

CCS Policy/Procedures  
Orientation and Training of Staff  
DHS 36.07(5)(i)

Policy Statement: Adequate training will be provided to ensure that all new staff, students, and regularly scheduled volunteers have the knowledge base to work with CCS participants according to Comprehensive Community Services principles, both initially and ongoing.

Discussion and Procedures:

CCS orientation for new staff will include:

1. Review of DHS 36, with special attention to the sections referring to the services the staff person provides;
2. Review of CCS policies and procedures;
3. Review of job responsibilities as specified in the job description;
4. Review of Wis. Stats. Chaps. 48, 51, 55 Stats.;
5. Review of DHS 94, patient's rights;
6. Review of DHS 92, HIPAA, and confidentiality of records;
7. Review of DHS 75 and 42 CFR Part 2;
8. Basic provisions of civil rights laws including ADA of 1990, Civil Rights Act of 1964, and pertinent parts of Title VI, i.e., the Limit English Proficiency guidelines;
9. Discussion about CCS guidelines, beliefs, philosophy including recovery concepts such as hope, empowerment and connection to others;
10. Information about the mental health service delivery system, the substance use disorder system and other social/human service resources;
11. Pertinent information and updates to knowledge about mental health/illnesses, substance use disorders, co-occurring disabilities, service needs and treatment methods;
12. Non-violent crisis management including verbal de-escalation;
13. Risk assessment for suicide, homicide and non-suicidal self-injury.

Minimum Orientation and Training Hours

1. Staff members with less than 6 months experience providing psychosocial rehabilitation services to those with mental health/SUD disorders will receive 40 hours of documented orientation and training within 3 months of starting their employment.

2. Staff members with more than 6 months experience providing psychosocial rehabilitation services to those with mental health/SUD disorders will receive 20 hours of documented orientation and training within 3 months of starting their employment.
3. Each regularly scheduled volunteer or student will receive 40 hours of orientation training before he/she can work independently with consumers or family members.
4. Orientation training shall be documented on the *CCS Service Provider Orientation Checklist*. Both the completed *CCS Service Provider Orientation Checklist* and verification of trainings received and documented on the checklist shall be submitted to DCDHS within three months of initiating employment with the CCS.
5. If a CCS staff has received portions of the required CCS orientation training within 24 months of becoming a Dane County CCS staff, verification of training can be submitted to the CCS Provider Network Coordinator to be evaluated for meeting the relevant categorical training requirement. Approval will be granted by the CCS Provider Network Coordinator on a case-by-case basis following a review of the verification and content of the training received, as well as the individual's background and role within the CCS Program. The CCS Provider Network Coordinator will provide written notification of approval or denial. Past trainings accepted as meeting a categorical training requirement will not be counted among the 20 or 40 hours of total orientation and training required, as specified above, unless completed within three months of becoming a Dane County CCS staff.

### Ongoing Training Program

Each staff member will receive 8 hours of training each year designed to build upon and enhance the orientation training. Training methods for all staff, students and volunteers will include:

1. Staff meeting time set aside for training;
2. Presentations by community resource staff from other agencies;
3. Individual staff attendance at conferences/workshops;
4. Discussion and presentations of current and new principles or methods for delivering culturally competent, recovery oriented services more efficiently and effectively. Any staff or consumers, especially those who have attended outside training, may deliver such education, as well as other experts within or outside the agency;
5. Cultural diversity/competence trainings;

6. The Provider Network Coordinator will maintain in a central administrative file appropriate documentation to demonstrate that all staff have met training requirements.

#### Orientation and Training Records

1. CCS Staff are required to provide DCDHS with verification of all trainings completed to satisfy the requirements of DHS 36.
2. Verification of all orientation and training hours completed by CCS staff to satisfy the requirements of DHS 36 will be retained in the CCS staff file at DCDHS.

Approved by CCS Coordination Committee on 5/20/2020.

5.1.14, 8.18.14, 5.6.15, 5.21.15  
revised 6.8.15, 5.1.20