

Signing up an Agency Account &  
individual staff accounts through  
Improving Mi Practices

Website: <https://www.improvingmipractices.org>

Click on “create an account”

### Alert

ImprovingMIPractices (IMP) is proud to announce a major update to the core of the website! Over the next few weeks, there should be noticeable improvements to the website's functionality and performance. Though, initially due to the update you may experience an occasional functionality or performance glitch and we sincerely apologize for any inconvenience this may cause. If you do experience any issues, do not hesitate to contact our live support and we will solve the issues as soon as we possibly can. Thank you for your patience with any issues and as we improve the website!




Username / email

Password



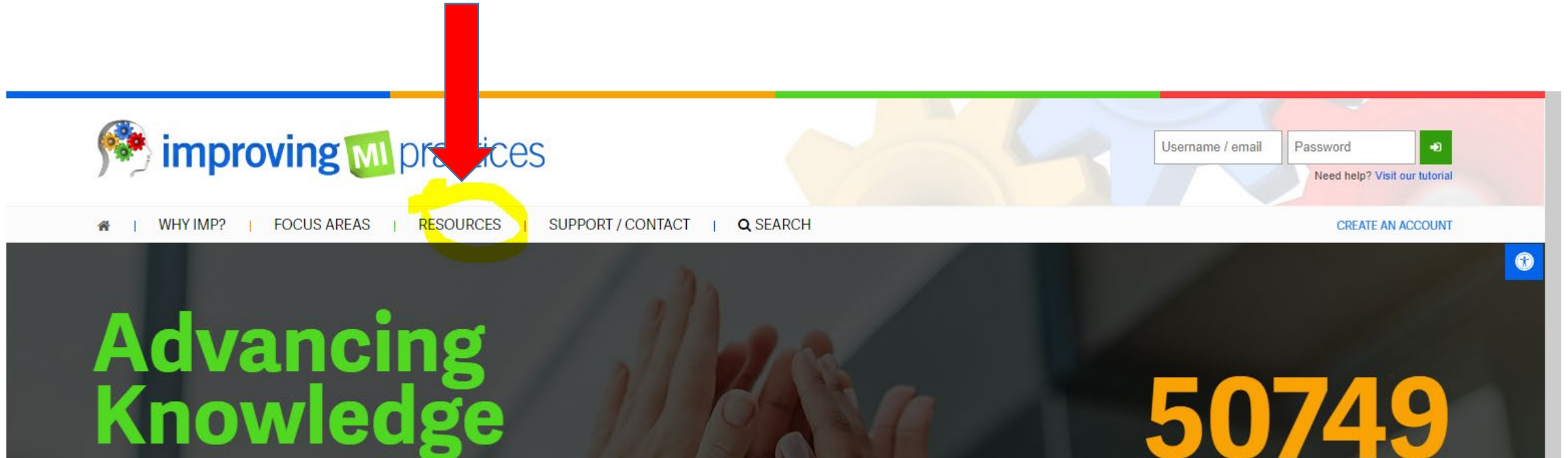
Need help? [Visit our tutorial](#)

 | [WHY IMP?](#) | [FOCUS AREAS](#) | [RESOURCES](#) | [SUPPORT / CONTACT](#) | [SEARCH](#)

[CREATE AN ACCOUNT](#)



To add your agency, click on “**Resources**” then “Agencies” from the dropdown box:



# Fill out all questions under “Create an Agency Account”

## Agency Registration

Improving MI Practices offers agency accounts. This special type of account allows you to oversee employees or contractors associated with your agency. Here are some of the benefits to creating an agency account:

- View employee transcripts
- Review courses employees are enrolled in
- Confirm course completions
- Assign employees courses
- Completely free

**\*\*To qualify for an agency account, as manager of the account, you must have be a registered user of the this website. Your agency also must have a relationship or be associated with the behavioral health field and operate in the State of Michigan.\*\***

Fill out the following contact form to get started. We will verify your association with the agency listed and the agency's qualifications to obtain an account.

