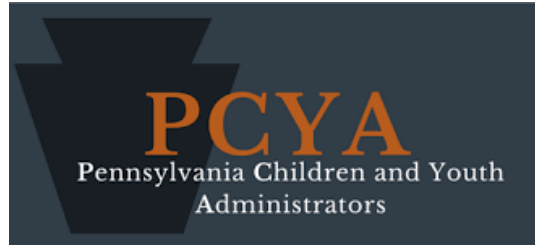




University of
Pittsburgh
School of Social Work



pennsylvania
DEPARTMENT OF HUMAN SERVICES



Child Welfare Education for Baccalaureates (CWEB)

STUDENT HANDBOOK

2023-2024



Child Welfare Education and Research Programs (CWERP)

School of Social Work, University of Pittsburgh

The Child Welfare Education and Research Programs are a collaborative effort of the University of Pittsburgh, School of Social Work and its partner schools, the Pennsylvania Department of Human Services, and the Pennsylvania Children and Youth Administrators.

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General Requirements for CWEB Students

- ✓ Complete child welfare coursework
- ✓ Complete public child welfare agency internship
- ✓ Enroll in competency and skills-based training (called '**Foundations**')
- ✓ Complete any necessary Pennsylvania Civil Service application materials (explained in this Handbook)
- ✓ Graduate with an undergraduate social work degree
- ✓ Find and accept employment in one of the 67 public county child welfare agencies in Pennsylvania upon graduation
- ✓ Complete a full year of public child welfare employment in Pennsylvania

**Always review this Handbook before you
contact us to save our time and yours!**

CWEB STUDENT HANDBOOK

I. INTRODUCTION

Welcome to the CWEB program!!

This handbook clarifies some frequently asked questions and includes requirements that you must take into consideration in planning your courses and internship, and public child welfare job search.

CWEB is an undergraduate level, public child welfare education program and is part of the Child Welfare Education and Research Programs (CWERP). The requirements described in this handbook are necessary for compliance with state and federal regulations and for effective program management. We take a special interest in our students and are committed to supporting your professional growth and development.

- The Principal Investigator of the CWERP programs is Dr. Helen Cahalane.
- Academic and other school issues, including tuition, are handled by the CWEB Academic Coordinator, Dr. Brooke Rawls.
- County agency issues are handled by the Agency Coordinator, Professor Laura Borish.
- Mr. Joseph DiPasqua handles many CWEB program issues and can help direct you to someone else if need be.
- **Electronic communication is the best and most efficient way to contact us. Please do not hesitate to reach out via email to be in touch with the CWEB program faculty and staff.**

Contact CWEB

University of Pittsburgh
2009 Cathedral of Learning
Pittsburgh, PA 15260

TOLL-FREE NUMBER: 1-866-275-2935

Fax: 412-624-1159

<http://www.socialwork.pitt.edu/researchtraining/child-welfare-ed-research-programs/cweb>

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II. PROFESSIONAL EDUCATION AND DEVELOPMENT

The CWEB program is designed to recruit and enroll undergraduate students in participating social work programs in Pennsylvania to prepare them for public child welfare employment.

Child Welfare: A Profession, Not Just a Job!

You are starting a journey as a social work professional in public child welfare. As a CWEB Student, you represent your profession, your school, the CWEB program, and the child welfare system at all times, not just when you are completing your internship, or later when you are working at your county agency. This includes your presence on all social media platforms.

All Social Work students are required to uphold and demonstrate the values of the social work profession and to follow the Code of Ethics of the National Association of Social Workers.

