



Macomb County Community Mental Health (MCCMH)/ Integrated Health Macomb (IHM) Mandatory Training Requirements: Course Descriptions

MCCMH MCO Policy 10-007 Exhibit B
(Incorporated MCCMH MCO Policy 3-015, 10-007, and 10-041)
Modified: March 2021

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.

ASSERTIVE COMMUNITY TREATMENT (ACT STAFF ONLY)

Any staff member (direct-operated, AES, or contract agency) who provides ACT services to MCCMH consumers shall have a basic knowledge and understanding of ACT programs and principles. State-approved ACT-specific training (ACT 101) must be completed within six (6) months of hire and must complete at least one (1) state-approved ACT-specific training annually.

BLOOD-BORNE PATHOGENS AND INFECTION CONTROL

Infection Control and Blood-borne Pathogens training reviews the modes of transmission in which infections are spread and how employees can protect themselves from infections 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).

CASE TO CARE MANAGEMENT

This training is provided by the National Council for Behavioral Health and expands the case managers' capacity in health care navigation and helps staff gain a better understanding of the common health problems and basic interventions for individuals with serious mental illness and chronic health problems. Initial training is to be completed in a live training format within 90 days of hire and biannually (every 2 years) thereafter.

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 severe emotional disturbances (SED) or related to services available to families with an SED, must be completed by any provider staff member that administers direct mental health services to minors with SED. Provider staff must complete 24 hours of training annually and are to begin within 90 days 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. Online and self-study events should total no more than 18 of the 24 hours required. The Children's Training hour accrual calendar is based on a January 1-December 31 time frame.

COLUMBIA-SUICIDE SEVERITY RATING SCALE (C-SSRS)

The Columbia-Suicide Severity Rating Scale (C-SSRS) assesses suicide risk through a series of simple questions. The scale helps users identify whether someone is at risk for suicide, assess the severity and immediacy of suicide risk, and gauge the level of support needed. Some questions asked are: whether and when an individual has thought about suicide (ideation), what actions they have taken — and when — to prepare for suicide, and whether and when they attempted suicide or began a suicide attempt that was either interrupted by another person or stopped of their own volition. Decisions about hospitalization, counseling, referrals, and other actions are informed by the responses pertaining to a number of factors and the recency of suicidal thoughts and behaviors. This training is to be completed online within 60 days of hire. Ongoing online training is to be completed every two (2) years.

COMMONLY PRESCRIBED MEDICATIONS IN DIRECT SERVICE LOCATIONS

This online training, to be completed within 90 days of hire, educates staff members working within Macomb County Community Mental Health directly operated programs about the medications commonly prescribed and sometimes administered to individuals that receive services from a directly operated program. The training will educate staff to the purpose of the medication, the benefits and risks associated with medication use, instructions on what to do if a medication is missed, and inform staff on how to find additional information about each medication. This training is to be completed on an annual basis.

COMMUNICABLE DISEASES (LEVEL 1) SUBSTANCE USE DISORDERS

This online training is to be completed within 30 days of hire by utilizing the training content on the Improving MI Practices website. Training participants will be introduced to basic knowledge of communicable diseases applicable to substance use disorders (SUD) and will meet the criteria for minimal knowledge standards (level 1) for SUD professionals. Topics covered include Sexually Transmitted Diseases/Infection (STD/I), HIV/AIDS, Viral Hepatitis and Tuberculosis. This training will be completed on the Improving MI Practices website.

CONFIDENTIALITY OF SUBSTANCE ABUSE TREATMENT

This online training is to be completed within 90 days of hire and annually thereafter. This training discusses the difference between HIPAA and 42 CFR Part 2 regulations, 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. Training participants 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 served, and the consequences and penalties associated with unauthorized disclosure of such information. This training will be completed utilizing the Improving MI Practices website.

CO-OCCURRING DISORDERS FOR CLINICAL STAFF

This training aims to familiarize employees with an overview of the provisions and integration of substance abuse within the mental health field and treatment by creating a foundation of knowledge. This online training requirement is composed of two (2) online trainings (SBIRT and Advanced Co-Occurring Disorders). Initial training will be completed within 90 days of hire and ongoing training is to be completed every two (2) years.

