



**FIRST WEEK**

**Wednesday, September 6, 2017 Introduction and Welcome to RAMS**

9:00-10:00	<b>Welcome to RAMS: Group Meeting and Introductions</b>	<b>RAMS Supervisor Team</b>	Conference Room
10:00-10:20	<b>RAMS Mini Tour</b> , including instruction on the RAMS Office Policies and the use of RAMS' phone and voicemail systems.	Kristina Bang, <b>RAMS OPS Office Manager</b>	Meet at the Front Office
10:30-12:00	<b>In-service Training: Adult Case Conference</b>	Discussant: <b>Era Loewenstein, PhD</b> Presenter: <b>Stella Mak, MFT</b>	Conference Room
<b>12:00-1:00</b>	<b>Lunch</b>		
1:00-2:00	<b>Administrative and HR Issues</b>	Trina de Joya RAMS HR Director	Conference Room
2:00-2:50	<b>Working with Children and Families at RAMS:</b> - 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
3:00-4:00	<b>Introduction to Clinical Documentation for RAMS Child, Youth &amp; Family Outpatient Services</b> - <b>CYF Ongoing Paperwork:</b> - 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 - <b>CYF Billing RUs:</b> - Specific paperwork for Healthy Families, URMS, etc.; - <b>Opening Cases in Avatar:</b> when and how - <b>AVATAR Progress Notes:</b> content, charting timelines - <b>CANS Assessment/Treatment Planning System:</b> - Getting certified in CANS; - Initial Assessment & Update; - Supervisor role in Diagnosis - Plan of Care (Initial and Update) - <b>Closing of charts:</b> Why, when, and how - <b>Documentation Timelines:</b> Initial, ongoing & update - <b>PURQC and Quality Assurance Procedures</b> - <b>Maintenance &amp; storage of clinical records</b>	Yuka Hachiuma, LMFT, Director of CYF	Conference Room
4:00- ...	<ul style="list-style-type: none"> <li>✓ Get settled at your desk and set up your voicemail</li> <li>✓ Contact your supervisors &amp; submit your school contracts</li> <li>✓ Set up accounts for certification in ANSA and CANS computerized assessment systems (if you have not done it yet)</li> <li>✓ Submit paperwork for setting up accounts with Avatar computerized charting system (if you have not done it yet)</li> </ul>	Self-directed Q&A with Director of Training	Training Center

**Thursday, September 7, 2017**

9:00-...	<b>Clinical work according to your own schedule:</b> ✓ Getting certified in ANSA and CANS ✓ Access and study internship materials in GD Folder	Self-directed
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**Friday, September 9, 2016**

9:00-...	<b>Clinical work according to your own schedule:</b> ✓ Getting certified in ANSA and CANS ✓ Access and study internship materials in GD Folder	Self-directed
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**SECOND WEEK**

**Monday, September 11, 2017**

9:00-7:00	<b>Clinical work according to your own schedule:</b> ✓ Getting certified in ANSA and CANS	Self-directed
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**Tuesday, September 12, 2017**

9:00-10:00	<b>Mandatory Child Abuse Reporting</b>	Yuka Hachiuma, LMFT Director of CYF Services	Conference Room
10:00-11:00	<b>Initial Clinical Intakes for Children:</b> - 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 Jeffrey Lee, MFTi CYF Intake Coordinators	Conference Room
11:00-12:00	<b>Working Relationally at RAMS: Child Case Presentation and Discussion.</b>	Christine Wai, Psy.D. Staff Psychologist and Supervisor	Conference Room
12:00-1:00	Lunch	On your own	
1:00-4:00	<b>Introduction to RAMS Adult Outpatient Services:  <u>Adult Intake &amp; Overview of Clinical Documentation.</u></b> - 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 <b><u>Adult OPS Ongoing "Paper" Documentation:</u></b> - Letter about Working under Supervision; - Authorization to Release Information; - Patient Financial Information (PFI); - Fee Schedule and UMDAP Adjustment; - Request for Medical Evaluation - procedures - 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 - Maintenance and storage of clinical records	Sachi Inoue, PhD, Director of Adult OPS	Conference Room

