



MCCMH Contracted Specialized Residential Service Providers Training Requirements: Course Descriptions

MCCMH MCO Policy 3-015 Exhibit E
(Incorporated MCCMH MCO Policy 3-015, 10-007, and 10-041)
Modified: April 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, provider qualifications or service setting.

WHAT IS TRAINING RECIPROCITY?

MDHHS/PIHP contract language requires CMHSPs and their provider networks to accept staff training provided by other CMHSPs and their provider networks to meet their training requirements when: 1) that staff training is substantially similar to their own training; and 2) staff member completion of such training can be verified. Therefore, training reciprocity will be achieved by ensuring that all future training meets standardized criteria.

Training Reciprocity for MCCMH required trainings can be obtained by providing the proposed training materials to trainingreciprocity@mccmh.net. The MCCMH Training Committee will review submitted training materials against the standardized criteria and will execute 3 possible actions: 1) Approval, for a 3-year duration; 2) Approval with the following exclusions, for a 3-year duration; or 3) Not Approved.

The training entity's name will be listed first and followed by the title of the training.

Example: **Detroit Wayne Connect** – "Limited English Proficiency"

SPECIALIZED RESIDENTIAL SERVICE PROVIDER TRAINING

Specialized Residential Service Provider Training refers to the State-approved curriculum for Specialized Residential group home staff. The curriculum covers the training content outlined by Direct Support Staff Training Grid located within the Improving MI practices website. The following modules content areas within the DSP training must be refreshed at the time frames identified by MCCMH PIHP; Behavior and Crisis Intervention, Health and Wellness, Human Relationships, Introduction to Human Services and Meeting Special Needs, Medications, Nutrition, and Teaching New Skills/Life Skills. Training must begin within 30 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. Specialized residential service providers that have not been working within a Specialized Residential program for the duration of one (1) year or greater will be required to complete the initial DSP training program. MCCMH requires that the specialized residential service provider training curriculum be completed within 90 days of hire. Additionally, MCCMH

has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **MORC** – Direct Support Professional Training
- **Training and Treatment Innovations** – Direct Support Professional Training
- **Community Living Services (DWHA)** – Direct Support Professional Training
- **Oakland County Health Network (OCHN)** – Direct Support Professional Training

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. Additionally, MCCMH has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **Detroit Wayne Connect** – “Cultural Competence/Diversity”
- **Improving MI Practices** – “Cultural Competence – Basic Concepts”
- **MORC** – “Cultural Competency”
- **Network 180/Lakeshore** – “Cultural Competency”

BEHAVIOR AND CRISIS INTERVENTION

Even in the midst of challenging behavior, whether as part of a behavior plan or as part of crisis management, people served in the mental health system are entitled to be treated with dignity and respect. The expectation for the support staff is to be at his or her best when the circumstances are at their most challenging. Direct Support Professionals are always working on maintaining a positive relationship, even at difficult times. The individual’s safety is a primary concern. This training is to be completed within 90 days of hire and utilizing a blended training approach and ongoing training must be completed every 3 years thereafter.

BLOOD-BORNE PATHOGENS, UNIVERSAL PRECAUTIONS, AND INFECTION CONTROL (SPECIFIC TO PROVIDER)

The 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 that 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). Additionally, MCCMH has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **Detroit Wayne Connect** – “Universal Precautions/Bloodborne Pathogens/Infection Control”
- **Improving MI Practices** – “Infection Control & Standard Precautions”
- **Improving MI Practices** – “Infection Control for Direct Care Workers”
- **MORC** – “Infectious Disease Control”
- **MI Virtual Professional Learning Portal** – “Bloodborne Pathogens 2019-20”
- **Network 180/Lakeshore** – “Standard Precautions/Bloodborne Pathogens”

BUILDING NATURAL SUPPORTS

Natural supports are an important part of everyone’s life. We may call them friends, neighbors, or relatives, but they are the people that we can count on for help when we need it. People receiving services tend to rely more on paid supports as opposed to natural supports. While some may see the effort to increase natural supports as an attempt to decrease costs, it really is about helping people receiving services to live a life more like everyone else. Based on the foundation of person centered planning, the role of direct support professionals is to promote an individual’s life in their community. This online training is to be completed within 90 days of hire and refreshed as needed thereafter.

CRITICAL THINKING AND CREATIVE PROBLEM-SOLVING

Behavioral health services must be person-centered and encourage a diversity of outcomes. Direct Support Professionals need to be flexible and able to see beyond the “what is” to the “what could be” and help persons receiving services realize their potential. Many people often see problems rather than solutions and opportunities. This course is designed for participants to develop critical thinking and creative problem-solving skills. This online training is to be completed within 90 days of hire.

