Crucial Accountability Rollout Toolkit

This “toolkit” will help Peer Coaches and Trainers organize and communicate the local rollout.

The toolkit includes:

1. Crucial Accountability Local Training Checklist.
2. Crucial Accountability Rollout Contact Information.
3. Documents/Forms Needed for Crucial Accountability Local Rollout.
4. Roll-Out Communication to Child Welfare Staff from Local Director (Suggested Email Message).

Crucial Accountability Local Training Checklist

1. Preparation for all Peer Coaches and Peer Coach supervisors

- ☐ Attend Crucial Accountability (CC2) class (two-day) taught by Vital Skills.

2. Preparation for Peer Coach and CWTI trainers

- ☐ Attend CC2 train-the-trainer (T3) (two-day) after completing CC2 training.
- ☐ Install training software on laptop at T3.
- ☐ Attend other CC2 sessions to observe and plan (two, if possible).
- ☐ Communicate with co-trainer to prepare/plan training modules.
- ☐ Utilize Vital Smarts Trainer Zone for training preparation.
- ☐ Review rehearsal cards with scenarios to be used in the training exercises. To obtain a set of the cards, contact CWTI. The trainer or peer coach should bring one of the laminated sets with them to the training. The cards are to be collected at the end of the training and returned to CWTI.
- ☐ Prepare to co-train by practicing the training and integrating your own stories into examples. The recommended training practice time is three to six days per session, depending on experience and comfort level.

3. Local roll-out coordination for Peer Coaches and designated local trainers.

- ☐ Meet with local director and management to clear dates, number of sessions needed (see next bullet point) and location of sessions. Ask for director support through encouragement of attendance, staff schedule considerations, etc.
- ☐ All area child welfare staff, DHS and private agency, should be invited to attend local CC2 training. This includes: CPS, foster care, Title IV-E, Maltreatment in Care, Health Liaisons, centralized intake, Michigan Youth Opportunity Initiative staff, Educational Planners, permanency resource staff and private agency safety monitors.
- ☐ Coordinate with co-trainer to bring one set of laminated Rehearsal Cards to be used in training exercises. After training, these cards should be collected for use in other training sessions.
- ☐ In training room, assure seating arrangements of 4 to 8 participants per table.

- ☐ Work with CWTI trainer to secure laptop, screen, flipchart, markers and microphone if necessary. Prepare and practice with audio-visual equipment - laptop, projector, screen, remote and microphone (as needed).
- ☐ Collaborate with CWTI trainer to coordinate delivery of CC2 toolkits from Cadillac Place or Lansing Training Center to training site. If storage prior to training is necessary, ensure the toolkits are stored securely. Leftover toolkits should be returned to CWTI.
- ☐ Collaborate with CWTI trainer prior to training to obtain sign-in sheets. The sign-in sheet must be initialed by each participant each day.
- ☐ Copy and prepare Crucial Accountability training certificates for training participants, if desired.
- ☐ A limited number of high-tech remote controls (needed for full function of the Crucial Accountability training software) have been purchased and distributed to CWTI trainers and peer coaches. Contact your CWTI training partner or Tracie Kress to access a remote prior to your assigned training.
- ☐ Copy continuing education (CE) forms with registration number. These are to be given to licensed social workers who request CE credit on the day of the training. The instructions are included.
- ☐ Bring CWTI training evaluation forms to training and pick up completed forms afterward.
- ☐ Inform security at training location about names of participants in advance, if necessary.

4. Post-training coordination

- ☐ Submit completed sign-in sheets and training evaluation forms to CWTI manager for recording of training credit.
- ☐ Submit list of local trainees to DHS and PAFC training coordinators for local tracking.
- ☐ Submit list of trainees with email addresses to Vital Skills for registration on the Vital Smarts website and free subscription to newsletter (contact **Sharon Finton at sfinton@vitalskills.com or (248) 841-1416.**
- ☐ Submit original of CE forms to **Ruth Barnhill** at the **Office of Workforce Development and Training (CWTI) at (517) 335-5597.**
- ☐ Return rehearsal cards, remote control and any leftover toolkits to CWTI.
- ☐ Ongoing: Peer Coaches will determine need for support and refresher, and inform their MiTEAM Coordinator if further support is needed.

