



Non-licensed Residential CLS/Personal Care Providers Training Requirements FY24

	Description	Frequency	How to Obtain	Requirement
Basic Health and Medications (only if passing medications)	Includes basics of health as it pertains to mental health, including vital signs, medical emergencies, infection control, proper techniques of medication administration including the five rights, different types of medication, and reducing medication errors.	Initial within 90 days and prior to passing medications	In-person training available at The Right Door: see website at www.rightdoor.org under “For Providers” for class schedule and registration information	MI LARA R 330.1806; MI LARA AFC Lic. R 400.14201; R 400.14204; R 400.15204; R 400.2122
Corporate Compliance	Introduction to 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 annually	Online course at Improving MI Practices: https://www.improvingmipractices.org/focus-areas/courses/healthcare-workplace-essentials/corporate-compliance 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; DHHS 42 CFR 438.608; CARF Standard 1.A.7.d.; Deficit Reduction Act: Title VI-Chapter 3 §6031-§6036; Balanced Budget Act; MSHN
Cultural Competence	Includes the importance of understanding our own and others’ culture and values and how they may affect the perception of others and the quality of services for those we serve.	Initial within one year and annually	Online course at Improving MI Practices: https://www.improvingmipractices.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; Medicaid Provider Manual 4.5; MDHHS R330.2806; MI Mental Health Code 330.1116; DHHS 42 CFR 438.206(c)(2); CARF Standard 2.A.23; CCBHC 13.A.6; MSHN; TRD RR922
Emergency Preparedness/ Environmental Safety	Increases employee awareness and knowledge of various emergency situations to promote effective response practices, including basic emergencies and disasters (power outages, fires, tornadoes), responsibilities during emergency situations, how to develop an emergency preparedness plan, what to do to help individuals with special needs.	Initial within one year and annually	Online course at Improving MI Practices: https://www.improvingmipractices.org/focus-areas/courses/healthcare-workplace-essentials/emergency-preparedness Should also receive emergency preparedness policy and procedures specific to the home/facility in which you are working.	CARF 1.H.4; Medicaid Provider Manual 2.11.E, 4.1, 15.2.C, 14.5.A, 2.4, 18.12; MI LARA R330.1806; MI LARA AFC Lic. R 400.14201; R 400.14204; R 400.15204; R 400.2122; DHHS R 330.2807; MSHN; TRD HR 512
First Aid	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, and environmental emergencies.	Initial within 30 days and update per certificate	CMH or community classroom training through American Red Cross, American Heart Association, or National Safety Council which must include return demonstration. AHA CPR training is available at The Right Door. See Training Calendar at www.rightdoor.org under “For Providers” for class schedule and registration information.	TRD HR 512.2; MSHN; CARF Standard 1.H.9, 3.F.16, 3.Q.12; Medicaid Provider Manual 2.4; 18.12; 14.5; 2.11.E; 4.1; MI LARA R330.1806; R 400.14201 and R 400.14204; R 400.15204; R 400.2122

