Texas Department of Family and Protective Services

Caregiver Training Hub Job Aid

2/28/23

Version 7.0

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Overview

Purpose

The purpose of this job aid is to provide the instructions and the steps for Caregivers to login to the Caregiver Training Hub and access the course(s) they are required to complete.

Caregivers will be able to login to the Caregiver Training Hub after their Provider has added them as a Caregiver in the Provider Portal.

Scope

This Caregiver Training Hub Job Aid provides the instructions and the steps for Caregivers to login to the Caregiver Training Hub and access required course(s). This job aid does not cover the steps that users will take when taking a course and progressing through a training course.

Creating an Account and Signing In

If users have not yet created an account, they will need to first select **Sign up now** to complete the account creation process. After the account is created, caregivers can login using their **Username** and **Password**.

Steps to Create an Account and Sign In

1. Open your browser, using either Google Chrome or Microsoft Edge.

2. Go to the Caregiver Training Hub site, linked here: **https://traininghub.dfps.texas.gov/**

3. The Sign in page displays. If you have an account, enter your Username and Password, and select Sign in. If you do not have an account, proceed to **step 4**.
   - **Note**: During subsequent login attempts (after a user has already created their account), users are prompted to request and enter a verification code.
4. If you do not have an account, select **Sign up now**.

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5. Enter your **Username**, enter your **Password**, reenter your **Password**, and enter a **Unique Email Address**. **Before selecting "Send verification code",** enter Legal First Name, Legal Last Name, and Display Name which is how you'd like to see your name displayed in the Training Hub. Standard display name would be your First Name then Last Name, separated by a space.

Cancel

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Please provide the following details.

> Username
>
> New Password
>
> Confirm New Password
>
> Email Address

> **Send verification code**

> Legal First Name
>
> Legal Last Name
>
> Display Name

> Create

- **Example:** If your legal name is Charles Doe, your Display Name could be Chuck Doe.
- **IMPORTANT Note**: If you enter an email already in use, you will receive an error letting you know and asking you to input a unique email. If you do not have a unique email, please go to gmail.com or mail.yahoo.com to create a new email address.

6. Select the **Send Verification Code** button. You will receive the verification message stating "Verification code has been sent to your inbox. Please copy it to the input box below."

7. Enter the **Verification Code** and select **Verify code**. This will authenticate you as a unique, valid user.
   - **Note:** If you need a new verification code sent, select **Send new code.**

8. Enter remaining information (such as Name information) and select **Create**.

9. After you select **Create**, you will be prompted to request and enter a second verification code and select **Continue**. After entering the verification code, you will be navigated to your profile page in the Caregiver Training Hub.

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Completing Profile Information/ Course Registration

When you sign into the Caregiver Training Hub for the first time, you need to complete your Profile information on the Welcome page. Some of the field values will be pre-populated, based on information already provided during the account creation process.

Follow the steps below to complete your profile information and course registration:

1. Enter (or modify) the Welcome page field values, as necessary:

- Legal First Name
- Legal Last Name
- Email Address
- Email Display
- Legal Middle Name
  - **Note:** Expand the **Additional names** section.
- Job Role Type
- Job Role
  - **Note:** You can select the dropdown and type the first letter of your job role to quickly find it in the dropdown. For example, if your job role is Social Worker, type S. Select the job role aka title that best fits if you can't find an exact match.
- Do you Administer Psychotropic Drugs?
- Are you a DFPS employee?
- Are you an SSCC employee?
- SSN/ITIN
  - This must be the same as what your employer has on file to avoid validation failure, preventing you from taking the course.
- Date of Birth
  - This must be the same as what your employer has on file to avoid validation failure, preventing you from taking the course.
- Mobile Number
- **Note:** Required fields are indicated with an exclamation mark in a red circle.
- **Note:** You can expand all sections by selecting the Expand all link (top right corner).

2. Select **Save**. (Never Select Cancel).
   - **Note:** You must complete and save this information prior to proceeding.

3. After you select Save, you will be taken to the Caregiver Training Hub if your Provider has entered you as a Caregiver in the Provider Portal.
   - **IMPORTANT Note:** If you get an "Enrollment Error", please read the instructions on the Enrollment Error page, displayed in the image below.

Enrollment Failure ✕

You are getting an enrollment error on Caregiver Training Hub. The likely reason for this error message is, you are either not designated as a Caregiver in the Provider Portal system or your SSN/ITIN or Date of Birth does not match your Provider Portal record.

