



FIRST WEEK

Wednesday, September 7, 2011 **Introduction and Welcome to RAMS**

9:00-10:10	ALL RAMS MEETING	Kavoos Bassiri, LMFT, CGP RAMS CEO and President	Conference Room
10:30-12:00	In-service Training: <i>Adult Case Conference</i>	Presenter: Jean Choi, Psy.D. Discussant: Meryl Botkin, Ph.D.	Conference Room
12:00-1:00	WELCOMING LUNCHEON BY RAMS HOSTED	Interns, Trainees, Supervisors, RAMS Management and Staff	Conference Room
1:00-2:00	Welcome to RAMS: Group Meeting and Introductions	Alla Volovich, Ph.D RAMS Director of Training	Conference Room
2:00-2:45	Administrative and HR Issues	Katelynn Luong HR Benefits Specialist	Conference Room
2:45-3:30	RAMS Mini Tour, Instruction on RAMS Office Policies and the use of RAMS phone and voicemail system	Kristina Bang, OPS Office Manager	Meet at the Front Office (3626 Balboa)
4:00- ...	<ul style="list-style-type: none"> ✓ Get settled at your desk and set up your voicemail; ✓ Contact your supervisors; ✓ Set up accounts for certification in ANSA and CANS computerized assessment systems (if you have not done it yet) ✓ Fill out and submit paperwork for setting up accounts with Avatar (computerized charting and billing system) 	Self-directed	Training Center

Please note that **you are not expected to see any clients during the first two weeks** of your RAMS training. 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 through the website set up by the San Francisco Community Behavioral Health System for this purpose. This is something you can do on your own, using instructions provided on the website. Thus, during the first two weeks, 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 we are open hours and we will be happy to assist.

SECOND WEEK

Tuesday, September 13, 2011

9:00-10:00	RAMS MISSION AND VISION	Kavoos Bassiri, LMFT, CGP RAMS CEO and President	Conference Room
10:00-11:00	<i>Working with Children and Families at RAMS: Introduction to Children's Outpatient Services; Play Room Sign-up Process, Use and Rules.</i>	Nira Singh, Psy.D. Director of Outpatient Child, Youth & Family Services	Conference Room
11:00-12:00	<i>RAMS Child Case Presentation and Discussion</i>	Sharif Okasha, Psy.D. CYF Supervising Psychologist	Conference Room
12:00- 1:00	Lunch		On your own
1:00-2:00	✓ Getting settled in the training center; ✓ Studying charts and transfer forms of clients assigned to you	On your own, Q&A with Director of Training	Training Center
2:00-4:30	<i>Introduction to Adult Outpatient Services and Documentation for Adult Cases: Intake Procedures & Initial Paperwork for Adults</i> <i>Risk Assessment Form;</i> <i>HIPAA Form;</i> <i>Consent for Treatment and Grievance Information;</i> Adult OPS Ongoing Clinical Documentation: <i>Letter about Working under Supervision;</i> <i>Authorization to Release Information;</i> <i>Patient Financial Information (PFI);</i> <i>Fee Schedule and UMDAP Adjustment;</i> <i>Request for Medical Evaluation;</i> <i>Opening cases in Avatar;</i> <i>ANSA - Computerized Assessment & Treatment Plan System for Adults - (Getting Certified; Initial Assessment & Update; Initial Plan of Care & Update; Closing Cases);</i> <i>AVATAR Progress Notes;</i> Paperwork and PURQC timelines Ongoing maintenance of records	Sachi Inoue, Ph.D., Director of Adult OPS Clinic	Conference Room
4:30-....	✓ Work according to your own schedule	Self-directed	Training Center

Wednesday, September 14, 2011

9:10-10:30	Confidentiality and Privacy Practices	Angela Tang, LCSW RAMS Director of Operation	Conference Room
10:30- 12:00	Training Group Team Meeting <i>Overview of the Training Program; Logistics, Self-care and Survival Tips</i> <i>Training Schedule; Weekly Schedule & Room Schedule;</i> <i>Signing for Intakes;</i> <i>Case Assignment and Monthly Clinical Updates;</i> <i>Quality Assurance Procedures;</i> <i>Supervision and Evaluations;</i> <i>Feedback on Supervision and Training;</i> <i>Grievance and Performance Remediation;</i> <i>Vacations and Vacation Coverage</i>	Alla Volovich, Ph.D. Director Of Training	Conference Room
12:00-1:00	Potluck Lunch	Interns, Trainees, and Supervisors	Conference Room
1:00-3:00	Introduction to Documentation for Child, Youth and Family Outpatient Clinical Services: <i>Intake Procedures & Initial Paperwork for Children</i> <i>Risk Assessment Form; HIPAA Form;</i> <i>Consent for Treatment and Grievance Information;</i> <i>Patient Financial Information (PFI);</i> <i>"Choose Your Therapist" Form;</i> <i>Billing for Intakes</i> <i>CYF Ongoing Clinical Documentation:</i>	Nira Singh, Psy.D. Director of Outpatient Child, Youth & Family Services	Conference Room

