



FIRST WEEK

Wednesday, September 7, 2016 Introduction and Welcome to RAMS

9:00-10:20	RAMS MISSION AND VISION: New interns and trainees meet with the RAMS President and CEO	Kavoos Bassiri, LMFT, LPCC, CGP RAMS President & CEO	Conference Room
10:30-12:00	In-service Training: Adult Case Conference	Discussant: Eric Glassgold, MD Presenter: Flora Chan, PsyD	Conference Room
12:00-1:00	Lunch		
1:00-2:00	Welcome to RAMS: Group Meeting and Introductions	Alla Volovich, Ph.D. RAMS Director of Training	Room KO
2:00-2:45	Administrative and HR Issues	Trina de Joya RAMS HR Director	Room KO
2:45-3:30	RAMS Mini Tour , including instruction on the RAMS Office Policies and the use of RAMS' phone and voicemail systems.	Kristina Bang, RAMS OPS Office Manager	Meet at the Front Office
3:30- ...	<ul style="list-style-type: none"> ✓ Get settled at your desk and set up your voicemail ✓ Contact your supervisors & submit your school contracts ✓ Set up accounts for certification in ANSA and CANS computerized assessment systems (if you have not done it yet) ✓ Submit paperwork for setting up accounts with Avatar computerized charting system (if you have not done it yet) 	Self-directed Q&A with Director of Training	Training Center

For the next three weeks, we'll keep you very busy with the orientation-related trainings, scheduled on Tuesday and Wednesday throughout the day. Please note that **you are not expected to see any clients during the orientation period**. Thus, you will only be required to come to the clinic for the scheduled orientation trainings. However, if you need help with the certification or would like to settle in, you are welcome to come to RAMS and the Training Center any time during operation hours and we will be happy to assist.

The very first step you need to take in order to be able to see clients at RAMS is to **get certified in ANSA and CANS computerized assessment systems**. You can do it through the website set up by the San Francisco Community Behavioral Health System for this purpose. This is something you can do on your own. Please follow the instructions that I have emailed you earlier for registering at the website and then follow the instructions and manuals provided on the website.

Focusing on the paperwork early in your training year will allow you to devote your full attention to your clinical work and learning later on. Conversely, if you are still trying to figure out the paperwork while working with a full caseload, it is likely to be quite overwhelming.

SECOND WEEK

Tuesday, September 13, 2016

9:00-10:00	Sexual Harassment/Discrimination Prevention	Trina de Joya RAMS HR Director	Conference Room
10:00-12:00	Working with Children and Families at RAMS: <ul style="list-style-type: none"> - Introduction to Children's Outpatient Services; - Playroom Sign-up Process, Use and Rules. 	Yuka Hachiuma, LMFT Director of Outpatient Child, Youth & Family Services	Conference Room
11:00-12:00	Introduction to Clinical Documentation for RAMS Child, Youth & Family Outpatient Services <ul style="list-style-type: none"> - CYF Ongoing Paperwork: <ul style="list-style-type: none"> - Letter about Working under Supervision; Authorization to Release Information; - Request for Medical Evaluation Patient Financial Information (PFI) - Fee schedule and UMDAP adjustment - CRAFT Form - Tobacco Use - CYF Billing RUs: <ul style="list-style-type: none"> - Determining correct RUs; - Specific paperwork for Healthy Families, URMS, etc.; - Keeping charts and billing under the right RU. - Opening Cases in Avatar: when and how - AVATAR Progress Notes: content, charting timelines - CANS Assessment/Treatment Planning System: <ul style="list-style-type: none"> - Getting certified in CANS; - Initial Assessment & Update; - Plan of Care (Initial and Update) - Closing of charts: Why, when, and how - Documentation Timelines: Initial, ongoing & update - PURQC and Quality Assurance Procedures - Maintenance & storage of clinical records 	Yuka Hachiuma, LMFT, Director of CYF	Conference Room
12:00-1:00	Lunch	On your own	
1:00-2:00	Initial Clinical Intakes for Children: <ul style="list-style-type: none"> - Intake scheduling procedures; - child and parent engagement and containment during intakes; - management of potential crisis issues; - Risk Assessment Form; HIPAA Form; - Consent for Treatment; Grievance Information; - Patient Financial Information (PFI); - Patients' Rights and Responsibilities; - "Choose Your Therapist" Form; - charting and billing for intakes; - timeline for finishing intakes and obtaining co-signatures 	Dora Hu, MFTi CYF Intake Coordinator Stephanie Chen, PhD, Manager of ED Partnership & Supervisor	Conference Room
2:30-4:00	Working Relationally at RAMS: Child Case Presentation and Discussion.	Christine Wai, Psy.D. Staff Psychologist and Supervisor	Room KO
4:00-....	Clinical work according to your own schedule: <ul style="list-style-type: none"> ✓ Reviewing RAMS Paperwork ✓ Studying charts and transfer forms of assigned clients ✓ Contacting your clients and setting up first appointments ✓ Finishing up your CANS and ANSA Certifications, if needed 	Self-directed	Training Center

