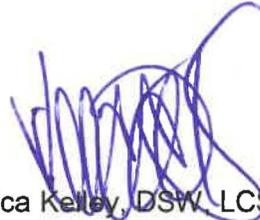




Behavioral Health

Education and Training Policy

Effective Date 07/1994
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Veronica Kelley, DSW, LCSW, Director

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 relevant laws, contractual requirements and/or DBH strategic goals, mission, vision, and values.

Purpose It is the purpose of this policy to outline the education and training requirements of DBH workforce members in addition to New Employee Orientation required of all newly hired DBH employees/interns/volunteers, and to assist employees, interns, volunteers and contract providers to identify DBH-specific education/training requirements and opportunities. Ongoing education and training ensures the workforces' ability to remain informed regarding state and federal requirements, and ensure adherence with said requirements, as well as provide quality care and services in a culturally and linguistically competent manner.

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

Care Coordinators: Licensed Practitioners of the Healing Arts and Registered or Certified Alcohol and Other Drug Counselors 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 develop 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](#)).

Continued on next page

Education and Training Policy, Continued

Definition(s),
continued

Licensed Practitioner of the Healing Arts (LPHA): 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 are licensed by the Department of Consumer Affairs, Board of Behavioral Sciences, Board of Psychology, Medical Board of California or Osteopathic Medical Board of California. LPHAs include the following disciplines:

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

Mandatory Training: Training that is required by DBH as a condition of employment or working participation (i.e., intern, volunteer, etc.), based on DBH contractual requirements. Trainings may also be required to maintain relevant knowledge, licensure and/or certification for specific job classifications or job-related duties.

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:

- Substance Use Disorder (SUD) Counselors
- Licensed Vocational Nurses
- Licensed Psychiatric Technicians
- Occupational Therapists
- Occupational Therapist Assistants
- Registered/Waivered Psychologists
- Registered/Waivered Social Workers
- Registered/Waivered Marriage & Family Therapists
- Registered/Waivered Professional Clinical Counselors
- Unlicensed Behavioral Health Workers

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 consultant or other contracted institution or organization.

Continued on next page

Education and Training Policy, Continued

Training Documentation

At minimum, proof of training completion of all required trainings must be maintained in the employee file. Contractors provide documentation proof of training facilitation and completion as required by their contract with DBH, upon request by DBH during monitoring reviews and/or for other purposes, such as state audit responses, etc.

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. Although DBH offers a variety of training opportunities, licensed and certified staff are required to ensure appropriate CE units are attained according to their specific registration, licensure, and/or certification requirements.

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, but are not limited to the following:

- 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.

Note: In the event of a permanent administrative leadership change, Continuing Education Provider Approval (CEPA) Committee will be notified within 15 calendar days.

Continued on next page

Education and Training Policy, Continued

Cultural Competence

Cultural competence is embedded into every aspect of DBH operations and service delivery. The Office of Equity and Inclusion (OEI) is responsible for developing, implementing, and monitoring cultural competence throughout all levels of the organization in accordance with the DBH Cultural Competency Plan (CCP). OEI 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. OEI 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 they serve.

Cultural Competency Training

All DBH employees, interns, and contract providers are required to participate in cultural competency training annually. Volunteers retained for a year or more will be required to meet this training requirement as well.

- Administrative staff who do not provide direct services to clients shall complete two (2) hours of cultural competency training annually.
- LPHA's, other direct service and staff who have contact with clients 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.

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
- Countywide Security Awareness
- False Claims Act and Fraud/Waste/Abuse Training
- Non-Violent Crisis Intervention
- Cultural Competence

Note: In addition to the above trainings, DBH workforce must also review and acknowledge the current DBH Code of Conduct, Oath of Confidentiality and Conflict of Interest requirements at hire and annually.

