



FIRST WEEK

Wednesday, September 9, 2020 Introduction and Welcome to RAMS

9:00-10:15	Welcome to RAMS: Group Meeting and Introductions	Training Group & Training Program Supervisors
10:30-12:00	In-service Training: Adult Case Conference	Discussant: Eric Glassgold, MD Presenter: Andrea Chan, PsyD
12:15-1:00	Training Program's Team Lunch: Shared Virtually in Zoom Break-out Groups	
1:00-2:00	Working Relationally at RAMS: Adult Clients in Teletherapy. Case Vignettes & Group Discussion.	Sasha Zinchenko, PhD, Supervising Psychologist Wendy Ong, PhD, last year's intern
2:15-3:00	Introduction to the Training Program <ul style="list-style-type: none"> - Work schedule; time off & vacation coverage; - Signing for intakes and intake coverage; - 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 and Chatting Group Consultations) - Self-care and tips to a satisfying year 	Alla Volovich, PhD, Director of Training
3:00-...	<ul style="list-style-type: none"> ✓ Contact your individual supervisors ✓ Set up your RAMS voicemail ✓ Access your RAMS email ✓ Get familiar with the Training Program folder on the RAMS Google Drive (accessible only via RAMS email) 	On your own

Thursday, September 10, 2020

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
11:00-12:00	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor
12:00-1:00	Lunch Shared over Zoom: Doctoral Interns and Assessment Supervisor	

Friday, September 11, 2020 Orientation Tour of Rotations

10:10 – 10:25	Virtual Rotation Tour: What to Expect and How to Make Use of It	Alla Volovich, PhD Director of Training
10:30 – 11:10	San Francisco Comprehensive Crisis Services, DPH	Stephanie Felder, MS Program Director Bella Yu, PsyD, On-site Rotation Supervisor CCS Training Team
11:20 – 12:00	Transitional Youth Empowerment of HireAbility, RAMS, Inc.	Carmen Castorena- O'Keefe, BS Program Director Steven Taka, LMFT Program Manager Maya Feng, LPCC, Program Manager
12:00-1:00	Lunch Break	
1:00 – 1:40	Division of Peer-based Services, RAMS, Inc	Hasian Sinaga, BA Program Director Richard Zevin, LCSW, Clinical Manager
2:00-2:40	Broderick Street Adult Residential Program, RAMS, Inc.	Kirstin Chun, LMFT Program Director
3:00 – 3:50	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

For the next three weeks, we'll keep you busy with paperwork- and procedure-related trainings. Please note that **you are not expected to see clients until the last week of the orientation period.**

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.

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 the instructions I emailed you for registering at the website and then follow the manuals provided on the website.

SECOND WEEK

Monday, September 14, 2020

9:45 - 2:45 with lunch break	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor
3:30-5:00	HR Orientation	Tatyana Ryleeva, HR Assistant Kris Narahara, HR Generalist
4:00-...	Clinical work according to your own schedule: ✓ Get certified in CANs and ANSA	Self-directed

Tuesday, September 15, 2020

9:00-9:15	- <u>Welcome and Introduction to RAMS Adult Outpatient Services</u>	Sachi Inoue, PhD, Director of Adult Outpatient Services
9:15-9:45	<u>Adult Intake & Overview of Clinical Documentation.</u> - Adult Intake procedures & assessing eligibility for services; - Scheduling initial clinical intakes; - Consent for Treatment; - HIPAA Information; - Grievance Information; - Patients' Rights and Responsibilities; - Intake submission procedure	Stella Mak, LMFT AOP QI Supervisor & Kristina Bang, Front Office Manager and AOP Intake Coordinator
10:00-11:15	<u>ANSA, Assessment, and Diagnosis</u> - Getting ANSA Certified; - Admission Diagnosis and Update <i>(you submit your diagnostic impressions to supervisor who finalizes the diagnosis and enters it in Avatar)</i> - Initial Treatment Plan of Care & TPOC Update <u>Adult OPS Ongoing Documentation:</u> - Working under Supervision Letter <i>(document in Avatar that client has been informed);</i> - Authorization to Release Information; - Patient Financial Information (PFI); - Fee Schedule and UMDAP Adjustment; - Opening cases in Avatar: When and how - AVATAR Progress Notes: Content and timelines - Documentation timelines: Initial, ongoing and annual - Closing of charts: Why, when, and how - Request for Medical Evaluation – procedures - Storage of non-Avatar clinical records <i>(Training Program's Virtual Chart Room on the RAMS secure storage drive)</i>	Stella Mak, LMFT AOP QI Supervisor
11:30-12:00	<u>PURQC and Quality Assurance Procedures:</u> - PURQC Timelines - CSA Form; Requested Hours & Areas of Impairment - PURQC Checklist and Supervisor's pre-PURQC Review - Obtaining supervisors' Signatures - Procedure for PURQC Submission - QI Consultations with Stella <i>(second Wednesday of the month, 11-12; during the Virtual Training Center "Charting and Chatting" time)</i>	Stella Mak, LMFT AOP QI Supervisor
12:00-1:00	Lunch Break	
1:00-2:00	Mandatory Reporting with Adults. and the Use of the RAMS OD System	Crisis Sachi Inoue, PhD, Director of Adult OPS

