

# CWDS Service Provider Orientation

---

July 2023

Written By: Workforce Management and Development



The Academy for Professional Excellence is a project of the San Diego State University School of Social Work

## CWDS Service Provider Orientation

Note: The CWDS Orientation is a part of the hiring process and is therefore an unpaid activity. The following information is provided with the expectation that all CWDS Service Providers are aware of, and in compliance with all CWDS processes. Only the content most relevant to your role will be discussed during your individual orientation. Additional orientation information may be required for Service Providers in the role(s) of Coach, Sim Facilitator and Actor, and/or Culturally Responsive Subject Matter Experts.

**Instructions: Please take time to review this document thoroughly. You will have an opportunity to discuss the contents of the documents in further detail and/or ask related questions during your scheduled Orientation with the Facilitator Development Coordinator. Once you have completed your review (to include all other linked orientation documents) you will need to SIGN, DATE, and RETURN the Orientation Guide Acknowledgement Form declaring that you have read, understand, and agree to the role, responsibilities, and expectations of a CWDS Service Provider.**

### Service Providers Best Practices & Expectations

Before you begin providing services, it's important to familiarize yourself with the services we provide, the Academy's expectations for service providers, and the development opportunities available to you. Please review the following information. You will also have an opportunity to review this content with the Facilitator Development Coordinator during your scheduled orientation.

#### Evaluation Process

Learner Feedback Evaluation	<b>End of Day Feedback Survey</b> <ul style="list-style-type: none"><li>■ Learners complete End of Day Feedback Surveys at the end of every training event. Learners evaluate facilitators on a 5 point scale, with the expectation that facilitators receive at least a 4.25.</li><li>■ Facilitators will have access to the Feedback Survey via the Qualtrics Dashboard and are expected to review their reports and integrate</li></ul>
-----------------------------	--

	<p>learner feedback into their development goals.</p> <ul style="list-style-type: none"> <li>■ Facilitators are encouraged to review the training day with the Training Operations Assistants (TOA) at the end of each training event.</li> </ul>
<p>Facilitator Observations</p>	<p>All CWDS service providers are subject to training observations during active employment. Observations may occur for one or more of the following reasons:</p> <ul style="list-style-type: none"> <li>■ For the purpose of training new service providers</li> <li>■ For the purpose of developing new training curriculum</li> <li>■ For the purpose of assessing facilitation and engagement skills</li> <li>■ For the purpose of assessing and addressing feedback from a previous delivery</li> <li>■ To accommodate our county agencies with learner supervision</li> </ul> <p>When possible and/or necessary, a service provider will receive notification when an observer is scheduled to attend their event. For the purpose of assessment, a service provider may not be notified of an observation.</p>
<p>Facilitator Evaluation</p>	<p>New service providers will be observed by CWDS team members during their initial onboarding. This is an opportunity for CWDS staff to assess a provider's facilitation skills and their ability to navigate discussions on REI. Observations may occur at any time during a provider's active employment to assess if Academy standards and expectations are being met.</p>

	<p>A formal evaluation of a service provider's performance and growth will occur every two years after the date of their first event delivery.</p> <p>The formal evaluation is a collaboration during which time, feedback is gathered from all CWDS staff, training evaluations are reviewed, developmental goals are identified, and two-way feedback is exchanged.</p> <ul style="list-style-type: none"> <li>■ These ongoing evaluations in compliance with other Academy/CWDS standards are a part of the program's CQI (continuous quality improvement) process for external providers. It is also an opportunity to assess potential rate increases for a provider. <i>(Note: Fee increases are based on a provider's growth and performance. Fee increases are dependent on annual budgets and are NOT guaranteed.)</i></li> </ul>
<p>Evaluation Standards</p>	<p>Facilitator evaluations have a number of purposes: it identifies service providers strengths, acknowledges successes, provides feedback for development, assesses service providers' knowledge and skills, and identifies any barriers to growth. Service providers are evaluated in the following areas of performance:</p> <ul style="list-style-type: none"> <li>■ Management of Schedule &amp; Instructional Materials</li> <li>■ Implementation of Adult Learning Strategies</li> <li>■ Classroom Management</li> <li>■ Engagement Skills</li> </ul>

	<ul style="list-style-type: none"> <li>■ Cultural Responsiveness</li> <li>■ Professionalism with Learners and CWDS Staff</li> <li>■ Personal Accountability &amp; Integrity</li> <li>■ Communication and engagement with CWDS staff.</li> </ul>
--	---

## Service Provider Expectations

### Managing Delivery Schedule

Service providers are responsible for managing their schedule. This includes checking Access PlanIt regularly for recruitments and scheduling notifications, ensuring the accuracy of calendar events, and confirming dates/time/location of upcoming events. Service providers will receive a confirmation notification within Access PlanIt prior to any type of delivery.

