



Dane County Crisis Provider Network Orientation Training Checklist

Staff Name:

Agency Name:

DO NOT FORGET TO SIGN AND DATE THIS FORM AT THE BOTTOM!

- Staff member has at least 6 months of experience providing emergency mental health services and requires 20 hours of orientation training to be completed within 3 months of beginning crisis work ([DHS Ch. 34.21 8 \(b\)1](#)). Document this on PAGE 1 or 2.
- Staff member has less than 6 months of experience providing emergency mental health services or is a volunteer, and requires 40 hours of orientation training to be completed within 3 months of beginning crisis work ([DHS Ch. 34.21 8\(b\)2-3](#)). Log 20 hours of training on PAGE 1 or PAGE 2. See [PAGE 3](#) for space to log 20 additional training hours.

Option 1 (RECOMMENDED): Complete the UW-GB Crisis Intervention Services Orientation Course (17.5 hours), and cover additional required topics (2.5 hours). Fill in this page (PAGE 1), including the date the UW-GB training was completed and the date and method used to cover other required material. Complete 20 hours of additional training (and fill in PAGE 3) *if needed based on experience level*. Submit certificate(s) of completion and this form to crisisbillingsupport@danecounty.gov.

Option 2: Do NOT complete the UW-GB training. Complete and document alternative trainings (20 hours) covering all orientation topics required by DHS 34. Fill in [PAGE 2](#) with information regarding the trainings used to cover each topic required by DHS 34. Complete 20 hours of additional training (and fill in PAGE 3) *if needed based on experience level*. Submit certificate(s) of completion and this form to crisisbillingsupport@danecounty.gov.

Option 1 (RECOMMENDED): Fill out all blank cells of the table below. A certificate of completion for the UW-GB training must be submitted. If the staff member requires 40 hours of orientation training, use PAGE 3 to document a further 20 hours of training.

Topic(s)	Date	Training Provider / Method	Duration
<ul style="list-style-type: none"> • Pertinent parts of DHS 34 and Chs. 48, 51 and 55, Stats., and any related administrative rules. • The provisions of s. 51.30, Stats., and Ch. DHS 92 regarding confidentiality of treatment records. • The provisions of s. 51.61, Stats., and Ch. DHS 94 regarding patient rights. • Basic mental health and psychopharmacology concepts applicable to crisis situations. • Techniques and procedures for assessing and responding to the emergency mental health service needs of persons who are suicidal, including suicide assessment, suicide management and prevention. • Techniques for assessing and responding to the emergency mental health service needs of persons who appear to have problems related to the abuse of alcohol or other drugs. • Techniques and procedures for providing non-violent crisis management for clients, including verbal de-escalation, methods for obtaining backup, and acceptable methods for self-protection and protection of the client and others in emergency situations. 		UW Green Bay Behavioral Health Training Partnership – Crisis Intervention Services Orientation course	17.5 hours
Training related to providing services in the context of the Dane County crisis service system, and the specific program. Must include: <ul style="list-style-type: none"> • Dane County Provider Network DHS 34 and Medicaid Billing Handbook • Job responsibilities of program staff and volunteers • Program-specific policies and procedures related to providing crisis care 			2.5 hours

Option 2: Fill out all blank cells of the table below, demonstrating training on all topics required by DHS 34. Certificates of completion should be submitted with all trainings that provide them. If the staff member requires 40 hours of orientation training, use PAGE 3 to document a further 20 hours of training.

<u>Topic(s)</u>	<u>Date</u>	<u>Training Provider / Method</u>	<u>Duration</u>
Read and Review DHS Chapter 34 - Emergency Mental Health Service			
Training related to providing services in the context of the Dane County crisis service system, and the specific program. Must include: <ul style="list-style-type: none"> • Dane County Provider Network DHS 34 and Medicaid Billing Handbook • Job responsibilities of program staff and volunteers • Program-specific policies and procedures related to providing crisis care 			
Relevant portions of the following DHS Chapters: <ul style="list-style-type: none"> • 48: Children • 51: State AODA, I/DD, and Mental Health Act • 55: Protective Service System • 92: Confidentiality of Treatment Records • 94: Patient Rights and Grievances* Dane County CCS offers training videos that can be viewed here: https://providers.dcdhs.com/Partnering-With-Dane/Comprehensive-Community-Services/Training *Training should include review of agency policy and procedure related to Client Rights and Grievances			
Techniques and procedures for non-violent crisis management, including: <ul style="list-style-type: none"> • Verbal de-escalation • Review of agency policy of obtaining backup • Acceptable methods for self-protection • Protection of the client and others in emergency situations. 			
Training regarding current knowledge about mental disorders, substance-use disorders (SUD), and co-occurring disabilities and treatment methods, including: <ul style="list-style-type: none"> • Basic psychopharmacology concepts • Techniques for assessing and responding to SUD • Policy on telehealth • Age-appropriate assessment 			
Techniques and procedures for responding to an individual with suicidal ideation, including: <ul style="list-style-type: none"> • Suicide assessment • Suicide management and prevention 			

ADDITIONAL TRAINING FOR STAFF WITH LESS THAN SIX MONTHS EXPERIENCE:

Staff who have less than six months of experience providing emergency mental health (crisis) services must complete an additional 20 hours of orientation training within 3 months (90 days) of starting. This additional training should prepare staff to work as crisis providers by providing further knowledge, particularly in the areas of: basic 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 who appear to have problems related to the abuse of alcohol or other drugs; and providing non-violent crisis management for clients, including verbal de-escalation, methods for obtaining backup, and acceptable methods for self-protection and protection of the client and others in emergency situations.

<u>Topic(s) / Training Title</u>	<u>Date</u>	<u>Training Provider / Method</u>	<u>Duration</u>

Employee (Sign Here)

Date

I certify that, as documented on pages 1-3, this staff member has met the crisis orientation training requirements outlined in DHS 34.

Supervisor (Sign Here)

Date