| UTAH DEPARTMENT OF HEALTH AND HUMAN SERVICES<br>POLICY AND PROCEDURES | |
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| **Policy: 02-01** | **Page 1 of 7** |
| **Employee Training** | |
| **RATIONALE:** To ensure Juvenile Justice and Youth Services' (JJYS) staff are trained and competent to perform their job duties.<br><br>*Replaces: 02-01 New Staff Training, 02-02 Training Instructor Certification, 02-03 Mandatory Training*<br><br>*Related Policies, Applicable Standards, Statutes: Fair Labor Standards Act of 1938; OSHA Act of 1970, as amended; DHRM R477-5-2. Probationary Period; DHHS policy 01-12 Appropriate Vehicle Use; JJYS Policy 05-08 Supervision and Monitoring of Minors* | |

| Original Effective: | Revision: | Next Review Due: |
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| **December 2, 2003** | **August 14, 2024** | **August 15, 2027** |

## I. Description

The purpose of this policy is to establish training standards and expectations, ensure that employees receive expert and professional training, and to develop and maintain qualified and professional staff.

## II. Definitions

The following terms are defined for this policy as:

A. **DHHS New Employee Orientation (NEO):** Training developed by Department of Health and Human Services (DHHS) to orient and educate new employees to the Department that includes information about Department mission and values, benefits, rights, and the interaction and coordination between the Operational Units within DHHS. This training is provided during New Employee Training (NET).

B. **Direct-care Employees:** Staff members with job responsibilities working

directly with and supervising minors. Direct-care employees include JJYS Technicians, Youth Development Associates and Specialists, Lead Youth Development Specialists, Supervisors, Program Coordinators, Assistant Program Director (APDs) and Qualified Mental Health Providers (QMHPs).

C. **Expert:** A professional with a high degree of skill or knowledge of a specific subject by virtue of education, experience, and recognized work.
D. **Facility/Program Onboarding:** The process of orienting a new employee to their workplace using an onboarding manual with a checklist of activities specific to the assigned program/facility.
E. **In-house Training:** Training conducted by JJYS employees covering approved topics relevant to JJYS, such as: policy and procedure, facility operations, leadership, and other topics.
F. **JJYS Learning Portal:** The learning management system where all online courses are provided, live training registration is available, and training completion is recorded.
G. **JJYS New Employee Training (NET):** A week-long training course administered by JJYS to provide skill-based training and information about DHHS and JJYS.
H. **JJYS Programming Committee:** The group of JJYS employees assigned to review and approve curriculum and training prior to implementation across the Division. The committee is made up of representatives from the Training Bureau, Program Directors (PDs), Deputy Director, Clinicians, and other selected representatives of JJYS programs.
I. **Life-Safety courses:** 1) Suicide Prevention 2) Crisis Intervention 3) CPR and First Aid 4) Blood Borne Pathogens 5) Medication Administration 6) Narcan/Naloxone Administration, and 7) Sexual Assault Victimization Elimination (SAVE).
J. **Mandatory training:** Training which is required and expected by the Division as a condition of continued employment.
K. **Non Direct-Care Employees:** Staff members who work in facilities/programs providing support services.
L. **OSHA:** Occupational Safety and Health Administration
M. **Part-time Employees:** Staff who work less than 28 hours per week and are not benefits eligible. They may still provide many of the same services as full-time employees and therefore also have some of the same training requirements.
N. **Power DMS:** Online portal containing policy and rules for DHHS and its Operational Units.
O. **Professional Development:** Supplemental training that is available to employees to improve programming and enhance skills, usually specific to a job assignment, and may or may not be required for certification.

P. **Program Fidelity Checklist:** A form created and approved through a collaboration between the Training Bureau, Clinical Team, Program Directors and Program Coordinators to assess employee fidelity to training and utilization of curriculum as it was designed.

Q. **Training Instructor Certification:** Occurs when a JJYS employee successfully completes and maintains an approved instructor course and is accepted by the Training Bureau as a qualified instructor.

R. **Utah Performance Management (UPM):** The system provided by the Department of Human Resource Management (DHRM) to create and track employee performance plans.

## III. Policy

A. All JJYS employees shall complete required training commensurate with their role and responsibilities according to timelines established by the Training Bureau.

