
	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 1 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

### Table of Contents

Subsection	Title	Page
1.0	PURPOSE AND SCOPE .....	2
2.0	REFERENCES .....	2
3.0	INSTRUCTIONS .....	3
3.1	Training and Supervision Plan .....	3
3.2	Supervision Coordinator.....	3
3.3	Training Coordinator .....	4
3.4	Program Training and Supervision Plan.....	5
3.5	Basic Qualifications and Required Training.....	6
3.6	Evidence-Based Practices in Early Intervention .....	7
3.7	Technical Assistance .....	8
3.8	Lead Agency Contribution to Training and Technical Assistance (TA) .....	8
3.9	Peer Supported Technical Assistance.....	9
3.10	Accessing Technical Assistance .....	10
4.0	REVISION HISTORY .....	10

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 2 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

## 1.0 PURPOSE AND SCOPE

1.1.1. This procedure provides instructions for providing training and supervision of Connecticut Birth to Three direct and indirect program staff that are providing services and supports to families. This is to ensure only highly qualified staff are:


- Comply with all agency, licensure, certification, state and federal requirements.
- Supporting families.
- Participate in staff development activities and training.
- Advance in their use of evidence-based practices in Early Intervention (EI).
- Receive ongoing supervision.
- Participating, advancing, and receiving ongoing supervision.

1.1.2. For the purpose of this procedure "staff" applies to all employees, per diem employees, and subcontractors working for the Connecticut Birth to Three program.

## 2.0 REFERENCES

### 2.1 Associated Documents

- 2.1.1. Accountability and Monitoring Procedure
- 2.1.2. Coaching Logs, Videos, and Field/Remote Observations
- 2.1.3. Form 4-1, Technical Assistance Request Form
- 2.1.4. Form 4-2, Technical Assistance Evaluation Form
- 2.1.5. Form 4-3, Technical Assistance Reimbursement Form
- 2.1.6. Individual Training Plans
- 2.1.7. Orientation Plan
- 2.1.8. Personnel Standards Procedure
- 2.1.9. Quality Practices Self-Assessment (QPSA)
- 2.1.10. Service Coordination Procedure
- 2.1.11. Technical Assistance Plans
- 2.1.12. Training and Supervision Plan

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 3 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

## 2.2 Source Information

2.2.1. Connecticut Birth to Three Training and Supervision of Staff, Revised January 1, 2002.

## 3.0 INSTRUCTIONS

### 3.1 Training and Supervision Plan

3.1.1. Connecticut Birth to Three Programs **DEVELOP** and **ADHERE** to a comprehensive Training and Supervision Plan, for:

- Hiring staff
  - Training staff
  - Ongoing supervision of staff
1. **ENSURE** an associated tracking system is in place for the Training and Supervision Plan.
  2. Annually (at a minimum) **REVIEW** Training and Supervision Plan.
    - a. **UPDATE** Training and Supervision Plan, if needed.
    - b. **REVIEW** and **UPDATE** Training and Supervision Plan throughout the year as updates are needed.
  3. **PROVIDE** Training and Supervision Plan to Lead Agency for review upon request.


3.1.2. Connecticut Birth to Three Programs **PROVIDE** supplemental training, in addition to what the Lead Agency provides for training and technical assistance, based on identified needs.

### 3.2 Supervision Coordinator

3.2.1. Connecticut Birth to Three Programs **DESIGNATE** a Supervision Coordinator to provide or oversee provision of supervision to all staff.

3.2.2. Connecticut Birth to Three Programs, Supervision Coordinator **SUPERVISE** and **OBSERVE** all staff.

1. **EVALUATE** the quality of the staffs work.
  - a. **INCLUDE** their level of fidelity with Evidence-Based Practices (EBP) in Early Intervention (EI).

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 4 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			


- 3.2.3. Connecticut Birth to Three Programs, Supervision Coordinator **DEVELOP** supervision schedule for all staff.
1. At a minimum of biannually, **HOLD** supervision meetings for every staff member including those providing indirect supports.
  2. **BASE** frequency of meetings on:
    - Length of time individuals have been employed by agency.
    - Identified needs for supervision.
  3. **DEVELOP** goals in conjunction with ongoing supervision.
  4. **INCLUDE** coaching practices and reflective supervision.

