



TRAINING & EDUCATION PROCEDURE

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Procedure Name:	TRAINING INTRODUCTION
Procedure Number:	001
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
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STATEMENT OF PURPOSE

Family & Children's Center supports staff and promotes staff competence by providing regular supervision and training on relevant service delivery topics.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating the Training and Education procedure manual and the FCC Depot Annual Staff Training & Education Program Requirements page. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

FCC's training and education procedures focus on preparing incoming staff to fulfill their roles at the organization and on providing employees with ongoing opportunities for continued learning and professional development. FCC's training opportunities, along with supportive supervision, are essential to the development of a competent workforce capable of providing services effectively.

GETTING HELP

For questions or further clarifications regarding training/education and supervision, please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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Procedure Name:	SPECIFIC TRAINING INFORMATION
Procedure Number:	101
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
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STATEMENT OF PURPOSE

One of FCC's values is excellence, a commitment to providing the highest quality services to our consumers, employees and community. Our training and supervision procedures embody this value by setting high standards for training requirements. All FCC employees are required to complete program specific training requirements on an annual basis.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating the Specific Training Information Procedure and the FCC Depot Annual Staff Training & Education Program Requirements page. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS):

General Compliance and Fraud, Waste and Abuse (FWA) Training requirement

- All FCC employees are required to complete this training (assigned to employees through Relias) within 90 days of hire date and each calendar year thereafter.

CRISIS INTERVENTION TRAINING REQUIREMENT

- Crisis intervention is a small segment of time in which staff members must intervene with another person to address behavior that may escalate into disruptive or even violent incidents. The Crisis Prevention Institute's Nonviolent Crisis Intervention Initial Training provides a foundation of strategies to provide care welfare, safety and security for all clients and staff. New employees who work in a client contact position in an FCC program which requires CPI training must attend a one day, Crisis Prevention Institute (CPI) Initial Nonviolent Crisis Intervention training. Each employee needs to register for a CPI session through Relias. Refer to the Initial Crisis Intervention Training schedule for availability of sessions as well as on the Relias Learning Management System.

The areas covered in CPI training include:

- Prevention and deceleration strategies
- Decision making
- Managing behavioral risk using disengagement and/or holding skills
- Postvention approaches

CRISIS INTERVENTION REFRESHER TRAINING REQUIREMENT

- After the initial training is completed, during the next calendar year and annually thereafter, the employee must attend a Crisis Intervention Refresher training. The Crisis Intervention Refresher trainings are designated for each specific program areas. All staff must make every effort possible to attend their specific program's Crisis Intervention Refresher training session. Refer to the FCC Depot Staff Development Training & Education Training Calendar for availability of sessions as well as the Relias Learning Management System codes.

DIVERSITY TRAINING REQUIREMENT

- All FCC employees are required to complete a diversity training each calendar year. Diversity infuses richness and nurtures strength in the workplace whether with co-workers or the clients/consumers in our programs, focusing on respect for all human differences, including age, cultural, ethnic, racial, international, linguistic, gender, socioeconomic, educational, religious, sexual orientation, and ability. Any training that covers at least one of these areas is acceptable to meet the diversity-training requirement. FCC employees may complete a diversity training for up to a maximum of three hours per calendar year. Any training above this must be preapproved by an employee's supervisor. Employees may not complete the same training each year (for example: an employee may not complete the same Relias course year after year). Diversity is valued for bringing a balance in perspective, talent, skill, and strengths to the workplace. Diversity training is available on Relias and can be accessed through the Relias Learning Catalog. Other available training may also be listed on the FCC Depot.

MENTAL HEALTH FIRST AID TRAINING REQUIREMENT

- Mental Health First Aid is the help offered to a person developing a mental health problem or experiencing a mental health crisis. The first aid is given until appropriate treatment and support are received or until the crisis resolves. All FCC employees are required to attend a session that closely reflects the age group they encounter the most. Some employees may need to attend a session for both



focuses. An employee may be exempt from this requirement depending on their experience and as determined by their Supervisor.

- **Youth Focused Mental Health First Aid** is targeted for those between the ages 12-18. However, because children develop at different rates, adolescence can start earlier and can continue through to the mid-20s, thus this training could be relevant for people who are a little younger or older. Youth and young adults face and experience mental health challenges differently than adults. Symptoms of the same mental health disorders can look different in children and adults.
- **Adult Focused Mental Health First Aid** is targeted for those over the age of 18. As identified in the youth focused information located above, due to different development rates, this could be more effective for people beginning at 21 or over.

TRAUMA INFORMED CARE REQUIREMENT

- Becoming “trauma-informed” means recognizing that people often have many different types of trauma in their lives. People who have been traumatized need support and understanding from those around them. Often, trauma survivors can be re-traumatized by well-meaning caregivers and community service providers. As an organization, FCC continues to seek effective ways to educate our employees about the impact of trauma on clients, co-workers, friends, family, and even ourselves. Understanding the impact of trauma is an important first step in becoming a compassionate and supportive community.

FCC Steps to Becoming a Trauma Informed Agency:

As another step in becoming, a trauma informed organization all new employees, regardless of their position, are required to complete the Introduction to Trauma Informed Care Relias course. This course will be assigned to you on Relias and is due 90 days after start date.

All FCC employees will need to complete at least 1 hour of a trauma informed training annually beginning during their second calendar year of employment and each year after. Completion of the Intro Course during the first 3 months of employment will fulfill this requirement for new employees for the calendar year in which they are hired. Employees in their second or higher year of employment/calendar year will need to complete a trauma informed training of their choice for a minimum of 1 hour annually.

