



## Training Plan – FY 2023-2024

**WRITTEN BY:** GHS Training Department

**APPROVED BY:** Shawn Edwards, MA, QIDP  
Senior Director of Engagement, Diversity & Inclusion  
Education and Customer Services

**DATE:** Implemented: 11-2010  
Revised: 06-2011; 01-2012; 03-2012; 09-2013; 06-2014; 06-2015; 01-2016;  
09-2016; 11-2016; 03-2017; 08-2017; 10-2017; 03-2018; 05-18; 10-2018;  
10-2019; 08-2020; 10-2020; 12-2020; 11-2021; 4-2023

### I. INTRODUCTION

This plan reflects a listing of training requirements outlined in the current QAPIP, MDHHS, GHS policy manual, CARF and Federal requirements.

It is not topically exhaustive, but does capture all areas essential to conformance with standards.

### II. GENERAL INFORMATION

Regardless of the type of training, the following general requirements apply:

- A. To register for a class or training, staff must sign up via the Genesee Health System (GHS) intranet or on the Moodle platform. If an individual from the provider network does not have access to Moodle a help ticket must be submitted.
- B. All newly hired GHS staff will receive notice via email from the training department of their required New Employee Orientation. Providers are responsible for monitoring their own training needs and must ensure that their staff adheres to all training requirements. GHS Quality Management will audit for compliance.
- C. Periodic assessments of training needs are conducted annually through Provider Relations for the Provider Network. The Provider Network is defined as a network of behavioral health providers operating in Genesee Health System (GHS) Service Network to provide mental health treatment. These assessments include suggestions for in-services and trainings beneficial to the population served. GHS staff are surveyed once per year on training needs. The Training Department will review all requests and make recommendations for the upcoming year's training offerings.
- D. There may be a cost for trainings that are offered through GHS for the Provider Network. Registration fees will be based on whether the classes contain Continuing Education credits and/or contact hours from the Michigan Certification Board for Addiction Professionals (MCBAP), as well as the standard material costs of the class. Providers and/or attendees will

be expected to pay the required amount 72 hours prior to the start of the class or their registration will be cancelled.

E. Registration fees are payable to:

Genesee Health System  
Attn: Accounts Payable Re: (***please specify training***)  
420 W. 5<sup>th</sup> Ave. (2<sup>nd</sup> floor annex)  
Flint, Michigan 48503

Please bring receipt of payment to Training on day of training session.  
Classes cancelled without 48 hours' notice will not receive a refund.

F. Some trainings are recorded and may be viewed at GHS. Contact the Training Department at (810) 762-5280 or email [training@genhs.org](mailto:training@genhs.org) to schedule a viewing.

### III. REQUIREMENTS/EXPECTATIONS

#### A. **All Staff**

The trainings listed below are required of ALL staff in ALL programs serving individuals with mental illness and/or developmental disabilities.

##### New Employee Orientation (**GHS Staff Only**)

Takes place the first full week of every other month. For a complete list of courses, contact the Training Department.

#### 1. Rights of Persons Served

**Training is required by GHS Office of Recipient Rights within first 30 days of hire.** then annually via GHS Annual Compliance online training. For out of county providers, any alternative CMH Recipient Rights training must be approved by GHS Office of Recipient Rights in advance. Current reciprocity agreements are arranged with the following counties; Kent, Macomb, Lapeer, Livingston, Oakland, Saginaw, Detroit-Wayne, Shiawassee, Clinton-Eaton-Ingham, and Washtenaw.

#### 2. Annual Compliance Training

Annual Compliance Training is required annually for all GHS staff, or staff employed by a GHS contracted provider of mental health and/or developmental disabilities services.