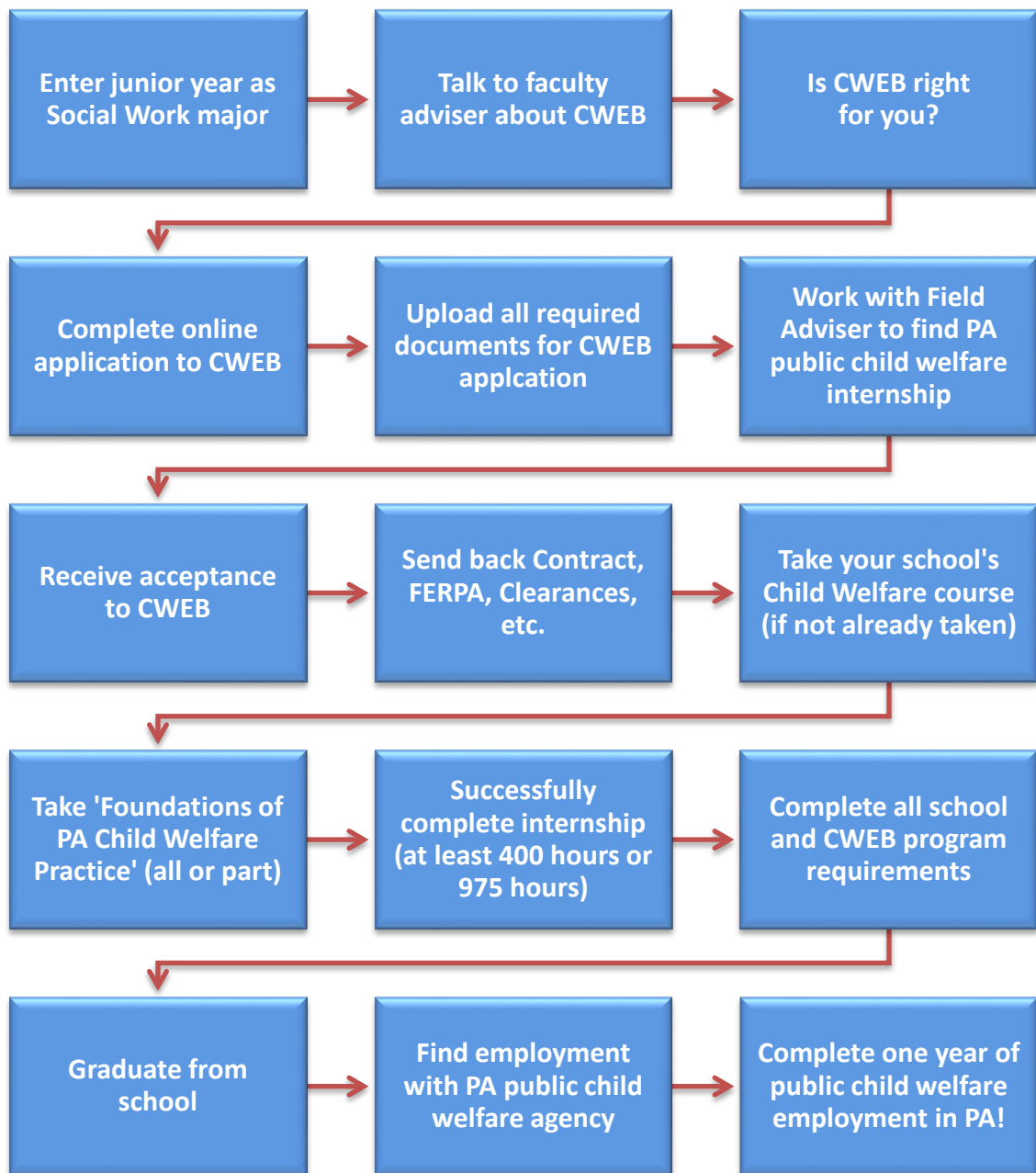
Please be aware that to remain in good standing in the CWEB program, students need to follow the NASW Code of Ethics as well as meeting CWEB program and school requirements. For example, this means providing documents and information as requested in a professional and timely manner; responding to emails and other communications quickly; and, staying in collaborative contact with CWEB program faculty and staff, as well as your field placement agency.

In the event that a CWEB student does not follow CWEB program requirements, then CWERP will hold a team decision-making conference with the student to develop a plan for the student to successfully meet all program requirements. All decisions concerning participation in CWEB rest with the CWERP faculty.

The purposes of the CWEB program are to:

- (1) Promote child welfare-focused undergraduate social work education throughout the state;
- (2) Strengthen services to Title IV-E eligible children and families in Pennsylvania;
- (3) Recruit new workers for public child welfare in Pennsylvania from participating undergraduate social work programs;
- (4) Assist in addressing the vacancy and turnover rates within the public child welfare workforce; and,
- (5) Contribute to the development of an educational and professional career ladder for child welfare social workers in Pennsylvania.

Overview of the Pathway through the CWEB Program



III. APPLICATION TO CWEB

The CWEB application is located at <https://www.cwerp.pitt.edu/cwerplogin.aspx>
Instructions for completion are available at the same site. Note that you must submit:

- ✓ A current résumé
- ✓ A recommendation from social work faculty (may be sent directly to CWEB from faculty)
- ✓ A copy of your transcripts (unofficial copy is acceptable)
- ✓ A copy of a valid driver's license (any state), and
- ✓ Four (4) personal statement responses to questions regarding your interest in child welfare, which are provided on the CWEB website.

IV. COMMUNICATION WITH CWEB

Please Be Considerate When Contacting CWEB!

- 1. Before you contact us with a question, read this Handbook – many of the answers to your questions are here! Also, questions can be asked at the bi-monthly Zoom CWEB meetings.**
- 2. Do stay in touch with us here at CWEB. We will make sure to get your questions to the person who can help you and it is important for us to hear updates about your classes, your internship, and your training (*'Foundations of Pennsylvania Child Welfare Practice'*)**
- 3. Keep your CWERP username and password where you can find it easily** (for example, in your phone). You will use your login credentials to access the online Student Information and Expense systems throughout your participation in CWEB.

- (i) Email and the web are the primary methods of communication between CWEB and students. Students must provide current, valid school and personal email addresses to CWEB. Students are responsible for monitoring their school email regularly. Most emails from the CWEB program are time sensitive. **Students are responsible for meeting deadlines.**

TIPS!

- Adjust filter settings to allow email from CWEB faculty and staff
- Regularly check "junk" or "spam" email folders for CWEB messages
- Add CWEB program staff email addresses to your "safe sender" list when enrolling in the CWEB program or when adding a new email address

- (ii) There are several requirements that you will need to attend to on admission to CWEB.

