



**DEPARTMENT OF MENTAL HEALTH
POLICY/PROCEDURE**

SUBJECT EMPLOYEE TRAINING: MINIMUM STANDARDS	POLICY NO. 609.05	EFFECTIVE DATE 01/01/2005	PAGE 1 of 5
APPROVED BY:  Director	SUPERSEDES 609.5 01/01/2005	ORIGINAL ISSUE DATE 08/15/2001	DISTRIBUTION LEVEL(S) 1

PURPOSE

- 1.1 The Operational Recommendations of the Comprehensive Community Care (CCC) Report include placing an emphasis on Department of Mental Health (DMH) staff development and training at all levels in order to maximize success in the development of a world-class mental health system. Among the recommendations was the initiation of training modules for DMH and contract staff at various levels, including one for all DMH employees. This module included the recommendation that all new employees participate in a central orientation that embraces CCC values, to familiarize them with the Department and CCC. In addition, it recommended the promotion of staff and management development programs.
- 1.2 The purpose of this policy is to implement CCC recommendations by establishing and promoting minimum training standards for DMH employees.

POLICY

- 2.1 DMH employees constitute a valuable resource to the Department and must have staff development opportunities made available to them that:
 - familiarize them with the Department, its mission, organization, and shared values;
 - familiarize them with CCC goals and implementation strategies;
 - expand their knowledge base and work-related skillset; and
 - develop their treatment skills.
- 2.2 This policy sets forth the minimum standards set by DMH for training of its employees. This policy applies to all DMH employees including, but not limited to, clerical, clinical, and supervisory/management staff.



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EXCLUSION

3.1 DMH employees who are required by virtue of their function or classification to obtain and retain professional licenses that require continuing education units for renewal purposes must fulfill the requirement of their licensing boards. Employees who fail to renew their professional licenses are subject to termination of their employment. Since this is a personnel requirement, it is not addressed in this policy, which pertains to DMH training requirements only.

MINIMUM TRAINING STANDARDS

- 4.1 All DMH employees shall complete the following courses:
 - 4.1.1 A foundation course in cultural diversity as provided/recommended by DMH. Clinical staff may substitute advanced courses in lieu of this requirement. Subsequent to the initial foundation course, a cultural diversity course shall be taken every three years.
 - 4.1.2 A course in sexual harassment prevention as provided/recommended by DMH.
 - 4.1.2.1 Sexual harassment prevention training is mandatory training for all DMH employees and volunteers.
 - 4.1.2.2 Employees newly hired or promoted to a supervisory position must complete their Sexual Harassment Prevention Training within the first six months of being hired or promoted.
 - 4.1.2.3 Volunteers must complete Sexual Harassment Prevention Training within three months of initiating volunteer status with the Department.
 - 4.1.2.4 Each employee and volunteer shall attend a refresher course once every two years.
 - 4.1.3 A course in HIPAA Privacy Awareness as approved by the Department's Bureau of Standards, Practices and Conduct.



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- 4.1.4 A course in HIPAA Security Awareness as approved by the Department's Bureau of Standards, Practices and Conduct.
- 4.1.5 Annual Training in Integrity, Ethics, and Compliance to assure compliance with Federal mandates.
- 4.2 In addition, all client-contact staff shall complete:
 - 4.2.1 A course in non-violent crisis intervention including recognition of the escalation process, de-escalation methods, and non-physical intervention techniques as provided by DMH.
 - 4.2.2 A course in field safety as provided by DMH.
- 4.3 In addition, all clinical staff shall complete:
 - 4.3.1 A course provided/recommended by DMH Bureau of Standards, Practices, and Conduct on rules and regulations that govern the use of forms and documentation.
 - 4.3.2 A course provided/recommended by DMH on appropriate documentation in the client record.
- 4.4 In addition, all newly hired staff shall complete:
 - 4.4.1 The New Employee Central Orientation as assigned by DMH Human Resources Bureau and the Training and Cultural Competency Bureau.
- 4.5 In addition, all supervisory and/or management employees shall complete:
 - 4.5.1 A course in supervision and management as provided by DMH.
 - 4.5.2 A course in performance evaluation as provided by DMH.
 - 4.5.3 A course in elements of discipline as provided by DMH.



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4.6 All staff that have previously taken courses equivalent to the above training as determined by their supervisor shall be exempt from retaking those courses unless otherwise specified in this policy. This exemption shall not apply to courses required under Sections 4.1.2 and 4.5 above (requirements for supervisory and/or management employees).

PROCEDURE

5.1 Recommended Employee Training:

5.1.1 All non-clinical employees should complete a foundation course in mental health provided/recommended by DMH.

5.2 Supervisors/managers shall share the provisions of this policy with their clerical, clinical, and supervisory staff and direct them to review the sections that pertain to them.

5.3 Supervisors/managers along with their staff shall determine the training requirements that staff have already met and the courses they must take in order to meet the minimum requirements set forth in this policy.

5.4 Supervisors/managers shall develop a training plan with each staff person that ensures him/her meets the minimum training requirements set forth in this policy within a twelve-month period.

5.5 Supervisors/managers shall document in the “Comments” section of each employee’s annual Performance Evaluation their training plan, including courses already taken and plans to meet the unfulfilled portion of the training requirements.

5.6 Employees pursuing promotional opportunities in supervision and/or management shall be encouraged and supported to complete the training requirements for supervisors and managers set forth in Section 4.5. It is recommended that their completion be taken into consideration by those responsible for hiring, promoting, or transferring aspirants to such positions.

AUTHORITY



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Los Angeles County Board of Supervisors
Department of Mental Health Policy
Federal Register, Volume 64, No. 219

REVIEW DATE

This policy shall be reviewed only as applicable standards affecting this policy are revised and/or added.