

KALAMAZOO COMMUNITY MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

PROCEDURE 2.6_1

Subject: Training Requirements		Section: Provider Network Management	
Applies to:	KCMHSAS Staff	Contract Providers	CSSN's
	MH <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/>	MH <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/>	<input type="checkbox"/>
			Page 1 of 4

PURPOSE:

To outline the KCMHSAS procedures for meeting the various staff training requirements. This procedure is written in conjunction with the KCMHSAS/PIHP policy on training requirements.

PROCEDURE:

I. MANDATORY TRAINING

The Training Requirements Policy outlines the staff training requirements for the entire KCMHSAS Prepaid Inpatient Health Plan (KCMHSAS/PIHP). KCMHSAS has some additional requirements besides those listed in this policy. Exhibit A provides the details on both the KCMHSAS/PIHP and KCMHSAS requirements.

- A. Other Requirements:
1. Additional training requirements may be outlined in KCMHSAS and provider contracts.
 2. Providers may establish other mandatory training requirements based upon the needs of their organization.
 3. Staff who want to take classes/trainings in excess of the requirements as established by this policy or other agency requirements may do so on their own time and expense unless approved by the individual's supervisor.

II. NOTIFICATION OF TRAINING

The KCMHSAS Training Center will compile and distribute a quarterly training calendar of required trainings available through KCMHSAS. The calendar is available on our website.

II. REGISTRATION

Advanced registration of at least seven days is requested for KCMHSAS training sessions. Other training providers may have similar requirements at their discretion.

III. SPECIAL ACCOMMODATIONS

Training providers will make reasonable accommodations for individuals who have a disability that hinders class participation and/or completion.

IV. EVALUATION OF TRAINING

All training providers will make a training evaluation form available to participants at each training session. Participants are to evaluate each training attended. This evaluation must include: suggestions to improve the training curriculum, materials, trainer presentation, the response to questions, location, and schedule. The feedback from the survey forms should be reviewed and modifications in the training should be made accordingly.

V. TRAINING FEES & NO SHOW FEES

- A. Training fees will be assessed to the following:
 - 1. Staff of non KCMHSAS funded programs
 - 2. Staff of KCMHSAS funded programs registered for non-required training sessions.
 - 3. Staff of both funded and non-funded KCMHSAS programs that do not attend the registered training sessions.
- B. Assessed fees will be reasonable and based on actual costs. The assess fee will be according to the training fee schedule, which can be obtained through the KCMHSAS Training Center.
- C. Cancellation of registered training sessions must be made at least 3 business days prior to the day of the training session. Cancellations will be accepted by fax, mail, email, and/or telephone.
- D. Provider may replace the registered staff by another individual who is required to take the training session. The following procedure must be followed to avoid being assessed for a cancellation fee.
 - 1. Prior to sending replacements, the provider must inform the training center of the change.
 - 2. When the substitute signs in, they must draw a line through the registered staff's name and write replaced next to it on the sign-in sheet.
 - 3. The substitute must sign their name at the bottom of the sign-in sheet.
- E. All assessed fees are due 30 days from invoice date. In the event an invoice becomes more than 90 days delinquent the following measures will be taken:
 - 1. Fees not paid from KCMHSAS funded programs will be credited against their claims after 90 days.
 - 2. Non-funded KCMHSAS programs will be put on prepay from the period when they become delinquent until 30 days after the delinquent balance is paid in full. In the event a non-funded KCMHSAS program becomes delinquent more than twice in a fiscal year, they will be put on prepay indefinitely.

VI. MAINTENANCE OF TRAINING RECORDS

- A. The KCMHSAS Training Center will be responsible for recording all KCMHSAS training provided through the Training Center. For training conducted outside of the Training Center, it is the responsibility of the agency to track and maintain.
- B. Agency providers must maintain records on training sessions for each agency staff member. Documentation must include:
 - Course content and materials
 - Training attendance
 - Date of training
 - Length of training
 - Test results
 - Signature of trainer
- C. Specialized Residential training information on staff must be available in the home(s) where the staff work (required by licensing).
- D. For KCMHSAS staff, Human Resources will maintain the training records.

VII. APPROVAL OF TRAINING CURRICULUM

Providers may conduct their own training for their employees except the Recipient Rights and Grievance & Appeals trainings. The curriculum must be approved by KCMHSAS and in some cases, DCH. Requests should include an outline of the proposed training curriculum. Requests should be submitted to the KCMHSAS Trainer.

EXHIBITS:

- A. [Training Requirements Chart](#)
- B. [Cultural Diversity Training Requirements](#)
- C. [PCP Training Requirements](#)
- D. [Training Report](#)

REFERENCES:

- Supplement No. 4 to the 1987 Department of Mental Health Administrative Rules, Effective March 9, 1996: Part 1, Subpart 8, R 330.1806.

APPROVED:

Jeff Patton
Executive Director

Revised: 10/05/05	Supersedes: 04/12/05	First Effective: 06/21/01
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