- If you need to cancel your facilitation of an event (outside of an emergency situation) you are expected to notify the Training Coordinator no less than 5 days prior to the scheduled event. In the case of an emergency, notify your Academy contact as soon as possible.
- Service Providers are expected to arrive 60 minutes prior to a scheduled in-person event to prepare for the training day (30 minutes for virtual events). **Note:** TOAs are required to report any late arrivals or early departures (class is dismissed early) since any reduction of learning time can impact our ability to meet state requirements or issue CEUs.
- Occasionally the Academy/CWDS is required to cancel a training event due to factors such as low enrollment, natural disasters or other challenges. We will make every effort to notify facilitators of the cancellation 5-7 business days prior to the scheduled training/event. We are unable to pay IES Employees/Vendors for canceled training/events.

### Classroom Management

Service Providers serve as representatives of the Academy and CWDS and are expected to uphold the standards and expectations of the Academy. Service Providers who are also employed by a County agency must remain in good standing within their agency. If

changes occur to your status in the County you are responsible for notifying CWDS of your continued eligibility to provide services.

The following are guidelines and expectations for creating a brave, positive, and professional classroom environment for learners.

- TOAs will begin each event with a Land Acknowledgement - <https://native-land.ca/>. This Culturally Responsive practice is a way to honor Indigenous peoples as the original stewards of the land we occupy.
- When working with a co-facilitator, service providers are strongly encouraged to meet with assigned co-facilitator prior to the event. Co-facilitators should develop “agreements” to guide the working relationship.
- Service providers are expected to work in partnership with TOAs. This includes supporting and empowering TOAs in their management of the learner’s attendance and classroom experience. The Academy will not tolerate any service provider engaging in disrespectful communication with a TOA, dismissal of TOAs input or feedback, or preventing a TOA from performing their duties.
- Assess the varying needs and backgrounds of learners to determine how to adapt your facilitation style and/or make accommodations to address accessibility issues.
- Practice self awareness. Be cognizant of your own behavior and language in the classroom to ensure you present in a professional manner and engage with learners in a way that demonstrates a strength-based, culturally responsive, trauma informed approach.
- Identify individual and group dynamics that may be creating barriers to learning. Utilize engagement skills that encourage learner self awareness, self regulation, and professionalism.
- Dress professionally (business casual).
- Practice conscious use of self. As a service provider, you are encouraged to share your professional and lived experiences to build trust and rapport and facilitate the transfer of learning. All self disclosures should be related to content and enhance learning. The Academy discourages excessive use of self disclosure (cuts into time spent on curriculum content) and self disclosure that is unrelated to content and/or strictly personal in nature.

- Service Providers are not permitted to bring outside parties or observers into the training environment without prior approval. All observers or guest speakers must be approved by CWDS and the Facilitator Development Coordinator must be notified of any request to have an observer or other party present in any CWDS training event.
- Occasionally, a service provider may encounter challenging learners. If this happens, service providers are encouraged to allow for differences of opinion and identify the learning moment and utilize these opportunities for modeling appropriate interactions.
- If challenges or concerns arise with your facilitating of training events we will try to work with you to identify tools and resources to support your growth and will work with you to develop an Individual Development Plan (IDP) if applicable.

\*The Academy/CWDS may occasionally utilize images, materials, etc. from a training event in marketing materials.

### **Standardized Trainings and Materials**

CWDS makes all materials available online via the CACWT system. Learners or facilitators that want hard copies of materials are responsible for their own printing.

To access materials for Core and statewide standardized courses please see the [CACWT ACCESS Guide](#).

Materials for Core and all statewide standardized courses, are provided by the state in the CACWT system. Service providers should only utilize the materials provided in CACWT to ensure they are utilizing the correct version of the content.

The state regularly engages in Continuous Quality Improvement (CQI) updating and enhancing curriculums based on feedback, please make sure you are checking the curriculum in CACWT and looking for “Version Change Document” which list the changes recently made to a curriculum as well as paying attention to the updates CWDS provides to you via “The more you know...” Monthly Facilitator Newsletter.

Service providers should always bring a USB drive (if applicable) with materials for the training day for every in person training event.

Service providers may create and provide their own content/material related to the identified topic and learning objectives (as applicable for advanced and specialized training events). Service providers are required to utilize the CWDS [lesson plan outline](#) and course description template, and principles for Curriculum Development for all CWDS training and curriculum development. However, there is no guarantee that curriculum developed by a service provider will be used by the Academy.

## **IES Employee/Vendor Payment**

### **IES Employee**

Newly onboarded service providers will be informed of their hourly rate for service delivery at the time of Orientation, once they have been fully onboard with IES.

Hourly rates are determined by the service provider's acquired knowledge (child welfare, human services, lived), their facilitation experience, as well as their demonstrated work in a specialized subject to include but not limited to DEI, cultural responsiveness, adult learning theory, trauma informed practice, recovery and resilience and ICWA. View our [Rate Structure Guide](#) to learn more about how rates are determined.

