



COUNTY OF MONTEREY HEALTH DEPARTMENT

Elsa Jimenez, Director of Health

Administration
Behavioral Health

Clinic Services
Emergency Medical Services
Environmental Health/Animal Services

Public Health
Public Administrator/Public Guardian

Policy Number	207
Policy Title	Continuing Education Credit
References	None
Form	Course Evaluation;
Effective	06/01/17- Pending Approval

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Policy

Monterey County Behavioral Health Bureau (MCBHB) provides mental health and substance use treatment to a diverse population of 159,000 citizens, directly and through over 20 contracted partners. Such citizens, often referred to as the “safety-net” population, typically lack the financial resources to access private health care insurance. These citizens use their Medicaid insurance, which is called MediCal in California, to access MCBHB services when they experience moderate to severe problems, such as with depression, schizophrenia or post-traumatic stress disorder.

It is the belief of MCBHB that staff should receive regular training to enhance their clinical abilities and insure they remain culturally competent and trauma informed to work with the public mental health population. To accomplish that mission, MCBHB offers several types of staff training, including Continuing Education Credits for master’s level clinicians (licensed through the Board of Behavioral Sciences) and psychologists (licensed through the California Board of Psychology).

The MCBHB uses the Training Department and a Training Committee to manage professional and workforce development. The Training Department is comprised of the Training Manager and a part-time Training Assistant. The Training Committee is represented by all Behavioral Health systems of care, the Cultural Competency Behavioral Health Service Manager, community partners, and consumers.

The MCBHB Training Department and Committee have the responsibility of planning and implementing continuing professional education that meets the requirements of the Board of Behavioral Sciences and Board of Psychology, as well as providing current job related education. These educational programs also meet the requirements outlined in the Memorandum of Understanding with the labor unions. (Twenty-four hours of continued education training can be applied for through the staff member’s supervisor if the desired course is not part of the curriculum offered by the county).

31 The focus of all training is to improve professionals' ability to provide safe, effective, ethical care for
32 community members, particularly those community members who have moderate to severe mental
33 health and substance use conditions based on the cumulative effects of limited resources and
34 traumatic experiences. A secondary goal is to support professionals' ability to maintain their
35 licenses by participating in sanctioned course content. Not all courses that MCBHB develops or
36 coordinates will be eligible to provide continuing education credits. To provide continuing
37 education credits, courses must be taught at the Master's and/or Ph.D./Psy.D. level and meet
38 professional standards for advancing competency.

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40 Participation in the entire course is required to earn continuing education credits. To earn credits,
41 participants must arrive on time, return on time from all breaks, and leave only when the course is
42 over.

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44 MCBHB's continuing education courses will be offered to the community whenever possible;
45 however, the focus of courses is to train MCBHB staff members. Some courses will be offered by
46 invitation only to MCBHB and contracted provider programs that serve the population targeted by
47 the course content. Continuing education courses will be listed on MCBHB's Quality Improvement
48 website, in the Training- Calendar of Events section (www.mtyhd.org/QI).

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50 Most continuing education courses will be free of charge. When indicated, MCBHB will collaborate
51 with contracted providers and other community programs to eliminate or seek to defray cost to
52 participants.

53 54 55 Procedure

56 57 1. MCBHB Training Committee

- 58 ➤ The Committee will meet quarterly with a quorum of at least one representative
59 from the Training Department, two of the three Systems of Care and a community
60 member.
- 61 ➤ The Committee will stay current regarding the requirements for licensure and pre-
62 licensure from the Board of Behavioral Science Examiners and California Board of
63 Psychology and will maintain the ability to offer continuing education credit for its
64 programs.
- 65 ➤ The Committee will review course evaluation and any grievances and make
66 changes to programing to support improvement.

67 68 2. Course Content

- 69 ➤ Course content will be consistent with the mission and values established in the
70 MCBHB Training Plan (e.g., strength based, trauma informed, culturally
71 responsive, community integrated).
- 72 ➤ Staff will complete an annual survey of professional education topics and possible
73 speakers so that the Committee may prioritize which topics are of greatest interest
74 and are job related.

- Course content must meet the guidelines determined by the relevant licensing board and approval agencies, including requirements related to instructor qualifications and knowledge base.
- In the case where MCBHB collaborates with other entities to provide a course, MCBHB will maintain full responsibility for the course and both parties will sign a co-sponsorship agreement that outlines the responsibilities of each.

3. Maintenance of Program Records

- MCBHB will maintain a paper and/or e-copy of the following documents for at least four (4) years:
 - Syllabi for all courses
 - The time and location of all courses
 - Course advertisements
 - Course instructors' vitae or resumes
 - Attendance roster with the names and license numbers of licensees who attended the courses
 - Sign-In sheets
 - Records of course completion
- MCBHB will comply with all written audit requests by licensing boards (e.g. Board of Behavioral Sciences -BBS; California Board of Psychology) and continuing education approval programs (e.g., California Association of Marriage and Family Therapists' Continuing Education Provider Approval- CAMFT; California Psychological Association's Provider Approval System- CPA)
- On-line courses and registration processes will be password protected and accessible only by the participant, his or her supervisor and Training Department staff.

