

# Crisis/CCS 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.**

## **DHS 36.12: Orientation Training Requirements:**

*Each newly hired staff person who has had less than 6 months of experience in providing psychosocial rehabilitation services to children and adults with mental disorders or substance-use disorders shall complete a minimum of 40 hours of documented orientation training within 3 months of beginning work with the program. Each newly hired staff person who has had 6 months or more of prior experience in providing psychosocial rehabilitation services to children and adults with mental disorders or substance-use disorders shall complete a minimum of 20 hours of documented orientation training within 3 months of beginning work with the program.*

- Staff has documentation of at least 6 months experience providing psychosocial rehabilitation services to children and adults with mental disorders or substance-use disorders (ie, job description, statement from previous supervisor). **20 hours required.**
- Staff has less than 6 months experience providing psychosocial rehabilitation services to children and adults with mental disorders or substance-use disorders. **40 hours required.**

## **Available through the Behavioral Health Training Partnership**

Crisis CORE Trainings include:	
Web-based Crisis/CCS Dual Curriculum	17 hours
Crisis Services Overview (in person training)	6 hours
Suicide and Risk Assessment	6 hours
WI Mental Health (and other related) Laws	6 hours
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	35 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/>

## Crisis/CCS Dual Orientation Checklist

<b>Employee:</b>	<b>Start Date:</b>
<b>Position:</b>	<b>Supervisor:</b>

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>	<b>30 min.</b>		
Review County Crisis and CCS Policies and forms	<i>Individual Reading</i>			
DHS 36 Administrative Code: Orientation to the structure of the CCS program, roles and responsibilities, program requirements	<i>Individual Reading</i> <i>Online Curriculum</i> <i>Agency orientation process</i>	<b>1.5 hrs.</b>		
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 &amp; Risk Assessment training</i> <i>Online curriculum</i> <i>Agency Orientation Process</i>	<b>4.0 hrs</b> <b>1.5 hrs</b>		
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>	<b>1.5 hrs</b>		
Chapter 51 and its interaction with other statutes: <ul style="list-style-type: none"> <li>• 48/938 (Children)</li> <li>• 55 Adult Protection and Placement</li> <li>• 51.45 Alcohol Holds</li> <li>• 54 Guardianship</li> </ul>	<i>WI Mental Health Laws Training</i>  <i>Agency Orientation Process</i>	<b>1.75 hrs</b>		
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>	<b>3.75 hrs</b>		
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>Crisis Curriculum online</i> <i>WI Mental Health Laws training</i>  <i>Agency Orientation Process</i>	<b>15 min.</b> <b>30 min.</b>		

<b>Task/Concept</b>	<b>Method</b>	<b>Time Spent</b>	<b>Date</b>	<b>Responsible Party Signature</b>
Basic provisions of civil rights laws (ADA of 1990, CRA of 1964)	<i>Agency Orientation Process</i>			
Recovery concepts and principles: Recovery-oriented systems of care, 10 Guiding Principles of Recovery	<i>Online curriculum</i>	<b>45 min.</b>		
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>	<b>1.0 hr.</b>		
Orientation to clinical supervision: what to do when there is a critical incident, getting support for employees involved, etc.	<i>Suicide &amp; Risk Assessment Training</i> <i>Agency Orientation process</i>	<b>1.0 hr.</b>		
Orientation to the insurance/billing process for crisis services	<i>Crisis Services Overview Training</i>  <i>BHTP Website,</i> <a href="https://www.uwgb.edu/behavioral-health-training-partnership/">https://www.uwgb.edu/behavioral-health-training-partnership/</a> <i>Agency Orientation Process</i>	<b>30 min.</b>		
Crisis De-escalation	<i>Suicide &amp; Risk Assessment Training</i>  <i>Crisis Services Overview</i>	<b>1.0 hr.</b>  <b>2.0 hr.</b>		
Current principles and procedures for providing services to children and adults with MH/SU disorders: Trauma informed, person-centered, strength-based, etc.	<i>Online Curriculum</i>  <i>Crisis Services Overview training</i>	<b>3.75 hrs.</b>  <b>1.0 hr.</b>		
Co-Occurring Disorders: Mental Health and Substance Use (Adults and Children)	<i>Online Curriculum</i>	<b>8.5 hrs.</b>		
<u>Additional Training (Ongoing):</u>  <ol style="list-style-type: none"> <li>1. Trauma Informed Practice (12 CEH)</li> <li>2. Worker Safety Training (4 CEH)</li> <li>3. Engaging &amp; Interviewing in Crisis (6.0 CEH)</li> <li>4. Secondary Traumatic Stress and the Behavioral Health Professional (6.0 CEH)</li> <li>5. Ethics and Boundaries (4.0 CEH)</li> </ol>				