Trauma informed content will become part of the Initial Nonviolent Crisis Intervention (CPI) sessions. To better prepare new employees for these sessions, employees need to complete the Introduction to Trauma Informed Care Relias course prior to attending an Initial CPI session. You will not be allowed to attend a session if you have not completed the course.

NO HIT ZONE TRAINING REQUIREMENT

- A primary goal of No Hit Zones includes the prevention of hitting a child as a form of punishment. No Hit Zone aligns with FCC's Trauma Informed Philosophy Statement by ensuring our settings and interactions are physically and psychologically safe. All FCC employees are assigned a 15-minute No Hit Zone training and required to complete this training within 90 days of hire date.

YOUR WELLNESS MATTERS REQUIREMENT

- All FCC employees are required one hour per calendar year to participate in wellness/self-care presentations, events or training as part of their annual training requirements. This could be met through a live event/presentation or by completing Relias courses that are now available on a variety of wellness/self-care topics.

GETTING HELP

For questions or further clarifications regarding the Specific Training Information Procedure, please refer to the FCC Depot Annual Training & Education Program Requirements page, or contact your Supervisor or a member of the Human Resources department at 608-785-0001.

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Procedure Name:	PROGRAM SPECIFIC TRAINING REQUIREMENTS
Procedure Number:	102
Domain:	Training & Education
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Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
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Date(s) of Revision:	5/15/2018
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STATEMENT OF PURPOSE

Family & Children’s Center implements a training and development program that enhances the knowledge, skills, and abilities of personnel and prepares personnel to assume their responsibilities.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating the Program Specific Training Requirements procedure and the FCC Depot Annual Staff Training & Education Program Requirements page. Exceptions to training requirements must be approved by the President/CEO.

Supervisors are responsible for assuring their staff complete training’s on time.

PROCEDURE

FCC supports personnel development and training through a structured program that uses a variety of educational methods. This procedure outlines program specific training requirements.

Accounting- 8 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Diversity Training
8. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
9. Minimum of 1-hour Wellness/Self-Care event/presentation/training
10. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First day:

1. Agency Orientation Part 1 which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Computer Security,



Mandated Reporting, Training & Education Overview, and Relias Learning Management System

2. Welcome to Relias (REL-HR-0-WRLMS)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid for Youth OR Adult (FCC-YMHFA OR FCC-AMHFA)

Administration-Senior Leadership Team Members- 40 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Diversity Training
8. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
9. Attend quarterly Leadership Development Sessions
10. Minimum of 1-hour Wellness/Self-Care event/presentation/training
11. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Computer Security, Mandated Reporting, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. Mental Health First Aid for Youth OR Adult (FCC-YMHFA OR FCC-AMHFA)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Administrative Assistant/Clerical Support/Client Services Specialist/Program Assistant/Office Services Administrator – 8 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time)
4. Introduction to Trauma Informed Care (Relias-one time)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Diversity Training
9. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
10. One-time completion of Customer Relations (CR101-NEW EMPLOYEES)
11. Minimum of 1-hour Wellness/Self-Care event/presentation/training
12. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Computer Security, Mandated Reporting, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid for Youth OR Adult (FCC-YMHFA OR FCC-AMHFA)

Adult Rehabilitative Mental Health Services (ARMHS)- 20 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult (one time-NEW EMPLOYEES)



4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPR & First Aid (required every other year)
9. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
10. Blood-borne Pathogens (REL-ALL-0-BBPATH)
11. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
12. Documentation/Communication
13. Diversity Training
14. All training required to maintain Professional Licensure
15. Minimum of 1hour Wellness/Self-Care event/presentation/training
16. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Adult (FCC-AMHFA)

Community Respite Program- 20 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. Welcome to Relias (one time-NEW EMPLOYEES)
6. Defensive Driving (Relias-one time-NEW EMPLOYEES)
7. Blood-borne Pathogens (REL-ALL-0-BBPATH)



8. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
9. Diversity Training
10. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
11. CPR & First Aid (required every other year)
12. CPI- Initial during first year of hire (NEW EMPLOYEES)
13. Crisis Intervention-Refresher annually thereafter
14. Minimum of 1-hour Wellness/Self-Care event/presentation/training
15. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth and/or Adult (FCC-YMHFA and/or FCC-AMHFA)

Community Support Program-Viroqua and WRIC all locations- 20 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Blood-borne Pathogens (REL-ALL-0-BBPATH)
9. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
10. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)

11. Assisting with Self-Administration of Medications: The Basics (REL-SRC-0-ASMB)
12. CPR & First Aid (required every other year) *NURSES only need to complete CPR (no First Aid) every other year*
13. Diversity Training
14. Minimum of 1-hour Wellness/Self-Care event/presentation/training
15. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Assisting with Self-Administration of Medications: The Basics (REL-SRC 0-ASMB)
4. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Adult (FCC-AMHFA)

Day Treatment: Winona - 20 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPI-Initial during first year of hire-NEW EMPLOYEES
9. Crisis Intervention-Refresher annually thereafter
10. CPR & First Aid (required every other year)
11. Blood-borne Pathogens (REL-ALL-0-BBPATH)
12. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES



13. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
14. Medication Management (REL-HHS-0-MMCS)
15. Documentation/Communication
16. Diversity Training
17. Minimum of 1-hour Wellness/Self-Care event/presentation/training
18. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth (FCC-YMHFA)

Day Treatment: YNC Rochester- 20 Hours total annually to include:

