



SUPERVISOR TRAINING PROJECT

Florida

Submitted by Sandy Neidert

Chief of Training and Staff Development, Florida Department of Children and Families

sandy_neidert@dcf.state.fl.us • 850-717-4487

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Supervisor Requirements

Pursuant to Florida's administrative code 65c-33, all supervisors must hold a degree in one of the human services fields and be certified. The requirement for prior years of experience is variable. Case management in Florida is fully privatized. The requirements for privately contracted supervisors vary; however, all must meet the certification requirements rule. The rule is currently under significant revision due to a change in Florida law. Future degree requirements are not yet known.

Effective October 1, 2011 Section 402.40 Florida Statutes was amended requiring all child welfare staff in Florida to be certified through third party Department approved credentialing entities. Previously, the Department maintained the credentialing program. At this time, the Department is working collaboratively with the Florida Certification Board to have all certifications for supervisors updated and renewed. As part of the certification renewal process, supervisors (as well as all child welfare professionals holding certification) must complete a minimum of 20 hours of ongoing training during each calendar year.

Pre-service Training

In addition to a new process for credentialing child welfare staff in Florida the Department of Children and Families is also involved in a statewide Child Protection Transformation Initiative. As part of the transformation project Florida will be designing a new pre-service training curriculum, pre-service training format, and a heightened role for supervisors to mentor and coach staff as part of consultative supervision. The specific requirements for supervisors, including a coaching model, are being redesigned at this time.

The Supervising for Excellence training curriculum is still being offered throughout the state but is no longer required as a condition of employment. Supervising for Excellence offers participants an opportunity to learn the skills and information necessary to transition into effective leaders in their new supervisory roles. Participants learn how to identify their leadership styles, build an effective work team, give constructive feedback, and steer their team's work toward the goals and outcomes necessary in order to ensure the safety, permanence, and well-being of children in Florida. The curriculum was re-written within the last three years and was designed by subject matter experts, administrators, and supervisors. The course is taught in nine modules over a three-week period. The training takes place in a classroom and is trained by contracted service agency trainers and law enforcement officials:

- Part One: Self as Supervisors
- Part Two: Building a Highly Functional Team
- Part Three: Supervisor as the Critical Link

[Supervising for Excellence Training Curriculum](#) (Includes Participant Guides, Trainer Guides, and PowerPoint slides)

Additionally, the Center for Child Welfare website hosted by the University of South Florida is responsible for maintaining a [Trainers Corner](#) on the website with free access to training resources and material to all trainers throughout the state. This includes a newly published and released *Curriculum Overview and Learning Expectations Guide for Supervisors* as well as the Supervising for Excellence curriculum previously discussed.

Florida continues to offer a Mentoring through Qualitative Discussions training for supervisors. This training teaches supervisors how to facilitate monthly/quarterly mentoring discussions. This training is part of the statewide quality assurance framework and has now been woven into the Supervising for Excellence curriculum.

Mentoring through Qualitative Discussion Training:

[Train the Trainer Videos \(Parts I, II, and III\)](#)

[Participant Guide](#)

[Trainer Guide](#)

[PowerPoint Slides](#)

Ongoing Training

As noted previously, all of Florida's case management has been outsourced to community-based lead care agencies or their subcontracted providers. These agencies are responsible for providing ongoing training to their staff. In order to fund these trainings, the majority of training dollars are used at the local level, rather than the state level.

In addition to the pre-service training curriculum and the Supervising for Excellence curriculum mentioned earlier, Florida's Center for Child Welfare also offers 400+ hours of free video trainings for child welfare staff, including several for supervisors. All local trainings are recorded and posted on the Center's website. The Center is funded by Florida's Department of Children and Families, and aims to support child welfare staff by providing useful resources and access to training. The Center also offers annual regional workshops for child welfare staff. Approximately 1,000 workers attend this one-day workshop. The Center maintains a database of videos from these trainings.

[Click here to access the training videos database!](#)

Professional Development

Florida partners with seven schools in the School of Social Work consortium.

Florida's annual statewide Dependency Summit is an opportunity for child welfare professionals to share best practices and continue the advancement of child welfare practice in Florida. Approximately 2,200 professionals attend each year. The event is structured to allow for multidisciplinary workshops, meetings by profession, and planning sessions for local child welfare representatives. The Center for Child Welfare keeps an online database of videos and materials from each summit.

[2010 Dependency Summit Videos and Materials](#)

Currently, training needs assessments and professional development plans are not utilized at the state level in Florida but the Office of Child Welfare within the Department of Children and Families is developing long-term training goals to include both these efforts.

Supervisor Supports

Florida does not have a formal system for supervisors to meet with one another on a regular basis; however, informal meetings are organized by supervisors, and the statewide trainings and annual summit serve as opportunities to meet and network.

[Click here for Florida's Supervisor Training Resources](#)

Partnerships

Florida has partnered with Casey Family Programs to provide trainings over the past few years. This partnership has primarily focused on Florida's family-centered practice initiative.