



TITLE	POLICY NUMBER	
DCS Case Aide Trainee Learning Track	DCS 10-05	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Learning and Development	05/05/2023	

I. POLICY STATEMENT

The Department of Child Safety (DCS) shall provide competency-based, culturally-responsive learning opportunities in accordance with national standards for public child welfare practice and in compliance with state law. The DCS Learning and Development (L &D) Unit shall offer pre-service preparation to newly-hired Case Aides, and re-hired Case Aides in some instances.

II. APPLICABILITY

This policy applies to Case Aides and Visitation Aides. Case Aides and Visitation Aides shall successfully complete all portions of the Case Aide Learning Track. The Department determines accountability mechanisms that ensure:

- A. Direct Supervisors are responsible for monitoring completion of the DCS Case Aide Learning Track by accessing the Learning Management System TraCorp to monitor employee's completion of training; and
- B. All staff comply with the Department's training requirements for their positions.

III. AUTHORITY

[A.R.S. 8-453](#) Powers and duties

[A.R.S. 8-503.01](#) Children and family services training program fund; purposes; status report; exemption from lapsing

[DCS 04-39](#) Dress Code

[DCS 04-18](#)

Attendance and Leave Policy.

[DCS 10-04](#)

Attendance and Significant Incidents Policy

IV. DEFINITIONS

AZPerforms: the performance appraisal and platform used by state personnel system agencies, boards, and commissions.

Computer-Based Training (CBT): Training delivered on the computer and accessed through the Learning Management System TraCorp. The training courses provide knowledge for a particular job or activity and can be accessed at any time.

Course: A training with a specific title that teaches skills and knowledge to the employee, so they can do their job.

Department or DCS: The Arizona Department of Child Safety.

Director: The Director of the Arizona Department of Child Safety.

Field Break Activity Guides: Guides with a set of tasks and questions the Case Aide Trainee completes when shadowing in the field. The field Program Supervisor reviews and discusses the activity guides with the Case Aide Trainee and turns the signature page into Fieldactivityguides@AZDCS.GOV.

Learning Management System (LMS): Software application to document, track, and report training records. Employees use the LMS to register for classroom training, CBTs, and webinars. The LMS is the software for employees to launch CBTs. Employees and their supervisors shall review employee training records and transcripts in the LMS.

Session: The date, time and location that a training course takes place.

Trainee: A DCS employee, who is training to be a DCS Case Aide.

Trainer: A DCS employee who is DCS Instructor Certified, or contracted Trainer designated by DCS, who is providing in-person classroom and/or web-based training.

V. POLICY

- A. It is the HR Recruiter's responsibility to ensure that the newly-hired, and in some instances re-hired, Case Aides are placed on the roster for Case Aide Core.
1. Rehired Case Aides, who separated from DCS **more than two years ago**, are required to complete all portions of the Case Aide Learning Track, including the classroom component, no matter when they initially completed Case Aide Core.
 2. Rehired Case Aides, who separated from DCS **less than two years ago and completed Case Aide training prior to 2020**, are required to complete all portions of the Case Aide Learning Track, including the classroom component, no matter when they initially completed them.
 3. Rehired Case Aides, who separated from DCS **less than two years ago and completed Case Aide training in 2020 or later**, are not required to complete classroom training; however, they must complete any remaining portions of the Case Aide Learning Track if incomplete.
- B. Attendance and Significant Incidents
- For attendance and behavioral issues regarding trainees, refer to [DCS 10-04 Attendance and Significant Incidents Policy](#).
- C. Case Aide Learning Track is mandatory for all Case Aides and must be completed within 8 weeks of hire.
- D. While in training, trainees may follow the Business Casual Attire detailed in the [DCS 04-39 Dress Code](#) unless otherwise specified in class.
- E. Methods of Evaluation
1. Case Aide Trainees must successfully complete all of the Case Aide Learning Track. [Case Aide Learning Track Face Sheet](#)
 - a. Attend Case Aide Core Classroom Training;
 - b. Successfully pass the Final Test with an 80% or higher to receive completion credit;
 - c. Assigned CBT's with quizzes passed with an 80% or higher to receive completion credit; and
 - d. Complete the [Case Aide Activity Guide](#). Upon completion, the

Program Supervisor submits the signature page to FieldActivityGuide@azdcs.gov to receive completion credit.

