

## Supervisor/QI/Licensee of Specialized Residential Setting FY23

\*\*\*Not providing direct care\*\*\*

	Description	Frequency	How to Obtain	Requirement
<b>Appeals and Grievance (Customer Services)</b>	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: <a href="http://www.rightdoor.org/providers/training/grievances-appeals.html">http://www.rightdoor.org/providers/training/grievances-appeals.html</a>	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)
<b>Corporate Compliance</b>	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 and Annual	Online course at Improving MI Practices: “Corporate Compliance”. Access course at: <a href="https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/corporate-compliance">https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/corporate-compliance</a>  See below for instructions to create an account.	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
<b>Cultural Competence</b>	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	Initial within 1 year and Annual	Online course at Improving MI Practices: “Cultural Competence”. Access course at: <a href="https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/cultural-competence">https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/cultural-competence</a>	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

	is a continual process.			
<b>Emergency Preparedness / Environmental Safety</b>	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 1 year of hire and Annual	<p>Online course at Improving MI Practices: “Emergency Preparedness”.</p> <p>Access course at: <a href="https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/emergency-preparedness">https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/emergency-preparedness</a></p> <p>Should also receive emergency preparedness policy and procedures for specific to the home/facility you are working in.</p>	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
<b>HIPAA</b>	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	Initial within 30 days of hire and Annual	<p>Online course at Improving MI Practices “HIPAA Essentials”. Access course at: <a href="https://www.improvingmi.org/focus-areas/courses/hipaa/hipaa-essentials">https://www.improvingmi.org/focus-areas/courses/hipaa/hipaa-essentials</a></p>	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

	what information cannot be discussed, HIPAA requirements, and Michigan Mental Health Code requirements.		Options as approved by CMH.	
<b>Limited English Proficiency</b>	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: <a href="https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/limited-english-proficiency">https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/limited-english-proficiency</a>	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
<b>Person-Centered Planning &amp; Self-Determination (includes training on individual’s IPOS)</b>	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. ANNUALLY REQUIRE D	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). Annual renewal can be met in person or at Improving MI Practices using, “Person-Centered Planning Process with Children, Adults, & Families”	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; CARF Standard 1.I.5.b.(7) and 2.A.22.c.; CCBHC Criteria 13.A.6; TRD C 391.1;
<b>Recipient Rights - Initial</b>	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;	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

	and incident-report writing.			
<b>Recipient Rights Refresher</b>		Annual refresher course.	Online course required. Follow instructions below:  <a href="http://www.rightdoor.org/providers/training/recipient-rights-training-refresher-course.html">http://www.rightdoor.org/providers/training/recipient-rights-training-refresher-course.html</a>	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
<b>Infection Control/ Health Management / BloodBorne Pathogens</b>	Learn how to protect yourself against diseases that can be transmitted through the air, blood, and other routes. Free references to take home.	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”  <a href="https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/infection-control-standard-precautions">https://www.improvingmi.org/focus-areas/courses/healthcare-workplace-essentials/infection-control-standard-precautions</a>	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; R14313; R 325.70016 (7)(a); MSHN
<b>Trauma Informed Care</b>	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: “Trauma Basics”. Access course at:  <a href="https://www.improvingmi.org/focus-areas/courses/trauma-informed-care/trauma-basics">https://www.improvingmi.org/focus-areas/courses/trauma-informed-care/trauma-basics</a>	MDHHS Contract P4.1.3.1; C6.9.9.1; CCBHC Criteria 13.A.6; CARF Standard 2.A.22.b.; MSHN

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

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.

