

Policies and Procedures for Rhombus Training

CEPA: Rhombus is approved to offer CE Credits for MFTs, LPCCs, and LCSWs through CAMFT's Continuing Education Provider Approval (CEPA) program and must follow all CEPA regulations to retain approval to offer CE Credits under the licenses regulated by the California Board of Behavioral Sciences. The CEPA program is recognized by the CA BBS as an approval agency. As a trainer for Rhombus, please read and sign in agreement with our policies and procedures. For further information on the CEPA Program through CAMFT, please see CAMFT.org.

Rhombus Continuing Education Program Goals Statement:

Rhombus provides training to increase knowledge and skills to effectively improve the health of individuals, families, and diverse people groups. Rhombus sees people as complex and health as multifaceted and therefore provides trainings addressing many aspects of people, including biological, emotional, psychological, social, cultural, and spiritual, all coming together to improve overall health.

Rhombus Program Administrator:

Dr. Julie Hayden is a licensed psychologist, the Dean of a School with both MFT and Psy.D. programs, the Co-Chair of the San Diego MFT Consortium, and has been a professor, counselor, and trainer for over 10 years.

Program Administrator Role:

The Program Administrator is responsible for reading and thoroughly understanding all CEPA policies and procedures. The Program Administrator researches appropriate topics of training for MFTs and LPCCs and recruits diverse and well-qualified trainers to provide the training. The Program Administrator is responsible for the overall quality and execution of the training in accordance with CEPA and what is appropriate for the intended audience; this includes, but is not limited to, monitoring the types of quality of the trainings offered, verifying the credentials of those training, maintaining compliance with ADA, maintaining program records per CEPA expectations, delegating responsibilities in a manner to assure compliance with CEPA, gather and use evaluations to improve quality of the trainings, maintain the overall program goals of Rhombus, conduct periodic reviews to evaluate what is feasible to change for improving quality, assure an effective process for monitoring attendance, handle grievances per CEPA expectations, and assure trainers understand the policies and procedures of Rhombus in accordance with CEPA regulations. It is also the responsibility of the Program Administrator to assure any transfer of responsibility guarantees to the new Program Administrator, or delegated person, has the knowledge and ability to uphold the expectations of CEPA.

Evaluation:

Each participant will complete an evaluation at the completion of the training. The evaluations will be used by Rhombus administration for overall improvement and trainers will receive a summary of the feedback to use for their personal improvement in future trainings. Rhombus may use feedback on evaluations to decide if a trainer will not be asked to return.

Rhombus also conducts a peer-reviewed assessment once a year by gathering at least three MFTs, LPCC's, or interns to give feedback as to the relevancy of the continuing education goals. The feedback from the peer-review committee evaluations is compiled in a document with suggested changes and submitted to the Program Administrator. The Program Administrator considers the suggested changes and decides what changes are feasible to implement for improving the program goals and therefore, the overall program. The Program Administrator is responsible for making sure the chosen changes are implemented the next year.

Required Documents:

Rhombus will require each trainer to submit evidence of their credentials which may include copies of transcripts, an updated CV, a clear course description for the training, several clear course objectives, and evidence of credibility for the training. Where credibility is based on research, a reference page will need to be made available. Other evidence for credibility, such as, experience or articles, will need to be included in the CV of the trainer and easily accessible. The CV should also include several references and the contact information to verify these references if needed. The Program Administrator is responsible to determine if qualifications for training have been met for the given topic. Trainers may also be required to submit handouts and ppts for the attendees, as well as a W-9 for tax purposes.

Quality of presenters:

Rhombus looks to provide quality training for diverse people groups and therefore, seeks to find quality clinicians and experts who are also diverse in age, culture, background, etc. The trainers are expected to be of high quality with evidence of legal and ethical compliance of their profession to be a model of what we are wanting to teach our attendees. Through their modeling of values in these categories, the information reflects this and propagates the application of ethical and clinically sound behavior from the licensees.