### 3.3 Training Coordinator

**NOTE**

The Supervision Coordinator and Training Coordinator can be the same or a different person, based on the needs of the program.

- 3.3.1. Connecticut Birth to Three Programs **DESIGNATE** one person or organizational position as a Training Coordinator.
1. **PERMIT** Training Coordinator to be same person as Supervision Coordinator, depending on program needs:
- 3.3.2. Connecticut Birth to Three Programs, Training Coordinator **PERFORM** the following:
1. **MANAGE** staff training system.
  2. **ENSURE** individual staff training plans for all staff are in place.
  3. **DEVELOP** training plan for their Birth to Three program as a whole.

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 5 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

### 3.4 Program Training and Supervision Plan

3.4.1. Connecticut Birth to Three Programs **DEVELOP** written training and supervision plans for Birth to Three Program as a whole.

1. **INCLUDE** the following in plan:


- Designated training and supervision coordinators or designated organizational position.
- Orientation and training process for new staff.
- Supervision process including level of need and monitoring of staff outcomes.
- Method and schedule of delivery for staff specific and agency-wide training.
- Adherence to all Birth to Three policies, procedures, and IDEA regulations.
- Evidence of based practice focused implementation.

2. **USE** data provided by the Lead Agency to guide training needs for the programs.

- a. **USE** data from Quality Practices Self-Assessment (QPSA) to identify training needs related to fidelity with use of evidence-based practices in early intervention.
- b. **USE** data from Individuals with Disabilities Education Act (IDEA) Compliance Self-Assessment (ICSA) to identify training needs related to:
  - Laws
  - Regulations
  - Procedures

3. **CONSIDER** combining supervision and training into one plan addressing both supervision matters and training plans.

- a. **REVIEW** plans bi-annually, at a minimum.
- b. **OBSERVE** staff in the field annually and **UPDATE** plans accordingly.

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 6 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

### 3.5 Basic Qualifications and Required Training

3.5.1. **ENSURE** all staff adhere to Personnel Standards Procedure and Birth to Three Contract including, as appropriate:

- Educational requirements
- Connecticut licensure or certification
- Continuing education and training


3.5.2. Within 90 days of a new staff member's start date who is working with families one or more hours per week, **ENSURE** they complete required trainings that are included in the Initial Birth to Three Certificate.

1. **IF** new staff member will function as Service Coordinators,

**THEN ENSURE** additional required training requirements outlined in Personnel Standards Procedure and Service Coordination Procedure are completed and available.

**IF** new staff member will function in an organizational position,

**THEN ENSURE** the following requirements: X

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 7 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

3.5.3. **DEVELOP** and **MAINTAIN** written orientation plan for all new staff.

1. **INCLUDE** direct observations in the field with intense focus during first 90 days of hire.
2. **REVIEW** list below and **INCLUDE** the following in orientation plan, at a minimum:
  - Determination of designated supervisor and chain of command.
  - Determination of training supervisor, if different than personnel supervisor.
  - Determination of non-direct staff.
  - Introduction to and understanding of team members.
  - Program-specific policies (i.e. Mandated reporter).
  - Connecticut Birth to Three procedures.
  - Connecticut Birth to Three forms.
  - Parental rights and safeguards (Procedural Safeguards).
  - Activity-based teaming basics.
  - Observations of home visits and Individualized Family Service Plans (IFSP).
  - Observation of an eligibility evaluation if they will be evaluating children and have not been doing evaluations specifically in Birth to Three.

3.5.4. **MAINTAIN** copies of current certifications, licenses and proof of completion of required training.

1. **PROVIDE** copies for review upon request by Birth to Three System.


3.5.5. Lead Agency **MAINTAIN** a list of staff who have undergone training **AND** TA.

1. **INCLUDE** what their level of fidelity was at completion of TA

### **3.6 Evidence-Based Practices in Early Intervention**

3.6.1. Connecticut Birth to Three Programs **KNOW** and **USE** Evidence Based Practices (EBPs) related to all aspects of Early Intervention (EI).

