



## Detroit Wayne Mental Health Authority Office of Recipient Rights FY16 New Hire Recipient Rights Training Protocol and FAQs

### **FOR STAFF NEWLY HIRED INTO THE COMMUNITY MENTAL HEALTH SYSTEM**

#### Who must register?

- All employees, volunteers or agents of the community mental health (CMH) system (staff) whose **first ever hire date** into the CMH system is after 8/11/15 must register for and complete **both Part 1 and 2** of the Recipient Rights New Hire Training Course. (Exemption: staff who completed New Hire Recipient Rights training through the Michigan Autism Academy).

#### When must training be completed?

- Part 1 must be completed within 30 days of the staff's hire date
- Part 2 must be completed within 120 days of hire date
  - Staff must work at least 60 days in the community mental health system after completing Part 1 before attending Part 2.
  - The extended time for scheduling into Part 2 is intended to have newly hired staff better prepared to participate in the discussion as they will have had experience to which they can relate the material.

#### Who will provide the training?

##### Part 1 New Hire Recipient Rights

- Part 1 is an on-line module found at [www.vceonline.org](http://www.vceonline.org) under the On-Line Training link and called "Recipient Rights for New Hires"

##### Part 2 New Hire Recipient Rights

- Part 2 is a face-to-face class room session provided by DWMHA ORR

#### Registration process.

- For Part 1, the staff must go on-line at [www.vceonline.org](http://www.vceonline.org) and create an account. They will then be able to log into the training module on their own.
- Part 2 must be done by the provider / employer through MH-WIN. This process is the same as it has been for all New Hire trainings since 06/01/2013.

#### Where will the trainings be held?

- Part 1 module is available anytime and anywhere staff have access to the internet.
- Part 2 will be held in the training room of the DWMHA currently located at:

707 W. Milwaukee St.  
Detroit, MI 48202-2943

#### Verification the training is complete and that staff and employer are compliant

- When staff completes the Part 1 module, they can print a certificate from VCE.
  - Place a copy of that certificate in the staff's personnel file.
  - The provider / employer must log the completed Part 1 training date into the MH-WIN course area (see "HOW TO RECORD PART 1 CERTIFICATE IN MH-WIN", page 5-6 of this document).
  - **A copy of the Part 1 certificate must be brought to class in order to attend the Part 2 face-to-face module. Staff will not be admitted without it.**
- When the staff successfully completes the Part 2 face-to-face training, they will be given a certificate.
  - When the training data is processed in MH-WIN, the provider / employer can print a certificate from the staff's record in MH-WIN.
  - Place a copy of the Part 2 certificate in the staff's personnel file along with the Part 1 certificate.



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### **FOR PREVIOUSLY HIRED STAFF**

#### Who must register?

**Staff who can provide proof of New Hire training taken prior to 8/12/15 DO NOT have to complete the new Part 1 and 2 New Hire modules.**

- All eligible staff whose **first hire date** in the CMH system was **on or after 10/1/09 and before 08/12/15** but **cannot provide proof** of New Hire Recipient Rights training provided by an approved CMH trainer but can provide proof of each “Recipient Rights Annual” training taken since the year the original New Hire was completed, must register for and complete only Part 1 of the Recipient Rights New Hire Training Course.
- The provider / employer must log the completed Part 1 training date into the training link of the MH-WIN staff directory (see “*HOW TO RECORD PART 1 CERTIFICATE IN MH-WIN*”, page 5-6 of this document).
- Staff must provide proof of each year of “Recipient Rights Annual” training to the current employer

#### **Previous New Hire trainings completed with DWCCMHA, DWMHA, or Michigan Autism Academy are verifiable by the DWMHA ORR Training Department.**

- Requests must be submitted only via email to [orr.training@dwmha.com](mailto:orr.training@dwmha.com) in the below format
  - SUBJECT LINE: Certificate request for (staff full name)
  - Email body must include:
    - Full name of staff
    - Date of Birth
    - Date of Hire
    - Name and address of current work location
- Email must clearly identify which company is making the request with appropriate contact information.
- Requests with incomplete information will not be processed.
- Requests for proof for staff whose MH-WIN records are incomplete will not be processed.
- PLEASE ALLOW 14 WORKING DAYS FOR DELIVERY.
  - Requests must be made by email and will be returned via email.
- Requests must be made by the **HR DEPARTMENT** and **not** the individual staff.

#### When must training be completed?

- Part 1 must be completed within 30 days of the discovery that proof of new hire training is not available to a current employer.

#### Who will provide the training?

- Part 1 is an on-line module found at [www.vceonline.org](http://www.vceonline.org) under the On-Line Training link and is named “Recipient Rights for New Hires”.

#### Registration process

- For Part 1, the staff must go to [www.vceonline.org](http://www.vceonline.org) and create an account if one does not already exist. They will then be able to log into the training module on their own.

#### Where will the trainings be held?

- The Part 1 module is available anytime and anywhere staff has access to the internet.



Detroit Wayne Mental Health Authority Office of Recipient Rights  
FY16 New Hire Recipient Rights Training Protocol and FAQs

***FOR STAFF HIRED PRIOR TO 2009***

- Staff first hired into the community mental health system between 10/1/2004 and 10/1/2009 **and** who have completed either a New Hire or Annual face-to-face training through DWCCMHA (or another CMH) are **not required** to do Part 1 or Part 2. The employer may request training verification from DWMHA if desired. Staff must provide their employer with the proof they have and continue to do the “Recipient Rights Annual” training.
- For staff hired prior to 10/1/2004, the employer must have proof staff have continued to complete the “Recipient Rights Annual” training.



## FREQUENTLY ASKED QUESTIONS

***Q: Who does NOT have to take this training?***

Answer: Anyone who can provide proof of New Hire Recipient Rights training provided by an approved CMH trainer.