## Create an Agency Account

Agency Name \*

Agency Address \*

Agency Address 2

Agency State \*

Agency Zip \*

Supervisor Name \*

Who will be the administrator for this agency? \*

Supervisor & Administrator can be the same person

Under “**what is your agency ‘s relation to the behavioral health field**” you can type in Contract Provider for CMHA-CEI



Affiliated with CMHA-CEI



Continue filling out and click on submit

Email address of the administrator \*

What is your agency's relation to the behavioral health field? \*

Number of employees in your agency? \*

Are any of your employees currently using Improving MI Practices? \*

How did you hear about Improving MI Practices? \*

Employees

What Community Mental Health Program are you affiliated with? \*


Would you like employees to be able to self report courses? \*

Yes

Would you like to approve self-report courses?

Yes


Capcha \*

I'm not a robot  reCAPTCHA  
Privacy \* Terms


**SUBMIT >**


**Once you submit the Create My Agency application you will receive an email with this info:**

New Agency Manager

 Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet. Logo for Improving MI Practices website

## IMP - New Agency Manager



You have been added as a Manager of the Agency, 

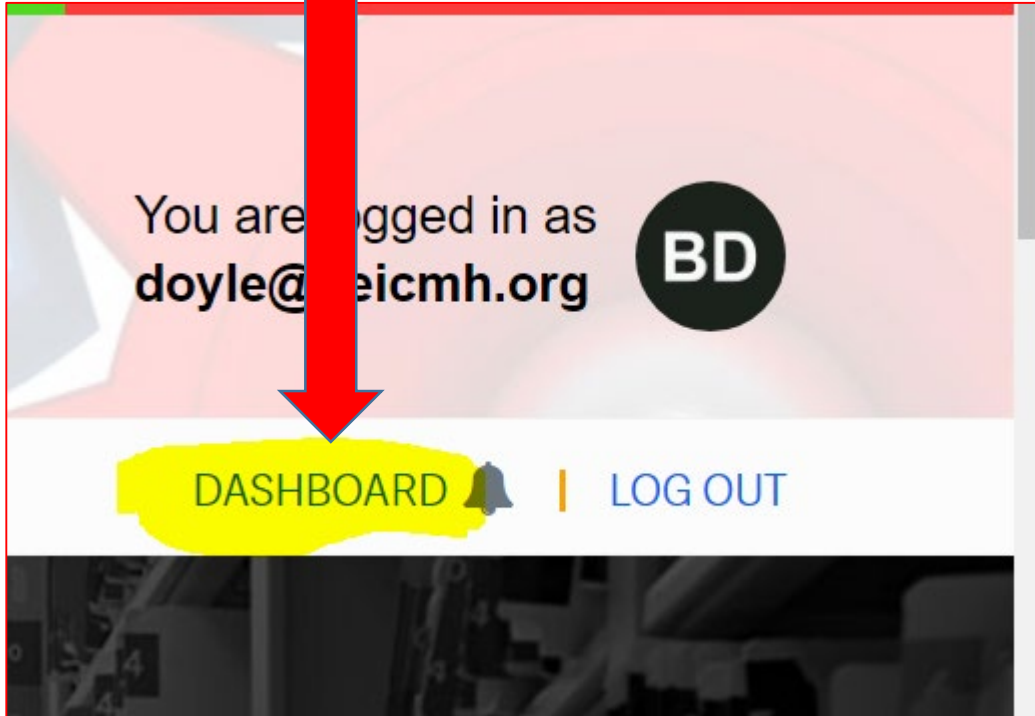
Click [here](#) and log in to view details.