DO NOT create another log-in account. Please contact the person that told you about the caregiver training and verify you have been entered as a caregiver in the Provider Portal. Also, verify with that person the correct SSN/ITIN and Date of Birth were entered for you. Ask them to correct any mismatches in the Provider Portal. Then, retry your log-in for the Caregiver Training Hub.

**If you need to view your profile here to verify information or make corrections please use link below "SELECT HERE TO GO…"

DFPS Staff: Please contact the DFPS Help Desk at 877-642-4777, input your Employee ID, then select Option 6-Others to reach a Help Desk Representative. Let them know you are receiving an "Enrollment Failure" message.

Non-DFPS Staff: Please contact the DFPS Help Desk at 877-642-4777, Press * and then select Option 6-Other to reach a Help Desk Representative. Let them know you are receiving an "Enrollment Failure" message.

SELECT HERE TO GO TO PROFILE OR TO RETRY LOGIN

Error: No records were found in the Salesforce with the given user id: 51416

Accessing Caregiver Training Hub Courses & Grades

Steps to Access Courses on the Caregiver Training Hub

When you first login to the Caregiver Training Hub, you will see a Welcome message and basic information about the courses provided.

1. Select **Caregivers Track**.

2. Courses in the Caregivers Track display:

Course categories: Caregiver Track ⬍

All Caregiver Categories

Search Courses   Go

⚙ Preventing and Recognizing Sexual Abuse and Victimization of Youth in Foster Care/Prevención y reconocimiento del abuso sexual y la victimización de los jóvenes en cuidado de crianza temporal

Course Description: DFPS is providing this training opportunity to assist families, caregivers and other social service providers in fostering greater understanding of child sexual abuse.

Descripción del Curso: DFPS está proporcionando esta oportunidad de capacitación para ayudar a las familias, cuidadores y otros proveedores de servicios sociales a fomentar una mayor comprensión del abuso sexual infantil.

Target Audience: All Caregivers

Audiencia Objetivo: Todos los cuidadores

Pre-requisite: None

Requisitos previos: Ninguno

Enrollment: Self-enrollment

Inscripción: Inscripción por cuenta propia

⚙ Psychotropic Medication for Children in Texas Foster Care: A Training for Caregivers/Medicamentos Psicotrópicos para los Niños bajo Cuidado Temporal en Texas Un entrenamiento para cuidadores

Course Description: This training is intended to provide DFPS expectations for the safe and effective use of psychotropic medications by children in DFPS conservatorship.

Descripción del Curso: Esta capacitación está pensada para brindar las expectativas del DFPS para el uso seguro y eficaz de psicofármacos por parte de los niños que están bajo la tutela del DFPS.

Target Audience: Child protective services, staff, relatives and kinship caregivers, foster parents, residential providers, youth medical consenters

Audiencia Objetivo: Servicios de protección a la niñez y su personal, familiares y cuidadores que son de la familia, padres adoptivos, proveedores de atención en residencias y quienes dan consentimiento médico a los niños

Pre-requisite: None

Requisitos previos: Ninguno

Enrollment: Self-enrollment

Inscripción: Inscripción por cuenta propia

- Preventing and Recognizing Sexual Abuse and Victimization of Youth in Foster Care **OR** Recognizing and Reporting Child Sexual Abuse
- Psychotropic Medication for Children in Texas Foster Care: A Training for Caregivers
- Trauma and Trauma-Informed Care: An Introductory Training

3. When you are ready to take the course, select the **course link**.

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4. Read the Instruction and Language Selection sections on the course page.

Instructions/Instrucciones

Welcome to **Psychotropic Medication for Children in Texas Foster Care: A Training for Caregivers**

Welcome to Psychotropic Medication for Children in Texas Foster Care: A Training for Caregivers. This training explains child protective service's expectations for the safe and effective use of psychotropic medications by children in DFPS conservatorship. Talk to your child's doctor about any specific questions you may have about the medications your child is taking.

Bienvenido al **Medicamentos Psicotrópicos para los Niños bajo Cuidado Temporal en Texas: Un entrenamiento para cuidadores**

Bienvenido al Medicamentos Psicotrópicos para los Niños bajo Cuidado Temporal en Texas: Un entrenamiento para cuidadores. Este curso explica las expectativas del servicio de protección infantil para el uso seguro y efectivo de medicamento psicotrópico con niños que están bajo la tutela de DFPS. Hable con el doctor de su niño sobre cualquier pregunta específica sobre los medicamentos que el niño está tomando actualmente.

Language Selection/Selección de Idioma

This course is available in English and Spanish. Este curso está disponible en inglés y español.

