



California Association of Supervised Visitation Service Providers (CASVSP)

Training and Education Requirements for Supervised Visitation Providers and Exchange Services©

(a) General provision

Any individual who is a professional provider of supervised visitation or exchange services shall comply with the training and education requirements of the California Association of Supervised Visitation Service Providers (CASVSP), Family Code section 3200.5, and Standard 5.20 of California Standards of Judicial Administration in order to be eligible as a member in good standing with the organization.

(b) Purpose

Consistent with the Uniform Standards of Practice for Providers of Supervised Visitation (Standard 5.20 of the California Standards of Judicial Administration) and Family Code section 3200.5, CASVSP training and education goal is to develop and deliver high-quality training and education programs for its members to help ensure statewide consistency and uniformity for the operation and administration of supervised visitation and exchange services. The training and education requirements are also intended to serve as a resource for the courts, grant funders, trainers, and other community-based professionals and organizations working with professional supervised visitation providers.

(c) Definitions

The following terms and definitions apply to CASVSP training and education programs.

1. **Competency** refers to the individual's demonstrated knowledge and skills required for qualification to perform the duties for the provider.
2. **Entry-level training** means training designed for an individual that is new to a content area (or their employment) and the learning of basic skills and knowledge for initial job performance.



3. **Job shadowing** refers to a training and education experience that allows the [new] employee an opportunity to learn tasks associated with the role and duties of a professional provider of supervised visitation/exchange over a period of time while working under the direct supervision of a trained and qualified employee or subject matter expert.
4. **Knowledge** refers to required information that an individual should possess in order to perform a task or their role as a supervised visitation/exchange provider.
5. **Provider** refers to any individual as defined under Family Code section 3200.5.
6. **Standard 5.20** refers to the Uniform Standards of Practice for Providers of Supervised Visitation approved by the Judicial Council and set forth as Standard 5.20 of the California Standards of Judicial Administration.
7. **Supervised visitation** means contact between the noncustodial parent and one or more children in the presence of a neutral third party as defined in Standard 5.20.
8. **Supervised visitation provider** means any professional provider as defined under Family Code section 3200.5. The term “visitation monitor” or “child access monitor” is considered synonymous with “supervised visitation provider.”
9. **Training** refers to an education program that aims to improve the knowledge, skills, attributes, and ability of the person to accomplish the specific tasks, duties, and role as a professional supervised visitation or exchange provider.
10. **Train-the-trainer** refers to training program or courses that provide faculty/trainers with tools and knowledge to deliver a set of specific curricula content that may have already been designed. Participants that come to the program with the purpose of serving as an approved trainer come with some level of training, experience, knowledge, and presentation skills and/or teaching experience in the required subject matter areas.

(d) Training and Education

A basic knowledge of family and juvenile law and child custody and visitation is essential for the delivery of supervised visitation and exchange services. This includes a clear understanding of the duties and obligations for providers of supervised visitation and exchange services. Any member who is a professional provider of supervised visitation or exchange will be required to demonstrate compliance with these training and education requirements.

- (1) Any member who is a professional provider of supervised visitation or exchange services must meet the qualifications and mandatory training requirements set forth under Family Code section 3200.5.



- (2) Any member who is a professional provider of supervised visitation or exchange services must provide proof of compliance that they meet the training and education and qualification requirements as set forth by CASVSP and sign CASVSP declaration under penalty of perjury regarding the qualifications and training for a provider.
- (3) Any member who is a professional provider of supervised visitation or exchange services must complete a three-day, in-person Standard 5.20 training provided by the Administrative Office of the Courts (AOC) or CASVSP within six months of approved membership to be considered in good standing with the organization unless the provider of supervised visitation meets the requirements under section (e)(2) or (e)(3).
- (4) Effective January 1, 2014, any member who is a professional provider of supervised visitation or exchange services must complete 12 hours of basic training on domestic violence before working on any case.
 - (A) Areas of basic instruction shall include, but are not limited to the following:
 - (1) The effects of domestic violence on children;
 - (2) The nature and extent of domestic violence;
 - (3) The social and family dynamics of domestic violence;
 - (4) Techniques for identifying and assisting families affected by domestic violence;
 - (5) Maximizing safety for the child, adults, and providers of supervised visitation;
 - (6) Screening for domestic violence risks;
 - (7) Interviewing, documentation of, and procedures for obtaining collateral information from relevant sources; and
 - (8) Availability of community and legal domestic violence resources.
 - (B) The mandatory domestic violence training shall be from an approved CASVSP provider, or Administrative Office of the Courts training, Family Court Services department, educational institution, professional association, professional continuing education group, local, state, or national community domestic violence service provider or organization, nonprofit community organization with an expertise on domestic violence issues, or a public or private group that has been authorized by CASVSP or the AOC to provide domestic violence training.
- (5) Effective January 1, 2014, any member who is a professional provider of supervised visitation or exchange services must complete 12 hours of job-shadowing training before working on any case. The 12 hours of job-shadowing training must include, but is not limited to, the following:



