



# Dane Crisis Provider Network Orientation Training Log

Staff Name:

Agency Name:

<input type="checkbox"/> Staff member has <u>6 months or more</u> of prior experience in providing emergency mental health services. Complete 20 hours of orientation training.
<input type="checkbox"/> Staff member has <u>less than 6 months</u> of prior experience in providing emergency mental health services. Complete 40 hours of orientation training. <b>(Must also complete Page 2.)</b>

All crisis service providers must complete 20 hours of “core” crisis orientation training, consisting of 1) UW-GB Crisis Intervention Services Orientation Course and 2) review of the DCPN Handbook and specific job responsibilities and policies of the program as it relates to providing crisis services. Staff members with less than 6 months of experience must also receive an additional 20 hours of relevant training, documented on Page 2. Orientation training must be completed within 3 months (90 days) of starting in the program.

**20 Hour Core Crisis Orientation Training:** **(enter completion date below)**

<u>Core Training Topic(s)</u>	<u>Date</u>	<u>Training Method</u>	<u>Length</u>
<a href="#">University of Wisconsin Green Bay: Crisis Intervention Services Orientation Course</a>  <i>Instructions to register UW-GB courses can be found in Appendix B of the <a href="#">DCPN Handbook</a>. Certificates of Achievement for completed courses must be submitted to DCDHS to receive credit. See below for instructions on accessing certificates of achievement for completed courses.</i>		Online Training	17.5 Hours
Trainings related to the provision of crisis services in the local and program-specific context must include the following: <ul style="list-style-type: none"> <li>• <a href="#">Dane County Provider Network DHS 34 and Medicaid Billing Handbook</a></li> <li>• Job responsibilities of program staff and volunteers</li> <li>• Program-specific policies and procedures related to providing crisis services</li> </ul>		Reading / In-Person Training	2.5 Hours

## 20 Hours Additional Training For Staff With Less Than 6 Months Experience:

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Staff with less than 6 months of prior experience providing emergency mental health services must complete an additional 20 hours of orientation training. **Training already documented on page 1 cannot be counted toward this.**

This additional training must be relevant and appropriate to the staff member's program and position and is intended to further prepare staff to work as crisis providers by providing additional knowledge, particularly in the areas of:

- mental health and psychopharmacology concepts applicable to crisis situations;
- assessing and responding to the emergency mental health service needs of persons who are suicidal, including suicide assessment, suicide management and prevention;
- assessing and responding to the emergency mental health service needs of persons with SUD;
- non-violent crisis management, including verbal de-escalation, methods for obtaining backup, and acceptable methods for self-protection and protection of the client and others in emergency situations.

Training that does not count toward this requirement includes: shadow or training shifts, general agency onboarding (e.g., personnel policies), and training that may be required for other program licenses but is not directly related to delivering crisis services (e.g., first aid, universal precautions, disaster preparedness). Talk to your contract manager if you are uncertain about a specific training's relevance or for training recommendations.

If your agency uses a learning management system, you may attach a transcript in lieu of writing in each training.

<u>Topic / Training Title</u>	<u>Date</u>	<u>Training Method</u>	<u>Length</u>

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Employee (Sign Here)

Date

*By signing, you are certifying that you have completed the orientation training listed above.*

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Supervisor (Sign Here)

Date

*By signing, you are certifying that to the best of your knowledge the staff member has completed the orientation training listed above, consistent with requirements outlined in DHS 34.*

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DCDHS Staff (Sign Here)

Date

*If required, the DCDHS staff signature will be added after submission.*

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### **Submitting Completed Orientation Training Checklists:**

Completed and signed orientation training checklists and UW-GB Certificates of Achievement should be submitted to [crisisbillingsupport@danecounty.gov](mailto:crisisbillingsupport@danecounty.gov).

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### **Accessing UW-GB Certificates of Achievement:**

To access UW-GB Certificates of Achievement, staff must log into their UW-GB Canvas account, select the course from their Dashboard, and click on Grades. Scroll down to the assignment titled *Completion Verification and Post-training Evaluation*. There is a gray rectangle, with two speech bubbles. Clicking on the rectangle will display a comment box on the right side of the screen and the Certificate of Achievement is the attached PDF file. **Please note, it may take up to 2 weeks for Certificates of Achievement to be received from UW-GB.**

If you have special needs or other questions about UW-GB training, contact [bhnp@uwgb.edu](mailto:bhnp@uwgb.edu) or (920) 465-2101.

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### **Staff Also Rostered to Provide CCS or CRS Services:**

Staff who will deliver CCS or CRS services *and* crisis services should complete the appropriate UW-GB orientation course for CCS or CRS and then contact UW-GB to request enrollment in supplemental crisis-specific training modules to complete crisis orientation. **Both resulting UW-GB certificates must be submitted.** Together, these certificates will total more than 17.5 total hours. Document 17.5 hours on Page 1 by entering the dates of completion, and (for staff who need additional hours) document the remaining hours on Page 2.