



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: January 2024

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.

ASAM Criteria

The ASAM Criteria training teaches how to administer the ASAM assessment tool with the Substance Use population. Participants will explore the history and evolution of the ASAM Criteria including how it will influence a level of care determination. Additionally, participants will be able to apply the ASAM criteria to assessment, treatment planning and other clinical decision making. This training is to be completed within the first 90 days of hire and every three (3) years thereafter.

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.

ASSESSING AND MANAGING SUICIDE RISK (AMSR)

Assessing and Managing Suicide Risk (AMSR) is a one-day training for clinical professionals to learn skills in the recognition, assessment, and management of suicide risk and the delivery of effective suicide-specific interventions. Assessing and Managing Suicide Risk fills that training gap by teaching the core competencies that meet suicide care standards established by national organizations including The Joint Commission, the National Action Alliance for Suicide Prevention, the Substance Abuse and Mental Health Services Administration, the Veterans Administration, and others. AMSR training provides participants with the knowledge and skills they need to address

suicide risk and behaviors of clients in an outpatient setting. Participants will have the opportunity to increase their knowledge and apply practical skills in the five areas of AMSR competency. This training is to be completed within the first 90 days of hire and every two (2) years thereafter.

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).

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.

COLLABORATIVE DOCUMENTATION

Collaborative Documentation Training will define the process of collaborative documentation, a practice utilized in person-centered care and collaborative care models. The training informs clinical staff of the evidence and research surrounding the use and benefits of collaborative documentation. Participants will learn of the individual benefits, and the staff and organizational gains that have been made by other entities who have adopted this practice. This training is to be completed within the first 90 days of hire.

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 biannually 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 (IDDT)

This training will explore the components of IDDT, including fidelity and outcome measurement. Specific attention will be paid to the development of stage-matched assessment, treatment planning, and treatment interventions for adults with co-occurring mental health and substance use disorders using the IDDT model. Integrated and team-based services offer superior outcomes to parallel or sequential treatments, and call providers to develop interventions to assist individuals in moving toward recovery for both illnesses simultaneously. Integrated Dual Disorder Treatment (IDDT) was designed following systematic study of high intensity Co-Occurring Disorder treatment needs and alterations of the Assertive Community Treatment (ACT) model. This training is to be completed within the first 90 days of hire and every two (2) years thereafter.

INTEGRATING PRIMARY AND BEHAVIORAL HEALTH

This training is targeted at providing users with an overview of statistics and general information that highlights the importance of an integrated care approach when supporting an individual with both physical and behavioral health needs. This training is to be completed within the first 90 days of hire.

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.

MENTAL HEALTH FIRST AID (MHFA)

Mental Health First Aid is a course that teaches nonclinical individuals how to identify, understand, and respond to signs of mental illnesses and substance use disorders. The training provides the skills to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis. The training helps the public better identify, understand, and respond to signs of mental illnesses. MHFA has 2 different courses based on who an individual is helping: Adult or Youth. This training is to be completed within the first 90 days of hire.

MILITARY CULTURAL COMPETENCE (ONLINE OR IN-PERSON)

Military and Veterans Culture training educates attendees on the importance of understanding the many concerns that are associated with military service and understanding these in the context of the military culture to increase effectiveness in treating this group. This training will bridge the gap between the military and civilian cultures and teach staff how to better serve the Veterans and active military members in our communities. This training is to be completed within the first 90 days of hire and every two (2) years thereafter.

MOTIVATIONAL INTERVIEWING (ONLINE OR IN-PERSON)

Motivational Interviewing (MI) is a basic presentation of the historical/theoretical foundation, style, spirit, and practice skill of Motivational Interviewing as applied to human services. MI is a disciplined psycholinguistic method to help people make positive and healthy behavior changes and is based on a belief that every person has optimal natural development that can be achieved in a nurturing, supportive environment. MI is a person-centered approach to treatment that has a spirit of collaboration, evocation, compassion, acceptance, autonomy support, absolute worth, affirmation, and accurate empathy toward people served. The curriculum includes a working definition of MI, an understanding of the theoretical foundation and evidenced based support of MI and learning skills that directly correlate with healthy behavior change. Participants will observe and practice demonstrations of MI style, spirit, and skill sets, and will demonstrate active listening skills. This training is to be completed within the first 90 days of hire and every two (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.

OPIOIDS AND OVERDOSE (ONLINE)

This course was designed to increase understanding of how the opioid pandemic is continuing to affect our area. The course covers where the opioids come from and reasons why most people turn to them. The training will explore drug-opioid interactions that can substantially increase the risk of overdose. Also covered is an introduction to evidence-based practices that can help reduce the risk of overdose. This training focuses on the need for integrated health care and includes some medical aspects of the opioid epidemic. This training is to be completed initially only within the first 90 days of hire.

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.

QUESTION, PERSUADE, REFER (QPR)

QPR is a gatekeeper training program designed to prepare people to recognize and respond to suicide warning signs. An individual in a suicide crisis sending warning signs should trigger a QPR intervention and these 3 simple steps can assist anyone to help save a life from suicide. This training is to be completed within the first 90 days of hire and every two (2) 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.

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

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.