Initial Direct Support Staff Training Requirements for Licensed Settings

ONE CURRICULUM, ONE ONLINE SYSTEM

The Community Mental Health organizations making up the Lakeshore Regional Entity (LRE) 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 courses and registration for any classroom courses 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 COURSES	ONLINE	CLASS-ROOM	TIME FRAME	NOTES
Recipient Rights	✓*	✓	Within 30 days of hire.	* For Kent County: initial training available online. Must be followed by classroom training within 3 months of hire *For Ottawa County: initial training available online. Must be followed by classroom training within 60 days of hire.
First Aid/CPR/AED		✓	Within 60 days of hire & prior to working independently with individuals served.	First Aid/CPR/AED: Must be a certified program approved by LARA: http://www.michigan.gov/lara/0,4601,7-154-63294_5529_49572_49583-82382--,00.html
Medication Administration & Monitoring (Part 1)	✓		Within 60 days of hire & prior to working independently with individuals served.	
Health & Wellness (Part 2)	✓		Within 60 days of hire & prior to working independently with individuals served.	
Medication & Health Skills Demonstration (Part 3)		✓	Within 30 days of completing the online Medication Administration & Monitoring AND Health & Wellness courses. Also within 60 days of hire & prior to working independently with individuals served.	**Part 1 and Part 2** (*Medication Administration & Monitoring AND Health & Wellness*) **must be successfully completed BEFORE taking this classroom course**. A universal checklist guides the skills demonstration.
Medications: Types, Uses & Effects (Part 4)	✓		Within 60 days of hire.	
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 & prior to working independently with individuals served.	
Emergency Preparedness	✓		Within 60 days of hire.	
Limited English Proficiency (LEP)	✓		Within 60 days of hire.	
Nutrition & Food Safety	✓		Within 60 days of hire & prior to working independently with individuals served.	
Person Centered Planning & Self-Determination	✓		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. This online course has been approved for use 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. This online course has been approved for use region-wide.
Grievances and Appeals	✓	✓	Within 60 days of hire.	This is a new requirement with an online course available or a classroom option scheduled through LRE Customer Services: 1-800-897-3301.
Trauma Informed Care	✓	✓	Within 60 days of hire.	This is a new requirement with an online course available. Mandt Day 2 and the annual Mandt re-certification also fulfill this requirement.

ALLEGAN COUNTY COMMUNITY MENTAL HEALTH — HealthWest Muskegon's Behavioral Wellness Connection — network180 Lives Redirected. — COMMUNITY MENTAL HEALTH OTTAWA COUNTY — West Michigan CMH

Supplemental training opportunities are available at some CMHs. Contact your local CMH for details.   **(Revised: Oct. 2018)**

OVERALL CONTENT INFORMATION

This curriculum was 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 Entity 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 courses 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 Michigan Association of Community Mental Health Boards (MACMHB)'s Training Guidelines Workgroup.

COURSE DESCRIPTIONS (ALPHABETICAL ORDER)

Corporate Compliance: This online 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.

Cultural Competence: This online course covers the importance of providing culturally proficient and responsive services. The content of this course includes providing services, supports, and/or other assistance in a manner responsive to the beliefs, values, attitudes, language, and behavior of the person. Topics covered include: discrimination, inclusion, and diversity.

Emergency Preparedness: This online course focuses on preparing for various emergency situations and what a staff member's responsibilities are for maintaining a safe environment for people receiving supports. Topics include: safety practices for fire, tornado, and severe weather and poison prevention.

First Aid/CPR/AED: This classroom course covers the basic skills for Cardio-Pulmonary Resuscitation (CPR) including: compression & breath skills, checking a conscious or unconscious victim, conscious choking, when and how to use an AED (Automated External Defibrillator), and unconscious airway obstruction as determined by approved organizations referenced on the prior page. The First Aid portion of this course covers the basic skills of providing first aid such as medical, environmental, and injury emergencies and as determined by approved organizations referenced on the prior page).

Grievances and Appeals: This online course cover ways to ensure the individuals served have a voice in their treatment, services, and supports through the mechanisms of filing a grievance or an appeal.

