



## Policy and Procedure Manual

<b>Title:</b>	2.1.8I, Training for all Staff		
<b>Subject:</b>	Equal Employment Opportunity		
<b>Section:</b>	HR		
<b>Policy:</b> <input type="checkbox"/> <b>Procedure:</b> <input checked="" type="checkbox"/>	<b>Issued by:</b> Chief Human Resources Officer	<b>Effective Date:</b> 7/1/03	<b>Applies to:</b> <input checked="" type="checkbox"/> All CMHA-CEI staff <input checked="" type="checkbox"/> Contract Providers
<b>Page:</b> 1 of 28	<b>Approved by:</b> N/A	<b>Review Date:</b> 5/1/17	<input checked="" type="checkbox"/> <b>Other:</b> Designated Collaborating Organizations (DCO)

I. **Purpose:** To establish guidelines for minimum Training Standards and Requirements to ensure staff competency, to enhance quality of services and comply with regulatory bodies. See the attached page for Standards and Requirements.

II. **Procedures:**

- A. The Leadership Group shall approve all minimum Training Requirements and standards for its employees and network providers.
- B. The Chief Human Resources Officer (CHRO), the Training Unit Coordinator, and the Corporate Compliance Officer shall determine that training standards and course content will meet the requirements of all contracts, rules, laws, and accrediting bodies.
- C. Reciprocity: Due to the variables in content and completion requirements in CMHA-CEI training programs across the state, CMHA-CEI will require anyone submitting training from an external source to pass CMHA-CEI waiver tests for any classes that apply. For classes that do not have wavier tests available, staff must attend and complete the established passing requirements.
- D. The CHRO and the Training Unit Coordinator shall determine all Training Unit guidelines regarding the following:
  - 1. Attendance
  - 2. Passing criteria
  - 3. Scheduling
  - 4. Curriculum requirements
  - 5. Standards of conduct
- E. The Training Unit shall be responsible for maintaining Employee Training records and for providing reports as necessary for CMHA-CEI employees and Contract Providers.
  - 1. Classes taken at the Training Unit shall be recorded and maintained.

2. CMHA-CEI Internal In-services not provided by the Training Unit shall be recorded by the Training Unit for each participant upon receipt of a Sign-In sheet with the following information:
  - a. Subject Title
  - b. Date
  - c. Sponsoring program
  - d. Name of presenter
  - e. Time frame of in-service
  - f. CEU credits if any
  - g. Location
  - h. Name of each participant (must be legible)
3. External educational events (Conferences, etc.) attended by CMHA-CEI employees shall be maintained by the Training Unit through CMHA -CEI's Online Learning Program. Staff are able to enter this themselves through CMHA-CEI's Online Learning Program. Staff are required to maintain their own proof of the event and be able to produce this document upon request.
4. Staff are responsible for completing required "on-line" courses through the approved online provider and to provide copies of certificates or transcripts as needed.
5. The Training Unit will provide individual staff training records to supervisors or to specific individuals upon request within a reasonable time frame.
6. All CMHA-CEI Employees are required to complete the following courses during New Hire Orientation (NHO):
  - a. Workplace Harassment
  - b. Privacy & Security
  - c. Bloodborne Pathogen
  - d. Cultural Competency
  - e. Human Resources & Limited English Proficiency
  - f. Safety
  - g. Information Services
  - h. Accessing CMHA-CEI Services
  - i. Person & Family Centered Planning
7. All CMHA-CEI Employees are required to complete the following courses within 30 days following NHO:
  - a. Advanced Directives
  - b. Corporate Compliance & DRA
  - c. Recipient Rights
  - d. Workplace Safety

- F. Supervisors shall be accountable for maintaining the training standards established by the Leadership Group by timely registration and attendance of their staff for the appropriate classes. Refer to the attached documents: 1) Staff Training Categories and 2) Staff Training Requirement charts A-E and AA-DD.

- G. Professional Standards

Additional training may be required of staff who work in programs with consumers having special needs as determined by the supervisor and documented in the operating guidelines. Examples may include but are not restricted to:

1. Crisis Response
2. Personal Safety Skills
3. De-Escalation Skills
4. Transfer Techniques
5. Sign Language
6. Sensory Processing Disorders
7. CPR/FA

- H. Training Standards

1. Staff must complete the following courses prior to working directly with consumers without immediate supervision from experienced staff or supervisor:
  - a. CPR/FA/AED
  - b. BHM
2. Staff must also meet specific criteria established by the program and supervisor.
3. All CMHA-CEI programs will maintain compliance with the requirements stated in Staff Training Requirement Charts (A-E, appendices B). As part of each employee's performance evaluation, their Training Record will be examined to determine compliance and identify training needs for the next evaluation period.