<b>ANNUAL COMPLIANCE TRAINING</b>
Corporate Compliance and ethics
Critical Incident Reporting
HIPAA
Limited English Proficiency (LEP)
Person / Family Centered Planning
Recipient Rights
Welcoming and Customer Service
Health and Safety – GHS staff only
Media and Communications – GHS staff only
Implicit Bias

Trauma Informed Care
Community Safety

3. Universal Precautions  
Not offered by GHS to the Provider Network, but required annually of all staff. Provider Relations can review and approve trainings submitted by providers to meet this standard.
4. Medical Emergency Training (GHS staff only)  
GHS requires that all staff in departments that serve clients directly be trained in CPR. GHS uses the American Heart Association curriculum, and renewals are due every other year. Red Cross training is also accepted – clinicians are to submit copies of their certificates to the Training Department for tracking.
5. Non-violent Crisis Prevention  
Crisis Prevention Institute® (CPI) training is required annually for all GHS staff who work directly with consumers.  
  
CPI Principles training is required biennially for GHS staff who do not work directly with consumers.
6. Cultural Competence  
Cultural Competence education is offered to all New Employees and is an annual requirement for all employees.

**B. Primary Clinician**

The following classes are required of ALL clinical staff (defined as those responsible for the Plan of Service) in ALL programs serving individuals with mental illness and/or intellectual/developmental disabilities.

- a. Primary Clinician Training  
Each year, we offer current trends and topics for our clinicians to be knowledgeable of the newest and most current research for appropriate application when working with people.

**C. Clinical Services – MI, ID-DD**

1. Clinical Process Training MI, ID-DD  
This training is designed to assist in understanding the professional development for clinical staff for Case Managers and Supports Coordinators. GHS staff only.
2. CAFAS/PECFAS Training
  - a. Training and certification for primary clinicians who work with children consumers with a mental illness ages 3-17.
  - b. CAFAS (Child and Adolescent Functional Assessment Scale) and PECFAS (Preschool and Early Childhood Functional Assessment Scale) are MDHSS required trainings.
  - c. An initial training will be provided to all new staff with the requirement of completion within 6 months of hire and booster trainings every two years thereafter. New hires will be assigned to their initial training class(s) by the training department and dates

provided in the welcome email. The assigned classes will occur during the staff's second or third month of employment.

3. LOCUS P.A.S. (Level Of Care Utilization System for Psych and Addiction Services Training) A clinically reliable and valid decision support tool for determining appropriate level of care, capable of measuring client needs over time.
  - a. All Primary Clinicians, Intake Staff and Therapists working with persons with a severe and persistent mental illness over the age of 18 are required to be trained in LOCUS P.A.S.
  - b. Trainings are hosted via webinar through Deerfield Solutions (<http://locusonline.com/training.asp>) and must be completed within 6 months of hire. These courses are offered at no cost using the agency code.
4. DECA Training
  - a. Training and certification for primary clinicians who work with consumers between the ages of 1 month and 47 months.
  - b. DECA (Devereux Early Childhood Assessment) are MDHHS required trainings.
  - c. An initial training will be completed by new staff within 6 months of hire. The training is completed online and is provided by the MDHHS contracted agency. New hires will be provided the registration information and link in the welcome email.

**C. Direct Care Worker**

ALL direct care workers (defined as those providing services in Residential, CLS, CLS with Med Drop, Independent Living, Respite settings, and Day-Work program settings) in ALL programs serving individuals with mental illness and/or developmental disabilities are required to complete the Direct Care Worker Requirements listed on page 9.

Employees of these programs are required to have this training within the first 30 days of hire. These standards will be audited by GHS's Provider Network Reviewer. Please refer to page 10 of this document for a list of required DCW training modules.

- a. When hiring employees who have already completed the requisite training, the program/home will maintain evidence of completion within their respective agencies. Toolbox trainings are not transferable between agencies or between homes of the same agency.
- b. All home/day program managers and assistant home/day program managers must complete annual food texture training. All staff must be trained annually. Caregivers providing visits or meals outside of the program must view the Food Texture Modification video via the online training portal and understand food preparation for the consumer if applicable.
- c. If the program/home hires an employee who has been out of the direct care field for two years or more, the employee must repeat the entire course of trainings or take and pass the competency-based tests.
- d. Individual training records for all staff must be kept in the program. Tests must include score. These records must be produced for audit.

- e. All classes must be passed with at least an 80% score, other than Medications which requires an 86% score.