- For example: Discipline-specific practices, autism-specific supports, and overall early intervention practices.

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 8 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

### 3.7 Technical Assistance

#### NOTE

Technical assistance (TA) is defined as, "... a process within a dynamic context that enables a goal focused, strategy-oriented, accountable organization to transfer knowledge to clients for the purpose of their growth, change and improvement. (Pascal Trohanis, Foundations and Perspectives of TA)"

3.7.1. Connecticut Birth to Three Programs **PROVIDE** Technical Assistance (TA) support to staff in areas:

- For growth identified through supervision.
- To address goals and outcomes on their individualized training plan, as necessary.

### 3.8 Lead Agency Contribution to Training and Technical Assistance (TA)


3.8.1. **PROVIDE** system and programs with training and technical assistance (TA) based on available funds.

1. **PROVIDE** online modules and videos to assist programs in training staff to:
  - Increase understanding of procedures.
  - Enhance support provided to children and families.
  - Stay current with best practices in early intervention.

3.8.2. Connecticut Birth to Three System or Lead Agency **SUPERVISE** and **MONITOR** programs in the Connecticut Birth to Three System.

1. **ENSURE** programs participate in integrated monitoring activities, including:
  - Self-assessments
  - Data verification
  - Focused monitoring
2. As a result of these monitoring activities **DETERMINE** if programs are required to receive TA.
  - a. Programs may **REQUEST** or may **REQUIRE** to receive TA.



	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 9 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

3.8.2 (continued)

3. **DETERMINE** financially responsible parties depending on the nature of the identified non-compliance.
4. **REFER TO** Accountability and Monitoring Procedure for additional information.


### 3.9 Peer Supported Technical Assistance

**NOTE**

Peer Supported technical assistance (TA) is defined as one provider providing technical assistance to another provider.

3.9.1. Connecticut Birth to Three System or Lead Agency **REQUEST** a provider receive peer supported technical assistance (TA) determined by findings of:

- Priority rubric
  - Supervision or monitoring
  - Program identified need
1. **APPROVE** peer mentor program and specific outcomes to measure supporting the identified need.
  2. **PROVIDE** reimbursement for peer supported TA using Form 4-3, Technical Assistance Reimbursement based on both:
    - Pre-approval from Lead Agency
    - Availability of funds

	EFFECTIVE DATE <b>7/1/2024</b>	DOCUMENT NUMBER <b>[Document Number]</b>	
	LEVEL OF USE DESIGNATION <b>Information Use</b>	REVISION <b>[Rev #]</b>	<b>Page 10 of 10</b>
DOCUMENT TITLE <b>Training and Supervision of Staff Procedure</b>			

### 3.10 Accessing Technical Assistance

3.10.1. Programs may **REQUEST** technical assistance (TA) from Connecticut Birth to Three System or Lead Agency.

1. **COMPLETE** Form 4-1, Technical Assistance Request Form.
2. **SUBMIT** completed Form 4-1 TA Request Form to [CTBirth23@ct.gov](mailto:CTBirth23@ct.gov) .

3.10.2. Programs **INDIVIDUALIZE** TA plans to meet the needs of the program and topic being addressed.

1. **PROVIDE** technical assistance as follows:
  - Provided by a member of the Birth to Three staff, a peer mentor program, or an outside party with more specific knowledge on the topic.
  - Delivered in person or through technology.
  - Involve file reviews or onsite activities.
  - Addressed through articles and discussion,
  - Small group meeting or through an on-going study group.
  - Several programs at the same time or for the system as a whole.

3.10.3. **WHEN** formal TA is completed,

**THEN** Programs:

1. **COMPLETE** Form 4-2, Technical Assistance Evaluation Form.
2. **SUBMIT** completed Form 4-2, TA Evaluation Form through email to [CTBirth23@ct.gov](mailto:CTBirth23@ct.gov).

**END of Instructions**

### 4.0 REVISION HISTORY

Location	Description of Change
All	New Human Factored Procedure in New Template.