

**PROGRAM DESCRIPTION**

**Department: Social Services**

**HB Section(s): 11.110**

**Program Name: Family Support Staff Training**

**Program is found in the following core budget(s): Family Support Staff Training**

**1a. What strategic priority does this program address?**

Develop a strong internal workforce

**1b. What does this program do?**

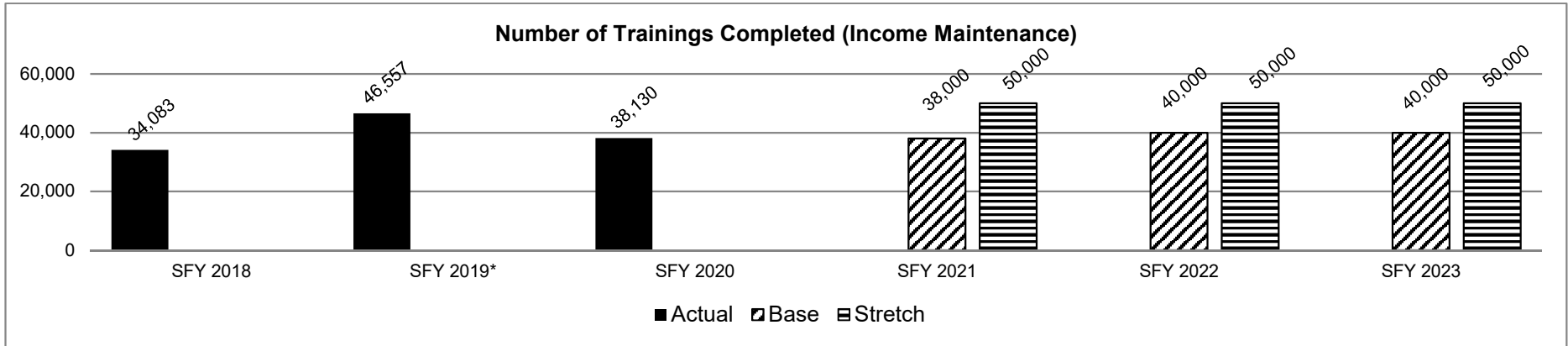
The Department of Social Services, Family Support Division (FSD) Training and Development Unit is responsible for creating and implementing basic orientation and program training for Child Support and Income Maintenance Staff (including the merit-staffed call center.)

The Training Unit:

- Teaches basic curriculum to new team members
- Provides ongoing training on various system, law, and policy changes that occur throughout the year
- Manages the online Employee Learning Center (the learning management systems for DSS)
- Conducts and tracks several training modules required by state and federal law

This training allows staff to better serve Missouri citizens.

**2a. Provide an activity measure(s) for the program.**



\*SFY 2019 increase is an anomaly due to increased online training initiatives in response to policy changes and is not expected to continue.

SFY 2019 data was changed to reflect accurate data.

Number of trainings are the total number of completed training registrations and does not equal total individuals trained, since an individual can complete more than one training.

