



# Macomb County Prepaid Inpatient Health Plan

## Mandatory Training Requirements:

### Course Descriptions

MCCMH MCO Policy 3-015, 10-007

(Incorporated MCCMH MCO Policy 3-015, 10-007, and 10-041)

Exhibit B

Modified: September 9, 2019

All direct-operated program and contract agency staff shall demonstrate that they meet the Macomb County PIHP/MCCMH Services Board's mandatory training requirements as outlined in the MCCMH Training Requirements Grid attached to this course description. Training described herein **does not** constitute all training that may be required by law, license, accreditation, certification, credential, or service setting.

#### **BASICS FOR CULTURALLY COMPETENT PROVIDERS**

This online training, to be completed within 90 days of hire, recognizes that a multitude of characteristics exist to define a cultural group. This training is a reminder that cultural values affect behavior and provide the basics for employees to begin their journey toward cultural competency. Ongoing online training will be completed every two (2) years or in response to findings or recommendations identified through the audit/review or contract monitoring process.

#### **BLOOD-BORNE PATHOGENS AND INFECTION CONTROL**

Infection Control and Blood-borne Pathogens training reviews the modes of transmission in which infection are spread and how employees can protect themselves from infection while minimizing/eliminating exposure to any blood-borne pathogens. The training emphasizes the recognitions and prevention of health hazards for mental health employees and specifies the types of hazards in certain settings, consistent with OSHA and MI-OSHA training standards. MCCMH contracted providers should ensure this training is specific to their developed exposure control plan and is MI-OSHA compliant. Initial training is within 90 days of hire and ongoing training is to be completed annually for all staff (direct-operated and contract agency).

#### **CHILD AND ADOLESCENT FUNCTIONAL ASSESSMENT SCALE (CAFAS)**

The CAFAS is used as an assessment to determine the day-to-day functionality and improvement of severely emotionally disturbed (SED) children from the ages of seven (7) to eighteen (18). The training focuses on the eight (8) domains of a child's life and successful

completion is a requirement toward becoming a certified rater, as is the effective rating of vignettes. Initial training is to be completed before any CAFAS assessments are started. Ongoing reliability training is to be completed every two (2) years as mandated by the State of Michigan.

### **CHILDREN'S DIAGNOSTIC TREATMENT SERVICE (CDTS) HOURS (CHILDREN'S TRAINING HOURS)**

Training related to the assessment, diagnosis, and/or treatment of children and adolescents with Mental Illnesses (MI), Substance Use Disorders (SUD), Intellectual/Developmentally Disabilities (I/DD), or complex health conditions or related to services available to families must be completed by any provider staff member that administers direct mental health services to minors. Provider staff must complete 24 hours of training annually and begins on date of hire; this requirement shall be maintained for any given 12 month period following the first year of employment. Trainings include face-to-face, online, psychiatric consultation, or clinical supervision. Consultation and clinical supervision should total no more than half (12 hours) of the 24 hours required. Online training shall not exceed more than half (12 hours) of the mandated 24 hours.

### **CONFIDENTIALITY OF SUBSTANCE ABUSE TREATMENT**

This online training is to be completed within 90 days of hire and annually thereafter. discusses the difference between these regulations (HIPAA and 42 CFR Part 2), what entities and individuals must comply with or benefit from these regulations, the kinds of information protected under these laws, as well as information that is exempt from the non-disclosure requirements. You will also learn about rules governing individuals' access to their own medical records, how to put safeguards in place to protect the information of the individuals you serve, and the consequences and penalties associated with unauthorized disclosure of such information.

### **CORPORATE COMPLIANCE**

The MCCMH Board requires each provider agency to maintain a Corporate Compliance plan and each agency **must** provide training specific to their Plan and/or Policy. Staff will be educated on the agency's plan and procedures, as a required component of any corporate compliance plan. Initial training is within 90 days from the start of employment, and staff will complete a refresher training annually.

