



REGION 10 PIHP

SUBJECT Training	CHAPTER 02	SECTION 01	SUBJECT 02
CHAPTER Human Resources		SECTION Personnel	
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I. APPLICATION:

- PIHP Board CMH Providers SUD Providers
 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:

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

Performance Improvement: Areas of improvement identified as a need by the Supervisor

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

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:

- A. 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.
- B. 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.
- C. Staff are provided with opportunities to enroll in and take online training courses.

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- D. 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.
- E. 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.
- F. Human Resource Department maintains all training documentation for direct hired PIHP staff utilizing online software system.
- G. Human Resource Department develops annual training plan. Management Team approves annual training plan for Region 10 staff.

V. PROCEDURES:

A. Online Training:

i. Human Resources:

- Maintains online training software and creates training plans (e.g., New Employee Orientation, quarterly training plans) for staff use per Management approval.
- 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.
- Creates reports from online software as requested.

ii. Supervisor:

- 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.
- Will receive notifications of training plan due dates and status of completion.
- Ensures staff complete all training requirements.

iii. All staff:

- Must complete all assigned training plans and courses within specified timeframe, informing supervisor if they are unable to meet specified timeframe.
- May enroll in available modules for their own personal and professional development, if time permits.

B. External Training

i. All Staff:

- Discusses with Supervisor the option of external training.
- 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.
- Indicates on the form registration fees and cost for hotel room (if applicable) that must be paid in advance by the agency.

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- 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.
- Staff may not submit registration and payment directly after approval of supervisor.
- ii. Supervisor:
 - Reviews training request with Chief Operating Officer.
 - 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.
 - Forwards all Conference/Training/Workshop Request forms to the Chief Operating Officer for approval.
- iii. Chief Operating Officer:
 - Reviews and approves/disapproves all training requests.
 - Forwards to Chief Executive Officer for review and approval/disapproval if the request is for attendance out of state.
 - Forwards back to Supervisor if request denied.
 - Forwards to Human Resources if request approved.
- iv. Human Resources/Clerical Staff:
 - Registers staff for conference/training/workshop and hotel accommodations if necessary. Assures payment is made in advance for training and hotel.
 - Forwards confirmation of conference and hotel registration to attending staff.
 - Enters external training information into Relias upon completion of training, including scanned copy of certificate of completion or other related documentation.
- v. All Staff:
 - Receives certificate of completion or continuing education unit verification documents and submits a copy to Human Resource Department.
 - Submits request for reimbursement for mileage and meals (if applicable) immediately following the conference/training/workshop in accordance with Region 10 guidelines.
 - Submits any documentation related to training attendance or earned CEU’s to Human Resources within 15 days of training.

VI. EXHIBITS:

Exhibit A - Conference/Training/Workshop Request Form

VII. REFERENCES: