REQUIREMENTS AND POLICIES FOR TRAINING
INCLUDING RECIPROCITY

Revised: August 18, 2021

Training Requirements & Polices for all formats of Coursework

Online courses, Instructor-Led training, Training Reciprocity, and External Training Approval

Purpose

The MORC Training department is committed to providing the highest quality training to Direct Support Professionals so they are prepared to deliver exceptional care to those we serve. We are dedicated to partnering with subject matter experts, our provider community, and other shareholders to continually look at improving the training experience.

In keeping with the Michigan Department of Health and Human Services (MDHHS) commitment to promote a system of efficiencies at all levels of service and management, this document is designed to assist the MORC, Inc. contracted services provider in understanding training requirements for Direct Support Professionals when providing care to individuals in a variety of settings.

Training policies, guidelines, and procedures provided in this document are intended to adhere to MORC, Inc. policies, as well as county, state, and federal training requirements for providing medically necessary services and care through the Individual and Family Plan of Service (I/FPOS) process.

Training Reciprocity across the State of Michigan

MORC, Inc. accepts those core elements of direct care training offered by Macomb, Oakland, and Wayne County CMH that are fully and successfully completed by direct support professionals working in county-based sites and deems those staff to have met the basic requirements for DSP training. Such acceptance is conditioned upon the premises that (a) the training is current (within the specific topic validity period), (b) the completion can be independently verified through any Michigan CMH, ImprovingMIpractices.org, or the tri-county area group which includes Macomb, Oakland, and Wayne County CMH. Additionally, MORC may require training for those working with MORC supported individuals.

1. Any approved training within its current certification period will be accepted at face value within the validity period, and can be entered into the learner's Cornerstone record through the Attestation process for External Training (linked through the corresponding certification).

2. Any approved training still within the validity period can be used, at the provider's discretion, to ask the learner to follow a refresher procedure to assure competency (retake course through Cornerstone, MORC's online LMS).

3. Any training that lapses in its certification indicates the learner must retake the training to refresh and recertify their skills.

Providers may be presented with training transcripts or certificates from other CMH training entities within Michigan which should be submitted to MORC Training for review. You can submit these to training@morcinc.org PIHP, CMH, and provider agencies have begun the vetting process on their training curricula; the vetting of existing training is ongoing and results will be listed on the https://www.ImprovingMIpractices.org website. Not all training across the state will meet reciprocity standards immediately; the initial vetting process is designed to show where an agencies training meets state training guideline content, outcomes, and format recommendations. Across the state, these same agencies will work to update their training or find other training that fully meets these recommendations. Any training outside of its validity period will require retraining to assure competency. "Toolbox" training is never acceptable as initial training. The best course of action is to submit proof-of-training certificates and/or transcripts to MORC Training for approval.

Training Documentation and Retaining Training Records

MORC is not the holder-of-record for external training taken outside of MORC; OCHN and MORC require the information be entered into Cornerstone for each learner. Providers must retain acceptable documentation for external trainings. These records must contain all necessary information and must be made available to auditors upon request. Training documents and certificates submitted to MORC for review as well as documents held by the provider as verification of training and other forms of training verification need to contain the following information from the Mental Health Association of Training (MHAT):

- Staff Member's First and Last Names
- Topic or Subject Name
- Date(s) of Training
- Length of training for both online and instructor led trainings
- An indication of whether the training was a classroom or online format
- An indication of "pass" or "fail" (could contain the word Pass/Successfully Completed/ or indication of performance on a test – 80% or 20/25 correct)
- Name of the organization conducting the training

- Trainers signature and credentials
- A phone number and/or web address of the training organization for further information and transcript verification

Training Attestation

Purpose: The purpose of allowing providers to attest to certain external trainings is to increase efficiencies as well as recognize trainings that are conducted by approved sources outside of MORC. External trainings are trainings from CMH approved agencies that have been vetted as meeting the standards outlined by the State Approved Curriculum for direct support professionals and in alignment with the Training/Curriculum recommendations, including the requirements and competencies developed by the State Training Guidelines Workgroup under the Community Mental Health Association of Michigan (CMHAM).

Definition: Attestation is more than entering data into Cornerstone. It means the provider understands the requirements, which external trainings are acceptable for attestation, what constitutes an acceptable external training as outlined in this document, what must be included on an external training record, and the necessity of retaining and producing these training documents in the event of an audit.

Provider Responsibilities for Training Attestation:

The provider's responsibility for external training attestation is as follows:

A. To thoroughly review and be competent on all information, policies, and standards regarding training reciprocity

B. Submit any training documentation that falls outside of the training reciprocity agreement to MORC Training evaluation (i.e., training from approved organizations outside of the tri-county area)

C. Ensure documentation includes all required elements

D. Retain **_all_** training documentation and be able to produce certificates upon request for auditing purposes

E. Contact MORC Training when there are any questions or concerns regarding training reciprocity, acceptable documentation, and recordkeeping.

F. Failure to follow the outlined procedures may result in termination of the training attestation policy for the provider.

Training records must be retained for all current and past employees for a period of 7 years. For copies of refresher or test out training, the provider must also include copies of the initial training.

Training Acceptance and Refresher Process for Medications

Medications

Prior to COVID-19 restrictions, the initial training course was instructor-led. Currently the initial course is in blended format including an online knowledge portion with 25 question test, a self-directed transcription test that is sent to MORC before the return demo appointment, and a virtual Medications Return Demo utilizing ZOOM technology with a MORC Training Nurse.

Refresher Process:

1) If training did not originate at MORC but has been approved and is within the three year validity period, attest to the original training in Cornerstone
   - Use the Certification titled: Medications
2) Keep a copy of the original training certificate/transcript in the employee file for at least 7 years
3) If the learner is within the 3 year validity period, they qualify to take the Med Refresher course and do not have to take the Transcription test or pass the Medication Return Demo if they pass the 25 question test within 2 attempts.
4) The Medication Certification Due Date will update automatically when the learner successfully passes the Refresher
5) If the learner fails the 25 question test two times, immediately sign them up for the Medications curricula

Medications Full Course including Transcription and Return Demo
Curriculum | MORC Training | $0.00
This learner has successfully completed eight (8) hours of Medications Training including: online reading and coursework, passing a 25-question competency assessment with at least 80%, passing the Transcription test, passing the Return Demonstration in the virtual presence of a MORC Nurse Trainer, and documentation. Medication has a significant imp...

6) Staff who do not pass the refresher move to an "**untrained**" status.
7) **Untrained** employees may not:
   - Pass medications

- Work one-on-one with a consumer
- Work alone or without trained staff present on any shift
- Transport without trained staff present
- Any of these may result in a rights violation