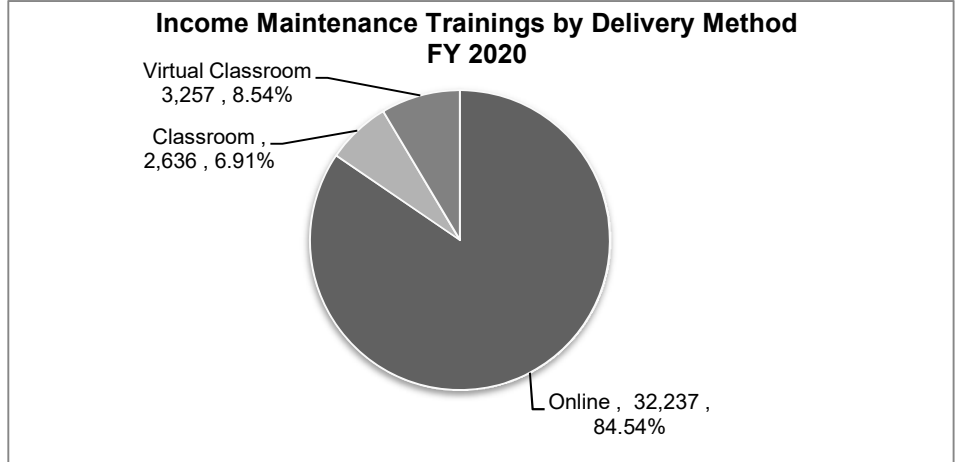
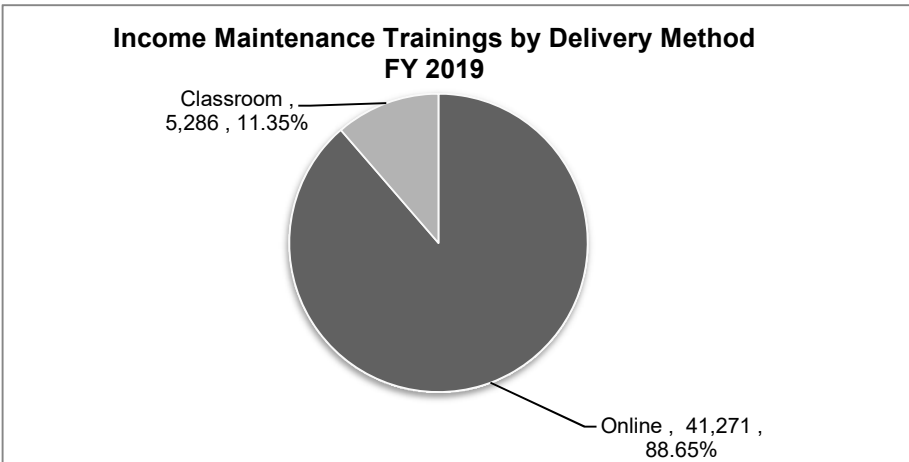
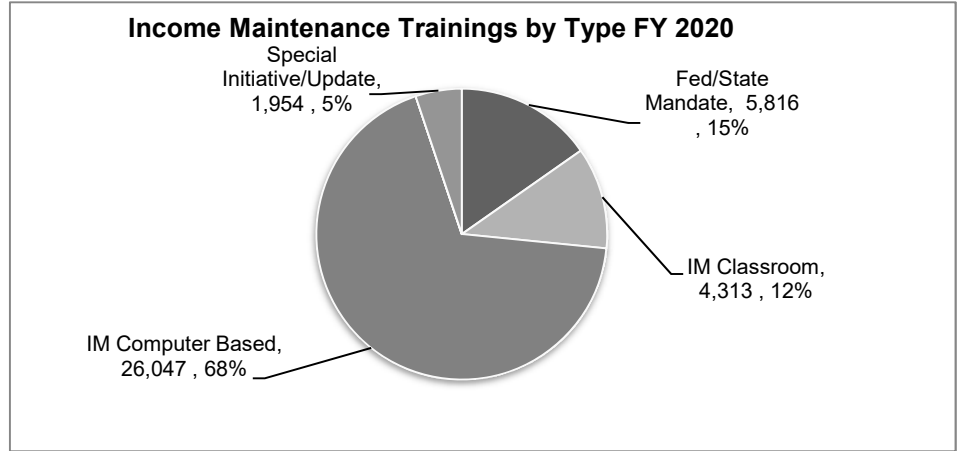
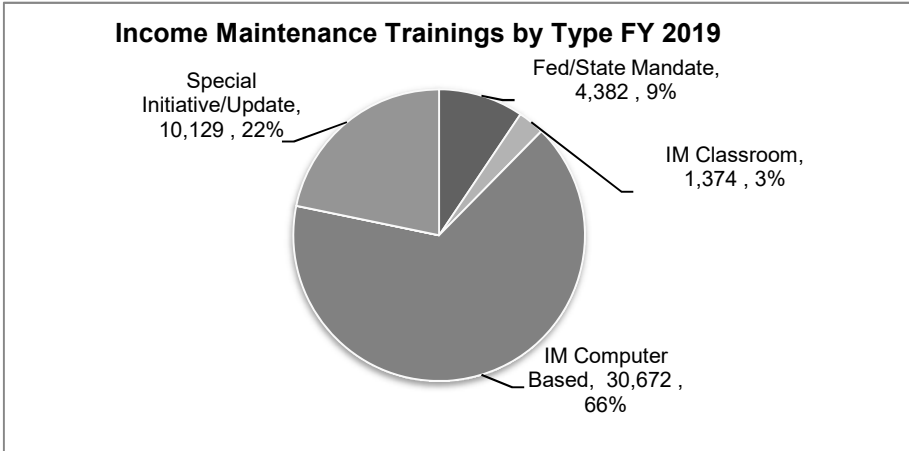
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