First Year:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPI-Initial during first year of hire-NEW EMPLOYEES
9. CPI-Refresher annually thereafter
10. CPR & First Aid (required every other year)
11. Blood-borne Pathogens (REL-ALL-0-BBPATH)
12. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
13. Medication Management (REL-HHS-0-MMCS)

14. Documentation/Communication
15. Diversity Training
16. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
17. Externalizing Disorders: Disruptive Youth (EL-ED-CYF-STARS)
18. Principles of Positive Behavioral Support for Children's Services (EL-PPBS-PPC-0)
19. Minimum of 1-hour Wellness/Self-Care event/presentation/training

Second Year:

1. Crisis Intervention-Refresher Training
2. Documentation/Communication
3. Medication Management (REL-HHS-0-MMCS)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. Diversity Training
6. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
7. Mandated Reporting
8. Handling Food Safely (EL-HFS-COMP-0)
9. Other training as needed as discussed with supervisor
10. Minimum of 1-hour Wellness/Self-Care event/presentation/training
11. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)
4. Complete Handling Food Safely (EL-HFS-COMP-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth (FCC-YMHFA)

Development- 8 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)

3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Diversity Training
9. Minimum of 1-hour Wellness/Self-Care event/presentation/training
10. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
11. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth OR Adult (FCC-YMHFA OR FCC-AMHFA)
- 4.

Domestic Abuse Program-20 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Blood-borne Pathogens (REL-ALL-0-BBPATH)
9. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
10. A training covering preventing & responding to bullying & harassment in all forms
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Diversity Training



13. Minimum of 1-hour Wellness/Self-Care event/presentation/training
14. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees

First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources
2. Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer
3. Security, Training & Education Overview, and Relias Learning Management System
4. Welcome to Relias (REL-HR-0-WRLMS)
5. Defensive Driving (EL-DD-COMP-0)
6. Blood-borne Pathogens (REL-ALL-0-BBPATH)
7. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth and/or Adult (FCC-MHFA-Y and/or FCC-MHFA-A)

Facilities Management- 8 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Blood-borne Pathogens (REL-ALL-0-BBPATH)
9. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
10. Diversity Training
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Minimum of 1-hour Wellness/Self-Care event/presentation/training
13. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

PLEASE NOTE THAT SPECIFIC TOPIC REQUIREMENTS MAY BE

ADDED

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias ((REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth OR Adult (FCC-YMHFA OR FCC-AMHFA)

Healthy Families-40 hours annually for full time employees/determined per individual employee for part time employees including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPR (including infant) & First Aid (required every other year)
9. Blood-borne Pathogens (REL-ALL-0-BBPATH)
10. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Diversity Training
13. Must include at least 1 training from Curriculum Dev. listing
14. Must include at least 1 training from Mental Health Enrichment
15. Minimum of 1-hour Wellness/Self-Care event/presentation/training
16. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)
17. HFA Training Requirements

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth and/or Adult (FCC-MHFA-Y and/or FCC-MHFA-A)

Family System Specialist Training by 3 months of hire:

1. Infant Care (sleeping, feeding/breastfeeding, physical care of the baby, crying & comforting the baby),
2. Child Health & Safety (home safety, shaken baby syndrome, SIDS, seeking medical care & well-child visits/immunizations, seeking appropriate childcare, car seat safety and failure to thrive)
3. Maternal & Family Health (family planning, nutrition, pre-natal/post-natal healthcare, pre-natal/post-natal depression and warning signs for when to call the doctor)

Family System Specialist Training by 6 months of hire:

1. Healthy Families America Home Visiting Core Training
2. Healthy Families America Assessment Worker Training
3. Pre-natal Training
4. Infant & Child Development (language & literacy development, physical & emotional development, identifying developmental delays and brain development)

Hiawatha Hall- 24 hours annually for staff with less than 4000 hours of experience working with persons with mental illness to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult (one time-NEW EMPLOYEES)

4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Diversity Training
9. Blood-borne Pathogens (REL-ALL-0-BBPATH)
10. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Reporting Requirements and Definitions, Prevention and Reporting of Abuse and Maltreatment of Individuals Receiving Treatment
13. Recipient Rights
14. Emergency Procedures (including fire, weather, missing persons, and psychiatric emergencies)
- 15. CPR & First Aid (required every other year) NURSES only need to complete CPR every other year**
16. CPI-Initial during first year of hire and Crisis Intervention-Refresher annually thereafter
17. Minimum of 1-hour Wellness/Self-Care event/presentation/training
18. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

20 hours annually for staff with at least 4000 hours of experience working with persons with mental illness to include:

1. Diversity Training
2. Blood-borne Pathogens (REL-ALL-0-BBPATH)
3. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
4. Reporting Requirements and Definitions, Prevention and Reporting of Abuse and Maltreatment of Individuals Receiving Treatment
5. Recipient Rights
6. Emergency Procedures (including fire, weather, missing persons, and psychiatric emergencies)
- 7. CPR & First Aid (required every other year) NURSES only need to complete CPR every other year**
8. CPI- Initial during first year of hire and CPI-Refresher annually thereafter

75% of the required hours of annual training must come from one or more of the following topics:

1. Psychiatric Emergencies
2. Crisis Prevention & Intervention
3. Problems & Needs of Clients with Mental Illness
4. Psychotropic Medication and Its Side Effects;
5. Assessment & Individual Treatment Plans
6. Statutes & Rules
7. Characteristics, Assessment & Treatment of Clients with Special Needs