Requirements Immediately Following CWEB Admission <i>Before any funds can be released to you or your school</i>		
Upload these documents within two weeks of receiving your CWEB Admission Letter	Signed Contract Sign and return through DocuSign	See Page 11 for details
	Signed Permission to Release Academic Information (the FERPA Release) Signed through DocuSign	See Page 11 for details
	A copy of your Social Security Card Completed through PittWorx	See Page 11 for details
	Completed Local Tax Residency Form Completed through PittWorx	See Page 11 for details
	Completed W4 Completed through PittWorx	See Page 11 for details
	Copies of ChildLine, State Police, & FBI Clearances must be provided to your field agency.	See Page 11 for details
	Direct Deposit Information for Fellowship Payment Completed through PittWorx	See Page 12 for details
Before your first semester in CWEB starts	Enter your Student Information online at www.cwerp.pitt.edu	See Page 8 for details

- (iii) CWEB faculty and staff arrange virtual meetings on a regular basis to connect with students. Advance notification and a Zoom link will be sent to you through email. These bi-monthly meetings provide for dialogue among program personnel and participants, space to ask questions, and the opportunity to join in a community of learning with child welfare students across the state. **Participation in these meetings at least once per semester during CWEB enrollment is a requirement.** CWEB faculty and/or staff may also travel to school campuses if conditions permit.

- (iv) **CWEB STUDENT INFORMATION SYSTEM:** Every semester, students are required to submit their Student Information including courses and field to CWEB at www.cwerp.pitt.edu, whether taking classes that semester, or not. If you are not taking classes, you will enter “No Courses”.

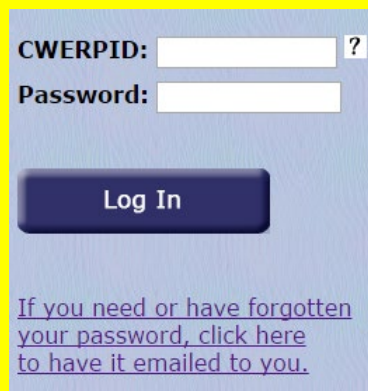
Your Student Information serves several functions and is necessary for academic tracking and auditing purposes.

This information includes data such as:

- ✓ Current, valid school and home email addresses
- ✓ Current valid school mailing address and permanent legal address
- ✓ Current valid home and cell phone numbers
- ✓ Classes being taken **EVERY SEMESTER**, including credit hours
- ✓ Days of the week attending school/classes (whether in-person or online)
- ✓ Internship county and days of the week you are in field
- ✓ Your anticipated graduation date

***TIP!! Updating Your Student Information
Every Semester***

1. Access the Online Student Information System at <https://www.cwerp.pitt.edu>
2. Log in:
 - a. Enter your **CWERP Username** (created at the time of application)
 - b. Enter your **password** or click on the message and enter the information requested to have your password emailed to you.



CWERPID: ?

Password:

Log In

[If you need or have forgotten your password, click here to have it emailed to you.](#)

For technical assistance, contact Joe DiPasqua at jfd28@pitt.edu

***Tuition and Fellowship payments are not released unless
your information is current.***

- (v) If your name changes, complete and send in a new W4 (www.irs.gov/pub/irs-pdf/fw4.pdf) to PittWorx AND contact Joe DiPasqua to let him know your new name.
- (vi) If your address changes, complete and send in a new W4 (www.irs.gov/pub/irs-pdf/fw4.pdf) to PittWorx AND update your online Student Information.
- (vii) If your email address changes, update your online Student Information.
- (viii) There are several other required periodic contacts with the CWEB program. For your convenience, these requirements are shown in the following tables. Page references to the relevant locations in the Handbook are shown in the tables below.

Required of All CWEB Students

Remember to Check the Rest of the Handbook for Details (This is just a quick overview for your convenience)			
When	Action	Notes	Page/s
Every Semester <i>Whether or not you have classes!</i>	Enter Courses in CWEB Student Information System (when you receive email notification)	Required before CWEB funds are released	8
As Requested	Complete Program Evaluation Survey (when you receive email notification)	Required CWEB program evaluations	23-24
During Course of Study	Complete CWEB Academic and Field requirements	Confirmation from your school is required to ensure program compliance	13-21

May Be Needed While You Are in CWEB

Remember to Check the Rest of the Handbook for Details!			
When	Action	Reason	Page
As needed	Contact Dr. Brooke Rawls	Withdrawal from class	21
		If you Add/Drop class after you enter your Student Information	21
		Incomplete grade	21
		Failed class / need to retake	21
		Academic Review or Probation	21
		You may need a leave from school	21
		Your expected graduation date changes	21
		Your school credits your student account	21
	Contact Professor Laura Borish	To discuss issues related to your internship	22
	Update CWEB Online Student Information	You have a new mailing / email address	9
Contact Joe DiPasqua AND Submit a new W4	Your Name Changes	9	
Contact Joe DiPasqua AND Submit a new W4	You have a new address	9	
	Contact your assigned CWRC Resource Specialist	To discuss issues related to <i>'Foundations of PA Child Welfare Practice'</i>	20-21

V. CONTRACT

The following items must be returned before any CWEB payments can be made. Once you receive these materials, **you must return all items to Joe DiPasqua within two weeks.**

