



# THE JOURNEY NAVIGATORS 2008-09

## Credentialing YW Team

### Session Notes: Friday, February 27, 2009

#### Attending:

**Navigators:** Catherine, John, Ellen, **Absent:** Teri, Kelly  
**Extended Team:** Elizabeth, Jason, Pam  
**Staff:** Janet, Barb, Tom

#### **Short-Term Goal:**

*"By the end of the year (2009), educate people in the field about the existence of these competencies and credential, and encourage their incorporation into existing training and conferences."*

#### **Strategies:**

1. Develop a handout to introduce competencies to new and old audiences
2. Introduce and discuss the competencies with leaders in the field
3. Encourage conferences to connect what they offer directly to the competencies
4. Encourage trainers to develop and order their training around the competencies
5. Develop workshops (etc.) to educate and introduce the competencies
6. Incorporate recognition of the competencies into the celebrating youth work events and toolkit planned by the other Navigator team

#### **Commitments:**

Ellen & John	Draft handout to accompany competencies	Email to team by April 8,
Elizabeth	Intro handout at IYI Staff Mtg	May 1
Tom	Draft internal talking points for group	Email to team by April 8
Elizabeth	Incorporate competencies into IYI Kids Count	
Catherine	Incorporate competencies into Munger Conference	
Pam	Incorporate competencies into National Partnership for Juvenile Service Symposium	
John	Incorporate competencies into System of Care Conference	
Elizabeth	Incorporate competencies into Governors Service Conference	
Ellen	Incorporate competencies into Early Childhood Conference	
All	Identify peers to invite to as future meeting about the competencies	

**Next meeting: April 20, 2009 9am EST @ McCOY**

This document and others are available at  
<http://renewal.typepad.com/navigators>



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**Discover what everyone at the table knows and share. What is your group about? What vision? What has it been working on? Don't be afraid to paint it real.**

Janet says that Teri Lock and she did the planning form on the phone.

IYD competencies – they were developed through a grant from the state, hired consultant, looked at all competencies across the country, had team of 30-40 people from around the state. Tried to make the document broad enough to address all groups across all youth worker settings. The group voted on the competencies and then came the process. We were looking at the youth worker who did not have a degree, later have expanded to degreed people with other degrees and some work experience, haven't developed that completely. ISU adopted this model and wanted to be a University that was recognized for having students graduate with a competency certificate. IU has done also and Ivy Tech is interested. IYI is working towards tying all trainings to the competencies with the addition of non-profit management one. Will ask all training participants to identify how they improved each of these competencies in the training which they took. Want to keep stressing that these are the essential areas in which you have to be competent.

IYI can be a step in the process toward the credential for people who want to get it. Others may just want to do it to improve their competence in those areas.. Elizabeth wants to legitimize the field get specific and base it on education.

Pam Clark – Working with national people like Frank who is in charge of credentialing in Texas? Focused on professional level credential. Developed a test that has already been nationally normed in US and Canada. 5 competencies they focused on. Frank will come to Indiana to speak to Juvenile Justice conference in October. Next month will initiate a process for people to go to a community college and get the test. This will involve additional fees for proctoring, total cost will be \$225 for professional certification.

Need to develop electronic portfolio. Elizabeth says there are 90 minute workshops that will make this a doable process, you can watch it from your location and then do a self guided part later while you are working on the portfolio.

Frank would like to partner with Indiana to get an entry level credential going to match their professional one. They have been piloting using 5 states and 2 Canadian provinces.



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**Judy says nothing happens in the world that is not sold. Think about what your product is, an idea, a vision, what? Second, who are you trying to sell it to, who is your customer? Figure this out and have a spokesperson to share it.**

Product – Ours is possibly:.....

Competencies themselves

What the competencies provide?

The Credential itself?

Best trained youth workers – this is an outcome

Group decides the product is the credential but Elizabeth has concerns about unskilled youth workers being turned off by the credential as being one more hurdle they have to cross. She says some are leaving the field rather than pushing through the obstacles..

People don't see it as a career path.

Customers are existing and perspective youth workers as well as the agencies in which they work, funding sources too, family, parents, young people

#### **After Lunch...**

Jason – we need to limit our publics, prioritize them, work towards gradually engaging more people. Need conversations with those primary audiences in order to get buy-in.

Weakness of our plan:

We can't control whether organizations require competencies or pay for training.

Strength is we need this.

Weakness is that we do not have all the pieces in place to make the credential feasible.

Word "required" is actually a deterrent.

Potential threat is that colleges will want to own it, will not value any training offered by anyone else.