- I. Contract Providers

1. All CMHA-CEI contract providers will maintain compliance with the requirements stated in charts (AA-DD, appendices B) below.
2. Newly Contracted Providers will receive a chart for their specific training category that lists the training requirements of their contract at the time of signing.
3. The following classes (if applicable) must be completed at the CMHA-CEI Training Unit.
  - a. Basic Health & Medications
  - b. Recipient Rights
  - c. Recipient Rights Review
  - d. Therapeutic Options – A
  - e. Therapeutic Options – B
  - f. Medication Recertification

- g. Therapeutic Options Review
  - h. Transfer Techniques
  - I. Person and Family Centered Planning & Self Determination
4. CMHA-CEI may accept the following classes provided by Contract Providers with the appropriate documentation.
- a. Bloodborne Pathogens
  - b. CPR/FA (American Heart or Red Cross proof of certification)
  - c. Person and Family Centered Planning & Self Determination
5. Waiver tests are available for the following classes. If a staff person does not pass the waiver, they will be required to attend the class.
- a. Introduction
  - b. Nutrition
  - c. Person and Family Centered Planning & Self Determination
  - d. Body Mechanics
  - e. De-Escalation Skills
  - f. Bloodborne Pathogens
6. Staff documentation to support the completion of each of the above listed classes must contain the following information.
- a. Staff name
  - b. Worksite Name
  - c. Title of class
  - d. Length of class
  - e. Copy of Written Assessment or Demonstration (if applicable)
  - f. Results of Written Assessment or Demonstration and Score (if applicable)
7. Contract Providers are responsible for training their staff in the following topics. They may request assistance from the Training Unit to create their own worksite specific materials.
- a. Cultural Competence
  - b. HIPAA
  - c. Advanced Directives
  - e. Corporate Compliance
  - f. Limited English Proficiency
  - g. Grievances and Appeals
8. CMHA-CEI maintains the right to examine the training content, method, materials and assessments of contract providers upon request.

9. CMHA-CEI may refuse to accept the training of Contract Providers based on standards determined by a Training Unit Representative and the designated CMHA-CEI content expert.
10. CMHA-CEI Contracted Supported Employment providers may use their own training program to meet the requirements for their training category (CC). Contracted Supported Employment providers must show proof of training upon request from a designated representative of CMHA-CEI.

**III. Definitions:** None.

**IV. Monitor and Review:**

- a. This procedure is reviewed annually by the Chief Human Resources Officer. This procedure is monitored by accrediting bodies and regulatory agencies as applicable.

**V. References:**

- A. Commission on Accreditation of Rehabilitation Facilities (CARF)
- B. Michigan Department of Health and Human Services Contract
- C. Mid-State Health Network Contract
- D. Balanced Budget Act
- E. Health Insurance Portability and Accountability Act
- F. Deficit Reduction Act
- G. Michigan Administrative Code
- H. Michigan Mental Health Code
- I. Occupational Safety & Health Administration (OSHA)
- J. Code of Federal Regulations

**VI. Related Policies and Procedures:**

CMHA-CEI Policy 2.1.8 Equal Employment Opportunity

**VII. Review Log**

Review Date	Reviewed By	Changes (if any)
9/28/04, 6/1/05, 10/23/07, 5/27/08, 5/5/09, 7/26/10, 10/1/11, 5/5/14, 8/12/16	---	---
5/1/17	Chief Human Resource Officer	Update to new Format, updated language on New Hire Orientation Classes

**VIII. Attachments:**

- A. Staff Training Categories
- B. Staff Training Requirement Grids
  - a. Category A – Administration/Business

- b. Category B – Clerical/Technical
  - c. Category C – Managers/Leaders
  - d. Category D – Direct Care
  - e. Category E – Clinical Professional/Paraprofessional
  - f. Category F – Volunteers, Interns, Students, and Temporary Staff
  - g. Category AA – Specialized Residential (A Contracts)
  - h. Category BB - Specialized Residential (B Contracts)
  - i. Category CC – Supported Employment/Skill Building
  - j. Category DD – Community Living Support Aids/Respite
- C. Topics Covered in Training Requirements

STAFF TRAINING CATEGORIES (APPENDICE A)

**GROUP A**

**ADMINISTRATION/BUSINESS**

All Finance Staff

All HR Staff

All IS Staff (except IS Techs)

Contract & Network Administrator

Production/Marketing Specialist

Recipient Rights Specialists

**GROUP B**

**CLERICAL/TECHNICAL/SKILLED**

Clerk Typists

Clinical Records Staff

Secretaries

Switchboard Operator

Carpenters

Systems Technicians

Machine Operator

Van Drivers

Repair Maintenance Technician

**GROUP C**

**MANAGERS/LEADERS**

All Coordinators

All Directors

All Supervisors

Office Manager

Training Unit Coordinator

**GROUP D**

**DIRECT CARE**

All BCU Staff

All Residential Staff

All Transitions Staff

STAFF TRAINING CATEGORIES

(CONTINUED)

**GROUP E**

**CLINICAL PROFESSIONAL/PARAPROFESSIONAL**

Client Services Specialists  
Community Outreach Specialists  
Community Support Technician & Relief  
Community Treatment Specialists- Work Services  
Compliance Officer  
Customer Services Representative  
Customer Services Representative, Sr.  
Developmental Disabilities Clinicians  
Developmental Disabilities Specialists  
Dietary Technician  
Family Support Workers  
Job Coach  
Mental Health Therapists  
Mental Health Worker  
Occupational Therapists  
Parent Aides  
Peer Support Specialist  
Psychiatrists  
Psychologists  
Registered Dieticians  
Registered Nurses  
Security Guards  
Speech Pathologists  
Utilization Reviewers  
Vocational Counselors  
Recovery Specialist