- (i) When you are accepted into CWEB, you will receive a legally binding contract describing your personal responsibilities and obligations. You will receive an email to sign your contract through DocuSign. Once you have signed your contract be sure to save a copy of the PDF for your records. **Complete online – Do not mail or fax!**
- (ii) **The Family Educational Rights and Privacy Act (FERPA) release form** allows for communication between your school and the CWEB program regarding your academic progress and includes the release of your academic transcript(s). This consent form is called the FERPA Release; it is included with your contract. All CWEB students must sign and submit a FERPA release to participate in the program. **Complete through DocuSign with your contract.**
- (iii) **Copy of Social Security Card** **Completed through PittWorx.**
- (iv) **Local Tax Residency Form** Available at <http://www.hab-inc.com/wp-content/uploads/Residency-Certification-Form-DCED-CLGS-32-6-8-11.pdf> All CWEB students must complete this form in order to receive their monthly fellowship payment. Be sure to sign before returning. **Completed through PittWorx.**
- (v) **W4 Form** Available at www.irs.gov/pub/irs-pdf/fw4.pdf **Completed through PittWorx.**
- (vi) **Copies of Clearances** You will need to obtain ChildLine, PA State Police, and FBI clearances for field placement. Apply at the sites below for each.
 - a. For ChildLine: <https://www.compass.state.pa.us/cwis/public/home>
 - b. For State Police: <https://epatch.state.pa.us/Home.jsp> (**Cannot use Safari browser.)
 - c. For FBI: <https://www.identogo.com/>
- (vii) **Direct Deposit Information** Direct deposit information should also be provided at the same time through PittWorx. See the next section for details.

*Please note that digital fingerprinting is required by government agencies, such as Children and Youth Services, and is provided through Identogo Centers. Please plan for a processing time to receive your results.

VI. FELLOWSHIP PAYMENT

You will receive fellowship payments during your internship period. Typically, your payment will be \$600.00 for eight months.

- (i) Students receive their fellowship payment in one of the following ways:
 - a. Direct deposit to your bank
Upload a voided check to PittWorx **with your name printed on it** (write 'VOID' across a blank check) for the account where you wish to have payments deposited. (For an example see <http://banking.about.com/od/VoidedChecks/a/What-Is-A-Voided-Check.htm>.) Or upload a document from your bank on letterhead showing your name, address, bank account and routing numbers.
 - b. Direct deposit to your savings bank
Upload a voided deposit slip issued by your bank **with your name, address and account information printed on it** (write 'VOID' across a blank slip) to PittWorx. It cannot be a receipt from a deposit or ATM transaction.
- (ii) Students who complete the Pennsylvania Civil Service Social Casework Internship and the 975 hours of placement it requires will receive a final fellowship payment of \$2200 upon verification of their hire in a PA county public child welfare agency. The final fellowship payment will be processed the month following verification of completion of the 975 hours and **the date on which you begin employment with the county.**
- (iii) Some students may have a slightly altered payment arrangement based upon their internship site. Some counties place students on the county payroll as temporary employees and invoice the CWEB program for the fellowship payment. In this instance, the fellowship payment is made to the student by the county. CWEB students may **not** receive both the CWEB fellowship payment and county salary simultaneously.
- (iv) **Fellowship payments will be direct deposited on the last working day of the month.**
- (v) Please note that fellowship payments are processed and issued by the University, not the CWEB program.

!! TIPS !!

- ✓ **Direct deposit is the only way to receive your fellowship payment**
- ✓ **For your fellowship payment to be processed, complete all the items listed in Section V (Contract) AS SOON AS POSSIBLE, including the fully signed contract and your payment information**

VII. TUITION AND FEE PAYMENT

- (i) Your university knows that the CWEB program covers your tuition and fees. **You will still receive a bill each semester from your university, even though CWEB is paying your tuition and fees.** We work closely with the contact person at each school regarding invoices and payments. Please note that each of the 15 schools has a different billing procedure, and schools do not submit invoices until *after* the Add/Drop period. **CWEB will pay your university directly.**
- (ii) **Your tuition bill cannot be paid until several weeks into the semester.** Schools invoice **CWEB every semester for all CWEB students after the Add/Drop period.** It takes an **average of one month to process payments and credit accounts after schools generate final invoices.** CWEB staff review your school's invoice against the course information that you have entered into your online Student Information, resolve any questions, and then request payment through the University of Pittsburgh's payment system. The check is processed and sent to your school, which then credits each student's individual account.
- (iii) **Tuition is reimbursed at the Pennsylvania in-state rate for all students.**

VIII. INTERNSHIP/COUNTY HIRE PROCESS AND COURSE REQUIREMENTS

A. Internship and County Hire Process

Your field placement must be verified and in a public county child welfare agency in the Commonwealth of Pennsylvania to participate in the CWEB program. Your social work program will make the placement arrangements.

Field placement policies and procedures are based on the requirements of your school social work program. You must complete at least 400 internship hours according to CSWE accreditation standards, but you may complete more, if feasible within your school program. The CWEB program will provide guidance to you and your county internship agency on activities and experiences recommended during your time as an intern. As a CWEB student, you have several options for the completion of your internship that can help you in obtaining employment when you graduate.

These options are:

Option 1: PA Civil Service Public Child Welfare Agency Internship – 975 hours.

- If completing the 975-hour County Social Casework Intern position, you must complete submission of Civil Service application materials.

