



COUNTY OF MONTEREY HEALTH DEPARTMENT

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Administration
Behavioral Health

Clinic Services
Emergency Medical Services
Environmental Health/Animal Services

Public Health
Public Administrator/Public Guardian

Recipient of The California Endowment's 2017 Arnold X. Perkins Award for Outstanding Health Equity Practice

Policy Number	207
Policy Title	Continuing Education Credit
References	None
Form	Course Evaluation
Effective	07/27/2017

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Policy

Monterey County Behavioral Health Bureau (MCBHB) provides mental health and substance use treatment to a diverse population, directly and through contracted partners.

It is the belief of MCBHB that staff should receive regular training to enhance their clinical abilities and insure they remain culturally sensitive and trauma informed to work with the public mental health population. To accomplish this mission, MCBHB offers several types of staff training through the MCBHB Training Department, 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 Training Department 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.

The focus of all training is to improve professionals' ability to provide safe, effective, ethical care for MCBHB consumers. A secondary goal is to support professionals' ability to maintain their licenses by participating in sanctioned course content. Not all courses that MCBHB develops or coordinates will be eligible to provide continuing education credits. To provide continuing education credits, courses must be taught at the Master's and/or Ph.D./Psy.D. level and meet professional standards for advancing competency. Continuing educational credit courses shall approved by the Training Department.

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

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

36 37 38 **Procedure**

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- 40 1. Participants are expected to be present during the entire course to earn continuing
41 education credits. To earn credits, participants must arrive on time, return on time from all
42 breaks, and leave only when the course is over.
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44 2. MCBHB Training Committee
 - 45 • The Committee will meet quarterly with a quorum of at least one
46 representative from the Training Department, two of the three Systems of
47 Care and a community member.
 - 48 • The Committee will stay current regarding the requirements for licensure and
49 pre-licensure from the Board of Behavioral Science and California Board of
50 Psychology and will maintain the ability to offer continuing education credit for
51 its programs.
 - 52 • The Committee will review course evaluation and any grievances and make
53 changes to programing to support improvement.
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55 3. Course Content
 - 56 • Course content will be consistent with the mission and values established in
57 the MCBHB Training Plan (e.g., strength based, trauma informed, culturally
58 responsive, community integrated).
 - 59 • Course content must meet the guidelines determined by the relevant licensing
60 board and approval agencies, including requirements related to instructor
61 qualifications and knowledge base.
 - 62 • In the case where MCBHB collaborates with other entities to provide a course,
63 MCBHB will maintain full responsibility for the course and both parties will sign
64 a co-sponsorship agreement that outlines the responsibilities of each.
 - 65 • Staff will be offered an opportunity to complete an annual survey of
66 professional education topics and possible speakers so that the Committee
67 may prioritize which topics are of greatest interest and are job related.
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69 4. Maintenance of Records
 - 70 • MCBHB will maintain a paper and/or e-copy of the following documents for at least
71 four (4) years:
 - 72 ○ Syllabi for all courses
 - 73 ○ The time and location of all courses
 - 74 ○ Course advertisements
 - 75 ○ Course instructors' vitae or resumes
 - 76 ○ Attendance roster with the names and license numbers of licensees who
77 attended the courses
 - 78 ○ Sign-In sheets

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- 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.

5. 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. Write-in by staff on day of course may also be accepted.
- Participants who are qualified to receive Continuing Education credits shall sign-in and sign-out at the beginning and end of the training, as well as during the lunch time to receive credit for participation in the course.
- Participants who successfully 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 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.

6. Record of Course Completion

- Participants will be provided a Certificate of Completion. This Certificate may be provided at the end of the training, may be e-mailed within two weeks of completion of the course, or mailed via U.S. Post Office (if staff requests). Such individuals will be provided with a form to complete that requests their address.
- The Certificate of Completion will have the following content:
 - Name of the licensee and license number or other identification number
 - Course title
 - Provider name (MCBH), approval number & address
 - Board-recognized approval agency name (e.g., CAMFT, CPA)
 - Date(s) of course
 - Number of hours of Continuing Education credit
 - Signature of the course instructor, provider (Training Manager) or provider designee. The signature may be an electronic representation of the signature
- Participants may request a Certificate of Completion for up to four years following the course by emailing 415Training@co.monterey.ca.us or calling (831) 796-1271

7. Advertising & Promotion

- 125 • Advertisements may take the form of the following:
- 126 ○ Emails
- 127 ○ Posted Flyers
- 128 ○ Mailings
- 129 • Content from Advertisements will also be posted on MCBHB's Quality
- 130 Improvement website (www.mtyhd.org/QI), in the Training – Calendar of
- 131 Events section and on the electronic learning management system (e.g.
- 132 myLearningPointe)
- 133 • Advertising & Promotion materials will contain the following content. Starred items
- 134 “**” may be placed on the website or electronic learning management
- 135 system only, and not in advertisements:
- 136 ○ Provider name (MCBH) and approval number
- 137 ○ A statement of the number of Continuing Education credits and
- 138 for which professionals
- 139 ○ The cost of the course, including fees.
- 140 ○ *The refund/cancellation policy in case of non-attendance by the
- 141 registrant
- 142 ○ A clear, concise description of the course content and learning
- 143 objectives
- 144 ○ The course title
- 145 ○ A description of the target audience
- 146 ○ *A course schedule
- 147 ○ The instructor's name and credentials, *current professional
- 148 position, and *expertise in program content
- 149 ○ Instructions for requesting accommodations for disability
- 150 ○ *A statement of when and how Certificates of Completion will be
- 151 awarded
- 152 ○ *A clear indication of any activities within the course or program
- 153 that are not offered for Continuing Education credit
- 154 ○ Instructions for addressing grievances

155 8. Problem Resolution (Grievance)

- 156 • If the grievance/complaint concerns an instructor, the content presented by the
- 157 instructor, or the style of the presentation:
- 158 ○ All grievances will be investigated by the Training Manager
- 159 ○ If the grievance appears to be something that can or could be
- 160 amended, the Training Manager will then pass the comments to
- 161 the instructor, assuring the confidentiality of the grieved individual.
- 162 ○ If the grievance is grave, the Training Manager will take
- 163 necessary steps to ensure that the grievance is not repeated,
- 164 including not retaining the services of the instructor again.
- 165 • If the grievance/complaint concerns the business practices of the Training
- 166 Department, the grievant will be directed to contact MCBHB's QI Department to
- 167 submit a grievance.
- 168 ○ You may contact the Quality Improvement team at [415-](mailto:QA@co.monterey.ca.us)
- 169 QA@co.monterey.ca.us or (831) 755-4545
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- All grievances will be investigated by a Quality Improvement team member.
- If the grievance appears to be something that can or could be amended, the QI team member will then pass the comments to the Training Manager, assuring the confidentiality of the grieved individual.
- If the grievance is grave, the QI team member will take necessary steps to ensure that the grievance is not repeated, including notification of grievance to Training Manager’s supervisor.
- If the grievant is not satisfied with the outcome, they may directly contact the Continuing Education Approval Agency (e.g., CAMFT, CPA)

9. 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.