B. Newly hired, full-time JJYS employees are required to complete both New Employee Training (NET) and Integrated Crisis Response (ICR) training within thirty (30) days of their official hiring date or during the next available NET and ICR training session if one is not scheduled within thirty (30) days. New hires are not eligible for inclusion in the ratio (05-08 Supervision and Monitoring of Minors) until they have successfully completed both NET and ICR training.

C. The Programming Committee shall review and approve curriculum and training intended to be used across specific program types or across JJYS. This is to ensure fidelity of programming and uniformity across programs.

D. JJYS shall provide onboarding and training for new employees. Successful completion of all required training is necessary in order to complete the prescribed probationary period and be awarded merit status.

E. Mandatory Training topics shall be established by JJYS, DHHS, DHRM, and the Division of Technology Services and shall be commensurate with the employee's role and responsibilities. The JJYS Training Bureau shall make training available to employees and supervisors shall provide time for employees to complete all training expectations.

F. Professional Development training shall include topics established by JJYS that are specific to the job assignment and which enhance the skills of employees. Training topics shall support the programming and philosophy of JJYS.

G. Employees shall follow professional standards regarding dress, participation, punctuality, and documentation when attending training.
H. Training instruction shall be consistent with JJYS Policy and Procedures.

## IV. Procedures

A. New Employee Training
   1. New employees shall be assigned the following training when they accept a position with JJYS: Respect in the workplace, Defensive Driving, Security Awareness, and Ethics and Integrity. These courses shall be completed within the first 30 days of employment.
   2. New employees shall complete the facility or program onboarding within the timelines outlined in the onboarding manual. Onboarding shall be provided at the employee's work location by the supervisor or designee and will be specific to the job assignment. Completed onboarding documentation will be uploaded to the employee's performance plan in UPM.
   3. JJYS employees who transfer from one facility or program to another shall complete the onboarding process specific to the new facility or program within 30 days.
   4. Direct-care employees shall attend and complete NET within the first 30 days of employment. Staff must pass the NET exam for successful completion. NET accommodations may be made by the Training Bureau for language or any disability.
   5. Full-time, direct-care employees shall complete the following life safety courses within the first 30 days of employment: Suicide Prevention, Crisis Intervention, Medication Administration, and Sexual Assault Victimization Elimination (SAVE). The remaining life safety courses shall be completed within 90 days of employment: CPR and First Aid, Blood Borne Pathogens, and Narcan/Naloxone Administration.
   6. Part-time, direct-care employees shall complete the following life safety courses within the first 90 days of employment: Suicide Prevention, CPR and First Aid, Blood Borne Pathogens, Narcan/Naloxone Administration, and Sexual Assault Victimization Elimination (SAVE). Crisis Intervention shall be completed within one year of employment. Part-time employees may not count toward ratio until they have completed crisis intervention training.
   7. Non-direct-care Employees shall complete the facility or program onboarding as provided by their supervisor and the DHHS New Employee Orientation within the first 90 days. All other mandatory training shall be completed as required, including CPR/First Aid,

Bloodborne Pathogens, SAVE and Narcan training. Non-direct-care Employees are not required to attend New Employee Training (NET) or crisis intervention training.

a) Maintenance employees shall also receive safety training commensurate with their job responsibilities and as approved by JJYS, DHHS, and OSHA.
b) Kitchen employees shall also receive training required by Nutrikids (*7 CFR Part 210.11)*, OSHA, and other training necessary to perform their duties.

B. Mandatory Training:
    1. Employees shall register or be registered for all training through the JJYS Learning Portal or as directed by the Training Bureau.
    2. Employees shall read and acknowledge all JJYS policies on PowerDMS. The Policy Training Calendar (02-01b) provides a suggested schedule so that reading policies can be spread throughout the year. Policy-related questions shall be addressed to the employee's immediate supervisor.
    3. Staff shall complete mandatory training within the scheduled time frames contained in the onboarding checklist. Exceptions for training not recorded in PowerDMS or the JJYS Learning Portal shall be approved by the Training Bureau.
    4. The supervisor or designee shall coordinate registration for and documentation of completed training for the employees on their team.
    5. Supervisors shall track and discuss training with employees on a monthly basis. Staff finishing one year probation shall have all mandatory training completed.
    6. Completion of mandatory training shall be considered when staff seek a promotion.

