

Crisis Training and Orientation Plan

DHS 34.21 (8b) Orientation Training Requirements:

Each newly hired staff person who has had less than 6 months of experience in providing emergency mental health services shall complete a minimum of 40 hours of documented orientation training within 3 months after beginning work with the program. Each newly hired staff person who has had 6 months or more of prior experience in providing emergency mental health service shall complete a minimum of 20 hours of documented orientation training within 3 months after beginning work with the program.

- Staff has documentation of at least 6 months experience providing crisis services (ie, job description, statement from previous supervisor). **20 hours required.**

- Staff has less than 6 months experience providing crisis services. **40 hours required.**

Available through the Behavioral Health Training Partnership

Crisis CORE Trainings include:

Web-based Crisis Curriculum	13.5 hours
Crisis Services Overview (in person training)	6 hours
Suicide and Risk Assessment	6 hours
WI Mental Health (and other related) Laws	6 hours
	<hr/>
	31.5 hours

Agency-Based Orientation is expected to fill out the remaining training hours.

Please check our website for Ongoing/Advanced Training opportunities:

<https://www.uwgb.edu/behavioral-health-training-partnership/training/online-training/>

Crisis Orientation Checklist and Crisis Core Training Components

Employee:	Start Date:
Position:	Supervisor:

Task/Concept	Method of Training	Time Spent	Date	Responsible Party signature
DHS 34 Administrative Code: Orientation to the structure of the crisis program, roles and responsibilities, program requirements	<i>Individual Reading</i> <i>Online curriculum</i> <i>Agency orientation process</i>	30 min.		
Review County Crisis Policies and forms	<i>Individual Reading</i>			
Overview of the agency structure and roles: Organizational chart, Mental Health Services roles and responsibilities including Crisis Services roles and responsibilities	<i>Agency orientation process</i>			
Overview of suicide assessment, prevention and management. Review of Columbia Suicide Severity Screening and other related suicide/risk assessment tool.	<i>Suicide & Risk Assessment training</i> <i>Online curriculum</i> <i>Agency Orientation Process</i>	4.0 hrs 1.75 hrs.		
Overview of resources available within the agency, the county and outside the county for crisis response and diversion: location or resource manuals, crisis plans, phone lists, etc	<i>Agency Orientation process</i>			
Orientation to collaboration with Law Enforcement and Emergency Room staff: Teaming, collateral information gathering, sharing of "need to know" information	<i>Crisis Services Overview training</i> <i>Agency Orientation Process</i>	1.5 hrs		
Chapter 51 and its interaction with other statutes: <ul style="list-style-type: none"> • 48/938 (Children) • 55 Adult Protection and Placement • 51.45 Alcohol Holds • 54 Guardianship 	<i>WI Mental Health Laws Training</i> <i>Agency Orientation Process</i>	1.75 hrs		
Orientation to 51.15,51.45 process, court documents and appearances, follow-up on commitments and settlement agreements	<i>WI Mental Health Laws Training</i> <i>Agency Orientation Process</i>	3.75 hrs		
Orientation to Confidentiality and Client Rights: Release of Information, policies related to physical contact, restraint or removal or rights, the grievance procedure at your agency	<i>Online Curriculum</i> <i>WI Mental Health Laws training</i> <i>Agency Orientation Process</i>	15 min. 30 min.		

Task/Concept	Method	Time Spent	Date	Responsible Party Signature
Orientation to the staffing and/or reporting process: how to communicate info to other crisis workers, reviewing response plans, getting signatures, etc	<i>Agency Orientation Process</i>			
Orientation to the crisis plan: development process, format used, where plans are kept, how plans are updated, etc.	<i>Crisis Services Overview</i> <i>Agency Orientation Process</i>	1.0 hr.		
Orientation to clinical supervision: what to do when there is a critical incident, getting support for employees involved, etc.	<i>Suicide & Risk Assessment Training</i> <i>Agency Orientation Process</i>	1.0 hr.		
Orientation to the insurance/billing process for crisis services	<i>Crisis Services Overview Training</i> <i>BHTP Website,</i> www.uwqb.edu/bhtp <i>Agency Orientation Process</i>	30 min.		
Crisis De-escalation	<i>Suicide & Risk Assessment Training</i> <i>Crisis Services Overview</i>	1.0 hr. 2.0 hr.		
Core values of human services work: Trauma informed, person-centered, strength-based, etc.	<i>Online Curriculum</i> <i>Crisis Services Overview training</i>	2.5 hrs 1.0 hr.		
Co-Occurring Disorders: Mental Health and Substance Use (Adults and Children)	<i>Online Curriculum</i>	8.5 hrs.		
<u>Additional Training (Ongoing):</u> <ol style="list-style-type: none"> 1. Trauma Informed Practice (12 CEH) 2. Worker Safety Training (4 CEH) 3. Engaging & Interviewing in Crisis (6.0 CEH) 4. Secondary Traumatic Stress and the Behavioral Health Professional (6.0 CEH) 5. Ethics and Boundaries (4.0 CEH) 				