

Appendix C Training Review Protocol

Members of the Community Engagement and Empowerment Team (CEET) from the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services, in collaboration with Behavioral Health Springboard (BHS) and their contractors, will make up the CPSS Training Technical Assistance Team (TAT). This Team will conduct unannounced visits to observe training (face-to-face and remote) and provide technical assistance. Course Owners are aware that reviewers may show up at training unannounced to observe the class and, therefore, must formally inform their students.

Training Schedule

The following are the steps involved in compiling the training schedule:

- Course Owners (CO) submit training schedules to BHS and post-training on the PSS website.
- The NCCPSS Program staff will update the training schedule and share it with CEET every two weeks.
- CEET will coordinate with BHS to schedule technical assistance visits and inform staff assigned.
- CO will submit information on training cancelations to BHS
- Course Owners will email links to access all CPSS Remote Learning sessions to the CPSS Training Technical Assistance Team's members at least two weeks before the class.
- Course Owners will email all electronic materials used in the CPSS Remote Learning sessions to the CPSS Training Technical Assistance Team's members at least two weeks before the class.
- Course owners will provide the telephone number and email address of UNC BHS Springboard to all training participants to provide positive or negative feedback regarding the online training.

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During Review

The following actions will occur during the review of a face-to-face or remote training:

Face to Face Training Session Observations

- CEET and BHS staff (Reviewers) will arrive early enough to introduce themselves to the trainer and be reassuring, emphasizing the review's nature.
- Reviewers will let the trainers decide how to introduce the reviewers to the group, or they can let them introduce themselves.
- Reviewers will introduce themselves to the group and explain why they are there, but they will sit outside of the group and not participate in activities. They will strive to be unobtrusive.
- Reviewers may go back for further observation if needed.

Remote Learning Training Session Observations

- Will follow the same protocol as face-to-face training. Observers will explain that they will not be displaying their camera during the training to conserve bandwidth and remain unobtrusive.

After Review

On completion of the review process:

- The TAT will not give feedback that day, only information about what the next step is in the process.
- The review team will summarize and submit the review tool to the Division of MH/DD/SAS (CEET) within five calendar days after the review.
- CEET will provide a narrative report based on the completed review tools to BHS within ten business days after the review.

The NCCPSS Program staff sends the report to the CO within five business days after receipt and offers a follow-up call with the CO and the reviewers.

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Introduction Script

To the Class:

Hello, I am _____ and I work for the NC DMH,DD,SAS on the Community Engagement and Empowerment Team (or a contractor with BHS). I am here today to merely observe this training, as it has been approved as a certification course for persons wanting to become a Certified Peer Support Specialist. Please know that my purpose is to observe how the approved course is being implemented in the community and not evaluate you as a trainer participant. Within the next week or so, I will give my feedback to the Behavioral Health Springboard, who will share it with the Course Developer.