**GROUP F**

**VOLUNTEERS**

**INTERNS**

**STUDENTS**

**TEMP AGENCY STAFF**

*\*Note – if there is a repeated classification, please revert to the most stringent training.*



(APPENDICE B)

CMHA-CEI Staff Training Requirements

Category A – Administration/ Business

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
New Hire Orientation I (includes PFCP & SD)	30 days	Attendance Required	7	Classroom Online	BBA CARF HIPAA DRA MDHHS MMHC OSHA CFR MI ADMIN CODE MSHN	n/a	n/a	n/a
New Hire Orientation II		Written Test Required	3	Online	CARF DRA BBA MSHN	n/a	n/a	n/a
Blood Borne Pathogen		Included in NHO I Required	n/a	Included in NHO I Online	OSHA	BBP-R Online	1	1 year
Cultural Diversity		Included in NHO I Required	n/a	Included in NHO I	BBA CARF MDHHS CFR	CD-R Online	1	1 year
Cultural Competency		Included in NHO I Required	n/a	Included in NHO I	BBA CARF MDHHS CFR	CC-R Online	1	1 year
Recipient Rights		Written Test Required	3.5	Classroom	BBA HIPAA MMHC MI ADMIN CODE	RRR Online Course	2	1 year
Appeals & Grievances	90 days	Written Test Required	1	Online	BBA MDHHS MMHC MSHN	A & P online	1	1 year
Introduction to Trauma Informed Care	90 days	Written Test Required	1	Online	MDHHS MSHN	Online	1	1 year
Limited English Proficiency	90 days	Written Test Required	1	Online	BBA MDHHS	LEP Online	1	1 year
Position Specific	1 Year	Documentation Required	2	Varies by worksite	MDHHS MMHC	Position Specific	2	1 year

Key to Source Documents								
1. BBA = Balanced Budget Act					5. MDHHS = Michigan Department of Health & Human Services			
2. CARF = Commission on Accreditation of Rehabilitation Facilities					6. MI ADMIN CODE Michigan Administrative Code			
3. HIPAA = Health Insurance Portability and Accountability Act.					7. MMHC = Michigan Mental Health Code			
4. DRA = Deficit Reduction Act					8. OSHA = Occupational Safety & Health Administration			
					9. CFR = Code of Federal Regulations			
					10. MSHN = Mid State Health Network			

CMHA-CEI Staff Training Requirements

Category B – Clerical/Technical/Skilled

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
New Hire Orientation I	30 days	Attendance <i>Required</i>	7	Classroom Online	BBA CARF HIPAA DRA MDHHS MMHC OSHA CFR MI ADMIN CODE MSHN	n/a	n/a	n/a
New Hire Orientation II		Written Test <i>Required</i>	3	Waiver Online	CARF DRA BBA MSHN	n/a	n/a	n/a
Cultural Diversity		Included in NHO I <i>Required</i>	n/a	Included in NHO I	BBA CARF MDHHS CFR	CD-R Online	1	1 year
Cultural Competency		Included in NHO I <i>Required</i>	n/a	Included in NHO I	BBA CARF MDHHS CFR	CC-R Online	1	1 year
Blood Borne Pathogens		Included in NHO I <i>Required</i>	n/a	Included in NHO I Online	OSHA	BBP-R Online	1	1 year
Recipient Rights		Written Test <i>Required</i>	3.5	Classroom	BBA HIPAA MMHC MI ADMIN CODE	RRR Online	2	1 year
Limited English Proficiency	90 days	Written Test Required	1	Online	BBA MDHHS MSHN	LEP	1	1 year
Appeals & Grievances	90 days	Written Test Required	1	Online	BBA MDHHS MI ADMIN CODE	A & P Online	1	1 year
Introduction to Trauma Informed Care	90 days	Written Test Required	1	Online	MDHHS MSHN	Online	1	1 year
Body Mechanics Class	180 days	70% on Written Test <i>Required</i>	2	Classroom Waiver Test	CARF	BMC	2	3 years

Position Specific	1 year	Documentation	2	Varies per worksite	MDHHS MMHC MI ADMIN CODE	Position Specific	2	1 year
Key to Source Documents								
1. BBA = Balanced Budget Act 2. CARF = Commission on Accreditation of Rehabilitation Facilities 3. HIPAA = Health Insurance Portability and Accountability Act. 4. DRA = Deficit Reduction Act				5. MDHHS = Michigan Department of Health & Human Services 6. MI ADMIN CODE Michigan Administrative Code 7. MMHC = Michigan Mental Health Code 8. OSHA = Occupational Safety & Health Administration 9. CFR = Code of Federal Regulations 10. MSHN = Mid State Health Network				