<p>HIPAA</p>	<p>Includes HIPAA privacy and 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.</p>	<p>Initial within 30 days and annually</p>	<p>Online course at Improving MI Practices: https://www.improvingmipractices.org/focus-areas/courses/hipaa/hipaa-essentials or options approved by CMH.</p>	<p>DHHS Admin. Data Standards 45 CFR 164.308; MDHHS Contract 18.1.7; CARF 1.1.5; HIPAA; MI Dept. of Insurance and Financial Svcs. R 500.551; DHHS Medical Assistance Programs 45 CFR 438.208; TRD RR 130.3</p>
<p>Infection Control/ Health Management/ Bloodborne Pathogens</p>	<p>Includes 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>Initial within 30 days and prior to working independently with a person and annually</p>	<p><u>Initial:</u> Online course at Improving MI Practices: Infection Control for Direct Care Workers https://www.improvingmipractices.org/focus-areas/courses/healthcare-workplace-essentials/infection-control-direct-care-workers <u>Renewal:</u> Refresher course: https://www.improvingmipractices.org/focus-areas/courses/healthcare-workplace-essentials/infection-control-refresher-direct-care-workers</p>	<p>OSHA 1910.1030; CARF Standard 1.H.4; Medicaid Provider Manual 2.11.E; 4.1; 15.2.C; 14.5.A; 2.4; 18.12; BSAAS Prevention Policy #2; Michigan LARA R330.1806; DHHS R330.2807; MI LARA AFC Licensing R400.14201; MI Dept. of LEO R325.70016 (7)(a); MSHN; TRD HR513</p>
<p>Limited English Proficiency</p>	<p>Trains the provider to recognize and assist individuals whose primary language is not English, or who have a limited ability to read, write, speak, or understand English.</p>	<p>Initial within 90 days and annually</p>	<p>Online course at Improving MI Practices: https://www.improvingmipractices.org/focus-areas/courses/healthcare-workplace-essentials/limited-english-proficiency</p>	<p>MDHHS contract Part II 3.3.3, Access Insurance Section 3.4.2 MDHHS Contract Part I, 15.7 (LEP); Medicaid Provider Manual 4.5; MDHHS R 330.2806; MI Mental Health Code 330.1116; DHHS 42 CFR 438.206(c)(2); CARF Standard 2.A.23; CCBHC 13.A.6; MSHN; TRD RR993</p>
<p>Non-physical Crisis Intervention/ Verbal De-escalation</p>	<p>Includes prevention and proven strategies for safely defusing anxious, hostile, or violent behavior at the earliest possible stage, how behavior escalates, and how to appropriately respond. This training will not cover holds as we are restraint free.</p>	<p>Initial within 90 days and renewal as certificate expires with refresher course</p>	<p>On-site CPI training or as approved by CMH (Gentle Teaching, MANDT, Safety Care (QBS), Professional Crisis Management (PCM)). CPI is offered at The Right Door. See www.rightdoor.org under “For Providers” for schedule and registration information.</p>	<p>MDHHS Contract Technical Requirement for Behavior Treatment Plan Review Committee; Michigan Admin. Code R 330.7001 (z); MI LARA R330.1806; OSHA Publication 3148-01 R (2004); CARF Standard 2.A.16, 3.Q.14.; MSHN; DHHS 42 CFR 485.910; TRD RR116.1; C391.1; HR512</p>
<p>Person-Centered Planning/ Self-Determination/ training on individual’s IPOS</p>	<p>Includes how to use person-centered planning to assist consumers in attaining their goals and training on each consumer’s individual plan of service (IPOS). Training on Individuals Plan of Service (IPOS) MUST BE DOCUMENTED and include: clinician that trained on the plan, who was trained, date, signatures.</p>	<p><u>PCP:</u> Within 30 days and annually <u>IPOS:</u> as plan is implemented and updated and prior to working with individual</p>	<p><u>PCP:</u> Provided in-person or virtual at CMH or other training as approved by CMH. See www.rightdoor.org under “For Providers” for schedule and registration information. <u>IPOS training:</u> Provided by clinician and or behavior technician if person has behavior plan, or any trained direct care staff <u>Renewal:</u> in-person or virtual at CMH or online course at Improving MI Practices: “Person-Centered Planning Process with Children, Adults, & Families”</p>	<p>MDHHS contract Part 3.4.1.IV.A.4; DHHS 42 CFR 441.725; MSHN; CARF Standard 1.1.5.b. and 2.A.22.c.; CCBHC Criteria 13.A.6; TRD C 391.1, C 320.1; Mental Health Code R 330.1712</p>



Recipient Rights	Includes the essential rights of recipients of community mental health services, abuse and neglect, confidentiality, informed consent, respect and dignity, restraint, seclusion, and incident-report writing.	Initial within 30 days and before working independently with persons served and annually	<u>Initial:</u> In-person or virtual training offered at CMH or through another approved source. See www.rightdoor.org under “For Providers” for schedule and registration information. <u>Renewal:</u> Online refresher course required: http://www.rightdoor.org/for-providers/training/recipient-rights-training-refresher-course.html	MDHHS Contract Part II 6.3.2; CARF Standards 1.I.5 and 1.K; MI LARA R 330.1806; MI Mental Health Code 330.1755; MSHN; Medicaid Provider Manual 4.1; TRD RR Policies and Procedures
TB Test – (SED WAIVER only)	Tuberculosis Test <u>REQUIRED FOR SED WAIVER</u>	Prior to working with persons served	Can be completed by any primary care or clinic. Assistant caregivers are required to have TB test results prior to caring for children. No subsequent TB test is needed. Household members 14 years of age and older are required to have TB test results before issuance of the initial licensure or when a new household member moves in or when a household member turns 14 years of age. No subsequent TB test is needed.	https://www.michigan.gov/documents/lara/Homes_final_rule_R_400.1901_to_400.1963_12-13-19_674861_7.pdf
Trauma-Informed Care	Includes the review of the nature of trauma and its effects, and the responsibility of staff to work with individuals in a manner which supports and does not worsen the impact of previous trauma.	Initial within 90 days	Online course at Improving MI Practices: Trauma Basics https://www.improvingmipractices.org/focus-areas/courses/trauma-informed-care/trauma-basics	MDHHS Contract P4.1.3.1; C6.9.9.1; CCBHC Criteria 13.A.6; CARF Standard 2.A.22.b.; MSHN; TRD C 312; C 320

MINIMUM TRAINING TO WORK ALONE: Recipient Rights, Basic Health and Medications if passing medication, First Aid, CPI, Training in IPOS, and home-specific Emergency procedures, and current with all updates as applicable.

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.

Instructions for creating an account on Improving MI Practices

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
- 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 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 enables you to find 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 *

Password Confirm *

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

Profile Details

First Name *

Last Name *

User Name *

DOB *

City *

Zip *

Home Phone *

Submit

Step 1 of 2: Account Setup

Step 2 of 2: Profile Details

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

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.



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.

