

Catholic Charities Indianapolis Inc.
Personnel Development and Training Plan

Updated 2012
Revised 2013
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Catholic Charities Indianapolis Inc. Personnel Development and Training Plan

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I. Introduction

The primary objective of the Catholic Charities Indianapolis (CCI) Personnel Development and Training Plan is to increase the level of professional competence and improve the skills and qualifications of Catholic Charities Indianapolis personnel. Personnel are defined as full and part-time paid employees, regular volunteers, and student interns. CCI programs will allocate sufficient resources to support personnel development and training through a variety of opportunities. Training can be accomplished by:

- Direct supervision
- Performance Quality Improvement activities
- Conferences and workshops, both offered within and external to CCI
- Encouraging membership in professional organizations
- Tuition reimbursement, financial assistance or time off
- Formal internal personnel training
- Helping personnel to identify training and educational experiences that are credit bearing

The program will be reviewed annually and revised accordingly from an assessment of CCI's training needs.

II. Expected Outcomes

- Promote cooperation among personnel
- Incorporates a variety of educational methods
- Provide opportunity for learning and skill enhancement
- Encourage innovation in program development and service delivery
- Promote awareness to cultural differences and needs of personnel
- Acknowledge contributions of personnel
- Outlines competency expectations for each job category
- Provides the opportunity for personnel to fulfill the continuing education requirements of their perspective professions
- Provide opportunity for advancement within CCI

III. Training Program Content

Orientation

Orientation of new personnel takes place within the first 3 months of hire to provide training in CCI's:

- Mission, Vision and Values
- lines of accountability and its fit within the Archdiocese of Indianapolis
- history and place in the community
- policies and procedures
- Client Rights
- Performance Quality Improvement (PQI)
- Behavior Support and Management Procedure (i.e. De-escalating strategies for volatile situations) HIPAA requirements (Privacy/Confidentiality)
- Emergency Preparedness Plan
- Cultural and socioeconomic characteristics of service populations

- Information on how to access Archdiocesan Human Resources policy and benefit information

Who Needs Personnel Orientation?

- All new full and part-time employees
- Regularly scheduled volunteers
- Student interns

How is New Personnel Training Provided? CCI Administration arranges for and schedules ongoing New Personnel Orientation

Information and Technology

All personnel will receive training to enhance necessary technical skills required to sufficiently support agency operations

- How technology will aid in the overall mission of CCI
- Criteria for meeting technological goals
- Timely access to information about persons served
- Capturing tracking and reporting of financial, compliance and other business information
- Use of clear and consistent formats and methods for reporting and disseminating data
- Use of information and technological systems
- Use of equipment and software
- Privacy and confidentiality
- Engaging with client recipients of remote services
- Emergency response and working from a remote location

Who needs Information and Technology training?

- All full and part-time employees
- Regularly scheduled volunteers Student interns

How is Information and Technology training provided?

- CCI sponsored mandatory training, program training and continued education

Security of Information

All applicable personnel are to receive ongoing HIPAA training.

- What is Protected Health Information (PHI)
- Client Rights under HIPAA
- Client Authorizations
- Privacy and Security
- Protecting Client information
- Managing Breaches of PHI

Who needs HIPAA training?

- All full and part-time employees working in ICFC and ADS programs
- Regularly scheduled volunteers with direct client service in ADS. Student interns working in ICFC and ADS programs

How is HIPAA training provided?

- Coordinated by the CCI Privacy Officer through CCI sponsored mandatory training, program training and continued education training

Agency Council Orientation

Orientation to council members includes:

- Membership responsibilities
- Agency's mission, history
- Goals, objective, structure
- Policies and procedures
- Agency's services

Who needs Agency Council Orientation?

- New agency council members

How is Agency Council Orientation Provided?

- Agency Council Nominating Commission arranges for and schedules Agency Council Orientation

Legal Issues

All personnel who have regular contact with clients receive training on legal issues, including:

- Mandatory reporting and the identification of clinical indicators of suspected abuse and neglect, as applicable
- Federal and Indiana laws requiring disclosure of confidential information for law enforcement purposes, including compliance with a court order, warrant, or subpoena
- Duty to warn, pursuant to relevant professional standards and as required by law
- CCI's policies and procedures on confidentiality and disclosure of service recipient information, and penalties for violation of these policies and procedures
- The legal rights of clients
- SafeParish compliance

Who needs Legal Issues Training?

- All full and part-time employees
- Regularly scheduled volunteers who provide direct service
- Student Interns

How is Training provided for Legal Issues?

- Training is provided through New Personnel Orientation
- Program training and continuing education

Documentation

All personnel receive training on proper documentation techniques and the maintenance and security of case records.

Who needs Documentation Training?

- All full and part-time employees
- Regularly scheduled volunteers who provide direct service
- Student Interns

How is Documentation Training Provided?

- Training is provided through New Personnel Orientation, Program training, and continuing education

Needs of CCI Client Population

Direct service personnel demonstrate competence in, or receive training on, as applicable:

- The establishment of rapport and responsive behaviors with clients
- The needs of individuals and families in crisis including special service needs of victims of violence, abuse, or neglect and their family members
- Basic health and medical needs of the clients
- Procedures for working with foreign language speakers and persons with communication impairments
- Public assistance and government subsidies
- Those with a developmental disability
- Those with mental health and substance use disorders
- Recognizing needs that cannot be addressed by CCI and require a referral
- Communicating respectfully/effectively with service recipients
- Trauma informed care including screening, assessment, and service delivery
- Recognizing individuals and families with any special needs
- Challenging behaviors that are a threat to self
- Implementing practices that promote positive behavior
- Collaboration with other service providers

Who needs Client Needs Training?