CMHA-CEI Staff Training Requirements

Category C – Managers/Leaders

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
New Hire Orientation I	30 days	Attendance <i>Required</i>	7	Classroom Online	BBA CARF HIPAA DRA MDHHS MMHC OSHA CFR MI ADMIN CODE MSHN	n/a	n/a	n/a
New Hire Orientation II		Written Test <i>Required</i>	3	Waiver Online	CARF DRA BBA MSHN	n/a	n/a	n/a
Cultural Diversity		Included in NHO I <i>Required</i>	n/a	Included in NHO I	BBA CARF MDHHS CFR	CD-R Online	1	1 year
Cultural Competency		Included in NHO I <i>Required</i>	n/a	Included in NHO I	BBA CARF MDHHS CFR	CC-R Online	1	1 year
Blood Borne Pathogens		Included in NHO I <i>Required</i>	n/a	Included in NHO I Online	OSHA	BBP-R Online	1	1 year
Recipient Rights		Written Test <i>Required</i>	3.5	Classroom	BBA HIPAA MMHC MI ADMIN CODE	RRR Online	2	1 year
Appeals & Grievances	90 days	Written Test <i>Required</i>	1	Online	BBA MDHHS MMHC MSHN	A & P online	1	1 year
Limited English Proficiency	90 days	Written Test <i>Required</i>	1	Online	BBA MDHHS	LEP	1	1 year
Introduction to Trauma Informed Care	90 days	Written Test <i>Required</i>	1	Online	MDHHS MSHN	Online	1	1 year
Position Specific	1 year	Documentation <i>Required</i>	2	Varies per worksite	MDHHS MMHC MI ADMIN CODE	Position Specific	2	1 year
Management Development	18 months	Attendance <i>Required</i>	21	Online	CEI-CMHA LEADERSHIP GROUP	As needed	As needed	As needed

Key to Source Document

1. BBA = Balanced Budget Act
2. CARF = Commission on Accreditation of Rehabilitation Facilities
3. HIPAA = Health Insurance Portability and Accountability Act.
4. DRA = Deficit Reduction Act

5. MDHHS = Michigan Department of Health & Human Services
6. MI ADMIN CODE Michigan Administrative Code
7. MMHC = Michigan Mental Health Code
8. OSHA = Occupational Safety & Health Administration
9. CFR = Code of Federal Regulations
10. MSHN = Mid State Health Network

CMHA-CEI Staff Training Requirements

Category D – Direct Care

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
New Hire Orientation I	30 days	Attendance Required	7	Classroom Online	BBA CARF HIPAA DRA MDHHS MMHC OSHA CFR MI ADMIN CODE MSHN	n/a	n/a	n/a
New Hire Orientation II		Written Test Required	3	Waiver Online	CARF DRA BBA MSHN	n/a	n/a	n/a
Cultural Diversity		Included in NHO I Required	n/a	Included in NHO I	BBA CARF MDHHS CFR	CD-R Online	1	1 year
Cultural Competency		Included in NHO I Required	n/a	Included in NHO I	BBA CARF MDHHS CFR	CC-R Online	1	1 year
Blood Borne Pathogen		Included in NHO I Required	n/a	Included in NHO I Online	HIPAA	BBP-R Online	1	1 year
Recipient Rights		Written Test Required	3.5	RRR Course	BBA HIPAA MMHC MI ADMIN CODE	RRR Online	2	1 year
American Heart Saver First Aid		Skills Demonstration Required	5	Classroom Current Certification	MI ADMIN CODE	CPRF/FA	5	2 years
Basic Health & Medications		90 days	Written Test Demo Required	10	Waiver Test/Demo Classroom	MI ADMIN CODE	MRC	3
Working with People I & II	Attendance Required		12	Classroom	MDHHS MSHN	WWP-R	6	3 years
Introduction to Trauma Informed Care	Written Test Required		1	Online	MDHHS MSHN	Online	1	1 year
De-Escalation Skills	Written Test Recommended		12	Online	HIPAA MMHC	n/a	n/a	n/a

**Procedure #: 2.1.8I Title: Training For all Staff**

Page 16 of 28

Attachment B

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
					MDHHS MI ADMIN CODE			
Crisis Response		Attendance Restricted		Worksite specific In-service	MDHHS	As needed		As needed
Appeals & Grievances		Written Test Required	1	Online	BBA MDHHS MSHN MI ADMIN CODE MMHC	A & P	1	1 year
Limited English Proficiency		Written Test Required	1	Online	BBA MDHHS			
Environmental Safety		Written Test Required	2	Online	MI ADMIN CODE	n/a	n/a	n/a
Body Mechanics Class	180 days	Attendance Required	2	Classroom	CARF	BMC	2	3 years
Nutrition		Written Test Required	5	Classroom Waiver Test	HIPAA MMHC MDHHS MI ADMIN CODE	n/a	n/a	n/a
Introduction		Written Test Required	3	Classroom Waiver test	HIPAA MMHC MDHHS MI ADMIN CODE	n/a	n/a	n/a
*Position Specific		Documentation Required	2	Varies per Worksite	MDHHS MMHC MI ADMIN CODE	Position Specific	2	1 year
Personal Safety Skills	1 year	Attendance Recommended	2	Classroom	HIPAA MMHC MDHHS MI ADMIN CODE	PSS	2	As needed
*Depending on the needs of the consumers being served, Position Specific training may include but is not restricted to: Transfer Techniques, Sign Language, Sensory Processing Disorders, etc.								
Key to Source Documents								
1. BBA = Balanced Budget Act 2. CARF = Commission on Accreditation of Rehabilitation Facilities 3. HIPAA = Health Insurance Portability and Accountability Act.				5. MDHHS = Michigan Department of Health & Human Services 6. MI ADMIN CODE Michigan Administrative Code 7. MMHC = Michigan Mental Health Code				



Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
4. DRA = Deficit Reduction Act				8. OSHA = Occupational Safety & Health Administration 9. CFR = Code of Federal Regulations 10. MSHN = Mid State Health Network				

CMHA-CEI Staff Training Requirements  
Category E – Clinical Professional/Paraprofessional

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
New Hire Orientation	30 days	Attendance Required	7	None	BBA CARF HIPAA DRA MDHHS MMHC OSHA CFR MI ADMIN CODE MSHN	n/a	n/a	n/a
New Hire Orientation II		Written Test/Required	3	Waiver	CARF DRA MSHN BBA	n/a	n/a	n/a
Cultural Diversity		Included in NHO I Required	n/a	Included in NHO I	BBA CARF MDHHS CFR	CD-R Online	1	1 year
Cultural Competency		Included in NHO I Required	n/a	Included in NHO I	BBA CARF MDHHS CFR	CC-R Online	1	1 year
Blood Borne Pathogen		Included in NHO I Required	n/a	Included in NHO I Online	HIPAA	BBP-R Online	1	1 year
Recipient Rights		Written Test Required	3.5	Classroom	BBA HIPAA MMHC MI ADMIN CODE	RRR Online	2	1 year
*CPR/FA		Demo	5	Classroom Current Cert.	MI ADMIN CODE	CPR	5	2 years
*CPR required for Nurses and Family Support Workers only								
De-Escalation Skills	90 days	Written Test Recommended	12	Online	HIPAA MMHC	n/a	n/a	n/a

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
					MDHHS MI ADMIN CODE			
Introduction to Trauma Informed Care		Documentation Required	1	Online	MDHHS MSHN	Online	1	1 year
Appeals & Grievances		Written Test Required	1	Online	BBA MDHHS MMHC MSHN	A & P online	1	1 year
Limited English Proficiency		Written Test Required	1	Online	BBA MDHHS	LEP	1	1 year
Crisis Response		Attendance <i>Restricted</i>		Worksite In-service		As needed		As needed
Working with People I & II		Attendance Required	12	Classroom	MDHHS MSHN	WWP-R	6	3 years
*TO-B required for Security Guards only								
*Position Specific	1 year	Documentation Required	2	Varies per worksite	MDHHS MMHC MI ADMIN CODE	Position Specific	2	1 year
*Position Specific must include Discipline Specific Continued Educational Requirements to maintain license.								
Personal Safety Skills	1 year	Attendance <i>Recommended</i>	2	Classroom	HIPAA MMHC MDHHS MI ADMIN CODE	PSS	2	As needed
Key to Source Documents								
1. BBA = Balanced Budget Act 2. CARF = Commission on Accreditation of Rehabilitation Facilities 3. HIPAA = Health Insurance Portability and Accountability Act. 4. DRA = Deficit Reduction Act				5. MDHHS = Michigan Department of Health & Human Services 6. MI ADMIN CODE Michigan Administrative Code 7. MMHC = Michigan Mental Health Code 8. OSHA = Occupational Safety & Health Administration 9. CFR = Code of Federal Regulations 10. MSHN = Mid State Health Network				

CMHA-CEI Staff Training Requirements

Category F

Volunteers, Interns, Students and

Temporary Staff (Hired through Temp. Staffing Agency)

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
New Hire Orientation I	30 days	Attendance a.m. session only <i>Required</i>	4.5	Online	BBA CARF HIPAA DRA MDHHS MMHC OSHA CFR MSHN MI ADMIN CODE	n/a	n/a	n/a
Recipient Rights		Written Test <i>Required</i>	3.5	Online	BBA HIPAA MMHC MI ADMIN CODE	RRR	2	1 year
Person & Family Centered Training		Documentation <i>Required</i>	2	Online	MMHC MDHHS CFR MSHN	PCP-U	1	1 year
Cultural Diversity		Included in NHO I <i>Required</i>	n/a	Included in NHO I	BBA CARF MDHHS CFR	n/a	n/a	n/a
Cultural Competency		Included in NHO I <i>Required</i>	n/a	Included in NHO I	BBA CARF MDHHS CFR	n/a	n/a	n/a

\* Any individual working directly with consumers is required to attend the regularly scheduled Recipient Rights class.