C. Professional Development:
    1. The JJYS Training Bureau shall schedule and provide evidence-based and professional-level training to improve programming and enhance employee professional development.
    2. Employees shall complete professional development training when required for their position, or voluntarily (with approval of supervisor) as funding and facility scheduling will permit. Employees may upload any certificates of completion or proof of attendance to their performance plan on UPM.
    3. The JJYS Training Bureau shall provide assistance and support for certifications as determined appropriate for

specific job titles.

4. Facility and program supervisors and APDs shall provide ongoing professional development or in-service training to their employees to ensure employees have the resources necessary to be proficient in their job.
5. The Training Bureau, in coordination with the PDs, shall provide a Program Fidelity Checklist, when available, to APDs, Program Coordinators, and supervisors.
6. APDs, Program Coordinators, and supervisors shall use the Program Fidelity Checklist, when available, to ensure interventions and techniques are being used as designed and trained, and that employees are competent in the delivery of those interventions.

D. Employee Training Expectations and Guidelines:
    1. Professional Conduct: Employees shall maintain a professional demeanor when attending any training event. This includes professional interactions with presenters and participants, adherence to the dress code (JJYS Policy 01-09 Dress Code), and remaining actively involved in the training.
    2. Attendance and Punctuality: Employees shall adhere to the scheduled start and end times and attend the entire training.
        a) Employees who are unable to attend a scheduled training shall notify a supervisor a minimum of 24-hours in advance.
        b) Supervisors shall notify the Training Bureau when a scheduled employee is unable to attend and send a replacement when possible.
        c) Failure to complete mandatory training or any of the required professional development training shall be reflected in the employee's performance evaluation and they may be considered for disciplinary action.
    3. For in-person training, employees shall sign a roster provided by the instructor to gain credit for attendance. The instructor shall provide the signed rosters to the Training Bureau for documentation.
    4. Requests for non-JJYS training with a registration fee or that count towards work hours must be approved in advance by the facility or program APD and when a registration fee is involved, the PD.
    5. Overtime: In accordance with the Fair Labor Standards Act (FLSA), employees shall be given compensatory time or overtime (depending on election made), for training hours over and above the 40-hour work

week, including travel time.

a) The training and overtime must be approved in advance.
b) Employees shall be compensated for travel time to a training outside of their work location. Travel shall begin at an employee's designated work location or home, whichever is closer to the training location.
c) Employees shall be compensated for work outside of class time when it is required by the training (e.g., homework assignments or study time). Employees may claim up to a total of five hours of work outside of class for the initial crisis response training. Employees shall track their time accurately, communicate the details to their supervisors, and document hours worked on the employee's timesheet.

6. When traveling to and from a work-scheduled training that is not held at their regular work location, employees shall utilize a state motor pool vehicle when available and carpool when possible (DHHS policy 01-12 Appropriate Vehicle Use).
7. Employees requiring special accommodations shall inform the training bureau at least seven days in advance of the training.
8. Online training shall be scheduled work time for which the employee is paid. Staff shall attend for the full scheduled time of the training and be engaged during that time.

E. Instructor Certification

1. To be approved as an instructor for purposes of Division employee training an individual must meet at least one of the following requirements (as verified by the Training Bureau):
   a) Successfully complete an approved instructor course and maintain certification by instructing at least once per year or as required by the certifying body;
   b) Be licensed as a professional in the field of the subject they are instructing; or
   c) Be approved by the Training Bureau as knowledgeable and an expert in the field.
2. Training Instructors shall provide proof of their certification when such certification exists.
3. Division employees requesting to be a training instructor shall:
   a) Obtain permission from their facility or program APD; and
   b) Obtain approval from the Training Bureau.

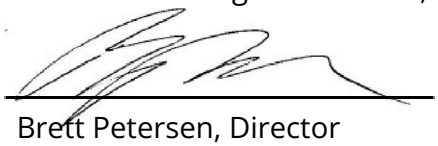
F. Requests for exceptions to this policy shall be made in writing to the Training

Bureau Director.

## VI. Continuous Renewal

This policy shall be reviewed every three years to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

This policy has been reviewed by the Division of Juvenile Justice and Youth Services Executive Management Team, and is approved upon the signature of the director.



08/14/2024

Brett Petersen, Director
Division of Juvenile Justice & Youth Services

Signature Date