### **CPR AND FIRST AID**

CPR and First Aid is strongly recommended for all service delivery personnel within 30 days of hire or prior to working independently with individuals. All required providers must complete a First Aid and CPR training that requires an in person skills demonstration in front of certified trainer for certification. Examples of entities that fulfill this requirement within their established

fidelity are American Heart Association, American Red Cross, EMS Safety, and American Safety & Health Institute. Blended training options that incorporate online training content along with an in person skills demonstration in front of certified trainer for certification will be accepted. Ongoing training is to be completed every two (2) years. Contracted providers are required to ensure that their employees meet the provider qualifications outlined within the Michigan Medicaid Manual, site/professional licensing requirements, and the accreditation standards outlined by the providers accrediting body in regards to this training requirement.

### **DIRECT-SUPPORT PROFESSIONAL (DSP) TRAINING**

DSP Training refers to the State-approved curriculum for residential group home staff and supported/transitional independence residential program staff. The curriculum covers, but is not limited to, training on rights; medications, health, nutrition and food safety; preventing, preparing for, and responding to environmental emergencies; and working with challenging behaviors. Training must begin within 60 days of hire and must be completed within 90 days of hire. Training must be completed before the individual can be counted in the consumer-to-staff ratio.

### **EMERGENCY PREPAREDNESS PLANS/HEALTH AND SAFETY**

Prior to consumer contact, but no later than 30 days after employment, employees must complete training that focuses on specific procedures that must be followed should emergency situations arise in service settings. Emergency situations include, but are not limited to, fires or explosions; tornadoes; storms; lightning strikes; power or utility failure; snow, ice, and wind chill factors; bomb threats; workplace violence and other potential threats; hazardous materials; medical emergencies; psychiatric emergencies; and all other emergency or disaster-related events. The training **must** be on agency-specific practices and procedures. Ongoing training will be completed annually.

### **GRIEVANCE AND APPEALS**

This training describes the processes that MCCMH has in place pertinent to resolving consumer dissatisfaction with services and resolving disagreements related to denial of request services, or reduction, suspension, or termination of services that a consumer is currently receiving; and seeks to differentiate consumer grievances from appeals. All staff members (clinical, paraprofessional, and administrative) are required to complete initial training within 90 days of hire. Ongoing online training is to be completed every two (2) years.

### **HIPAA PRIVACY AND SECURITY**

The Health Insurance Portability and Accountability Act (HIPAA) establishes workforce training requirements dealing with privacy and security practices. Initial training is to occur within 90

days from the start of employment and each provider agency **must** provide training specific to their procedures related to protecting consumer privacy and confidentiality. Staff will complete refresher training annually.

#### **LEVEL OF CARE UTILIZATION SYSTEM (LOCUS)**

The LOCUS is an assessment and placement instrument developed by the American Association of Community Psychiatrists (AACCP) and the American Association of Child and Adolescent Psychiatry (AACAP). Effective immediately, this tool must be completed on any adult who is receiving services from Macomb County Community Mental Health. This course will assist attendees with documenting the enrollee's needs based on the six (6) evaluation dimensions, level of functioning, and the recommended level of care. The training is relevant for Social Workers, Psychologists, Counselors, and all other staff involved with care coordination or other functions for which knowledge about level of care instruments is important. This training is also appropriate for providers who will be using or interpreting the tool for Utilization Management purposes and to meet the requirements of the MI Health Link. This training class appropriately teaches staff how to use and administer the LOCUS assessment. This training must be completed prior to any LOCUS assessments being completed. Ongoing training is to be completed every two (2) years.

#### **LIMITED ENGLISH PROFICIENCY (LEP)**

Limited English Proficiency training seeks to increase employee awareness of potential barriers to services provided by the MCCMH service network and of the accommodations in place to minimize and eliminate those barriers for consumers with limited English proficiency. Initial training online must be completed within 30 days of hire. Ongoing online training is completed every two (2) years.

#### **MEDICARE GENERAL COMPLIANCE & FRAUD, WASTE AND ABUSE**

This online training must be completed with the first 90 days of employment and annually thereafter. Completion of this training is only required for the employees of service providers that provide/bill for services that are covered by Medicare. This training provides information about/of/regarding how a compliance program operates and violations should be reported. Trainees are provided with information regarding the scope of fraud, waste, and abuse while highlighting the laws that mandate the reporting of such incidents and how to report.

