TRAINING REQUIREMENTS BY SERVICE

	Administrative Staff Trainings	Applied Behavioral Analysis	ACT	Assessment	Behavior Treatment Review	Children's Waiver	Clinical Services –(OT/PT/SLP)	Clubhouse	CLS (Non-Specialized setting)	Crisis Intervention	Crisis Residential	Direct Prevention	Enhanced Pharmacy	Family Support and Training	Fiscal Intermediary	Health Services	Home Based	Housing Assistance	Intensive Crisis Stabilization	Ind. Adult/Family/Group Tx.
1. Advance Directives			x							x	x									
2a. Behavioral Treatment/Crisis Intervention (MANDT) - **Relational**			R					R		x	x±						R		x	
2b. Behavioral Treatment/Crisis Intervention (MANDT) - **Conceptual**			R					R			x±						R			
2c. Behavioral Treatment/Crisis Intervention (MANDT) - **Technical**											x*±									
3. Corporate Compliance	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	x
4. Cultural Competence	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		X	x
5. Emergency Preparedness		x						x	x		x									
6. Knowledge of First Aid						x			x											
7. First Aid Certification		x									x									
8. CPR Certification						x					x									
9. Grievance and Appeals		x	x	x	x	x	x	x	x	x	x			x		x	x		x	x
10. Health & Wellness											x									
11. HIPAA	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	x
12. Introduction to Human Services											x									
13. Limited English Proficiency (LEP)	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		X	x
14. Medication Series									±		x									
15. Nutrition & Food Safety											x									
16. Person-Centered Planning & Self-Determination		x	x	x	x	x	x	x	x	x	x						x		x	x
17. Recipient Rights	X	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
18. Standard Precautions		x	x	x		x	x	x	x	x	x	x		x		x	x		x	x
19. Trauma Informed Care		x	x	x	x	x	x	x	x	x	x	x		x		x	x		x	x

R   Recommended

¥   Adult population only

For Self-Directed Arrangements, please refer to S.D. Agreement

± Required when staff provide reminding, monitoring, and/or observation of medication administration per the Medicaid Provider Manual Guidelines for CLS.

* Waiver from participation in MANDT **Conceptual or Technical** session is available upon request and approval from the contracting CMHSP.

± Waiver from participation in MANDT for Children's Specialized Residential Settings or residential settings where there are multiple payors is available upon request and approval from contracting CMHSP

TRAINING REQUIREMENTS BY SERVICE

	Nursing Facility MH Monitor.	OBRA PAS/SAR	Peer Delivered Services	Personal Care/CLS in Specialized Res. Setting	Private Duty Nursing	Psychiatric Services	Respite	Skill Building	SUD Community Based Tx	SUD Medication Assisted Tx.	SUD Outpatient Tx.	SUD Residential Treatment	SUD Res. Withdrawal Mgmt.	Supported Employment	Supports Coordination	Targeted Case Management	Transportation	Treatment Planning	Wraparound
1. Advance Directives	X								X	X	X	X	X		X¥	X¥		X	
2a. Behavioral Treatment/Crisis Intervention (MANDT) - **Relational**				X±					R			R	R		R	R			
2b. Behavioral Treatment/Crisis Intervention (MANDT) - **Conceptual**				X±					R			R	R		R	R			
2c. Behavioral Treatment/Crisis Intervention (MANDT) - **Technical**				X±															
3. Corporate Compliance	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
4. Cultural Competence	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
5. Emergency Preparedness				X															
6. Knowledge of First Aid							X	X											
7. First Aid Certification				X															
8. CPR Certification				X															
9. Grievance and Appeals	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
10. Health & Wellness				X															
11. HIPAA	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X
12. Introduction to Human Services				X															
13. Limited English Proficiency (LEP)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
14. Medication Series				X															
15. Nutrition & Food Safety				X															
16. Person-Centered Planning & Self-Determination	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X
17. Recipient Rights	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
18. Standard Precautions	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
19. Trauma Informed Care	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

R   Recommended
¥   Adult population only
For Self-Directed Arrangements, please refer to S.D. Agreement
± Required when staff provide reminding, monitoring, and/or observation of medication administration per the Medicaid Provider Manual Guidelines for CLS.

