



Education and Training Policy

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Policy It is the policy of the Department of Behavioral Health (DBH) to ensure availability of initial and on-going required education and training for employees, interns, volunteers and contract provider employees in accordance with State legislative and/or contractual requirements and DBH strategic goals, mission, vision, and values.

Purpose To outline the education and training requirements of DBH workforce members and to assist employees, interns, volunteers and contract providers to identify DBH-specific education/training opportunities in addition to the two (2) day New Employee Orientation (NEO) required of all DBH newly hired employees, interns and volunteers. Ongoing education and training ensures our workforces' ability to provide quality care, and culturally and linguistically competent services to the community.

Definition(s) **American Society of Addiction Medicine (ASAM):** The Nation's leading addiction medicine society representing physicians, clinicians and other professionals.

Care Coordinators: DBH and contract provider care coordinators are comprised of Licensed Practitioners of the Healing Arts and Registered or Certified Alcohol and Drug Counselors who are responsible for providing a service that assists a client with accessing needed medical, educational, social, prevocational, vocational, rehabilitative, or other community services.

Competency Based Training: Classes within a *group* of trainings deemed a "competency", for a specific job classification, to be completed in order to meet DBH training requirements and/or attain job related knowledge.

Cultural Competence: A set of congruent practice skills, knowledge, behaviors, attitudes, and policies that come together in a system, agency, or among consumer providers, professionals, and stakeholders that enables that system, agency, or those professionals, consumer providers, and stakeholders to work effectively in cross-cultural situations (adapted from Cross, et al., 1989; cited in DMH Information Notice, 02-03).

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Education and Training Policy, Continued

**Definition(s),
Continued**

Licensed Practitioner of the Healing Arts (LPHA): An LPHA is a health practitioner licensed in the State (California) to diagnose and treat individuals with a physical or mental disability or functional limitation, operating within the scope of practice defined in State law. LPHAs include the following disciplines:

- Physicians
- Nurse Practitioners
- Physician Assistants
- Registered Nurses
- Registered Pharmacists
- Licensed Clinical Psychologists
- Licensed Clinical Social Workers
- Licensed Marriage & Family Therapists
- Licensed Professional Clinical Counselors
- Licensed Eligible Practitioners working under the supervision of Licensed Clinicians

Other direct service staff: Direct service staff who provide services outside of the definition of LPHA but within their respective scope of practice. Other direct service staff include the following classifications:

- Alcohol and Other Drug (AOD) Counselors
- Licensed Vocational Nurses
- Medical Assistants
- Occupational Therapists
- Occupational Therapist Assistants
- Registered/Waivered Psychologists
- Registered/Waivered Social Workers
- Registered/Waivered Marriage & Family Therapists
- Unlicensed Behavioral Health Workers

Mandatory Training: Training that is required by DBH as a condition of employment/participation; based on DBH contractual requirements, the Supervisor, or training necessary to maintain licensing and certification requirements for job classifications, or job related duties.

**Training
Environment**

Trainings may be delivered by any of the following sources:

- Online/E-Learning/E-Module/Web, computer-based;
 - Live DBH or other County department facilitated, or
 - Private contracted consultant or organization.
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**Training
Documentation**

Documentation for all completed trainings shall to be maintained in the supervisor's file for each employee.

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Education and Training Policy, Continued

Continuing Education Credit Training

DBH offers training opportunities for employees to obtain Continuing Education (CE) credits to meet licensing and certification requirements, as needed.

Note: It is the responsibility of the individual employee to ensure necessary CE units are obtained.