8. Universal Precautions (covered by Blood-borne Pathogens)
30 hours, every 2 years, of Crisis Intervention & Stabilization

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within the first 72 hours of work or within 30 days prior to the first week of employment and annually thereafter:

1. Reporting Requirements and Definitions, Prevention and Reporting of Abuse and Maltreatment of Individuals Receiving Treatment
2. Recipient Rights
3. Emergency Procedures (including fire, weather, missing persons, and psychiatric emergencies)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Adult (FCC-AMHFA)

Hope Academy- 20 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPR (including infant) & First Aid (required every other year)
9. Blood-borne Pathogens (REL-ALL-0-BBPATH)
10. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Diversity Training
13. Minimum of 1-hour Wellness/Self-Care event/presentation/training

14. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

One time during 1st year Relias Courses:

1. Making Parenting Matter part 1
2. Therapeutic Boundaries
3. Sudden Infant Death Syndrome
4. Social and Emotional Development in Early Childhood
5. Overview of communicable diseases in children
6. Medication management for children's service paraprofessionals
7. Nutrition and Early development
8. Early Childhood Safety and injury prevention
9. Developmental stages Birth-5 years old
10. Handling Food Safety (if applicable)

One time during 2nd year Relias Courses:

1. Preventing Child Abuse and Neglect
2. Infant and Toddler Safety

Non-Relias Courses:

1. Mandated Reporter Training (if already had this then not required to repeat)
<http://wcpds.wisc.edu/mandatedreporter/index.html>
2. Car Seat DVD (30min)
3. Reclaiming Youth at Risk (Book) (Diversity)
4. First Years Last Forever (DVD)
5. Shaken Baby Prevention training (2hr) if already have taken provide copy of certificate- otherwise Amanda teaches

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)



Within 6 months of hire:

1. Mental Health First Aid-Youth (FCC-YMHFA)

Human Resources- 8 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Diversity Training
9. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
10. One-time completion of Customer Relations (CR101)
11. Minimum of 1-hour Wellness/Self-Care event/presentation/training
12. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees

First day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Computer Security, Mandated Reporting, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire:

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid for Youth OR Adult (FCC-YMHFA OR FCC-AMHFA)

Integrated Solutions- 20 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Youth Focused (one time-NEW EMPLOYEES)



4. CPI-Initial during first year of hire and Crisis Intervention-Refresher annually thereafter
 5. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
 6. No Hit Zone (one time-NEW EMPLOYEES)
 7. Welcome to Relias (one time-NEW EMPLOYEES)
 8. Defensive Driving (Relias-one time-NEW EMPLOYEES)
 9. CPR & First Aid (required every other year)
 10. Blood-borne Pathogens (REL-ALL-0-BBPATH)
 11. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
 12. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
 13. Diversity Training
 14. Minimum of 1-hour Wellness/Self-Care event/presentation/training
- Beginning second year calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 3 months of hire (FT) or within 6 months of hire (PT):

1. Mental Health First Aid-Youth (FCC-YMHFA)
2. Non-violent Crisis Intervention
3. CPR/ First Aid

Integrated Solutions Employees must also complete specific CCS training's.

Intensive Tracking/Adult Support Program- 20 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)

6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPR & First Aid (required every other year)
9. Blood-borne Pathogens (REL-ALL-0-BBPATH)
10. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Urinalysis training, breathalyzer administration
13. Diversity Training
14. Minimum of 1-hour Wellness/Self-Care event/presentation/training
15. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth (FCC-YMHFA)

Matty's Place- 20 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPR (including infant) & First Aid (required every other year)
9. Blood-borne Pathogens (REL-ALL-0-BBPATH)
10. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)

12. Documentation/Communication
13. Diversity Training
14. Forensic Interview Training
15. Minimum of 1-hour Wellness/Self-Care event/presentation/training
16. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP) - One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
2. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth (FCC-YMHFA)

Outpatient counseling- 20 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Diversity Training
9. Blood-borne Pathogens (REL-ALL-0-BBPATH)
10. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Ethics & Boundaries (every 2 yrs.)
13. All training required to maintain Professional Licensure
14. Minimum of 1-hour Wellness/Self-Care event/presentation/training
15. Beginning second calendar year of employment & annually thereafter-Trauma

Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Adult and Youth as needed (FCC-MHFA-A AND FCC-MHFA-Y)

Revenue Cycle Management- 8 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Diversity Training
9. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
10. Minimum of 1-hour Wellness/Self-Care event/presentation/training
11. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date



Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid Youth OR Adult (FCC-YMHFA OR FCC-AMHFA)

Safe Visitation- 12 hours annually including:

1. Agency Orientation Part 1 (one time-NEW EMPLOYEES)
2. Agency Orientation Part 2 (one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult Focused (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
 1. Trauma Informed Care Training (1 Hour annually after 1st year)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Car Seat Safety Training
9. CPR (including infant) & First Aid (required every other year)
10. Blood-borne Pathogens (REL-ALL-0-BBPATH)
11. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
12. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
13. Diversity Training
14. Minimum of 1-hour Wellness/Self-Care event/presentation/training
15. Effective Communication (Relias-one time-NEW EMPLOYEES)
16. Working with Difficult People (Relias-one time-NEW EMPLOYEES)
17. Working with Parents: Communication, Education & Support (Relias-one time-NEW EMPLOYEES)
18. Developmental Stages: Birth to 5-Years Old (Relias-one time-NEW EMPLOYEES)
19. Developmental Stages: School Age through Adolescence (Relias-one time-NEW EMPLOYEES)
20. Early Childhood Safety & Injury Prevention (Relias-one time-NEW EMPLOYEES)
21. Social and Emotional Development in Early Childhood (Relias-one time-NEW EMPLOYEES)
22. Positive Behavior Support for Children (Relias-one time-NEW EMPLOYEES)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)



