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DCTS Action Memo 2018-10

To: County Departments of Community Programs
County Departments of Health and Human Services
County Departments of Human Services

From: Patrick Cork, Administrator

Community Recovery Services Provider Training Requirements

Document Summary

All counties that provide [Community Recovery Services \(CRS\)](#) must ensure all program staff complete orientation and ongoing training requirements. This memo outlines the requirements.

Background

CRS program staff must have 20 hours of orientation training within three months of beginning employment. All program staff also must complete a minimum of eight hours of training per year.

Orientation Training

Orientation training must include:

1. A review of *ForwardHealth* updates [2010-94](#) and [2018-17](#)
2. A review of applicable parts of Wis. Stat. chs. 48, 51 and 55 and related administrative rules.
3. A review of the basic provisions of civil rights laws including the Americans with Disabilities Act of 1990 and the Civil Rights Act of 1964. These laws apply to staff providing services to individuals in CRS.
4. A review of current standards regarding documentation and the provisions of HIPAA, Wis. Stat. § 51.30, Wis. Admin. Code ch. DHS 92, and, if applicable, 42 CFR Part 2 regarding confidentiality of treatment records.
5. A review of the provisions of Wis. Stat. § 51.61 and Wis. Admin. Code ch. DHS 94 regarding patient rights.
6. A review of current knowledge about mental disorders, substance use disorders, and co-occurring disabilities, and treatment methods.
7. A review of mental health and substance use topics. Topics can include but are not limited to the implementation of:
 - The Substance Abuse and Mental Health Services Administration's Recovery Model.
 - Trauma-informed care.
 - Person-centered care and planning.
 - Motivational interviewing.
 - Culturally humble care.
 - Strength-based care and treatment.
 - Self-directed care.

- Empowerment in mental health services.
- Holistic wellness and living your best life.
- Peer supports in mental health.
- Building respect, responsibility, and hope in treatment.
- Mental health awareness.
- De-escalation techniques.
- Non-violent crisis interventions.

Ongoing Training

Ongoing training content must be from the areas listed in numbers 6 and 7 under orientation training.

Documentation

All CRS program staff must have orientation and ongoing training documentation that includes the name of the employee, name of the employer, date of the training, method of training (for example, self-study, presentation, webinar, conference, etc.), a description of the course content, number of hours completed per training topic, and supervisor signature.

Exemptions

CRS program staff may be exempt from some, or all, of the required orientation and ongoing training. Exemptions only are granted if duplicative training was completed through requirements of an administrative rule governing a program or facility within the last 12 months and there is documentation.

CRS program staff with documentation (for example, a transcript) of completion of a college-level course relating to the content listed in numbers 6 and 7 under orientation training within the past three years can request an exemption from those particular orientation topics. This course-related exemption does not extend toward orientation topics listed in numbers 1-5.

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