

Initial Direct Support Staff Training Requirements for Licensed Settings

ONE CURRICULUM, ONE ONLINE SYSTEM

The Community Mental Health organizations making up the Lakeshore Regional Partners have adopted a universal, transferrable training curriculum for direct support staff working in licensed settings. To increase options and accessibility, the majority of the trainings in this curriculum are available online. Online trainings and registration for any classroom trainings are available through the Lakeshore Learning Management System (LMS) located at <https://lakeshoretraining.org>. To avoid individuals being directed to the wrong location for classroom offerings, individuals should access the online system through the portal affiliated with their CMH.

REQUIRED TRAININGS	ONLINE	FACE-TO-FACE	TIME FRAME	NOTES
Recipient Rights Training	✓*	✓	Within 30 days of hire.	*For Kent County Only: initial training available online. Must be followed by a face to face training within 6 months of hire.
CPR & First Aid		✓	Within 60 days of hire.	CPR/First Aid training that is provided by the American Heart Association, American Red Cross, or the National Safety Council is acceptable.
Medication Administration & Monitoring	✓		Within 60 days of hire.	
Health & Wellness	✓		Within 60 days of hire.	
Medication & Vitals Skills Demonstration		✓	Within 30 days of completion of the online Medication Administration & Monitoring and Health & Wellness modules AND within 60 days of hire.	The online Medication Administration & Monitoring and Health & Wellness modules <u>must be completed before this skills demonstration</u>. A universal checklist guides the skills demonstration.
Mandt Crisis Prevention Training Days 1 & 2: Relational and Conceptual Day 3: Technical (physical skills)		✓	Within 60 days of hire. Mandt Day 3 must be completed before any physical crisis intervention technique may be used.	Days 1, 2, and 3 must be completed in sequential order. A full day recertification for Mandt is required annually.
Introduction to Human Services	✓		Within 60 days of hire.	
Emergency Preparedness	✓		Within 60 days of hire.	
Limited English Proficiency	✓		Within 60 days of hire.	
Nutrition & Food Safety	✓		Within 60 days of hire.	
Person Centered Planning & Self-Determination	✓		Within 60 days of hire.	
Medications: Types, Uses & Effects	✓		Within 60 days of hire.	
Cultural Competence	✓		Within 60 days of hire.	
Standard Precautions	✓		Before beginning work.	Includes Infection Control, Universal Precautions, Bloodborne Pathogens/OSHA, and Communicable Diseases.
HIPAA	✓	✓	Within 60 days of hire.	Agencies have the option of using their own agency-specific training for this topic, which may be face to face. The online module on the Lakeshore LMS is approved region-wide.
Corporate Compliance	✓	✓	Within 60 days of hire.	Agencies have the option of using their own agency-specific training for this topic, which may be face to face. The online module on the Lakeshore LMS is approved region-wide.



Supplemental training opportunities are available at some CMHs. Contact your local CMH for details.

Training Course Descriptions

OVERALL CONTENT INFORMATION

These trainings were developed by experienced community mental health staff trainers, licensed social workers and nurses, and other professional staff at the Community Mental Health organizations making up the Lakeshore Regional Partners PIHP: Allegan Community Mental Health Services, HealthWest (Muskegon CMH), network180 (Kent CMH), Community Mental Health of Ottawa County, and West Michigan CMH (serving Lake, Mason, and Oceana counties). The content of these trainings is based on the State of Michigan's Providing Residential Services in Community Settings curriculum. Content has been updated to meet the recommendations of the MACMHB's Training Guidelines Workgroup.

COURSE DESCRIPTIONS (ALPHABETICAL ORDER)

Corporate Compliance: This course provides an overview of the concept and legal basis of corporate compliance, including the core requirements of an organization's Corporate Compliance Program, the definitions of fraud, waste, and abuse (FWA), understanding the staff member's role in corporate compliance, and the key processes of the agency's risk management strategy.

CPR & First Aid: CPR covers the basics skills for Cardio-Pulmonary Resuscitation including Checking a Conscious or Unconscious Victim, Conscious Choking, CPR (30 – 2) and Unconscious Airway Obstruction as determined by certifying organizations (American Red Cross, American Heart Association, National Safety Council). First Aid covers the basic skills of providing First Aid as determined by certifying organizations (American Red Cross, American Heart Association, and National Safety Council).

Cultural Competence: The importance of providing culturally proficient and responsive services cannot be understated. This means providing services, supports, and/or other assistance in a manner responsive to the beliefs, values, attitudes, language, and behavior of the person. These should be provided in a manner that encourages the person's participation. (DD Assistance & Bill of Rights Act, 1994). This training provides an overview of these basic cultural competence concepts.

Emergency Preparedness: The health and safety of staff and the individuals with whom we work are paramount. Emergency preparedness allows us to plan for crisis situations and manage those that arise. Staff serve as role models in the planning and preparation for emergencies and also are responsible for teaching emergency response skills. This training focuses on preparing for various emergency situations and staff responsibilities in maintaining a safe environment for people receiving services.

Health & Wellness: Health and wellness are essential to the quality of life. Identifying health changes, health monitoring and documenting, responding to health care situations, and promoting and supporting healthy lifestyles are critical. This training provides an overview of these topics. This training also provides information about normal ranges for vital signs. This training is one component of a 3-part online/face-to-face hybrid training. **TO COMPLETE TRAINING ON VITALS, AFTER COMPLETING THIS ONLINE COURSE, INDIVIDUALS MUST COMPLETE A FACE-TO-FACE MEDICATION & VITALS SKILLS DEMONSTRATION.**

HIPAA: The understanding of confidentiality requirements as it pertains to protected health information. HIPAA privacy and security are both addressed with particular attention to electronic communication such as e-mail, internet, fax, etc. as well as other forms of communication.