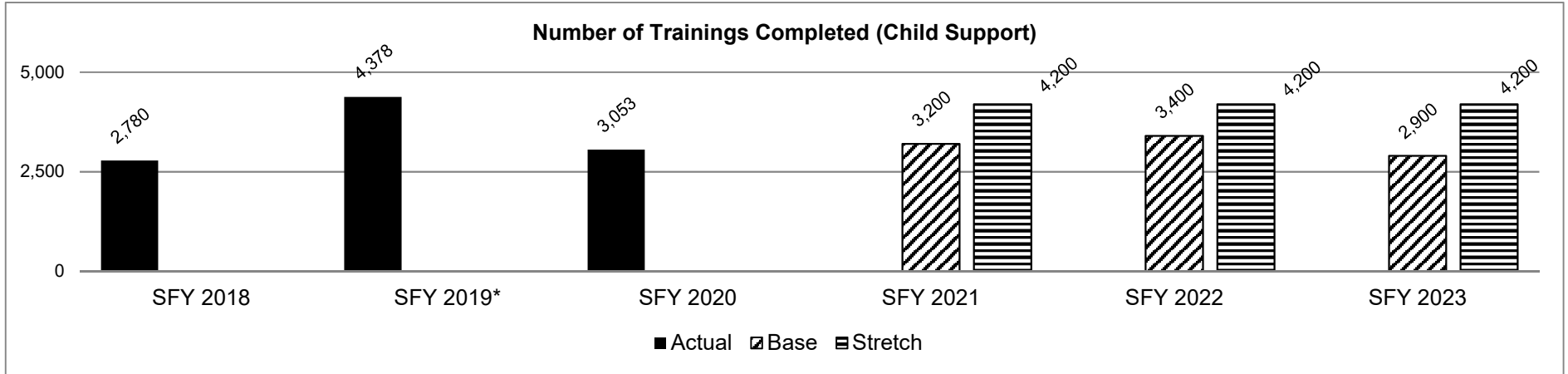
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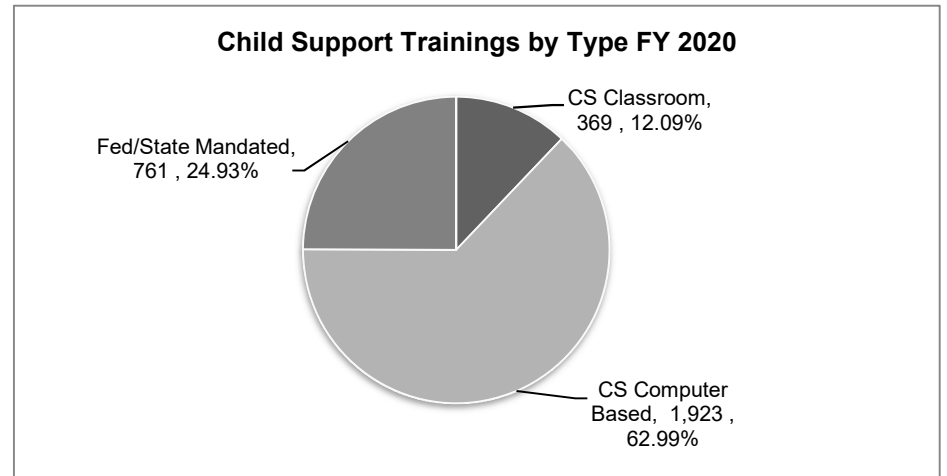
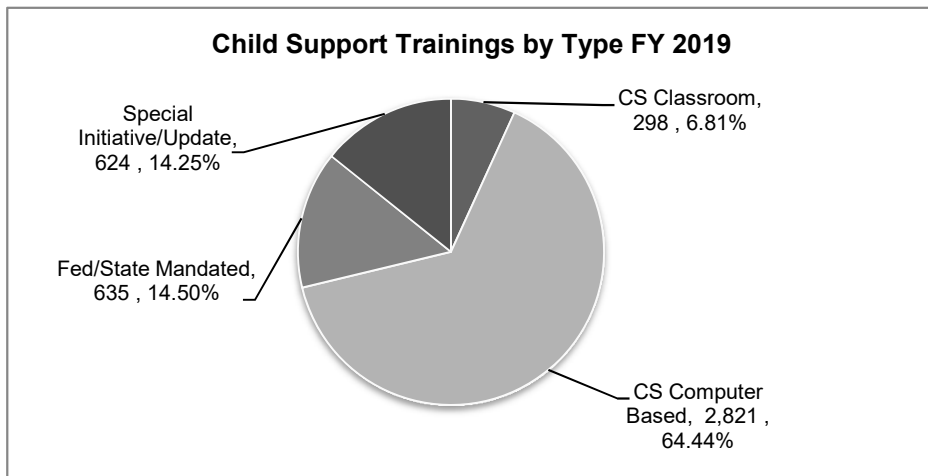
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Number of trainings are the total number of completed training registrations and does not equal total individuals trained, since an individual can complete more than one training.



