

## Child Welfare Development Services (CWDS)

# COMMONLY ASKED QUESTIONS

### 1. How do I apply to work with the CWDS program?

To be eligible to provide services for the CWDS program the first step is review and complete the [CWDS online application](#).

### 2. If my application is successful how will I be classified to provide training or other services for CWDS?

You will need to complete a "[Classification Survey](#)", to assist the CWDS program in determining how to process your application.

You will either be classified as an IES employee or a Vendor. For information about these classification please review the [CWDS IES Employee/Vendor FAQ sheet](#).

### 3. What courses am I eligible to train?

Trainers are scheduled to train courses related CWDS training needs and their individual skill set. CWDS offers CORE trainings as well as trainings on advanced topics. Individual Training Opportunities will be discussed during the orientation and onboarding process.

### 4. What if I am interested in other trainings or additional services such as Coaching or Simulation Facilitation?

If you are interested in additional trainings, or providing other services for the CWDS program you must have the skill set and background to facilitate additional topics and you must meet the criteria to provide that service as well as participate in any required development activities for the specific role.

### 5. How will I be scheduled to facilitate deliverables such as trainings?

Typically a CWDS Training Coordinator will reach out to you via email regarding potential opportunities for training or facilitation of other deliverables.

### 6. What time should I arrive for my training?

Contractors should arrive 45 minutes prior to the start of the training event (in person or virtual). This allows you enough time to become familiar with the equipment you need for

your presentation, to test out the equipment, and/or to set up the room as you prefer it.

**7. How should I dress for training or other deliverable?**

Dress professionally; for example: Business casual attire. You are modeling professionalism as a contractor/employee with our agency.

**8. How do I know how many people are signed up for my training?**

The Training Operations Assistant (TOA) who is covering your training may email you the numbers of trainees that are registered for the training event. If you have not received information about the training you are scheduled to deliver 1 week prior to the event you can contact the Training Coordinator who scheduled you and they will facilitate getting you the information about the training day.

**9. How many copies of handouts should I have available?**

For Core and other Standardized classes, the Academy will provide handouts. For non--standardized or advanced classes, the contractor is expected to provide the handouts. For Advanced courses you should plan on providing 30 copies of each handout unless otherwise advised.

**10. How many pages should I have in each handout?**

There is no amount of handouts required. Handouts can also be made available electronically. CWDS staff are NOT permitted to make copies onsite on the training day.

**11. What is the education level of the trainees?**

Depending on the county participant's education levels vary. Many have MSW degrees and some have BA or BSW degrees. There are occasional PhD's and overall a mix from AA to PhD in various fields mostly related to social work practice.

**12. What is the class like?**

The majority of people who attend the class are there to learn. Some people may be taking a day away from work while others have been mandated to attend.

**13. What type of challenges might I encounter with various trainees?**

Problems with trainees can fall into many categories. You may experience participants who; arrive late and/or leave early, leave their cell phones on during class, access social media during training, talk frequently and not practice effective listening skills, appear

unengaged because they believe they are already familiar with the content/information being provided as they may have done and/or be doing the work and there may be a variety of other challenges not captured here. If your normal facilitation skills are not working with certain individuals or groups, let the TOA or Site Coordinator know the problem and ask for assistance in order to maintain a positive learning atmosphere for those participants who are interested and motivated for the learning experience

**14. Where can I get ideas/tips for training?**

- CWDS Contractor Handbook (aka Contractor Manual)
- CWDS Newsletter
- [CWDS Website](#)
- CWDS County Consultants
- CWDS Training Operations Assistants or Site Coordinators
- Participate in the Training for Trainers (T4T) series offered by CWDS throughout the fiscal year

**15. Who can I contact if I need a reference for the services that I provide for CWDS?**

If you need a letter of reference and/or proof of employment with the CWDS program please submit your request to the Training Development Manager.

**16. Can I have guest speakers as a part of my training or other delivery?**

Yes you may, however, any guest speakers you use, even if they are unpaid, must meet the same qualifications as all of our Contractors. As you design your training plan, you must submit the request for all guest speakers' and their resumes to the Curriculum Coordinator.

**17. Can I tell jokes and be funny?**

Absolutely! Humor is a necessity and tasteful and relevant jokes are welcome. Humor makes learning fun.

**18. May I bring food for trainees?**

Yes, but please be advised that CWDS provides snacks and refreshments for most training deliveries.

**19. How often do I give the class breaks and for how long?**

For a full day course (6hrs), typically breaks are 10-15 minutes long with one given in the morning and one in the afternoon.

**20. How long is the lunch break?**

The lunch break is typically one hour in a full day course (6hrs) and 45 minutes for virtual deliveries.

## **21. When should I conclude the training/facilitated event?**

Classroom trainings typically conclude at the time allotted for ½ day, full day, 1 1/2 day, or 2 full days. Please note trainings must start and end on time due to trainee schedules and non-exempt employee schedules. Specialized schedules will be determined in conjunction with any specialized delivery service ex: Simulations, Coaching, etc.

## **22. What is the room set up?**

If you are facilitating a training event at the Riverside Training Center, or the San Diego Academy Training Room, or at most county sites, tables are set up in pods that can accommodate 4-6 trainees each. When training at an offsite location you may need to change the room set-up, please feel free to ask the TOA for help if necessary.

## **23. What equipment is available to me?**

Both the Riverside Training Center and San Diego Academy Training Rooms have the following equipment available:

- Computer/WIFI
- [Smart Whiteboard Screen](#)
- Easel and Flipchart Pads, Whiteboard, and Markers

Note: If you are training at an offsite location please inform the CWDS Training Coordinator who created your schedule to know of any specific equipment needs.