Continued on next page

Education and Training Policy, Continued

Required DBH Trainings, continued

Other pertinent trainings as appropriate:

- Annual Law & Ethics Training (any staff may attend; required for licensed professionals)
- Chart Documentation Training
- Coding Guidance for Providers

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
- False Claims Act and Fraud/Waste/Abuse 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
 - Compliance Officer and/or agency compliance representative(s) will be 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

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

Continued on next page

Education and Training Policy, Continued

Risk Management Trainings, continued

- Insurance and Indemnification
 - As appropriate
 - Safety Coordinator Basics
 - Required for all DBH safety coordinators
 - Risk Management trainings for Supervisors
 - Required for all DBH leads, supervisors, and managers
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Specialized Trainings

DBH and contract provider staff *may* be required to complete specialized trainings based on their title, role or the type(s) of service(s) they provide. The following outlines some of the most common specialized trainings, but **is not** all-encompassing:

- Bloodborne Pathogens
- Cardiopulmonary resuscitation (CPR)
- First Aid
- Disaster and Safety
- Harassment Anti-Retaliation

Note: DBH staff will receive notification from DBH's training management system or other County agencies regarding specialized required trainings. Contractors should reference their respective contract(s) for required specialized trainings.

Continued on next page

Education and Training Policy, Continued

ASAM Training for SUD Providers

All direct service providers (including contract providers) working within the SUD continuum of care 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. Staff providing direct SUD services shall take the required ASAM trainings every two (2) years at minimum thereafter. 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 Substance Use Disorder and Recovery Services (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

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 the SUD continuum of care shall receive a minimum of five (5) hours of continuing education related to addiction medicine annually.

Continued on next page

Education and Training Policy, Continued

Training for SUD Specialty Populations

SUD staff must be adequately trained based on job duties and their scope of practice. Special populations may require additional training based on state or federal regulations and/or guidelines:

Population	Training
Youth Treatment (Youth Treatment Guidelines) Case Management and Complementary Services	<p>Except for early intervention programs, programs should provide or arrange for case management services for every youth in treatment. If the case manager function is provided directly by the treatment program, the case manager should have training in the following areas:</p> <ol style="list-style-type: none"> a. SUD treatment, an understanding of addiction, and the intergenerational nature of SUD; b. Familiarity with community resources and other youth service systems (education, child welfare, juvenile justice, mental health, etc.); c. Physical and sexual abuse; d. Family dynamics; and, e. Legal issues (informed consent for minors, disclosure of confidential information, child abuse/neglect reporting requirements, and duty-to-warn issues)
Perinatal (Perinatal Practice Guidelines)	<ol style="list-style-type: none"> a. Cooperative Child Care – women of the perinatal treatment program participating in the cooperative child care arrangement are supervised by a staff member who has appropriate training and expertise in child development. <p>Suggested topics:</p> <ol style="list-style-type: none"> b. Domestic violence, c. Trauma, d. Child abuse, e. Neglect, f. Grief and loss, g. Impact of substance use on parenting and family units, h. Women’s development, i. Sexuality, j. Parenting, k. Prenatal alcohol or drug exposure

Continued on next page

Education and Training Policy, Continued

Training for SUD Specialty Populations, continued

Population	Training
Perinatal (Case Management)	SUD treatment providers must provide or arrange for case management to ensure that pregnant and parenting women, and their children, have access to the following services: <ol style="list-style-type: none"> Primary medical care, including prenatal care; Primary pediatric care, including immunizations; Gender-specific treatment, and Therapeutic interventions for children to address developmental needs, sexual and psychological abuse, and neglect.
All Populations (AOD Certification Standards)	<ol style="list-style-type: none"> Ethics and boundaries Communicable diseases Medication management Fundamentals of Medication Assisted Treatment (MAT), including how medications work to treat addiction, information about addiction as a chronic disease and the importance of removing stigma from use of medications in a SUD treatment plan.

Required Annual SUD Training

DBH shall conduct mandatory training in DMC-ODS requirements and California Outcomes Measurements System (CalOMS) for DBH SUD staff and contract providers annually. All SUD employees (including contract providers) shall complete the following SUD trainings annually:

- CalOMS,
- DMC-ODS Requirements,
- DMC Program Requirements,
- Requirements of Title 22
- Human Trafficking
- Urgent and Emergent Conditions Training (at hire and annually thereafter).

Continued on next page

Education and Training Policy, Continued

Required SUD Evidence-Based Practices Trainings

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

Staff shall be trained at hire in facilitating the implemented EBPs and every two (2) years at minimum thereafter.

SUD Care Coordination Trainings

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

- 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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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.

Related Policy or Procedure

The related policies and procedures below can be found in the [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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Education and Training Policy, Continued

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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