

L. TRAINING

Contract Required Trainings

The increasing focus and requirements on cultural sensitivity, outcome measures, practice guidelines, electronic health record and evidence-based practice necessitates the need for ongoing training. Many providers have a contractual obligation to participate in identified trainings within 60 days of hire or when trainings become available. Some trainings are to be tracked on MSR/QSR or SSR. Contractor shall attend trainings as specified in their Contract: [DMC-ODS Required Trainings \(sandiegocounty.gov\)](#)

- Continuing Education Units (CEUs) – Contractor shall require clinical staff to meet their licensing requirement.
- Cultural Competency Training – Minimum of four hours annual requirement for all staff. When an in- service is conducted, program shall keep on file a training agenda and a sign-in sheet for all those in attendance with sign-in/out times. For outside trainings, certificate of completion shall be kept on file at the program.
- System of Care Training – E-learning access is available through the [BHS Workforce Training and Technical Assistance](#) website. All direct service staff shall complete e-learning about BHS System, CWS System, and Pathways to Well-being.
- Medical Director Training – See one-pager for [Medical Director Training Requirements](#) posted on the Optum site.

The Quality Assurance Unit

The Quality Assurance Unit provides trainings and technical assistance on topics related to the provision of services in the Child, Youth & Family, and the Adult/Older Adult Systems of Care. Training and information are disseminated through:

- Basic Medi-Cal/County Standards Documentation Trainings and webinars
- Root Cause Analysis Training
- SmartCare Trainings
- QA Specialized Trainings
- Regular QA Communications
- SUD Organizational Provider Operations Handbook (SUDPOH)
- Regular Provider Meetings

For information on upcoming trainings or in-services, or if you require technical assistance, please contact QA at QIMatters.HHSA@sdcounty.ca.gov.

Electronic Health Record Trainings

All users will be required to complete SmartCare Trainings on the [CalMHSA LMS Module](#) based on staff role. Additional resources and registration for [supplemental trainings](#) can be found on the [OPTUM](#) website, along with the [CalMHSA Knowledge Base](#) to assist with workflow and documentation questions. For residential, crisis residential, and crisis stabilization unit users, live in-person training is required for access to SmartCare, also provided by Optum. See the [Optum SmartCare Training](#) webpage for training dates and registration. For questions, contact sdu_sdtraining@optum.com.

Please refer to the [SmartCare Help Desk Support Hubspot](#) for more information.