***Q: What is the definition of “newly hired” staff?***

Answer: Someone who has not previously worked in the community mental health system.

***Q: If I had new hire training when I worked at Provider A, and I just went to work at Provider B, do I have to take new hire training again?***

Answer: No. New hire training is required for those who are newly hired in the community mental health system. If you have remained working in the community mental health system with no significant gap in your employment, and take the “Recipient Rights Annual” training annually, you do not have to take new hire training again.

***Q: How is “significant gap in employment” defined?***

Answer: If you have missed more than one “Recipient Rights Annual” training, that is a significant gap and you are required to attend new hire training.

***Q: Does DWMHA accept new hire training from other CMHs?***

Answer: Yes. DWMHA accepts new hire training conducted by Oakland County Community Mental Health Authority, Macomb County Community Mental Health, and Washtenaw County Community Mental Health Agency. Training conducted by other CMHs are evaluated on a case-by-case basis.

***Q: If I am newly hired into the CMH system, and I complete Part 1, can I work alone before taking Part 2?***

Answer: Maybe. According to ORR, you can work alone. However, you must follow your provider’s/ employer’s policies to ensure you meet their criteria for working alone.

***Q: Are Part 2 training classes on a Walk-in or First Come, First Serve basis?***

Answer: No. Your provider/ employer must register you into a specific class using MH-WIN.

***Q: If I don’t bring the Part 1 certificate to the Part 2 training class, will I be allowed in?***

Answer: No, even if you are registered for that class. You can consider your Part 1 certificate as your “ticket” into the training.

***Q: If I worked less than 60 days after successfully completing Part 1, can I attend Part 2?***

Answer: No, but there is an exception for those who took Part 1 in calendar year 2015. The extended time for scheduling into Part 2 is intended to have newly hired staff better prepared to participate in the discussion as they will have the experience to better relate to the material.



## HOW TO RECORD PART 1 CERTIFICATE IN MH-WIN

1. Go to your staff member list
2. Select the record of the specific staff who has completed Part 1
3. Click on the [Training](#) link.
4. Click [Register \(staff name\)](#)

6 class(es)


Course Name/Location	Start/End Date	Begin/End Time	Status	Status Date													
New Hire Part 1 Documentation <i>Location: <a href="http://www.vceonline.org">www.vceonline.org</a></i> Course ID: 58	11/01/2015 11/30/2015	9:00 AM 10:00 AM	Planning Stage	10/14/2015	<a href="#">Change</a> <a href="#">Delete</a> <a href="#">View</a> <a href="#">Participants</a> <a href="#">Wait List</a> <a href="#">Print Class Roster</a> <a href="#">Enter Class Completion</a> <a href="#">Send Email</a> <a href="#">Print Certificates</a> <a href="#">Cancel Class</a>												
<table border="1"> <thead> <tr> <th>Seats</th> <th>Min</th> <th>Max</th> <th>Used</th> <th>Available</th> <th>Attended</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>200</td> <td>5</td> <td>195</td> <td>0</td> </tr> </tbody> </table>		Seats	Min	Max	Used	Available	Attended		1	200	5	195	0	<b>STEP 2.</b>			
Seats	Min	Max	Used	Available	Attended												
	1	200	5	195	0												
<a href="#">Register Deputy S. Adogg</a>																	

**STEP 3.**


5. **STEP 1** - Look for the “New Hire Part 1 Documentation” course name.
6. **STEP 2** - Look for the first class of the month in which your staff will take Part 2
  - a. FOR EXAMPLE: The class indicated here would be the right place to document Part 1 for staff who will be scheduled for any Part 2 class in November 2015.
7. **STEP 3** - Click [Register \(staff name\)](#)



# Detroit Wayne Mental Health Authority Office of Recipient Rights FY16 New Hire Recipient Rights Training Protocol and FAQs



Detroit Wayne Mental Health Authority  
**Mental Health Wellness Information Network**



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Back
Home
Logout
Help
✉
Add Participant Attendance

<b>Course Name</b> <a href="#">Show/Hide description</a> <b>New Hire Part 1 Documentation</b>			
<b>Class Dates</b> 11/01/2015 - 11/30/2015	<b>Time</b> 9:00 AM - 10:00 AM	<b>Location</b> www.vceonline.org	<b>Status</b> Planning Stage

**Participant**

Participant lookup clear

**Contact Date**

[Use Current Date](#)

**Date Registered**

[Use Current Date](#)

**Date Attended/  
No Show/Cancelled**

[Use Current Date](#)

**Date/Time Placed  
on Wait List**



[Use Current Date](#)

**Attendance Status**

Wait List  
  Registered  
  Attended  
  No Show  
  Cancelled  
  Late Cancellation

**CE Clock Hours Earned**

**Comments**

**STEP 5.**

Completed Part 1 New Hire on 8/12/15. Verified by **Your name** – **Your ID#** on 10/20/15.

characters left: 256

**STEP 6.**

**Click "SAVE".**

SAVE

Save and Print Registration

CANCEL

8. **STEP 4** - Click "Use current Date"
9. **STEP 5** - Write the following words in the comments box:
  - a. "Completed Part 1 New Hire on (give date). Verified by (give the name of the person who is writing this entry - and your MH-WIN staff ID#) on (give the date you saw the certificate)".

The person completing this entry must have SEEN the Part 1 certificate themselves.

!!!! WRITE EXACTLY AND ONLY THIS INFORMATION.

DO NOT WRITE ANYTHING ELSE IN THE COMMENTS BOX !!!!

10. **STEP 6** – SAVE
11. To verify it was saved in MH-WIN, return to staff training history.
12. YOU ARE DONE