



FIRST WEEK

Wednesday, September 4, 2019 **Introduction and Welcome to RAMS**

9:00-10:00	Welcome to RAMS: Group Meeting and Introductions	Training Group & Alla Volovich, PhD, Director of Training & Training Program Supervisors	Conference Room
10:00-10:20	RAMS Mini Tour & 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	In-service Training: Adult Case Conference	Discussant: Meryl Botkin, PhD Presenter: Suresh Chacko, PsyD	Conference Room
12:00-1:00	Lunch		
1:00-2:00	Administrative and HR Issues	Trina de Joya RAMS HR Director	Conference Room
2:00-3:00	Working Relationally at RAMS: Adult Case Presentation and Discussion	Flora Chan, PsyD	Room KO
3:00- ...	<ul style="list-style-type: none"> ✓ Get settled at your desk ✓ Set up your voicemail ✓ Contact your individual supervisors ✓ Submit your school contracts to supervisors (if applicable) 	Self-directed Q&A with Director of Training	Training Center

Thursday, September 5, 2019 Orientation Tour of Rotations

9:30 - 10:10	Comprehensive Crisis Services	Stephanie Felder, MS Program Director Bella Yu, PsyD, Rotation Supervisor CCS Training Team	3801 3rd St, Ste 400
10:40 - 11:20	CAAP Counseling Services	Emily Bridwell, LCSW, Program Director Grace Yan, PsyD, Rotation Supervisor	1235 Mission St.
11:50 - 12:30	Broderick Street Adult Residential Program	Michael Badolato, LMFT Program Director Alexander Zinchenko, Rotation Supervisor	1421 Broderick St.
12:50 - 1:30	George Washington High School School-based Satellite Clinic	David Cushman, PsyD, Rotation Supervisor Anna Zozulinsky, PsyD Program Director	600 32 nd Ave.
2:00 - 3:30	Doctoral Interns' Meeting: - Overview & Selection of Rotations - Internship Program Overview - Discussion of the CA BOP Supervision Agreement - Q&A with the Director of Training	Alla Volovich, PhD, Director of Training	Training Center Interns' Office

Friday, September 6, 2019

9:00-...	Clinical work according to your own schedule: ✓ Submit you school contracts, if applicable ✓ Access and study internship materials in GD Folder ✓ Fill out self-evaluation using the RAMS form (on GD) ✓ Start working on your individual learning plan ✓ Fill out the BOP weekly SPE form for the first week	Self-directed	
1:00-5:00	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor	Room KO

SECOND WEEK

Monday, September 9, 2019

1:00-5:00	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
9:00-7:00	Clinical work according to your own schedule: ✓ Review of clinical cases, charts and paperwork ✓ Start calling clients to set up appointments	Self-directed	

Tuesday, September 10, 2019

9:00-9:45	Working with Children and Families at RAMS: - Introduction to Children's Outpatient Services - Play Therapy Rooms: Sign-up Process, Use and Rules	Anna Zozulinsky, PhD Director of Outpatient Child, Youth & Family Services	Conference Room
10:00-11:00	Initial Clinical Intakes for Children: - Intake scheduling procedures; - Child and parent engagement & containment during intakes; - Management of potential crisis issues; - Risk Assessment Form; - Consent for Treatment; - HIPAA information; - Grievance Information; - "Choose your therapist" form; - Patients' Rights and Responsibilities; - Patient Financial Information (PFI); - Charting and billing for intakes; - Timeline for finishing intakes and obtaining co-signatures	Vivian Lee Pichardo, PsyD & Zhilong Li, LPCC, CYF Intake Coordinators	Conference Room
11:00-12:00	Working Relationally at RAMS: Child Case Presentation and Discussion	Christine Wai, PsyD, Staff Psychologist & Supervisor	Conference Room
12:00-1:00	Lunch	On your own	
1:00-3:00	Introduction to Clinical Documentation for RAMS Child, Youth & Family Outpatient Services - CYF Ongoing Paperwork: - 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: - Specific paperwork for Healthy Families, ERMHS, etc. Opening Cases in Avatar: when and how - AVATAR Progress Notes: content, charting timelines - CANS Assessment/Treatment Planning System: - Getting certified in CANS; - Initial Assessment & Update; - Supervisor role in Diagnosis - Plan of Care (Initial and Update) - Closing of charts: Why, when, and how - Documentation Timelines: Initial, ongoing & update - Maintenance & storage of clinical records - PURQC and Quality Assurance Procedures	Keiko Hinoki, LMFT CYF QI Supervisor	Conference Room
3:00- ...	✓ Get settled at your desk ✓ Contact your individual supervisors ✓ Start reviewing the charts assigned to you	Self-directed	Training Center