Note: You are required to complete EITHER the English or Spanish version to receive credit for the course. You will see a grade for only the version you completed.

5. When you are ready to take the course, select the **course link** (available in English and Spanish language selections).

6. Select the **Enroll Me** button to enroll in the course.

- **NOTE:** Email alerts will be sent out to provide reminders about course due dates. Once you have enrolled into the course and completed the training, email alerts will stop.

Steps for Course Completion

After you select the Enroll me button, the course will open and display information about course completion.

1. Complete the **lesson**.

2. Complete and pass the **Knowledge Assessment** with a score of **70%** or higher. You have unlimited attempts.

3. Generate **Completion Certificate**.

Welcome to Psychotropic Medication for Children in Texas Foster Care: A Training for Caregivers

This training explains Child Protective Services' expectations for the safe and effective use of psychotropic medications by children in DFPS conservatorship. Talk to your child's doctor about any specific questions you may have about the medications your child is taking.

Objectives:

- Understand that other interventions should be considered along with psychotropic medications.
- Understand the need for a complete psychiatric evaluation (including physical examination) before making a decision about psychotropic medications and treatments.
- Understand the responsibility of the medical consenter to decide whether or not to give informed consent for each psychotropic medication prescribed for a child.
- Understand how psychotropic medications are used.
- Understand how to monitor a child for possible side effects or to see if the psychotropic medication is working.
- Know what to do if you have concerns about the psychotropic medications prescribed to children in your care.
- Know about the Psychotropic Medication Utilization Parameters for Children in Foster Care.
- Be aware of how various classes of psychotropic medications work, their side effects, and examples of medications in each class.

Follow steps 1-2 to complete the course:

1. Complete the lessons.

2. Complete and pass the Assessment with a 70% or higher. You have unlimited attempts.

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The bottom portion of the screen will **display Step 1 (Training/Lesson)** and **Knowledge Assessment** sections.

When you are ready to take the course, select the link(s) under **Step 1** to begin the lesson(s). The checkbox to the right of each lesson will display a checkmark after the lesson has been completed. After you have completed **Step 1**, the Knowledge Assessment will become available (it will remain grayed out until you have completed all lessons in **Step 1**).

Step 1: Lessons 1-3

Select the links below to view the online trainings. The trainings open in a new window. When you complete the training select EXIT to close the window and continue to the next module. After viewing all 3 modules, pass the knowledge assessment with a 70% or higher.

Module 1- How Abuse Occurs ☑

Module 2- Effective Supervision ☑
Restricted Not available unless: The activity Module 1- How Abuse Occurs is marked complete

Module 3- Reporting and Responding ☑
Restricted Not available unless: The activity Module 2- Effective Supervision is marked complete

Step 2: Knowledge Assessment

You must receive a score of **70% or higher**. You have unlimited attempts.

Preventing and Recognizing Sexual Abuse and Victimization of Youth in Foster Care: A Training for Caregivers Knowledge Assessment ☑
ⓘ 3 of 2 attempted
Restricted Not available unless: The activity Module 3- Reporting and Responding is marked complete

Step 3: Certificate

Select the **Certificate** link below and select the **View certificate** button.

If you run into difficulties accessing the Course Certificate, please verify you meet the following minimum requirements for course completion:

1. Complete the training.
2. Assessment score of 70%

Please Read: Completion date may take up to 1 hour to appear on the Certificate and transferred to the Provider Portal.

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Steps to Retrieve Completion Status, Course Grades and Certficate