5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date
2. Safe Visitation Monitor Training
 1. Standards for Supervised Visits
 2. Intervention/Ending Visits
 3. Mandated Reporting
 4. Child Protection
 5. Effects of Abuse on Children
 6. Family Violence and Children
 7. Battering

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Adult (FCC-YMHFA)

Stepping Stones- 20 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. Blood-borne Pathogens (REL-ALL-0-BBPATH)
9. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
10. CPR & First Aid Certification (required every other year)
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Diversity Training
13. Training Related to Child Welfare
14. Forensic Interview Training
15. OCVS Helping Crime Victims: Crime Victims' Rights, Crime Victim Compensation, the SAFE Fund, and Safe at Home (required for new employees within first 6 months and then every three years after that)
16. Minimum of 1-hour Wellness/Self-Care event/presentation/training
17. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated

Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System

2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 3 months of hire (FT) or within 6 months of hire (PT):

1. Mental Health First Aid-Y (FCC-YMHFA)
2. OCVS Helping Crime Victims: Crime Victims' Rights, Crime Victim Compensation, the SAFE Fund, and Safe at Home (required for new employees within first 6 months and then every three years after that)

Treatment Foster Care/Host Home Program/Independent Living/HUB-24 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult or Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPI-I during first year of hire and Crisis Intervention-Refresher annually thereafter
9. CPR (including infant) & First Aid (required every other year)
10. Blood-borne Pathogens (REL-ALL-0-BBPATH)
11. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
12. Diversity Training
13. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
14. Minimum of 1-hour Wellness/Self-Care event/presentation/training
15. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System



2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
5. Blood-borne Pathogens (REL-ALL-0-BBPATH)
6. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth (FCC-YMHFA)

Youth-ACT- 20 hours total annually to include:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Adult (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Defensive Driving (Relias-one time-NEW EMPLOYEES)
8. CPR & First Aid (required every other year)
9. Blood-borne Pathogens (REL-ALL-0-BBPATH)
10. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
11. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
12. Documentation/Communication
13. Diversity Training
14. All training required to maintain Professional Licensure
15. Minimum of 1-hour Wellness/Self-Care event/presentation/training
16. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees- First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 2-3 months after hire:



1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Mental Health First Aid-Youth (FCC-YMHFA)

Youth Home: WI- 24 hours annually including:

1. Agency Orientation Part 1(one time-NEW EMPLOYEES)
2. Agency Orientation Part 2(one time-NEW EMPLOYEES)
3. Mental Health First Aid Youth (one time-NEW EMPLOYEES)
4. Introduction to Trauma Informed Care (Relias-one time-NEW EMPLOYEES)
5. No Hit Zone (one time-NEW EMPLOYEES)
6. Welcome to Relias (one time-NEW EMPLOYEES)
7. Mandated Reporting Training (one time- NEW EMPLOYEES)
8. Defensive Driving (Relias-one time-NEW EMPLOYEES)
9. CPI-Refresher every year
10. CPR & First Aid (required every other year)
11. Blood-borne Pathogens (REL-ALL-0-BBPATH)
12. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES
13. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
14. Medication Management (REL-HHS-0-MMCS)
15. Medication Management Information for Weston YH Staff (FCC-RESMM)
16. Documentation/Communication
17. Fire Safety
18. Handling Food Safely (EL- HFS-COMP-0)
19. Diversity Training
20. Minimum of 1-hour Wellness/Self-Care event/presentation/training
21. Beginning second calendar year of employment & annually thereafter-Trauma Informed Care Training (min. 1 hour)

New Employees-First Day:

1. Agency Orientation which includes: Agency Overview, Human Resources Information, Privacy & Confidentiality, Ethics & Boundaries, Mandated Reporting, Computer Security, Training & Education Overview, and Relias Learning Management System
2. Welcome to Relias (REL-HR-0-WRLMS)
3. Defensive Driving (EL-DD-COMP-0)
4. Blood-borne Pathogens (REL-ALL-0-BBPATH)
5. FCC Exposure Control Plan (FCC-ECP)- One time- NEW EMPLOYEES

Within 1 week of hire:



1. Mandated Reporter Training: Level 5-Wisconsin Mandated Reporter Relias Training (WMR-0-FCC)

Within 2-3 months after hire:

1. Attend Agency Orientation Part 2 – topics to be revealed at a later date

Within 3 months of hire

1. CMS Fraud, Waste and Abuse Compliance Training (FCC-CMS-FWA-COMP)
2. No Hit Zone (FCC-NOHITZONE)
3. Introduction to Trauma Informed Care (EL-TIC-BH-0)

Within 6 months of hire:

1. Working in a Team (REL-ALL-0-WTEAM)
2. Mental Health First Aid-Youth (FCC-YMHFA)
3. Non-violent Crisis Intervention Initial Training (FCC-N-CPII)
4. Fire Safety (FCC-FS)
5. Cultural Issues in Mental Health Treatment for Paraprofessionals (EL-CIMHT-PPHB-GADMH)
6. Structured Group Therapy Part 1 (EL-SGT-BH-0)
7. CPR & First Aid (FCC-N-CPRFA)
8. Medication Management for Children's Services for Paraprofessionals (REL-HHS-0-MMCS)
9. Medication Management Information for Weston YH Staff Only (FCC-RESMM)
10. Authorization to Monitor Self-Administration of Medication Certification (FCC-MA-RESYH)
11. Principles of Positive Behavior Support for Children's Services Paraprofessional (EL-PPBS-PPC-0)
12. Documentation/Communication
13. Handling Food Safely (EL- HFS-COMP-0)
14. Human Sexuality (FCC-HS)
15. Minimum of 1-hour Wellness/Self-Care event/presentation/training

All FCC Supervisors are required to attend an initial Supervisor Orientation as well as a Leadership Foundations Training then attend on-going quarterly Leadership Development sessions.

