TRAINING RECIPROCITY FAQs

Contents

Reciprocity

Q1:   What is reciprocity?

A1:   Process whereby corresponding status is mutually granted by one system to the other.

State Training Guidelines Workgroup (STGW)

Q2:   What is the State Training Guidelines Workgroup (STGW)?

A2:   This workgroup is made up of training professionals, curriculum and training designers, professionals who oversee training or are part of an auditing, providers, and CMH, PIHP, and MDHHS representatives interested in building the necessary structure to implement statewide training reciprocity for Entry-Level Direct Support Professional training standards. This workgroup developed an "Implementation Guide" for the PIHP system that was accepted as the process to implement training reciprocity. We operate as a workgroup under the Community Health Association of Michigan (CMHAM). This workgroup also oversees the development and updating of over thirty-training guides developed as updated recommendations of current training requirements. This group is a resource to CMH and PIHP's for the training vetting process.

Q3:   What are the goals of the State Training Guidelines Workgroup (STGW)?

A3:   Please see the Implementation Guide for history and purpose of this workgroup.

Q4:   What is the process for amending or changing guideline criteria?

A4:   STGW has a subcommittee who reviews training on a rotating basis, each guide is reviewed once every three (3) years. A request to review and update a Guideline can be made directly to the STGW. The workgroup has a rotating schedule to review and update Guidelines. When there is new information on a topic or a change in policy and best practice, the affected guildeline(s) would be reviewed accordingly. This is part of the STGW core functions.

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Q5: Where can I find the Guidelines, and how do I know it is the most current version?

A5: Guidelines (and their corresponding vetting tool) are housed on **ImprovingMIpractices.org** website. The last review date always appears on the first page of each guide so you can quickly determine if a guide is current. We'll use the Right Side Line (similar to State Policy Updates) to denote where a line item had last been updated/changed.

IMP – ImprovingMIpractices.org

Q6: What is Improving MI Practices?

A6: ImprovingMIpractices.org is an effort to raise awareness and support the recovery efforts of individuals and families facing the challenges of mental health and substance use disorders. This site is supported with federal Community Mental Health block grant funds through the Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, the Michigan Department of Health and Human Services, Behavioral Health and Developmental Disabilities Administration and the Community Mental Health Association of Michigan. This free resource offers a variety of interactive courses, forums, and resources organized by practice area. Once and individual creates and account, the site will keep a transcript of completed trainings that is accessible at any time to the individual. Additionally, individuals can "self-report" training that was completed outside of the website so that they can maintain one transcript of all trainings. For organizations, this is also an excellent resource when tracking all individual staff training. Agencies can set up an organization account and add their staff with existing accounts to their organization account. This will allow them to access training transcripts for staff. Additionally, organizations can add trainings that were completed outside of the website to help a track all training for staff. The website offers tutorials available on how to set up individual and organizational accounts, navigating the website, how to access trainings, and how to access transcripts.

Q7: What is the focus of IMP and who is the intended audience?

A7: The purpose and intended audience for the IMP site is to provide a centralized resource to find clinical and core course training for Direct Support Professionals. It is also a resource for regions looking for an electronic way to acquire training and house records. The site will house data on vetted training across the state and resources to support training reciprocity.

Q8: How do you use IMP and what will I find?

A8: Please see the Implementation Guide on IMP along with Support videos and FAQs.

Q9: Where do I find the Implementation Guide?

A9: Go to www.improvingMIpractices.org; from the main page click About this Site / Statewide Training Guidelines Workgroup.

Q10: Who can use ImprovingMIpractices.org?

A10: PIHP and CMH Administration staff, Provider Agency staff, Clinicians, Training Managers, and Direct Support Professionals.

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Q11: Who should maintain training (i.e., manage the IMP account)?

A11: Training should be managed at the lowest level; however, previous experience has shown, in some instances, that training has not occurred as required. Vetting should be managed at Provider/CMH, the following process is recommended:

1. PIHP identifies Training Reciprocity/IMP Regional Manager for oversight, consistency, and quality improvement.
2. CMHSP identifies Training Reciprocity/IMP 'sub=Regional' Manager for Provider training monitoring, Vetting tool access, and (optional) training/testing scheduling
3. Network Provider identifies Training Reciprocity/IMP Provider-level Manager for vetting/training/test scheduling if delegated by CMHSP
   a. Training should be managed at the lowest (trusted) level
   b. Provider contracts should include requirements for participation in Reciprocity and use of IMP
   c. CMHSPs responsible for Training Vetting

Q12: What are our account management options through IMP?

A12: Steps for Provider Implementation:

1. Provider identifies Training Reciprocity/IMP site "Manager' to CMHSP
2. CMHSP register Provider site with IMP
3. CMHSP Training Reciprocity 'sub-regional' Manager provides Training Reciprocity/IMP training to Provider IMP site 'Manager'
4. Provider IMP site 'Manager' logs onto IM website to enroll all Provider site employees, and to schedule training/testing as needed
   a. STGW will provide procedure manual
   b. IMP will provide a help desk (M-F, 9am-Noon)

Q13: What about Direct Support Professionals who work for more than one provider at a time. Does IMP allow for multiple providers to be associated to a single Direct Support Professional at the same time?

A13: Yes, this is a "student-centric" database. Direct Support Professionals can be associated or linked to more than one provider at the same time.

Q14: Can Direct Support Professionals (DSPs) upload previously completed training to IMP?

