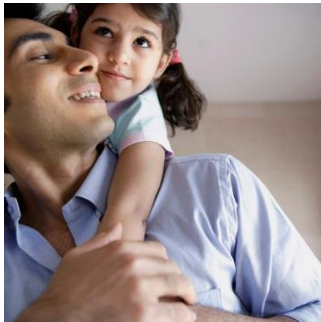


Indiana's Family Development Certification Guide 2015-2016



Supported By:



Acknowledgement

This certification manual was made possible by a grant from the Indiana Housing and Community Development Authority (IHCDA). We would like to thank IHCDA for their assistance in implementing the state certification system for Family Development Outreach Workers, Specialists, and Trainers and for providing funding for the required trainings for these certifications.

About the Certifying Agency

The Indiana Community Action Association (IN-CAA) is a statewide not-for-profit membership corporation, incorporated in the State of Indiana in 1970. IN-CAA's members are Indiana's 23 Community Action Agencies (CAAs), which serve all of Indiana's 92 counties. IN-CAA envisions a state with limited or no poverty, where its residents have decent, safe, and sanitary living conditions, and where resources are available to help low income individuals attain self-sufficiency.

IN-CAA serves as an advocate and facilitator of policy, planning and programs to create solutions and share responsibility as leaders in the War on Poverty. Therefore, it is IN-CAA's mission to work to strengthen the capacity of Indiana's Community Action Agencies to address community needs and poverty.

Since 1997, IN-CAA has provided training opportunities for the staff and board members of Indiana CAAs and other non-profit agencies through the Indiana Training Institute. These training opportunities have included topics such as human resources, financial management, case management, resource development, and more.

IN-CAA has partnered with the Indiana Housing and Community Development Authority (IHCDA) to create the Indiana Family Development Certification Program. This training program functions to certify front line staff of CAAs, their partners and sub-contractors who provide intensive case management. This case management assists low income individuals and families in achieving their personal goals and economic self-sufficiency. This program also provides continuing education training that is necessary to maintain well-equipped counselors who are adept in assisting clients in reaching their goals and meeting their needs.

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What is Family Development?

Many Community Action Agencies (CAAs) and non-profit agencies have adopted a family development model in working with low-income families and individuals. During economic insecurity, Family Development Programs offer strategies to assist families and individuals in attaining self-sufficiency. Family Development Specialists open doors to independence by offering participants practical and proven solutions. Through home and office visits, assessments, goal setting and progress evaluations participants are able to earn their GEDs, complete job training and are better prepared to provide for their families and contribute to their local economy.

Often it is the Family Development Outreach Worker who first identifies the needs of individuals and families and makes the referral to the Family Development Program.

The Family Development Certification Program provides training to Family Development Outreach Workers, Specialists and Trainers. The training focuses on coaching skills to assist families in establishing and achieving their goal of healthy self-reliance.

What is a Family Development Specialist?

An Indiana Family Development Specialist has the ability to support and empower families through skillfully building a collaborative relationship. Family Development Specialists, in partnership with families, identify goals, barriers and strengths, develop plans and coordinate a network of resources. Case managers utilize skillful application of family assessment tools (eco-map, genogram, timeline, matrix, balance wheel) in their efforts to assist families in recognizing and overcoming barriers.

Family Development Specialists apply intervention strategies for addressing challenging family issues (including psychological, emotional, and interpersonal) and coach core coping skills within a systemic understanding of families and their context. Family Development Specialists are also skilled advocates who provide support for families within communities by combining resources and recommending referrals.

Community Action agencies that would like to provide a Family Development Program should have staff complete the required trainings to obtain individual state certification as outlined in this manual.

Becoming State Certified

Training Curriculum

Since 1997, IN-CAA has offered Family Development Training through a national provider. Due to length of training, cost, accessibility, and desire to have Indiana trainers, IN-CAA decided to create a state specific curriculum.

In 2010, IN-CAA hired a consultant, Bob Swanson, to develop a curriculum that was more specific to Indiana's needs. Bob has vast experience in community action and case management and has certified more than 2,400 people as Family Development Specialists in fifteen states. With this change, also came the shift of the administration of the certification program and process. IN-CAA now issues the certificates and administratively oversees the training program and certification process.

