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## Course Completion Policy

1. Training content is delivered online and is self-paced to provide maximum accessibility and accommodation.
2. Participants are given six weeks to complete all the training modules at a suggested pace of three (3) modules per week. ALL MODULES AND WORK EXPERIENCE (WEX) HOURS MUST BE COMPLETED TO RECEIVE CERTIFICATION.
3. The training coordinator conducts office hours every Friday from 10 to 11am where participants can share their challenges and get questions answered. The training coordinator may also share resources and self-care tips.
4. The training coordinator may also be reached by email any time with questions or concerns.
5. Individuals needing additional in-person support can come into our Victorville, CA learning center. Peer staff are on hand Monday -Thursday from 10am to 5pm to assist participants with the online training.
6. Each seat in the Relias Learning classroom is paid for and assigned to specific learners. To ensure efficient and effective use of the learning space, student attendance is important. A student that has not logged in for two consecutive weeks following orientation and/or completed learning modules for 2 consecutive weeks or had not shown up for two consecutive weeks of WEX will be contacted by email or phone by the training coordinator to discuss the matter and offer support. If there is no response after five days the participant will be dropped and the seat or WEX position reassigned.
7. Online, participant enrollment, module completion and quiz scores and transcripts are tracked and documented in the Relias<sup>®</sup> system. The WEX program supervisor tracks and documents participant attendance and progress.
8. Relias<sup>®</sup> creates a certificate for each module completed. These completion certificates are optional and are in addition to the BeHOPE Program Completion Certificate issued by Sterling Solutions.
9. Following the six-week training, participants that need additional time may be provided with an additional week to complete their modules.
10. Upon completion of the Medi-Cal Peer Specialist Online Training participants complete a 10 hour Career Counseling section.  
Completion of Career Counseling shall be evidenced by the following deliverables:
  - Completed Career profiler
  - Completed Resume
  - Completed Career Action Plan
  - Job search log (for some programs)

### WEX

- a. Work experience or WEX for short, is where participants practice the concepts and competencies learned in online training.

WEX activities may link participants with mental health peers and/or family members that can benefit from peer service assistance. Ideally, WEX activities have, or are able to develop outreach and community-based activities as well as direct-to-client skills such as group facilitation, crisis management, trauma-informed care, and resource referral. Participants may practice concepts such as HIPAA, trauma-informed care, cultural competency, working with an interdisciplinary team and clinical documentation.

**b. Days and Hours**

Work experience days and hours may vary depend on the needs of the participant. Participants must receive a minimum of 40 hours of work experience within a timeframe of about 4-6 weeks. A typical schedule is 10 hours per week for 4 weeks or 8 hours per week for 5 weeks. Participants should never work more than eight hours per day or over 40 hours per week. Participants and WEX site supervisor will be responsible for keeping track of participant hours. By law, participants must receive a 15-minute break within any four (4) hour work period as well as a thirty (30) minute lunch break if working more than 6 hours.

**c. Practice Skills**

Participant learning activities are based on the DHCS identified core competencies for Certified Medi-Cal Peer Support Specialists learned in the online training. Practice of these skills in work experience should equip learners to foster peer mutuality and support. The peer skills to be practiced are non-clinical, strengths-based and assist other peers to develop goals and create strategies for self-empowerment. Peer support activities should always be monitored and documented.

**Assignment Make-Up**

The six-week BeHOPE Certified Medi-Cal Peer Support Specialist online training consists of 28 modules. The suggested pace five (5) modules per week. If a participant falls behind in completing the modules:

1. Contact the training coordinator Amber Minniefield [amber@pmhsworkforce.org](mailto:amber@pmhsworkforce.org) within ten business days and develop a plan for making up the missing modules. Requests are accepted if the participant has completed at least three (3) modules, stays in communication, and is willing to work out a plan to complete the remaining modules. The training coordinator will inform a participant by email of the determination and decision to allow make-up of assignments. As long as the participant communicates, has a plan for making up assignments, and is making satisfactory progress towards the completion of the modules, their seat in Relias will remain active for six weeks past the initial six-week training period.
2. Should the participant still not have the required modules completed after the subsequent six-week period, their seat will become inactive and they will be unable to login. The participant must contact the program administrator Eboni Townsend [eboni@pmhsworkforce.org](mailto:eboni@pmhsworkforce.org) and arrange to resume training and complete the missing modules with the next cohort ***if there is an available seat in the online classroom.***
3. If there are no available seats the participant must wait until there is space available in a subsequent cohort. The participant must periodically contact either the training coordinator or the program administrator to communicate their desire to complete the program. When space becomes available the participant will be notified and given re-enrollment and training completions instructions.

**Appeals Process**

A participant that has not satisfactorily completed online training or work experience and has not communicated with the training coordinator or the program administrator, will be placed on inactive status. Inactive status means the participant no longer has login access to online training content or to the work experience (WEX) site.

A participant on inactive status may rejoin the program by taking the following steps:

1. Email the training coordinator or program administrator and request an electronic or hard copy of an **Inactive Status Appeal form**.
2. The participant must complete the Inactive Status Appeal for and provide, in their own words a written explanation of the circumstance(s) that resulted in the participant not completing online training or WEX. The explanation must also address what action(s) the participant is taking in order to be able to successfully complete online training and/or WEX.
3. When possible, official third-party documentation should be provided to support the circumstance(s) described in the explanation. Examples of acceptable documentation include, but are not limited to: ER/hospital discharge summaries, police records, letters of support from a professional third party (therapist, counselor, member of a religious organization, etc.) Note: A lack of documentation may result in denial of the appeal.
4. **Resume Training Plan**  
A plan for resuming training and/or making up missing modules or training hours also know as The Resume Training Plan, must accompany the appeal and be completed with and signed by both the training coordinator and the participant.

Note: Failure to submit a complete appeal will result in the submission being placed on a Pending status. Pending appeals are not reviewed until the student provides all required items. Appeals that have been Pending for 45 days or longer will be denied due to lack of activity.

Email the BeHOPE project training coordinator [amber@pmhsworkforce.org](mailto:amber@pmhsworkforce.org) or the program administrator [eboni@pmhsworkforce.org](mailto:eboni@pmhsworkforce.org) to request and submit the inactive Status Appeal form and the Resume Training Plan.

Complete Inactive Status appeals will be reviewed and you will be notified of a decision within 2-3 weeks of the submission date. Pended appeals will not be reviewed until all requested items are received, so time frame for these appeals is dependent on participant action. When an appeal is placed on Pending status a notice will be emailed to the participant.