2:15 -2:30	<p style="text-align: center;">Use of Technology and IT Support</p> <ul style="list-style-type: none"> - Overview: VPN, Accessing RAMS Storage Drive, and starting Avatar - RAMS IT Policy and Procedures - Requesting technical assistance from the RAMS Help Desk - Overview of the Training Program's part of the storage drive 	<p style="text-align: center;">Mike Dang, IT Director & Alla Volovich, PhD Director of Training</p>
3:00-....	<p>Clinical work according to your own schedule:</p> <ul style="list-style-type: none"> ✓ Reviewing AOP paperwork handouts ✓ Learning to access RAMS storage drive ✓ Reviewing transfer forms of assigned clients 	Self-directed

Wednesday, September 16, 2020

9:00-9:20	Welcome & Introduction to RAMS Children's Outpatient Services	<p style="text-align: center;">Anna Zozulinsky, PhD Director of Outpatient Child, Youth & Family Services</p>
9:20-10:00	<p><u>Initial Clinical Intakes for Children:</u></p> <ul style="list-style-type: none"> - 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; - Intake submission procedure 	<p style="text-align: center;">Taylor Langley, AMFT CYF Intake Coordinator</p>
10:15-12:15	<p><u>Introduction to Clinical Documentation for RAMS Child, Youth & Family Outpatient Services</u></p> <ul style="list-style-type: none"> - CYF Ongoing Paperwork: <ul style="list-style-type: none"> - Letter about Working under Supervision (<i>document in Avatar that client has been informed</i>); - Authorization to Release Information; - Patient Financial Information (PFI) - Fee schedule and UMDAP adjustment - CRAFT Form - Tobacco Use - Request for Medical Evaluation – procedures - CANS Assessment/Treatment Planning System: <ul style="list-style-type: none"> - Getting certified in CANS; - Initial Assessment & Update; - Admission Diagnosis and Update (<i>you submit your diagnostic impressions to supervisor who finalizes the diagnosis and enters it in Avatar</i>) - Plan of Care (Initial and Update) - Opening Cases in Avatar: when and how - Closing of charts: Why, when, and how - Documentation Timelines: Initial, ongoing & update - Storage of non-Avatar clinical records (<i>in the Virtual Chart Room on the RAMS secure storage drive</i>) - PURQC Timelines and Procedures <ul style="list-style-type: none"> - PURQC Timelines - CSA Form and PURQC Checklist for CYF Cases - Supervisor's pre-PURQC Case Review and Co-Signatures - Procedure for PURQC Submission - QI Consultations with Keiko (<i>third Wednesday of the month, 11-12; during the Virtual Training Center "Charting and Chatting" time</i>) 	<p style="text-align: center;">Keiko Hinoki, LMFT CYF QI Supervisor</p>
12:15-1:00	Lunch Break	
1:00-2:00	<p style="text-align: center;">Working Relationally at RAMS: Remote Play Therapy. Is it even a thing? Case Vignettes and Group Discussion.</p>	<p style="text-align: center;">Christine Wai, PsyD, Staff Psychologist & Supervisor & Tim Kim, last year's intern</p>
2:15-3:00	<p style="text-align: center;">Mandatory Child Abuse Reporting. Handling Risks & Crises with Children in the Remote Work Environment.</p>	<p style="text-align: center;">Anna Zozulinsky, PhD Director of CYF Services</p>
3:00- ...	<ul style="list-style-type: none"> ✓ Reviewing CYF paperwork handouts 	Self-directed

Thursday, September 17, 2020

9:00-5:00	Rotation Orientation for an intern at the CCS Rotation	CCS Training Team
9:00-...	For the other two interns: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ Submitting Regular Weekly Schedule on Google Drive ✓ Contacting Kristina Bang and signing up for a clinical intake hour ✓ Filling out the SPE verification form for the second week 	

