I. APPLICATION:

- [ ] PIHP Board
- [ ] CMH Providers
- [ ] SUD Providers
- [X] PIHP Staff
- [ ] CMH Subcontractors

II. POLICY STATEMENT:

It shall be the policy of the PIHP to provide training for the development of its staff members to continually improve the effectiveness of the PIHP.

III. DEFINITIONS:

1. Mandatory Training – Training stipulated by regulatory bodies, as written in the applicable standards, rules and codes or that is required for the completion of job responsibilities.

2. Performance Improvement – Areas of improvement identified as a need by the Supervisor.

3. Skill Building – Training opportunities designed to expand or enhance current satisfactory job performance, skills or abilities.

4. Staff Development – Refers to a range of activities to improve individual staff skills and knowledge in ways that improve their ability to perform their job, and which increases job satisfaction, performance, and staff retention. Activities include new employee orientation, training courses, workshops and programs, online learning and webinars, coaching, mentoring, conferences, and other related activities that improve overall job performance.

IV. STANDARDS:

1. The PIHP will provide training for direct hired employees as part of the new hire orientation process. Newly hired employees must complete this mandatory training within thirty (30) calendar days from the date of hire. This training includes review of policies and personnel manual with signed attestation.

2. Supervisor will determine the need for additional training based on the relevancy to staff job tasks and their annual Performance Improvement Plan (PIP). Supervisor will utilize staff development activities as necessary.

3. Staff are provided with opportunities to enroll in and take online training courses.

4. Staff are responsible for maintaining professional licensure required for assigned position which includes responsibility for maintaining documentation of requirements being met. Renewal of credentials should be conducted in accordance with the provisions of the applicable regulatory agency. Copies of original or renewed...
licenses should be sent to the Human Resource Department.

5. Leased PIHP staff shall receive training in accordance with their Employer’s guidelines. In addition, leased staff may attend mandatory or skill building training as determined necessary through the PIHP following these standards and the procedures listed below.

6. Human Resource Department maintains all training documentation for direct hired PIHP staff utilizing online software system.


V. PROCEDURES:

Online Training:

Human Resources:

1. Maintains online training software and creates training plans (e.g., New Employee Orientation, quarterly training plans) for staff use per Management approval.

2. Adds new hire into online software and assigns New Employee Orientation Training Plan and other training plans or modules as requested by Management or Supervisor.

3. Creates reports from online software as requested.

Supervisor:

4. May request other modules to be assigned to staff as additional training for their position, for required areas of improvement, or to expand or enhance current performance, skills or abilities.

5. Will receive notifications of training plan due dates and status of completion.

6. Ensures staff complete all training requirements.

All Staff:

7. Must complete all assigned training plans and courses within specified timeframe, informing supervisor if they are unable to meet specified timeframe.

8. May enroll in available modules for their own personal and professional development, if time permits.

External Training:

All Staff:

1. Discusses with Supervisor the option of external training.
2. After verbal approval of supervisor, submits a request for training on the Conference/Training/Workshop Request form to their Supervisor. Includes a copy of the conference/training flyer and completed registration form.

3. Indicates on the form registration fees and cost for hotel room (if applicable) that must be paid in advance by the agency.

4. Ensures that form is submitted in a timely manner by submitting for processing a minimum of two weeks prior to the conference or conference deadline, whichever comes first. If “early bird” registration deadlines are in place, makes every effort to submit prior to those deadlines, allowing enough time for processing.

5. Staff may not submit registration and payment directly after approval of supervisor.

**Supervisor:**
6. Reviews training request with Chief Operating Officer.

7. Indicates on the form if Recommended or Not Recommended based on the relevancy to their job tasks, their Performance Improvement Plan (PIP) (if applicable), and the anticipated expenses.

8. Forwards all Conference/Training/Workshop Request forms to the Chief Operating Officer for approval.

**Chief Operating Officer:**
9. Reviews and approves/disapproves all training requests.

10. Forwards to Chief Executive Officer for review and approval/disapproval if the request is for attendance out of state.

11. Forwards back to Supervisor if request denied.

12. Forwards to Human Resources if request approved.

**Human Resources/Clerical Staff:**
13. Registers staff for conference/training/workshop and hotel accommodations if necessary. Assures payment is made in advance for training and hotel.

14. Forwards confirmation of conference and hotel registration to attending staff.

15. Enters external training information into Relias upon completion of training, including scanned copy of certificate of completion or other related documentation.

**All Staff:**
16. Receives certificate of completion or continuing education unit verification documents and submits a copy to Human Resource Department.