## 1. Trainers/Training Plans

**All providers are required to submit current training plans** to GHS. Please email completed plans to [TrainingPlans@genhs.org](mailto:TrainingPlans@genhs.org). Plans must be submitted annually by October 31<sup>st</sup>. *(A link to the current GHS training plan can be found on the provider section of the genhs.org site.)*

- a. Each program/home will make training available via its own trained trainer, or in agreement with GHS's approved trainer/agency.
  - The trainer must be train-the-trainer certified or trained in adult learning theory through DCH or GHS approved training course. GHS may periodically offer trained trainer courses and will post offering when it becomes available.
  - The trainer must be approved through GHS's Training Department.
  - All trainers will pass an annual certification exam with a score of 80%.
- b. This plan should include a schedule of the program/home's periodic refresher training of DCW modules (e.g., medications, environmental emergencies, implementing relapse/crisis plans, non-violent crisis prevention and therapeutic intervention). In addition, the program/home should describe their plan for providing any population specific training to address specific issues (e.g., diabetes, special diets, behavioral issues, food preparation) fundamental to providing quality care to intended consumers. All trainings must include competency-based tests, inclusive of the staff name, date the test was taken, the topic reviewed, test questions/answers and the final grade. Any change in the plan must be approved through the GHS Provider Relations Department. The program/home must also inform the Provider Relations Department if they have a change in trainers. Failure to do so will result in sanctioning. Provider Relations Department will share the information with the Training Department through a shared database.
- c. The corporation will send at least one trainer to each quarterly Trainer meeting. This representative will update the other trainers on topics covered in the meeting.

## 2. IPOS Training Format for Staff Providing Direct Services

- a. Case Manager/Supports Coordinators will ensure that training over the entire plan of service occurs with staff who are to carry out the plan or parts of the plan prior to the start date of the IPOS. Case Managers/Supports Coordinator will complete training on portions of the plan either directly authored by their CM/SC or falling within their professional scope, and not portions of the IPOS authored by consultative staff. Consultative Staff that have written or have professional oversight of treatment plans for the individual must also train prior to implementation, preferably by the individual that wrote the plan.
- b. A hard copy of the most recent IPOS will be maintained at the day program and specialized residential programs. Upon completion of IPOS training, Specialized Residential staff and Day Program staff will sign and date the front page of the IPOS (often located in the program floor book) and the Primary Clinician/Consultant Training Documentation Form. The Training Documentation Form is found in CHIP. If signature is illegible, staff will also print their name next to signature.

- c. CLS and Respite staff will sign the Primary Clinician/Consultant Training Documentation Form. The clinician will ensure that the original is scanned into the electronic medical record and that a copy has been forwarded to the Provider Agency for CLS or Respite. If signature is illegible, staff will also print their name next to signature.
- d. The home manager or program manager are able to provide ongoing training to the staff they supervise or any new staff hired as long as they were trained by the CM/SC and Consultative Staff directly on the IPOS. Staff are to sign and date as evidence of the training as specified above prior to providing services to an individual.
- e. Specialized Residential programs and Day programs are to have regular monthly meetings to allow the training to be scheduled unless it is an emergent placement. For an emergent placement, training occurs on the day of placement for any significant challenging behaviors or health issues, all other portions are trained within three days.
- f. Evidence of training must be kept at their place of residence and will be audited by the GHS Provider Relations Department.

#### IV. **OTHER TRAININGS**

##### A. Speakers Bureau

GHS will provide a Speaker Bureau for the community and will fulfill as many requests as possible. Speakers will be recruited according to content requested.

##### B. Mental Health First Aid

GHS will offer Mental Health First Aid to the Community. This is an 8 hour course that provides 6 (six) social work CEU's. Courses available are:

- Youth
- Adult

##### C. QPR (Question Persuade Refer)

Suicide Prevention Gatekeeper Program

##### D. The Behavior Analyst Certification Board ACE Provider Authorized Continuing Education

- a. ACE Coordinators and Individual Providers must meet all of the following criteria:
  - be actively certified in good standing as a BCBA
  - have at least 36 months of full-time experience in behavior analysis after earning a Master's degree or 18 months of full-time experience in behavior analysis after earning a Doctoral degree
  - be willing and able to fulfill all responsibilities described herein for the entire duration of the authorization period (one year)
- b. GHS Training Department will host events, gather sign-in/out data, and maintain other necessary course records.