CRISIS PLANNING

This online training provides specialized residential service providers with insight on how read and execute supportive strategies outlined within an individual’s developed crisis plan. Learners are provided with an overview of areas with the developed crisis plan that are important for any service provider to be aware of in the event that one of the identified crises arises. This training must be completed within 90 days of hire. Learners should also be trained on each individuals developed crisis plan by the clinical case holder or an approved designee that is identified within the Individualized Plan of Service at minimum annually, but also anytime the crisis plan is updated.

CORPORATE COMPLIANCE (SPECIFIC TO PROVIDER)

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, American CPR Training 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 provider's accrediting body regarding this training requirement.

DOCUMENTATION SKILLS

The ability to clearly write facts and observations in a person's record is a critical part of a Direct Support Professional's responsibilities. While staff in different communities may be using different methods of documentation (e.g. electronic medical records), this teaches staff the basic skills of objective, clear, and concise documentation. The content should be relevant to the specific modes of documentation staff will be using and should meet legal requirements. This online training must be completed within 90 days of hire. Ongoing training is to be completed as needed thereafter.

EMERGENCY PREPAREDNESS PLANS/HEALTH AND SAFETY (SPECIFIC TO PROVIDER)

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. Additionally, MCCMH has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **Detroit Wayne Connect** – “Emergency Preparedness”
- **Improving MI Practices** – “Emergency Preparedness”
- **MORC** – “Environmental Emergencies”

FOOD SAFETY

Food safety and the prevention of food-borne illnesses are critical to the health and well-being of all persons. This training will educate specialized residential service providers on the major tenets of food safety, safe food storage and preparation methods, proper food preparation hygiene, and how to handle food recalls. This online training must be completed within 90 days of hire. Ongoing training is to be completed as needed thereafter.

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. Additionally, MCCMH has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **Detroit Wayne Connect** – “Grievances, Appeals and State Fair Hearings”
- **MORC** – “Due Process/Medicaid Fair Hearing”
- **Network 180/Lakeshore** – “Grievance and Appeals”

HEALTH AND WELLNESS

Optimal health and wellness greatly enhance quality of life. Understanding the unique needs and circumstances of each person will help Direct Support Professionals assist those individuals with even the most complex intersection of health needs. Connecting an individual’s physical healthcare, behavioral healthcare, and substance use disorder needs is a holistic approach called Integrated Healthcare. Integrating healthcare produces the best outcomes and proves the most effective approach to caring for people with multiple healthcare needs. This training is to be completed within 90 days of hire and utilizing a blended training approach and ongoing training must be completed every 3 years thereafter.

HEALTH AND MEDICATIONS RETURN DEMONSTRATION

After the completion of the online modules “Health and Wellness” and “Medication,” an in-person demonstration of competency must be done with a Nurse Educator. Staff will be required to demonstrate knowledge to provide ongoing support to individuals served. This includes the ability to create a Medication Administration Record and complete a Medication Pass without error. This is required to receive a certificate of completion for the full DSP curriculum or refresher. This training is to be completed within 90 days of hire and ongoing training must be completed every 3 years thereafter.

HIPAA PRIVACY AND SECURITY (PROVIDERS DISCRETION AND PREFERENCE)

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 a refresher training annually. Additionally, MCCMH has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **Detroit Wayne Connect** – “HIPAA Basics”
- **Improving MI Practices** – “HIPAA Essentials”
- **MORC** – “HIPAA”
- **Network 180/Lakeshore** – “Grievance and Appeals”

HUMAN RELATIONSHIPS

A primary role of staff is to assist the individual in developing and maintaining positive, healthy, and personally satisfying relationships throughout all aspects of their life. Some of the relationships may include the person’s relationship with support staff, with others sharing his or her living arrangements,

with family members, with friends, with clinical and professional staff, with teachers, and with members of the general community. The principles of person-centered planning, dignity and respect, self-direction, choice, recovery, and positive behavior supports are an important part of this goal. This online training is to be completed within 90 days of hire and ongoing training must be completed every 3 years thereafter.

INTRODUCTION TO HUMAN SERVICES AND MEETING SPECIAL NEEDS

Supports provided through the public Mental Health system include services to individuals with: Intellectual/Developmental Disabilities (I/DD), Mental Illnesses (MI), and Substance Use Disorders (SUD). Included are basic definitions, diagnoses, causes, and myths. Issues pertaining to co-occurring disorders and comorbidity are introduced to include the importance of integrated care as it relates to I/DD, MI, and SUD. This online training is to be completed within 90 days of hire and ongoing training must be completed every 3 years thereafter.

