

Recovery Works: Training Policy and Guidelines

PURPOSE:

To educate service providers on Recovery Works policies and procedures, billing guidelines, and expectations to ensure compliance and avoid discrepancies. Providers are required to download the Recovery Works Policy and Procedure manual, as well as the WITS/DARMHA User Manual from the website. The in-person trainings are to be used in combination with the manuals to meet expectations.

SUMMARY:

Below is a list of all required trainings for Recovery Works providers. As noted in the Recovery Works Policies and Procedures Manual, all Recovery Works trainings must be completed **prior** to an agency accepting referrals. New employees, who will be involved with Recovery Works participants, must be trained **within 45 days** of hire.

Providers must complete the following trainings **prior to accepting Recovery Works referrals:**

- New Provider Training – In Person
- Motivational Interviewing – In Person
- Working With the Justice Involved – Webinar
- Recovery Model – Webinar
- Adult Needs and Strengths Assessment (ANSA) – for clinicians only

Once actively billing Recovery Works, providers must participate in quarterly updates (see below).

DOCUMENTATION:

It is the responsibility of the Designated Service Provider (DSP) to track each employee's Recovery Works trainings. A training checklist is available on the Recovery Works website under resources – webinars - trainings. This should be kept in the personnel file.

TRAINING DESCRIPTIONS:

1. **New Provider Training:** Once a DSP receives an approval letter and returns a signed agency agreement, they are **required to send at minimum one (1) employee**, who has been designated within the agency to specialize in Recovery Works, to attend the in-person New Provider Training. New providers will be unable to begin accepting referrals until the new provider training is completed – **NO EXCEPTIONS**. It is the responsibility of the individual(s) who attends to train all other employees of the DSP on information shared within 30 days of attending the training. If the designated individual changes over time, the new hire will need to attend an in-person session within 45 days of hire.
 - a. *Who:* All Recovery Works approved agencies including DMHA certified treatment providers and INARR certified recovery residences
 - b. *When:* Occurs monthly beginning October 2019 – current trainings are posted on the homepage of the website.
 - c. *Where:* In-person at Indiana Government Center (402 W Washington Street, Indianapolis IN 46204)
 - d. *Duration:* 2 hours – covers policies & procedures, WITS, and DARMHA

- e. *How*: Register online through Eventbrite – link on RW website with announcement.
2. **Motivational Interviewing**: Before a provider begins treating participants, he/she must be trained in motivational interviewing, a clinical approach that helps people with mental health and substance use disorders make positive behavioral changes to support better health. The approach upholds four principles— expressing empathy and avoiding arguing, developing discrepancy, rolling with resistance, and supporting self-efficacy. Recovery Works will offer in-person sessions periodically. However, DSPs are able to provide internal MI trainings or attend other sessions at other facilities to obtain training.
 - a. *Who*: Licensed Professionals, OBHPs, QBHPs who are providing direct client care to Recovery Works clients
 - i. Exceptions: Licensed professionals and QBHPs who have received MI training within the last three (3) years can view the webinar, as well as psychiatrists, physicians, HSPPs, RNs, and AHCPs.
3. **Working With Justice Involved – Webinar**: This webinar introduces criminogenic risk and need, restorative justice, and trauma informed care. This webinar is intended to provide a holistic understanding of the unique factors that can (both positively and negatively) impact recidivism and recovery.
 - a. *Who*: All Recovery Works rendering staff who will be directly interacting with participants.
 - b. *Where*: Online - <https://www.in.gov/fssa/dmha/2961.htm>
 - c. *How*: Requires Adobe Connect to view webinar. Can view PowerPoint slides if Adobe cannot be downloaded.
4. **Recovery Model – Webinar**: This webinar is intended to provide a holistic understanding of mental health recovery and the evidence-based paradigm of mental health recovery. The mental health Recovery Model is an evidence-based treatment concept wherein a service environment is designed such that consumers have primary control over decisions about their own care. This is in contrast to most traditional models of service delivery, in which consumers are instructed what to do, or simply have things done for them with minimal, if any, consultation for their opinions.
 - a. *Who*: All Recovery Works rendering staff who will be directly interacting with participants.
 - b. *Where*: Online - <https://www.in.gov/fssa/dmha/2961.htm>
 - c. *How*: Requires Adobe Connect to view webinar. Can view PowerPoint slides if Adobe cannot be downloaded.
5. **Adult Needs and Strengths Assessment (ANSA)**: In order to enter clients into DARMHA, at least one (1) individual per agency must be ANSA certified. The ANSA is used in combination with the biopsychosocial assessment to develop individual plans of care, monitor outcomes, and help design and plan systems of care for adults with behavioral health (mental health or substance use) challenges.
 - a. *Who*: Clinicians providing ANSA assessments.
 - b. *When*: Must be completed prior to entering clients into DARMHA. The ANSA assessment is a requirement to push a client from DARMHA to WITS.
 - c. *Where*: Online through the John Praed Foundation at the Schoox website - <https://www.schoox.com/academy/CANSAcademy/register>.

- d. *How:* See the Schoox FAQ on the RW website under resources – forms – training.
- 6. **Quarterly Updates:** After a DSP has been actively accepting Recovery Works clients for more than 90 days, they are required to participate in quarterly trainings, which will cover updates, memos, and recent changes to the Recovery Works program. It is also an opportunity for DSPs to share feedback or ask questions with the Recovery Works team.
 - a. *Who:* All Recovery Works approved agencies, including DMHA certified treatment providers and INARR certified recovery residences. Criminal justice partners (CJPs) are also invited to attend.
 - b. *When:* Occurs periodically as Recovery Works has important announcements. Email will be sent out with information as the update approaches and date/time will be posted on website homepage.
 - c. *Where:* Varies – can be webinar, phone call, memo, or in-person.
 - d. *Duration:* Varies
 - e. *How:* No sign-up required.