



**COMMUNITY
MENTAL HEALTH**

OTTAWA COUNTY

2024 Staff Training Plan

Bill Phelps, Human Resources Committee

I. Mission Statement

The Mission Statement of the CMHOC (Community Mental Health of Ottawa County) Staff Training Plan is to provide training resources and opportunities to all staff to ensure the necessary training to perform their job functions to the best of their ability.

II. Training Plan Goals

- A. To provide training that is relevant for all positions at CMHOC. While it is not topically exhaustive, this plan does capture all areas essential to conformance with standards.
- B. To assure that staff meet the training requirements as detailed by all applicable licensing and accrediting entities and funding sources. These include:
 1. The Michigan Mental Health Code,
 2. Michigan Department of Health and Human Services (MDHHS),
 3. Lakeshore Regional Entity (LRE),
 4. Medicaid Standards,
 5. CARF,
 6. CCBHC,
 7. County of Ottawa
 8. State of Michigan and Federal requirements, and,
 9. All applicable credentialing bodies.

III. General Information

The following general requirements apply to all types of trainings:

- A. All newly hired CMHOC staff will receive a New Employee Orientation on their first day of hire which includes an Employee Orientation checklist with required trainings. The checklist is due within 30 days of start date to the CMHOC Administrative Assistant assigned to New Employee Orientation.
- B. To register for a class or training staff must sign up via myLearningPointe, Topyx, Lakeshore Management System, or a pre-approved class or training vetted by the CMHOC Training Department.
- C. Periodic assessments of training needs are conducted annually through an LRE regional training group. These assessments include suggestions for training updates per the State of Michigan guidelines. The Training Department will review all changes and make recommendations to the group for the upcoming year's training offerings.

IV. Requirements/Expectations

1. All Staff (County Employees)

The trainings listed below are required of all CMHOC staff.

- a. New Employee Orientation

The CMHOC **Employee Orientation Form** outlines all orientation and training required for new staff – this includes all staff, interns regardless of length of

internship, and Locum Tenens contracted employees. This is considered an addendum to the CMHOC Staff Training Plan. New employees are expected to complete the following forms:

- i. Employee Orientation
- ii. Building Orientation Checklist
- iii. Staff Emergency Contact

Employee Orientation takes place the first day of employment with CMHOC and provides a detailed checklist of required training based on position and level of care provided to CMHOC consumers. Prior to employee attending New Employee Orientation, a checklist is sent to their supervisor to confirm trainings to be completed.

- i. Attend Required Meetings with the following CMHOC staff:
 1. Avatar overview with IT Program Supervisor
 2. ExecuTime overview with fiscal payroll specialist
 3. Compliance, Medical Records and Health and Safety with Compliance Coordinator
 4. Performance, Data, and Quality Improvement with Deputy Director
 5. Public Mental Health System in Michigan with Executive Director
 6. Certified Community Behavioral Health Clinic overview with Program Supervisor – Integrated Health & Community Development
 7. Employee Training overview with Program Coordinator for the training department
 8. Meet with the Program Supervisor responsible for the program and population served by the new employee.
- ii. Schedule and attend required classroom trainings:
 1. Recipient Rights – must create an account on Lakeshoretraining.org and register for Network180 virtual training or through the State of Michigan Improving MI practices website at improvingMIpractices.org
 2. MANDT – Contact the training department to schedule at cmhtrainingcenter@miottawa.org
 3. Register for next available classroom or virtual course offered by the Ottawa County Human Resources Department. These courses are offered throughout the year with the County's online learning platform Topyx, <http://miottawa.interactyx.com/>
 - a. Citizen Response to Active Shooter Events and Situation Awareness Training
 - b. Optional Training: KATA – Quality and Continuous Improvement
- iii. Complete Online trainings that will have been preregistered for the new employee prior to registration. Username and password will be provided on the New Employee Orientation form.

TOPIC/MODULE – ALL Employees	
Appeals and Grievances	Limited English Proficiency (LEP)
Corporate Compliance	Person Centered Planning and Self Determination
Cultural Competence	Trauma Informed Care – An Introduction and Overview
Deficit Reduction Act	Veterans Affairs Culture Training
Health & Safety Update	Native American Cultural Training
HIPAA	

TOPIC/MODULE – Program Specific to each Employee
See Training Grid below.

- iv. Complete a review of the following information with supervisor:
 - 1. Policy 10.13 – Telehealth
 - 2. Access Standards Review
 - 3. Eligibility for services/medical necessity, systems overview, etc.
 - 4. Paperwork and electronic medical records standards specific to team.
 - 5. Avatar training specific to position and team.
 - 6. Role of Behavior Treatment Review Committee
 - 7. Adult Needs and Strengths Assessment (ANSA)
 - 8. Devereaux Early Childhood Assessment (DECA)
 - 9. Children and Adolescent Functional Assessment Scale (CAFAS) – to be replaced by MichiCANS on 10/1/2024
 - 10. Preschool and Early Childhood Functional Assessment and Scale (PECFAS) – to be replaced by MichiCANS on 10/1/2024.