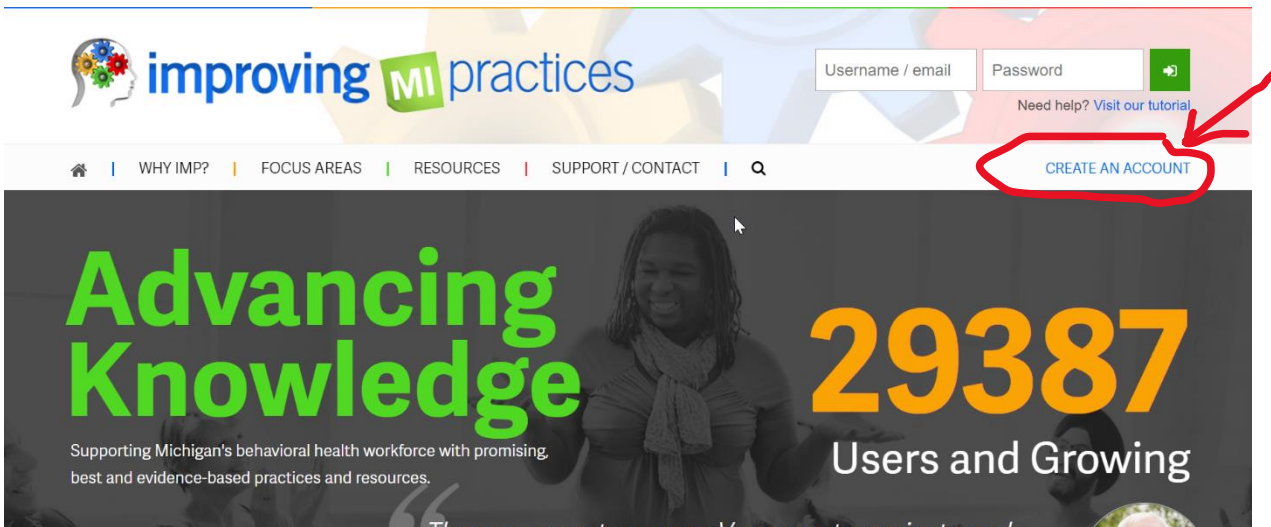
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**Improving MI Practices** offers a wide variety of credit-bearing moderated online courses and online supplements to traditional training for Michigan behavioral health professionals. Use the menus below to find the practice area or population you'd like to enter.

- 1) In your browser (explorer, Google Chrome or Firefox) type [www.improvingmipractices.org](http://www.improvingmipractices.org)



2. Click, "CREATE AN ACCOUNT" in the upper right hand corner of your screen.



3. Fill out required details. You must have an email address to utilize the training account. You can set up an email easily at [www.gmail.com](http://www.gmail.com) if needed. Pick a password that you'll remember.



## Before You Sign Up

This site offers a wide variety of moderated online courses and online supplements to traditional training for providers in the Michigan public behavioral health system.

As a mental health or substance abuse professional this website entitles you to free courses, forums, and CEUs in a wide array of practice areas.

By signing up for an account you agree to receive regular newsletters, but you can opt-out at any time.

This site performs best on modern browsers such as [Google Chrome \(Recommended\)](#), Mozilla Firefox, or Microsoft Edge. Internet Explorer 11+ works as well, but we still **highly recommend Google Chrome**.

## Account Details

Email \*

Email Confirm \*

Password \*

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as \*, -, #, or !

Password Confirm \*

4. Fill out the rest of your profile and click “SUBMIT”

You will get a confirmation email. Read the email and click the web link in the email. Your account will be active!

### Sign-Up Steps

1. Fill out the New Account form with your details.
2. An email will be immediately sent to your email address.
3. Read your email, and click on the web link it contains.
4. Your account will be confirmed and you will be logged in.
5. Now, select the course you want to participate in.
6. You can now access the full course. From now on you will only need to enter your personal username and password (in the form on this page) to log in and access any course you have enrolled in.

### Profile Details

First Name \*

Last Name \*

City/Town \*


State \*

Employer

Recovery Phone

[UPLOAD AVATAR](#)

Captcha

 I'm not a robot 

[SUBMIT](#)

5. Select the course(s) you want to take by clicking on “FOCUS AREAS” then locate the course you want to take and “ENROLL.” You’ll receive an email confirmation AND it will appear in your dashboard.