** Waiver from participation in MANDT **Conceptual or Technical** session is available upon request and approval from the contracting CMHSP.*
± Waiver from participation in MANDT for Children's Specialized Residential Settings or residential settings where there are multiple payors is available upon request and approval from contracting CMHSP

LAKESHORE REGIONAL ENTITY

TRAINING REQUIREMENTS: FREQUENCY AND METHOD

	TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
1.	**Advance Directives**	This training will cover: • the types of Advance Directives (AD) • Why have an AD • Who may create an AD • The powers of a patient advocate • The role of the clinician in AD • Where to find additional information about AD	Initial & Every 2 years	<u>Initial</u> • $\leq$ 30 days of hire and prior to working independently with individuals served <u>Ongoing</u> • Every 2 years	<u>Initial</u> & <u>Ongoing</u> • CMH classroom training if available • Lakeshore LMS online course • As otherwise approved by CMH	• MDHHS Contract section 6.8.6 on Advance Directives
2a.	**Behavioral Treatment / Crisis Intervention (MANDT)** **RELATIONAL**	Mandt Relational stresses the importance of building positive, healthy relationships with everyone. Chapters include: • Healthy Relationships • Healthy Communication • Healthy Conflict Management	Initial & Annual	<u>Initial</u> • < 90 days of hire <u>Ongoing</u> • As per certification or otherwise required <u>NOTE</u> • MANDT must be taken sequentially and within a consecutive 3-month period.	<u>Initial</u> & <u>Ongoing</u> • classroom training by a certified Mandt trainer; • E-learnings through MANDT systems.	• MDHHS Contract Technical Requirement for Behavior Treatment Plan Review Committee. • Administrative Rule 330.7001 (z) • OSHA Publication 3148-06 R (2016)

TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
2b. Behavioral Treatment / Crisis Intervention (MANDT) **CONCEPTUAL**	Mandt Conceptual introduces additional information to help how we think about things, people, and situations. Chapters include: • Trauma Informed Cultures • Positive Behavior Interventions and Supports • Medical Risk Factors (optional)	Initial & Annual	<u>Initial</u> • <90 days of hire <u>Ongoing</u> • As per certification or otherwise required <u>NOTE</u> • MANDT must be taken sequentially and within a consecutive 3-month period.	<u>Initial & Ongoing</u> • classroom training by a certified Mandt trainer; or • E-learnings through MANDT systems	• MDHHS Contract Technical Requirement for Behavior Treatment Plan Review Committee. • Administrative Rule 330.7001 (z) • OSHA Publication 3148-01 R (2004)
2c. Behavioral Treatment / Crisis Intervention (MANDT) **TECHNICAL**	Mandt Technical provides staff with technical physical skills to keep people safe while working with them. Chapters include: • Assisting • Separating • Physical Techniques	Initial & Annual	<u>Initial</u> • < 90 days of hire <u>Ongoing</u> • As per certification or otherwise required <u>NOTE</u> • MANDT must be taken sequentially and within a consecutive 3-month period.	<u>Initial & Ongoing</u> • classroom training by a certified Mandt trainer; or • Initial e-learnings and/or test-out re-certification through MANDT systems, supplemented by face-to-face/classroom demonstration of physical interaction skills.	• MDHHS Contract Technical Requirement for Behavior Treatment Plan Review Committee. • Administrative Rule 330.7001 (z) • OSHA Publication 3148-01 R (2004)

	TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
3.	Corporate Compliance	This training will acquaint staff members with the general laws and regulations governing waste, fraud, and abuse, and other compliance issues in both the CMHSP and the provider organization.	Initial & Annual	Initial • <60 days of hire Ongoing • Annual update	Initial • CMH classroom training if available • Lakeshore LMS online course • As otherwise approved by CMH Ongoing • CMH classroom training if available • Lakeshore LMS online course • As otherwise approved by CMH	• Medicaid Integrity Program (MIP) Section 33 • Medicaid False Claims Act of 1977 • Michigan False Claims Act, Act 72 of 1977 • Deficit Reduction Act of 2005 • Affordable Care Act of 2010 • CARF 1. A. 7 if applicable • Code of Federal Regulations 42 CFR 438 608
4.	Cultural Competence	This training will cover: effect of culture and how it affects our perception of life, various aspects of culture, understanding that every individual has the right to receive culturally proficient services, steps in providing culturally responsive services, and realizing that being culturally competent/proficient is a continual process.	Initial & Annual	Initial • ≤ 60 days of hire Ongoing • Annual update	Initial • CMH Classroom Training if available • Lakeshore LMS online course • As otherwise approved by CMH Ongoing • Lakeshore LMS online course • As otherwise approved by CMH	• Code of Federal Regulations 42 CFR 438.206(c)(2) Cultural Considerations • MDHHS Contract Part II 3.0, Access Assurance Section 3.4.2 on Cultural Competence • MDHHS Contract Part I, 15.7 (LEP) • CARF 1.I.5 if applicable • Medicaid Provider Manual 4.5
5.	Emergency Preparedness	The goal of this course is to provide information that helps increase employee awareness and knowledge of various emergency situations to promote effective response practices. At the completion of this program, participants should be able to: identify risk factors that lead to an emergency situation; implement proper safety and prevention practices; report emergencies promptly to proper authorities; respond to various emergency situations in an effective manner.		Initial • ≤ 60 days of hire • Staff working independently or as lead workers need to complete all training prior to any direct care assignment	Initial • CMH Classroom Training if available • Lakeshore LMS online course	• R330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings) • CARF 1.H.4 if applicable

	TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
6.	Knowledge of First Aid	This training will provide staff with information about basic first aid action principles and situations requiring first aid.	Initial and 2-year Update	Initial • ≤ 60 days of hire and prior to working independently with individuals served Ongoing • Update every 2 years	Initial & Ongoing • Lakeshore LMS online course • Options as approved by CMH	• Medicaid Provider Manual 2.4, 14.5.A, and 15.2.C
7.	First Aid Certification	This training will provide staff with certification in basic first aid action principles, situations requiring first aid, and basic first aid skills in areas including: • Medical Emergencies • Injury Emergencies • Environmental Emergencies	Initial and Ongoing	Initial • Current certification ≤ 60 days of hire and prior to working independently with individuals served Ongoing • As per certificate	Initial & Ongoing • CMH or Community Classroom Training which must include return demonstration • Through an American Red Cross, American Heart Association, OR National Safety Council certified trainer which must include return demonstration	• R330.1806 (Specialized Residential) • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings) • CARF 3.G.22; 2.F.3.d
8.	CPR Certification	This class provides certification in the basics skills for cardio-pulmonary resuscitation for adults and children including checking a conscious or unconscious victim, conscious choking, CPR (30 – 2), unconscious airway obstruction, and automated external defibrillators (AED) as determined by certifying organizations (American Red Cross, American Heart Association, National Safety Council).	Initial and Ongoing	Initial • Current certification ≤ 60 days of hire and prior to working independently with individuals served Ongoing • As per certificate	Initial & Ongoing • CMH or Community Classroom Training which must include return demonstration • Through an American Red Cross, American Heart Association, OR National Safety Council certified trainer which must include return demonstration	• Medicaid Provider Manual 14.5.A • R330.1806 (Specialized Residential) • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • CARF 3.G.22; 2.F.3.d
9.	Grievance & Appeals	This class demonstrates that due process/grievance and appeals are the right of every person seeking or receiving mental health or developmental disability services from a Community Mental Health Service Program or its contracted agencies. All individuals have the right to a fair and efficient process for resolving complaints regarding their services and supports.	Initial and Annual	Initial • ≤ 30 days of hire and prior to working independently with individuals served Ongoing • Annual update	Initial & Ongoing • LRE classroom training if applicable • Options as approved by CMHSP	• MDHHS Contract Attachment 6.3.2.1 • Lakeshore Regional Entity Policy 6.2

TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
10. Health & Wellness	This course provides staff with the information and skills to work as a health coach. Necessary skills include: promoting wellness, understanding the role of treatment options, monitoring a person's current health status, and responding to changes in healthcare needs.	Initial	Initial • ≤ 60 days of hire and prior to working independently with individuals served	Initial • CMH classroom training if available • Lakeshore LMS online hybrid course (both online AND classroom portions)	• MCL 330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings)
11. HIPAA	This training will provide staff with information about HIPAA privacy and HIPAA security, confidentiality and informed consent, applying it in appropriate contexts, how to release information legally, when information can be discussed and what information cannot be discussed, HIPAA requirements, and Michigan Mental Health Code requirements.	Initial and Annual	Initial • ≤ 60 days of hire Ongoing • Annual update	Initial & Ongoing • CMH Classroom Training if available • Lakeshore LMS online course • As otherwise approved by CMH	• Code of Federal Regulations – 45CFR 164.308(a)(5)(i) and 164.530 (b)(1) • CARF 1.I.5
12. Introduction to Human Services	This course provides an overview of Developmental Disabilities, Mental Illness, Substance Use Disorders, and provides information about documentation and the role of staff.	Initial	Initial • ≤ 30 days of hire and prior to working independently with individuals served	Initial • Lakeshore LMS online course • CMH Classroom Training if available	• MCL 330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Homes) • R400.2122 (Congregate Settings)
13. Limited English Proficiency (LEP)	This course will provide information on the language assistance entitlements available to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.	Initial and Annual	Initial • ≤ 60 days of hire Ongoing • Annual update	Initial • CMH Classroom Training if available • Lakeshore LMS online course • As otherwise approved by CMH Ongoing • Lakeshore LMS online course • As otherwise approved by CMH	• Code of Federal Regulations 42 CFR 438.206(c)(2) Cultural Considerations • MDHHS Contract Part I, 15.7 (LEP) • Medicaid Provider Manual 18.1.6 & 6.3.2

TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
14. Medication Series **May include:** **Lakeshore course series that includes online and classroom demo portions (see How to Obtain column)** **OR** **Standalone CMH classroom training(s) if available**	This training series provides an overview of the rights of medication administration; legal, ethical, and liability considerations of medication administration; commonly prescribed medications for individuals receiving services; special considerations of administering psychotropic and other medications; correct drug routes, dosages; pharmacy labels and physician orders; drug information sheets; possible side effectives, possible adverse effects of, and contraindications; transcription of medication orders; medication storage; how to document medication refusal and inability to administer medications as scheduled; how to document medication errors; disposal of discontinued, expired and/or contaminated medications per agency policy and procedure and FDA guidelines. This series provides preliminary information about this topic. Providers will work with staff to build and develop competency.	Initial	<u>Initial</u> • ≤ 60 days of hire and prior to working independently with individuals served	<u>Initial</u> • Lakeshore LMS course series that includes these online AND classroom portions: 1. Medication Administration & Monitoring (online) 2. Health & Wellness (online – see #10 above) 3. Medication & Health Skills Demonstration (classroom) 4. Medications: Types, Uses & Effects (online) Both Medication Administration & Monitoring and Health and Wellness online modules MUST be completed BEFORE the classroom Skills Demo. • Standalone CMH classroom training(s) if available	• MCL 330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings)
15. Nutrition & Food Safety	This course provides staff information so they may: understand the effect of food intake on health and wellness; identify and help people understand healthy food options; recognize and implement menus which encourage healthy meals and snacks based on setting; be able to shop in accordance with dietary and budgetary considerations; describe the link between improper food handling, poor personal hygiene, and food-borne illness; list signs/symptoms of food-borne illness; list criteria for safe food handling, storing, and serving; and, Identify appropriate response to food recalls.	Initial	<u>Initial</u> • ≤ 60 days of hire and prior to working independently with individuals served	<u>Initial</u> • CMH classroom training if available • Lakeshore LMS online course	• MCL 330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings)

TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
16. **Person-Centered Planning and Self-Determination**	This training provides information on the core principles of person-centered planning (PCP), self-determination, and the Individual Plan of Service (IPOS). Emphasis is placed on discovering the preferences of the individuals being served and improving ability to implement the IPOS accordingly; understanding what the person wants to achieve with each goal and objective in his/her IPOS; and understanding that the IPOS is the prescription for the services that staff provide.	Initial & Annual	Initial • < 60 days of hire Ongoing • Annual update for all staff	Initial • CMH classroom training if available • Lakeshore LMS online course • As otherwise approved by CMH Ongoing • As otherwise approved by CMH • Lakeshore LMS online course	• MDHHS contract Part 3.4.1.1.IV.A.4 • Administrative Rule R 330.1700 (G)
17. **Recipient Rights**	This course will provide a basic understanding of recipient rights and reporting requirements. When a person receives behavioral health services, Michigan's Mental Health Code and other state and federal laws safeguard their rights. Staff are responsible to protect these rights.	Initial & Annual	Initial • $\leq$ 30 days of hire Ongoing • Annual update	Initial • CMH classroom training • Options as approved by CMH Office of RR Ongoing • CMH classroom training • Options as approved by CMH Office of RR	• MH Code: Sec 330.1755(5)(f)
18. **Standard Precautions**	This course provides information on: the epidemiology and symptoms of infectious diseases; how infectious diseases are transmitted; exposure control plans; recognizing what job activities may present a risk for potentially infectious situations; appropriate engineering controls, work practices, and personal protective equipment; an emergency involving blood or other potentially infectious material; appropriate response to an exposure incident including immediate care, documentation, and medical follow up; and, appropriate cleaning and disinfecting following a biohazard incident.	Initial & Annual	Initial • Prior to working with individuals served Ongoing • Annual update	Initial & Ongoing • CMH Classroom Training if available • Lakeshore LMS online course • OSHA approved Standard Precautions curriculum	• OSHA 1910.1030 • Administrative Rule R325.7000 • Administrative Rule R 325.70016 (7)(a) – specifies initial training and annual retraining • Administrative Rule R330.2807 (10) • CARF 1.H.11.b.

TRAINING	DESCRIPTION	FREQUENCY	WHEN	HOW TO OBTAIN	REQUIREMENT
19. Trauma Informed Care	This course addresses the nature of trauma and its effects on people. Being able to provide trauma informed services to individuals receiving services is a crucial skill set for staff. Recognizing that an alarming majority of people receiving services have had trauma in their lives, it is staff's responsibility to work with them in a manner which supports and does not worsen the impact of previous trauma.	Initial & Ongoing	<u>Initial</u> • < 6 months of hire <u>Ongoing</u> • As identified by MDHHS contract	<u>Initial</u> • CMH classroom training (Mandt Conceptual) • Other CMH classroom training if available • As otherwise approved by CMH <u>Ongoing</u> • CMH classroom training (Mandt Conceptual) • Other CMH classroom training if available • As otherwise approved by CMH	• MDHHS/CMHSP Contract Attachment C6.9.9.1

Additionally:

- If through the Quality Monitoring Review or MDHHS Site Review deficiencies are noted in this area, additional training may be required.
- When applicable laws and/or regulations change CMHSP may require a training update

Specialized Res: Staff working independently or as lead workers need to complete all training prior to any direct care assignment.

For Self-Directed Arrangements, please see training requirements documented in the Self-Determination Agreement.