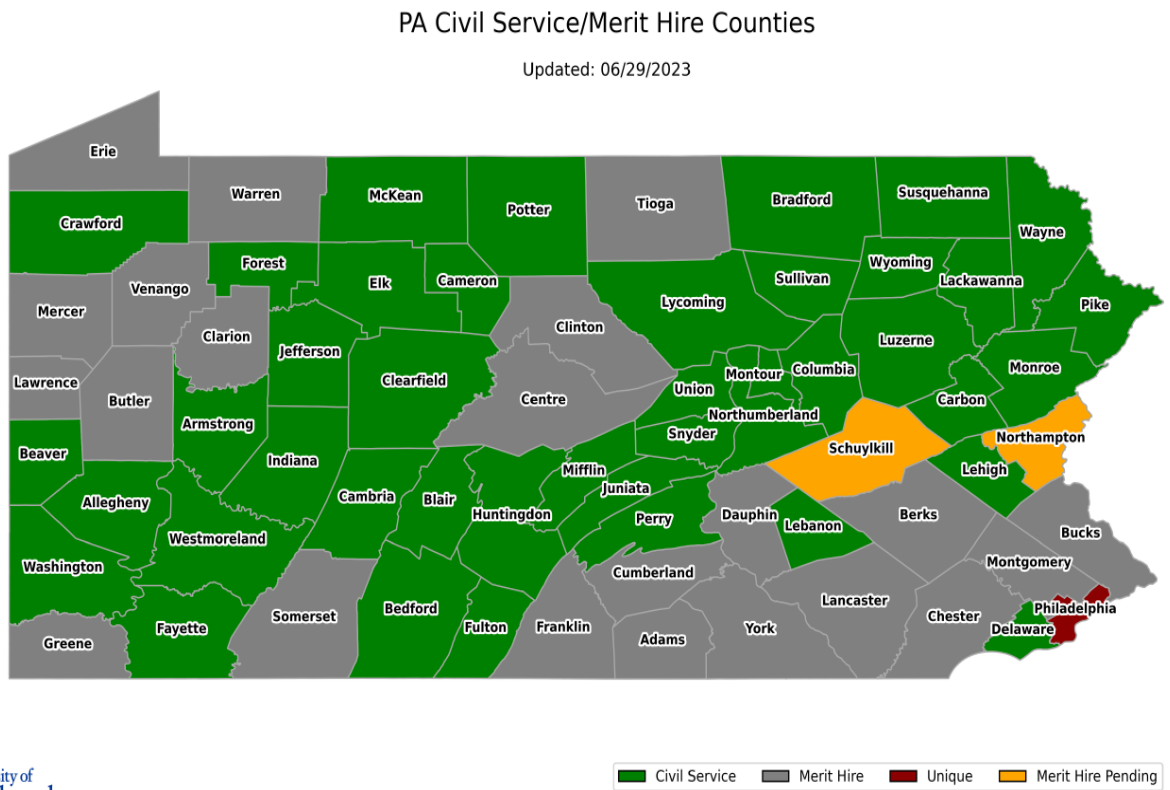
Option 2: PA Civil Service Public Child Welfare Agency Internship – UNDER 975 hours

Option 3: Merit Hire (non-Civil Service) Public Child Welfare Agency Internship

!! TIP !!

- ✓ Pennsylvania has some counties which participate in the state Civil Service System and some which do not.
- ✓ Please see the map below for county hire system status of July 2023.
- ✓ Changes may take place at any time during the school year. Check with Professor Borish if you are not sure whether a county is part of the Civil Service system or not.
- ✓ CWEB Strongly recommends completion of 975 internship hours when possible.

Figure 1. PA Civil Service and Merit Hire Counties



Option 1: 975 hours in a PA Civil Service Public Child Welfare Agency

**PA Civil Service Public Child Welfare Agency Internship -
975 hours**

Locate PA Civil Service Child Welfare Agency internship

Apply to county specific County Social Casework Intern posting
on the [Civil Service website](#).

In the search bar enter County Social Casework Intern. Apply for
the desired position.

Upon completion of internship, eligible for promotion (hire) in
Caseworker 1 or Caseworker 2 position in any PA Civil Service
Public Child Welfare Agency
(*Exception - Only Philadelphia County Interns can be promoted
to Caseworker in Philadelphia County)

Eligible for final Fellowship payment upon confirmation of hire
in a PA Civil Service Public Child Welfare Agency

