
 <p><b>Behavioral Health Department</b> Alameda County Health</p>	<p>DocuSigned by:    By: <u>BA167CA0C0D444A...</u>  <b>Karyn L. Tribble, PsyD, LCSW, Director</b></p>
<p><b>POLICY TITLE</b></p> <p><b>ACBHD Provider Training Requirements</b></p>	<p><b>Policy No: 1603-7</b></p> <p><b>Date of Original Approval:</b> 1/30/2025</p> <p><b>Date(s) of Revision(s):</b> N/A</p>

**PURPOSE**

This policy ensures that Alameda County Behavioral Health Department (ACBHD) providers of Specialty Mental Health Services (SMHS) and Drug-Medi-Cal Organized Delivery System (DMC-ODS) services are appropriately trained on all applicable regulatory, compliance and administrative requirements prior to offering or rendering services and on an ongoing basis.

**AUTHORITY**

- [ACBHD/Department of Health Care Services \(DHCS\) Mental Health Plan \(MHP\) Contract](#)
- [ACBHD DHCS DMC-ODS Intergovernmental Agreement \(IA\)](#)

**BACKGROUND**

The contract with the Department of Health Care Services (DHCS) requires that all providers have a system for training and education for the Compliance Officer, the organization's senior management, and the organization's employees for the Federal and State standards and requirements under the contract.

**SCOPE**

All ACBHD county-operated programs, in addition to entities, programs, and individuals providing behavioral health services under a contract or subcontract with ACBHD, are required to adhere to this policy.

**POLICY**

Providers shall ensure that team members have adequate and sufficient training, experience, and scope of practice, consistent with applicable regulatory boards and/or other requirements, prior to offering or rendering services.

Providers shall ensure annual training of all applicable clinical and non-clinical employees, volunteers, board members, owners, and/or agents who are providing and/or supporting services under their contract on relevant administrative and compliance requirements. Training content shall comply with regulatory requirements and associated ACBHD policies.

Documentation of training, certifications, and licensure shall be contained in personnel files and provided to ACBHD upon request.

## PROCEDURE

ACBHD has adopted the self-paced training programs and [Documentation Guides](#) that were developed by California Mental Health Services Association (CalMHSA) at the time of California Advancing and Innovating Medi-Cal (CalAIM) implementation. The training modules are accessible through [CalMHSA's learning management portal](#) and can be accessed once a registration is created using these [instructions](#).

Providers have the option to 1) Create customized training programs for their teams or 2) Direct their teams to complete the CalMHSA documentation training modules and provide them with detailed updates to the training content, as relevant.

To assist providers in staying current with the regulations related to documentation of SMHS and DMC-ODS, the ACBHD Quality Assurance (QA) Division will either publish a document or facilitate a mandatory annual training highlighting relevant documentation changes implemented during the past year. The modality of communication, whether training or publication, will be dependent on the extent and complexity of the changes that have occurred over the past year. If training is provided, it will be recorded and posted on the [QA Training webpage](#). At least one person from each agency is required to attend or listen to the recorded training. Providers are expected to use this information to ensure that their training material has been updated and accurately reflects all requirements when training new or existing employees.

### Record Keeping

Providers shall maintain records of all new hires and ongoing required training, to include training title, date, and sign-in sheets or attendance list. Evidence of training must be made available to ACBHD upon request. See ACBHD "Record and Data Retention and Destruction of Protected Health Information" policy for more information.

### Agency Training Plan

Agencies shall develop a policy or operating procedure document detailing their training plan and make the information available to ACBHD upon request. The document should include information about the following:

- Whether the agency is creating their own updated, customized training modules or requiring staff to complete the CalMHSA documentation training modules and providing updates to training content, as relevant.
- Overview of the agency's orientation process, e.g. duration, modality, general strategy for selecting training topics based on staff role and responsibilities, process for tracking completion of training and any needed follow-up.
- Overview of the agency's annual training process, e.g. training topics, process for tracking training completion and any needed follow-up.

## NON-COMPLIANCE

- Per their contract with ACBHD, providers are required to follow this policy and procedure.

- Any non-compliance with this policy shall be reported to the ACBHD Quality Management Team within 15 days of reasonable awareness of non-compliance.
- Any communication that contains protected health information or otherwise confidential information should be sent through secure methods such as email with secure encryption.
- A team member reporting the issue shall not face retribution for submitting a notice of compliance.

**CONTACT**

ACBHD Office	Current Date	Email/Phone
Quality Assurance Division	1/17/2025	<a href="mailto:QATA@acgov.org">QATA@acgov.org</a>

**DISTRIBUTION**

This policy will be distributed to the following:

- ACBHD Staff
- ACBHD Contract Providers
- Public

**ISSUANCE AND REVISION HISTORY**

**Original Authors:** Torfeh Rejali, Quality Assurance Division Director

**Original Date of Approval:** 1/30/2025 by Dr. Karyn L. Tribble, PsyD, LCSW, Behavioral Health Director

Revision Author	Reason for Revision	Date of Approval by (Name, Title)

**DEFINITIONS**

Term	Definition
California Mental Health Services	CalMHSA is a Joint Powers of Authority (JPA) formed in 2009 by counties throughout the state to work on collaborative, multi-county projects that improve behavioral health care for all Californians.

Association (CalMHSA)	
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**APPENDICES**

None