

Washtenaw County Community Mental Health

NEW HIRE ORIENTATION PROCESS – (policy)

PURPOSE

Establish a process to collect information and provide initial orientation ensuring staff's introduction to WCCMH-specific information individual job responsibilities.

POLICY

WCCMH provides an organized orientation to CMH programs and services, and an assessment of competence related to staff's work assignment.

WCCMH endeavors to introduce new employees to their work environment and to acquaint them with both the opportunities and the responsibilities of employment. The Administrative and department checklists will coordinate/organize this program for new employees.

DEFINITIONS

Standard Organizational Orientation: Orientation designed for any long term (30 days or greater) new hire, including permanent and temporary full time and part time hires, volunteers, and students/interns for one full "term" as established by school guidelines for the purpose of a general overview about WCCMH philosophy (mission, vision, and values), services and programs, policies, Recipient Rights, Staff Development, Safety, and additional information and resources pertinent to the job.

Special Assignment Orientation: Orientation specifically scheduled and designed to meet the needs of any short term (less than 30 days) hire including students, volunteers, or other staff working with special projects based on the assignment for the purpose of a general overview to Basic Rights/Confidentiality and WCCMH organization key points.

Non- Billable Provisional Orientation: Orientation specifically scheduled and designed to meet the needs of newly hired unlicensed staff in clinical positions until they receive their full licensure. Eligible staff are usually given 30 days to obtain the full licensure before dismissal.

REFERENCES

- [WCCMH New Employee Orientation Manual](#)
- [WCCMH Supervisor's New Hire Checklist](#)
- [Washtenaw County Day One](#)
- [Washtenaw County Performance Evaluation](#)
- [WCCMH Clinical Competency Assessment](#)

EXHIBITS

- A. WCCMH New Employee Orientation Checklist
- B. Supervisor's New Hire Checklist
- C. Environment Resource Checklist

**Washtenaw County Community Mental Health
New Employee Orientation Checklist/Sign off**

NAME _____ DATE _____

SUPERVISOR'S NAME _____

- Attend Washtenaw County New Employee Orientation
- New Employee Orientation Checklist** *(Return this before you leave today)*
- Mission, Vision, Values, and Principles
 - CMH, Washtenaw County, and MDDHS
 - Working with Peers as Colleagues
- Strategic Plans
- Program Information
- Performance Improvement/Program Evaluation/Audit Information
 - Outcomes Facilitation Overview
 - Reporting Patient Safety Concerns
- CMH Policies and Procedures
- Recipient Rights (Overview and links to information)
 - Ethics Agreement/Verification of 30-Day Recipient Rights Orientation and Training
 - Summary of Abuse and Neglect Reporting Requirements
 - Recipient Rights Policies
 - Chapter 7, 7a Mental Health Code (summarized in the Rights Booklet)
 - Incident Reporting
- Staff Development
 - Onboarding/Orientation and Evaluation
 - CMH Training Requirements (What/When/How)
 - County Orientation and Intro to Professional Development
 - PD Made EZ user cheat sheet
- Safety Information
 - Safety Orientation Packet

- CMH Communication Protocol for Field Visits and End of Day Check Out
- CMH Protocol for Promoting Personal Safety during Outreach and Home Visits
- CMH Protocol for Promoting Automobile Safety in the Community
- County Safety Resource Links ([Home](#) → [Services for Employees](#) → Employee Safety)
- Emergency Response (Management and Consumer Specific)
- Additional Resources
 - Time Entry
 - Clinical Documentation Guidelines
 - “Do Not Use” list of Abbreviations
 - Cheat Sheets and Resource numbers
 - Org Charts
- Additional Agreements & Guidelines for Staff and Persons Served by WCCMH

(The following documents should all be signed and returned before you leave today)

 - Ethics Agreement/Verification of Recipient Rights orientation and training
 - Ethical Practices Agreement (if applicable)
 - Statement of Outside Employment or Income (if applicable)
 - Confidentiality Agreement
 - Deficit Reduction Act/Medicaid Integrity Acknowledgement
 - Emergency Contact Information
 - ACH Vendor request (Optional)

Employee Signature

Date

Facilitator Signature

Date

Rev 1/17

EXHIBIT B

Supervisor's New Hire Checklist
(also available on the Wiki: <http://tinyurl.com/nh5xxjp>)

Time Frame	Activity	Responsible Person	Date Completed
2-3 weeks prior to start date	Offer Letter <ul style="list-style-type: none"> • Background release signed • Application signed • NPI number (if applicable) • TB Test • Copy of Driver's License • Driver Eligibility document • Transcripts sent 	Supervisor, Administrative Support and New Staff	
One week prior to start date	<ul style="list-style-type: none"> • Office Space clean and ready • Name plates • Initial office supplies • Shadowing schedule • Place technology order with IT 	Supervisor	
Day 1-3	County Orientation 220 N. Main Street	Human Resources	
	CMHPSM Recipient Rights- 30 Day Orientation	Supervisor	
	Building Introduction <ul style="list-style-type: none"> • Sign in/out documentation • ID and access to buildings • Meeting Rooms • Copy/Mail Rooms • Kitchen/Restrooms 	Supervisor	
	Documentation <ul style="list-style-type: none"> • Timesheet (instructions) and Encompass login • Call in procedure • E. II login • County/CMH Training Grid • Jail Clearance sheet (if applicable) • Site phone list 	Supervisor	
	Safety <ul style="list-style-type: none"> • Safety Orientation Checklist • Building Safety • Outreach Safety • Vehicle Safety • End of Day Check in Team plan 	Supervisor	