Key to Source Documents

<p>1. BBA = Balanced Budget Act                  2. CARF = Commission on Accreditation of Rehabilitation Facilities                  3. HIPAA = Health Insurance Portability and Accountability Act.                  4. DRA = Deficit Reduction Act</p>	<p>5. MDHHS = Michigan Department of Health &amp; Human Services                  6. MI ADMIN CODE Michigan Administrative Code                  7. MMHC = Michigan Mental Health Code                  8. OSHA = Occupational Safety &amp; Health Administration                  9. CFR = Code of Federal Regulations                  10. MSHN = Mid State Health Network</p>
--	--

CONTRACT PROVIDERS  
 Category AA Staff Training Requirements  
 Specialized Residential (A Contracts)

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
Bloodborne Pathogens	30 days	Completion of Workbook <i>Required</i>	1	Workbook Documentation	OSHA	BBP-R	1	1 year
Recipient Rights		Written Test <i>Required</i>	3.5	Classroom	BBA MMHC CARF MI ADMIN CODE	RRR	2	1 year
American Heart Saver First Aid		Skills Demonstration <i>Required</i>	5	Classroom Current Certification	MI ADMIN CODE	CPR/FA	5	2 years
*Cultural Competency		Attendance <i>Required</i>	.5	Classroom Documentation	BBA	*CC	1	1 year
*HIPAA		Attendance <i>Required</i>	.5	Documentation	CFR	HIPAA	1	1 year
*Advance Directives		Written Test <i>Required</i>	.5	Documentation	BBA	n/a	n/a	n/a
*Corporate Compliance		Written Test <i>Required</i>	1	Documentation	DRA	n/a	n/a	n/a
Person & Family Centered Planning		Written Test <i>Required</i>	3	Waiver Test Classroom	HIPAA MMHC MDHHS MSHN	PCP-U online	1	1 year
*Limited English Proficiency		Attendance <i>Required</i>	.5	Documentation	BBA MDHHS	n/a	n/a	n/a
*Assessing Mental Health Services	90 days	Attendance <i>Requires</i>	1	Documentation	MDHHS	n/a	n/a	n/a
Basic Health & Medications		Written Test Demo <i>Required</i>	10	Waive Written Test Classroom	MI ADMIN CODE	MRC	3	2 years
Working with People I		Attendance <i>Recommended</i>	6	Classroom	MDHHS	n/a	n/a	n/a

Working with People II		Attendance <i>Recommended</i>	6	Classroom	MDHHS	n/a	n/a	n/a
De-Escalation Skills		Written Test <i>Recommended</i>	12	Online	HIPAA MMHC MDHHS MI ADMIN CODE	n/a	n/a	n/a
Crisis Response		Attendance <i>Restricted</i>		Worksite In-service		As needed		As needed
Personal Safety Skills	1 year	Attendance <i>Recommended</i>	2	Classroom	HIPAA MMHC MDHHS MI ADMIN CODE	PSS	2	As needed

Key to Source Documents

<p>1. BBA = Balanced Budget Act                  2. CARF = Commission on Accreditation of Rehabilitation Facilities                  3. HIPAA = Health Insurance Portability and Accountability Act.                  4. DRA = Deficit Reduction Act</p>	<p>5. MDHHS = Michigan Department of Health &amp; Human Services                  6. MI ADMIN CODE Michigan Administrative Code                  7. MMHC = Michigan Mental Health Code                  8. OSHA = Occupational Safety &amp; Health Administration                  9. CFR = Code of Federal Regulations                  10. MSHN = Mid State Health Network</p>
--	--

\* This Training requirement is the responsibility of the Contract Provider, but they may request assistance from CMHA-CEI

CONTRACT PROVIDERS  
 Category BB Staff Training Requirements  
 Specialized Residential (B Contract)

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
Bloodborne Pathogens	30 Days	Completion of Workbook <i>Required</i>	1	Workbook Documentation	OSHA	BBP-R	1	1 year
Recipient Rights		Written Test <i>Required</i>	3.5	Classroom	BBA MMHC MDHHS MI ADMIN CODE	RRR	2	1 year
American Heart Saver First Aid		Skills Demonstration <i>Required</i>	5	Classroom Current Certification	MI ADMIN CODE	CPR/FA	5	2 years
Cultural Competency		Attendance <i>Required</i>	.5	Documentation	BBA	*CC	1	1 year
HIPAA		Attendance <i>Required</i>	.5	Documentation	CFR	HIPAA	1	1 year
Advance Directives		Written Test <i>Required</i>	.5	Documentation	BBA MSHN	n/a	n/a	n/a
Person & Family Centered Training		Written Test <i>Required</i>	1	Waiver Test Classroom	MMHC MDHHS CFR MSHN	PCP-U Online	1	1 year
Corporate Compliance		Written Test <i>Required</i>	1	Documentation	DRA	n/a	n/a	n/a
Limited English Proficiency		Attendance <i>Required</i>	.5	Documentation	BBA	n/a	n/a	n/a
*Assessing Mental Health Services	90 days	Attendance <i>Requires</i>	1	Documentation	MDHHS	n/a	n/a	n/a
Basic Health & Medications		Written Test Demonstration <i>Required</i>	10	Waive Written Test Classroom	MI ADMIN CODE	MRC	3	2 years
Working with People I		Written Test <i>Required</i>	6	Classroom	MDHHS MSHN	n/a	n/a	n/a