Process of Training:

An administrator will be made available at each training and this person will be responsible for verifying participants sign in and out, verifying online attendance and participation, helping the trainers with technology or handouts, communicating information about restrooms, snacks, etc. and communicating any special requests for accommodations. Though the Rhombus administrator will be responsible for these tasks, trainers are expected to comply with instructions from this administrator. For example,

trainers may be asked to sign Certificates or give extra time for identified people with disabilities.

Co-Sponsoring Trainings:

Rhombus may partner with local schools and agencies to co-sponsor events. Though we may co-sponsor a training, Rhombus will hold the full responsibility to maintain CEPA standards, such as the appropriateness of the training, the qualifications of the presenters, evaluations, etc. The main purpose for co-sponsoring would be if we wanted to join another organization that provided CEUs for psychologists. In this situation, we would hold full responsibility for maintaining the standards of CEPA and the other entity may use and add to our procedures.

For each co-sponsored event, Rhombus will maintain a written, signed agreement clarifying the responsibilities of each organization in the finances, the administrative duties, the instruction, providing certificates, and gathering evaluations. Though duties may be shared, Rhombus will require all paperwork to be maintained by Rhombus.

Maintenance of Program Records

It is the policy of Rhombus to maintain all paperwork in a locked filing cabinet in a secured location for at least five years following the event. Documents may be saved electronically on a secure computer that is password protected and includes firewalls and normal computer safety. This includes a cloud system, Dropbox, which is also password protected. The documents collected and maintained include, the syllabus and initial course description / objectives, the sign-in/sign-out sheets that includes the days/times of the event, the flyers and other advertisements, the course instructor vitaes/resumes, the original roster with names and license numbers, and the electronic certificate of completions distributed to those who successfully completed the training. In addition, a quality/secured program installed with the Rhombus website allows for registration. SurveyMonkey and Eventbrite are also secured electronic programs used at times. Certificates of completion will be printed and mailed to online participants rather than allowing the certificate to be downloaded electronically.

Physical documents will be maintained in a locked filing cabinet in a secured office. Electronic documents are stored in a secured, cloud-based program called Dropbox. Any computer with access to the documents will have normal internet security software, such as fire walls and anti-virus software, as well as the computer and Dropbox being password-protected.

Receiving Copies of Past CE Records

The policy for requesting documents of past events begins with our policy to check identification the first time a person is signing in for a training. During this time, we verify address, email, and phone number. Later, if the person requests the documents from the email on file with Rhombus and the documents are mailed to the same address already on file with Rhombus, the documents will be mailed within 8 days of the request.

If the person requests the documents from a different email or to be mailed to a different address, we would require the person provide identifying information we have on file, such as, their address, license number, phone number, etc. before mailing any educational records. At this time, we would also request that the person update information on file with Rhombus.

Participation Requirements

Face-to-face: For physical locations, attendees will be required to sign in and out during lunch and will not receive full credit for the hours unless they are present the entire time. The courses will each include an interactive section for all attendees to demonstrate their full attention is given to the course. This could be questions the presenter gives the audience, group assignments, assessing vignettes, and similar. No specific measures will be taken unless it is observed that a person is not participating in these activities. In this case, the program administrator, or her representative, will pull the person aside during the break and clarify the need for participation to receive the certificate of completion.

Distance Learning: The courses will each include an interactive section for all attendees to demonstrate their full attention is given to the course. This could be questions the presenter gives the audience, group assignments, assessing vignettes, and similar. No specific measures will be taken unless it is observed that a person not participating in these activities. In this case, the program administrator, or her representative, will privately chat the need for participation to receive the certificate of completion. For online participants, if their webcam is taken off or they did not answer the question through the chat, they will be considered absent and this will be explained before the training and they will be required to acknowledge this information before the training begins.