View Progress or Completion Status within User Dashboard

1. Log into your account. The Welcome Page displays.

2. Select **Dashboard**.

3. Proceed to the **Course overview** section to view your progress within any course.
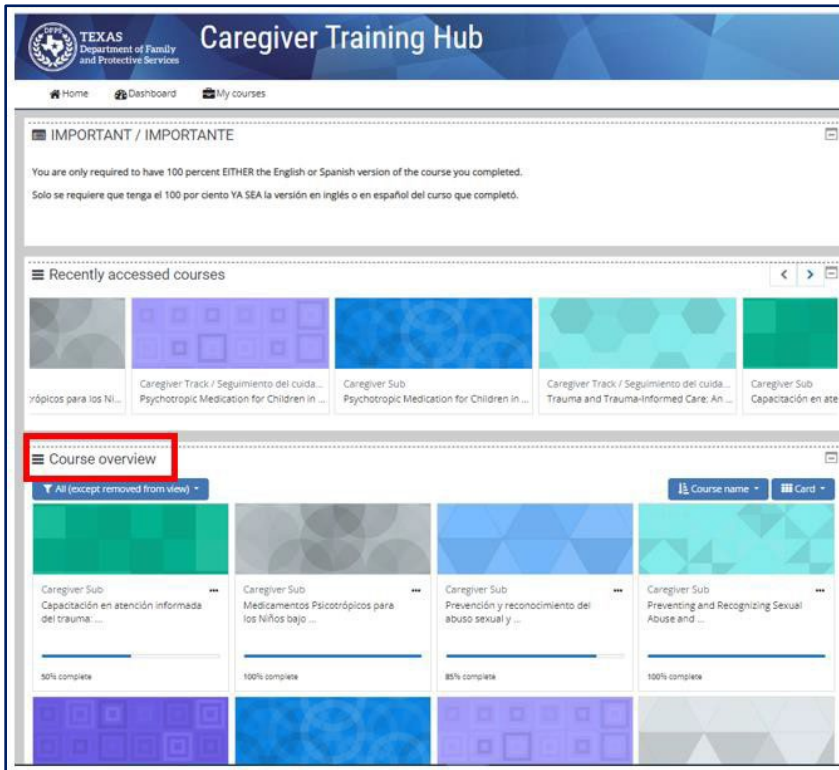
View Grades within User Profile

1. Log into your account.

2. Select **Caregiver Track/Seguimiento del cuidador**.

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3. Select the **course** for which you want to view the grade or course progress.

4. Scroll to bottom of page to view **current grade** and **completion percentage**.

View Grades and Certificate within User Knowledge Assessment Section

1. Log into your account.

2. Follow instructions from **View Grades within User Profile section** of this document.

3. Select the link to the **course** for which you want to view grade.
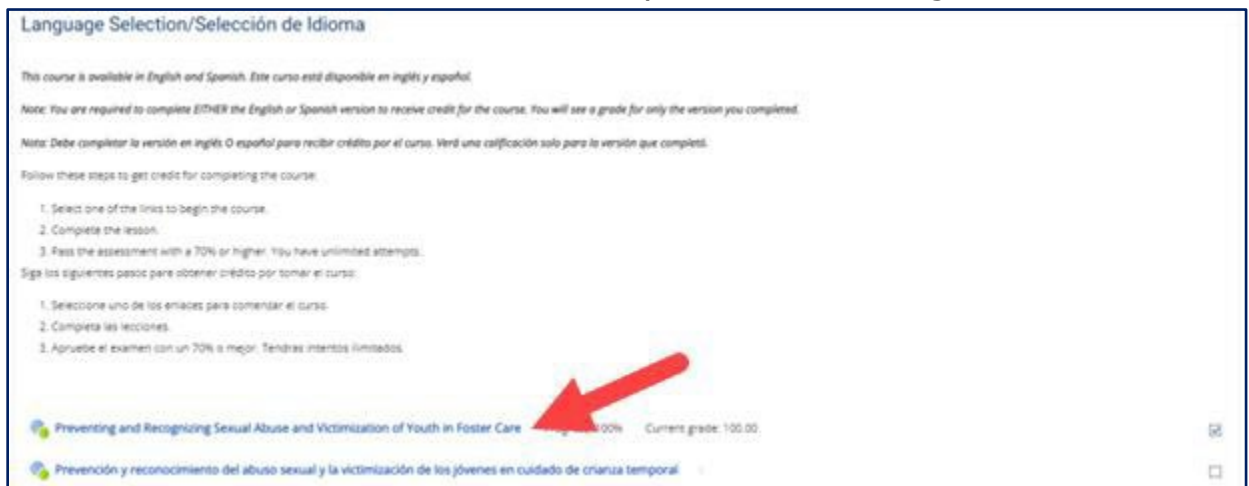
4. Scroll down to the Knowledge Assessment section and select the **Knowledge Assessment** link.

