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Policy:

While it is the responsibility of each employee to continue to improve his or her own professional competence, the Division will complement such efforts, within budgetary constraints, where training can be beneficial to the agency's operation or is required by the State, the appointing authority, or the Federal government. Training will be provided to Division employees without regard to race, color, national origin, sex, religion, age, disability, or rank.

Purpose:

It is the policy of the Division to ensure that specific training and development opportunities are provided that are needed to enable the employee to meet the standards of performance for his/her position, or to update the employee's skills, knowledge, and techniques of his/her current position.

Scope: Division Wide

#### Procedures:

- I. Agency Training Coordinator Each agency director will appoint a staff person or persons to serve as the Agency Training Coordinator. The responsibilities of this appointment shall be included in the appointee's work performance standards. This appointment includes the following responsibilities:
  - A. Represent the agency at the Division Training Committee meetings;
  - B. Annually assess the agency's training needs;
  - C. Facilitate the development of the agency's annual training plan;
  - D. Monitor the training plan to ensure that it is carried out:
  - E. Oversee the tracking of training activities at the agency:
  - F. Develop and submit the agency's annual training reports;
  - G. Develop and coordinate the agency's orientation process; and
  - H. Track and report agency training budget.
- II. Training for Division Employees
  - A. Technician/Correctional Officer/Forensic Specialists:
    - 1. The primary vehicle for training technician/correctional officer/forensic specialist staff members is the Technician Certification Program established by the Division and the Nevada State Legislature to be conducted by the Nevada System of Higher Education. This certification is a progression requirement (5 credits from Tech I to Tech II and 5 credits from Tech II to Tech III) that is the primary clinical training program for technicians/correctional officer/forensic specialists.

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- 2. All technician/ correctional officer/forensic staff members are required to complete the program within two years of their hire date [half time staff within four years of their hire date]. The employee's progress through the certification program shall be tracked in the employee's annual appraisal under "Developmental Plan and Suggestions". If the employee does not comply with the provisions for certification within the time frame indicated, and there are no extenuating circumstances, as enumerated in NAC 433, he or she shall receive a "must improve" for the "Developmental Plan and Suggestions" category of the evaluation until the certification is completed or the employee is dismissed. There is no "grand-fathering" in this program.
- 3. The following classes serve as the core curriculum of the certification program and all staff members must complete them before they can be certified as a Tech III:
  - a. Role of the Technician/Correctional Officer/Forensic Specialist in MHDS
  - b. Introduction to Therapeutic Interventions
  - c. Advanced Therapeutic Interventions or Positive Behavior Supports and,
  - d. Conflict Prevention and Response Training in compliance with HR-2.5 Conflict Prevention and Response Training Certification Requirements <u>Policy</u>.
- 4. Additional classes within the Mental Health/Developmental Disabilities (MHDD) series, as approved by the agency, shall be taken as electives to complete the requisite 10 credits required for certification. The agency training coordinator and the technician/correctional officer/forensic specialist's supervisor are responsible for tracking the progress of each technician/correctional officer/forensic specialist staff member in his or her progress through the certification program
- Once certified, the technician/correctional officer/correctional officer/forensic specialist staff member must maintain his or her certification by completing 20 hours of continuing education units every two years following the date on which initial certification was issued. Each agency will approve CEU training that is commensurate with the employee's responsibilities within the agency. Employees failing to meet the CEU requirements will receive a "must improve" for the "Developmental Plan and Suggestions" category of the evaluation until the certification is completed, the employee terminates, or the employee is dismissed.
- 6. The agency director is responsible for ensuring that the provisions of NRS

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433.279, as detailed in NAC 433, and that includes compensation details, regarding the technician certification program are adhered to in his or her agency.

#### B. Service Coordinators:

For purposes of training, any staff member who functions as a service coordinator, or at least one-half of their FTE is devoted to service coordination (Rural Clinics), will be defined as a service coordinator. These individuals will be included in the service coordinator section of the agency training plan.

### C. Support Staff:

The agency shall ensure that support staff are included in the process of identifying training needs that for the agency training plan.

### D. Supervisory Staff:

- 1. Upon hire or appointment to a supervisory or managerial position, an employee must complete the following courses approved by the Division of Human Resource Management per NAC 248.498:
  - a. Within six (6) months of appointment:
    - 1.) Evaluating Employee Performance
  - b. Within twelve (12) months of appointment:
    - 1.) Equal Employment Opportunity
    - 2.) Interviewing and Hiring
    - 3.) Alcohol and Drug Testing
    - 4.) Progressive Disciplinary Procedures
    - 5.) Handling Grievances
    - 6.) Work Performance Standard Additionally:
    - 7.) Supervisor Safety Training
    - 8.) Violence: Recognition and Prevention
    - 9.) Workers Compensation Overview for Supervisors and Managers
- Following completion of initial training requirements and one year appointment in supervisory or managerial position, an employee must complete course training in the topic areas identified in subsection 1 every three years.

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- 3. Upon hire or appointment to a supervisory or managerial position, an employee must complete the following courses offered through Risk Management within one year of appointment:
  - a. Accident Investigation
  - b. Basic Office Ergonomics
  - c. Evaluations and Management Tools Training
- 4. The appointing authority may require a supervisor or managerial employee to retake any part or all of the required training, or to participate in any additional training or other classes deemed necessary by the appointing authority.

