

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

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I. APPLICATION:

- SCCCMHA Board
- SCCCMHA Providers & Subcontractors
- Direct Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

II. PURPOSE STATEMENT:

St. Clair County Community Mental Health Authority (SCCCMHA) shall ensure that training throughout the organization is centrally planned, approved, organized, managed, and tracked.

III. DEFINITIONS:

- A. Continuing Education/CEs: Refers to education and training oriented toward maintenance, improvement, or enhancement of practice; Continuing Education credits (CEs) are the measure of credit earned toward continuing education. Continuing education ensures social workers remain up-to-date in the profession and are being trained in 21st century social work practices. Every **“licensed”** Michigan Social Worker is required to obtain continuing education contact hours as well as all other training requirements per the National Association of Social Workers (NASW) Michigan Social Work General Rules <https://www.nasw-michigan.org/>.
- B. Staff Development: Refers to the range of activities to improve individual staff skills and knowledge in ways that improve their ability to perform their job, and which increase job satisfaction, performance, and staff retention. Activities include: new employee orientation, training courses, workshops and programs, online learning and webinars, coaching, mentoring, conferences, and other related activities that improve overall job performance.
- C. Staff Development Plan: Is a statement agreed to annually between the staff member and their supervisor which sets the direction for a staff member’s development, identifies the resources that will be allocated for that development, and the timeframe for development. The Staff Development Plan is part of the annual Staff Evaluation process.
- D. Supervisor: Includes Chief Executive Officer, Medical Director, Chief Operating Officer, Directors, Assistant Directors, and Supervisors.

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- E. Training: As used within this policy guideline, training is a generic term referring to any training planned, coordinated and/or managed by the SCCCMHA. Training may be those activities aimed at SCCCMHA personnel, contract agency staff, community organizations, or the community at large.
- F. Training Grid: The documents presenting the training requirements for all staff at SCCCMHA, including the provider systems. It is found on the staff ADP Resource page.

IV. STANDARDS

SCCCMHA Staff:

- A. Adherence to the SCCCMHA Training Grid.
- B. Staff shall successfully complete all required trainings as set forth by SCCCMHA, as well as other regulatory bodies. For trainings with competency determined by testing, successful completion requires a score of 80% or better, except for medication training which requires a score of 86% or better. Medication training also only allows a trainee three (3) attempts (on different dates) to pass entire Medication training. If trainee is not able to pass either the written test or return demo, they would not be eligible to re-test or pass medications at an agency contracted with SCCCMHA.
- C. Staff arriving later than 10 minutes after the training start time will not be allowed into the training.
- D. SCCCMHA makes training reciprocity available to all levels of service providers, as outlined in Medicaid Contract Attachment P7.3.1.1. Specific requests to accept training received elsewhere, can be made to the SCCCMHA Training Department. The training must be relevant and comparable to SCCCMHA training and have been provided by a similar system or source.
- E. A break in service or leave of absence of three (3) years or more requires re-training. Recipient Rights Initial training requires retraining if not completed within 365 days prior to date of hire.
- F. Employees attending conferences may be asked to disseminate learned information to other staff in a training format.
- G. For specialized training, SCCCMHA is approved by the Michigan Social Work Continuing Education Collaborative to offer Social Work Continuing Education (CEs) hours. Designated SCCCMHA staff are required to monitor social work attendance and participation by maintaining sign in/out attendance records. One CE hour is equivalent to 1 clock hour. Trainings over 1 hour are calculated based on a full 60 minutes for the first hour and then 50-60 minutes for every hour after the first. If attendee arrives late and/or departs early and contact hour does not equal a minimum of 50 minutes, attendee does not meet the CE mandates to receive full credit.

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- H. Supervisors will receive quarterly notifications of non-compliant staff training and are responsible for ensuring their staff completes the necessary training requirements.
- I. The training department will assist in the renewal application process for the St. Clair Privileging and Credentialing Committee ensuring applicants have completed all required trainings.