5. The grade and completion date display.

6. Select the **course certificate link** to generate your certificate.

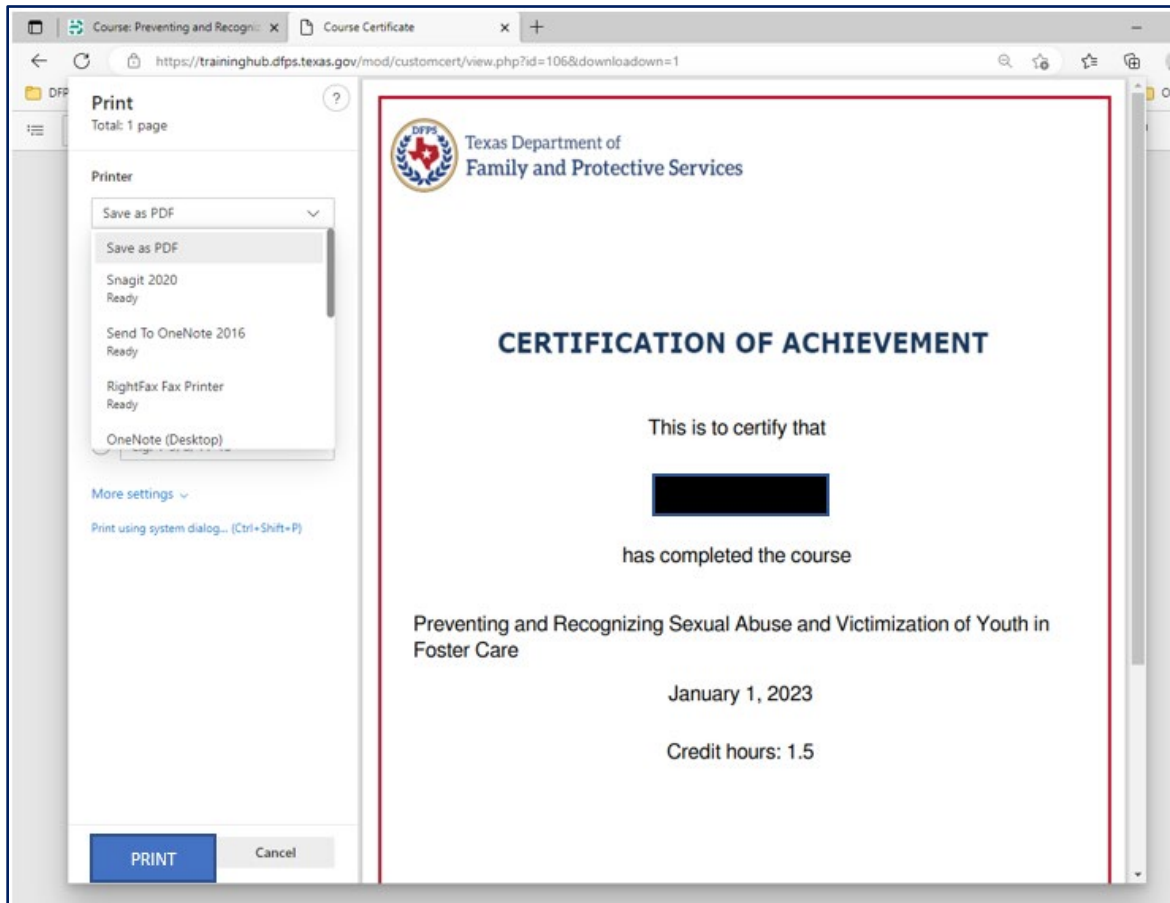7. Select **View Certificate** to view and download your Certificate.