CO-OCCURRING DISORDERS FOR PARA-PROFESSIONAL AND ANCILLARY STAFF

This course provides a general overview of Co-Occurring Disorders. This course defines the term co-occurring disorders and describes the common risk factors associated with co-occurring disorders. The

approaches to use with people with co-occurring disorders are also reviewed. Initial online training will be completed within 90 days of hire.

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

Within 90 days of hire, all providers must complete a First Aid and CPR training that requires an in-person skills demonstration in front of certified trainer. 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.

CRISIS DE-ESCALATION TRAINING

Crisis de-escalation training seeks to teach prevention and intervention strategies for resolving hostile, anxious or violent behavior should employees become confronted with these situations. Training targets learning that employees can use to recognize the causes of stressors and how to effectively respond to threatening behavior by way of alternative interventions. The curriculum will educate staff on how to de-escalate crisis and challenging behaviors in a non-restrictive manner that demonstrates dignity and respect while focusing on safety of all parties. Initial training shall be completed within 90 days of hire and include clinical, paraprofessional, and clerical/administrative staff that have frequent face-to-face contact with consumers. An online training refresher of crisis De-escalation training shall be completed the following year. Every other year a face to face training shall be completed by applicable staff.

CULTURAL COMPETENCY

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.

EMERGENCY PREPAREDNESS PLANS/HEALTH AND SAFETY

Prior to consumer contact, 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 every two (2) years.

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 service requests, 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.

INTEGRATED DUAL DISORDER TREATMENT

Integrated Dual Disorder Treatment (IDDT) is multidisciplinary and combines pharmacological (medication), psychological, educational, and social interventions to address the needs of clients and their family members. Initial training is to be completed in a live training format within 90 days of hire and biannually (every 2 years) thereafter.

INTEGRATING PRIMARY AND BEHAVIORAL HEALTH

Initial training will be completed online within 90 days of hire. In this course, participants will become familiar with various models and configurations of integrated care. Participants will learn about the costs, benefits, and goals of integrated care systems. As there are numerous challenges to integrating care, learners will become aware of some of these key challenges, and familiar with particular characteristics of well-functioning integrated care systems. Finally, learners will learn

a variety of ways that behavioral healthcare professionals, including you, can function effectively in an integrated care environment.

INTRODUCTION TO TRAUMA-INFORMED CARE

Through interactive practice scenarios and detailed examples, you will learn the scope of your role and responsibilities when you are serving individuals with histories of trauma. 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 your personal history 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.

IT Security AWARENESS TRAINING AND BIENNIAL ASSESSMENT

This 30 minute online training featuring Kevin Mitnick (American computer security consultant) from the company KnowBe4 educates employees and develops an understanding of ways in which IT security systems can be circumvented by manipulating an individual into granting access to secured systems. This training program also includes periodic system tests of various techniques utilized by hackers to gain access to an entity's secured system. If an employee fails one of the periodic test, then the staff will complete additional training modules to improve competency. Initial training is required to be completed by staff within 21 days of their start date and annually thereafter.

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 LOCUS. 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.

MCCMH CUSTOMER SERVICE ALL STAFF TRAINING

This training outlines key characteristics of good Customer Service and provides practical tools that MCCMH Team Members can utilize as team members strive to achieve customer satisfaction. This training will be available on the MCCMH LMS and is required for all MCCMH staff within the first 30 days of hire, then bi-annually.

MCCMH CUSTOMER SERVICE STANDARDS TRAINING

This training provides an overview of Customer Service standards that play an important role in the delivery of quality service in the public Mental Health (MH), Intellectual/Developmental Disabilities (I/DD) and Substance Use Disorder (SUD) system and focus not only on the federal and state mandated Customer Service functions, but also the expectations that MCCMH has set for team members. This training will be available on the MCCMH LMS and is required for specific sub-groups of MCCMH staff within the first 30 days of hire, then bi-annually.

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 regarding how a compliance program operates and how 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 them.

MILITARY CULTURAL COMPETENCE

This online training must be completed within the first 90 days of employment and every two (2) years thereafter. Participants will obtain an understanding of the various military terminology, an understanding of the military rank structure/organization, and the primary mission as well as core values of each branch of service. Participants will learn the differences and similarities between Active and Reserve components of the military. Participants will also be provided with information pertaining to the demographics of service members.