Awarding Course Credit

Face-to-face: Each hour credited corresponds to an actual 60-minute hour of time devoted to the training, (inclusive of 10 minute breaks). For physical locations, attendees will be required to sign in and out during lunch and will not receive full credit for the hours unless they are present the entire time. They may receive a prorated amount of hours only for the time they were actually present. The minimum time commitment to receive a CE credit is 1 hour (inclusive of 10 minute break).

Distance Learning: Each hour credited corresponds to an actual 60-minute hour of time devoted to the training, (inclusive of 10 minute breaks). The distance learning courses will include live streaming and in this situation, attendees will be required to have their webcam available so a monitor is able to verify they are present. There is also a chat box that could be used to ask a question and require a response and these are automatically saved on the computer as evidence for future audits. They may receive a prorated amount of hours only for the time they were actually present. The minimum time commitment to receive a CE credit is 1 hour.

Record of Course Completion

Face-to-face: Each participant will receive a certificate of completion, including the following information: Name of the person receiving the certificate and the attendees' license type and number, the course title, the provider name and address, the board-recognized approval agency name, date of the course, number of hours of CE credits, and the signature of the course instructor, provider, or provider designee. The participant will receive the certificate of completion at the end of the training once the participant turns in their course evaluation and signs out.

Distance Learning: The certificate will be sent through the US postal service to the address given by the attendee. The certificate of completion will be mailed when the Program Administrator has verification that the attendee appropriately participated for the amount of time indicated on the certificate.

Cancellation

As a general policy, there are no refunds allowed for the attendee canceling. Registrants may email request for consideration for cancellation in the event of unusual circumstances, however there is no guarantee of refund (at least a minimum cancellation fee would be applied). Registrants may email gorhombus@gmail.com or call at 858-848-1766 to request a refund. If an event is cancelled by Rhombus, a full refund will be issued within 7 days of cancellation.

ADA Policy

Rhombus would like to make every reasonable effort to accommodate those with disabilities. A notification will be placed on the website saying: "Please let us know what accommodations you may need for this training. Every effort will be made, within what is reasonable, to accommodate various disabilities or unique situations that call for adjustment. If we are unable to accommodate a particular need, Rhombus will look for alternative trainings and refer the customer to other options. Please email gorhombus@gmail.com or call 858-848-1766 to request accommodations."

Grievance Process

Instruction in Marketing Materials include:

It is the intention of Rhombus to maintain a professional, educational, and amicable relationship with those whom we serve. In the event that we slip from these standards, we wish to take corrective action promptly. To that end, should you have a concern, please inform us in writing (details at www.gorhombus.com). We will respond as quickly as possible as appropriate to the situation.

Additional Details on Website:

Please include the following information when submitting your concern:

Response requested Y/N

If Yes, include:

Name

Email Address
Contact Number

As Applicable:

Date of Concern
Location of Concern
Name of Person(s) Involved

Describe your grievance in detail (and as appropriate, including your suggestions for improvement are appreciated).

Email to:

gorhombus@gmail.com, Subject: Grievance

Mail to:

Rhombus
16945 Platinum Place
Lakeside, CA 92019

Respect for Diversity

Rhombus pushes people to see everything from many angles and perspectives. One of the best ways to accomplish this is through diversity of instructors and those we reach through trainings. As our instructors are diverse in culture, background, socioeconomic status, age, and more, we are likely to have diversity in those who attend our trainings. As more people from diverse backgrounds are trained the more likely they then reach diverse people groups who may not already have access to mental health treatment. Upon this value system, the instructors will be diverse and those who are a part of the content and organizational development will also represent diversity.

I, _____, have read and understand the expectations of training with Rhombus. I also agree to uphold the standards of CEPA and the ethical guidelines of CAMFT and the legal and ethical guidelines of my licensing or credentialing board. The information I provide to Rhombus as proof of my credentials is accurate and valid.

Name of Trainer

Signature of Trainer

Date