The Family Development Certification Program (FDCP) collaborates with agencies to teach family workers how to coach families to establish and achieve their goals for healthy self-reliance. Based on case management, counseling research and best practices, the FDCP is available in communities across Indiana to frontline workers from CAAs and CAA partner service systems (e.g., home visitors, case managers, family resource center workers, community health workers).

As the FDCP expands training, credentialing, curriculum development, and research, we look forward to working with current and new Family Development Outreach Workers, Specialists, Family Development programs, and other partners. When families and communities face profound challenges, the FDCP's highly skilled workers and leaders are ready to help.

Certification Tracks

There are currently three certification tracks: Family Development Outreach Worker; Family Development Specialist; and Indiana Family Development Trainer.

The **Family Development Outreach Worker** certification track is designed for individuals who spend limited time with clients and who are not involved in intensive case work with families. This could include administrative staff, intake workers, and Energy Assistance Program staff. This certification provides skills to effectively interview clients, identify barriers and possible strategies to assist them. Identifying resources for referrals for needs beyond emergency services is also addressed as part of this certification including referrals to Family Development Specialists.

The **Family Development Specialist** certification track is designed for individuals who do intensive case management with clients using the family assessment tools and who work with clients to set goals, develop a plan to achieve those goals, and empower clients to reach self-sufficiency.

For both certification tracks, individuals who want to be certified must attend the Family Development Matrix training.

In addition, there is a certification track to become a certified **Indiana Family Development Specialist Trainer**. These individuals must complete the certification requirements for the two certification tracks above as well as attend a train-the-trainer course and complete an internship. These trainers will be called upon to conduct FDCP trainings throughout the state as necessary.

Certification Timeline

Family Development Outreach Worker - 1 day

- **Step One – Family Development Outreach Worker Training – ½ day**
This half-day training is an abbreviated version of the Family Development Specialist training course and covers: introduction to Family Development; interviewing and dialogue skills; and connecting families to the community by providing linkages and support.
- **Step Two – Family Development Matrix Training – ½ day**
This half-day training is included to enhance the delivery of family development activities in Indiana and will equip participants with skills to more effectively utilize the Family Development Matrix tool. The Family Development Matrix helps assess the family situation and to identify goals. The matrix consists of 12 life areas, which encompass most aspects of family life.

Family Development Specialist - 3 ½ days

- **Step One – Family Development Matrix Training – ½ day**

This half-day training is included to enhance the delivery of family development activities in Indiana and will equip participants with skills to more effectively utilize the Family Development Matrix tool. The Family Development Matrix helps assess the family situation and to identify goals. The matrix consists of 12 life areas, which encompass most aspects of family life.

- **Step Two – Family Development Specialist Training – 3 days**

This three day training curriculum consists of: introduction to Family Development; interviewing and dialogue skills/building relationships; assessing family strengths, challenges and resources; planning with participants; connecting families to the community providing linkages and support; evaluating barriers that may prevent families from moving forward; and helping the family set and achieve goals necessary to reach self-sufficiency.

- **Step Three – Family Development Specialist Exam**

On the third day of the Family Development Specialist training, participants must pass an exam indicating proficiency as a Family Development case manager in order to complete the certification process. A minimum score of 70 points of 100 possible is a passing grade.

Indiana Family Development Specialist Trainer - 11 days

- **Step One – Family Development Matrix Training – ½ day**

This half-day training is included to enhance the delivery of family development activities in Indiana and will equip participants with skills to more effectively utilize the Family Development Matrix tool, which helps assess the family situation and to identify goals. The matrix consists of 12 life areas, which encompass most aspects of family life.

- **Step Two – Family Development Outreach Worker Training – ½ day**

This half-day training is an abbreviated version of the Family Development Specialist training course and covers: introduction to Family Development; interviewing and Dialogue skills; and connecting families to the community by providing linkages and support.

- **Step Three – Family Development Specialist Training – 3 days**

This three day training curriculum consists of: introduction to Family Development; interviewing and Dialogue skills/building relationships; assessing family strengths, challenges and resources; planning with participants; connecting families to the community providing linkages and support; evaluating barriers that may prevent families from moving forward; and helping the family set and achieve goals necessary to reach self-sufficiency.

- **Step Four – Family Development Specialist Exam**

On the third day of the Family Development Specialist training participants must pass an exam indicating proficiency as a Family Development case manager in order to complete the certification process. A minimum score of 70 points of 100 possible is a passing grade.