17. Submits request for reimbursement for mileage and meals (if applicable) immediately following the conference/training/workshop in accordance with Region 10 guidelines.
<table>
<thead>
<tr>
<th>SUBJECT</th>
<th>CHAPTER</th>
<th>SECTION</th>
<th>SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>02</td>
<td>01</td>
<td>02</td>
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</table>

<table>
<thead>
<tr>
<th>CHAPTER</th>
<th>SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>Personnel</td>
</tr>
</tbody>
</table>

18. Completes “Training Follow-Up Report” within 15 days from completion training and returns to Human Resources along with any documentation related to training attendance or earning of CEUs.

19. May be asked to disseminate information to other staff, potentially in a training format.

VI. **EXHIBITS:**

  Conference/Training/Workshop Request Form / Training Follow-Up Report
## Conference / Training / Workshop Details (to be completed by requestor)

This request is to be completed for ALL conferences/training/workshops.

<table>
<thead>
<tr>
<th>STAFF NAME:</th>
<th>DATE:</th>
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</table>

<table>
<thead>
<tr>
<th>NAME OF CONFERENCE/WORKSHOP:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>DATE(S) OF CONFERENCE/WORKSHOP:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>LOCATION:</th>
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### IS THIS CONFERENCE/WORKSHOP:

1. **Mandatory Training**: Training stipulated by regulatory bodies, as written in the applicable standards, rules and codes.  
   - YES [ ]  NO [ ]

2. **Performance Improvement**: Areas of improvement identified as a need by the Supervisor.  
   - YES [ ]  NO [ ]

3. **Skill Building**: Training opportunities designed to expand or enhance current satisfactory job performance, skills or abilities.  
   - YES [ ]  NO [ ]

## Expenses (to be completed by requestor)

A completed Conference/Training/Workshop request form must be submitted for processing 2 weeks before the conference, or the deadline of the conference (whichever comes first), along with all supporting documents. See Region 10 Training Policy for more details.

<table>
<thead>
<tr>
<th>Cost of conference: (include registration fee, materials, etc.)</th>
<th>$</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Name of Hotel:</th>
<th>Contact Number for Hotel:</th>
</tr>
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<table>
<thead>
<tr>
<th>Address of Hotel:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Check-in Date:</th>
<th>Check-out Date:</th>
<th>Number of Nights:</th>
</tr>
</thead>
</table>

### Region 10 Clerical Staff to complete this section:

<table>
<thead>
<tr>
<th>Hotel Cost per Night:</th>
<th>Total Hotel Cost:</th>
<th>Tax Percentage:</th>
<th>$</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Confirmation #:</th>
<th>Total Estimated Costs:</th>
<th>$</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Total Advance Requested (if any):</th>
<th>$</th>
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</table>

Immediate Supervisor Signature: ___________________________  Recommended [ ]  Not Recommended [ ]

The Chief Executive Officer MUST approve out-of-state conferences.

Chief Executive Officer Signature: ___________________________  Approved [ ]  Not Approved [ ]

The [Training Follow-Up Report](#) located on page 2 must be completed within 15 days after completion of the conference, training, or workshop and returned to HR Dept. with required documentation.
TRAINING FOLLOW-UP REPORT

This form must be completed within (15) days following the conference/workshop attended. Along with this form, you are required to submit any certificates of completion or CEU verification documentation.

### Section 1

<table>
<thead>
<tr>
<th>STAFF NAME:</th>
<th>DATE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME OF CONFERENCE/WORKSHOP:</td>
<td></td>
</tr>
<tr>
<td>DATE(S) OF CONFERENCE/WORKSHOP:</td>
<td></td>
</tr>
<tr>
<td>NUMBER OF TRAINING CREDIT HOURS:</td>
<td>Are these Social Work CE Credits?</td>
</tr>
<tr>
<td>Are these Social Work CE Credits?</td>
<td>YES ☐ NO ☐ Number of Social Work Credit Hours*:</td>
</tr>
</tbody>
</table>

* Region 10 does not track individual SW training CEUs.

### Section 2

- Were the topics relevant to our organization? YES ☐ NO ☐
- Were the contents and materials easy to follow? YES ☐ NO ☐
- Was the trainer knowledgeable about the topic? YES ☐ NO ☐
- Was the trainer well prepared? YES ☐ NO ☐
- Would you recommend this conference to others? YES ☐ NO ☐
- Why or why not?

### Section 3

Describe three (3) ways you will apply what you learned from the conference to your area of responsibility:

- 
- 
-