

Staff Name: \_\_\_\_\_ Hire Date: \_\_\_\_\_

**SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER  
CLINICAL STAFF TRAINING**

<b>ORIENTATION TRAINING</b>	<b>By*</b>	<b>N/A</b>	<b>Date Completed</b>	<b>Verified By</b>	<b>Staff Initials</b>	<b>Responsible Staff</b>
<b>GENERAL ORIENTATION</b>	-	-	-	-	-	-
Mission Statement	1d					Orientation Staff
Demographics	1d					Orientation Staff
False Claims Act Policy	1d					Orientation Staff
Drug Free Workplace Policy	1d					Orientation Staff
Employee Benefits and Expenses Policy	1d					Orientation Staff
Employee Code of Ethics Policy	1d					Orientation Staff
OSHA and Tuberculosis Guidelines	1d					Orientation Staff
Harassment Policy	1d					Orientation Staff
Privileging Application (Licensing if necessary)	1d					Orientation Staff
Job Description	1d					Orientation Staff
Electronic Time Sheets	1d					Orientation Staff
Benefit Package	1d					Orientation Staff
Confidentiality	1d					Orientation Staff
HIPAA Guidelines	1d					Orientation Staff
Mandatory Reporting of Abuse and Neglect	1d					Orientation Staff
Adverse Incident Reports (Policy, Completion of Form and Timelines)	1d					Orientation Staff
Direct Care Guide	1d					Orientation Staff
911 Protocol	1d					Orientation Staff
Choking Protocol	1d					Orientation Staff
Consensual Relationship	1d					Orientation Staff
Trauma Training	1-5d					Orientation Staff
Consumer Rights	2-3d					Orientation Staff
Consumer Rights Pertaining to Freedom From Physical and Verbal Abuse	2-3d					Orientation Staff
Management of Inappropriate Behavior	2-3d					Orientation Staff
People First Language	2-3d					Orientation Staff
Person Centered Planning	2-3d					Orientation Staff
Overview of Developmental Disabilities Services	2-3d					Orientation Staff
Positive Behavior Support	2-3d					Orientation Staff
<b>OTHER:</b>	-	-	-	-	-	-
Cultural Competency	2-5d					Orientation Staff
Motivational Interviewing	2-5d					Orientation Staff
Suicide Prevention	2-5d					Orientation Staff
1. Columbia Suicide Rating Scale	2-5d					Orientation Staff
2. Safety Plan/Contract	2-5d					Orientation Staff

Crisis Training	2-5d					Orientation Staff
Initial Performance Plan / Appraisal	3d					Administrative
Cardio Pulmonary Resuscitation (CPR)	1w					Qualified Instructor
First Aid	1w					Qualified Instructor
Crisis Intervention	1w					Qualified Instructor

\* Training must be completed within this number of employment days.

**This checklist must be completed and turned in at the end of the Trauma Informed Care training.**

Revised 3/2007; 10/2010; 3/23/2012; 2/2013; 3/7/2016; 2/7/2020

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<b>ORIENTATION TO SERVICES</b>	-	-	-	-	-	-
Overview of Services of Southern Highlands	2wk					Admin. Supervisor
1. Mental Health / Outpatient	2wk					Admin. Supervisor
2. Substance Use Disorders Outpatient/DUI	2wk					Admin. Supervisor
3. Children's Services	2wk					Admin. Supervisor
4. Residential Services	2wk					Admin. Supervisor
5. Community Services	2wk					Admin. Supervisor
A. CCSS	2wk					Admin. Supervisor
B. Day Habilitation	2wk					Admin. Supervisor
C. ACT	2wk					Admin. Supervisor
D. Community Engagement	2wk					Admin. Supervisor
6. On-Call/Crisis Services/CSU/CRU	2wk					Admin. Supervisor
7. IDD/DD Services	2wk					Admin. Supervisor
Program Referral Process	2wk					Admin. Supervisor
<b>ORIENTATION TO SITE / PROGRAM</b>	-	-	-	-	-	-
Orientation to Building and Service Area	2wk					Admin. Supervisor
1. Introduction to Staff	2wk					Admin. Supervisor
2. Tour of Facility	2wk					Admin. Supervisor
3. Location of Forms/Supplies	2wk					Admin. Supervisor
Orientation to Program/Department	2wk					Admin. Supervisor
1. Review of Program Policies/Procedures	2wk					Admin. Supervisor
2. Review of In-House Procedures/Memos	2wk					Admin. Supervisor
3. Review of Job Description / Initial Performance Plan	2wk					Admin. Supervisor
4. Productivity/Service Activity Log (if applicable)	2wk					Admin. Supervisor
5. Assignment of Caseload / Initial Scheduling of Appointments	3wk					Admin. Supervisor
6. Consumer Tracking / Spreadsheet	3wk					Admin. Supervisor
<b>MEDICAL RECORDS</b>	-	-	-	-	-	-
Accessing Medical Records	1wk					Record Room Staff
1. Format of Medical Record	1wk					Record Room Staff
2. Confidentiality of Records	1wk					Record Room Staff
3. HIPAA Guidelines	1wk					Record Room Staff
4. Procedure for Release of Information	1wk					Record Room Staff
5. Acceptable Abbreviations	1wk					Record Room Staff

