

Catholic Charities Disabilities Services	
Agency Standard and Procedure	
Standard Category	Administration
Standard Title	Training and Professional Growth
Regulations	1) 14 NYCRR 624, 625, 633 2) OSHA Regulations 3) Department of Labor Regulations 4) OMH Regulations DOH Regulations
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Attachments	
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Standard:

Catholic Charities Disabilities Services (CCDS) is a committed learning organization which values the provision of robust training and professional growth opportunities for its community. To that end, CCDS not only demands that its staff attend mandatory training in a timely manner, but also routinely offers additional in-depth training on a variety of clinical and administrative topics to all.

Definition:

Training: the dissemination of information to employees, volunteers, Board of Director members, individuals served, and the general population by any appropriate method and which is documented to have taken place.¹

Procedure:

- 1) The Executive Director, or designee, will designate Training Coordinators (the Quality Assurance department) to be responsible for the training and education program at the agency.
- 2) The Training Group will consist of members across the agency including Residential, ICS, Human Resources, and Quality Assurance to discuss and evaluate the training needs of the agency.
- 3) Training is offered several ways: by the agency, in collaboration with other agencies, by governmental agencies, or through staff attendance at workshops or conferences.
- 4) As learning is a dynamic endeavor that is responsive to a constantly changing knowledge base, training will be provided as outlined in the Annual Training Plan which will be reviewed annually and updated as needed. The Annual Training Plan will be reviewed and approved by the CCDS Training Group and shared at the Compliance Committee meetings, ensuring that agency training will meet all legal and regulatory standards and will reflect the current best practices in each program area.

¹ see 14 NYCRR 633.99

- 5) There are three types of training: required, preferred, and program specific.
 - A variety of required trainings are mandated by the federal government, state government, Catholic Charities of the Diocese of Albany, and the agency. These required trainings will vary by occupational category and title of staff. It is the responsibility of the QA department to remain knowledgeable of all required trainings and ensure that required trainings are offered in a manner that allows staff reasonable and timely access to them.
 - Preferred training is supplemental learning that is not required, but will advance a staff member's clinical or technical skills and professional growth.
 - Program specific training is provided at the program level and typically consists of content that will assist the staff meet the clinical and/or support needs of one or more individuals served by that program.
 - Required and preferred training can be either agency provided or provided by external parties. Program specific training is usually typically provided by the clinical team supporting the individual(s) or the program leadership team.
- 6) Agency provided training consists of both in-person and remote (on-line) training. Agency provided training is scheduled by the QA Department. A training calendar is issued monthly and lists available trainings for the upcoming months.
- 7) If a staff member wants to attend an agency provided training, they make a request to their immediate supervisor who will then register the staff member.
- 8) Staff can access remote trainings through both the employee portal on the agency web site as well as certain other trainings through Zoom, WebEx, Therap or other web based systems, as approved by the agency.
- 9) If a staff member wishes to attend a training external to the agency, their supervisor must approve prior to registration. If the training requires a fee to be paid, the department director must also approve prior to registration. **Please see standard Conference Participation for further details**
- 10) Program specific training can be provided in-person, remote, or via documents that must be read (aka "read and sign").
- 11) Program specific training is typically mandatory for all staff of that program.
- 12) The QA Department will maintain a database of all agency provided training taken or required by the staff member. The QA Department will issue Training Audit Workbooks, which included the status of training to all department directors monthly.
- 13) During the course of Programmatic Audits, the QA Department may recommend the need for program specific training.

- 14) To verify attendance at training, a sign-in sheet will be provided by the trainer. Each attendee must sign in to verify attendance or, if remotely attending, be signed in by the trainer. All sign in sheets for agency provided training will be forwarded to the QA Department. All sign in sheets for program specific training will be kept by the program supervisor in the training binder.
- a) To verify completion of an on-line training, the QA Department may require an electronic verification is submitted.
 - b) To verify completion of a "read and sign," a signature sheet will be kept by the program manager in a file or binder designated for this purpose.
 - c) To verify completion of an external training, staff will submit proof of content and attendance.
- 15) It is ultimately the staff member's responsibility to make sure they have attended all required trainings. It is the staff member's supervisor's responsibility to periodically advise the staff member of their status in terms of meeting their required trainings.
- 16) In all cases the staff member will be informed by their immediate supervisor when they are no less than 30 days from being out of compliance with a required training. **Please see standard Required Trainings and Certifications.**