#### **MEDICATION UPDATE TRAINING FOR DIRECT SUPPORT PROFESSIONAL**

This training is a review of topics covered in the *Medications* modules of the DSP Training. Medication Update Training is to be successfully completed no later than 2 years from the

completion of the initial DSP Training, regardless of which organization facilitated the training, or 2 years from the successful completion of a previous Medication Update Training. If a staff member does not complete the training within the designated timeframe or fails the Medication Update Course, that staff member must retake the three (3) day DSP curriculum medication training and may not be counted in the consumer-to-staff ratio.

### **PRESCHOOL AND EARLY CHILDHOOD FUNCTIONAL ASSESSMENT SCALE (PECFAS)**

This training, similar to the format of CAFAS, is done for all severely emotionally disturbed (SED) children from the ages of four (4) to six (6). Training focuses on the seven (7) domains of a child's life. Successful completion is a requirement toward becoming a certified rater, as is the effective rating of vignettes. Initial training is to be completed before any PECFAS assessments are started. Ongoing reliability training is to be completed every two (2) years as mandated by the State of Michigan.

### **PERSON-CENTERED PLANNING (PCP) AND FAMILY-CENTERED PRACTICE (FCP)**

Person-Centered and Family-Centered training encompasses education in the values, principles, guidelines, and implementation of the PCP and FCP planning processes. Training will incorporate recovery, Wellness Recovery Action Planning (WRAP), advance directives, and advance crisis planning. All training will emphasize the importance of developing and writing meaningful person-centered goals and outcomes, objectives, and interventions that best reflect a person's needs. Administrative Staff, Peer and Parent Support Specialist/Partners, and Ancillary providers can complete this training online. Clinical staff training (both initial and ongoing) is to be face-to-face. Paraprofessional staff will be trained by their employer on each individual consumer's plan of service.

### **RECIPIENT RIGHTS TRAINING**

This training must be completed within 30 days of hire and will focus on the rights of persons served by the MCCMH provider network along with outlining specific procedures designed to ensure that the rights of consumers are protected. This training will be provided by the MCCMH Office of Recipient Rights or their designate. Ongoing training will be completed every two (2) years or in response to findings, recommendations from recipient rights complaints, investigation reports, or recipient rights audits. Employees must complete the New Hire Recipient Rights Training each time they begin employment with a new employer. All initial and refresher trainings must be completed in a face to face training format and facilitated by a representative from the Office of Recipient Rights.

### **SELF-DETERMINATION TRAINING**

This training provides attendees with information regarding an alternative to currently established treatment service programs. Attendees will learn the philosophy and technical components of self-determination service delivery, such as the application process, documentation requirements, and responsibilities that are taken on by the consumer/consumer's guardian. This training is to be completed within the first 90 days of hire and every 2 years thereafter. This training is **only required** for Case Managers, Supports Coordinators, and their Supervisors.

### **INTRODUCTION TO TRAUMA-INFORMED CARE**

Through detailed examples and evidenced-based materials, you will learn the scope of your role and responsibilities when you are serving individuals with trauma histories. You will examine best practices to implement, as well as how to avoid harmful ones that can further perpetuate the suffering and silence of trauma. As you complete this course, you will gain a deeper understanding of how the organizational culture and your personal view on trauma-informed care can impact your work with trauma survivors. Importantly, you will learn what it means to provide trauma-informed care, and why this approach is a multi-faceted one that you should consider for the individuals you serve. Initial training will be completed online within 90 days of hire and ongoing training is to be completed every two (2) years.

### **TRAUMA-INFORMED CARE TRAINING FOR NON-CLINICAL, ANCILLARY, AND PARAPROFESSIONAL STAFF**

This training details the fundamentals of trauma-informed care and the multitude of circumstances that can impact an individual resulting in trauma. Operating in a trauma-informed way reduces the chances of re-traumatization and raises awareness to potential triggers. You will receive an synopsis of trauma and its various types, how changing your approach can be beneficial and more effectual in service delivery and how being trauma-informed can change the trajectory of someone's recovery. You will also explore examples of a trauma-informed approach to care and the need to implement universal precautions. Lastly, you will learn how to identify signs of compassion fatigue and best practices for combating it. Strategies for self-care when working with traumatized populations will also be delved into. Initial training will be completed online within 90 days of hire and ongoing training is to be completed every two (2) years.