[Questions / Comments - Contact Us](#)

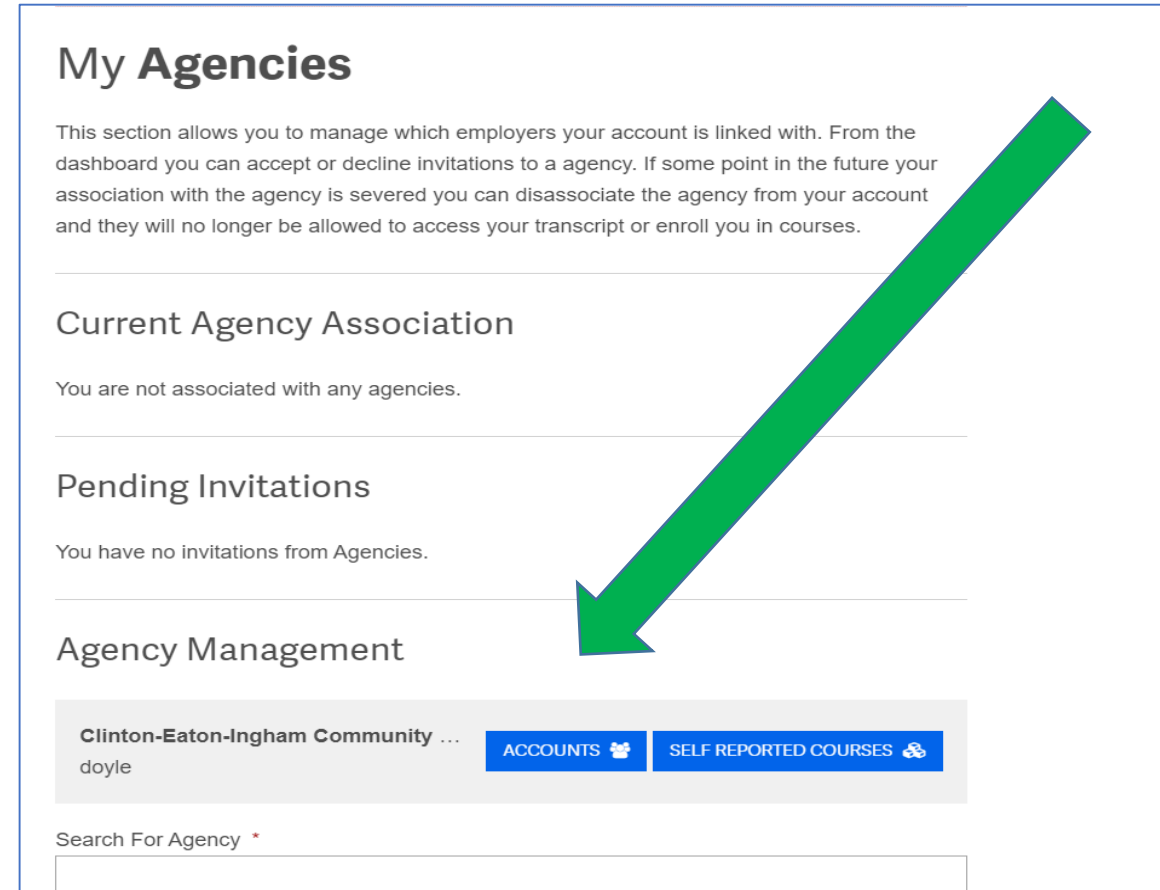
*Copyright © 2020 Improving MI Practices. All rights reserved.*

This is a non commercial email with transactional content which is excluded from the requirements of the [CAN-SPAM Act](#).

Once your Agency request has been approved, you will be able to add staff to your Agency. To do this, click on **“dashboard”** (icon below your login info).



This will take you to the **“My Agencies”** page. Scroll down to **“Agency Management”** and click on **“Accounts”**



From here you can chose to “add multiple employees” you’ll be prompted to enter in each employee’s email which will send them a notification email that they’ve been invited to join your agency

## Employee Invitations

No Invited Employees to show.

ADD EMPLOYEE +

ADD MULTIPLE EMPLOYEES +





# Assigning classes to staff

From the home screen, click on “**Focus Areas**” this will show a drop down box of several courses and focus areas. Select “**Workplace Essentials**” (WE) from the dropdown box

The screenshot shows the homepage of the 'improving MI practices' website. The header includes the logo on the left, a navigation menu with links for 'WHY IMP?', 'FOCUS AREAS', 'RESOURCES', 'SUPPORT / CONTACT', and 'SEARCH', and a login section on the right with fields for 'Username / email' and 'Password', a green login button, and a link for 'Need help? Visit our tutorial'. Below the header, the word 'Agencies' is displayed in large white text over a dark background image of an office interior. A yellow circle highlights the 'FOCUS AREAS' menu item, and a red arrow points from the text above to this menu item.