Crucial Accountability Rollout Contact information

Child Welfare Training Institute:

- For registration on OTP and scheduling, or submitting sign-in sheets, please contact CWTI manager, Sarah Goad at 335-4516 or GoadS@michigan.gov.
- For transfer of CC2 toolkits to local training site, coordinate with assigned CWTI trainer, or contact CWTI manager, above.

OWDT Trainer Contact Information

NAME	PHONE	E-MAIL (all @michigan.gov)
Matt Houchlei	517-335-4513	houchleim
Joe Peterson	517-241-4412	petersonj1
Angelica MacFarlane	313-456-3414	macfarlanea
Jeanne Ballard	517-256-6495	ballardj
Larry Slagell	517-335-6198	slagelll
Lisa Trimble	313-456-4690	trimblel
Steve Munger	517-241-2370	mungers
Kevon Goodge	517-241-8110	goodgek
Pam Zsolzai	989-249-5751	zsolzaip
Shaure Brewer	517-373-7252	brewers
Kate Durda	517-335-4146	durdak

For questions on continuing education (CE) credit for licensed social workers and to submit copies of completed CE form to:

Ruth Barnhill (517) 335-5597 or barnhillr@michigan.gov
Child Welfare Training Institute
7109 W. Saginaw St.
Lansing, MI 48917

MiTEAM contact: Tracie Kress; kresst@michigan.gov; (517) 420-5531

MiTEAM Coordinators:

- Wende Abernathy-Perkins: abernathy-perkinsw@michigan.gov; (517) 373-0317.
- Jemar Sutton: suttonj2@michigan.gov; (517) 373-4032
- Monica Sturdivant: sturdivantm@michigan.gov; (517) 373-8885
- Rose Clyne: ClyneR@michigan.gov; (586) 206-4866

Crucial Accountability contact: Nancy Rygwelski: rygwelskin@michigan.gov; (517) 335-7793

Documents Needed for Crucial Accountability Local Rollout

1. Laminated rehearsal cards with training scenarios – obtain from CWTI.
2. Rollout Communication to Child Welfare Staff from Local Director (attached - customize example to local needs).
3. Sign-in sheets with list of training registrants to initial at training (obtain from CWTI).
4. Continuing Education (CE) Verification of Attendance (obtain from CWTI, or copy).
5. CE Instructions for Training Participants (obtain from CWTI, or copy).
6. Crucial Accountability Training evaluation forms (distribute and collect).
7. Certificate of Completion – Add participants name and distribute at end of training (obtain blank certificates from CWTI).

Roll-Out Communication to Child Welfare Staff from Local Director

(Suggested Email Message)

Subject: Upcoming Crucial Accountability (CC2)

Dear DHS and PAFC Child Welfare Staff:

Crucial Accountability training has been scheduled for your local office or region. The dates and locations are listed on OmniTrackPlus (OTP, formerly JJOLT). Please ask your staff to register as soon as possible to ensure they can get into the date they wish to attend. Please keep in mind that for optimal safety and confidentiality, entire teams or staff in the same chain of command should not register on the same date if possible. **Local courses open for staff registration are listed in OTP as Crucial Accountability.**

Attendance at this local training is offered to all public and private child welfare staff (including CPS, foster care, Title IV-E, Maltreatment in Care, Health Liaisons, centralized intake, Michigan Youth Opportunity Initiative, Educational Planners, permanency resource staff and private agency safety monitors) to teach skills that assist staff to:

- Discuss problems without creating defensiveness.
- Confront the right problem, not just the easy one.
- Motivate naturally and without using force.
- Help others remove barriers without micromanaging or disempowering them.

Crucial Accountability training will also assist staff to develop skills to inspire crucial accountability in case planning, conduct effective family team meetings and support and mentor families in the MiTEAM model.

If you have questions on MiTEAM, please contact Tracie Kress at kresst@michigan.gov or 517-420-4431. For questions on Crucial Accountability, please contact Nancy Rygwelski at rygwelskin@michigan.gov.

Thank you!