MOTIVATIONAL INTERVIEWING SKILLS

This training will provide an opportunity for Macomb County CMH staff to learn about Motivational Interviewing (MI). Focus will be on increasing understanding of the science of behavioral change, the Spirit of MI, What MI is, and how it differs from some traditional approaches. Participants will learn about & practice the use of Client-Centered Interviewing Skills, how to recognize and elicit change talk, as well as examining resistance. Initial training is to be completed in a live training format within 90 days of hire and biannually (every 2 years) thereafter.

NEW EMPLOYEE ORIENTATION

The new employee orientation provides a basic overview of the entire provider system and serves to inform employees of each provider agency's mission statements and overall business standards. Each contracted provider agency is expected to have their own orientation training to assist new employees in becoming comfortable in their role(s) and disseminate a degree of understanding of the agency's policies and procedures. The training is to be completed within 60 days of hire and is required for all staff (direct-operated and contract agency) and includes clinical and administrative support.

PRESCHOOL AND EARLY CHILDHOOD FUNCTIONAL ASSESMENT 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 FOR ANCILLARY PROFESSIONAL STAFF

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. This training must be completed within 90 days of hire online.

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. 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. Administrative staff training is completed online. This training must be completed within 90 days of hire and every two years thereafter.

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.

RECIPIENT RIGHTS – SA (SUBSTANCE ABUSE SERVICES)

This online training must be completed within 30 days of hire and then every two (2) years thereafter. This training will be completed utilizing the Improving MI Practices website. Participants will be educated on the rights of the individual served as well as the importance of service providers taking appropriate steps to ensure an individual's rights are not violated. Participants will be educated on specific Michigan laws and regulations regarding Recipient Rights and substance use disorders (SUD). This training will be completed on the Improving MI Practices website.

SEEKING SAFETY

Seeking Safety is an evidence-based, present-focused counseling model to help people attain safety from trauma and/or substance abuse. It can be conducted in group (any size) and/or individual modality. It is an extremely safe model as it directly addresses both trauma and addiction, but without requiring clients to delve into the trauma narrative (the detailed account of disturbing trauma memories), thus making it relevant to a very broad range of clients and easy to implement. Initial training is to be completed in a live training format within 90 days of hire and biannually (every 2 years) thereafter.

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.

SUICIDE RISK ASSESSMENT, PREVENTION AND RESPONSE

This online training will provide participants with beneficial information pertaining to the assessment, prevention and response of suicidal ideations and actions. Participants will be provided with an overview with known risks and protective factors, certain populations at risk and intervention strategies/programs that exist. Initial training is within 90 days from the start of employment, and staff will complete a refresher training annually.

TOBACCO RECOVERY

Motivational Interviewing will be the focus of this training, as the Spirit, Principles, and Skills are introduced with a focus on Tobacco Cessation. As Tobacco Cessation continues to be a focus of treatment in Mental Health, Substance Use, and Integrated Health fields, the use of applying motivational interviewing skills helps facilitate a plan of action. The two are combined to help providers build a collaborative-assistive relationship to identify ambivalence, evoke change talk, and help consumers create a plan to stop use of tobacco products. Initial training is to be completed in a live training format within 90 days of hire and biannually (every 2 years) thereafter.

WHAT DOES BECOMING TRAUMA INFORMED MEAN FOR NON-CLINICAL STAFF

This webinar discusses trauma-informed care and the many aspects that it impacts, such as a care model. You will receive an overview of trauma and its various types, how trauma shapes a person's beliefs, and how trauma can lead to a vicious cycle of worsening symptoms and adaptations. You will also hear discussed the principles of a trauma-informed approach to care, the ACE study and its impact on trauma research and practice, the need to implement universal precautions, and how trauma impacts the human brain and stress response system. Lastly, you will explore how to teach about trauma and its triggers, resilience and its relationship with trauma, and strategies for self-care when working with traumatized populations'. Initial training will be completed online within 90 days of hire and ongoing training is to be completed every two (2) years.

Improving MI Practices: <https://www.improvingmipractices.org/online/>

Improving MI Practices trainings outlined on this document are located within the "Core Courses" area of the main website or "Courses and Resources" section under the specific training topic.