The Workplace Essential focus area contains 19 courses, the courses that are accepted/reciprocal to CEI's trainings are circled below (and are also included in more details on the following slide). These courses are acceptable for initial trainings upon new hired staff and refresher trainings.

Show: [All Courses](#) [MCBAP Specific](#) [MCBAP Related](#) [Social Work \(MI-CEC\) Credit](#) [Nursing Contact](#)



**HIPAA Essentials**

This training provides a basic introduction to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules. You or your...

[READ MORE >](#)



**HIPAA Comprehensive**

This training has been updated to reflect the 2011 HIPAA regulation. This HIPAA compliance training may reference general policies and procedures.

[READ MORE >](#)



**Crisis Prevention**

This training will educate participants about ways in which to handle conflict by utilizing verbal de-escalation and conflict resolution techniques.

[READ MORE >](#)



**Workplace Violence Training**

This training will educate participants about the critical nature of a workplace violence incident and the importance of appropriate preparedness.

[READ MORE >](#)



**Anti-Harassment & Non-Discrimination Training for Employees**

This training provides an overview of harassment and discrimination in the workplace including the types of harassment and examples of how harassment manifests...

[READ MORE >](#)



**Anti-Harassment & Non-Discrimination Training for Leaders**

This training offers clear guidance for supervisors and leaders on harassment and discrimination in the workplace including how to recognize and prevent...

[READ MORE >](#)



**Corporate Compliance**

This training provides training on employer Corporate Compliance Plans and information regarding general laws and regulations governing compliance issues in the...

[READ MORE >](#)



**Emergency Preparedness**

This course addresses the following topics: national, state and local emergency preparedness; weather emergencies; fire safety; and how to prepare an emergency...

[READ MORE >](#)



**Navigating Michigan's Community Mental Health System**

Navigating Community Mental Health will provide information pertaining to accessing community mental health services in Wayne County within a System of Care...

[READ MORE >](#)



**Infection Control & Standard Precautions**

This course discusses methods for reducing the spread of pathogens and communicable diseases. This course has been designed to conform to the WCAG 2.0 AA...

[READ MORE >](#)



**Limited English Proficiency**

The following course is a self-paced course designed to provide best practices for direct care workers that are working with clients and communities with...

[READ MORE >](#)



**Recovery-Enhancing Environment**

This course explores the best practices in providing a foundation of recovery in your clients' environment. This includes evidence-based methods for using...

[READ MORE >](#)



**Cultural Competence**

This training provides basic information on Cultural Competence for providers of behavioral health services and helps learners identify how culture affects the...

[READ MORE >](#)



**Medication Administration Refresher**

This 30-minute course is intended as an annual refresher course for direct support professionals. It should not be used in place of thorough introductory...

[READ MORE >](#)



**Recipient Rights for Community Mental Health and Affiliated Agency Staff**

This course is designed for Community Mental Health Staff and includes Direct Care Staff in all affiliated agencies. This course provides an overview on...

[READ MORE >](#)



**Recipient Rights for Hospital Staff**

This course is designed for Licensed Psychiatric Hospital and State Hospital Staff.

[READ MORE >](#)



**Recipient Rights for Physicians**

This course is designed for telepsychiatrists and physicians practicing in all mental health settings.



**Infection Control for Direct Care Workers**

Infection Control for Direct Care Workers is an interactive class that provides a comprehensive overview including types of germs and common sources of...



**Infection Control Refresher for Direct Care Workers**

This class is an infection control refresher and covers appropriate use and demonstrations of PPE.

Courses approved on IMP website will have the icon STGW: vetted and approved by the State Training Guidelines Workgroup

Please remember, with HIPAA, the rules and laws governing confidentiality still require a mandated reporter to report abuse and neglect or demonstrations of suicidal ideation to the appropriate authorities.