Required training should be met before exceeding the annual hourly requirement. You must have your supervisor's pre-approval to complete training above the annual hour requirement for your program/job position.

Total hours needed for annual staff development are prorated the first year of employment based on hire dates in June or later in the calendar year (EXCEPT FOR YOUTH HOME EMPLOYEES). Example: if an employee is required to obtain 20 hours of staff development per year and was hired in June, the employee would only need 10 hours of staff development for that first partial year. However, the required trainings for that program should be met by the end of the year (i.e. First Aid, CPR, CPI, etc.).



GETTING HELP

For questions or further clarifications regarding program specific training requirements, please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001. [Back to Table of Contents](#)



Procedure Name:	ELIGIBLE TRAINING/EDUCATION HOURS
Procedure Number:	103
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
Date(s) of Revision:	
References:	Staff Development Reimbursement Form , Staff Development Check Request Form

STATEMENT OF PURPOSE

Training/education hours include annual training sessions required by licensing and/or continuing education that enhances or improves skills in job performance. Staff development does not include the job skill training that is required for a position (i.e. specific program orientation, job shadowing, etc.)

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating the Eligible Training/ Education Hours Procedure. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

Eligible options to complete staff development hours outside of Relias are outlined in this procedure:

Book/Professional Journal Reading: Hourly staff completion of reading for staff development credit should be pre-approved by the employee's Supervisor. Supervisors have the right to limit book reading to 5 hours per calendar year. Salary staff completion of reading for staff development credit should be directly related to professional/clinical development. Peer reviewed or scholarly reading is preferred.

DVD/Video/Television/Netflix Documentaries: Training hours can be used from viewing DVDs/Videos/Television Programs must be approved by the program Supervisor to be relevant to the employee's job skill needs. Some locations to access DVDs or videos are the public libraries, university libraries or FCC staff.

Higher Education Courses: Employees completing higher education courses may use the credits earned as FCC training hours. The course must be approved by the employee's Supervisor as being pertinent to the employee's job responsibilities. If the course is approved, the employee will receive training hours only (not pay for the hours spent in



the course) after the course is completed. In order to receive credit, you must have completed the course while employed by FCC.

FCC has a Tuition Reimbursement Program: Please contact your Supervisor or Human Resources for details.

Webinar/Teleconferences: Webinars/teleconferences including training which is pertinent to an employee's job responsibilities may be used for training/education hours.

Attending External Live Training/Seminars/Workshops: Attendance at any live training, seminar, conference or workshop offered externally of FCC must be pre-approved by the employee's Supervisor. Once approval is granted, the following steps should be followed:

1. Registration fees required for attendance must be requested PRIOR to attendance by completing the [Staff Development Check Request form](#). Employees may access the form through the FCC Depot Resources Documents & Forms page or in the references section of this procedure. Remember to follow the accounts payable deadline regarding submission of the form.
2. Employees are encouraged to use agency vehicles. If this is not an option, employees may use their personal vehicles and be reimbursed for mileage. The exact beginning and ending odometer readings need to be recorded and submitted to the Accounts Payable Department on a [Staff Development Mileage/Reimbursement Request form](#). This form is available through the FCC Depot Resources Documents & Forms page or in the references section of this procedure. Remember to follow the accounts payable deadline regarding submission of the form.
3. If the training occurs over meal times, refer to the FCC Employee Handbook for meal reimbursement guidelines. Receipts need to accompany the request for reimbursement. This request needs to be submitted to the Accounts Payable Department on the same form used for mileage reimbursement. The two requests may be combined on one form.

GETTING HELP

For questions or further clarifications regarding eligible training / education hours please, contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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Procedure Name:	DOCUMENTING TRAINING/EDUCATION HOURS
Procedure Number:	104
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
Date(s) of Revision:	
References:	

STATEMENT OF PURPOSE

The purpose of the Documenting Training/ Education Hours Procedure is to outline how to properly document training/education hours at FCC in order for employees to receive training credit.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating the Documenting Training/ Education Hours Procedure. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

FCC's Live Trainings: do not need to be recorded on the "Training and Education Credit Slip" located at the bottom portion of the employee time sheet. The hours DO need to be recorded in the hours worked top portion on the time sheet. Please designate this by writing –"T" after the hours. Attendance is always recorded in the database using the information provided by the sign in sheet, which was provided at the time of the training.

Relias Learning Management System trainings: Once an online course is completed on Relias, the information is automatically recorded on the Completed Training portion of the My Learning Page on Relias.

External Live Training/Seminars/Workshops: Training, seminars, conferences or other staff development hours obtained outside of the agency must be recorded on both the bottom and top portions of the employee time sheet and designated with "T" after the hours. Please submit documentation verifying attendance at the training with the time sheet for that pay period (example-certificate of attendance) or at a later date if certificate is not available immediately.