- (A) The supervised visitation or exchange session to be job shadowed must not exceed two hours in duration and allow time for a debriefing session.
 - (B) The person who is conducting the job shadowing training must have completed the three-day, in-person Standard 5.20 training and have three years of direct experience working as a provider of supervised visitation or exchange services.
 - (C) A signed agreement that outlines the purpose and guidelines for the job shadowing.
 - (D) An orientation session for any person who will be job shadowing, including a review of program policies and procedures.
 - (E) Development of a job shadowing training checklist designed to promote learning and skills enhancement during the job shadowing period. The job shadowing experience may include, but is not limited to the following:
 - (1) How and when to intervene in a visit and/or exchange;
 - (2) How to document a visit and/or exchange session;
 - (3) Job shadowing different types of families (e.g., domestic violence, child abuse, reintroduction cases);
 - (4) How to maintain a neutral role; and
 - (5) Strategies for ensuring safety.
 - (F) An attendance verification log must be kept that documents hours spent job shadowing. The attendance verification log must be signed and dated by the person being observed.
- (6) Any member who is a provider of supervised visitation or exchange services must have completed CPR training for adults, children, and infants. CPR training must be updated as required by law.
- (7) Training and education programs based on Standard 5.20 shall be approved by CASVSP or the Administrative Office of the Courts to be deemed eligible as meeting CASVSP training and education requirement and training requirements under Family Code section 3200.5.
- (8) Only training and education from *eligible providers* will be deemed to have met the CASVSP training requirements.
- (A) Eligible providers include the Administrative Office of the Courts and may include other organizations or institutions approved by CASVSP.
 - (B) Eligible providers must ensure that the training instructors delivering the education and training programs either meet the requirements of CASVSP, or the Administrative Office of the Courts, or are approved subject matter experts.



- (C) Eligible providers must have completed the three-day, in person Standard 5.20 and Family Code section 3200.5 training by the Administrative Office of the Courts or CASVSP.
 - (D) Eligible providers must develop a procedure to verify that participants have completed the required education and training program.
 - (E) Upon completion of the training program, the training instructor must distribute a certificate of attendance to each person who has completed the training. For record-keeping purposes, the training provider must retain the participant sign-in sheet, training agenda, and registration list for each day of the training. The certificate of attendance must document the title of the training, total hours earned, total hours for the training, the date, location, and hours of the training each day, eligible CEUs if applicable, and the name/s of the training provider.
- (9) Any member who is a professional provider of supervised visitation must maintain records of completed training and education and produce such records when requested by the court, Family Court Services staff, the parties/parents and their attorney, attorney for the child, mental health professional, referring agency, and as required by law.
- (10). CASVSP will make every effort to offer, but is not limited to, the following training and education programs:
- (A) Two Standard 5.20 and Family Code Section 3200.5 trainings accessible either in the fall and spring or winter and summer of each year; and ¹
 - (B) Regional trainings at reduced or no-costs.²

(e) Previous training accepted

- (1) Training and education programs offered by other educational institutions, professional associations, professional continuing education groups, public or private for-profit or not-for-profit groups shall not meet the three-day, in-person Standard 5.20 training requirement unless approved by CASVSP, or the Administrative Office of the Courts, or as applicable under section (e)(2) and (3).
- (2) Training programs offered by CASVSP between February 2011 and December 2012 may be applied toward the three-day, in-person Standard 5.20 training requirement.