Catherine the university has to be accessed as a resource and has to change. We have to help them change. Opportunity is to open up a conversation about the real world view of competencies and what piece everyone has of that.

We are poised to get somewhere with this conversation because higher ed institutions are in a financial bind right now.



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**Tom to large group: what is a manageable product for this period of time between now and October.**

Elizabeth – jumping to the credential is too far right now, just want people to be ready to discuss competencies as important and necessary.

Jason – are we selling a way in which to identify and produce high quality, competent youth workers that will stay in the field.

Elizabeth, build commitment slowly. IYI will support the competencies whether others do or not.

Who benefits first:? If funders gave credit based on the number of credentialed employees this would be an incentive. Higher ed institutions stand to benefit if the credential training is offered. Also IYI.

What is realistic before the end of the year?

Some people will be ready to sign up and others will not. But the first step is to acknowledge some competencies, identify them clearly, and invite people to have a conversation around what they can do now.

Serve the people who want to learn now and give them an opportunity to recognize their strengths as well as what they need to do to become more competent.

**Next Assignment from Judy:**

**What will we achieve and how and do that in two sentences.  
Look at customers and decide**

We want all of Indiana young people to be in the hands of the most competent youth workers. We will do this by establishing a credentialing process based on an agreed upon set of competencies.

All of Indiana's young people will be in the hands of the most competent youth workers. We will do this by establishing a credentialing process based on an agreed upon set of core competencies. OR

Youth worker competencies will be demonstrated by an agreed upon credentialing process.

MAY NEED TO REMOVE AGREED UPON FOR GENERAL AUDIENCES AND SAY SOMETHING LIKE COMPETENCIES WILL BE DEMONSTRATED BY HAVING A CERTIFICATION/CREDENTIAL

IMPROVING THE CAPACITY OF PEOPLE WHO WORK WITH YOUNG PEOPLE.



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Message to youth workers: You are more competent than people recognize and we want to provide a system to acknowledge your skills and lead to more rewards in your field.

You are more competent than people give you credit for. Having a credential provides you a way to have your skills acknowledged.

Message to youth serving agencies who are employers: A core set of competencies and/or a credential will help you demonstrate your agency's commitment to safe quality service and higher expectations for staff. OR A core set of competencies and/or a credential that will help you reduce the cost of turnover and provide a safe and quality environment for staff and young people.

#### **Timeline and Benchmarks**

In credentialing group Catherine, Kelly, and Teri were missing. Tom suggests we need a point person, Teri has been doing that.

We have two credentialing processes that already exist.

Pam says if we provide NASW with a curriculum and a trainer they will incorporate these into social workers training.

IYI trainers already have the competencies and have been told that July 1 they will be hired based on which of those competencies their training will target.

John, we need to identify all the potential trainers/organizations who do it and then encourage them to make these a part of their required training. This year's goal might be to identify all of these groups and provide them the competencies they could use in their training. I.e. a notification to Munger presenters that they might want to use the competencies in their presentation. Please let us know if any of these competencies relate to your presentation.

**Timeline:** By end of year, educate people in the field about the existence of these competencies and credential and encourage their incorporation of them into existing training and conferencing efforts.

1. Develop a handout to accompany the competencies (Ellen has a shorter version of the competencies) – frequently asked questions, history, evolution. Use LK Research handout and other materials??? Include logos on the document. Ellen and John will write then rest of group will provide feedback on content, formatting, colors, etc. Written by: April 8 Feedback in by: April 10 in terms of is it close or do we need to meet?



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Elizabeth use this at May 1 IYI staff meeting. Tom will write an internal talking sheet and distribute it by April 8 also.

2. Identify peers who might be invited to come to a meeting and learn about the youth worker competencies that have been developed for Indiana.. Many are already on board with these as you may have been, but we think it is now time to get everyone involved. The emphasis is not on the competencies which are already written but on the training which is being done and how these might fit into that. Encourage people to take advantage of these competencies in the trainings which they are already doing.

3. Conferences – infusing the competencies into the meetings that are already occurring like IYI (Elizabeth), Munger (Catherine), National Partnership for Juvenile Service Symposium (Pam). System of Care Conference (John), Governor’s Conference (Elizabeth), NASW (Pam) conference, Early Childhood Conf. (Ellen) etc. In some cases it would be a workshop on the competencies and sometimes it would be incorporating them into the material that is actually covered in the workshops.

4. Put some materials into the toolkit that other group is working on. Maybe use the competencies to praise the skills that some staff members have, perhaps invite them to be a trainer on a competency for their peers within the organization .