##### E. Community Trainings available on the GHS Website

GHS will provide various trainings to the community on a regularly scheduled basis. These trainings will be offered and advertised on the GHS website and other social media platforms. These courses could include Mental Health 101, Question-Persuade-Refer (QPR),

Psychological First Aid, Military Culture, Trauma and Resiliency, Mental Health First Aid and Living Works-suicide prevention training.

F. Additional Trainings

From time to time there may be additional trainings offered to meet the needs of staff and consumers. These are trainings that may not be incorporated in the training plan, but will be posted via Training flyer announcement publications, email, or other form of notification. If the specified training is offered to the external provider, it will be listed on the GHS website. Otherwise all trainings will be posted in a timely manner for staff registration. This may include but not limited to: new initiatives, conference offerings, licensure requirements etc.

V. **DEVELOPMENT AND EVALUATION**

This policy and its plan will be monitored by the Training Department. Supervisory training reports will be provided monthly to all supervisors alerting them of delinquencies or close to due date notification.

VI. **TRAINING**

It is the responsibility of management staff in all programs to ensure that all staff persons are trained regarding the expectations in this plan.

Each GHS employee has an electronic record that tracks their trainings. It is the responsibility of each employee to submit outside training certificates to the training department for record keeping and data entry. All outside trainings must be submitted on the proper form for appropriate credentialing. The External Training Request Form is located on the Intranet/Forms. These trainings are to be submitted at the time they are completed.

## GENESEE HEALTH SYSTEM TRAINING REQUIREMENTS

### Clinical Service Providers

Required Training	GHS STAFF	Network Providers		Frequency	Must come through GHS training	Network Providers receive this training from other sources
		CLINICAL STAFF	CLERICAL STAFF			
Recipient Rights	X	X	X	<b>Live Training</b> within 30 days of employment, then annually	X	
HIPAA	X	X	X	Within 60 days of employment, then annually	X	X
Corporate Compliance and Ethics	X	X	X	Within 60 days of employment, then annually	X	
Risk Management/ Critical Incident Reporting	X	X	X	Within 60 days of employment, then annually	X	
Customer Services/Welcoming	X			Within 60 days of employment, then annually	X	
Limited English Proficiency (LEP)	X	X	X	Within 60 days of employment, then annually	X	X
Self Determination - Person/Family Centered Planning	X	X		Within 60 days of employment, then annually	X	
Trauma History Screening	X			Within 60 days of employment, then annually	X	
Fire Suppression	X			Annually	X	
Media and Communication	X			Annually	X	
Universal Precautions/Communicable Diseases/BBP	X	X	X	Within 60 days of employment, then annually		X
Therapeutic Interventions (GHS-Crisis Prevention Institute (CPI))	X	X	X	Within 60 days of employment, then annually or as required by job assignment		X <sup>1</sup>
Cultural Competency	X	X	X	Within 60 days of employment, then annually		X
First Aid/CPR for Adults, Children and Infants	X	X	X	Within 60 days of employment, then annually or bi-annually for staff that serve clients directly.		X <sub>1</sub>
Health and Safety	X			Within 60 days of employment	X	
Protective Services	X			Within 60 days of employment	GHS Staff	X
Workplace Harassment	X			Within 60 days of employment	X	
Recovery and Relapse Prevention	X			Within 60 days of employment	GHS Staff	X
Primary Clinician Training	X	X		Within 60 days of employment	GHS Staff	X
PECFAS/CAFAS	X	X		<b>Live training</b> within 6 months of employment, and booster every 2 years	X	X
DECA	X	X		Online within 6 months of employment, and every 2 years	GHS Staff	X
LOCUS	X	X		Online within 6 months of employment	GHS Staff	X

<sup>1</sup> (Specialized Residential, Day/Work Programs, Respite and CLS will follow the DCW training plan



