

FREQUENTLY ASKED QUESTIONS

PROFESSIONAL DEVELOPMENT DEPARTMENT

REGISTRATION PROCESS

1. Where do I find a calendar or list of workshops?

The Professional Development Department will be sending out once a month an e-blast of current, upcoming and future trainings via email companywide. You can also check our website; <https://www.mhsinc.org/calendar> and view all trainings/conferences and events that are available.

2. What is the process to register for a workshop?

The process begins with a conversation with your supervisor (if applicable) to determine what training should be taken over the year. Next, check out the training calendar online to see if the training you wish to attend is available. If so, go ahead and register online. A **VALID** voucher must be entered at the time of registration. If the training has "Join the Waiting list" you will not be registered to attend but rather be placed on a waiting list in case another participant cancels. All trainings require vouchers.

3. How do I know if I'm registered?

You should get an email confirmation, if you don't, please log in using your email address as your username and the automatic password the system gives you.

4. What can I do if I lose the password?

You need to request a password reset. You do this by going to the MHS Inc, webpage and signing in which can be found in the upper right hand side of the screen. You will then see a tab titled "Forgot your password?" select that one and follow the directions.

Note: remember to write down this password or you will need to follow these steps to reset your password. The Development dept. **cannot** look up this information.

5. Can I register over the phone?

No. Registrations must be done via the website. All registrations are entered on a first-come, first-serve basis as the registration is completed via website. We are unable to save seats.

6. Can I email my registration?

No. All of the trainings/workshops require website registration.

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CANCELLATIONS

7. I cannot attend a workshop that I had registered for. Do I need to let anyone know?

Yes! Please send your emails to crelations@mhsinc.org 48 hours prior to the event. No phone calls please.

8. What happens if I do not notify the development Department of my cancellation?

You will be marked as a “NO SHOW” and you will not be able to reuse your voucher. Your PM will also get notified of this no show.

GENERAL QUESTIONS

9. How can I find out what trainings I have completed?

You are responsible for keeping track of your trainings or if you have submitted copies of your certificates to the Human Resources Department they will keep it in your employee file. Your program manager should also keep a log of your trainings completed to ensure you have completed the MHS Pillar training requirements. You can also log on to your account and see all your training orders.

10. My name didn't appear on the sign-in sheet? Why not?

The most common reason your name did not appear on the sign-in sheet is that you were not registered to attend that particular training. Some reasons could be the training was full and you “Joined the Waiting List”; you did not complete the registration form online correctly.

11. What is the HR required on-line trainings?

The required trainings are as follows:

- ✚ BBP (Blood Bourne Pathogens) One time only –*usually 1st month from hire or sooner*
- ✚ Driver Safety (driver's only) - *yearly*
- ✚ Sexual Harassment Training - *yearly*
- ✚ Sexual Harassment for Supervisors (for those with supervisory duties only) *bi-yearly*
- ✚ False Claims – *yearly*

You can take these trainings at the following website: <http://training.mhsinc.org/>

12. What are the MHS Pillar required trainings?

Required trainings are every two (2) years. All employees must complete:

- ✚ Four (4) hours Gender Responsive
- ✚ Four (4) hours Co-Occurring Training
- ✚ Four (4) hours Cultural Inclusion
- ✚ Four (4) hours Ethics

Note: Make sure you send a copy of your completion certificate to HR to keep track of these trainings.

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13. I have lost my completion certificate and need a replacement, what do I do?

We will be happy to send you a replacement. There is a \$10 fee per certificate. Please provide your name, address, and phone number, date and location of class to us at crelations@mhsinc.org; we will mail you the certificate with an invoice. Please allow 5 business days for process and delivery.

14. How will I know if the workshop I registered for has been cancelled?

The training department will notify all the staff at least 3 business days prior to the date of the training. All staff is encouraged to check the website schedule to ensure no changes have been made to the trainings.

VOUCHER QUESTIONS

15. How do I get my vouchers?

Staff at programs will get them from their program managers, staff working in the home office will get them by their department directors, VP's, or SVP's. All SVP's will get them by Kim.

16. How many vouchers do I get?

You will get 16 hours or 8 vouchers of 2 hours each. If you didn't receive the correct amount please contact your Program manager for staff at programs, VP's/ SVP's or Department Directors in the home office.

17. I have some volunteers in my program/department, can they get vouchers?

If you have clinical interns/volunteers in your programs and/or departments that will be with you **over six months** you can request vouchers for them through the development department. You can email us with your program name, program manager's name, and your intern's name and the length of their internship.

18. If I have used all of my vouchers, where or how can I get some?

Your program manager/ department director needs to send the development department an email to Erin Scally with your program/department name, quantity of vouchers needed. We will then send an invoice, please note the **cost of vouchers is \$7 per hour** of training.

19. Do all trainings/conferences need vouchers?

All MHS trainings require vouchers unless specifically stated in the announcement on

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20. How many vouchers do I bring to the training?

You will need to bring enough vouchers to cover the entire length of the training. For example, a training offers 6 hours of education; you will need to bring 3 vouchers of two hours each to cover the 6 hours.

21. How long are the vouchers good for?

The vouchers you receive are good for one fiscal year but you can only use one voucher a single time.

22. What happens if I don't use all my vouchers? Can I use them the following fiscal year?

No, unfortunately there is no rollover of vouchers. This is why you need to meet with your supervisor to make sure you are doing your required trainings and any vouchers unused will be expired.

23. What happens if I forget my vouchers?

You will be asked to make a payment in order to attend the training. Please remember to bring your vouchers to avoid collection of payment or to send you back.