	<ul style="list-style-type: none"> • MSDS sheets • Safety card for badge holder 		
	Team Introduction <ul style="list-style-type: none"> • Introduce to available Team members • Introduce to other employees sitting around new staff • Introduce to program team and PA (and other PAs as available) • Introductions to Reception staff • Email to all staff (use l-cmh) with introduction of staff 	Supervisor	
	Staff Responsibility: <ul style="list-style-type: none"> • Check Login (Windows) • E. II login • Communication- instructions for: <ul style="list-style-type: none"> ○ Outlook set up ○ Email signature ○ Voice mail set up 	New staff	

Week 1	Orientation <ul style="list-style-type: none"> • Building policies • Use of County Cars • Request Gas Pin- email Nancy Heine • Mileage/Expense form • Outlook • Room scheduling (reservation instructions) • Intro to other CMH Teams • Telephone/ cell phone (Update eCentral profile with office and/or cell phone number) • Email 	Supervisor	
	Team Activities <ul style="list-style-type: none"> • Shadow Team Staff (if applicable) <ul style="list-style-type: none"> ○ Shadowing checklist ○ Program Learning Objectives checklist • Receive Initial Case list • Introduction to CMH Administration • Tour of other service sites or community locations 	Supervisor	
	Expectations <ul style="list-style-type: none"> • Work Rules (key policies) <ul style="list-style-type: none"> ○ Dress code ○ Hours/lunch times • Schedule of clinical coverage 	Supervisor	

	Mobile Technology- IT will set up a meeting time	Supervisor notifies IT	
Weeks 2-4	<p>Documentation Expectations</p> <ul style="list-style-type: none"> • Clinical documentation time (24 hours) • Incident Reporting (Power Point) • Progress Notes • Wellness Notes 	Supervisor	
	<p>Set up meetings with other teams:</p> <ul style="list-style-type: none"> • Adult MI- J. Halliday, J. Stacy, J. Lembesis, S. Edwards • DD Teams - R. Dronamraju, J. Lovelace, T. Wells • Health & Wellness Team- B. Hagaman • ACT- N. Rahn • Residential- K. Hoener • PATH- J. Stacy • J-PORT- M. Sheng • Vocational- D. Owen, L. Sattler, D. Chisholm • Therapy- J. Lovelace • Access/Crisis – M. Tasker, J. Patania • Youth and Family Services - C. Horning-Hapeman, B. Brookens-Harvey, J. Thurman 	New Staff	
	<ul style="list-style-type: none"> • CMH New Employee Orientation (within 30 days)- Third Thursday of the month from 1:30pm-4:30pm at 555 Towner • Register for or Complete additional required training 	New Staff	
	<p>Caseloads</p> <ul style="list-style-type: none"> • Introduction letters/calls to consumers (if applicable) • Case Reviews • Complete transfer forms/documentation • Community Resource list 	New Staff	
	<p>Meetings</p> <ul style="list-style-type: none"> • Set up ongoing supervision • Schedule of standing meetings 	New Staff/Supervisor	
End of Month 1	<p>30 day Initial Assessment (New Hire Evaluation tool) Use of New Hire Evaluation tool <i>optional</i> for new hires Use of New Hire Evaluation tool mandatory for transfers</p>	Supervisor	

Month 2 and 3	Review <ul style="list-style-type: none"> • Receive all cases • Job description (G:\HRS\JOBSDESC\Community Mental Health) • Develop Work plan • Policies and Procedures 	Supervisor	
	Supervisor shadows staff (to ensure staff is meeting competencies on face-to-face encounters)	Supervisor	
	Trainings Review - Verify that staff have completed or registered for County/CMH trainings. (Instructions for pulling/reading a transcript) <ul style="list-style-type: none"> • Relias User Cheat Sheet • PD Made EZ User Cheat Sheet • PD Made EZ detailed instructions for Supervisors 	Supervisor	

Month 3	90 day check in <ul style="list-style-type: none"> • <i>Use of Clinical Competencies checklist and New Hire Evaluation tool mandatory for new hires</i> • <i>Use of Clinical Competencies checklist and New Hire Evaluation tool strongly recommended for transfers as final evaluation, in conjunction with required County evaluation.</i> DUE DATE:	Supervisor and New Staff	
Month 5	Final Probation Period Review <ul style="list-style-type: none"> • <i>Use of New Hire Evaluation tool strongly recommended for new hires as preparation for final evaluation.</i> DUE DATE:		
(Just prior to end of) Month 6	Evaluation /Status Determination <ul style="list-style-type: none"> • <i>Required: complete County's evaluation tool by logging into EZ as you normally would to complete a new evaluation and selecting "probationary" as the type.</i> DUE DATE:	Supervisor and New Staff	

This checklist is part of the employee's credentialing file. **Send a copy of this completed checklist to "CMH HR" at 555 Towner.**

Employee's Name (print)

Employee's Signature

Date

Supervisor's Signature

Date

Environment Resource Checklist

These items are typically done within a week of the new hire’s start date unless otherwise noted.

Worksite and job specific orientation items are completed using the Supervisor’s New Hire Checklist with the supervisor or supervisor’s designee where applicable.

<u>WHO</u>	<u>DOES WHAT</u>
IT Designee	<ul style="list-style-type: none"> • Sets up EMR password • Sets up cell phone (where applicable)
CMH HR	<ul style="list-style-type: none"> • Sets up timesheet in Encompass • Sets up Relias profile • Adds new hire to I-cmh listserve
Admin Designee	<ul style="list-style-type: none"> • Updates EOP list • Updates License Chart • Adds Credentials to established EMR profile