

Indiana's Family Development Certification Guide 2011-2012



Supported By:



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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 Against Poverty. Therefore, it is IN-CAA's mission to help the state's CAAs address the conditions of poverty through: training and technical assistance; developing models for service delivery; and providing resources to help increase Network capacity.

Since 1997, IN-CAA has provided non-weatherization 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 also provides additional training and meeting opportunities to the Network through: quarterly meetings with CAA Executive Directors and partnership meetings.

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 staff of CAAs and other non-profit agencies that provide intensive case management programs that work with clients to help them achieve their personal goals and economic self-sufficiency. This program also provides continuing education training required to maintain well-equipped counselors who are adept in assisting clients in reaching their goals and in 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. When people face economic insecurity, Family Development Programs offer them strategies to reclaim their self-sufficiency. Family Development Specialists open doors to independence by offering participants practical and proven solutions. Through home and office visits, assessments and goal setting, participants are able to earn their GEDs, get job training, are better able to provide for their families and contribute to their local economy.

The Family Development Certification Program collaborates with these agencies and provides training to teach Family Development Specialists how to coach families to set and reach their goals 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 help families identify their goals and barriers, identify strengths, develop a plan and coordinate a network of resources, in partnership with families, to help them achieve their goals, including skillful application of family assessment tools (eco-map, genogram, timeline, matrix, balance wheel).

Family Development Specialists are trained on intervention strategies for dealing with challenging family issues (including psychological, emotional, and interpersonal) and skillful application of core coping skills within a systemic understanding of families and their context. Family Development Specialists are also skilled advocates who advocate for families within communities through application of community organizational knowledge and group facilitation skills.

The Family Development Certification Program (FDCP) provides access to appropriate resources for professional growth and allows Family Development Specialists the ability to utilize self-awareness skills and ongoing self-care resources while they are providing Family Development services.

CAAs and non-profit 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 not having the ability 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 more Indiana specific curriculum that met CAAs' 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 change of who administers the certification program and process. IN-CAA will issue the certifications and administratively oversee the training program and certification process.

The new Family Development Certification Program (FDCP) collaborates with agencies to teach family workers how to coach families to set and reach their goals for healthy self-reliance. Based on case management and counseling research and best practices, the FDCP program is available in communities across Indiana to frontline workers from public, private and non-profit 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 continuing and new Family Development 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 Specialist Trainer.

The **Family Development Outreach Worker** certification track is designed for individuals who spend limited time with clients and who don't do intensive case work with families. This could include administrative staff, intake workers, and Energy Assistance Program staff. This certification provides them skills to effectively interview clients, identify barriers and possible strategies to help them, and who and/or what resources to refer them to for needs beyond emergency services.

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.

Additionally, there is a certification track to be 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 also be called on to conduct FDCP trainings throughout the state as necessary.

Certification Timeline

Family Development Outreach Worker - 1 day

- **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.

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, 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 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**

One the third day of the Family Development Specialist Training an exam is given and participants must pass this exam to become certified.

Indiana Family Development Specialist Trainer – 9 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.

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- **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**

One the third day of the Family Development Specialist Training an exam is given and participants must pass this exam to become certified.

- **Step Five – Family Development Specialist Train-the-Trainer Training – 2 days**

In this two day intensive training, participants will be taught how to bring passion to the three day Family Development Specialist training. Participants will go through the time commitments of the agenda, deal with the aspects of adult learning, determine the ideal learning environment, be able to deal with trainees who want to dominate or interfere with your training of others and practice parts of the training modules in front of the others.

- **Step Six – Family Development Internship – 3 days**

Those who have completed the steps above will need to deliver the Family Development Specialist Training to live participants and will be evaluated on each module they present. They must successful deliver these modules and will be evaluated based on an objective criteria by certified Indiana Family Development Specialists Trainers.

State Certified Trainers

If you are unable to attend Family Development Certification Program (FDCP) trainings at IN-CAA or need FDCP trainings provided at your agency or in specific regions of the state, please contact Lisa Travis at IN-CAA at ltravis@incap.org or 317-638-4232 and we can link you to certified Indiana Family Development Specialist Trainers in your region.

Recertification 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 the field, Continuing Education Units (CEUs) must be obtained each year during a two-year certification term. **Please read the Family Development Certification Program CEU guidelines carefully as requirements vary by type of certification.**

Family Development Outreach Worker

- **After the Outreach Worker completes their certification, Outreach Workers must obtain 3 CEUs of credit each year of certification.**
- **At the end of the two-year certification term, Outreach Workers will have needed to earn a minimum of 6 CEUs.**
- **Two hours of training typically equates to one CEU.**
- **If an Outreach Worker fails to earn the required 3 CEUs during any given year, his or her certification may be revoked. The Outreach Worker would then be required to begin the certification process again in order to become recertified.**
- **Training taken as part of certification requirements cannot be retaken for CEU credit after receiving certification.**
- **Trainings approved for CEUs are covered on page 8 of this manual.**
- **Forms needed to request CEU Approval and for recertification are located on pages 10 and 11 of this manual.**

Family Development Specialist

- **After the Specialist completes their certification, Specialists must obtain 4 CEUs of credit each year of certification.**
- **At the end of the two-year certification term, Specialists will have needed to earn a minimum of 8 CEUs.**

