

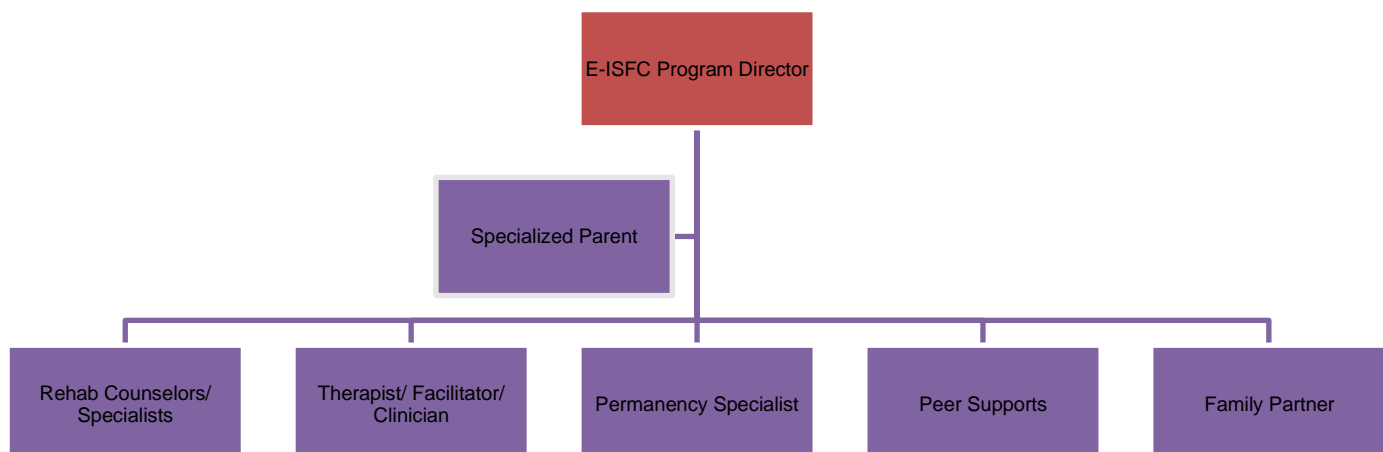
Staffing Models

E-ISFC Staffing

Enhanced Care Program staffing is determined by the license under which the program will be operating. The Enhanced ISFC model builds on a traditional ISFC home through the addition of a dedicated Specialized Parent. Specialized Parents differ from traditional ISFC resource parents in several key ways, including:

- experience in a helping profession, or prior experience working with youth with unmet complex needs;
- capacity for 24/7 availability to respond to youth needs, with at least one parent acting full-time as a Specialized Parent and not working outside the home;
- a commitment to providing unconditional care for the youth regardless of any behavioral challenges that emerge, with a no eject, no reject policy; and
- successful completion of rigorous supplemental training and continuing education.

Enhanced Care Program staff are available to provide in-person support in the home 24 hours per day, seven days per week, further enhancing the level of support and therapeutic intervention available. This support, provided by therapists, rehab counselors and permanency specialists, may include scheduled meetings, additional check-ins during challenging periods or responding to crises in the home as they arise. In some programs, family partners and/or peer support also provide key services to increase engagement and the therapeutic impact of services. Designed to be short-term treatment options, Specialized Parent homes support youth stabilization and the creation of a sustainable legal and/or emotional/relational permanency plans. ECPs are intended to be linked directly with supportive community-based services such as Wraparound and Mobile Crisis Response to support placement preservation. Wraparound services can also assist with family finding and support step-down into traditional ISFC or Foster Family Agency (FFA) homes or with natural supports.



E-ISFC Staff Training

Because the E-ISFC program serves youth with highly complex behavioral health needs, the staff training plan is more comprehensive than traditional ISFC staff training and is aligned with training provided for staff working

in an STRTP. In some cases, E-ISFC staff training meets or exceeds the licensing regulations for STRTPs. Training for E-ISFC staff ranges from 80-120 hours of initial training that includes both new hire orientation and in-program training. Additionally, E-ISFC staff also complete ongoing annual training commensurate with agency and Interim Licensing Standards. Please see [Appendix C](#) for an example staff training plans.

Enhanced Care Program staff will receive training and technical assistance to increase cultural responsiveness.

Specialized Parent Training

At the core of the E-ISFC model are the Specialized Parents, who are specifically recruited, assessed, trained and approved by the FFA to meet the individualized needs of youth with unmet complex needs. Specialized Parents often have previous professional experience in the helping professions and/or in working with high needs youth. Regardless of prior experience, all caregivers are highly trained to the E-ISFC model and receive additional training as compared to standard ISFC resource parent training.

To ensure that all caregivers are prepared to meet the unique challenges of the youth in their home, the FFA provides at least 40 hours of intensive pre-approval training, in alignment with both Intensive Services Foster Care (ISFC) standards and TFC requirements, followed by additional training and coaching specific to the youth they will care for. Please see [Appendix C](#) for an example list of Specialized Parent trainings.