- **Step Five – Family Development Specialist Train-the-Trainer Training – 3 days**

In this three day intensive training, participants will learn how to bring passion to the half day Family Development Matrix training and the three day Family Development Specialist training. Participants will go through the time commitments of the agenda, study the aspects of adult learning, determine the ideal learning environment, be able to re-direct trainees who want to dominate or interfere with the training of others and practice parts of the training modules in front of the others in timed presentations. Candidates must also pass an exam to be eligible to train the Family Development curricula.

- **Step Six – Family Development Internship – 4 days**

Those who have completed the steps above will need to deliver, at a minimum, the Family Development Matrix and Specialist training to live participants and will be evaluated on each module they present. They must successfully deliver these modules and will be evaluated based on objective criteria by certified Indiana Family Development Specialists Trainers.

State Certified Trainers

If you are unable to attend Family Development Certification Program (FDCP) Outreach Worker and/or Specialist trainings at IN-CAA or need FDCP trainings provided at your agency or in specific regions of the state, please contact Vicki Adams of IN-CAA at vadams@incap.org or 317-638-4232 for assistance in planning an Indiana Family Development certification event in your region.

Certification Maintenance Process

Required Yearly Training

In order to ensure that Family Development Outreach Workers, Specialists, and Trainers in the state of Indiana stay current with developing knowledge in their field, Continuing Education Units (CEUs) must be obtained each calendar year. **Please read the Family Development Certification Program CEU guidelines carefully as requirements vary by certification type.**

Family Development Outreach Worker

- **Once an Outreach Worker completes the certification they must earn 3 CEUs each calendar year. Those certified between January 1 and July 31 must earn 3 CEUs prior to the end of the calendar year in which they were certified. Those who become certified in August through December will have the current year and the entire next calendar year to earn 3 CEUs.**
- **At the end of the two-year certification term, Outreach Workers need to have earned a minimum of 6 CEUs.**
- **Two hours of training equates to one CEU.**
- **If an Outreach Worker fails to earn the required 3 CEUs during any given year, his or her certification will expire. The Outreach Worker would then be required to begin the certification process again in order to become recertified.**
- **Family Development certification training is not eligible for CEUs.**
- **More information regarding CEUs is provided on page 9 of this manual.**
- **The form needed to request CEU Approval is located on page 12 of this manual. This form should be submitted immediately following a CEU eligible training. Forward CEU Request for Approval Form, agenda and/or other supporting documentation to vadams@incap.org.**

Family Development Specialist

- **Once the Specialist completes the certification they must earn 4 CEUs each calendar year. Those certified between January 1 and July 31 must earn 4 CEUs prior to the end of the calendar year in which they were certified. Those who become certified in August through December will have the current year and the entire next calendar year to earn 4 CEUs.**
- **At the end of the two-year certification term, Specialists will have needed to earn a minimum of 8 CEUs.**
- **Two hours of training equates to one CEU.**
- **If a Specialist fails to earn the required 4 CEUs during any given year, his or her certification will expire. The Specialist would then be required to begin the certification process again in order to become recertified.**
- **Initial Family Development certification training is not eligible for CEUs.**
- **More information regarding CEUs is provided on page 9 of this manual.**
- **The form needed to request CEU Approval is located on page 12 of this manual. This form should be submitted immediately following a CEU eligible training. Forward CEU Request for Approval Form, agenda and/or other supporting documentation to vadams@incap.org.**

Indiana Family Development Specialist Trainer

- **Once a Trainer completes the certification, Trainers must obtain 4 CEUs of credit each calendar year.**
- **At the end of the two-year certification term, Trainers will have needed to earn a minimum of 8 CEUs.**
- **Two hours of training equates to one CEU.**
- **If a Trainer fails to earn the required 4 CEUs during any given year, his or her certification may be revoked. The Trainer would then be required to begin the certification process again in order to become recertified.**
- **Initial Family Development certification training is not eligible for CEUs.**
- **Trainers must also conduct at least two training sessions per certification year for a total of 4 trainings at the end of the two calendar years.**
- **More information regarding CEUs is provided on page 9 of this manual.**
- **The form needed to request CEU Approval is located on page 12 of this manual. This form should be submitted immediately following a CEU eligible training. Forward CEU Request for Approval Form, Agenda and/or other supporting documentation to vadams@incap.org.**

General CEU Information

CEUs can be earned by attending workshops, trainings, conferences or college courses. The main criterion for CEU acceptance is that the training, workshop, etc. builds and adds to the Family Development concepts presented during certification. The goal is to add tools to your toolbox to assist you in working with families.