Working with People II		Written test <i>Recommended</i>	6	Classroom	MDHHS MSHN	n/a	n/a	n/a
De-Escalation Skills		Written Test <i>Recommended</i>	12	Online	HIPAA MMHC MDHHS MI ADMIN CODE	n/a	n/a	n/a
Crisis Response		Attendance <i>Restricted</i>		Worksite specific Inservice		As needed		As needed
Environmental Safety		Written Test <i>Required</i>	2	Workbook & Test	CARF MI ADMIN CODE	n/a	n/a	n/a
Body Mechanics Class	180 days	Attendance <i>Recommended</i>	2	Classroom	CARF	BMC	2	3 years
Nutrition		Written Test <i>Required</i>	5	Classroom Waiver Test	HIPAA MMHC MDHHS MI ADMIN CODE	n/a	n/a	n/a
Introduction		Written Test <i>Required</i>	3	Classroom Waiver test	HIPAA MMHC MDHHS MI ADMIN CODE	n/a	n/a	n/a
Personal Safety Skills	1 year	Attendance <i>Recommended</i>	2	Classroom	HIPAA MMHC MDHHS MI ADMIN CODE	PSS	2	As needed

Key to Source Documentation

<p>1. BBA = Balanced Budget Act                  2. CARF = Commission on Accreditation of Rehabilitation Facilities                  3. HIPAA = Health Insurance Portability and Accountability Act.                  4. DRA = Deficit Reduction Act</p>	<p>5. MDHHS = Michigan Department of Health &amp; Human Services                  6. MI ADMIN CODE Michigan Administrative Code                  7. MMHC = Michigan Mental Health Code                  8. OSHA = Occupational Safety &amp; Health Administration                  9. CFR = Code of Federal Regulations                  10. MSHN = Mid State Health Network</p>
--	--

\* This Training requirement is the responsibility of the Contract Provider, but they may request assistance from CMHA-CEI

**CONTRACT PROVIDERS**  
**Category CC Staff Training Requirements**  
**Contracted Supported Employment / Skill Building**

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
Recipient Rights	30 Days	Written Test <i>Required</i>	3.5	Classroom Documentation	BBA CARF CFR MMHC MDHHS MI ADMIN CODE	RRR	2	1 year
American Heart Saver First Aid		Skills Demonstration <i>Required</i>	5	Classroom Current Certification	MI ADMIN CODE	CPR/F A	5	2 years
Person Centered Planning and Self Determination		Written Test <i>Required</i>	3	Waiver Test Classroom	MMHC MDHHS MI ADMIN CODE MSHN	PCP-U	1	1 year
*Cultural Competency		Attendance <i>Required</i>	.5	Classroom Documentation	BBA MDHHS MMHC CFR	*CC	1	1 year
*HIPAA		Attendance <i>Required</i>	.5	Documentation	CFR	HIPAA	1	1 year
*Advance Directives		Written Test <i>Required</i>	.5	Online Documentation	BBA	n/a	n/a	n/a
*Corporate Compliance		Written Test <i>Required</i>	1	Documentation	DRA BBA	n/a	n/a	n/a
*Limited English Proficiency		Attendance <i>Required</i>	.5	Documentation	BBA MDHHS	n/a	n/a	n/a
*Assessing Mental Health Services	90 days	Attendance Requires	1	Documentation	MDHHS	n/a	n/a	n/a

**Key to Source Documents**

<p>1. BBA = Balanced Budget Act                  2. CARF = Commission on Accreditation of Rehabilitation Facilities                  3. HIPAA = Health Insurance Portability and Accountability Act.                  4. DRA = Deficit Reduction Act</p>	<p>5. MDHHS = Michigan Department of Health &amp; Human Services                  6. MI ADMIN CODE Michigan Administrative Code                  7. MMHC = Michigan Mental Health Code                  8. OSHA = Occupational Safety &amp; Health Administration                  9. CFR = Code of Federal Regulations                  10. MSHN = Mid State Health Network</p>
--	--

\* This Training requirement is the responsibility of the Contract Provider, but they may request assistance from CMHA-CEI



CONTRACT PROVIDERS  
 Category DD Staff Training Requirements  
 Community Living Support Aids / Respite