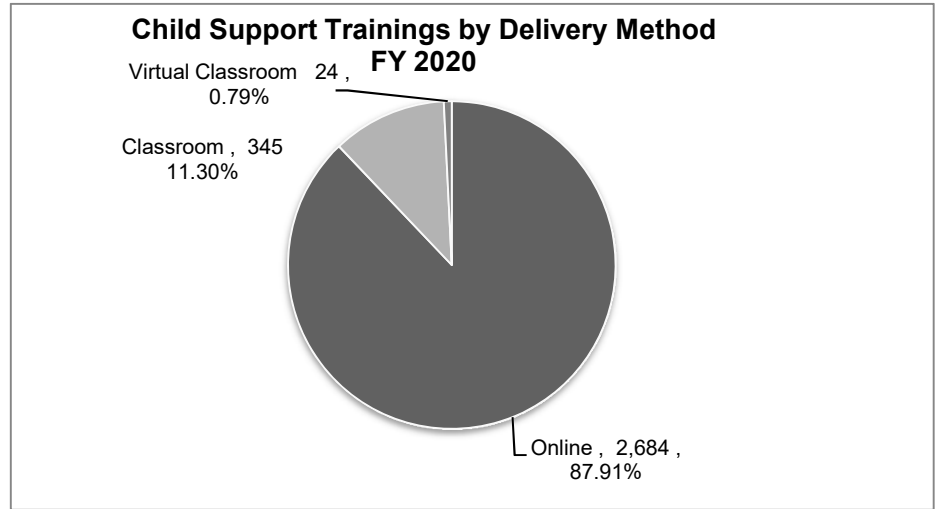
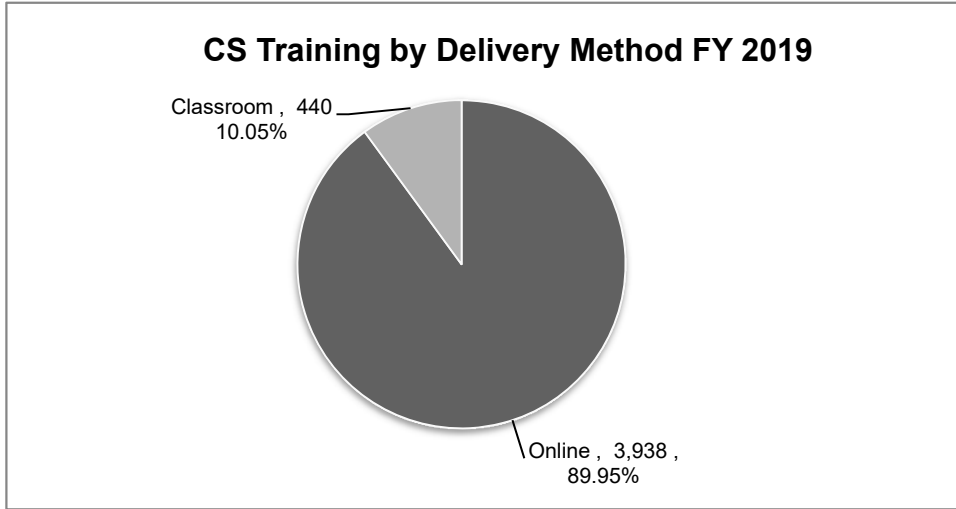
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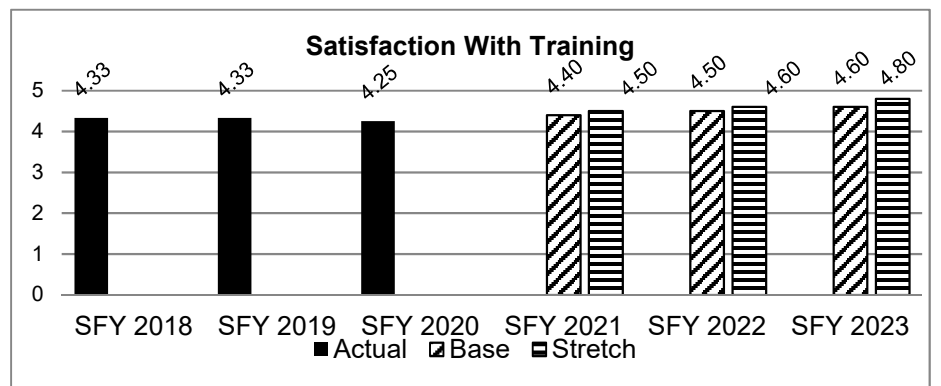
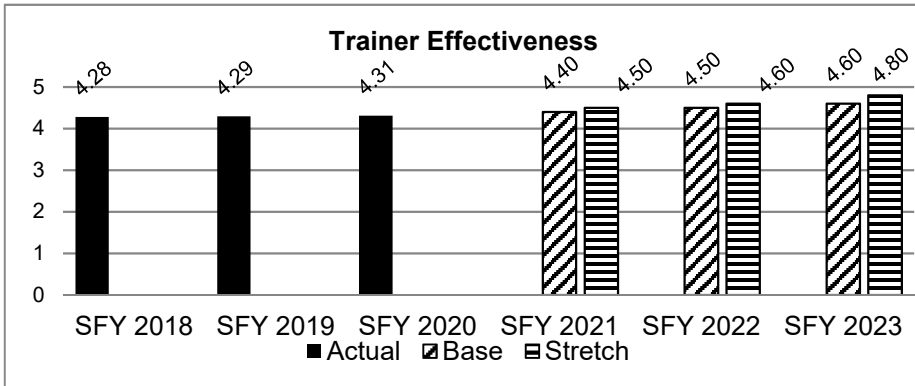
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**2b. Provide a measure(s) of the program's quality.**



