



## Aetna Better Health Training Collaborative

### Description

Aetna is a continuous learning organization, and we believe each person is a lifelong learner. Aetna Better Health also understands that adults learn and retain information when it is presented in a multifaceted approach, including: presentations, experiential, in-vivo demonstrations, and in the field coaching among other modalities. A tenet that drives our training plan is the need for each Aetna staff member to teach others. Our approach to the child welfare system draws from numerous best practices, innovative national trends in child welfare reform, and the goals of the State to reduce the number of children in the child welfare system and prevent system involvement on the front end.

We will convene and launch a training collaborative comprised of trainers from each key stakeholder entity which will design, deliver, and improve trainings and coaching models for each local and regional service delivery area. Aetna will facilitate the collaborative as well as provide train-the-trainer, capacity-building curricula.

Aetna and the training collaborative will provide initial and ongoing training for all advocates and other stakeholders with comprehensive details on the following:

- Foster care system best practices
- Community, State, and federal resources
- The unique physical health and behavioral and social needs of youth in child welfare, foster care, and juvenile justice systems

Key components of the training will include TIC, ACEs, and NAS crisis intervention services, and

evidence-based practices to provide understanding and empathy to our staff on the trauma and stress often inherent within the West Virginia populations served under this contract. Trainers will be well-versed in adult learning styles and include multimodal approaches to curriculum design ranging from visual, kinesthetic, and auditory components. Aetna and the training collaborative will also provide a comprehensive review of the Family First Prevention Services Act and other federally mandated services for the West Virginia foster care population within the training.

### Training Collaborative Purpose:

The Collaborative ensures comprehensive, cross-departmental trainings and coaching for the new West Virginia Foster Care System. Taking a collaborative approach to the myriad of essential trainings supports

- System Transformation
- Blended Perspectives and Expertise
- Economies of Scale
- System-wide Sustainability
- Consistent competencies at the direct care, management, leadership and governance levels
- Background

Aetna researched similar large-scale system change efforts when discovering the collaborative approach to training. The primary models that include training collaboratives include:

- Crisis Intervention Team (CIT)
- Wraparound
- Trauma Informed Care (TIC)
- Differential Response





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Integral to these effective models and the systemic changes they produced was the Training Collaborative concept. The aforementioned models have been most effective when their Training Collaboratives are robust, consist of numerous divergent perspectives and are improved over time based on the Training Collaborative self-evaluation as well as the results of trainee evaluations after each training course.

### Training Collaborative Design:

The Collaborative will be facilitated by the Aetna Executive Director and held bi-monthly for the first year of the new Foster Care model moving to monthly for every year thereafter with the option of ADHOC convenings as needed.

The membership will initially include the following with the commitment to enlist other members over time as the Foster Care System addresses gaps in services, and as it forges new partnerships:

- Parents and Foster Care System youth graduates
- State Training Director
- DBCS Training Director
- Juvenile Justice Department Trainer
- CASA Trainer
- Provider Network Trainers
- Court System Trainer
- Title IV-e Wraparound Trainers
- Aetna Learning Department Trainers
- Foster Care Advocacy Trainers
- CIT Trainers
- Early Childhood Educators

### Resources

Anne Teigen, "Principles of Effective Juvenile Justice Policy," (Denver, CO: The National Conference of State Legislatures, 2018).

Casey Family Programs. (2017). How does turnover affect outcomes and what can be done to address retention? Seattle, WA: Author. Retrieved from [www.casey.org/turnover-costs-and-retention-strategies](http://www.casey.org/turnover-costs-and-retention-strategies)

National Child Welfare Workforce Institute. 2013. Casework teaming to reduce workload, enhance effectiveness & boost morale. Webinar presentation. (held January 30, 2013) Retrieved from <http://files.ctctcdn.com/fa43a05f001/4fc1b0ed-dc5d-4682-a669-afd33b4c3d15.pdf>

New York State Office of Children and Family Services. (2015). Teaming in child welfare: A guidebook. Retrieved from <https://ocfs.ny.gov/main/cfsr/Teaming%20in%20CW%20A%20Guidebook%20Complete.pdf>

Pennsylvania Caseworker Retention Workgroup. (2017). 2017 State Roundtable Report: Caseworker Retention Workgroup. Retrieved from [http://ncwwi.org/files/Retention/2017\\_State\\_Roundtable\\_Report\\_Caseworker\\_Retention\\_Workgroup.pdf](http://ncwwi.org/files/Retention/2017_State_Roundtable_Report_Caseworker_Retention_Workgroup.pdf)

TeamChild and the Juvenile Indigent Defense Action Network, "A Guide for Improving Communication and Understanding in Juvenile Court," Washington Judicial Colloquies Project, (Washington, D.C.: Models for Change, 2012).

West Virginia Center on Budget and Policy "Reforming Youth Incarceration in West Virginia: Safer Communities, Reduced Costs, and a Better Future for Troubled Youth," [www.wvpolicy.org/reforming-youth-incarceration-in-west-virginia](http://www.wvpolicy.org/reforming-youth-incarceration-in-west-virginia)