### III. Other Training Requirements

- A. Any individuals working for the Division as an employee, consultant or contractor must complete the State Personnel training "Sexual Harassment Prevention," within six months of his/her hire date and complete the on-line refresher training every two years.
- B. Agencies whose policies require that direct-care staff be certified in CPR and First Aid must have documentation of this training in the employee's personnel jacket.
- C. All Division employees shall be required to complete the following annually:
  - 1. Cultural Competency
  - 2. Workplace Violence Prevention
- D. All Division direct care employees are to receive annual training on the following Division policies:
  - 1. CRR-1.1 Consumer Rights;
  - 2. CRR-1.2 Prohibition of Abuse or Neglect of Consumers
  - 3. CRR-1.3 Restraint/Seclusion of Individuals
  - 4. #4.029 Suicidality Assessment Procedures
- E. All individuals working for the Division as an employee, consultant or contractor must complete the on-line Security Awareness training within the first six months of employment and provide a copy of the certificate of completion to the agency training officer.

#### IV. Tracking and Reporting

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- A. Each agency is responsible for tracking mandated training in a manner that allows for accurate and timely reporting.
- B. Each agency is responsible for conducting internal audits to ensure compliance with all mandated training requirements.

### V. Procedures for Employees Requesting Training

### A. Requests:

- 1. Training requests for classes offered by State Personnel or Risk Management are requested using NEATS. Once the employee submits their request it is automatically forwarded to their supervisor or designee for approval. Once the supervisor or designee approves the class the final approval is done by either the agency training officer or a staff member in the agency personnel office.
- 2. All other training requests must be submitted on the Department of Health and Human Services HR-1 form.
- 3. All out-of-state training requests must include a completed out-of-state travel request form that is signed by the Division administrator. The process outlined below must be followed for processing the HR-1. Appropriate verifying documentation must accompany the request. Departure without such approval will be entered as leave without pay, or as compensatory or annual leave if those resources are available.
  - a. The supervisor must assess the request based on the appropriateness of the training requested, coverage, and administrative leave considerations. If approved, the supervisor then submits the request to the agency training coordinator.
  - b. The training coordinator must then assess the training based on appropriateness and availability of funds. If approved, the training coordinator then submits the request to the agency business office.
  - c. If the agency business office approves the request for training, the form is then sent to the agency director to assess the training request. If approved, the agency director returns the approved form to the training coordinator who will notify the requesting employee and forward the request to the business office so that funds may be encumbered.
- 4. If at any stage the request for training is not approved, the form is

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To be returned to the employee who requested the training through the chain of command, with a comment as to why the training was disapproved in the comment box on the form.

- C. Employee responsibilities and limitations:
  - 1. It is the responsibility of the employee to provide verification upon completion of any training when requested to do so by the training coordinator, personnel representatives or supervisor. This verification can be a certificate of completion, an agency training verification form signed by the trainer, a NEATS transcript, or other formal documentation verifying that the employee completed the training. Failure to submit proper verification may result in the absence being recorded as leave without pay (LWOP).
  - 2. Employees are to identify approved leave on time sheets in accordance with existing policy and procedure.
  - 3. To be reimbursed for cost of training, an employee must have prior approval and submit verification of cost and successful completion of the training to the agency training coordinator, who will forward these documents to the business office.

    Reimbursements cannot be made without verification.
  - 4. The training request procedure shall be completed before training occurs. Neither the agency nor the Division is responsible for granting leave or reimbursement for training requests made after the fact.
  - No more than twenty-four [24] hours of release time per staff member per fiscal year may be granted for job related training without the approval of the Division administrator or designee. This twenty-four [24] hour limit does not include agency or Division required or sponsored training, travel time to and from training, or the required hours of supervisory or managerial training, required safety training, P.O.S.T., or Technician Certification training.

### VI. AVATAR Mental Health Agency Training Plans

- A. Each MHDS mental health agency shall include an AVATAR training component in the agency's annual Training Plan. All current modules of AVATAR should be covered in the training.
- B. The plan shall include the following:

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Brief overview of training curriculums and agendas:

- 1. Coordination of trainers:
- 2. AVATAR training in new employee orientation;
- 3. Develop and maintain a mechanism for tracking staff training; and
- 4. A mechanism to track and report on time spent training (including percentages) by the core trainers.

#### VII. Fiscal Procedures

Each agency shall manage the training allocation as a budget line item. The procedure for encumbering and paying of training monies is the responsibility of agency or regional business managers. Agency business managers are responsible for including training expenditures as part of the monthly operating statement for the agency to the Division.

**ADMINISTRATOR** 

Rad White

#### Attachments:

- A: Technician/Forensic Certification Program; Individual Training Report
- B: Technician Certification Record
- C. Department of Health and Human Services HR-1 Form

EFFECTIVE DATE: 7/1/97

REVISED/REVIEWED DATE: 11/16/00; 12/19/01; 2/5/02; 3/7/02; 08/20/07, 3/18/10,

9/21/12. 3/15/2013

SUPERSEDES: POLICY# 4.016 Staff Training Protocol

DATE APPROVED BY MHDS ADMINISTRATOR: 9/21/12, 3/15/2013 DATE APPROVED BY MHDS COMMISSION: 3/18/10, 9/21/12, 3/15/2013