

Personal Care/CLS in a Specialized Residential Setting

	Description	Frequency	How to Obtain	Requirement
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 – within 90 days of hire Annual Update	Online at www.rightdoor.org or approved by CMH	<ul style="list-style-type: none"> • 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 • Code of Federal Regulations 42 CFR 438 608
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 within 90 days of hire Annual Update	Online at www.rightdoor.org or as approved by CMH	<ul style="list-style-type: none"> • 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) • Medicaid Provider Manual 4.5
CPI – Non-violent intervention (Working with People 2 Qualified training)	This training focuses on prevention and offers proven strategies for safely defusing anxious, hostile or violent behavior at the earliest possible stage. You will learn how behavior escalates and how to appropriately respond. This training will not cover holds as we are restraint free.	Initial and every two years as certificate expires. Renewal – can take CPI refresher course (3.5 hours)	Onsite CPI training or as approved by CMH.	<ul style="list-style-type: none"> • MDHHS Contract Technical Requirement for Behavior Treatment Plan Review Committee. • Administrative Rule 330.7001 (z) • OSHA Publication 3148-01 R (2004)
Emergency Preparedness (aka Environmental safety)	The goal of this course is to provide information that helps increase employee awareness and knowledge of various emergency situation to promote effective response practices. At the completion of this program, participants should have: knowledge of basic emergencies and disasters (power outages, fires, tornadoes); knowledge of responsibilities during emergency situations; knowledge on how to develop an emergency	Initial within 90 days of hire.	<p>Online or through an approved by CMH training.</p> <p>Training resources may include but are not limited to local fire departments, MDHHS, CMHSP, CIS Fire Safety/Emergency preparedness training, National Fire Protection/Prevention Association training courses.</p> <p>Should be specific to the home/facility you are working in and include Emergency preparedness</p>	<ul style="list-style-type: none"> • R330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings) • https://www.michigan.gov/documents/dhs/AFC_Technical_Assistance_Manual_187498_7.pdf

	preparedness plan; knowledge of what to do to help residents with special needs; knowledge of how to prevent and respond to common types of home fires (grease, careless smoking, etc.).		policy and procedures for specific location.	
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 within 30 days of hire Update per certificate	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	<ul style="list-style-type: none"> • R330.1806 (Specialized Residential) • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings)
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 within 30 days of hire Update per certificate.	<ul style="list-style-type: none"> •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 	<ul style="list-style-type: none"> •Medicaid Provider Manual 14.5.A • R330.1806 (Specialized Residential) • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home)
Grievance and 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 within 30 days of working with individual independently Annual	<ul style="list-style-type: none"> • Online training via www.rightdoor.org • Options as approved by CMH 	<ul style="list-style-type: none"> • MDHHS Contract Attachment 6.3.2.1
Basic Health and Medications	The basics of health as it pertains to mental health, including vital signs, medical emergencies, and infection control will be taught. Also learn the	Initial within 90 days of hire and prior to working with	<ul style="list-style-type: none"> •Book Work and onsite training and posttest. • Options as approved by CMH 	<ul style="list-style-type: none"> • MCL 330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate)

	proper techniques to reduce errors in taking medications, knowing the different types of medications, and the five rights.	individual independently		
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 within 30 days of hire. Annual	<ul style="list-style-type: none"> • Book work and posttest via www.rightdoor.org • Options as approved by CMH 	<ul style="list-style-type: none"> • Code of Federal Regulations – 45CFR 164.308(a)(5)(i) and 164.530 (b)(1) • CARF 1.1.5;
Intro to Community Residential Services – Role of the Direct Care staff	This introductory class gives an overview of the history and future of residential services for persons with developmental disabilities and mental illnesses. Review of the responsibilities and role of the direct-care worker included.	Initial within 90 days of hire.	Onsite class or as approved by the CMH.	
Working with People 1	1: Introduction to Human Needs, Values, Guiding Principles, and Effective Teaching Strategies.	Initial within 90 days of hire.	Onsite training offered once a quarter or options as approved by CMH.	<ul style="list-style-type: none"> • MCL 330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Homes) • R400.2122 (Congregate Settings)
Limited English Proficiency	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 within 90 days and Annual	LEP training provided at www.rightdoor.org or approved training by CMH.	<ul style="list-style-type: none"> • 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
Nutrition and Food Safety	Learn the fundamentals of human nutrition, including basic nutrition, how to implement good nutrition, and related issues, such as food safety, shopping and safe food storage.	Initial within 90 days of hire.	<p>Book work or approved training by CMH.</p> <p>Acceptable sources of training include but are not limited to local public health departments, local cooperative extension services, local community</p>	<ul style="list-style-type: none"> • MCL 330.1806 • R400.14204 (Small Group Homes) • R400.15204 (Large Group Home) • R400.2122 (Congregate Settings)

