



**FIRST WEEK**

**Wednesday, September 5, 2018 Introduction and Welcome to RAMS**

9:00-10:00	<b>Welcome to RAMS: Group Meeting and Introductions</b>	Training Group & Alla Volovich, PhD, Director of Training	Conference Room
10:00-10:20	<b>RAMS Mini Tour</b> & 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
10:30-12:00	<b>In-service Training: Adult Case Conference</b>	Discussant: <b>Sachi Inoue, PhD</b> Presenter: <b>Stella Mak, MFT</b>	Conference Room
12:00-1:00	<b>Lunch</b>		
1:00-2:00	<b>Administrative and HR Issues</b>	Trina de Joya RAMS HR Director	Training Center
2:15-2:55	<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	<p><b>Introduction to Clinical Documentation for RAMS Child, Youth &amp; Family Outpatient Services</b></p> <p><b>- CYF Ongoing Paperwork:</b></p> <ul style="list-style-type: none"> <li>- Letter about Working under Supervision;</li> <li>- Authorization to Release Information;</li> <li>- Request for Medical Evaluation;</li> <li>- Patient Financial Information (PFI)</li> <li>- Fee schedule and UMDAP adjustment</li> <li>- CRAFT Form</li> <li>- Tobacco Use</li> </ul> <p><b>- CYF Billing RUs:</b></p> <ul style="list-style-type: none"> <li>- Specific paperwork for Healthy Families, URMS, etc.</li> </ul> <p><b>- Opening Cases in Avatar:</b> when and how</p> <p><b>- AVATAR Progress Notes:</b> content, charting timelines</p> <p><b>- CANS Assessment/Treatment Planning System:</b></p> <ul style="list-style-type: none"> <li>- Getting certified in CANS;</li> <li>- Initial Assessment &amp; Update;</li> <li>- Supervisor role in Diagnosis</li> <li>- Plan of Care (Initial and Update)</li> </ul> <p><b>- Closing of charts:</b> Why, when, and how</p> <p><b>- Documentation Timelines:</b> Initial, ongoing &amp; update</p> <p><b>- PURQC and Quality Assurance Procedures</b></p> <p><b>- Maintenance &amp; storage of clinical records</b></p>	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>✓ 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
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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 by yourself through the website set up by the San Francisco Community Behavioral Health System for this purpose; use instructions I have emailed you earlier for registering at the website and then follow the instructions and manuals provided on the website. You do not have to be on-site at RAMS to work on the certification - the first week training is intentionally made shorter to allow you time for this work.

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 11, 2018

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> <ul style="list-style-type: none"> <li>- Intake scheduling procedures;</li> <li>- child and parent engagement and containment during intakes;</li> <li>- management of potential crisis issues;</li> <li>- Risk Assessment Form; HIPAA Form;</li> <li>- Consent for Treatment; Grievance Information;</li> <li>- Patient Financial Information (PFI);</li> <li>- Patients' Rights and Responsibilities;</li> <li>- "Choose Your Therapist" Form;</li> <li>- charting and billing for intakes;</li> <li>- Timeline for finishing intakes and obtaining co-signatures</li> </ul>	Dora Hu, LMFT CYF Clinical Staff	Conference Room
11:00-12:00	<b>Working Relationally at RAMS: Child Case Presentation and Discussion.</b>	Cristine Wai, PsyD, Staff Psychologist & 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> <ul style="list-style-type: none"> <li>- Welcome to Adult OPS;</li> <li>- Adult Intake procedures &amp; assessing eligibility for services;</li> <li>- Scheduling initial clinical intakes;</li> <li>- HIPAA Form;</li> <li>- Consent for Treatment;</li> <li>- Patients' Rights and Responsibilities;</li> <li>- Grievance Information;</li> <li>- Charting intakes/obtaining co-signatures;</li> <li>- Timeline for finishing intakes</li> </ul> <b><u>ANSA, Assessment, and Diagnosis</u></b> <ul style="list-style-type: none"> <li>- Getting ANSA Certified;</li> <li>- Initial Assessment &amp; Update;</li> <li>- Supervisor's role in the diagnosis</li> <li>- Initial Treatment Plan of Care &amp; Update</li> </ul> <b><u>Adult OPS Ongoing "Paper" Documentation:</u></b> <ul style="list-style-type: none"> <li>- letter about Working under Supervision;</li> <li>- authorization to Release Information;</li> <li>- Patient Financial Information (PFI);</li> <li>- Fee Schedule and UMDAP Adjustment;</li> <li>- Request for Medical Evaluation - procedures</li> <li>- Opening cases in Avatar: When and how</li> </ul>	Sachi Inoue, PhD, Director of Adult OPS	Conference Room

	<ul style="list-style-type: none"> <li>- AVATAR Progress Notes: Content and timelines</li> <li>- Closing of charts: Why, when, and how</li> <li>- Documentation timelines: Initial, ongoing and annual</li> <li>- Maintenance and storage of clinical records</li> </ul>		
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### Wednesday, September 12, 2018