Trainings offered through IN-CAA, IHCD, or a partner that are CEU approved will be designated with the logo below:

FAMILY DEVELOPMENT CEU LOGO



IN-CAA will offer a number of trainings throughout the year on various topics relevant to Family Development Outreach Workers, Specialists, and Trainers to help them meet their CEU requirements. **IN-CAA will track the CEUs for these trainings.** Conferences hosted by IN-CAA or other entities may require submission of a Request for CEU Approval form for all sessions attended.

Trainings offered through sources other than IN-CAA may be eligible for Family Development CEUs. Upon completion of the training, a Request for CEU Approval form should be submitted along with other supporting documentation (agenda, description of training topic, etc.) The Request for CEU Approval form is located on page 12 of this handbook. The training will be reviewed and CEUs applied if appropriate. Two hours of training equate to one CEU. **CEU approval requests must provide the focus of the training and the number of direct training hours to receive CEU credit.**

Meetings convened for the purpose of disseminating information, updating policies, or displaying new software/updates such as client tracking systems are not eligible for Family Development CEUs.

Keynote speakers and opening plenaries may or may not be eligible for CEUs. A description of the topic and the length of the presentation must be provided for review.

On-going Certification

Once an individual has earned a Family Development certification they will remain certified as long as the CEU requirements are met and the individual remains in good standing by practicing the professional application of Family Development principals and techniques.

New certificates will be issued to replace expired ones as certification requirements are verified.

Access to Recorded CEUs

Family Development Outreach Workers and Specialists can check the status of their CEU requirements on the IN-CAA website, incap.org. From the home page click on Family Development then select the most recent link to the appropriate database to see how many CEUs have been recorded. IN-CAA's goal is to post updated databases on a quarterly basis. All CEUs received may not be reflected on the website though they have been submitted and received.

Submission of Forms

The CEU Request for Approval form (page 12) along with a training agenda, certificate of completion, a brief description of the training and/or other documentation indicating the number of direct training hours should be submitted immediately following each training. It is not necessary to submit training materials in their entirety. If other documentation is not available the first two or three pages describing the training is sufficient. **The CEU Request for Approval form is required.**

Please forward CEU request documentation to:

IN-CAA

Attn: Family Development

1845 W. 18th St.

Indianapolis, IN 46202

Ineligible Status

If a Family Development Outreach Worker, Specialist, or Trainer does not successfully obtain the minimum CEUs each year of the certification, the individual's certification will expire. If a person is certified in multiple certification tracks and meets the CEU requirements for one certification and not others, only the certification(s) in question will expire.

If an individual's certification has expired, an e-mail will be sent confirming the expiration. Notification will not be received prior to December 31; therefore, **it is the**

responsibility of the individual to track and submit CEUs earned prior to December 31 of each year. The absence of notification does not relieve the individual's responsibility to meet the minimum requirements to retain their certification.

A certified professional who violates professional standards or is unable to maintain the values of the Family Development Certification Program may have their certification revoked.

Forms

FAMILY DEVELOPMENT Request for CEU Approval Form

Certified Person's Name: _____

Email Address: _____

Phone: _____

Organization Name: _____

Apply CEUs to: Outreach Worker Certification _____

Specialist Certification _____ Trainer Certification _____

Training Information

1. Organization Providing Training: _____

2. Training Topic: _____

3. Trainer(s) Name(s): _____

4. Location (address, city, state): _____

5. Length of Training (direct training hours) _____

6. Training Dates: _____

7. Please attach a brief description of the training and the learning objective.

Additionally, attach the training agenda and/or a certificate of completion, if available.

Signature: _____ **Date:** _____

Submit completed form to: vadams@incap.org or IN-CAA, Attn: Family Development Certification, 1845 W. 18th St., Indianapolis, IN 46202.

Contact Information

For more information about training or the certification process, please contact:



Attn: Vicki Adams
1845 W. 18th St.
Indianapolis, IN 46202
Phone: (317) 638-4232
Email: vadams@incap.org
Web Site: www.incap.org