**Duration:** 1 hour

**Credit Hours:** MCBAP-R (0.0) MCBAP-S (0.0) Mi-CEC (1.0) Nursing (0.0)



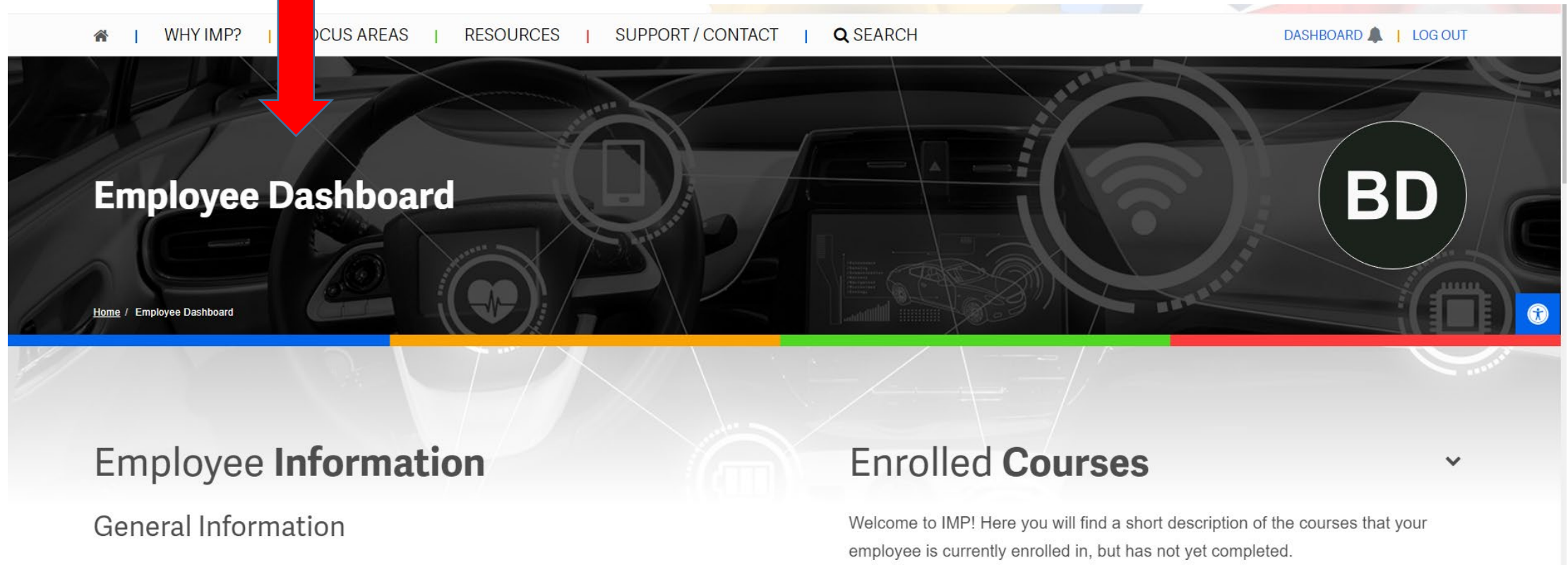
This module has been designed to conform to the WCAG 2.0 AA accessibility standards.



This module has been vetted & approved by the State Training Guidelines Workgroup.

Course Required by CMHA-CEI	Equivalent Course Offered by Improving MI Practices
Blood Borne Pathogens/ Infection Control	<a href="#">Infection Control for Direct Care Workers</a> or <a href="#">Infection Control &amp; Standard Precautions</a>
Corporate & Regulatory Compliance	<a href="#">Corporate Compliance</a>
Cultural Competency & Diversity	<a href="#">Cultural Competence</a>
De-Escalation Skills	<a href="#">Crisis Prevention</a>
Environmental Safety	<a href="#">Emergency Preparedness</a>
HIPAA Privacy & Security	<a href="#">HIPAA Essentials</a>
Limited English Proficiency	<a href="#">Limited English Proficiency</a>
Person Centered Planning	<a href="#">Person Centered Planning with Children, Adults &amp; Families</a>
Recipient Rights Orientation <b>OR</b> Refresher	<a href="#">Recipient Rights for Community Mental Health and Affiliated Agency Staff</a>
Trauma Informed Care	<a href="#">Trauma Basics</a>