DIRECT CARE WORKER REQUIREMENTS						
Module		Specialized Residential	Day/Work Program	CLS	CLS with Med Drop	Respite
STATE GUIDELINES	Intro/Role as DCW/Residential Services	X	X			
	Working with People	X	X	X		X
	CPR	X	X	X	X	X
	First Aid	X	X	X	X	X
	Environmental Emergencies	X	X	X		X
	Therapeutic Interventions	X	X	X		X
	Crisis Planning	X	X	X	X	X
	Cultural Competency	X	X	X	X	X
	LEP	X	X	X	X	X
	Medications	X	X	X	X	X <sup>2</sup>
	Health	X	X	X	X	X
	Recipient Rights	X	X	X	X	X
	Person-Centered Planning	X	X	X		
	Blood Borne Pathogens/Universal Precautions	X	X	X	X	X
	Nutrition	X				
GHS GUIDELINES	Food Texture Modification (required for Group Home Managers and Assistant Managers)	X	X			
	<b>Annual Compliance</b> <ul style="list-style-type: none"> <li>• Corporate Compliance and Ethics</li> <li>• Critical Incident Reporting</li> <li>• HIPAA</li> <li>• Limited English Proficiency (LEP)</li> <li>• Person / Family Centered Planning</li> <li>• Recipient Rights</li> <li>• Welcoming and Customer Service</li> <li>• Health and Safety – GHS staff only</li> <li>• Media and Communications – GHS staff only</li> <li>• Implicit Bias</li> <li>• Trauma Informed Care</li> <li>Community Safety</li> </ul>	X <sup>3</sup>	X <sup>3</sup>	X <sup>3</sup>	X <sup>3</sup>	X <sup>3</sup>
	IPOS – Training Format for Staff Providing Direct Services	X	X	X	X	X

<sup>2</sup> Those in unlicensed settings do not pass medications.

<sup>3</sup> All new hires are required to complete **GHS Recipient Rights training** within 30 days of hire. Annual Compliance modules are required within 30 days of hire via corporation/home training or GHS Annual Compliance. All staff must have required MDHHS trainings within 30 days of hire.

## GENESEE HEALTH SYSTEM TRAINING REQUIREMENTS

### Temporary/Student Interns/Contract Staff

Required Training	Temporary Employees (less than 1 month)	Student Intern	Grow The Field Interns	Contract Staff		Frequency	Must come through GHS training
				Short Term (3 months or less)	Long Term ABO		
Recipient Rights	X	X	X	X	X	Live training within 30 days, then annually	X
Universal Precautions/Communicable Diseases/BBP	X	X	X	X	X	Within 60 days, then annually	X
Health & Safety/Fire Suppression	X	X		X	X	Within 60 days, then annually	X
Corporate Compliance and Ethics	X	X	X	X	X	Within 60 days, then annually	X
Crisis Prevention Principles	X	X	X	X		Within 60 days	X
First Aid/CPR for Adults, Children and Infants			X		X	Within 60 days, then bi-annually for staff that serve clients directly or as required by job assignment.	
Welcome and Overviews			X		X	Within 60 days	X
HIPAA	X	X	X	X	X	Within 60 days, then annually	X
Cultural Competency	X	X	X	X	X	Within 60 days, then annually	X
Work Place Harassment			X		X	Within 60 days	X
Limited English Proficiency (LEP)					X	Within 60 days, then annually	X
Customer Services/Welcoming					X	Within 60 days, then annually	X
Therapeutic Interventions (GHS-Crisis Prevention Institute (CPI®))					X	Within 60 days, then annually or biannually as required by job assignment	
Critical Incident Reporting					X	Within 60 days, then annually	X
Intranet and Computer Usage	X	X	X	X	X	Within 60 days	X
Protective Services					X	Within 60 days as required by job assignment	X
Recovery and Relapse Prevention					X	Within 60 days as required by job assignment	X
Self Determination					X	Within 60 days as required by job assignment	X
Trauma History Screening					X	Within 60 days as required by job assignment	X