

CMH Administration Required Training FY23				
Title	Description	Frequency	How to Obtain	Requirement
Appeals and Grievance (Customer Services)	Providers must understand the rights that people have to complain about services or supports and what due process is for those we serve. Providers will understand their role in assisting persons served through this process.	Within 90 days of hire and annual.	Website training available: http://www.rightdoor.org/for-providers/training/grievances-appeals.html	Balanced Budget Act 438.10(g), PA 105; MDHHS Contract 6.3.1; 6.3.2; MI Admin. Code; MSHN; CARF Standard 1.I.5.b.(3)
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 and annual.	Online course at Improving MI Practices: “Corporate Compliance”. Access course at: https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/corporate-compliance	Medicaid Integrity Program Section 33; Medicaid False Claims Act of 1977; Michigan False Claims Act 72 of 1977; Affordable Care Act; Code of Federal Regulations 42 CFR 438.608; CARF Standard 1.A.7.d.; Deficit Reduction Act: DRA Title VI – Chapter 3 §6031-§6036; Balanced Budget Act: BBA Part 438 Subpart A Sec 438.1(a)(5)(ii); MSHN
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 and annual.	Online course at Improving MI Practices: “Cultural Competence”. Access course at: https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/cultural-competence	MDHHS contract Part II 3.3.3, Access Insurance Section 3.4.2 on Cultural Competence; MDHHS Contract Part I, 15.7 (LEP); Medicaid Provider Manual 4.5; Mich. Admin. Code R330.2806; 330.1100b; Code of Federal Regulations 42 CFR 438.206(c)(2) Cultural Considerations; CARF Standards 1.I.5.b.(4). and 3.N.5.e.; Balanced Budget Act: BBA Part 438 Sec. 438.206(c)(2); CCBHC 13.A.6; MSHN
Drugs in the Workplace	This is a drug free workplace. Training on identifying changes in co-workers and how to	Within 30 days of hire and annual.	Relias	TRD HR 514; CARF Standard 1.H.4.b.(1)

	address use. (Will rotate this training each Fiscal Year)			
Emergency Preparedness / 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 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.).	Initial within 90 days of hire and annual.	Online course at Improving MI Practices: “Emergency Preparedness”. Access course at: https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/emergency-preparedness Should also receive emergency preparedness policy and procedures for specific to the home/facility you are working in.	HIPAA; MDHHS Contract 18.1.7; Code of Federal Regulations 45CFR 164.308(a)(5)(i) and 164.530 (b)(1); 42CFR 438.208; CARF Standard 1.I.5; MI Admin. Code R 500.551(d); FR DOC 06-1376
Fiscal Policies and Written Procedures	Training related to fiscal policies and procedures provided to appropriate personnel	Initial within 90 days and ongoing as changes are made.	Orientation with CFO/Fiscal staff and supervisor: Topics covered: -Purchase orders -Expense reimbursement -ATPs -Compensation and benefits -Billing -Authorizations	CARF Standard 1.F.6.b

			-Funding -Contracts -Federal funding compliance training Supervisors to review along with Board policy schedule	
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 and annual.	Online course at Improving MI Practices “HIPAA Essentials”. Access course at: https://www.improvingmi.org/focus-areas/courses/hipaa/hipaa-essentials See below for instructions to create an account. Options as approved by CMH.	HIPAA; MDHHS Contract 18.1.7; Code of Federal Regulations 45CFR 164.308(a)(5)(i) and 164.530 (b)(1); 42CFR 438.208; CARE Standard 1.I.5; MI Admin. Code R 500.551(d); FR DOC 06-1376
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.	Online course at Improving MI Practices: “Limited English Proficiency”. Access course at: https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/limited-english-proficiency	Code of Federal Regulations 42 CFR 438.206(c)(2) Cultural Considerations; MDHHS Contract 4.5; 6.3.2; 18.16; 38; Medicaid Provider Manual 18.1.6 & 6.3.2; Balanced Budget Act part 438 subpart A438.10c; Access System Standards P4.1.1; P6.3.1; MSHN
Person-Centered Planning & Self-Determination (includes training on individual’s IPOS)	Participants will gain a clear understanding of person-centered planning and how to use it to assist consumers in attaining their goals.	Within 30 days of hire and annual.	Provided onsite or as approved by CMH. Provided by clinician and or behavior technician if person has behavior plan, or any direct care staff. Annual renewal can be met in person or at	MDHHS contract Part 3.4.1.1.IV.A.4; Administrative Rule R 330.1700 (G); Code of Federal Regulations 42 CFR 441.725; MSHN; CARE Standard 1.I.5.b.(7) and 2.A.22.c.; CCBHC Criteria 13.A.6; TRD C 391.1;

			Improving MI Practices using, “Person-Centered Planning Process with Children, Adults, & Families”	
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.	In-person training offered at CMH or through another approved source.	MDHHS Contract Part II 6.3.2; Michigan Administrative Code R330.1806 (2)(g); 330.1755(5)(f) Code of Federal Regulations; MSHN; CARF Standard 1.I.5.b.(9); Medicaid Provider Manual 4.1
Recipient Rights -- Refresher		Annual refresher course.	Online course required. Follow instructions below: http://www.rightdoor.org/for-providers/training/recipient-rights-training-refresher-course.html .	MDHHS Contract Part II 6.3.2; Michigan Administrative Code R330.1806 (2)(g); 330.1755(5)(f) Code of Federal Regulations; MSHN; CARF Standard 1.I.5.b.(9); Medicaid Provider Manual 4.1
Recovery Oriented Systems of Care	MDHHS GF and PIHP Contract requires ongoing training on Recovery.	Annual	OPTIONS: Relias Training “A Culture-Centered Approach to Recovery” Recovery elective in Relias option.	CMHSP contract; CCBHC Criteria 13.A.6
Sexual Harassment	What constitutes workplace violence, communication, actions to take	30 days of hire and annual	Relias, “Sexual Harassment for Employees”	CARF Standard –1.H.4.b.9 – Health and Safety; TRD policy
Infection Control/ Health Management/ BloodBorne Pathogens	Learn how to protect yourself against diseases that can be transmitted through the air, blood, and other routes.	Initial within 30 days of hire and prior to working independently with a person. Annual update	Online course at Improving MI Practices: “Infection Control and Standard Precautions” https://www.improvingmi.org/focus-	OSHA 1910.1030; CARF Standard 1.H.4.b.(1); Medicaid Provider Manual 2.11.E; 4.1; 15.2.C; 14.5.A; 2.4; 18.12; BSAAS Prevention Policy #2; Michigan Admin. Codes R330.1806 (2)(c); R330.2807(10); R330.3807(10); R400.14314; R400.14310;

			areas/courses/healthcare-workplace-essentials/infection-control-standard-precautions	R14313; R 325.70016 (7)(a); MSHN
Trauma Informed Care	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.	Initial within 90 days of hire.	Online course at Improving MI Practices: Creating Cultures of Trauma-Informed Care Improving MI Practices	MDHHS Contract P4.1.3.1; C6.9.9.1; CCBHC Criteria 13.A.6; CARF Standard 2.A.22.b.; MSHN
Workplace Violence	Behaviors, actions, and communication that constitutes workplace violence, what to do and who to communicate to	Within 30 days of hire and annual.	"Workplace Violence" on Relias. ALICE Training – provided every 2 years onsite.	CARF Standard 1.H.4.b.9; TRD HR 512

Additional Trainings as Directed by Supervisor

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