Wednesday, September 11, 2019

9:00-12:00	<p>Introduction to RAMS Adult Outpatient Services: <u>Adult Intake & Overview of Clinical Documentation.</u></p> <ul style="list-style-type: none"> - Welcome to Adult OPS; - Adult Intake procedures & assessing eligibility for services; - Scheduling initial clinical intakes; - Consent for Treatment; - HIPAA Information; - Grievance Information; - Patients' Rights and Responsibilities; - Charting intakes/obtaining co-signatures; - Timeline for finishing intakes <p><u>ANSA, Assessment, and Diagnosis</u></p> <ul style="list-style-type: none"> - Getting ANSA Certified; - Initial Assessment & Update; - Supervisor's role in the diagnosis - Initial Treatment Plan of Care & Update <p><u>Adult OPS Ongoing "Paper" Documentation:</u></p> <ul style="list-style-type: none"> - 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 Outpatient Services	Conference Room
12:00-1:00	Lunch		
1:00-2:20	Beginning of Treatment	Sasha Zinchenko, PhD, Supervising Psychologist	Conference Room
2:30-3:50	Listening to Clients and Yourself in Relational Psychotherapy	Grace Yan, PsyD, Staff Psychologist & 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 	Self-directed	Training Center

Thursday, September 12, 2019

9:00-5:00	For an intern who is assigned to the CCS Rotation: Orientation at the CCS	CCS Training Team	CCS
9:00-7:00	For other two interns: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ Filling out out Regular Weekly Schedule & submitting it to the Front Office ✓ Signing up for a clinical intake hour ✓ Filling out the SPE verification form for the second week 		Self-directed

Friday, September 13, 2019

9:00-5:00	For interns who are assigned to GWHS or CAAP rotations: Orientation at the rotation sites	Rotation Supervisors	Rotation Sites
9:00-5:00	For the intern who is assigned to CCS: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ Filling out Regular Weekly Schedule & submitting it to the Front Office ✓ Signing up for a clinical intake hour ✓ Filling out the SPE verification form for the second week 		Self-directed

By the end of the second 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 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.**

THIRD WEEK

Monday, September 16, 2019

1:00-5:00	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
9:00-7:00	Clinical work according to your own schedule: <ul style="list-style-type: none"> ✓ Review of clinical cases, charts and paperwork ✓ Setting up client appointments 	Self-directed	

Tuesday, September 17, 2019

9:00-5:00	Avatar Training: Use of the Electronic Health Record System	Avatar Help Desk staff	1380 Howard Computer Lab
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Wednesday, September 18, 2019

9:00-10:00	Mandatory Reporting with Adults, Crisis and the Use of the RAMS OD System	Sachi Inoue, PhD, Director of Adult OPS	Conference Room
10:50-12:00	Compliance and Confidentiality/Privacy Practices	Angela Tang, LCSW Director of Operations	Conference Room
12:30-1:00	Lunch		
1:00-2:00	Mandatory Child Abuse Reporting	Anna Zozulnsky, PhD Director of CYF Services	Conference Room
2:00-3:00	Sexual Harassment/Discrimination Prevention	Trina de Joya RAMS HR Director	Room KO
3:00-...	Clinical work according to your own schedule: <ul style="list-style-type: none"> ✓ Reviewing documentation instructions ✓ Contacting your clients and setting up appointments 	Self-directed	Training Center