2. Case Aide Trainees complete a Reaction Survey on the last day of Core Classroom Training to rate their overall satisfaction with the training.

F. Maintaining Training Records

The Learning and Development Unit shall retain an electronic training record for each employee that documents completed training and employee development activities. These records are retained in the LMS. It is the responsibility of the Case Aide Trainee's Program Supervisor to confirm that all required training is complete and documented in accordance with [DCS 04-18 Human Resources Attendance and Leave Policy](#).

G. DCS Case Aides supervising visitation

Case Aide Trainees shall not supervise any visits alone until they successfully complete Classroom Core Training.

VI. PROCEDURES

A. Onboarding for the 6-8 Week Case Aide Learning Track

1. Human Resources will:
 - a. make the offer for hire;
 - b. send an offer letter to the prospective employee;
 - c. assign the prospective employee to a DCS 101 session on the L & D SharePoint New Hire Roster; and
 - d. assign the prospective employee to a Case Aide Core session on the L & D SharePoint New Hire Roster.
2. L & D sends an email confirmation letter to the prospective employee that includes the training locations and start and end times for DCS 101 and Case Aide Core training.
3. Human Resources identifies if the prospective employee qualifies for a hotel with the Travel Unit and notates that on the new hire roster. L & D

will send further travel information to the prospective employee.

4. The Travel Unit will make the travel arrangements.

B. DCS 101 Training

On the first day, the employee shall complete DCS 101 Training as outlined in [DCS 10-01 DCS 101 Training](#).

C. Case Aide Core Classroom Training, On the Job Training and CBT's

Depending on when the next Case Aide Core classroom training session is scheduled, the Case Aide Trainee attends Case Aide Core on their second week of employment or on their fourth week of employment. Case Aide Core classroom training consists of one module.

1. Foundations, SAFE AZ, Permanency and Well Being module of classroom training totals four and a half days and is delivered by the Learning and Development Trainer or contracted Trainer in a classroom setting.
 - a. Upon completion of the classroom module, the Case Aide Trainee will complete a Reaction Survey to evaluate the training received.
 - b. The Case Aide Trainee will receive the [Case Aide Activity Guide](#).
 - c. The Case Aide Trainee will observe a DCS Case Aide(s) in the field and complete the Field Break Activity Guide during observation time. The Program Supervisor will review the guide, discuss the activities within the Guide with the Case Aide Trainee, and sign the guide. The Program Supervisor shall return only the signature page to FieldActivityGuides@azdcs.gov no later than eight weeks after hire, and retain a copy of the email for their records.
 - d. The Guide includes mandatory Computer Based Trainings (CBTs) to complete during the six weeks. All CBTs must be passed with a score of 80% or higher to receive completion credit.
2. Four weeks after the Case Aide Trainee starts Classroom core training, they are registered to take the Final Test in TraCorp by L & D. An email is sent to the Case Aide Trainee and their Program Supervisor with

instructions. The Final Test is open book. Training materials, notes, and the online policy manual may be used to complete the test. Trainees are given approximately 1 hour to complete it. Case Aide Trainees must score an 80 percent or better to receive completion credit.

3. If the Case Aide Trainee fails the test twice, L&D contacts the Program Supervisor. The [Trainee Support Agreement](#) must be filled out by the DCS Case Aide Trainee and Program Supervisor. The Program Supervisor and DCS Case Aide Trainee shall come up with a plan to fill any possible learning gaps. Once the appropriate support actions have been identified and completed, the DCS Case Aide Trainee may retake the test. The supervisor attaches the Specialist Trainee Support Agreement to the AZ Performs note submitted to HR. The supervisor contacts Learninganddevelopment@azdcs.gov to schedule a third try to take the test.
4. If the DCS Case Aide Trainee does not pass a test a third time, L & D notifies the Program Supervisor and HR, and they determine the next course of action.
5. DCS Program Supervisors evaluate the DCS Case Aide Trainees by completing the [Case Aide Skills Matrix](#) and retaining copies for their own records.

VII. FORMS INDEX

[DCS 10-01 DCS 101 Training](#)

[DCS-1212A Hotel Request Form](#)

[DCS-2007 Trainee Support Agreement](#)

[DCS-3252 Case Aide Activity Guide](#)

[DCS-3253 Case Aide Skills Matrix](#)

[DCS-3254 DCS Case Aide Learning Track Face Sheet](#)