	<i>Letter about Working under Supervision; Authorization to Release Information; Request for Medical Evaluation; Billing RUs and specific paperwork required - Healthy Families and AB3632 Paperwork, etc. Opening cases in Avatar CANS - Computerized Assessment & Treatment Plan System for children - Getting Certified; Initial Assessment & Update; Plan of Care (Initial and Update); AVATAR Progress Notes; Paperwork timelines and PURQC Ongoing maintenance of records</i>		
3:30-4:30	Mandatory Reporting, Crisis, and the Use of the RAMS OD System	Sachi Inoue, Ph.D., Director of Adult OPS Clinic	Conference Room

By the end of the third week, you will need to contact all your clients and start scheduling your first clinical appointments with them. When you make first appointments for new clients, make sure to spread them out, so you will not be seeing too many clients during your first weeks here.

Before you make an appointment, always confirm that there is a treatment room available and, after you have made an appointment, sign up for a room. Members of the Training Group will take turns managing the Training Center Room Schedule through the year. Please do not schedule many clients on Tuesday, Wednesday, and Thursday when the demand for treatment rooms is the greatest.

You will also need to contact Kristina Bang, our Office Manager, give her your weekly schedule and sign up for a clinical intake hour. Don't worry about not knowing your exact client schedule yet – you can always change your schedule and your intake time later.

THIRD WEEK

Tuesday, September 20, 2011

10:00-12:00	Introduction to Avatar: Computerized Clinical Documentation System	Angela Tang, LCSW RAMS Director of Operation	Conference Room
12:00-1:00	Lunch		On your own
1:00 –5:00	Clinical Documentation in Avatar (continued)	Angela Tang, LCSW RAMS Director of Operation	Conference Room

Wednesday, September 21, 2011

9:00-3:00	Mandatory SFCBH System Training	San Francisco Community Behavioral Health System	1380 Howard Street
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Thursday, September 22, 2011

10:30- 12:00	Group Supervision (for half of the group)	Sasha Zinchenko, Ph.D	Room G
12:30- 2:00	Group Supervision (for the other half)	Jean Choi, Psy.D.	Room G
9:00-...	Clinical work according to your own schedule: ✓ Continue working with charts and learning paperwork ✓ Continue setting up appointments ✓ Finish certification by the end of the week	Self-directed	Training Center

FOURTH WEEK

Monday, September 26, 2011

2:00 -3:00	Meeting of Child Case Consultation Group	Michael Litter, Psy.D.	Room 3 Training Center
9:00- 7:00	Clinical work according to your own schedule: <ul style="list-style-type: none"> ✓ Continue review of paperwork ✓ Continue on certification process ✓ Client appointments ✓ Supervision, etc. 	Self-directed	Training Center

Tuesday, September 27, 2011

9:00-10:00	<i>Clinical Formulation in Working with the Severely Mentally Ill and Fragile Clients</i>	Stephen Lugar, Psy.D. RAMS Clinical Staff	Conference Room
10:30 -12:00	<i>Billing for Services: PFI, Fee Schedule and UMDAP Adjustment, Billing Codes and RUs Billing in Avatar and Paper Billing (TDs)</i>	Angela Tang, LCSW RAMS Director of Operation	Conference Room
12:00-1:00	Lunch		On your own
2:00-....	Clinical work according to your own schedule	Self-directed	Training Center

Wednesday, September 28, 2011

9:10- 10:30	<i>Child Case Conference: Presenter: Stephanie Chen, Psy.D.</i>	Discussant: Holly Gordon, DMH	Conference Room
10:30-11:30	<i>Quality Assurance Procedures: Child and Adult Case PURQC</i>	German Cheung, Psy.D. RAMS Clinical Staff and Supervisor	Conference Room
11:30-12:30	Please join the outpatient CYF Team for their Team Meeting and communal lunch	Nira Singh, Psy.D., Director of CYF Services	Conference Room
	Work according to your own schedule	Self-directed	Training Center

Thursday, September 30, 2011

10:30- 12:00	<i>Group Supervision (for half of the group)</i>	Sasha Zinchenko, Ph.D	Conference Room
12:30- 2:00	<i>Group Supervision (for the other half)</i>	Jean Choi, Psy.D.	Training Center
9:00-...	Clinical work according to your own schedule: <ul style="list-style-type: none"> ✓ Continue working with charts and learning paperwork ✓ Continue setting up appointments ✓ Continue working on getting certified in CANS, ANSA and Avatar. ✓ Start working on the Individual Learning Plan 	Self-directed	Training Center

Please note that all trainees are required to attend
Avatar Computerized Charting System
(conducted by the San Francisco Department of Public Health)

Starting next week, you will follow the regular training schedule