

Policy Title: Workforce Development	Policy #: 02-016	<u>Review Dates</u>	
Category: Human Resources Subject: To establish competency, foster continued professional development, and enable the leadership of HealthWest to assess and prioritize training needs.	Prepared by: Name: Mickey Wallace Title: Director of Organizational Development Approved by: _____ Rich Francisco, Executive Director	08/27/2025	
		08/19/2026	
	Effective Date: 02/25/1997	Last Revised Date: 05/03/2024	

I. POLICY

HealthWest will encourage continued career development of staff to promote competency and effective service.

II. APPLICATION

All employees, volunteers, interns and contracted individuals of HealthWest.

III. DEFINITIONS

Employee File:

The departmental employment record of a staff person, which includes the electronic training transcript maintained in Relias; the Personnel file, maintained by Muskegon County Human Resources; and the credentialing file maintained in LaserFiche.

Staff:

Paid employees, unpaid interns and volunteers, and independent contractors of HealthWest.

Training Needs:

Skills and/or knowledge that have been identified as needing improvement to enable staff to perform their job duties competently.

IV. PROCEDURE

A. Staff Orientation

1. New employees report to Muskegon County Human Resources on their first day of employment for County Required Orientation. Following County orientation, new hires, contractors, and interns are released to their supervisor for team/unit orientation.
2. Volunteers report to their direct supervisor on their first day and the supervisor coordinates orientation with HealthWest Human Resources.
3. Orientation packets are provided to staff on their first day of work.

4. New staff members will receive a training schedule via email from the Training Department after orientation.
5. The immediate Supervisor explains the primary job duties to the new staff person and evaluates his/her competence to perform those job duties through the supervision and performance evaluation process.
6. Contracted provider staff are also orientated and assured training by the program supervisor who is responsible for that specific provider's service program. Content areas for this orientation and training will meet the minimum standards for the agency, site, population, and scope of the service provided. The program supervisor completes the appropriate documentation of the orientation/training which will be kept in that contract provider's file.

B. Annual Training/Development Plans

1. Each staff member will establish training goals with their immediate supervisor upon hire and during the annual evaluation process. These goals will be documented on their evaluation form.
2. The HealthWest Training Department will develop an Annual Agency Training Plan and present it to the Executive Team for review.
3. Staff will attend and/or participate in the trainings identified in the Annual Agency Training Plan.
4. It is the responsibility of the Training Department to ensure that training is made available to staff on identified topics in the Annual Agency Training Plan.

C. Authorization to Attend Training Events

1. Classroom courses may be assigned to an employee by their supervisor, by someone in their chain of command, a system administrator, or an employee may request from their supervisor to take a classroom course.
2. Online courses may be assigned by someone in the employee's supervisory chain of command or the system administrator. The employee may request an online course and it must be authorized by their immediate supervisor.
3. Other courses include various staff development activities such as conferences, seminars, webinars, and readings. For training events sponsored by Muskegon County, HealthWest staff will complete a Muskegon County Authorization for Training Enrollment Form that will be signed by their supervisor and the Director/designee.
4. For conferences/seminars where HealthWest is paying the registration fee and/or are held out of county, the employee will complete the Muskegon County Travel Authorization and Expense Voucher via Laserfiche which will be forwarded to their supervisor for approval.
5. The immediate supervisor is responsible to determine whether the training event is in accordance with the employee's training plan and within their scope of

responsibilities. The supervisor will provide a recommendation for approval or disapproval via the Laserfiche approval process. Training requiring out of state travel will be routed to the Muskegon County Administrator and Board Chair for approval.

D. Reporting and Documentation Requirements for Training Events

1. For classroom courses, a sign-in sheet will be provided and attendance will be documented in the Electronic Training Record. For online courses, upon completion of a course, documentation will automatically be placed in the Electronic Training Record.
2. Other courses or trainings should be documented on a Staff Development Report (#A090) or a Training Sign-In Sheet (#A070) and sent to the Training Department.
3. Documentation of this activity will be entered in the employee's Electronic Training Record.

V. REFERENCES

1. CARF
2. MDHHS Contract
3. Balanced Budget Amendment: Attachment P 6.7.1.1 (XI.B. and C)