Wednesday, September 14, 2016

9:00-10:20	Introduction to RAMS Adult Outpatient Services: <u>Adult Intake & Overview of Clinical Documentation.</u> - Welcome to Adult OPS; - Adult Intake procedures & assessing eligibility for services; - Scheduling initial clinical intakes; - HIPAA Form; - Consent for Treatment; - Patients' Rights and Responsibilities; - Grievance Information; - Charting intakes/obtaining co-signatures; - Timeline for finishing intakes <u>Adult OPS Ongoing "Paper" Documentation:</u> - Letter about Working under Supervision; - Authorization to Release Information; - Patient Financial Information (PFI); - Fee Schedule and UMDAP Adjustment; - Request for Medical Evaluation - procedures	Sachi Inoue, PhD, Director of Adult OPS	Conference Room
10:20-10:30	Break	Self-directed	Self-directed
10:30-12:00	Clinical Documentation at the Adult OPS (continued): - Opening cases in Avatar: When and how - AVATAR Progress Notes: Content and timelines - Closing of charts: Why, when, and how - Documentation timelines: Initial, ongoing and annual - PURQC and quality assurance procedures - Maintenance and storage of clinical records	Sachi Inoue, PhD, Director of Adult OPS	Conference Room
12:00-1:00	Lunch	On your own	
1:00-2:30	Working Relationally at RAMS: Adult Case Presentation and Discussion	Anna Zozulinsky , PhD, Staff Psychologist	Conference Room
2:30-3:00	Break	Self-directed	Self-directed
3:00-4:00	Clinical Documentation at the Adult OPS(continued): <u>Assessment, Diagnosis, ANSA, and TX plan</u> - Getting ANSA Certified; - Initial Assessment & Update; - Supervisor role in Diagnosis - Initial Plan of Care & Update	Flora Chan, PsyD, RAMS AOP Clinical Manager and Supervisor	Conference Room
4:00-....	Clinical work according to your own schedule: ✓ Reviewing RAMS Paperwork ✓ Studying charts and transfer forms of assigned clients ✓ Contacting your clients and setting up first appointments ✓ Finishing up your CANS and ANSA Certifications, if needed	Self-directed	Training Center

By the end of the third week, **please contact our office manager (Kristina Bang), to give her a copy of your weekly schedule and to sign up for a clinical intake hour.** Don't worry about not knowing your exact client schedule yet – you can always change your schedule and your intake time later. **When creating your work schedules, please keep in mind that labor regulations do not allow you to work for longer than ten hours per day.**

Also by the end of the third week, **you will need to attempt to contact all of your clients** and be working on scheduling clinical appointments with them. When you make first appointments for new clients, **make sure to spread them out**, so you will not be seeing too many clients during your first weeks at RAMS. **If at all possible, please try to avoid scheduling many clients for Tuesday, Wednesday, and Thursday when the demand for treatment rooms is the greatest.** On these "busy" days, one is all too likely to have to spend a lot of time and energy "hunting" for treatment rooms; often, this results in rather inconvenient work schedules (e.g., a client appointment in the early mornings and another one in the late evening with a lot of "empty spaces" in between). We realize that this option may not work for some of you, but if your school/life schedule permits, it's a very good idea to plan on seeing most of your clients on Monday or Friday; this would make for a much more satisfying training experience.

Nick Weathersby, Clinical Assistant to the Training Program, Juliana de Oliveira Campos, Second Year Trainee, and Jung Yeon Yim, 2015-2016 Doctoral Intern will go over the Treatment Room Booking procedure with you and will be available to guide you through the process when you start using the system.