The FFA conducts a thorough assessment of the parents' skills, experience and capacity to be trauma-informed and develops goals with caregivers for continuous learning. Each caregiver receives youth-specific support from the treatment team, families are invited to attend monthly caregiver group meetings offering support and training. Caregivers must also engage in ongoing training tailored to their specific needs and the population of youth for whom they are caring. This training is offered in group classes, as deemed appropriate, and in the private weekly coaching meetings component of the support they receive while providing Therapeutic Foster Care.

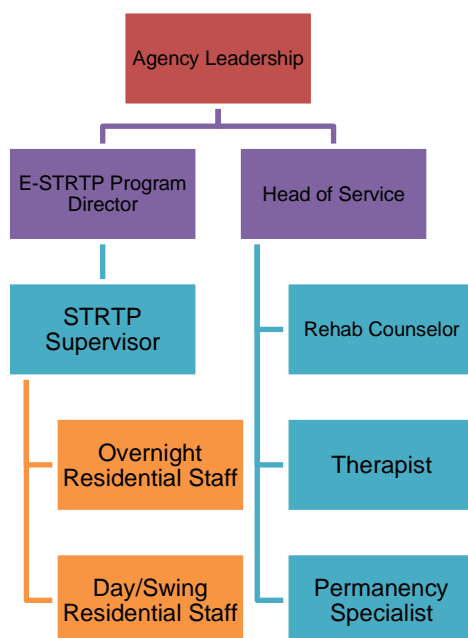
In addition to the intensive pre-approval training, Celia's identified Specialized Parent, Laurel, received training in managing insulin dependency from Celia's hospital staff. Laurel was also trained in Medication Policies and Procedures, as well as multiple trainings on building resilience and supporting attachment with foster youth who have experienced complex trauma.

To best support Celia with her history of trauma and substance use disorder, Celia's staff team received additional training on the Seeking Safety model of treatment. Once Celia began to feel a sense of safety with Laurel and her Caring Change (CC) team, she was able to participate in CC's weekly Seeking Safety group therapy sessions, which also provided her with an opportunity to build some relationships with her peers, outside of situations involving her substance use. Finally, Celia's team was trained in DBT training and DBT skills groups, to support Celia's healing.

Enhanced-STRTP Staffing

E-STRTP staffing structures are more robust than the minimum direct care and mental health program staff to youth ratios outlined by licensing and DHCS regulations for licensed STRTPs. E-STRTP programs must be able to increase staffing to address any anticipated high needs and to responsively meet such needs when they arise. E-STRTPs should typically assume at least a 1:1 milieu staff to client ratio 24 hours a day; however, it is not uncommon, particularly early in treatment, to have two milieu staff available on site at all times.

Additionally, a rehab counselor and therapist are available and participating in the milieu to enhance therapeutic activities on a daily basis. This staffing model allows for the 1:1 support of youth while balancing care and supervision with therapeutic interventions. Therapeutic supports are provided by staff on the floor throughout the day through planned skill-building interventions and ready response to crisis behavioral needs. For youth with substance use issues, staff will be trained in interventions to address substance use.



E-STRTP Staff Training

E-STRTP staff have access to a dedicated training team to support the rigorous and comprehensive field, classroom and experiential learning required to serve their target population. The team should have considerable experience with residential treatment and developing relevant curriculum and course work. This is particularly critical in assisting staff in balancing their responsibility to act in a trauma-informed manner, while intervening on challenging behaviors.

E-STRTP training is centered on the premise that everything we do and how we do it has the potential to either cue safety and stability or contribute to further dysregulation, disengagement and unsafe coping mechanisms that may compromise safety and security. E-STRTPs must make every effort to translate trauma-informed research into practical and realistic practice for youth and staff.

Training experiences should emphasize the essential elements on trauma-informed care within each training provided to staff:

- Explaining the benefits of trauma-informed approaches
 - Promoting healing and resilience, increasing youth functioning and overall well-being
 - Minimizing retraumatization, reducing the number of critical incidents and crisis services, fewer placement changes

- Management: enhancing staff resilience and improving job satisfaction, reducing turnover and burnout
- Presenting basic information on trauma
 - What trauma is and how it affects the brain and body
 - Trauma related adaptations, symptoms and behaviors
 - Gender and culturally specific issues, including coping mechanisms,
 - Facilitating youth safety and stability
- Demonstrating effective skills
 - Effective response to youth experiencing challenges with program expectations
 - Responding to youth disclosures of trauma respectfully and effectively
- Sufficient skill practice and rehearsal
 - Using role plays
 - Practicing de-escalation techniques
 - Practicing how to identify boundary issues and maintain professional boundaries
- Reinforcing and building upon strategies that have been used successfully in the past

E-STRTP staff are required to complete orientation training, including up to 80 hours of in-person and online training and at least 8 hours of field training/job shadowing, prior to any work directly with youth. Additionally, E-STRTP staff are required to receive at least 52 hours of training annually. Please see [Appendix C](#) for an example list of E-STRTP trainings.