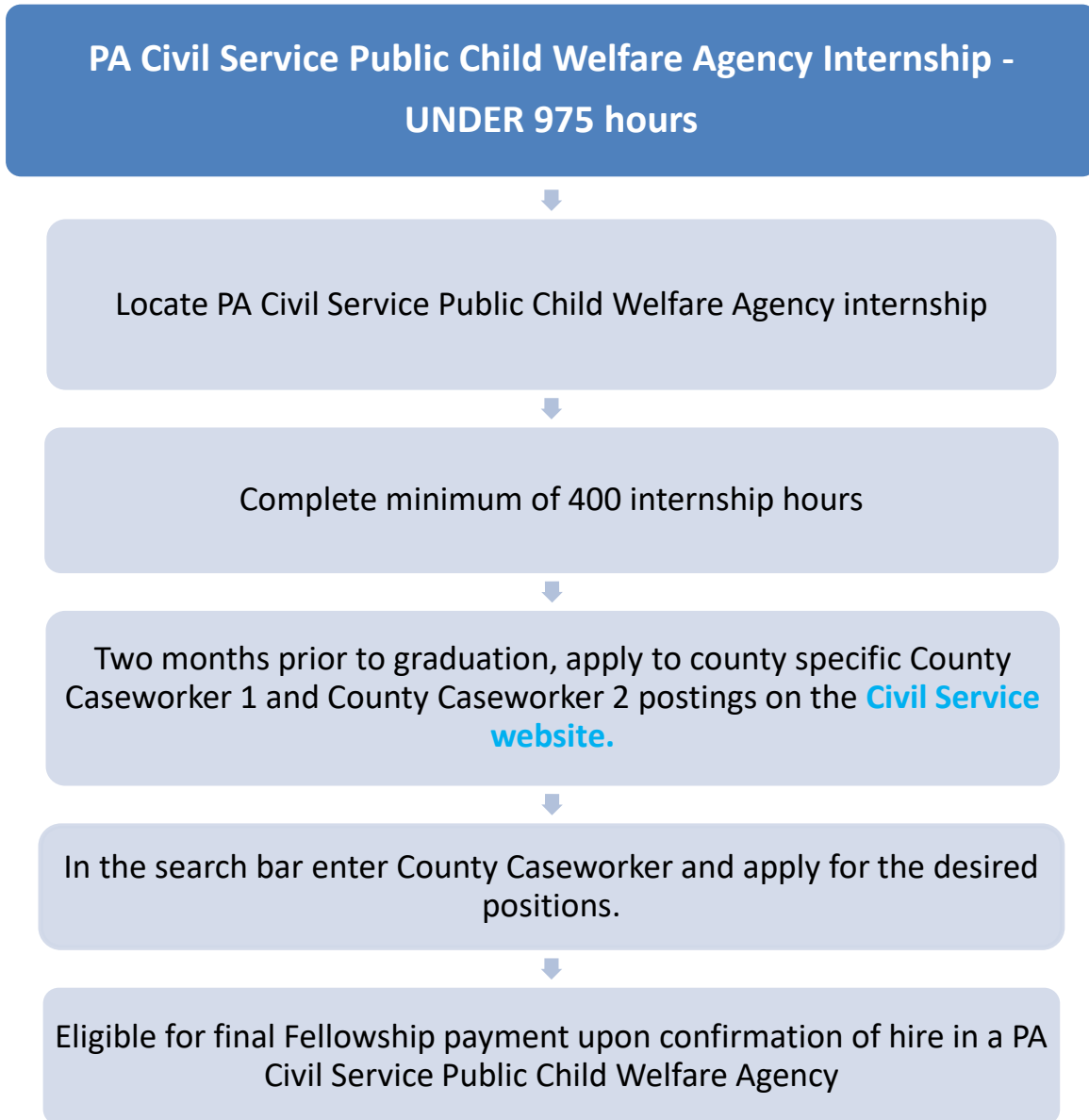
Enrolling as a Pennsylvania Civil Service County Social Casework Intern (Option 1)

- (i) To qualify, you must be enrolled as a full-time student with second semester junior standing, have satisfactorily completed at least fifteen (15) credit hours in sociology, social work/social welfare, psychology, or other related social sciences, and complete an application to the PA State Civil Service Commission. Your school transcript must be included with your application. Students who anticipate meeting the minimum requirements by the end of their junior year may apply.
- (ii) [Applications](#) for the **County Social Casework Intern** must be submitted online.
- (iii) Counties can appoint CWEB students as **County Social Casework Interns** (an official Civil Service position) once the student applies for the position. You will not need to complete a Civil Service exam to be hired if your internship is in a Civil Service County and you complete 975 internship hours.
- (iv) You need not be a legal Pennsylvania resident to apply for the County Social Casework Intern classification or to participate in the CWEB program. Keep in mind that your employment obligation following graduation is with a Pennsylvania public child welfare agency. Many counties require that you live within that county.