<b>PSYCHIATRIC DISORDERS MODULE</b>	-	-	-	-	-	-
Medications/Categories/Side Effects	1m					RN Supervisor
Various Diagnosis/Symptoms	1m					RN Supervisor
<b>INTRODUCTION TO CLINICAL ROLES / RESPONSIBILITIES</b>	-	-	-	-	-	-
Administrative Supervision	1wk					Admin. Supervisor
Review of Job Description Accountabilities	1wk					Admin. Supervisor
Clinical Supervision	3wk					Clinical Supervisor
1. Role/Responsibility and Documentation Review/Sign-Off	3wk					Clinical Supervisor
2. Scheduling of Supervision	3wk					Clinical Supervisor
<b>CLINICAL SERVICES TRAINING (Includes Avatar/Documentation training required for each service)</b>						
Clinical Evaluation (includes general overview of Avatar System)	2wk					Orientation Staff
1. Consumer Consents	2wk					Orientation Staff
A. Consent to Treat / Confidential Communication	2wk					Orientation Staff
B. Outpatient Program Rules	2wk					Orientation Staff
C. Dental/Physical Referral (Interagency Referral)	2wk					Orientation Staff
D. Telehealth	2wk					Orientation Staff
E. Consumer Grievance Policy / HIPAA Policy	2wk					Orientation Staff
F. Other Consents	2wk					Orientation Staff
2. Care Connection	2wk					Orientation Staff
A. Military Status	2wk					Orientation Staff
B. BHHF Data Segment	2wk					Orientation Staff
3. Psychosocial Assessment	2wk					Orientation Staff
Kepro Regulations/Recommendations	2wk					Orientation Staff
Medicaid Manuals	2wk					Orientation Staff
DSM-5	2wk					Orientation Staff
Screenings	2wk					Orientation Staff
1. MSE	2wk					Orientation Staff
2. SBIRT	2wk					Orientation Staff
A. PHQ-9	2wk					Orientation Staff
B. ASSIST	2wk					Orientation Staff
C. CRAFFT	2wk					Orientation Staff
D. Pediatric Symptoms Checklist	2wk					Orientation Staff
3. Trauma	2wk					Orientation Staff
A. ACE	2wk					Orientation Staff
B. TSSCA	2wk					Orientation Staff
Professional Counseling Services	2wk					Orientation Staff
1. Counseling Contract/Informed Consent	2wk					Orientation Staff

2. Treatment Strategies	2wk					Orientation Staff
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Professional Boundaries/Ethics	2wk					Orientation Staff
Supportive Counseling Services	2wk					Orientation Staff
Assessments	2wk					Orientation Staff
1. ASI	2wk					Orientation Staff
2. WVFA	2wk					Orientation Staff
3. DAST/MAST	2wk					Orientation Staff
4. CANS	2wk					Orientation Staff
5. ASAM Criteria	2wk					Orientation Staff
Service Planning	2wk					Orientation Staff
1. Master Treatment Plan Completion	2wk					Orientation Staff
A. Treatment Plan Goals & Objectives	2wk					Orientation Staff
B. Treatment Plan Numbering	2wk					Orientation Staff
C. Treatment Plan Review Note	2wk					Orientation Staff
D. Correlations between TP and Assessment	2wk					Orientation Staff
E. IDT Notification Form/Process	2wk					Orientation Staff
F. Discharge Planning	2wk					Orientation Staff
G. Timeliness of Treatment Plan Completion	2wk					Orientation Staff
TCM	2wk					Orientation Staff
<b>SHADOWING OPPORTUNITIES</b>	-	-	-	-	-	-
UAT Mock Form Completion	1m					Admin. Supervisor
1. Clinical Evaluation	1m					Admin. Supervisor
A. Initial	1m					Admin. Supervisor
B. Global	1m					Admin. Supervisor
2. Progress Note	1m					Admin. Supervisor
A. Group	1m					Admin. Supervisor
B. Individual	1m					Admin. Supervisor
Clinical Evaluation (Initial Assessment)	1m					Admin. Supervisor
Clinical Re-Evaluation (Global Assessment)	1m					Admin. Supervisor
Service Plan Meeting	2m					Admin. Supervisor
TCM Service	2m					Admin. Supervisor
Crisis Service	3m					Admin. Supervisor
1. Day Time Hours	3m					Admin. Supervisor
2. After Hours	3m					Admin. Supervisor
<b>DIRECT OBSERVATION / DOCUMENTATION REVIEW OF:</b>	-	-	-	-	-	-
Clinical Evaluation (Initial Assessment)	1m					Admin. Supervisor
Clinical Re-Evaluation (Global Assessment)	1m					Admin. Supervisor
Service Plan Meeting	2m					Admin. Supervisor
TCM Service	2m					Admin. Supervisor

<b>ONGOING TRAINING</b>	-	-	-	-	-	-
Completion of Case Assignment Form / Service Delivery Status	1m					Admin. Supervisor
Review of Caseload/Ongoing Scheduling of Apointments	2m					Admin. Supervisor
Continued Development of Consumer Spreadsheet/Tracking System	2m					Admin. Supervisor
Accessing Community Resources	2m					Admin. Supervisor
<b>OTHER TRAINING</b>	-	-	-	-	-	-
Guardianship/Medical Surrogate	1m					Admin. Supervisor
Olmstead Decision/Role of Ombudsman	1m					Admin. Supervisor
Human Rights Committee	1m					Admin. Supervisor
Social Security Guidelines/Rep Payee	1m					Admin. Supervisor
<b>DISCHARGE PLANNING</b>	-	-	-	-	-	-
Elements of Discharge Planning	3m					Admin. Supervisor
Discharge Notes	3m					Admin. Supervisor
Inactive Case Summary	3m					Admin. Supervisor
<b>INTRANET</b>	-	-	-	-	-	-
Policies and Procedures	1m					Admin. Supervisor
Submitting a Help Desk Ticket	1m					Admin. Supervisor
Clinical Training Information	1m					Admin. Supervisor

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