- v. Complete Document Review and sign attestation
 - 1. Your Protected Health Information
 - 2. Deficit Reduction Act
 - 3. (06)05 Organizational Ethics
 - 4. (01)18 Personal Property and Funds
 - 5. (09)17 Corporate Compliance Policy and Plan
 - 6. (09)16 Clinical Documentation

- vi. Complete a review of CMHOC policies, procedures, and documents found on the CMHOC SharePoint as listed on the New Employee Orientation form:
 - 1. Staff working directly with Consumers:

A. Sentinel Events/Critical Incidents	K. Medical Emergency
B. Advance Directives	L. Natural Disasters
C. Transporting Consumers	Procedures

D. Staff time out of office	M. Power Failure Procedures
E. Clinician Conflict in Care	N. Tornado Procedures
F. Surveillance, Prevention, Control of Infection	O. Security Management Plan
G. CMHOC Mission Statement	P. Staff Development Form
H. Bomb Threat Procedures	Q. Vehicle Guidelines
I. Elevated Security Risk	R. Bed Bugs Identification and Prevention
J. Fire Evacuation Procedures	S. Little Green Button

2. Staff not working directly with Consumers:

A. Surveillance, Prevention, Control of Infection	H. Power Failure Procedures
B. CMHOC Mission Statement	I. Tornado Procedures
C. Bomb Threat Procedures	J. Security Management Plan
D. Elevated Security Risk	K. Vehicle Guidelines
E. Fire Evacuation Procedures	L. Bed Bugs Identification and Prevention
F. Medical Emergency	M. Little Green Button
G. Natural Disasters Procedures	

2. Interns

- a. The assigned Supervisor will be the primary point person for Interns and responsible for ensuring all trainings are completed in a timely manner. Prior to the Intern beginning, Supervisors will be given the training checklist confirming trainings to be completed.
 - i. Supervisors may require Interns to meet with the following CMHOC Staff for more technical overviews:
 - 1. Avatar overview with IT Program Supervisor
 - 2. ExecuTime overview with fiscal payroll specialist
 - 3. Compliance, Medical Records and Health and Safety with Compliance Coordinator
 - 4. Performance, Data, and Quality Improvement with Deputy Director
 - 5. Public Mental Health System in Michigan with Executive Director
 - 6. Certified Community Behavioral Health Clinic overview with Program Supervisor – Integrated Health & Community Development
 - 7. Employee Training overview with Program Coordinator for the training department
- b. Interns will be classified in two different sub-categories: Interns who are interning for one semester or less and Interns who are interning for more than one semester. All levels of Interns will be required to complete the following forms:
 - i. Employee Orientation
 - ii. Building Orientation Checklist
 - iii. Staff Emergency Contact
- c. All Interns will be required to complete the following trainings:

TOPIC/MODULE – Interns	
Recipient Rights	
HIPAA	
Corporate Compliance	

- d. Interns with CMH for greater than one semester will also be required to complete the training requirements outlined in [the Training Grid below](#) for the position they are interning.
- e. At the Supervisor’s discretion, the following trainings may also be required:
 - i. [See Sections IV.1.a.iii. through IV.1.a.vi. above.](#)

3. Locum Tenens

- a. The assigned Program Supervisor will be the primary point person for Locum Tenens and responsible for ensuring all trainings are completed in a timely manner. Prior to the Locum Tenen starting at CMHOC, the Supervisor will be given the training checklist confirming trainings to be completed.
 - i. Supervisors may require Locum Tenens to meet with the following CMHOC Staff for more technical overviews:
 1. Avatar overview with IT Program Supervisor
 2. ExecuTime overview with fiscal payroll specialist
 3. Compliance, Medical Records and Health and Safety with Compliance Coordinator
 4. Performance, Data, and Quality Improvement with Deputy Director
 5. Public Mental Health System in Michigan with Executive Director
 6. Certified Community Behavioral Health Clinic overview with Program Supervisor – Integrated Health & Community Development
 7. Employee Training overview with Program Coordinator for the training department
- b. Locum Tenens will be required to complete the following forms:
 - iv. Employee Orientation
 - v. Building Orientation Checklist
 - vi. Staff Emergency Contact

- c. All Locum Tenens will be required to complete the following trainings, consistent with the Attachment I requirements for psychiatric services:

TOPIC/MODULE – Locum Tenens	
Corporate Compliance	Limited English Proficiency (LEP)
Cultural Competence	Person Centered Planning and Self Determination
Appeals and Grievances	Trauma Informed Care – An Introduction and Overview

HIPAA	Recipient Rights
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- d. At the Supervisor's discretion, additional trainings may be assigned.
 - i. [See Sections IV.1.a.iii. through IV.1.a.vi. above.](#)

V. Initial, Annual, and Bi-Annual Staff Training Plan

Annual Training compliance is required for all CMHOC staff. This training is available on either myLearningPointe, CMHOC SharePoint, or as otherwise directed by the CMHOC Training Department.