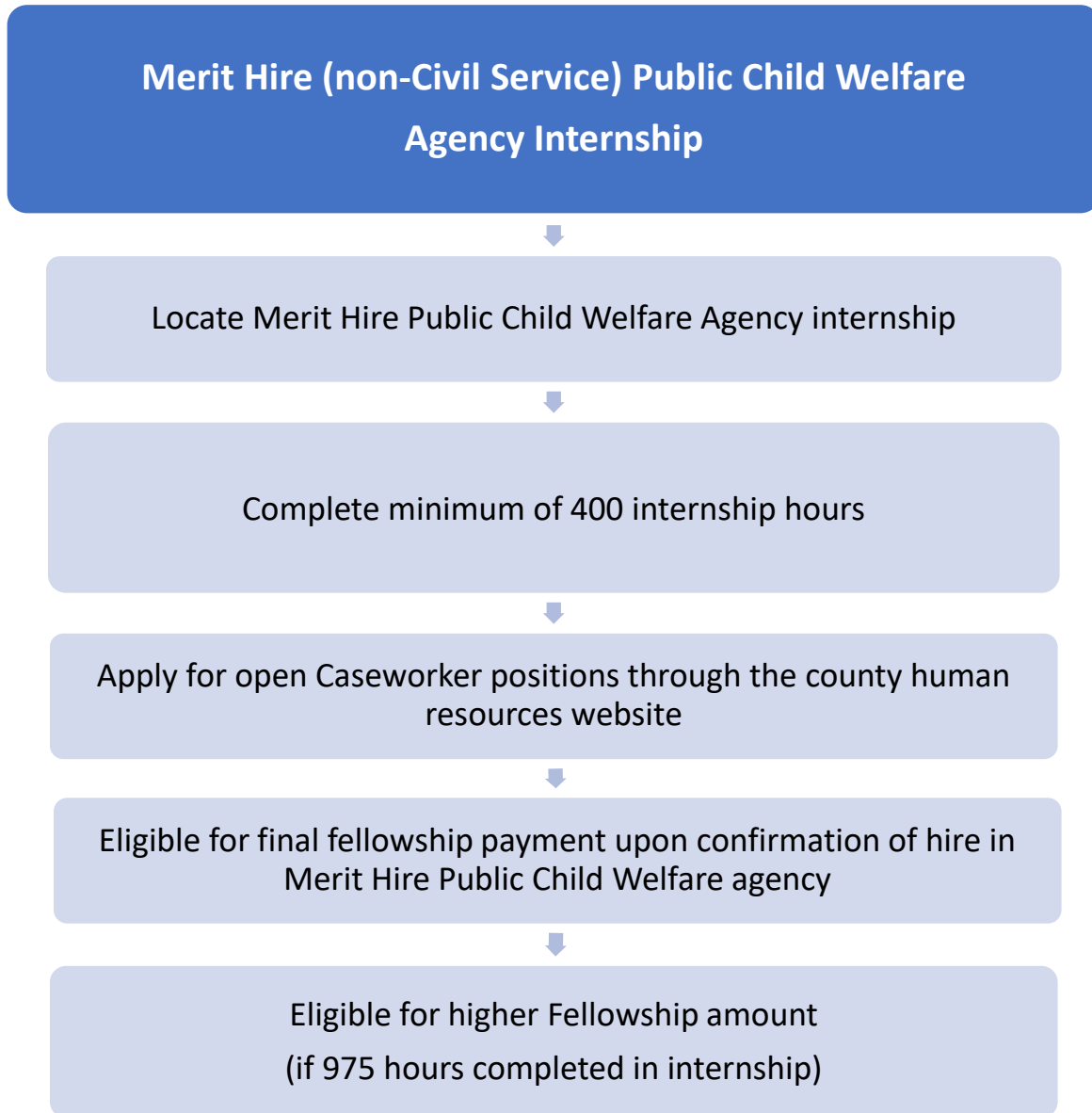
Advantages of Completing 975 Hours of Internship

- ✓ Being better prepared for child welfare practice and highly attractive as employees.
- ✓ The chance to complete much, if not all, of the competency and skill-based training all Pennsylvania agencies require before being certified as child welfare caseworkers. (Called 'Foundations of Pennsylvania Child Welfare Practice')
- ✓ If also registered as a County Social Casework Intern, can be promoted into a Caseworker 1 or 2 position immediately **without having to complete a Civil Service examination.**

Option 2: Under 975 hours in a PA Civil Service Public Child Welfare Agency



Option 3: Merit Hire in a Non-Civil Service Public Child Welfare Agency



Merit Hire (non-Civil Service) Public Child Welfare Agency Internship (Option 3)

- (i) If you complete your internship in a Merit Hire (non-Civil Service) agency, you must apply for Caseworker openings through the county's human resources website.
- (ii) Please note that counties are under no obligation to hire their CWEB interns. As CWEB graduates are required by contract to obtain employment in a public child welfare agency within 60 days of graduation, it is imperative for CWEB students to develop a back-up plan in the event that they are not hired by their internship county.

B. From Internship to Hire as a Child Welfare Caseworker

Because Pennsylvania has both Civil Service and Merit Hire systems in place across its 67 counties, CWEB students can complete an internship in one type of county child welfare hire system and then obtain employment in another type of county child welfare hire system. The diagrams below illustrate two different hiring scenarios: (1) Internship in a county that participates in the Civil Service system and hire in a county with a merit hire system; and (2) Internship in a county with a merit hire system and hire in a county that participates in the Civil Service system. Both scenarios have implications for the hiring process and require different actions to be taken by the CWEB graduate to secure county child welfare agency employment.



**Internship in Merit Hire County →
Hire in Civil Service County**

Two months prior to graduation...

Apply to county specific County Caseworker 1 and County Caseworker 2 postings on the **Civil Service website**.

In the search bar enter County Caseworker and apply for the desired positions.

C. Child Welfare Course Requirement

All CWEB students must complete the child welfare course approved by their social work program. Each social work program designates this course for CWEB students. Your academic advisor can assist you in making sure that you meet this course requirement.

D. Foundations of Pennsylvania Child Welfare Practice

All Pennsylvania County Child Welfare Caseworkers are required to complete the competency and skill-based curriculum, '*Foundations of Pennsylvania Child Welfare Practice*', for certification. Foundations is a curriculum consisting of online and in-person Team-Based Learning™ and simulation modules that prepares beginning caseworkers for practice in public child welfare. More information is available at <http://www.pacwrc.pitt.edu/Foundations.htm>

The CWEB program will provide you with an opportunity to complete at least part of Foundations prior to hire in a county child welfare agency. You will receive a Foundations letter from CWEB that lists a county agency Training Liaison as well as a Resource Specialist from the Child Welfare Resource Center. It is the Training Liaison at your internship county who will assist you with registering for Foundations. The Resource Specialist will assist you and your county Training Liaison as needed. **It is highly recommended that you complete as much of Foundations as possible during your internship, and particularly the Safety Assessment and Risk Assessment modules. If you are having issues registering for Foundations you must contact CWEB as soon as possible.** The time spent in Foundations training can count towards your CWEB hours and increases the likelihood of your hire post-graduation.