Friday, September 18, 2020

9:00-5:00	Rotation Orientation at Broderick & PD/TAY	Rotation Staff
9:00-...	For the intern who is assigned to the CCS Rotation: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ Submitting Regular Weekly Work Schedule on Google Drive ✓ Contacting Kristina Bang and signing up for a clinical intake hour ✓ Filling out the SPE verification form for the second week 	

By the end of the second week, you will need to **enter your weekly work schedule into 2020-21 Training Group's Weekly Work Schedules** in the Training Program's folder on RAMS Google Drive. You also will need to **contact Kristina Bang, Office Manager and 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 21, 2020

9:45 - 2:45 with lunch break	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor
9:00-7:00	Clinical work and supervision 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 22, 2020

9:00-10:30	Compliance and Confidentiality/Privacy Practices. RAMS Telehealth Policies.	Angela Tang, LCSW Director of Operations
11:00-12:00	Discrimination and Harassment Prevention Training	Trina deJoya, HR Director
12:30-1:00	Lunch	
1:00-1:45	Financial Information Documents. Billing Codes and Help with Correcting Billing Mistakes.	Jackson Yip, BIS Assistant
1:00-...	Clinical work and supervision according to your own schedule: <ul style="list-style-type: none"> ✓ Reviewing documentation instructions ✓ Contacting your clients and setting up appointments 	Self-directed

Wednesday, September 23, 2020

9:00 - 4:00	Avatar Training: Use of the Electronic Health Record System	Avatar Help Desk staff
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Thursday, September 24, 2020

9:00-5:00	For an intern who is assigned to the CCS rotation: Orientation at the rotation site	CCS Training Team
9:00-...	For the other interns: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ Filling out the SPE verification form for the second week 	Self-directed

Friday, September 25, 2020

9:00-5:00	Rotation Orientation for Broderick and Peer Division/TAY rotations	Rotation Sites Staff
9:00-...	For the other intern: <ul style="list-style-type: none"> ✓ Clinical work and supervision according to your own schedule ✓ 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.

Please remember: Interns and trainees are not supposed to see clients in the last hour of clinic's operation. This ensures that the OD team is available in the event of a crisis and that nobody has to work after hours.

If you encounter problems getting in touch with a client, please don't wait too long before you talk to Alla about it.

FOURTH WEEK

Monday, September 28, 2020

9:45 - 2:45 with lunch break	Psychological Assessment Seminar Orientation	Mai Nguyen, PsyD, Assessment Supervisor
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 29, 2020

9:00-10:00	Learning in Relational Supervision	Andrea Chan, PsyD Staff Psychologist & Supervisor
10:20-11:50	Intern and Trainee Seminar	Alla Volovich, PhD Director of Training
12:00 - ...	Clinical work and supervision according to your schedule	Self-directed

Wednesday, September 30, 2020

9:10-10:30	In-service Training: Child Case Conference	Discussant: Holly Gordon, DMH Presenter: Aya Sato, LCSW
11:00-11:50	First Monthly Training Team Meeting: Q & A	Alla Volovich, PhD, Director of Training
12:00-1:00	TRAINING PROGRAM'S ZOOM VIRTUAL POTLUCK LUNCH	Interns, Trainees & Supervisors
3:00-4:00	Cultural Competency Project Meeting	Alla Volovich, PhD Director of Training

Thursday, October 1, 2020

1:30-3:00	Groups and Systems: Group Supervision on Rotation Experience	Sasha Zinchenko, PhD, Supervising Psychologist
Schedules vary	Supervision and clinical work according to your own schedule	Self-directed

Friday, October 2, 2020

Schedules vary	Orientation, supervision, and clinical work at the rotations	Rotation Staff
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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), you can get consultations on paperwork during the *Virtual Training Center "Charting and Chatting Time"* from Amir Tavari, Training Clinic Assistant, and our QI Supervisors, Keiko Hinoki and Stella Mak.

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

- *Interns' Group Supervision with Clara Kwun, LCSW: Starts on 10/05.*
- *Interns' Assessment Seminar and Supervision with Mai Nguyen, PsyD: Starts on 10/05.*
- *Group Consultation on Working with Children & Families with Michael Litter, PsyD: Starts on 10/05.*
- *Clinical Understanding and Sociocultural Considerations with Community Mental Health Clients with Flora Chan, PsyD: Starts on 10/14.*