- **Two hours of training typically equates to one CEU.**
- **If a Specialist fails to earn the required 4 CEUs during any given year, his or her certification may be revoked. The Specialist would then be required to begin the certification process again in order to become recertified.**
- **Training taken as part of certification requirements cannot be retaken for CEU credit after receiving certification.**
- **Trainings approved for CEUs are covered on page 8 of this manual.**
- **Forms needed to request CEU Approval and for recertification are located on pages 10 and 11 of this manual.**

Indiana Family Development Specialist Trainer

- **After the Trainer completes their certification, Trainers must obtain 4 CEUs of credit each year of certification.**
- **At the end of the two-year certification term, Trainers will have needed to earn a minimum of 8 CEUs.**
- **Two hours of training typically 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.**
- **Training taken as part of certification requirements cannot be retaken for CEU credit after receiving certification.**
- **Trainers must also conduct at least two training sessions per certification year, for a total of 4 trainings at the end of the two-year certification period.**
- **Trainings approved for CEUs are covered on page 8 of this manual.**
- **Forms needed to request CEU Approval and for recertification are located on pages 10 and 11 of this manual.**

Trainings Approved for CEU Credit

Trainings offered through IN-CAA, IHCDA, or a partner that are CEU approved will be designated with the logo below and next to the logo it will list how many CEUs the training is worth.

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. For these trainings IN-CAA will track these CEUs and you will not have to submit documentation for CEU approval.

If you have attended a training that you think is related to your Family Development work that has not been approved, you can complete a Request for CEU Approval form located on page 10 of this manual and submit it to IN-CAA to try and get the training approved. You can do this before the training to get it pre-approved or after you have completed the training. Remember two hours of training typically equates to one CEU.

Ineligible Status

If a Family Development Outreach Worker, Specialist, or Trainer does not successfully obtain a minimum of CEUs each year of the certification, the individual may have his or her certification revoked. If a person is certified in multiple certification tracks and meets the CEU requirements for one certification and not the other, only the certification in question will be reviewed, and possibly withdrawn.

Recertification Process and Submission of Forms

Participants will receive a certification letter and/or email at the end of the calendar year letting them know if they have met their certification requirements for the year.

If an individual has not met their CEU requirements, they will be sent a letter and/or email letting them know that their certification is in jeopardy and they will be given 30 days to submit trainings they have attended for CEU approval using the Request

for CEU Approval form located on page 10 of this manual and they must submit this form to IN-CAA. If person is unable to comply, the person would then be required to begin the certification process again in order to become recertified.

Before the two-year certification term ends, certified individuals will receive a 90 day, 60 day, and 30 day letter and/or email reminding them to submit to complete a Recertification Form and Request for CEU Approval Form(s), if applicable.

The Recertification Form is located on page 11 of this manual, and needs to be submitted to IN-CAA at:

Attn: Family Development Recertification

IN-CAA

1845 W. 18th St.

Indianapolis, IN 46202

Once IN-CAA receives your Recertification Form and Request for CEU Approval Form(s), if applicable, we will process your documents within 30 days and issue the certified individual a new certification that will be good for two years. Therefore, we recommend that certified individuals submit these documents to IN-CAA 30 days before your certification expiration date, if not sooner.

Forms

FAMILY DEVELOPMENT Request for CEU Approval Form

Certified Person's Name: _____

Email Address: _____

Phone: _____

Organization's Name: _____

Organization's Address: _____

Training Information

1. Organization Providing Training: _____

2. Training Topic: _____

3. Trainer(s) Names: _____

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

5. Length of Training (days, 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: Attn: Family Development Certification, IN-CAA, 1845 W. 18th St., Indianapolis, IN 46202 or ltravis@incap.org.

FAMILY DEVELOPMENT Recertification Form (2 pages)

Certified Person's Name: _____

Email Address: _____

Phone: _____

Organization's Name: _____

Organization's Address: _____

***If your name, address, or organization is different from that associated with your current certification, please indicate the information on the current certificate below:**

Please select which certification(s) you are recertifying for (**check all that apply**):

- Family Development Outreach Worker**
- Family Development Specialist**
- Indiana Family Development Trainer**

Please indicate in the table below or on attached sheet of paper CEUs earned during the two-year certification period.

	Training Name	Date(s) Completed	Number of Continuing Education Units Earned	Have You Submitted CEU Approval Form (if applicable)? Yes or No
YEAR 1				
YEAR 1				

FAMILY DEVELOPMENT Recertification Form (Cont.)

Certified Person's Name: _____

Please indicate in the table below or on attached sheet of paper CEUs earned during the two-year certification period.

	Training Name	Date(s) Completed	Number of Continuing Education Units Earned	Have You Submitted CEU Approval Form (if applicable)? Yes or No
YEAR 2				
YEAR 2				

Please indicate Family Development Trainings conducted in the table below or on attached sheet of paper during the two-year certification period, if applicable.

	Co-Trainer's Name	Training Location (including city)	Dates	Number of Training Participants
YEAR 1				
YEAR 1				
YEAR 2				
YEAR 2				

I affirm that the above information is true to the best of my knowledge, and that I am currently a Family Development Outreach Worker, Specialist, and/or Trainer in good standing.

Signature: _____ **Date:** _____

Forms should be submitted 30 days before certification expiration date, if not sooner. Submit completed form to: Attn: Family Development Certification, IN-CAA, 1845 W. 18th St., Indianapolis, IN 46202 or ltravis@incap.org.

Contact Information

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



1845 W. 18th St.

Indianapolis, IN 46202

Phone: (317) 638-4232

Email: ltravis@incap.org

Web Site: www.incap.org

