Add training to the appropriate DCS regional calendar
    - Provide paperwork below
        - Sign-in Sheet
        - Certificate
        - Survey card for liaison to distribute after workshop

- Email address for liaison to scan sign-in sheet to Central Office to ensure parent receives training credit in database