Workforce Education and Training

DBH Workforce Education and Training Division (WET) was developed as part of the Workforce Education and Training component of the original Mental Health Services Act (MHSA) Plan, approved by the County Board of Supervisors and Department of Health Care Services. It has since expanded as a permanent workforce development program, offering support to DBH education and training needs. WET's goals include:

- Developing, maintaining and implementing curriculum to train and retrain staff providing direct services in accordance with MHSA, State and Federal laws.
 - Establishing partnerships between the behavioral health field and educational systems to expand outreach to multicultural communities.
 - Increasing the diversity of the behavioral health workforce to reduce stigma associated with mental illness and substance use disorders.
 - Promoting the use of web-based technologies, and distance learning techniques to enhance service delivery capabilities and reach underserved populations.
 - Promoting the inclusion of behavioral health consumers and family members' viewpoints and experiences in the training and education program within DBH.
 - Ensuring the inclusion of cultural competency into training and education programs.
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Cultural Competence

Cultural competence is embedded into every aspect of DBH operations and service delivery. The Office of Cultural Competence and Ethnic Services (OCCES) is responsible for developing, implementing, and monitoring cultural competence throughout all levels of the organization in accordance with the DBH Cultural Competency Plan (CCP). OCCES assists in providing multicultural education and training, coordination of language services such as translation and interpretation, conducting community outreach, and providing consultation in the development and implementation of linguistically and culturally appropriate, recovery oriented services. OCCES works towards achieving the training goal listed below as defined in the California Code of Regulations (CCR), Title 9, Division 1, Chapter 14, Section 3200.100.

DBH employees, interns, volunteers, contract providers and other individuals who deliver services are trained to understand and effectively address the needs and values of the particular racial/ethnic, cultural, and/or linguistic population or community that they serve.

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Cultural Competency Training

All DBH employees, interns, volunteers and contract providers are required to participate in cultural competency training annually.

- Administrative staff who do not provide direct services to clients shall complete two (2) hours of cultural competency training annually.
- Direct service and clinical staff shall complete a minimum of four (4) hours of cultural competency training annually.

Note: Reference the Cultural Competency Training Policy (CUL1014) for Roles and Responsibilities.

ASAM Training for SUD Providers

All direct service providers (including contract providers) working within SUDRS who conduct assessments are required to complete a minimum of two (2) ASAM training modules, prior to providing services, ensuring current and newly hired staff are trained on required ASAM criteria. This requirement shall be satisfied by successfully completing:

- California Institute of Behavioral Health Solutions (CIBHS) ASAM Training series; or
 - ASAM E-Modules, assigned through DBH SUDRS Administration, as appropriate:
 - "ASAM Multidimensional Assessment"
 - "From Assessment to Service Planning and Level of Care"
 - "Introduction to the ASAM Criteria" (Optional)
 - The third ASAM training module, "Introduction to the ASAM Criteria", is optional but highly recommended.
 - Contract providers may receive the training from their respective agencies.
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Addiction Medicine Training

In accordance with Drug Medi-Cal Organized Delivery System (DMC-ODS) regulations, it is required that all direct service providers working within SUDRS shall receive a minimum of five (5) hours of continuing education related to addiction medicine annually.

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Required Annual SUD Training

DBH shall provide mandatory training in DMC-ODS requirements and CalOMS to DBH SUD staff and contract providers annually. All SUD employees (including contract providers) shall complete the following SUD annual trainings:

- California Outcomes Measurement System (CalOMS) Training
- DMC-ODS Requirements Training
- Drug-Medi-Cal (DMC) Program Requirements Training
- Requirements of Title 22 Training

DMC-ODS requires providers to be regularly trained in and implement at least two (2) evidence based practices (EBPs) from the following list:

- Motivational Interviewing
 - Cognitive-Behavioral Therapy
 - Relapse Prevention
 - Trauma-Informed Treatment
 - Psycho-Education
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SUD Care Coordination Trainings

All SUD Care Coordinators (including contract providers) shall complete the following trainings in Relias:

- AIRS: Crisis Intervention within Information and Referral
 - Crisis Management Basics
 - Customer Service in Behavioral Health Environment
 - Motivational Interviewing
 - Safety in the Field
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Required DBH Trainings

All DBH staff are required to complete the following trainings:

- New Employee Orientation
- Duty to Warn/Mandated Reporter
- Authorization for Release of PHI
- HIPAA, Privacy, and Security
- Deficit Reduction Act of 2005 False Claims Act Training

Other pertinent trainings as appropriate:

- Annual Law & Ethics Training (any staff may attend; required for licensed professionals)
- Chart Documentation Training
- Coding Guidance for Providers
- Behavioral Health Commission (BHC):
 - Ethics Training-AB1234 requires members of Boards/Commissions to complete two (2) hour mandatory ethics training every two (2) years.
 - Training records shall be maintained for at least five (5) years.
 - HIPAA Training-BHC bylaws require members to complete HIPAA training every three (3) years.

