



Health Care Agency Mental Health and Recovery Services Policies and Procedures	Section Name:	Human Resources
	Sub Section:	Staff Development
	Section Number:	03.01.05
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	SIGNATURE	DATE APPROVED
Director of Operations Mental Health and Recovery Services	<u>Signature on File</u>	<u>2/14/2023</u>

SUBJECT: Mental Health and Recovery Services Sponsored and Hosted Training Attendance

PURPOSE:

To establish a standardized process of attendance completion for the Mental Health and Recovery Services sponsored and hosted in-person or virtual trainings/conferences including those approved for Continuing Education (CE) and Continuing Medical Education (CME) credits.

POLICY:

All attendees of Mental Health and Recovery Services (MHRS) sponsored and hosted trainings offered through Behavioral Health Training Services (BHTS) are required to attend the entire training to be given credit and marked "complete." Partial credit will not be given. Attendees missing more than 15 minutes or 15% (whichever is less) of the total training will be deemed incomplete and no credit will be granted.

SCOPE:

This policy and procedures apply to all MHRS County and County Contracted employees, volunteers, and interns who have registered for MHRS sponsored and hosted trainings through BHTS.

REFERENCES:

- [MHRS P&P 03.01.01 Continuing Education Course Approval for HCA Programs](#)
- [Continuing Education Training Coordinator \(CETC\) Handbook 2021](#)

PROCEDURE:

- I. MHRS County and County Contracted employees, volunteers, and interns interested in attending a BHTS sponsored training or conference are required to obtain supervisor approval before registering.
- II. Attendees should receive Confirmation of Registration before attending any training or conference.

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- A. In-person trainings
 - 1. Registration is required via email or Eureka, the County's Learning Management System (LMS).

- B. Virtual live trainings
 - 1. Registration on a virtual platform is required prior to the day of the training.
 - 2. Attendees should follow instructions on the flyer and/or email for information on registration and obtainment of the virtual platform link.
 - 3. Virtual links are not to be shared and are unique to each attendee.

- C. Attendees will attend and participate in the entire training, signing in (in-person) or providing their full name (virtual) during training date registration via chat and when logging into Zoom (or the identified virtual platform) with their full name.
 - 1. If more than 15 minutes or 15% (whichever is less) of the training is missed, no credit will be given
 - 2. Certificates of Completion will only be granted to those that complete the training as outlined in this policy.

- D. Upon completion of the training, BHTS staff will update the rosters and issue certificates of completion or participation.
 - 1. For in-person trainings: The sign-in/out roster will be reviewed, and the trainer consulted to track attendance.
 - 2. For live virtual trainings: The user report of the virtual platform will provide total duration connected to the training.
 - a) If an attendee's connection fails due to technology issues and they log in again, the total time they are connected will be added together.
 - b) If the attendee's connection fails due to technology issues, and has trouble logging back into the training, it is their responsibility to immediately contact BHTS staff for assistance. Partial credit cannot be granted.
 - c) It is the attendee's responsibility to accurately label their user identification when logging into Zoom (or the identified virtual platform) with their full name and providing their full name (virtual) during training date registration via chat, so credit is given appropriately.

- E. Cancellations and “no-shows.”
 - 1. Cancellation request via email (or via County LMS, Eureka) is requested at least 24 hours in advance, allowing others to attend.
 - 2. “No-shows” are when a person does not cancel their reservation either via email or via County LMS (Eureka) and does not attend the training.
 - a) If the person who no-shows is a County employee, notification via County LMS (Eureka) will be sent to the employee and their supervisor that they no showed.
 - b) If the person “no-shows” to 3 or more trainings within 6 months, they will not be allowed to register for BHTS sponsored trainings for the following 6 months, unless written authorization is provided by the appropriate Director.