When a service provider receives payment from IES, the gross amount of the check will reflect the provider's daily rate minus 7% (tax deductions = FICA, federal and local income tax, and state disability). Net pay may vary depending on the amount of taxes withheld (this will vary based on what you have personally selected). Tax deductions will be automatically included for those hired as IES employees.

IES Employees typically receive a request to submit their timesheet every Friday and will receive payment the following Friday if they submit their timesheets in a timely manner. IES time sheets must be submitted within 45 days of the original service delivery or payment will not occur. Holiday pay schedules may vary.

Service providers are paid their full hourly rate for co-facilitation.

### **Vendor**

Vendors are those service providers who select to onboard as a "business" rather than an individual. To qualify, applicants must complete a "Classification Survey" to determine if their business meets the vendor status requirements. To meet this requirement, a business must be registered as an LLC and the LLC tax status must be an S-Corp or



C-Corp. Please be advised that an LLC sole proprietorship is not considered a Corporation, and therefore does not qualify.

With the LLC S-Corp or LLC C-Corp designation, vendors will file their own taxes. We recommend vendors speak with a qualified tax advisor/professional for questions regarding tax filings.

A vendor must submit their invoice to the designated Academy representative within 45 days of the original service delivery. Holiday pay schedules may vary. Vendors will receive payment for services approximately 4-6 weeks after submitting their invoice accurately. Payments to Vendors are distributed by SDSURF.

Please see the [IES/Vendor FAQ](#) sheet for more information.

## **Training & Development Opportunities**

CWDS offers a variety of training and facilitation opportunities. Please review the list below and identify the role(s) that interest you.

Classroom & Virtual Facilitation

Simulation Facilitator

Simulation Actor

Curriculum Development

- Classroom/Virtual
- E-learning/Micro-learning
- Simulation

CWDS provides an assortment of learning experiences to staff and leadership in child welfare that cover a variety of topics. CORE Training for New Social Workers, New Supervisors, and New Managers in Child Welfare is our most common training event. It requires facilitators to have demonstrated knowledge in one or more of the following subject matter areas.

- Child Welfare Practice
- Trauma-informed Practice
- Fairness and Equity and Diversity and Inclusion
- Critical Thinking and Assessment
- Child Maltreatment Identification
- Structured Decision Making (SDM)
- Resource Family Approval
- Culturally Responsiveness

Event Format

Our typical classroom and virtual events occur in module format and range in duration:

- 6 hours (full day)
- 3 hours (1/2 day)
- 9 hours (1-1/2 days)
- 12 hours (2 days)
- 4 to 5 day training series (scheduling varies)

## Observations

Service providers who are interested in observing a training event as an opportunity for growth and development may complete an Observation Request form using the Zoho Ticketing system.

Voluntary participation in training, observations, or other development opportunities are unpaid as they are designed to assist with individual growth and development. However, if the trainer's participation is required and needed for CWDS specific purposes a trainer will be compensated. This will be managed on a case by case basis.

## Opportunities for Growth and Networking

CWDS requires that Service Providers stay up to date on relevant practices and issues Health and Human services staff are currently facing. It is recommended that service providers complete available and relevant eLearnings and [micro-learning's](#) as an opportunity to familiarize yourself with a variety of topics and concepts covered in CWDS training events such as [Introduction to SOP](#), and any other courses related to your interest and role(s). If you are interested in taking an eLearning see instructions here: [CWDS online learning](#). All eLearning's are free for our IES Employees/Vendors and can be taken on your own time. *Compensation will not be provided for time spent reviewing elearnings, unless participation is required and payment is pre-approved.*

## **Connecting and Networking**

### Newsletter

The CWDS Facilitator Newsletter "The More You Know..." is sent out to all CWDS staff and Service Providers on a monthly basis and provides a variety of important information and resources.

### Training for Trainers

CWDS also recommends (but does not require) that service providers interested in developing additional skills attend our Training for Trainers (T4T) series. This is a 4 part annual in person series that includes full day (6 hour) in person training on the topics of Emotional Intelligence, Adult Learning Theory, Facilitation Skills, Evaluation and Transfer of Learning, Cultural Responsiveness. The date of this training opportunity will be announced in the CWDS Facilitator Newsletter.

### Coaching

Coaching with a CWDS staff member may also be available to service providers upon request or as a part of the development and/or evaluation process.

OUR WHY:

REVOLUTIONIZE  
THE WAY PEOPLE  
WORK TO ENSURE  
THE WORLD IS A  
HEALTHIER PLACE.



Inquire. Inspire. Impact.

[theacademy.sdsu.edu](http://theacademy.sdsu.edu)

6505 Alvarado Road, Suite 107; San Diego, CA 92120 | (619) 594-3546