Please remember: we use a “no client, no room” system. This means you can't do any permanent room booking before you have confirmed clients' ongoing availability at specific times. Before you make an appointment, always confirm that there is a treatment room available; book a room right after you have made an appointment. Also, when you change client appointment times, you must promptly change your booking to reflect that you are no longer using the room.

If you have any difficulties getting in touch with some of your clients, please don't wait too long before you talk to your supervisor or to Alla about it.

THIRD WEEK

Tuesday, September 20, 2016

8:30-2:00	San Francisco Community Mental Health System Orientation	25 Van Ness Rm 610
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Wednesday, September 21, 2016

9:10-10:30	Beginning of Treatment	Sasha Zinchenko, PhD, Supervising Psychologist	Room KO
10:30-12:00	Avatar Training: Use of the Electronic Health Record System	Angela Tang, LCSW, Director of Operations	Conference Room
12:00-1:00	Lunch		On your own
1:00-5:00	Avatar Training: Use of the Electronic Health Record System (cont.)	Angela Tang, LCSW, Director of Operations	Conference Room

FOURTH WEEK

Tuesday, September 27, 2016

9:00-10:00	Confidentiality and Privacy Practices	Angela Tang, LCSW Director of Operations	Conference Room
10:10 – 11:00	Mandatory Child Abuse Reporting	Yuka Hachiuma, LMFT Director of CYF Services	Conference Room
11-10-12:00	Mandatory Reporting with Adults, Crisis and the Use of the RAMS OD System	Sachi Inoue, PhD, Director of Adult OPS	Conference Room
12:00-1:00	Lunch		On your own
1:00-2:00	Patient Financial Information Documents	Natalie Quan BIS Staff	Conference Room
2:10-3:00	Psychodynamic Conceptualization in Working with Severely Mentally Ill and Fragile Patients	Kelly Burns, PsyD, Supervising Psychologist	Room KO
2:00 -...	Clinical work & supervision according to your schedule	Self-directed	Training Center

Wednesday, September 28, 2016

9:10-10:30	In-service Training: Child Case Conference	Discussant: Holly Gordon, DMH Presenter: David Cushman, PsyD	Conference Room
11:00-12:00	First Monthly Training Team Meeting: <i>What your year at RAMS will be like? Overview of the logistics</i> - Weekly training schedule;; - Weekly work schedule; time off & vacation coverage - Signing for intakes and intake coverage; - Treatment room scheduling; - Clinical case requests & monthly caseload updates; - Charting & Quality Assurance Procedures; - Training participation & supervision; - Feedback on supervision and training; - Grievance & Performance Remediation Procedures - Introduction to the help with RAMS Logistics (Google Drive Folder; Caseload List on the RAMS Server; Charting Consultations and Pre-PURQC) - Self care and tips to a satisfying year	Alla Volovich, PhD, Director of Training	Room KO

12:00-1:00	TRAINING PROGRAM'S POTLUCK LUNCH	Interns, Trainees & Supervisors	
1:00 - 2:30	Learning in Relational Supervision	David Cushman, PsyD Staff Psychologist & Supervisor	Room KO
2:30-4:00	With Culture in Mind: Working with Asian Clients at RAMS	Grace Gethers, PsyD, Staff Psychologist & Supervisor	Room KO

Thursday, September 29, 2016

9:00-7:00	Clinical work according to your own schedule	Self-directed	Training Center
10:30-11:50	Group Supervision (for trainees assigned to this group)	Sasha Zinchenko, PhD Supervising Psychologist	Room KO

Starting next week, please refer to the regular weekly training schedule, unless otherwise notified

**If details of clinical documentation/procedures feel confusing at first, don't despair!
Just follow the memos and manuals provided and you'll get there. After you start seeing clients
(and, therefore, charting), a review of clinical documentation procedures will be provided on**

Wednesday, October 12, 11am -12noon in the conference room

**by Nick Weathersby, Training Clinic Assistant,
with the help from Juliana De Oliveira Campos, Second Year Trainee,
and Jung Yeon Yim, 2015-2016 Doctoral Intern**

Please come to the conference room with laptops and a sample of your clinical charts.

On Monday, October 10, you are cordially invited to an all-day staff, intern and trainee retreat.

There will be no trainings that day and the clinic will be closed.