DBH Contract Agency employees shall participate in the following required trainings, as stipulated in their DBH contract:

- Cultural Competence, annual:
 - Two (2) hours for administrative staff
 - Four (4) hours for direct service and clinical staff
- Disaster Response Orientation and Training:
 - 25% of permanent direct service staff
 - Within three (3) months of contract effective date and every three (3) years thereafter
- Deficit Reduction Act of 2005 False Claims Act Training, upon hire
 - All staff if agency receives five (5) million of Medi-Cal funding annually; otherwise agency is only required to provide written policies
- HIPAA Privacy and Security Awareness, upon hire and annually thereafter
 - All staff
- Compliance Training, annual
 - All staff trained on compliance program, seven (7) elements of a compliance program, fraud, waste, and abuse
- California Relay Services, upon hire
 - All staff
- Etiquette for Servicing Persons with Disabilities, upon hire and annually thereafter
 - All staff

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Risk Management Trainings

The following required trainings are available through County Risk Management (RM):

- Care of the Back
 - Required for all DBH staff who work in an environment that requires lifting
 - As appropriate
 - Driver Awareness
 - Required every four (4) years for any employee driving a vehicle for County business
 - Insurance and Indemnification
 - As appropriate
 - Safety Coordinator Basics
 - Required for all DBH safety coordinators
 - Risk Management for Supervisors
 - Required for all DBH leads, supervisors, and managers
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Administrative Transition

DBH is committed to cultivating a competent workforce that can be sustained on an ongoing basis. DBH's succession plan outlines the efforts and activities to ensure that in the event of an administrative leadership change, including one to Workforce Education and Training, DBH can ensure a smooth transition, and maintain the same level of leadership. In the event of a permanent administrative leadership change, Continuing Education Provider Approval (CEPA) will be notified within 15 calendar days.

Other Trainings

Trainings relating to DBH rules, regulations, goals, as well as competency based trainings, and those required under CCR, Title 9, Section 1922, will also be offered through DBH.

Related Policy or Procedure(s)

DBH Standard Practice Manual:

- Alcohol and Drug Services (ADS) Primary Prevention CalOMS Reporting Policy ([ADS0217](#))
 - Compliance Plan Policy ([COM0934](#))
 - Cultural Competency Training Policy ([CUL1014](#))
 - Department Vision, Mission and Values Policy ([BOP3004](#))
 - Substance Use Disorder and Recovery Services Coordination of Care Policy ([SUDRS0228](#))
 - Substance Use Disorder and Recovery Services Coordination of Care Procedure ([SUDRS0228-1](#))
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- Reference(s)**
- California Code of Regulations, Title 9, Division 1, Chapter 11, Section 1810.410, Chapter 12, Section 1922, and Chapter 14, Section 3200.100
 - Code of Federal Regulations, Title 22, Section 51341.1
 - Code of Federal Regulations, Title 42, Sections 422.503 and 423.504
 - Deficit Reduction Act, Section 6032
 - Department of Behavioral Health. (Revised 2012). *Cultural Competency Plan*.
 - Department of Health Care Services, Alcohol and Other Drug Program Certification Standards (2017), Section 1800
 - Department of Health Care Services, The American Society of Addiction Medicine (ASAM) Criteria Fact Sheet
 - Department of Health Care Services, Revenue Agreement
 - Patient Protection and Affordable Care Act, Section 6401
 - Welfare and Institution Code, Division 5, Chapter 4, Section 5820 – Section 5822
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