**Wednesday, September 13, 2017**

8:30-12:00	<b>San Francisco Community Behavioral Services Orientation</b>	Community Behavioral Services	25 Van Ness Rm 610
12:00-1:00	Lunch		
1:00-5:00	<b>Avatar Training: Use of the Electronic Health Record System</b>	Angela Tang, LCSW, Director of Operations	1380 Howard Computer Lab

**Thursday, September 14, 2017      Orientation at the rotation sites**

10:00 - 10:40	<b>Comprehensive Crisis Services</b>	CCS Treatment Team	3801 3 <sup>rd</sup> St, Ste 400
11:00 - 11:40	<b>PAES Counseling Services</b>	Kelly Burns, PsyD, Rotation Supervisor	1235 Mission St.
12:00 - 12:40	<b>Broderick Street Adult Residential Program</b>	Michael Badolato, LMFT Program Director	1421 Broderick St.
1:00 - 1:40	<b>George Washington High School School-based Satellite Clinic</b>	David Cushman, PsyD, Rotation Supervisor	600 32nd Ave.
2:00 - 3:00	<b>Doctoral Interns' Meeting: Overview and Selection of Rotations</b>	Alla Volovich, PhD, Director of Training	Training Center
4:00-....	Clinical work according to your own schedule: <ul style="list-style-type: none"> <li>✓ Fill out the SPE verification form for the first weeks</li> <li>✓ Fill out self-evaluation using the RAMS intern evaluation form</li> <li>✓ Start working on the Individual Learning Plan</li> </ul>	Self-directed	Self-directed

**Friday, September 15, 2016**

9:30-12:00	<b>Psychological Assessment Seminar Orientation</b>	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
12:00-1:00	Lunch		Room KO
1:00-3:00	<b>Psychological Assessment Seminar Orientation</b>	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
9:00-5:00	<b>Clinical work according to your own schedule:</b> <ul style="list-style-type: none"> <li>✓ Review charts and paperwork</li> <li>✓ Fill out Regular Weekly Schedule; submit it to individual supervisors &amp; to the Front Office</li> </ul>	Self-directed	

Please note that **you are not expected to see any clients during the first three weeks of September. 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.**

## THIRD WEEK

### Monday, September 18, 2017

9:30-12:00	<b>Psychological Assessment Seminar Orientation</b>	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
12:00-1:00	Lunch		
1:00-3:00	<b>Psychological Assessment Seminar Orientation</b>	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
3:00-7:00	<b>Clinical work according to your own schedule:</b> ✓ Review of clinical cases, charts and paperwork ✓ Start calling clients to set up appointments	Self-directed	

### Tuesday, September 19, 2017

9:00-10:30	<b>Confidentiality and Privacy Practices</b>	Angela Tang, LCSW Director of Operations	Conference Room
11:00-12:00	<b>Patient Financial Information Documents</b>	Natalie Quan BIS Staff	Conference Room
12:00-1:00	Lunch		
1:00-2:30	<b>Documentation at the Adult OPS(continued):</b> <b><u>ANSA, Assessment, and Diagnosis</u></b> - Getting ANSA Certified; - Initial Assessment & Update; - Supervisor's role in the diagnosis - Initial Treatment Plan of Care & Update - PURQC and quality assurance procedures	Flora Chan, PsyD, Clinical Manager and Supervisor Stella Mak, MFT AOP PURQC Committee Member	Conference Room
2:45-3:45	<b>Mandatory Reporting with Adults, Crisis and the Use of the RAMS OD System</b>	Sachi Inoue, PhD, Director of Adult OPS	Conference Room
2:30-....	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	Self-directed	Training Center

### Wednesday, September 20, 2017

9:10-10:30	<b>Beginning of Treatment</b>	Sasha Zinchenko, PhD, Supervising Psychologist	Conference Room
11:00-12:00	<b>Working Relationally at RAMS: Adult Case Presentation and Discussion</b>	Flora Chan, PsyD	Room KO
12:00-1:00	Lunch		
1:00-2:00	<b>Drop-in Office Hour: School contracts, Q&amp;A, etc.</b>	Alla Volovich, PhD	Alla's Office
2:00-3:20	<b>Listening to Clients and Yourself in Relational Psychotherapy</b>	Grace Gethers, PsyD, Staff Psychologist & Supervisor	Room KO
	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	Self-directed	Training Center