4. Monitoring Attendance & Awarding Course Credit

- MCBHB will maintain an attendance roster using a secure electronic learning management system (e.g., myLearningPointe). This attendance roster will form the basis for a sign-in sheet.
- Participants who want Continuing Educaiton credits will need to sign in and out at the beginning and end of the training, and in and out for lunch for all day courses.
- Only those participants who complete the course will be given credit. The instructor, in collaboration with the Training Manager, may grant partial credit; participants will be notified in advance if partial credit is possible.
- A Continuing Education credit is defined as a 60-minute hour. Continuing Education credit shall only be awarded for instructional time. Lunch and other breaks will not be included in total time awarded for Continuing Education credit. Courses must be a minimum of one Continuing Education hour, in one block of time.
- Participants must complete a program evaluation to receive credit. This evaluation will include the participant's name. Participants may also provide an anonymous program evaluation if they choose.

121 5. Record of Course Completion

- 122 ➤ Participants will be e-mailed a Certificate of Completion within two weeks of
123 completion of the course. For those participants who do not have an e-mail
124 address or who prefer regular mail, a Certificate of Completion will be mailed via
125 the post office. Such individuals will be provided with a form to complete that
126 requests their address.
- 127 ➤ The Certificate of Completion will have the following content:
- 128 • Name of the licensee and license number or other identification number
 - 129 • Course title
 - 130 • Provider name (MCBH), approval number & address
 - 131 • Board-recognized approval agency name (e.g., CAMFT, CPA)
 - 132 • Date(s) of course
 - 133 • Number of hours of Continuing Education credit
 - 134 • Signature of the course instructor, provider (Training Manager) or provider
135 designee. The signature may be an electronic representation of the
136 signature
- 137 ➤ Participants may request a Certificate of Completion for up to four years following
138 the course by emailing 415Training@co.monterey.ca.us or calling (831) 796-1271.
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140 6. Advertising & Promotion

- 141 ➤ Advertisements may take the form of the following:
- 142 • Emails
 - 143 • Posted Flyers
 - 144 • Mailings
- 145 ➤ Content from Advertisements will also be posted on MCBHB's Quality
146 Improvement website (www.mtyhd.org/QI), in the Training – Calendar of Events
147 section and on the electronic learning management system (e.g.
148 myLearningPointe)
- 149 ➤ Advertising & Promotion materials will contain the following content. Starred items
150 "*" may be placed on the website or electronic learning management system only,
151 and not in advertisements:
- 152 • Provider name (MCBH) and approval number
 - 153 • A statement of the number of Continuing Education credits and for which
154 professionals
 - 155 • The cost of the course, including fees.
 - 156 • *The refund/cancellation policy in case of non-attendance by the registrant
 - 157 • A clear, concise description of the course content and learning objectives
 - 158 • The course title
 - 159 • A description of the target audience
 - 160 • *A course schedule
 - 161 • The instructor's name and credentials, *current professional position, and
162 *expertise in program content
 - 163 • Instructions for requesting accommodations for disability
 - 164 • *A statement of when and how Certificates of Completion will be awarded

- *A clear indication of any activities within the course or program that are not offered for Continuing Education credit
- Instructions for addressing grievances

7. Problem Resolution (Grievance)

- In all advertisements, promotional materials and enrollment materials, participants or potential participants will be instructed to contact MCBHB's Quality Improvement department to report grievances:
 - Verbal: 831-755-4545 (Phone)
 - Written: 831-755-4350 (Fax)
- If the grievance/complaint concerns an instructor, the content presented by the instructor, or the style of the presentation, the grievant will be asked by the Training or Quality Improvement Department to document his/her concerns in written format.
 - If the grievance appears to be something that can or could be amended, the Training Manager will then pass the comments to the instructor, assuring the confidentiality of the grieved individual.
 - If the grievance is grave and cannot be amended, the Training Manager will take necessary steps to ensure that the grievance is not repeated, including not retaining the services of the instructor again.
- If the grievance/complaint concerns the business practices of the Training Department, the grievant will be directed to contact MCBHB's QI Department to submit a grievance.
 - Quality Improvement will acknowledge in writing receipt of all grievances within 48 business hours of receipt.
 - Quality Improvement will log the grievance within one (1) calendar day of receipt of the grievance. The log consists of the following:
 - a. Name and contact information of grievant
 - b. Date grievance is received
 - c. Date acknowledgement is mailed
 - d. Nature of grievance
 - e. Final disposition of grievance, or reason why final disposition is/was not made 30 days from receipt of grievance
 - f. Date final disposition is made
 - g. Date final disposition is mailed to grievant
 - h. Date copy of final disposition is mailed to the Training Department
 - Quality Improvement will investigate the grievance and attempt a final disposition /resolution within 30 calendar days using one or more of the following activities:
 - Interview
 - Review of Records
 - Review of Guidelines for Provider Approval
 - Consultation with the licensing or approving entity
 - The grievant has 90 calendar days from final disposition to submit a written, signed appeal. The appeal will be reviewed by a specially

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convened Training Committee, that will provide a final disposition/resolution to the appeal within 30 calendar days.

- If the grievant is not satisfied with the outcome, they will be directed to contact the Continuing Education Approval Agency (e.g., CAMFT, CPA)

8. Ethics

- MCBHB does not discriminate against any individual or group with respect to any service, program or activity based on gender, race, creed, national origin, sexual orientation, religion, age, or other prohibited basis.
- MCBHB only promotes and teaches concepts and interventions that are within the accepted standards of practice.
- MCBHB meets all applicable local, state, and federal standards, including the Americans with Disabilities Act of 1990.