Higher Education Courses: After completing the course, please include the following information on the bottom portion of the time sheet: title of the course, start and end dates, and credit hours assigned to the course. Please attach a copy of a course syllabus and proof of course completion such as a transcript.



Book reading/Professional Journals: When recording book readings on the bottom portion of the time sheet, record the number of pages, not hours. Hours will be calculated by the Training & Education Specialist when entered into the database. Also, record the start and end date of the book read.

Webinars: After completing the webinar, designate the title, date, length of training, and circle webinar on the bottom portion of the time sheet. Please submit any documentation of proof of webinar completion you receive to HR.

For required training that was obtained before date of hire (i.e. CPR, 1st Aid, etc.) documentation of training must be provided to the Quality Improvement and Training Specialist. The course will be entered as meeting the requirement in overall training, but no hours will be applied.

Up to date staff development records may be accessed by each employee on the “My Learning” page of Relias Learning Management System on the “Completed Training” portion of the page. Online trainings, FCC Live trainings, external trainings and other completed trainings reported on the “Training and Education Credit Slip” portion of the time sheet will appear on this record. If you have any questions about the accuracy of this record, contact the Quality Improvement and Training Specialist at GVC ext. 278.

Announcing Opportunities: Each location may have a bulletin board in a common area for Training and Education. The annual FCC training calendar may be posted there as well. Information on external training opportunities will be communicated to all employees through the Depot.

GETTING HELP

For questions or further clarifications regarding how to document training/education hours, please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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Procedure Name:	COMPLIANCE AND NON-COMPLIANCE WITH TRAINING REQUIREMENTS
Procedure Number:	105
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
Date(s) of Revision:	
References:	

STATEMENT OF PURPOSE

The training and development requirements are reviewed annually and revised in accordance with the organization's training needs. Annual required training and total staff development hours for the year need to be completed as directed by the "due by" dates on "My Learning Page" in Relias or by December 31, in order to maintain compliance, which affects an annual merit pay increase during the annual performance evaluation process.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating the Compliance and Non-compliance with Training Requirements Procedure. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

COMPLIANCE:

Members of the Senior Leadership Team at FCC are committed to assure that all employees continue to participate in on-going training and education to improve skills, improve quality of programming, as well as comply with mandated licensing requirements. Each FCC employee is responsible to maintain compliance with their required training. Compliance assures the achievement of the above-mentioned benefits as well as impacting annual merit increases.

NON-COMPLIANCE:

Employees who do not maintain compliance with their required training may experience the following:

- a. Removal from scheduled shifts until compliance is maintained
- b. Change in annual merit increase
- c. Termination



GETTING HELP

For questions or further clarifications regarding compliance and non-compliance with training requirements, please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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Procedure Name:	RELIAS LEARNING MANAGEMENT SYSTEM
Procedure Number:	201
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
Date(s) of Revision:	
References:	Relias Learning Management System

STATEMENT OF PURPOSE

Relias Learning Management System tracks trainings received by all staff, as well as facilitates planning, scheduling, and monitoring fulfillment of training requirements. All FCC employees receive training on how to Relias during their first day at agency orientation.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for maintaining the Relias Learning Management System. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

Relias is an internet based (e-learning) staff training and development program. Relias has developed a customized training website for FCC that presents and tracks staff training requirements in an accessible and easy to use format. Relias offers a wide variety of training and is the primary source for FCC staff to complete training online. Refer to the Relias Learning Management System Learner Manual located on the Relias site for specific information regarding Relias. FCC's Relias website can be accessed by using the Relias link found on the FCC Depot at www.fccdepot.org or the direct web address for the Relias Learning Management System site is <http://fccnetwork.reliaslearning.com>.

Employees must communicate with their supervisor to set up designated work time to complete Relias trainings. The employee's supervisor must pre-approve completion of Relias training outside of regularly scheduled work shifts.

The following courses are offered as live training through FCC with the registration process through Relias:

- a. **CPR & First Aid (required every other year)**
- b. **CPI training**
- c. **Fire Safety**
- d. **Agency Orientation (part one and part two)**
- e. **Supervisor Orientation**

- f. Leadership Development**
- g. Mental Health First Aid**

A schedule of all live training's can be accessed through Relias by going to your My Learning Page on the Current Training tab and click on + BROWSE ELECTIVE COURSES or click on SIGN UP located below the title of the pre-assigned live training. Please be aware that the dates of these live training sessions are subject to change throughout the calendar year. Any changes will be communicated through e-mail.

Annual required training and total staff development hours for the calendar year need to be completed as directed by the "due by" dates on "My Learning Page" in Relias or by December 31, in order to maintain compliance, which impacts an annual merit pay increase during the annual performance evaluation process.

GETTING HELP

For questions or further clarifications regarding Relias, please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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Procedure Name:	TRAINING REQUIREMENTS AFTER EMPLOYEE RESIGNATION SUBMITTED
Procedure Number:	301
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
Date(s) of Revision:	
References:	

STATEMENT OF PURPOSE

The purpose of the Training Requirements after Employee Resignation Submitted Procedure is to outline the training guidelines for when employees submit their resignation to Family & Children's Center.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating the Training Requirements after Employee Resignation Procedure. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

FCC will not pay employees to complete any training courses or events after their resignation has been submitted. Beginning from the time an employee submits their resignation from their position at FCC, all requirements or obligations for training & education are terminated. The employee's Relias Learning Management System account will be deactivated at the time the employee submits their resignation.