Contract Providers:

- A. Adherence to SCCCMHA Training Grid.
- B. Agency directors will receive notifications of audits, which will be performed quarterly through Contract Performance Indicators, minimally annually by SCCCMHA contract management staff, and additionally as required by other entities or regulatory bodies (i.e., MDHHS, Region 10 PIHP, etc.).
- C. Staff shall successfully complete all required trainings as set forth by SCCCMHA, as well as other regulatory bodies. For trainings with competency determined by testing, successful completion requires a score of 80% or better, except for medication training which requires a score of 86% or better. Medication training also only allows a trainee three (3) attempts (on different dates) to pass entire Medication training. If trainee is not able to pass either the written test or return demo, they would not be eligible to re-test or pass medications at an agency contracted with SCCCMHA.
- D. Recipient Rights Initial training requires retraining if not completed within 365 days prior to date of hire.
- E. Staff arriving later than 10 minutes after the training start time will not be allowed into the training.
- F. Staff who are unable to successfully complete the training requirements, and are kept in the employ of the contract agency, become the sole responsibility of that contract agency.
- G. Staff who are unable to successfully complete the training requirements shall not provide services to individuals served under the contract agency's contract with SCCCMHA.
- H. Transcripts of personnel shall be maintained by Contract Provider and provided to the SCCCMHA contract management department upon request.
- I. Agencies accepting a person trained at another agency must verify successful training and transcript with the SCCCMHA.
- J. A break in service or leave of absence of three (3) years or more requires re-training of all training requirements.

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- K. A Contract Provider director/supervisor or SCCCMHA may elect to have an employee retrain in any particular module or training if it is deemed necessary for staff development.
- L. SCCCMHA makes training reciprocity available to all levels of service providers, as outlined in Medicaid Contract Attachment P7.3.1.1. Specific requests to accept training received elsewhere, can be made to the SCCCMHA Training Department. The training must be relevant and comparable to SCCCMHA training and have been provided by a similar system or source.

In the event of a Cancellation or No-Show:

- A. Contract Providers - A monetary fine may be charged to contract agencies when:
 - 1. A reservation is not cancelled 48-hours prior to the class date;
 - 2. A trainee does not show up for a training; or
 - 3. A trainee does not complete training prerequisites prior to attending training, i.e., Medications.
 - B. SCCCMHA Staff – A written reprimand (Corrective Action Plan) will be given to the SCCCMHA direct-operated supervisor or the employee (depending on the circumstances) when:
 - 1. A reservation is not cancelled 48 hours prior to the class date;
 - 2. A trainee does not show up for a training; or
 - 3. A trainee does not complete training prerequisites prior to attending training, i.e., Medications.
 - C. Exceptions to the monetary fine or written reprimand could include such emergencies as sudden illness, death in the family, or emergency program coverage. Circumstances will be looked at on an individualized basis.
 - 1. In cases when a training is more than one day, if a trainee attends the first day of a training and cannot attend the other days of training due to illness, and emergency, or if emergency program coverage is necessary, the exceptions would be applicable. In this case, the employee would need to complete the subsequent training days at a later date in order to receive credit for the training.
- V. **PROCEDURES:**
- A. **SCCCMHA Training Department**

SCCCMHA Leadership Team:

 - 1. Allocates an annual budget for staff training.

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2. Approves training grids annually.

Training Designee:

3. Identifies training needs utilizing the assistance of Leadership Team, staff recommendations, and recommendations from contracted provider staff.
4. Schedules and manages training calendar and events sponsored by the SCCCMHA on an ongoing basis.
5. Enrolls new employees in all required trainings per training grid on employee's first day of employment.
6. Tracks and ensures staff compliance per training grid.

B. Requesting a Training

Supervisor/Leadership Team/Employee:

1. Identifies training need and notifies Training Coordinator.

Training Designee:

2. Requests approval from Program Operations Director or bring to management team as appropriate.
3. If approved, will consult with subject matter experts to review/develop specific training and training materials. Schedules training and handles all coordination details.

C. Contract Provider to Schedule Staff for a Training

Supervisor/Designee:

1. Contacts the SCCCMHA Training Secretary to schedule staff for upcoming trainings. Only the Supervisor can schedule staff.

Training Secretary:

2. Confirms with Supervisor/Designee successful enrollment of staff.
3. Once training is complete, documents staff's completion of training within SCCCMHA training software. Generates staff transcripts monthly to send to Supervisor and maintains copy for

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training file. See [#03-002-0060 Record Retention and Disposal - Administrative and Case Record](#) in regard to how long training records are maintained at SCCCMHA.

4. Informs Supervisor if staff fails to attend, cancels without 48 hour notice, or does not complete training prerequisites.

VI. REFERENCES:

None Available

VII. EXHIBITS:

None Available

VIII. REVISION HISTORY:

Dates issued 05/13, 05/14, 09/15, 07/17, 07/18, 03/20, 03/21; 3/23.