FSD's evaluation rates with a scale of 1-5, with 5 being the most effective or most satisfied. This is completed by participants at the end of each training session.

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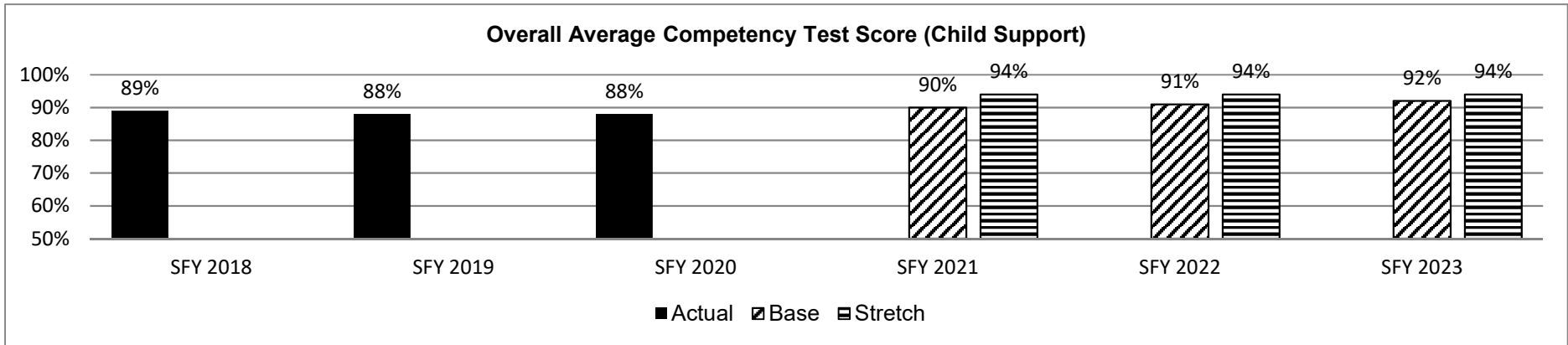
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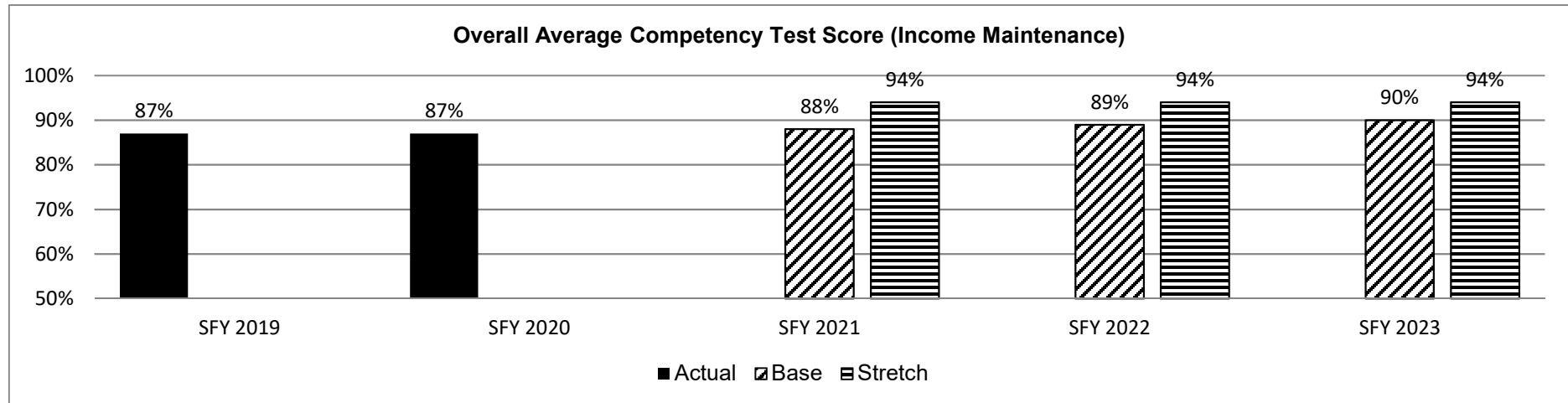
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**2c. Provide a measure(s) of the program's impact.**