### Thursday, September 21, 2017 **Orientation at the rotation sites**

rotation schedule	<b>Orientation to the work at the assigned rotation site</b>	Rotation Supervisors	Rotation sites
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### Friday, September 22, 2017

2:00-3:00	<b>Q&amp;A with the Director of Training</b> ✓ Fill out the BOP Supervision Agreement ✓ Fill out the BOP weekly SPE form ✓ Fill out school contracts	Alla Volovich, PhD, Director of Training	Training Center
9:00-5:00	<b>Clinical work according to your own schedule</b> ✓ Fill out the SPE verification form for the first week ✓ Start working on the Individual Learning Plan	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 have contacted 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.**

Maria Gerega and Rebecca Weinstein, Clinical Assistants to the Training Program 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.

## FOURTH WEEK

### Monday, September 25, 2017

9:30-1:50	<b>Psychological Assessment Seminar Orientation</b>	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
2:00 – 3:00	<b>Group Consultation/Seminar on Working with Children &amp; Families</b>	Michael Litter, PsyD, Psychologist in Private Practice	Room KO
9:00-7:00	Clinical work according to your own schedule	Self-directed	Self-directed

### Tuesday, September 26, 2017

9:00-10:00	<b>Sexual Harassment/Discrimination Prevention</b>	Trina de Joya RAMS HR Director	Conference Room
10:25-11:55	<b>Intern and Trainee Seminar</b>	Alla Volovich, PhD Director of Training	Room KO
12:00-1:00	Lunch		
2:20 -...	Clinical work and supervision according to your own schedule	Self-directed	Training Center

### Wednesday, September 27, 2017

9:10-10:30	In-service Training: <b>Child Case Conference</b>	Discussant: <b>Holy Gordon , DMH</b> Presenter: <b>David Cushman, PsyD</b>	Conference Room
11:00-12:00	<b>First Monthly Training Team Meeting:</b> What your year at RAMS will be like? and overview of the logistics <ul style="list-style-type: none"> <li>- Weekly training schedule;</li> <li>- Weekly work schedule; time off &amp; vacation coverage</li> <li>- Signing for intakes and intake coverage;</li> <li>- Treatment room scheduling;</li> <li>- Clinical case requests &amp; monthly caseload updates;</li> <li>- Charting &amp; Quality Assurance Procedures;</li> <li>- Training participation &amp; supervision;</li> <li>- Feedback on supervision and training;</li> <li>- Grievance and Performance Remediation Procedures</li> <li>- Introduction to the help with RAMS Logistics (Google Drive Folder; Caseload List on the RAMS Server;</li> </ul>	Alla Volovich, PhD, Director of Training	Room KO

	Charting Consultations and Pre-PURQC) - Self care and tips to a satisfying year		
12:00-1:00	<b>TRAINING PROGRAM'S POTLUCK LUNCH</b>	<b>Interns, Trainees &amp; Supervisors</b>	<b>Conference Room</b>
1:00-2:00	<b>Professional Development Issues</b>	Jorge Wong, PhD	Room KO
2:00- 3:30	<b>Learning in Relational Supervision</b>	Anna Zozulinsky, PsyD Staff Psychologist & Supervisor	Room KO

**Thursday, September 28, 2017**

rotation schedule	<b>Clinical work at the assigned rotation site</b>	Rotation Supervisors	Rotation sites
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**Friday, September 29, 2017**

9:30-12:00	<b>Psychological Assessment Seminar Orientation</b>	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
12:00-1:00	Lunch		
1:00-3:00	<b>Psychological Assessment Seminar Orientation</b>	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
9:00-5:00	<b>Clinical work according to your own schedule:</b> ✓ Continue studying charts, paperwork, etc. ✓ Client appointments, supervision, etc.	Self-directed	Training Center

**Starting next week, please refer to the regular weekly training schedule, unless otherwise notified. The only exception is Group Supervision with Cara Kwun, LCSW , which will start on October 16<sup>th</sup>.**

**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 11, 11am -12noon in the conference room***  
by Maria Gerega and Rebecca Weinstein, Training Clinic Assistants.

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

**On Monday, October 9, 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.**