			colleges, American Red Cross.	
Person-Centered Planning & Self-Determination (includes training on individual's IPOS)	<ol style="list-style-type: none"> Participants will gain a clear understanding of person-centered planning and how to use it to assist consumers in attaining their goals. Training on Individuals Plan of Service (IPOS). 	<ol style="list-style-type: none"> Within 30 days of hire. ANNUALLY REQUIRED IPOS – as plan is implemented and updated. Must be trained prior to working with individual. 	<ol style="list-style-type: none"> Provided onsite or as approved by CMH. Provided by clinician and or behavior technician if person has behavior plan, or any direct care staff (CLS, Respite, PC, Supported Employment, etc). 	<ul style="list-style-type: none"> MDHHS contract Part 3.4.1.1.IV.A.4 Administrative Rule R 330.1700 (G)
Recipient Rights - Initial	This training provides information on the essential rights of recipients of community mental health services, including abuse and neglect; confidentiality; informed consent; respect and dignity; restraint; seclusion; and incident-report writing.	Initial within 30 days of hire and before working independently with persons served. Annual – refresher course	2.5 hour onsite training or through an approved by CMH source.	MH Code: Sec 330.1755(5)(f)
Recipient Rights Refresher	This training provides refresher information on the rights of recipients of community mental health services, including abuse and neglect; confidentiality; informed consent; respect and dignity; restraint; seclusion; and incident-report writing.	Annual refresher course.	1 hour onsite training or through an approved CMH source.	MH Code: Sec 330.1755(5)(f)
Standard Precautions	Learn how to protect yourself against diseases	Initial within 90	Book work or approved provider by CMH.	<ul style="list-style-type: none"> OSHA 1910.1030 Administrative Rule R325.7000

<p>– “Preventing Disease Transmission ”</p>	<p>that can be transmitted through the air, blood, and other routes. Free references to take home.</p> <p>Objectives: identification of situations where risk of exposure to bloodborne pathogens exist; the need to keep work and room surfaces clean, orderly and in a safe and sanitary condition; the purpose of universal precautions; precautions that should be taken to prevent HIV and HBV; and correct handwashing procedures.</p>	<p>days of hire and prior to working independently with a person.</p> <p>Annual update</p>	<p>Sources of training may include but are not limited to local health departments, American Red Cross, training by a licensed physician, registered nurse, hospitals, and MDHHS/CMHSP/CIS training in the subject matter.</p>	<ul style="list-style-type: none"> • Administrative Rule R 325.70016 (7)(a) – specifies initial training and annual retraining •Administrative Rule R330.2807 (10)
<p>Trauma Informed Care</p>	<p>Review of 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.</p>	<p>Initial within 90 days of hire.</p>	<p>Online attestation</p> <p>Or as approved by the CMH.</p>	<ul style="list-style-type: none"> •MDHHS/CMHSP Contract Attachment C6.9.9.1

Note: With the exception of Recipient Rights, all of the above must be completed within 90 days of hire unless otherwise noted.

MINIMUM TRAINING TO WORK ALONE: Recipient Rights, Basic Health and Medications and Medication Administration check-offs, CPR/First Aid, CPI, Training in IPOS, and home-specific Emergency procedures, and current with all updates as applicable.

FULLY TRAINED: In addition to the above, completion of the entire grid within 90 days of hire, to include the following: Cultural Competence/LEP, Introduction to Residential Services, Working with People I, and Environmental Emergencies.

RETENTION OF TRAINING RECORDS: Written documentation of compliance with this rule shall be kept on file at the facility for not less than 3 years.

R 330.1806 Staffing levels and qualifications. Rule 1806. (1) Staffing levels shall be sufficient to implement the individual plans of service and plans of service shall be implemented for individuals residing in the facility. (2) All staff who work independently and staff who function as lead workers with clients shall have successfully completed a course of training which imparts basic concepts required in providing specialized dependent care and which measures staff comprehension and competencies to deliver each client's individual plan of service as written. Basic training shall address all the following areas: (a) An introduction to community residential services and the role of direct care staff. (b) An introduction to the special needs of clients who have developmental disabilities or have been diagnosed as having a mental illness. Training shall be specific to the needs of clients to be served by the home. (c) Basic interventions for maintaining and caring for a client's health, for example, personal hygiene, infection control, food preparation, nutrition and special diets, and recognizing signs of illness. (d) Basic first aid and cardiopulmonary resuscitation. (e) Proper precautions and procedures for administering prescriptive and nonprescriptive medications. (f) Preventing, preparing for, and responding to, environmental emergencies, for example, power failures, fires, and tornados. (g) Protecting and respecting the rights of clients, including providing client orientation with respect to the written policies and procedures of the licensed facility. (h) Nonaversive techniques for the prevention and treatment of challenging behavior of clients. (3) Training shall be obtained from individuals or training organizations that use a curriculum that has been reviewed and approved by the department. (4) Written documentation of compliance with this rule shall be kept on file at the facility for not less than 3 years.

http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/457_10432_AdminCode.pdf