E. Other School-Related Issues

We are always happy to hear about your school and internship successes. Please contact the CWEB program to share updates on your progress. Also stay in contact with Dr. Rawls and let her know about any school-related concerns which may affect your participation in CWEB.

Contact Dr. Rawls when:

- You have news, successes, awards, and achievements
- You withdraw from a class (especially your child welfare class)
- You add or drop a class after the Add/Drop period
- You receive an Incomplete or failing grade
- You have an Academic Review or are put on Academic Probation
- You may need a leave from school
- You leave your internship site for any reason
- Your expected graduation date changes
- Your school credits your student account
- Your GPA falls below 2.5

IX. AGENCY-RELATED ISSUES

Your internship is your opportunity to begin applying what you have learned in classes and Foundations training to the field. We are interested in hearing about your work assignments, opportunities, and successes. We also understand that challenges sometimes arise. Contact Professor Borish immediately regarding **any** issues related to your internship, including warnings, and potential/actual termination of your field placement.

Contact Professor Borish with:

- **Your news, successes, awards, and achievements**
- **Concerns about performance, job stress, or disciplinary issues**
- **Any verbal or written warnings you receive**
- **Any potential or actual termination of your internship**

X. REIMBURSEMENT FOR EXPENSES

- (i) Students are allocated \$100.00 for books and school supplies for their **child welfare** course. Students must purchase their books and supplies themselves and then submit reimbursement requests online through the online Expense Report system. See the *Expense Reimbursement Guide for CWEB Students 2023-2024* on the CWEB website.
- (ii) **Original receipts are required for reimbursement and must show the name of the vendor and the items purchased.** Please make sure to request a receipt and save your receipts. Receipts must show the date of purchase in addition to the amount paid and the method of payment (e.g., cash, debit card, etc.).
- (iii) **Please be advised that CWEB funds run from July 1 to June 30 each year. Submissions for expenses from a previous fiscal year cannot be honored once a new fiscal year has begun and the prior year's funds have been closed out.**
- (iv) Nothing over your available \$100 book/supply amount can be reimbursed.
- (v) You will enter your reimbursement request directly into the Expense Report module at www.cwerp.pitt.edu. It is helpful for you to keep your receipts.
- (vi) The CWEB program cannot reimburse for the following expenses. This is not an exhaustive list, so please check with Joe DiPasqua if you are not sure whether your expense is allowable.
 - Application fee for any required clearances
 - Any miscellaneous items such as backpacks, school clothing, cap and gown, graduation announcements or transportation
 - Travel
- (vii) **Please note that it takes up to six weeks from the time we authorize your reimbursement request until you receive a check from the University of Pittsburgh.** Reimbursement checks are processed by the University, not the CWEB program.

XI. EMPLOYMENT COMMITMENT AND RECOUPMENT OF FUNDS

All students are required to sign a legally binding contract requiring them to secure employment in a Pennsylvania public child welfare agency **within 60 days** after graduation. **This is a strict requirement and may involve moving to another part of the state for a public child welfare position. Graduates are not guaranteed public child welfare employment at their internship agency and/or within their local community.** Additionally, all students who accept any CWEB funds are contractually obligated to maintain their employment for one full calendar year. This requirement is not negotiable. **The requirement to begin public child welfare employment within 60 days following graduation is not waived for enrollment in graduate school.** The work commitment must be completed within Pennsylvania.

IMPORTANT NOTICE

Students who fail to graduate, leave the CWEB program prior to graduation, are dismissed from the CWEB program during their course of study, or fail to fulfill their entire commitment by finding and maintaining agency employment upon graduation, are obligated to repay the full amount of any tuition, fees, fellowship payments, and book/educational supply expenses paid to them or on their behalf during their enrollment in CWEB.

Please note that the commitment period must be completed in full or the total amount paid on the student's behalf becomes repayable.

Repayment amounts are not prorated.

XII. PROGRAM EVALUATION

- (i) Recent CWEB program graduates will be asked to participate in a continuous quality improvement project 90 days after hire at a county child welfare agency. The purpose is to provide support, assist new graduates in the transition to employment, and identify issues that promote or impede successful integration into the workforce. Participation is voluntary and consists of an email and/or telephone contact by an independent contractor. Information is confidential and will not be shared with the graduate's supervisor or county agency administrator. Recent graduates participating in this project are provided the option of additional contacts.

- (ii) CWEB conducts an annual program evaluation with participating county agencies, school partners, graduates, and students, which is reported to the Pennsylvania Department of Human Services and other stakeholders. The evaluation includes student, agency, and school satisfaction, along with data on recruitment, completion, and retention. From time to time, we may ask you to assess your confidence about your child welfare skills.

- (iii) **Please complete your online surveys when you receive the request. Your input is needed, and your feedback helps to keep the program strong and vital.** A high return rate is needed for effective evaluation and to offer important information to state and federal regulators.