8. Select the **printer icon** in the top right corner of the download page to **print the certificate**.
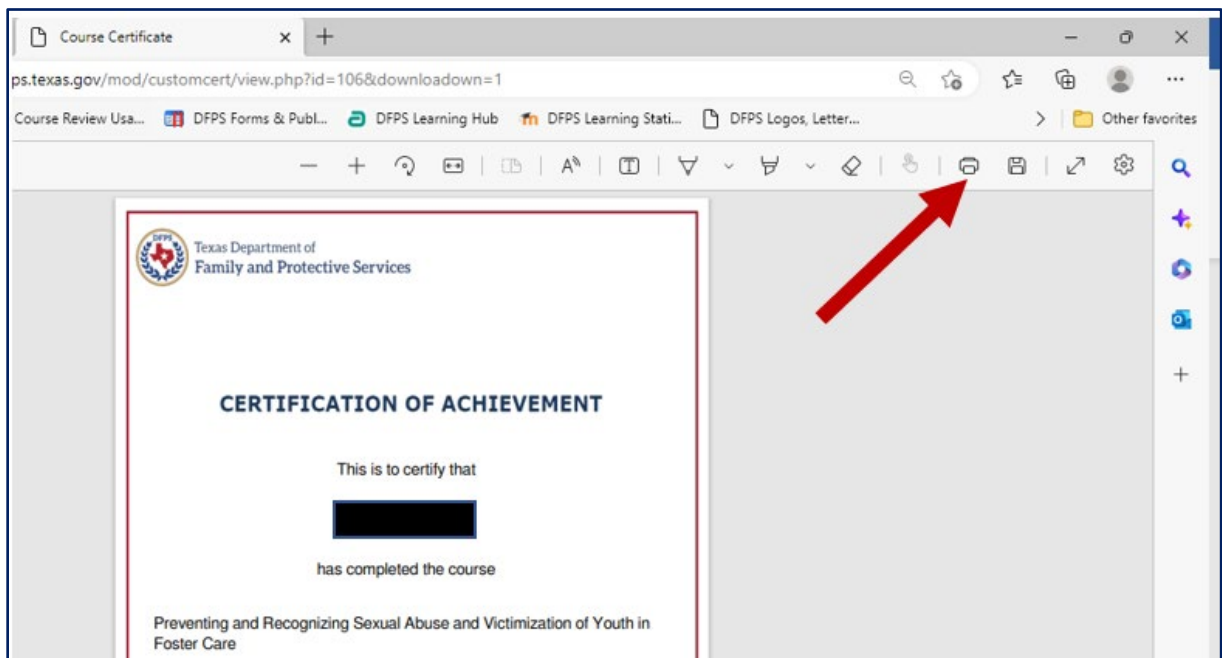
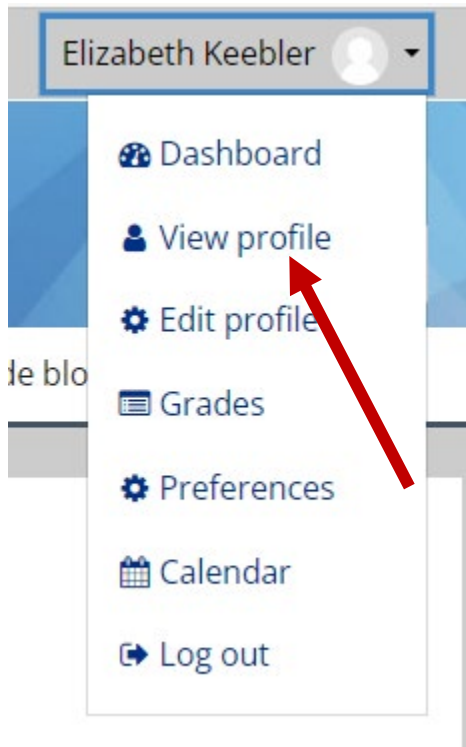9. Select **your printer** from the Printer drop down list, then select **Print**.

Alternate method to view course certificate information:

1. Once logged in and on the Welcome page, in the upper righthand corner **select** the drop-down arrow next to your name to generate a list of options

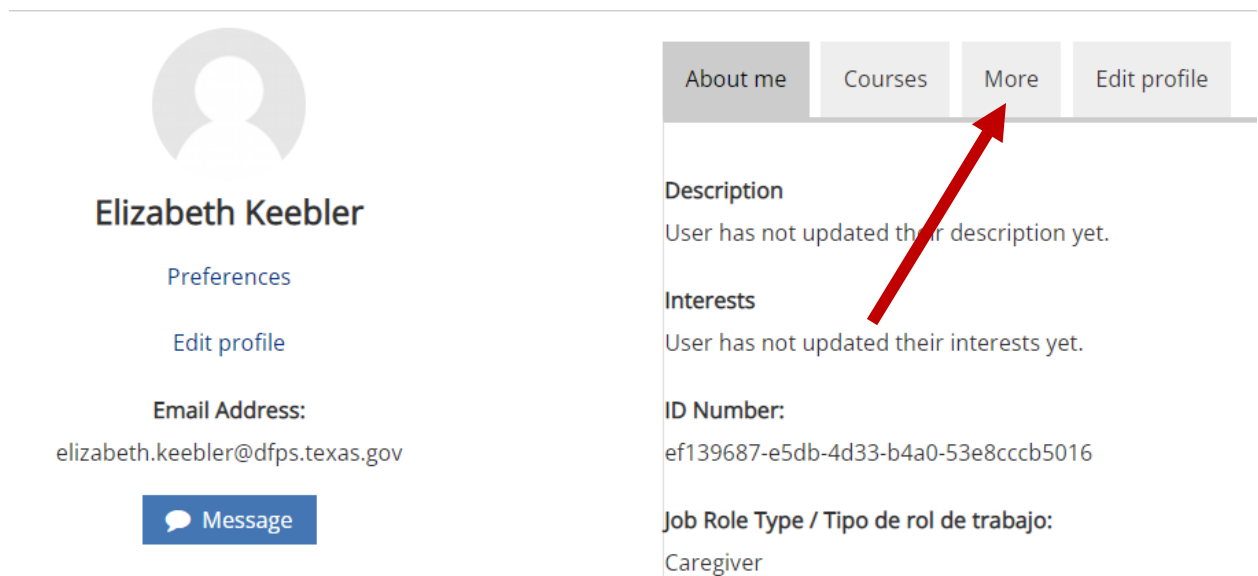Texas Department of
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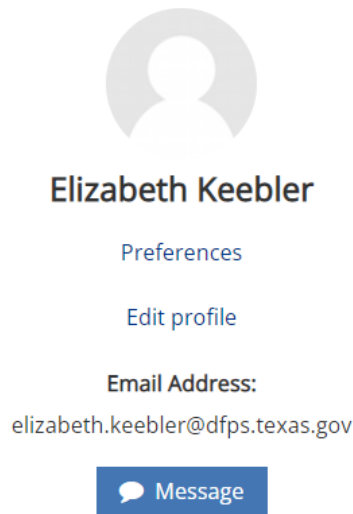
2. Select **View Profile**.