**Assigning staff to courses:** click on your dashboard, go to Agency Management, this will take you to your **Employee Dashboard**



The screenshot shows a web application interface. At the top, there is a navigation bar with links for 'WHY IMP?', 'FOCUS AREAS', 'RESOURCES', 'SUPPORT / CONTACT', and 'SEARCH'. On the right side of the navigation bar, there are links for 'DASHBOARD' (with a notification bell icon) and 'LOG OUT'. Below the navigation bar is a large header banner with a dark background and a car dashboard image. The banner contains the text 'Employee Dashboard' on the left and 'BD' in a white circle on the right. A large red arrow points from the top text down to the 'Employee Dashboard' text. Below the banner is a horizontal bar with four colored segments: blue, orange, green, and red. The main content area is divided into two columns. The left column has the heading 'Employee Information' and a sub-heading 'General Information'. The right column has the heading 'Enrolled Courses' and a sub-heading 'Welcome to IMP! Here you will find a short description of the courses that your employee is currently enrolled in, but has not yet completed.' There is a small downward arrow icon to the right of the 'Enrolled Courses' heading.

From this screen you can click on an employees name to assign them courses (you can also access their transcripts)

## Employees

 **SG** Sarah Guy  
Email: [guy@ceicmh.org](mailto:guy@ceicmh.org)

**EA** Elizabeth Atwood  
Email: [Elizabeth.Atwood@ctcprograms.com](mailto:Elizabeth.Atwood@ctcprograms.com)

**SM** Stacie Macias  
Email: [macias@ceicmh.org](mailto:macias@ceicmh.org)

 TRANSCRIPT  

TRANSCRIPT  

TRANSCRIPT  

## Managers

**BD** Bridget Doyle  
Email: [doyle@ceicmh.org](mailto:doyle@ceicmh.org) 



After clicking on staff's name you will see this screen, this shows you courses that staff are enrolled in, courses that are completed, or not yet completed (you can also view staff transcripts from this page). \*The view that I have will look slightly different than yours because I do not have "assigned staff" in my Agency – my account was set up as a test for this pilot

## Employee Information

### General Information



Sarah Guy



guy@ceicmh.org



Portland, MI

### Cohorts:

You are not a member of any Cohorts.

### Licenses

You currently have no licenses added to your account, click the edit button above to get started.

## Enrolled Courses

Welcome to IMP! Here you will find a short description of the courses that your employee is currently enrolled in, but has not yet completed.

Expanded

Condensed

Search Courses



### Crisis Prevention

Date Enrolled: 12/21/22

Duration: 0.50 hours

Credit Hours: This course is not currently certified for any specific CEU Credits

0%



### Corporate Compliance

Date Enrolled: 12/21/22

Duration: 1.00 hours

Credit Hours: Mi-CEC (1.0)

0%

# Directions for staff to create an individual account on IMP:

- Go to the Improving MI practices website to create a new account: <https://www.improvingmipractices.org>
- Click on the icon “**Create an Account**” and follow the instructions for registering your account.
  - Note: Your password must have the following:
    - 8 characters
    - 1 digit
    - 1 lower-case letter
    - 1 upper-case letter
    - 1 non-alphanumeric character (such as \*, -, #, !)

# **THANK YOU for being a part of this pilot project!**

For questions, concerns or help with navigating the IMP website, please reach out to the Training Unit or your assigned Quality Advisor Staff:

## **Training Unit:**

- Bridget Doyle - 517-323-9610 ext. 2339 or: [doyle@ceicmh.org](mailto:doyle@ceicmh.org)

## **Assigned Quality Advisor staff:**

- Mussa Maingu: 517-887-5219 or [maingu@ceicmh.org](mailto:maingu@ceicmh.org)
- Brianne Haner: 517-887-5286 or [haner@ceicmh.org](mailto:haner@ceicmh.org)
- Jessica Mead 517-237- 7059 or [meadj@ceicmh.org](mailto:meadj@ceicmh.org)