GETTING HELP

For questions or further clarifications regarding training requirements after employee resignation, please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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Procedure Name:	FCC LIVE TRAININGS
Procedure Number:	401
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
Date(s) of Revision:	
References:	HR Procedure 306: External Training Programs

STATEMENT OF PURPOSE

FCC allows employees to complete required trainings through a variety of formats, one of the formats being live training's. This procedure sets forth the circumstances and commitments for FCC live trainings.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for maintaining this procedure.

Supervisors are responsible for advising employees about this procedure as live training discussions take place.

PROCEDURE

Registration is required for FCC live training's for all locations. Most registration is through Relias. If you have been pre- assigned an FCC live training, you may register for a session by clicking on the SIGN UP phrase next to the assigned training on your Relias My Learning page or access the class by entering the code on Relias. If you attend a training you were not registered for, you may not be able to participate due to lack of space or instructor to learner ratios.

Attendance

All participants should arrive within 10 minutes of the training start time. If you know ahead of time that you are unable to complete the entire training, please schedule yourself for another time. If you must leave early due to emergency or unexpected circumstances (i.e. weather), you must make arrangements with the instructor regarding completing the requirements you may miss.

Cancellations

All participants must cancel within two business days whenever possible. Most times, there is a waiting list for trainings and the spot can be filled. Every employee is allowed one unexcused cancellation from a live training. If an employee does not attend the



second session which they are registered for, their absence is unexcused and there are no more available sessions offered by FCC, the employee is responsible for any fees involved to attend the training outside of FCC.

Cell Phones & Laptops

Please turn off all personal cell phones and laptops during the course of the training. If your cell phone must stay on for work purposes, switch to vibrate and leave the area until your call is complete. Be courteous and respectful to all instructors. They are kind enough to put in time, effort, and expertise to ensure we are able to meet annual requirements. Required annual training will only be recorded/paid for once per year. Example: If crisis intervention is taken two times in one calendar year, the employee would only get paid and credit hours for one of these. The exception to this standard is a supervisor assigning an employee to repeat a specific topic training to reinforce specific skills.

See [HR Procedure306: External Training Programs](#) if you are contacted by someone outside of FCC who is interested in attending or hosting an FCC live training.

GETTING HELP

For questions or further clarifications regarding FCC live trainings please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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Procedure Name:	ANNUAL LIVE TRAINING CALANDER
Procedure Number:	401
Domain:	Training & Education
Approved By:	Rich Petro, Human Resources Director
Created/Written By:	Mckenzie Beyer, Quality Improvement & Training Specialist
Effective Date:	8/15/2017
Date(s) of Revision:	
References:	

STATEMENT OF PURPOSE

FCC allows employees to complete required trainings through a variety of formats, one of the formats being live training's. This procedure outlines the annual calendar for FCC live trainings.

AREAS OF RESPONSIBILITY

The Quality Improvement and Training Specialist is responsible for updating and maintaining the Annual Live Training Calendar Procedure and the Annual Training Calendar located on the Depot. The Quality Improvement and Training Specialist will work with the certified instructors annually to schedule live training's in advance. Exceptions to training requirements must be approved by the President/CEO.

PROCEDURE

AGENCY ORIENTATION (FCC-EMP-O-1)

DATE/TIME		LOCATION
1/6/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
1/21/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
2/3/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
2/18/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
3/2/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
3/17/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
3/30/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
4/14/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
4/27/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
5/12/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
5/28/20 (Thursday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse



6/9/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
6/22/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
7/7/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
7/20/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
8/4/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
8/17/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
9/1/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
9/14/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
9/29/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
10/12/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
10/27/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
11/9/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
11/24/20 (Tuesday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
12/7/20 (Monday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse

AGENCY ORIENTATION-PART 2 (FCC-EMP-O-2)

DATE/TIME	LOCATION
2/6/20 (Thursday) 12:00PM-4:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
4/9/20 (Thursday) 12:00PM-4:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
6/11/20 (Thursday) 12:00PM-4:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
8/13/20(Thursday) 12:00PM-4:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
10/8/20 (Thursday) 12:00PM-4:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse

Leadership Development

DATE/TIME	LOCATION
5/14/20 (Thursday) 8:30AM-12:30PM	In Winona
8/20/20 (Thursday) 8:30AM-12:30PM	In La Crosse



11/19/20 (Thursday)	8:30AM-12:30PM	In Winona
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CPR/AED/First Aid (FCC-N-CPRFA)

DATE/TIME		LOCATION
1/24/20 (Friday)	9:00AM-3:00PM	601 Franklin Street in Winona
2/7/20 (Friday)	9:00 AM – 3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
3/27/20 (Friday)	9:00AM-3:00PM	601 Franklin Street in Winona
4/24/20 (Friday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse
5/22/20 (Friday)	9:00AM-3:00PM	601 Franklin Street in Winona
6/26/20 (Friday)	9:00AM-3:00PM	John Burgess Conference Room at 1707 Main Street in La Crosse

Youth Focused Mental Health First Aid (FCC-YMHFA)

DATE/TIME	LOCATION
Scheduled as needed	TBD

Adult Focused Mental Health First Aid (FCC-AMHFA)

DATE/TIME	LOCATION
Scheduled as needed	TBD

ACE Interface Training

DATE/TIME		LOCATION
4/17/20 (Friday)	9AM – 12PM	John Burgess Conference Room at 1707 Main Street in La Crosse
11/6/20 (Friday)	9AM – 12PM	John Burgess Conference Room at 1707 Main Street in La Crosse

GETTING HELP

For questions or further clarifications regarding the FCC annual live training calendar, please contact your Supervisor or the Quality Improvement and Training Specialist at 608-785-0001.

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