Topic	Required Within Hire Date	Access	ACT	Admin	Clinical	CLS	Crisis	Family Services	Fiscal	Home-Based	Peer Delivered	TCM/ Supports Coordinators	Interns	Locum tenens
Access Standards	30 Days	I	I		I	I	I	I		I	I	I		
ACT 101	180 Days		I											
Advance Directives	30 Days and Biannually		B			B	B							
Adult Needs and Strengths Assessment (ANSA)	60 Days				I	I				I		I		
Appeals and Grievances	30 Days and Annually	A	A		A	A	A	A		A	A	A		A
Autism Spectrum Disorders: An Intro	90 Days					A		A		A		A		
Be S.M.A.R.T.	60 days and Annually		A		A			A		A		A		
Behavioral Treatment/Crisis Intervention (MANDT)- Relational	90 Days and Annually					A	A							
Behavioral Treatment/Crisis Intervention (MANDT)- Conceptual	90 Days and Annually					A	A							
Case Management Modules	90 Days	A	A	A	A	A	A	A	A	A	A	A		
CAFAS/PECFAS (Children) – only for SED	Prior to conducting assessments	B						B		B				
Child Specific Training (Work w/children*)	24 Hrs Annually	A				A*	A	A		A				
Citizen's Response to Active Shooter	180 Days	I	I	I	I	I	I	I	I	I	I	I		
Columbia Risk Assessment (Clinical Staff only)	30 Days and Annually	A	A		A	A		A		A		A		
Co-Occurring Disorders (MI*)	90 Days	I	I		I*		I	I				I*		
Corporate Compliance	60 Days and Annually	A	A	A	A	A	A	A	A	A	A	A	A	A
CPR Certification	60 Days and Biannually		B			B	B							

2024 Staff Training Plan

2023-2024

Topic	Required Within Hire Date	Access	ACT	Admin	Clinical	CLS	Crisis	Family Services	Fiscal	Home-Based	Peer Delivered	TCM/ Supports Coordinators	Interns	Locum Tenens
Standard Precautions (BBP/Infection control) (CARF)	60 Days and Annually	A	A	A	A	A	A	A	A	A	A	A		
Telehealth/Telemedicine	60 days				I									
Trauma Informed Care	6 Months	A	A		A	A	A	A		A	A	A		A
Understanding the SIS Training (IDD*)	90 Days				I*							I*		
Veteran's Affairs Culture Training	30 Days	I	I	I	I	I	I	I	I	I	I	I		
Wellness and Recovery	60 days				A									
Key: I=Initial, A=Initial and Annual, B=Initial and every 2 years														

VI. Annual Training Calendar Review

Below is the schedule of training for calendar in year 2024. Periodically, training modules are assigned to staff based on upcoming audits or surveys, however, the goal for each year is to schedule training in a manner that does not interfere with the other job responsibilities and schedules of staff.

CMHOC 2023 TRAINING PLAN	
Schedule	Training
Yearly	MANDT
Yearly – OC HR	Blood Borne Pathogens
Yearly - Spring	Ethics and Pain Management
Quarterly – OC IT	Cybersecurity Trainings
February	Recipient Rights, and HIPAA
March	Person-Centered Planning, and Advance Directives
April	Appeals and Grievances, and Corporate Compliance
May	Cultural Competency, and Limited English Proficiency
June	Standard Precautions and Health and Safety
July - December	Program and Service Specific Trainings as required in Job Description and Training Grid, above .

VII. Training Strategies

The following strategies will be utilized to assure training is provided to all staff:

1. Develop a Training Plan that will be reviewed and revised annually with input from the Human Resources Committee. The plan will be implemented by the Training Center with the assistance of supervisory staff of CMHOC.
2. Utilize myLearningPointe through Netsmart Technologies for the online learning component of the training plan.
3. Provide face-to-face/classroom training, as applicable (i.e. First Aid/CPR, Mandt, Recipient Rights, etc.)
4. Promote training opportunities offered through Ottawa County Human Resources such as Outlook, Word, Excel training; events sponsored through the Cultural Intelligence Committee; brown bag lunches; and online training through Topyx (HR's training platform).
5. Promote regional training opportunities offered through LRE member agencies or other regional entities.
6. Provide support for CMHOC supervisory staff, as applicable, to coordinate/host training events for staff.
7. Advertise and coordinate online training/webinars for staff to obtaining CEUs (Continuing Education Units).
8. Staff will have the Staff Development Report available on the CMH Intranet portal to complete a request for credit for training taken outside of the CMH systems.
9. To assist with annual training requirements and documentation of completed trainings in annual evaluation document, the Training Department will send both the employee and employee's supervisor a notification two months prior to the employee's evaluation documenting current training status. This will allow time for the employee to get caught up on trainings prior to their annual evaluation.

VII. Additional Trainings

Please note that all trainings that are provided may not be listed in the training plan. These are trainings that may not be incorporated in the training plan but will be posted at the time of offering via Training flyer announcement publications, email, or other form of notification.

VIII. Annual Plan Review

The Staff Training Plan will be reviewed annually by the Human Resources Committee to assure that it continues to be comprehensive and meet the training needs of all staff.