Thursday, September 19, 2019

9:00-5:00	For an intern who is assigned to the CCS rotation: Orientation at the CCS	CCS Training Team	CCS
9:00-7:00	For the other interns: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ Filling out Regular Weekly Schedule & submitting it to the Front Office ✓ Signing up for a clinical intake hour ✓ Filling out the SPE verification form for the second week 	Self-directed	

Friday, September 20, 2019

9:00-5:00	For interns who are assigned to GWHS or CAAP rotations: Orientation at the rotation sites	Rotation Supervisors	Rotation Sites
9:00-5:00	For the other intern: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ Filling out Regular Weekly Schedule & submitting it to the Front Office ✓ Signing up for a clinical intake hour ✓ Filling out the SPE verification form for the second week 	Self-directed	

By the end of the third week, **you will need to have attempted to contact all of your assigned clients** and be working on scheduling clinical appointments with them.

When you make your first client appointments, make sure to spread them out, so you will not be seeing too many new clients during your first weeks. **If at all possible, please try to avoid scheduling many clients for Tuesday and Wednesday, when the demand for treatment rooms is the greatest.** On these “busy” days, it’s hard to book treatment rooms, which may result 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). If you can see most of your clients on Monday or Friday, this would make for a much more satisfying training experience.

Stephanie Fong and Kenneth Leong, 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 Alla about it.

FOURTH WEEK

Monday, September 23, 2019

1:00-5:00	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor	Room KO
9:00-7:00	Clinical work according to your own schedule: ✓ Review of clinical cases, charts and paperwork ✓ Start calling clients to set up appointments	Self-directed	

Tuesday, September 24, 2019

9:00-10:20	Learning in Relational Supervision	Andrea Chan, PsyD Staff Psychologist & Supervisor	Room KO
10:25-11:55	Intern and Trainee Seminar	Alla Volovich, PhD Director of Training	Room KO
12:00-1:00	Lunch		
1:00-2:00	Patient Financial Information Documents	Angela Tang, LCSW Director of Operations	Room KO
2:00-3:00	Adult Services Documentation (continued): PURQC and Quality Assurance Procedures	Stella Mak, LMFT PURQC Committee Member and Supervisor	Room KO
4:00 -...	Clinical work and supervision according to your schedule	Self-directed	Training Center

Wednesday, September 25, 2019

9:10-10:30	In-service Training: Child Case Conference	Discussant: Milton Schaefer, PhD Presenter: Aya Sato, LCSW	Conference Room
11:00-12:00	First Monthly Training Team Meeting: Introduction to the Training Program - Weekly training schedules; - In-service presentation schedules; - 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; - On-line feedback on supervision and seminars; - Grievance and Performance Remediation; - 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	Conference Room
1:00-2:00	RAMS and Beyond: Thinking Systemically and Clinically in the Community Mental Health	David Cushman, PsyD	Room KO

Thursday, September 26, 2019

Schedules vary	Orientation, supervision, and clinical work at the rotation sites or the outpatient clinic according to your own schedule	Self-directed	Training Center
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Friday, September 27, 2019

Schedules vary	Orientation, supervision, and clinical work at the rotation sites or the outpatient clinic according to your own schedule	Rotation Staff	Rotation Sites
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Starting next week, please refer to the regular weekly training schedule, unless otherwise notified.

- *Interns' Group Supervision with Sachi Inoue, PhD*: Weekly group supervision will start on 10/03.
- *Interns' Assessment Seminar and Supervision with Mai Nguyen, PsyD*: Orientation will continue through 9/30 (2:10-5:00); the regular assessment seminar & supervision will start on 10/07.
- *Group Consultation/Seminar on Working with Children & Families with David Cushman, PsyD*: Weekly elective seminar will start on 9/30.
- *Psychodynamic Conceptualization in Working with Severely Mentally Ill and Fragile Patients with Grace Yan, PsyD*: Weekly elective seminar will start on 10/09.

On Monday, October 14, the clinic will be closed.

You are cordially invited to *the RAMS Annual Staff Retreat*. 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),
Stephanie Fong and Kenneth Leong, Training Clinic Assistants, will offer
Review of Clinical Documentation Procedures
(Wednesday, October 9, 11am -12noon, conference room)

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