FSD training Unit provides training to community stakeholders and partners as needed or by request. This measure will be tracked and will be reported in FY 2023 budget request.



Note: Training participants complete a final assessment at the end of each classroom training to measure competency.



This is a new measure. Data is not available prior to SFY 2019.

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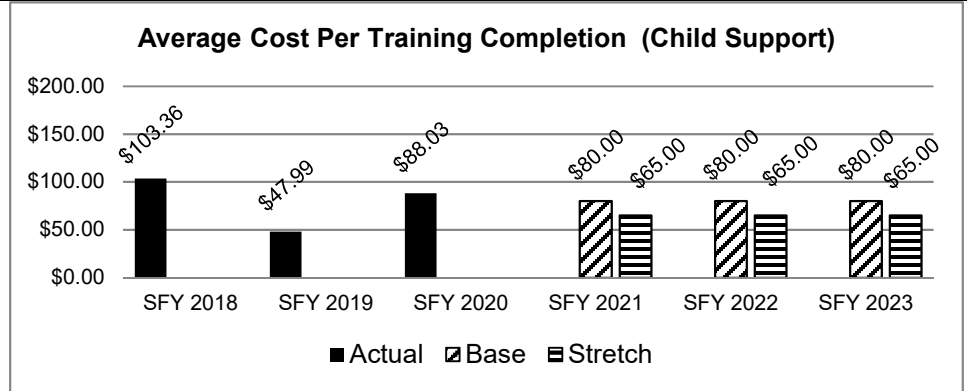
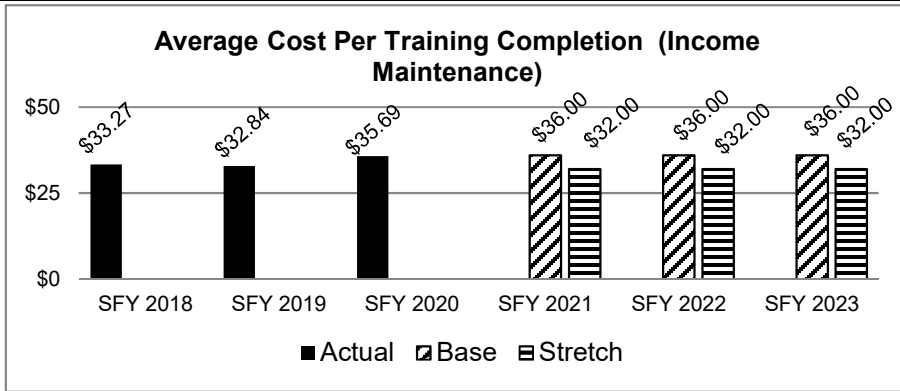
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**2d. Provide a measure(s) of the program's efficiency.**

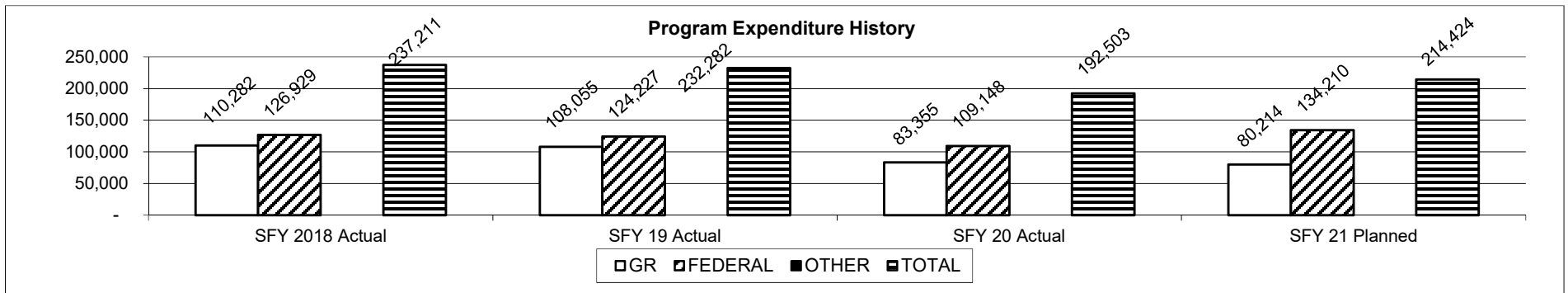


This figure shows the average cost per completed training registration by averaging the cost of the training program by number of completed training registrations.

CS cost per training has historically been higher than IM cost per training because of the higher percentage of CS staff who complete classroom training, in comparison to IM staff.

Due to COVID-19 travel cost are expected to decrease and there will more investments toward training technology.

**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



SFY 2021 Planned expenditures are net of reverted and restricted.

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**4. What are the sources of the "Other " funds?**

N/A

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

N/A

**6. Are there federal matching requirements? If yes, please explain.**

Family Support Staff Training federal reimbursement is based on the type of expenditure. Some expenditures are reimbursable at the Income Maintenance time study rate of around (59.25% FF and 40.75% State Match) or at the level as specified under a specific grant such as Child Support (66% FF and 34% State) or Food Stamp Administration (50% FF and 50% State) for expenditures allowable under the grant. The time study rate is determined by polling a select number of Income Maintenance staff to determine the amount of time spent on particular programs. The time spent on each program and the earnings for these programs are used to determine a federal reimbursement rate.

**7. Is this a federally mandated program? If yes, please explain.**

Training initiatives to support federally mandated programs such as Food Stamps, Temporary Assistance, Child Support, and MO HealthNet are considered federally mandated.