Health & Wellness: This online course covers the key health and safety concepts of identifying health changes, monitoring health, documenting changes, responding to health care situations, and promoting and supporting healthy lifestyles. This course also provides information about normal ranges for vital signs. This course is one component of a series of courses covering health and medication related supports. To be fully trained in this area, individuals must also successfully complete the classroom course titled *Medications and Health Skills Demonstration*, after completing this online course.

HIPAA: This online course provides an overview for understanding confidentiality requirements as they pertain to protected health information. HIPAA privacy and security are both addressed in this course as they relate to various forms of communication including electronic communication.

Introduction to Human Services: This online course provides an overview of the three main challenges that face individuals receiving supports and services through the public Mental Health system: Developmental Disabilities, Mental Illnesses, and Substance Use Disorders. This course also covers some basic definitions related to these challenges, some of the needs that arise because of these challenges, and 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 (LEP): This online course provides an overview of the potential barriers that are faced by someone whose primary form of communication is not spoken English. This online course is designed to facilitate equal access to all individuals by educating staff on how to eliminate those barriers through the provision of appropriate accommodations.

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

Mandt Day 2—Conceptual: Day 2 focuses on Conceptual Skills: teaching positive behavior supports and trauma informed care.

Mandt Day 3—Technical: Day 3 focuses on Technical Skills: training in providing physical assistance, separation, evasion, and physical techniques that provide limitations to ensure each person's safety.

Medication Administration & Monitoring: This online course provides basic background information about how to administer medications or to monitor individuals who are able to self-administer medications. This course is one component of a series of courses covering health and medication related supports. In order to be fully trained in this area, individuals must also successfully complete the classroom course titled *Medications and Health Skills Demonstration*, after completing this online course.

Medication & Health Skills Demonstration: This classroom course allows staff to practice and demonstrate the skills for taking and measuring vital signs AND preparing and administering medications. **Before attending this skills demonstration course, individuals must successfully complete two online courses:** *Health & Wellness AND Medication Administration & Monitoring* within the previous 30 days. If these two online courses have not been completed, individuals may be automatically unenrolled approximately 24 hours prior to the classroom course being held.

Medications: Types, Uses & Effects: This online course presents the psychotropic 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 course also provides guidelines on 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.

COURSE DESCRIPTIONS, CONTINUED

Nutrition & Food Safety: This online course covers the 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: This online course provides an introduction to the basic philosophies and principles of Person Centered Planning (PCP). Emphasis will be placed on discovering the preferences of the individuals being served and improving the 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: This course provides an overview of the rights protection system set in place through the Michigan Mental Health Code for persons receiving mental health services through the community mental health services system. 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 online course covers the topics of infection control, universal precautions, boodborne pathogens/OSHA, and communicable diseases.

Trauma Informed Care: This online course covers understanding what trauma is and familiarizes learners about: the impact of trauma, how to address the impact of trauma, and how to understand the impact of re-traumatization.

Regional Training Policies

FAILURE TO PASS AN ONLINE COURSE

If individuals fail to pass an online course after attempting the test two times, they must consult with their Supervisor or CMH Trainer for assistance with the subject matter. Following consultation, they should request re-enrollment in the online course from the local CMH training department.

TRAINING UPDATES AND MANDT RECERTIFICATION

Training Update Requirements: Attachment I to the service contracts between the CMHSP and provider agencies specify the requirements for subject areas that require annual or periodic updates. Most of the online courses found under the Course Descriptions (on the prior page) are also appropriate options for staff who are required to complete updates.

Annual Mandt recertification is required. 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 a student completed Mandt Day 1**. The Mandt Recertification training is offered in one day. If Mandt Certification expires, the staff must complete the initial Mandt (3-day) course again. If staff have changed employers, they may attend a recertification offered by their current employer or their local CMH. Recertifications offered by organizations other than the current employer or local CMH are not permitted. If staff are being recertified by an organization that did not originally train them, they MUST provide their original training certificates in order to participate.

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