¹ The Standard 5.20 and Family Code Section 3200.5 trainings will contain key requirements under Family Code section 3200.5(d)(1).

² Each CASVSP region is strongly encouraged to offer various training and continuing education programs approved by CASVSP done in collaboration with local community-based service providers and professional subject matter experts.



- (3) Administrative Office of the Courts Standard 5.20 trainings offered on or after April 2009 can be applied toward meeting the CASVSP training and education requirement.

(i) Annual update training

Providers of supervised visitation shall be responsible for continued professional development and participate in educational opportunities beyond basic, entry-level training requirements to increase professional proficiency and maintain high quality service delivery.

- (1) Effective January 1, 2014, ten hours of update training shall be required each year. Two of the 10 hours may be achieved through on-line instruction if the training and education program relates to child custody and visitation and/or section (i)(2)(A-I).
- (2) The ten hours of annual training must include, but is not limited to the following subjects:
- (A) Family and juvenile law and ethics;
 - (B) Domestic violence and screening for abuse;
 - (C) Ethical decision-making and problem-solving skills and knowledge;
 - (D) Information gathering skills and communication;
 - (E) Developmental needs of children and the importance of understanding the health, safety, welfare, and best interest of the child;
 - (F) Report writing;
 - (G) Conflict resolution or mediation skills;
 - (H) Cultural competency; and
 - (I) How to maintain professional neutrality and objectivity.

(h) Compliance with training and education requirements

- (1) Any member who is a professional provider of supervised visitation and exchange service must sign CASVSP declaration attesting to compliance with Family Code section 3200.5, Standard 5.20, and CASVSP training and education requirements. The declaration must be submitted with the CASVSP membership application materials and completed as required for meeting annual training update requirements.
- (2) Providers of supervised visitation must inform the parties in writing of their compliance with the statutory requirements for provider qualifications and training before working on any case.

(j) CASVSP Standard 5.20 and Family Code Section 3200.5 training

- (1) CASVSP will seek approval to use the Administrative Office of the Courts curricula for the Standard 5.20 and Family Code section 3200.5 training and education program.



- (2) The in-person training curricula must offer approximately 20–24 hours of education and shall consist of various educational modules based on subject areas consistent with Family Code section 3200.5 and Standard 5.20. The training may also include the following additional subject areas:
- (A) Court-connected child custody mediation process;
 - (B) Conflict resolution;
 - (C) Parenting skills; and
 - (D) Ethical decision-making.
- (3) Train-the Trainers Training Program
- (A) Effective January 1, 2014, CASVSP will develop a pool of train-the-trainers to serve as support trainers for the statewide delivery of Standard 5.20 and Family Code section 3200.5 training developed in partnership with the Administrative Office of the Courts.
 - (B) CASVSP train-the-trainers are not certified as a provider of supervised visitation but approved as support trainers for the purpose of delivery of the Standard 5.20 and Family Code section 3200.5 training and other CASVSP approved educational programs.
 - (C) CASVSP will develop a comprehensive training curriculum that will teach trainees the required skills and techniques to deliver the Standard 5.20 and Family Code section 3200.5 training.
 - (D) CASVSP will provide at least two separate training classes for designated support trainers prior to any trainee teaching the Standard 5.20 and Family Code section 3200.5 training program independently.
 - (E) Designated train-the trainers will share independent responsibility for their professional development and training education by agreeing to the following:
 - (1) Participate in Standard 5.20 and Family Code section 3200.5 training hours beyond the minimal required 24 hours;
 - (2) Participate in a number of education classes;
 - (3) Participate fully in the training process through a wide range of education roles in order to develop the skills and knowledge required to become a train-the-trainer;
 - (4) Will not provide any independent training on Standard 5.20 and Family Code section 3200.5;
 - (5) Individually pay own costs for participation in the train-the-trainer program; and
 - (6) Remain in good standing with CASVSP, the professional providers own organization or as an independent provider, including all applicable professional, legal, and business requirements for professional providers of supervised visitation.



(k) Certification

As of the date of publication of CASVSP training and education requirements, certification for the field of practice for supervised visitation currently does not exist in the State of California but CASVSP will work towards the development of such process in the future.

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