Summary of Survey: State-Approved Trainer Program Feedback

Overview

Individuals who are involved with the state-approved training program had an opportunity to review and provide feedback on the objectives for revision. There were a total of 18 responders to this survey. Although the response rate was low, the feedback we received parallels the feedback that we have gathered during other engagement meetings.

General Direction of the Redesign

Participants in the survey were asked to review the six revision objectives. All of the individuals supported the strategies that were proposed for the revision. Eight reported that they were pleased to see the direction the revision was headed; ten supported the direction. There were no stated objections to the proposed objectives.

Respondents shared some broad feedback about the redesign, including:

- Need for continued clarity and transparency about the revision;

- Appreciation for the focus on racial equity;

- Concern about the content knowledge of trainers who deliver on sensitive topics

- Positive response to improving supports through the application process;

- Concern about how the professionalization of the trainer workforce may lead to an increase in cost of training.

Feedback Specific to the Revision Objectives

Objective 1: Anti-biased and anti-racist trainers and curricula
Participants expressed their support for this objective.

Objective 2: Easy-to-navigate trainer application and training processes
- Participants expressed interest in having an organizational approval process.

- Participants asked for the application process to be explicit about what information is required beforehand, and asked us to direct trainer applicants to complete the education application before beginning the application.

- Participants mentioned that it would be useful to receive live support as the application was being completed.

Objective 3: Trainer workforce is representative of the communities served
- There was support for this objective

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- The respondents were interested in language diversity and trainer availability in more rural communities.

Objective 4: Stakeholders are engaged in informing program-level developments

- All respondents supported the engagement process.

- Several brought up language barriers to engagement. They requested interpretation services and translations to be part of the ongoing community engagement efforts.

- Participants asked us to ensure that all stakeholders, not just DCYF contractors, are invited to participate.

Objective 5: State-approved trainers have access to support resources

- Participants mentioned that DCYF needs to take additional steps during the approval process to verify that the trainers have strong foundation in the content areas they would like to train.

- Participants proposed that if DCYF pursues the route of reviewing training content, reviewers should have the knowledge to ensure that the content is accurate.

- Other responses asked for resources on training design, and opportunities to participate in train-the-trainer events.

- Language accessibility was also brought up; trainers whose primary language is not English should also have access to learning resources.

Objective 6: Quality assurance process offers a fair, relevant, objective and reliable assessment

- There are occasional conflicts of interests when a trainer observer is a competing independent trainer in the community.

- Participants were glad to see that training organizations will be held to the same rigorous process as state-approved trainers if this redesign feature is implemented.

- Participants asked us to pay close attention to the background of training observers and the observed trainer to make sure that the observation is responsive to differences in values, training approaches and communication styles.

Next Steps

The Professional Development Team will use the feedback on the objectives to create a project plan. This plan will prioritize the action steps within and across each objective. The project plan will be responsive to staff capacity, favorable policy change opportunities, and other system factors that may influence how the revision rolls out. You will find more information about our progress on our website and through the Growing the Workforce Newsletter.