



# Staffing and Training

## Staffing: Roles and responsibilities

Staffing and clear delegation of responsibilities are key to the successful launch and implementation of a LENA Home program. One person may fulfill multiple roles, depending on site needs and capacity.

- **Program Director:** This is the lead role for LENA Home program planning and implementation. This role is responsible for coordinating training and support, monitoring program success, and supporting all other roles. This role may also be responsible for recruiting other community implementation partners or program participants as needed for sustainability.
- **Home Visitor:** Plans and presents LENA Home sessions to parents and caregivers. This role focuses on building relationships with families participating in the program. Home visitors also utilize the LENA Online system for required documentation and may assist with other roles. We recommend utilizing experienced home visitors with existing caseloads that will be excited to add a new tool to the resources they use with families.
- **Materials Wrangler:** Manages and distributes LENA Home program materials. This role is responsible for organizing all materials, including locally purchased items such as books and incentives, and developing a system to share materials with partners and/or home visitors. While LENA training is not required for this role, the materials wrangler should ensure that materials are stored and distributed appropriately.
- **Tech Champion:** Supports technology logistics for program director and home visitors. This role is the point person for troubleshooting and for questions about LENA Online, as well as processing devices through LENA Hub, including the use of locally owned laptops.

## Training summary

The LENA Partner Success Team provides individualized support through scheduled meetings, along with self-study training modules designed to introduce key concepts and guide program implementation planning. Regularly scheduled support calls are established leading up to program launch and throughout the duration of the program. Additionally, LENA will host periodic data and strategic planning calls to assist sites with analyzing their data, sharing it with stakeholders, gathering feedback, and establishing next steps.

- **Initial Call** (Program leadership, 45-minute meeting, webinar)
  - Key objectives: Program leadership will work with a LENA Home Implementation Specialist to review program goals and timeline and begin the program launch process. Participants will learn key program features and review the LENA Home Launch Plan, including self-study training modules. Topics include staffing, technology, inventory, and more.
- **LENA Home Implementation Training Self-Study** (Program leadership, 2.5 hours, self-study modules)
  - Key objectives: Program leadership will view video modules introducing the LENA Home program, logistics, technology, and setup. Leadership will also review LENA Home program materials and complete a planning outline for their program launch.

- **Implementation Planning Call** (Program leadership, 45-minute meeting, webinar)
  - Key objectives: Program leadership and LENA Home Implementation Specialist will review the program implementation plan, LENA Online setup, program timeline, and next steps using the LENA Home Launch Plan.
- **Home Visitor Training Self-Study** (Program leadership and home visitors, ~4 hours, self-study modules)
  - Key objectives: Program leadership and home visitors will view LENA curriculum materials and curriculum and technology video modules. Program leadership will complete and share their site-specific implementation plan and timeline with home visitors. Following this training, program leadership will complete the final steps on the LENA Home Launch Plan to ensure a successful program launch.
- **Home Visitor Training Review Call** (Program leadership, 45-minute meeting, webinar)
  - Key objectives: Program leadership and LENA Home Implementation Specialist will review any questions and plans documented on the LENA home visitor Self-Study document and finalize program launch logistics, including LENA Online setup. Monthly check-in support calls will be scheduled at this meeting.
- **Ongoing Support:** (30-minute meetings, webinar) Program directors will participate in monthly support calls during program launch.

## Who attends each training?

Time estimates for self-study training modules will vary based on site scheduling. The table below shows who attends each training by role, bearing in mind that if one person fills multiple roles then total training hours would be reduced.

	Program Director	Tech Champion	Recruitment Strategist
Initial Call (0.75 hours)			
Implementation Training Self-Study (2.5 hours)		*may view applicable video modules	
Implementation Planning Call (.75 hours)			
Home Visitor Training Self-Study (4 hours)		*may view applicable video modules	
Home Visitor Training Review Call (0.75 hours)			
<b>Total Training Hours</b>	<b>8.75</b>	<b>0.5</b>	<b>4</b>

The LENA Home Launch Plan will serve as your guide to the detailed steps involved in program launch and implementation.



**For more information, contact:**

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