9:00-10:00	<b>Sexual Harassment/Discrimination Prevention</b>	Trina de Joya RAMS HR Director	Conference Room
11:00-12:00	<b>Mandatory Reporting with Adults, Crisis and the Use of the RAMS OD System</b>	Sachi Inoue, PhD, Director of Adult OPS	Conference Room
12:00-1:00	Lunch		
1:00-2:30	<b>Confidentiality and Privacy Practices</b>	Angela Tang, LCSW Director of Operations	Conference Room
2:45-3:45	<b>Patient Financial Information Documents</b>	Angela Tang, LCSW Director of Operations	Conference Room
3:45-....	Clinical work according to your own schedule: <ul style="list-style-type: none"> <li>✓ Reviewing RAMS Paperwork</li> <li>✓ Studying charts and transfer forms of assigned clients</li> <li>✓ Contacting your clients and setting up first appointments</li> </ul>	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 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.

**Wendy Ong, 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.

## THIRD WEEK

### Tuesday, September 18, 2018

8:30-11:00	<b>San Francisco Community Behavioral Services Orientation</b>	Community Behavioral Services	25 Van Ness Rm 610
11:00-11:40	Lunch		
12:00-5:00	<b>Avatar Training: Use of the Electronic Health Record System</b>	Angela Tang, LCSW, Director of Operations	1380 Howard Computer Lab

**Wednesday, September 19, 2018**

9:10-10:30	<b>Beginning of Treatment</b>	Sasha Zinchenko, PhD, Supervising Psychologist	Room KO
11:00-12:00	<b>Documentation (continued): PURQC and Quality Assurance Procedures</b>	Stella Mak, LMFT PURQC Committee Member and Supervisor Peggy Kim, LMFT Manager of School-based Services and Supervisor	Room KO
12:00-1:00	Lunch		
1:00-2:00	<b>Working Relationally at RAMS: Adult Case Presentation and Discussion</b>	Flora Chan, PsyD Staff Psychologist & Supervisor	Conference Room
2:00-3:20	<b>Listening to Clients and Yourself in Relational Psychotherapy</b>	Grace Yan, PsyD, Staff Psychologist & Supervisor	Room KO
3:20-...	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

**FOURTH WEEK****Tuesday, September 25, 2018**

9:00-10:20	<b>Learning in Relational Supervision</b>	Anna Zozulinsky, PhD Staff Psychologist & Supervisor Suresh Chacko, PsyD Staff Psychologist & Supervisor	Room KO
10:25-11:55	<b>Intern and Trainee Seminar</b>	Alla Volovich, PhD	Room KO
12:00-1:00	Lunch		
1:00 – 2:20	<b>Practicum Group Supervision (for trainees assigned to this group)</b>	Sachi Inoue, PhD	Room KO
2:20 - ...	Clinical work and supervision according to your own schedule	Self-directed	Training Center

**Wednesday, September 26, 2018**

9:10-10:30	In-service Training: <b>Child Case Conference</b>	Discussant: <b>Clara Kwun, LCSW</b> Presenter: <b>Christine Wai, 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 - 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 and 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	<b>TRAINING PROGRAM'S POTLUCK LUNCH</b>	<b>Interns, Trainees &amp; Supervisors</b>	Conference Room
1:00-2:00	<b>RAMS and Beyond: Thinking Systemically and Clinically in the Community Mental Health</b>	David Cushman, PsyD Staff Psychologist & Supervisor	Conference Room

**Thursday, September 27, 2018**

9:00-7:00	Clinical work and supervision according to your own schedule	Self-directed	Training Center
1:30 - 2:50	<b>Practicum Group Supervision (for trainees assigned to this group)</b>	Sasha Zinchenko, PhD	Room KO

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

On Friday, October 5, at 9:30 am,  
**Dr. Jorge Wong, RAMS President and CEO**, will be delivering his *State of the Agency* address.  
The event will be held at Google Community Space at 188 The Embarcadero.  
All staff trainees and interns are invited to attend, snacks will be provided.  
If you can make it there in person, please let me know before 9/28.  
The meeting will also be available via ZOOM.

On Monday, October 8, the clinic will be closed.  
You are cordially invited to the **RAMS Annual Staff Picnic**.  
Details to follow.

If 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),  
Wendy Ong, Training Clinic Assistant, will offer  
*Review of Clinical Documentation Procedures*  
(Wednesday, October 10, 11 am - noon, conference room)  
Please come to the conference room with RAMS laptops and a sample of your clinical charts.

There will also be *another training on charting provided by the SF CBHS* later in October.  
It will take into account the most recent changes in the requirements  
(which are due to be implemented starting October 1).  
Details are to follow; we are still in the process of scheduling it.