



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 	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 until the last week of 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.

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. You do not have to be on-site at RAMS to work on the certification - the first week's orientation training is intentionally made shorter to allow you time for this work.

SECOND WEEK

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	Cristine 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 QA Manager	Conference Room
3:00- ...	<ul style="list-style-type: none"> ✓ Get settled at your desk ✓ Contact your individual supervisors and schedule supervision ✓ Start reviewing the charts assigned to you 	Self-directed	Training Center

Wednesday, September 11, 2019

9:00-12:00	Introduction to RAMS Adult Outpatient Services: <u>Adult Intake & Overview of Clinical Documentation.</u> <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 <u>ANSA, Assessment, and Diagnosis</u> <ul style="list-style-type: none"> - Getting ANSA Certified; - Initial Assessment & Update; - Supervisor's role in the diagnosis - Initial Treatment Plan of Care & Update <u>Adult OPS Ongoing "Paper" Documentation:</u> <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

By the end of the second week, **please contact our office manager (Kristina Bang), to give her a copy of your regular weekly work schedule and to sign up for a clinical intake hour** (you will start conducting intakes for new clients at the end of September-beginning of October).

When creating your first work schedules, please don't worry about not knowing your future client schedule yet – you can always make changes to both your weekly work schedule and your intake time (just don't forget to promptly inform your supervisor and the front office about it).

Please note that given the intensity of the work, **we expect you to spread your twenty hours of practicum over at least three days per week.** Additionally, per labor regulations you are not allowed you to work longer than ten hours in a row on any given day. Please keep in mind that **if you can see some of your clients on Monday or Friday, it would make for a much more satisfying training experience:** It's is much easier to book treatment rooms on these days than on Tuesday, Wednesday, and Thursday.

THIRD WEEK

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	Confidentiality and 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: ✓ Reviewing documentation instructions ✓ Contacting your clients and setting up appointments	Self-directed	Training Center

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 at once. **If at all possible, please try to avoid scheduling many clients for Tuesday and Wednesday, when the demand for treatment rooms is the greatest.** Seeing clients on these “busy” days 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). This could be avoided if you can see some of your clients on Monday or Friday.

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. Same applies to intakes: Please do not book a room for your intake hour unless you already have an intake scheduled). 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

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

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

- ⇒ **Practicum Group Supervision on Tuesday afternoon, with Sachi Inoue, PhD:**
This group supervision (mandatory for those assigned to this group) will start on 10/01.
- ⇒ **Practicum Group Supervision on Thursday morning, with Alexander (Sasha) Zinchenko, PhD:**
This group supervision (mandatory for those assigned to this group) will start on 10/03.
- ⇒ **Group Consultation/Seminar on Working with Children & Families, with David Cushman, PsyD:**
This elective weekly seminar will start on 9/30.
- ⇒ **Psychodynamic Conceptualization in Working with Severely Mentally Ill and Fragile Patients, with Grace Yan, PsyD:**
This elective weekly seminar will start on 10/09.

Please note: On **Monday, October 14**, RAMS outpatient 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 keep the memos and manuals provided, follow them step-by-step, 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.