- All new full and part time employees
- Regularly Scheduled Volunteers who provide direct service

How is Client Needs Training Provided?

- Program Training and continuing education

Cultural Differences and Diversity

Personnel exhibit awareness and sensitivity to cultural backgrounds by understanding:

- Interventions that address cultural and socioeconomic factors in service delivery
- The role cultural identity plays in motivating human behavior
- Understanding bias or discrimination

Who needs Cultural Differences and Diversity Training?

- All new full and part time employees
- Regularly Scheduled Volunteers who provide direct service

How are Cultural Differences and Diversity Training Provided?

- CCI sponsored mandatory trainings, program training and continued education

Advocacy

Direct service personnel demonstrate competence in, or receive training on, advocacy, including how to:

- Access financial and other community resources
- Identify the impact of the socioeconomic environment on the clients
- Empower clients and their families to advocate on their own behalf

Who needs Advocacy Training?

- All new full and part time employees
- Regularly Scheduled Volunteers who provide direct service

How is Advocacy Training Provided?

- Program Training and continuing education

First Aid and CPR

Training includes:

- Basic First Aid and CPR

Who needs First Aid and CPR Training?

- Holy Family Services Personnel
- Adult Day Services Personnel
- NYO and Summer Camp Personnel

How are First Aid and CPR Training Provided?

- Program Trainings

Medication

Personnel directly involved in medication control and administration receive training and demonstrate competence in medication control

- Medication Control and Administration
- Applicable Legal Requirements

Who needs Medication Training?

- Adult Day Services Personnel
- Holy Family Shelter Personnel

How is Medication Training Provided?

- Program training and continuing education

Performance Quality Improvement (PQI)

- All personnel are required to have PQI ongoing education
- Using data management systems and tools
- Reading and interpreting PQI reports
- Using data to improve performance

Who needs PQI updates?

- All full and part-time employees
- Regularly scheduled volunteers
- Student interns

How are PQI training updates provided?

- Training updates are provided through presentations or emails from the PQI coordinator.

Safety and Security

Potential risks of working in the community or client's homes

- Train staff on potential risks they may encounter on-site, in the community, or in clients' homes
- Train staff on self-protection techniques
- Security Systems to deter facility break-ins

Who needs Safety and Security Training?

- Refugee Resettlement Program personnel
- Adult Day Services personnel
- HFS personnel
- RSVP and Caregiver Support personnel
- Senior Companion personnel

How is Safety and Security Training Provided?

- Program training and continuing education

Emergency Training

All personnel are trained on how to respond to medical threats and emergencies such as:

- Assessing risk and safety
- Handling emergencies
- Coordinating with medical, mental health, law enforcement, and other professionals
- Implementing the organization's health and safety procedures

Who needs Emergencies Training?

- All personnel

How is Emergencies Training Provided?

- Program trainings and continuing education

Special Health Precautions

The organization complies with applicable legal and regulatory requirements regarding risk of exposure to contagious and infectious disease including:

- Universal precautions
- Need for targeted tuberculosis testing

Who needs Training?

- All Personnel

How is Special Health Precautions Training Provided?

- Program trainings and continuing education

Behavior Support and Management

All personnel receive initial and ongoing competency-based training, appropriate to their responsibilities, on CCI's behavior support and management intervention policies, procedures, and practices.

- Recognizing aggressive and out of control behavior, psychosocial issues medical conditions, and other contributing factors that may lead to a crisis
- Understanding how staff behavior can influence behavior of clients
- Listening and communications techniques, such as negotiation and mediation
- Assisting clients in regaining control and encouraging self-calming behaviors
- Separation of individuals involved in an altercation
- Offering a voluntary escort to guide clients to a safe location
- Timeout to allow individuals to calm down

Who needs Behavior Support and Management Training?

- Full and part time employees
- Direct service volunteers
- Student interns

How is Behavioral Support and Management Provided?

- New Personnel Orientation
- Programs trainings
- CCI sponsored trainings.

Testing Protocols

Personnel providing clinical diagnostic tests receives appropriate ongoing training.

- Understanding of proper administration of clinical diagnostic tests

Who needs training?

- All personnel certified to administer clinical diagnostic test

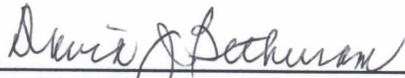
How is testing protocol training provided?

- Through CCI sponsored mandatory training, program training and continued education training.

IV. Evaluation of Effectiveness of Training Content can include:

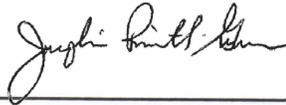
- Personnel Satisfaction Survey of training and development within CCI

- Pre and post testing to assess skill acquisition
- Tracking performance data over time to identify trends to make improvements
- When applicable conducting additional analysis to assess impact of training on positive outcomes



David J. Bethuram
Executive Director

5/26/21 Date



Agency Council President

6/3/21 Date