3. Once viewing profile page, select **More** tab
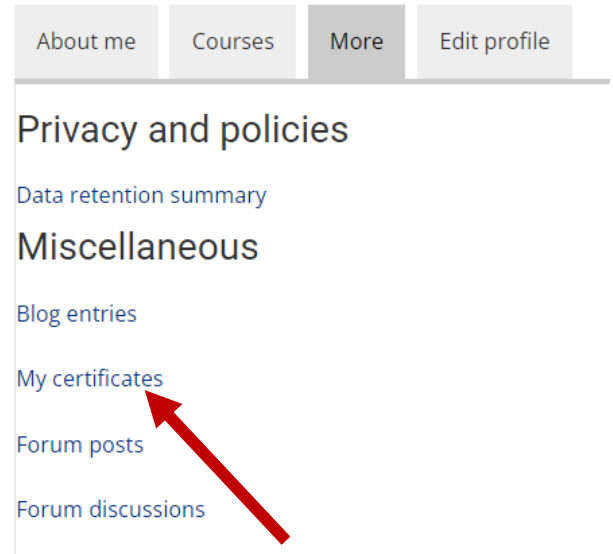
4. Select **My certificates**

Elizabeth Keebler

Preferences

Edit profile

Email Address:

elizabeth.keebler@dfps.texas.gov

💬 Message

| About me | Courses | More | Edit profile |

Privacy and policies

Data retention summary

Miscellaneous

Blog entries

My certificates

Forum posts

Forum discussions

5. To generate the certificate, select **File icon** next to the course you need to view the certificate of

📁 › Profile › My certificates

My certificates

These are the certificates you have been issued by either email or downloading manually.

Download table data as [Comma separated values (.csv) ▾] Download

Name	Course	Awarded on	Code	File
Trauma y Trauma Informa-Certificado Informado	Capacitación en atención informada del trauma: Una formación de nivel introductorio proporcionado por DFPS	Tuesday, 3 January 2023, 3:25 PM	SDHF3WrsBF	⬇
Certificado de prevención y reconocimiento del abuso sexual	Prevención y reconocimiento del abuso sexual y la victimización de los jóvenes en cuidado de crianza	Sunday, 1 January 2023, 4:44 PM	LRUqxUCECu	⬇
Medicamentos psicotrópicos para niños en Texas Certificado de crianza temporal	Medicamentos Psicotrópicos para los Niños bajo Cuidado Temporal en Texas: Un entrenamiento para cuidadores	Sunday, 1 January 2023, 4:39 PM	6xTRKrmA78	⬇
Trauma and Trauma Informa-Informed Certificate	Trauma and Trauma-Informed Care: An Introductory Training Provided by DFPS	Sunday, 1 January 2023, 4:23 PM	EOIqTzBxVa	⬇
Psychotropic Medication for Children in Texas Foster Care Certificate	Psychotropic Medication for Children in Texas Foster Care: A Training for Caregivers	Sunday, 1 January 2023, 4:21 PM	aeSsfZI1Bp	⬇
Preventing and Recognizing Sexual Abuse Certificate	Preventing and Recognizing Sexual Abuse and Victimization of Youth in Foster Care	Sunday, 1 January 2023, 4:08 PM	5dLYjlzUVo	⬇

