


LAPEER COUNTY COMMUNITY MENTAL HEALTH**Date Issued 04/15/2008****Date Revised 03/20/12; 11/16/12; 09/15/14; 08/24/15; 12/20/16,12/12/17; 11/26/18,
4/10/2020**

CHAPTER Human Resources	CHAPTER 05	SECTION 002	SUBJECT 10
SECTION Training and Travel		DESCRIPTION Staff Development/Ongoing Training	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers			

POLICY:

Lapeer County Community Mental Health (LCCMH) will provide a comprehensive staff development and training program adapted to meet the needs of both the staff and the agency as a whole.

STANDARDS:

All staff positions (including students, volunteers and interns) require certain initial training and many staff positions (e.g., ACTP staff, clinical staff, medical staff, billing staff, staff serving children, etc.) require specific ongoing training. Additionally, certain training requirements must be met to fulfill clinical privileging and credentialing requirements. These training hours may be obtained through in-service training, on-line training, independent study, and/or conferences and workshops.

PROCEDURES:

- A. All staff are assigned a supervisor, whether they are LCCMH employees, employees of an employment service provider, or independent contractors. Each supervisor is responsible to meet with assigned LCCMH employees, employment

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service provider, and independent contractor to provide an annual performance evaluation that includes staff development goals and objectives. In order to achieve these goals and objectives and to maintain and enhance work-related skills various ongoing training may be identified and assigned to specific employees. In addition to this process, staff, employment service providers may also identify and request permission to attend other training. In order to achieve various agency objectives employees of employment service organizations and independent contractors may also request or be requested to participate in certain training. Among other things, the management team will function in two major areas: (a) staff development, and (b) staff training evaluation. Additionally, supervisors and other staff may be asked to assist these activities.

- B. The Training and Staff Development Committee will formulate a preliminary staff training schedule for the calendar year based on the Human Resources required trainings to meet accreditation and contract requirements, the goals of the agency, staff needs derived from utilization review, and individual staff development goals. A survey of staff may be conducted to determine the level of interest in various training topics relevant to all staff. This schedule will describe the type and frequency of staff development activities for the coming year, including on-line training, in-service training, and guest speakers.
- C. The Training and Staff Development committee reviews implements, and maintains the required training grid and maintains on an ongoing basis. The training grid details the training requirements including the frequency of various topics contained in the Michigan Department of Health and Human Services (MDHHS) contract, Medicaid Standards, Administrative Rules, CARF Standards, and PIHP Policy. Many of these required trainings are available on-line through My Learning Pointe.
- D. Staff development activities may also include monitoring staff continuing education (in-services, on-line training, and workshop / conference attendance), recommending materials for the agency, and conducting staff training needs assessment.
- E. In order to document attendance at agency in-service trainings, all staff will be asked to sign an attendance sheet. It will be the responsibility of the person leading the in-service to have the attendance sheet available and to collect the form at the end of each in-service session.

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- F. Staff attending conferences and workshops outside the agency are to complete and submit a Training Registration/Overnight Travel (TRO) Form to document approved attendance and areas covered in trainings they attend.
- G. In-service training is an important component in increasing the efficiency of LCCMH staff and programs. In an effort to provide quality, on-going in-service education and to increase the effectiveness of in-service trainings provided, an on-line survey is occasionally sent out to training participants. Any data gathered in the survey process will be used to rate the effectiveness of the in-service as well as to determine directions for future in-service presentations. When the on-line evaluation instrument is used, it should be sent out to in-service participants after the in-service and results are given to the in-service coordinators to review. These results may be utilized in the development of future in-service training programs. After review by the coordinators, the evaluations will be passed on to the presenter if the presenter is a LCCMH staff member. Evaluations of presentations by outside speakers will be reviewed by the coordinators.
- H. All staff trainings are entered into the agency HR software (ABRA). This software maintains an ongoing training transcript for all staff members as well as contracted staff who are directly privileged and credentialed by the agency. It is important all training is reported to the HR office so that it can be entered into the training transcript. Trainings for LCCMH are on a calendar year, but sent out to staff with intermittent quarterly due dates to help track trainings and ensure all required trainings are completed within training deadline requirements. Staff will receive reminders at the end of the quarter, with copies to the supervisor, notifying them of intermittent trainings that have passed and if trainings were not completed. Staff failing to complete their required trainings on time will receive targeted supervision, including a plan to complete the lapsed training and prevent late trainings in the future. The Chief Executive Officer will ensure supervisors are providing targeted supervision to staff not in compliance with the training requirements. No staff shall receive renewed privileging and credentialing without completion of their trainings. Transcripts are periodically audited by HR Staff using the Training Audit form. Results are compiled and are shared with the Training and Staff Development Committee.
- I. Staff development is a sub-function of the Quality Council. At the end of each fiscal year, an annual report of the year's staff training and development activities will be included in the Quality Council Annual Report. In addition to a summary of the past year's activities, the report will include any recommendations for the next year.

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REFERENCES:

Annual Training Grid
Staff Training Audit

TC:mgr

This policy supersedes
#04/08017 dated 04/15/2008.