A14: Direct Support Professionals may use IMP as a repository for all of their previously earned training records; including training from other CMHs, Provider Agencies, or external sources such as Relias. IMP will accept uploaded training certificates from staff if that is how a region chooses to address this need. The training manager must approve uploaded certificates (approval = validates) on IMP. The training manager can then assign training or a test out as applicable. Training received through IMP (online classes) will automatically be added to the individual IMP transcript.

Q15: How can I determine if a training certificate for the learner links to vetted and approved training?

A15: Anytime you are presented with a training certificate that you want to utilize to meet a training requirement, you should ensure that the training came from a source that has been vetted. This

information can be found in a couple ways: An indicator on the training certificate or, if the training content was vetted and approved by the STGW or the training and provider will be listed on the "Approved Training" list stored on IMP.

1. The training certificate statement:
   "(Organization-PIHP) verifies that this training was approved through the STGW vetting process on mm.dd.year"
2. The STGW Approval Logo looks like this:

3. A list of vetted and approved trainings, by provider will be available on www.improvingmipractices.org website.

Q16: Are there any vetted and approved training on the IMP website right now?
A16: Yes; these can be identified by the STGW logo.

Q17: Are provider agencies or CMH entities required to use the online training found on IMP?
A17: No; there will be no requirement to utilize IMPs online offerings. The State Training Guidelines have made recommendations on the content, outcomes, and structure for each of the guidelines.

Q18: My region/provider agency has online training courses; can they be housed on IMP?
A18: No; IMP will only house the list of approved provider trainings for reference.

Q19: If learners utilize IMP by uploading training or taking online classes, will there be notification when a training validity period is about to expire?
A19: No; Many regions have different recertification criteria. It will be your regions standards that dictate recertification time periods so you should continue using your current method to ensure training is valid.

VETTING

Q20: What does it mean to Vet training?
A20: The process of comparing your curriculum and outcomes to what is recommended on the corresponding training guidelines and vetting tools, which are housed on the IMP website. For more detailed information, please review the Implementation Guide.

Q21: How do I utilize the vetting tools?
A21: Start with the vetting tool (a multi-tab EXCEL spreadsheet) and guideline for a topic. For example, Emergency Preparedness. Gather your training material, notes, handouts, links to online supports, etc. Review your training and note on the vetting tool when your training meets the guideline on Content, Outcomes, and Structure. For more detailed information, please review the Implementation Guide.

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Q22: What is the vetting process?
A22: For more detailed information, please review the Implementation Guide for step-by-step instructions.

Q23: What is the flow for data submission for vetting training?
A23: For New Submissions: Provider-> CMH->PIHP->STGW
      Once Reviewed by STGW: STGW->PIHP->CMH->Provider

Q24: What if trainings don't meet the requirements and recommendations after they have been vetted?
A24: STGW will send communication outlining what was met and not met and provide recommendations to assist in the vetting process. Once updated, the organization can complete a new vetting tool, or revised vetting tool for review.

Q25: How often do we review our training?
A25: STGW reviews vetting tools and guidelines every three (3) years. Training should be vetted with the most updated vetting tool. For example, if the STGW reviewed and approved a vetting tool in 2018 and a provider submitted their training for approval in 2020. The STGW will review the tool again in 2021 and if changes were made, the provider would need to submit the training for vetting using the new vetting tool.

Q26: I use outside vendors (e.g. Centrain, Relias, Training Toolbox, etc). Do these trainings also need to be vetted?
A26: Yes! Training obtained through an outside vendor to meet the Entry Level training requirements for Direct Support Professionals needs to be vetted. This includes any training previously listed on LARA's website as approved curriculum. This would be a decision made by the organization and vendor together.

Q27: Are there any vetted trainings on the IMP website yet?
A27: Yes! There are several which can be found under "Core Courses" on the IMP home page. These can be identified by looking for the STGW logo in the class description:

STGW

Q28: Our online training was vetted and approved; can we house it on IMP?
A28: At this time, interactive trainings by provider cannot be uploaded and used via the IMP platform. IMP will house the list of approved training for reference. There are approximately 6-7 interactive trainings that are on the website that are vetted. These can be identified by the STGW logo:

STGW

Q29: Who can I contact for support?
A29: You can contact the identified training coordinator for your contract organization for assistance with vetting. You can use the IMP support option on the IMP website for assistance with IMP navigation.

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Test Out

Q30: What is a Test Out?
A30:

Q31: Who is qualified to take a Test Out?
A31: Learners still within their renewal period for Health, Medications, and Working With People and New Hires where the provider wants to assure competency on courses within their renewal period. For more detailed information, please review the Implementation Guide.

Q32: How do I assign a Test Out?
A32: The Test Out function is not yet in place on the IMP website. For more detailed information, please review the Implementation Guide.

Q32: Can competency tests be customized to match the specific and varied topics contained within a vetted training?
A32: The question selection process is still being finalized.

Q32: What if my learner doesn't pass their test out on the first attempt?
A32: The learner should be scheduled to take the instructor-led training again.

Provider Agencies and CMH Admin

Q33: Who is our regional PIHP representative or liaison?
A33: We have a list!

Q34: Will there be any resources for individual providers who do not have access to the internet?
A34: For IMP purposes, check out community resources like your local library for access.

Q35: What if we have a training we would like to make available to all providers throughout the region?
A35: Providers willing to share their content, notes, handouts, outcomes, and structure model for a course…that has been vetted and approved…can be posted and available. Online courses cannot be uploaded.