6. Certificate is viewable

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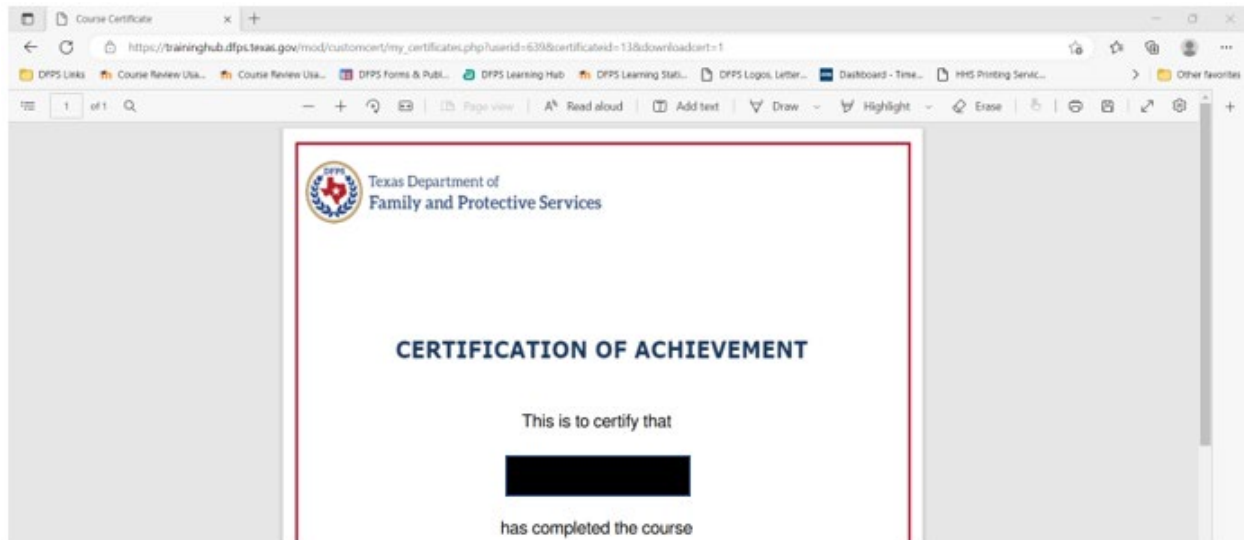
Troubleshooting

How to Clear Your Cache

If you experience any browser issues, clear your browser cache. Based on the browser being used, please follow the instructions provided below.

Chrome

1. On your computer, open Chrome.
2. At the top right, select the ellipses.
3. Select More tools, then select Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time located under the Advanced tab.
5. Select all of the boxes.
6. Select Clear data.
7. Close the tab and open a new one.

Firefox

1. Select the menu button, then select Settings.
2. Select the Privacy & Security panel.
3. In the Cookies and Site Data section, select Clear Data….
4. Select all of the boxes.
5. Select the Clear button.

6. Select the Clear Now button.
7. Close the browser and open a new one.

Edge

1. Select the menu button.
2. Select Settings and more > Settings > Privacy, search, and services.
3. Under Clear browsing data > Clear browsing data now, select Choose what to clear button.
4. Under Time range, choose All time under time range from the drop-down menu.
5. Select all of the boxes.
6. Select Clear now.
7. Close the window and open a new one.

Safari for Mac

1. Select the Safari drop-down menu, then select Preferences.
2. Select the Advanced tab. Select the Show Develop menu in menu bar checkbox and close the Preferences window.
3. Select the Develop drop-down menu, then select Empty Cache.
4. Close the browser and open a new one.

Help Desk

- **Non-DFPS Staff:** Please contact the DFPS Help Desk at 877-642-4777, Press *, and then Option 6-Other to reach a Help Desk Representative.
- **DFPS Staff:** Please contact the DFPS Help Desk at 877-642-4777, input your Employee ID, then Option 6-Others to reach a Help Desk Representative.

Revision History

Version	Date	Name	Description
2.00	01/13/2022	DFPS	Phase 1 Final
3.00	06/06/2022	CLOE	Phase 2 First Draft
4.00	06/08/2022	DFPS	Phase 2 updates: Removed green highlights, replaced sign-up screenshot, ran spell check which made corrections, reworded mandatory unique email verbiage. Added sign-up verbiage to clarify more. Added browsers to use at the start of the instructions. Added help desk contact info. Fixed headers.
5.00	06/20/2022	CLOE	Phase 2: Updated list of courses in Section 3. Updated print screens (home page & course landing page). Added section with information on how to clear cache based on browser being used.
6.00	07/05/2022	DFPS CLOE LSU	Phase 2 updates: Updated document accessibility and added instructions on how access course grades and completion status.
7.00	02/08/2023	DFPS CLOE LSU	End of Year system updates; Added instructions for the ability to generate certificates upon course completion, how to print certificate once generated, and updated headers