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. Additionally, MCCMH has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **Detroit Wayne Connect** – “Limited English Proficiency”
- **Improving MI Practices** – “Limited English Proficiency”
- **MORC** – “Limited English Proficiency”
- **Network 180/Lakeshore** – “Limited English Proficiency”

MEDICATION

Medication training will educate specialized residential service providers on key functions and information that is essential for the safe monitoring and administration of prescribed and over-the-counter medications. Learning participants will be educated on brand and generic medications, reasons administering a medication may not be advisable, six rights of medication administration, how to read a prescription and compare it to the pharmacy label, transcription practices for medication administration records, and practices for the safe administration of prescribed and over-the-counter medications. This training is to be completed within 90 days of hire and utilizing a blended training approach and ongoing training must be completed every 3 years thereafter.

NUTRITION, FOOD SAFETY, AND ASSISTING PEOPLE WITH EATING/SWALLOWING DIFFICULTIES

This course is designed to assist Direct Support Professionals (DSPs) in learning about healthy nutrition and how to help others develop and maintain healthy diets as identified in their PCP. Special diets related to health care and special diets maintained as a personal choice or preference are examined. Menu planning, grocery shopping, and meal preparation are amongst the topics explored. Food safety, storage, and handling are covered. The importance of food consistency when supporting individuals with

eating/swallowing difficulties is discussed. This online training must be completed within 90 days of hire and as needed thereafter.

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

Person Centered Planning (PCP) is the process for individuals served to plan their lives in their communities, set the goals they want to achieve, and develop a plan to accomplish them. Person Centered Planning became the law in Michigan in 1996 and focuses on introducing basic philosophies and principles of Person Centered Planning (PCP) and the Individual Plan of Service (IPOS). Through PCP, an individual served is engaged in decision making, problem solving, and making needed adjustments to goals, supports, and services. This training educates specialized residential service providers with information that will assist them in understanding how to read, review, and implement intervention strategies identified within the Individualized Plan of Service. This online training must be completed within 90 days of hire and as needed thereafter.

Specialized residential service providers will be trained on each individual's plan of service prior to working with the individual served.

- **Network 180/Lakeshore** – “Person Centered Planning/Self Determination”

PHILOSOPHY AND CURRENT TRENDS IN PROVIDING HUMAN SERVICES

The purpose of this course is to share information on these new and innovative approaches. As the system moves forward in its development of person and family-centered principles and strategies, new and innovative approaches continue to be developed and tested that empower and further enhance the lives of persons receiving services. Finally, the goal is to ensure services individuals receive give them the opportunity for independence in making life decisions, full participation in community life, and that their rights are respected. This online training should be completed within 90 days of hire and as needed 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. 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.

SUICIDE RISK ASSESSMENT AND INTERVENTION

Direct care staff may encounter an individual who is experiencing suicidal ideations or thoughts. In addition to intentional suicides, many completed suicides are unintentional. Using Evidence-Based Practices, this course will dispel myths of suicide, identify warning signs (verbal, behavioral, and situational), teach safety responses, and will educate about local resources. Specialized residential service providers will learn about myths and facts pertaining to suicide, beneficial questions and responses to provide to the individual in crisis, local resources available, and to reach out to the clinical case holder or on-call designee when these events arise. This online training must be completed within 90 days of hire and as needed thereafter.

TEACHING NEW LIFE SKILLS

Teaching new Life Skills should be directed at enhancing lifestyle and improving the quality of a person's life. Teaching Life Skills should be proactive and should be done with cultural sensitivity and competence. Meaningful training for staff and families must include planning, practice, and feedback within real life contexts. Staff will learn specific strategies to teach activities of daily living, individual plan goals/objectives, and skills related to meaningful lives. This online training must be completed within 90 days of hire and every 3 years thereafter.

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. Training participants will receive a synopsis of trauma and its various types, how changing one's approach can be beneficial and more effectual in service delivery and how being trauma-informed can change the trajectory of someone's recovery. Training participants will also explore examples of a trauma-informed approach to care and the need to implement universal precautions. Lastly, participants 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. Additionally, MCCMH has approved the following titled trainings with the entities listed next to the trainings as reciprocated alternatives:

- **Detroit Wayne Connect** – “Trauma 101”
- **Improving MI Practices** – “Trauma Basics”
- **Network 180/Lakeshore** – “Trauma-Informed Care”

LINKS FOR APPROVED ALTERNATIVE TRAININGS:

Online Training Links: All online trainings will require staff to create a user profile before being able to access training content

Detroit Wayne Connect: <https://www.dwctraining.com/Trainings/Lists>

Professional Learning Portal: <https://plp.mivu.org/Registration.aspx>

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.