Introduction to Human Services: Individuals who receive supports and services through the public Mental Health system face many challenges which result in a variety of needs. Three basic challenges for individuals are Developmental Disabilities, Mental Illnesses, and Substance Use Disorders. This class covers some basic definitions as well as the identification of some types and causes of these challenges. This training also covers basic documentation skills and current trends in providing human services.

Limited English Proficiency: Someone whose primary form of communication is not spoken English has the potential to encounter barriers to equal access to services. The LEP class is designed to teach staff to eliminate those barriers by providing appropriate accommodations.

Mandt Day 1—Relational: The Mandt System is a training program that has 3 major components, which are completed in order: Relational, Conceptual, and Technical. Day 1 focuses on Relational Skills: relationship, communication, and conflict resolution skills.

Mandt Day 2—Conceptual: The Mandt System is a training program that has 3 major components, which are completed in order: Relational, Conceptual, and Technical. Day 2 focuses on Conceptual Skills: teaching positive behavior supports, trauma informed care, and liability and legal issues.

Mandt Day 3—Technical: The Mandt System is a training program that has 3 major components, which are completed in order: Relational, Conceptual, and Technical. Day 3 focuses on Technical Skills: training in providing physical assistance, separation, evasion, and physical techniques that provide limitations to ensure client safety.

Medication Administration & Monitoring: This online training provides basic background information about how to administer medications or to monitor individuals who are able to self-administer medications. This training is one component of a 3-part online/face-to-face hybrid training. **TO COMPLETE TRAINING ON MEDICATION ADMINISTRATION, AFTER COMPLETING THIS ONLINE COURSE, INDIVIDUALS MUST COMPLETE A FACE-TO-FACE MEDICATION & VITALS SKILLS DEMONSTRATION.**

Medication & Vitals Skills Demonstration: This training allows staff to practice and demonstrate the actual skills for taking and measuring vital signs AND preparing and administering medications. This training is the final component of a 3-part online/face-to-face hybrid training. **BEFORE COMPLETING THIS SKILLS DEMONSTRATION, INDIVIDUALS MUST COMPLETE THESE TWO ONLINE MODULES: HEALTH & WELLNESS and MEDICATION ADMINISTRATION & MONITORING.**

Medications: Types, Uses & Effects: This training presents the psychiatric medications that are used to treat behavioral health disorders, as well as their indications and side effect profiles. Medications covered include antidepressants, anti-psychotics, anti-anxiety medications, mood stabilizers, anti-epileptic drugs, and analgesics. This training module also provides guidelines on staff action in responding to the symptoms of disease and health documentation guidelines in responding to medical conditions recognized in the individuals served in the mental health/substance use system.



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COURSE DESCRIPTIONS, CONTINUED

Nutrition & Food Safety: Staff need basic nutrition awareness as stewards of the individual's health and to model healthy habits. This course covers basics of good nutrition for both staff and individuals receiving services. This course also teaches the basics of food safety and the prevention of foodborne illnesses.

Person Centered Planning & Self Determination: The purpose of this class is to introduce basic philosophies and principles of Person Centered Planning (PCP). Emphasis will be placed on discovering the preferences of the individuals being served and improving ability to implement the PCP accordingly; understanding what the person wants to achieve with each goal and objective in his/her PCP; and understanding that the PCP is the prescription for the services that staff provide. A brief overview of Self Determination is also included.

Recipient Rights Training: Every person who receives mental health services has certain rights which are protected by the Michigan Mental Health Code. This course will help the participant to support an individual's rights as well as be able to identify various forms of rights violations such as abuse and neglect. Participants will understand reporting requirements and be able to accurately implement the requirements.

Standard Precautions: This training covers the topics of Infection Control, Universal Precautions, Bloodborne Pathogens/OSHA, and Communicable Diseases.

Regional Training Policies

FAILURE TO PASS AN ONLINE TRAINING

If an individual fails to pass an online course after attempting the test two times, he or she must consult with his/her Supervisor or CMH Trainer for assistance with the subject matter. Following consultation, he/she should request re-enrollment in the online course from the local CMH training department. Network180 and Allegan CMH offer limited capacity in classroom format trainings for regional staff who, based on the determination of their local CMH, should re-take the training in a face-to-face format. Successful completion of either the online module or a classroom class is necessary to complete each training requirement.

TRAINING UPDATES AND MANDT RECERTIFICATION

General Training Refresher Requirements: Development of consistent region-wide expectations and timeframes for training updates is a priority for FY16. While these standards are being established, the online modules listed above are appropriate options for staff who need updates in various topics, per their most recent CMH contract.

Annual re-certification is required in order to maintain Mandt certification. To maintain Mandt Certification staff must successfully complete a Mandt Recertification training before the expiration date on their Mandt Certification of Completion. Note: **Mandt certification expires on the last day of the month that you completed Mandt Day 2.** The Mandt Recertification training is offered in one day and covers Relational and Technical skills. Conceptual skills are not required to be re-certified after they are initially trained. If Mandt Certification expires, the staff must complete the full 3-day Mandt (Relational, Conceptual and Technical) training. If a staff member has changed employer, they may attend a re-certification offered by their current employer or their local CMH (re-certifications offered by organizations other than the current employer or local CMH are not permitted). If staff are being re-certified by an organization that did not originally train them, they MUST provide their original training certificates in order to participate.



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