## Adv Kno

Supporting Michigan's  
best and evidence-based

**ALL CATEGORIES**

- Autism Spectrum Disorders
- Assertive Community Treatment (ACT)
- Benefits to Work (BTW)
- Beyond Behaviors
- Clubhouse - Psychosocial Rehabilitation (PSR)
- Cognitive Behavioral Therapy
- Family Psychoeducation (FPE)
- Health Insurance Portability & Accountability Act (HIPAA)
- Individual Placement & Support
- Infants & Children (IC)
- Intellectual & Developmental Disabilities (IDD)
- Older Adults (OA)
- Pain Management (PM)
- Person-Centered Planning (PCP)
- Self-Determination in Long-Term Care (SLC)
- Substance Use Disorder (SUD)
- Trauma and the Brain (BDI)
- Trauma-Informed

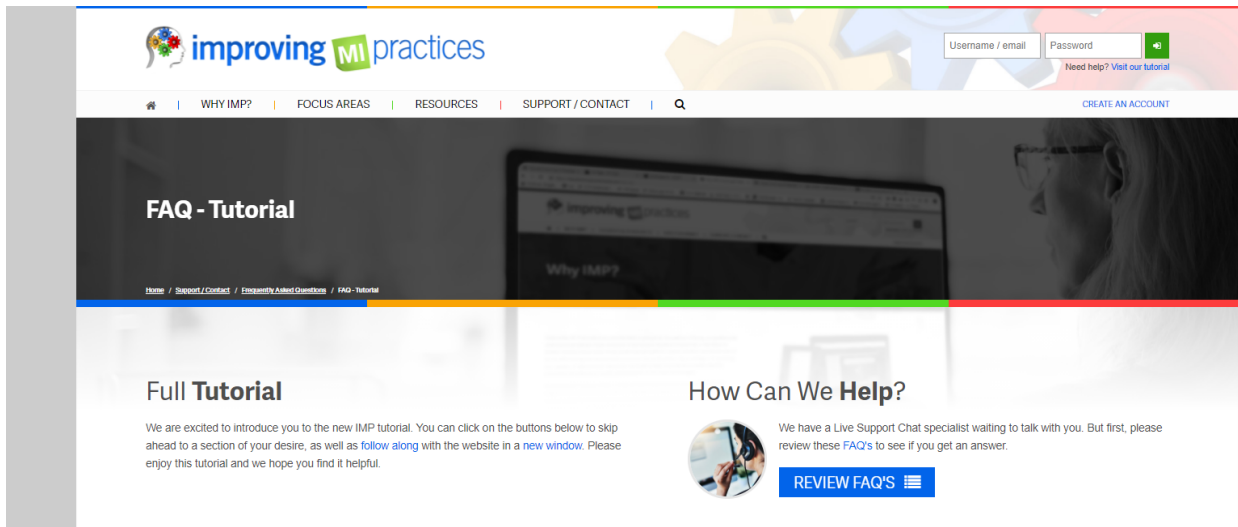
Home | WHY IMP? | FOCUS AREAS | RESOURCES | SUPPORT / CONTACT | Search | **DASHBOARD**

# Dashboard

Home / Dashboard

6. Need help? Check out the tutorial or FAQs. <https://www.improvingmipractices.org/technical-support-contact/frequently-asked-questions/faq-introduction>





7. You will receive a certificate of completion after successfully passing the test. Turn your certificate into your employer.

**Courses available for meeting the required trainings:**

1. Cultural Competence in the “Workplace Essentials” category.
2. Corporate Compliance through Wayne County: Located in the “Workplace Essentials” category.
3. Emergency Preparedness (aka Environmental safety): Located in the “Workplace Essentials” category.
4. Infection Control and Standard Precautions: Located in the “Workplace Essentials” category.
5. HIPAA Essentials in the “Health Insurance Portability & Accountability Act (HIPAA)” category.
6. Limited English Proficiency in the “Workplace Essentials” category.
7. Trauma Basics in “Trauma Informed Care” category