Training requirement	Timeframe From Hire Date	Passing Criteria & Requirement Level	Hours	Format Options	Source (see key below)	Refresher Req.		
						Class	Hours	Frequency
Bloodborne Pathogens	30 days	Workbook <i>Required</i>	1	Workbook Documentation	OSHA	BBP-R	1	1 year
Basic First Aid		n/a	n/a	n/a	MDHHS	First Aid	n/a	As needed
Recipient Rights		Written Test <i>Required</i>	3.5	Classroom	BBA CARF MMHC MI ADMIN CODE	RRR	2	1 year
Person Centered Planning and Self Determination		Written Test <i>Required</i>	3	Waiver Test Classroom	MMHC MDHHS MI ADMIN CODE MSHN	PCP-U	1	1 year
*Cultural Competency		Attendance <i>Required</i>	.5	Classroom Documentation	BBA MDHHS MMHC	*CC	1	1 year
*HIPAA		Attendance <i>Required</i>	.5	Documentation	CFR	HIPAA	1	1 year
*Advance Directives		Written Test <i>Required</i>	.5	Online Documentation	BBA MSHN	n/a	n/a	n/a
*Corporate Compliance		Written Test <i>Required</i>	1	Documentation	DRA BBA	n/a	n/a	n/a
*Limited English Proficiency		Attendance <i>Required</i>	.5	Documentation	BBA	n/a	n/a	n/a
Working with People I		90 Days	Attendance Required	6	Classroom	MDHHS MSHN	n/a	n/a
Working with People II	Attendance Required		6	Classroom	MDHHS MSHN	n/a	n/a	n/a
De-Escalation Skills	Written Test		12	Online	HIPAA MMHC MDHHS MI ADMIN CODE	n/a	n/a	n/a
Crisis Response	Attendance <i>Restricted</i>			Worksite specific In-service		As needed		As needed

*Assessing Mental Health Services		Attendance Requires	1	Documentation	MDHHS	n/a	n/a	n/a
Key to Source Documentation								
1. BBA = Balanced Budget Act 2. CARF = Commission on Accreditation of Rehabilitation Facilities 3. HIPAA = Health Insurance Portability and Accountability Act. 4. DRA = Deficit Reduction Act				5. MDHHS = Michigan Department of Health & Human Services 6. MI ADMIN CODE Michigan Administrative Code 7. MMHC = Michigan Mental Health Code 8. OSHA = Occupational Safety & Health Administration 9. CFR = Code of Federal Regulations 10. MSHN = Mid State Health Network				

\* This Training requirement is the responsibility of the Contract Provider, but they may request assistance from CMHA-CEI

Topics Covered in Training Requirements  
(APPENDICE C)

<p><b>American Heart Saver First Aid</b> CPR Certification First Aid Certification</p>	<p><b>Introduction to Trauma Informed Care</b> Psychological Nature of Trauma Common symptoms of PTSD</p>	<p><b>Sign Language</b> Basic sign language skills</p>
<p><b>Basic Health &amp; Medications</b> Seizure Care &amp; Medication Administration Basic Principles of Good Health Universal Blood and Body Fluid Precautions</p>	<p><b>Introduction</b> History of Services History of CMHA-CEI Types of disabilities served Documentation</p>	<p><b>Position Specific</b> Miscellaneous training that directly applies to population being serviced and job duties</p>
<p><b>Bloodborne Pathogens &amp; Bloodborne Pathogens Review</b> MIOSHA regulations &amp; Hep B vaccine Modes of Disease Transmission Practices to Reduce Risk of Exposure CMHA-CEI Exposure Plan</p>	<p><b>Management Development</b> Human Resources Compliance Finance Organizational Structure</p>	<p><b>Recipient Rights</b> Categories of Rights Violations Abuse and Neglect Confidentiality &amp; Informed Consent Documentation</p>
<p><b>Body Mechanics Class</b> Correct lifting techniques Basic Principles to maintaining a health back Common Causes of Back Injuries</p>	<p><b>New Hire Orientation I</b> Cultural competency &amp; Diversity Dialog Person &amp; Family Centered Planning Self Determination Limited English Proficiency Blood Borne Pathogens &amp; Safety HIPAA &amp; Overview of Information Services Unlawful Harassment</p>	<p><b>Working With People I</b> Creating a Culture of Gentleness Four Pillars of Companionship Four tools of Caregiving</p>
<p><b>Crisis Response</b> Person Specific: Behavior Treatment Plans Escort Techniques Physical Control Techniques</p>	<p><b>New Hire Orientation II</b> Corporate Compliance &amp; Advance Directives Workplace Safety &amp; Defensive Driving Customer Service &amp; Recipient Rights Accessing Mental Health Services</p>	<p><b>Working With People II</b> Staying gentle in the face of Challenging Behaviors Definition of Challenging Behavior Contingency Rewards Proactive Approaches Responses to Challenging Behavior</p>
<p><b>De-Escalation Skills</b> Behavioral indicators of escalation Non-verbal skills of de-escalation Common interventions</p>	<p><b>Nutrition</b> General principles of nutrition Prevention of food borne illness Special Diets &amp; Choking Prevention</p>	<p><b>Working With People – Refresher</b> Refresher on Culture of Gentleness Review of Pillars &amp; Tools Responses to Challenging Behavior</p>

Safety in the Community		
<b>Environmental Safety</b> Emergency Preparedness Fire protection plans & Fire Drills	<b>Personal Safety Skills</b> CEI Policy Environmental factors of personal safety Principles of Therapeutic Options Physical techniques	<b>Transfer Techniques/Range of Motion</b> Overview of lifting and transfer techniques Overview of Functional Application for Range of Motion in individual care plans