



# **BHA**

**Alaska Native Tribal Health Consortium  
Behavioral Health Aide  
Training Center**

## **Policy & Procedure Manual**

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*January 2023*

## **Disclaimer**

The policies and procedures and any other information contained within the BHA/P Policies and Procedures Manual ("Manual") are a summary of fundamental practices and requirements set forth by the Alaska Native Tribal Health Consortium (ANTHC) Behavioral Health Aide (BHA) Training Center. This manual and its enclosed Policies and Procedures apply to any prospective or current student, employee, contractor, or other person (collectively, "Viewers") involved in BHA training.

The ANTHC BHA Training Center reserves the right to change, update, revise or amend any existing policy or procedure contained in the Manual without notice to Viewers, as well as to adopt new policies and/or procedures at any time without notice to Viewers.



**Alaska Native Tribal Health Consortium  
Behavioral Health Aide  
Training Center**

**POLICY AND PROCEDURE MANUAL:  
ANTHC BEHAVIORAL HEALTH AIDE TRAINING CENTER**

Table of Contents

Disclaimer .....	2
Alaska Native Tribal Health Consortium (ANTHC) Mission .....	6
Behavioral Health Aide (BHA) Program.....	6
Mission .....	6
Behavioral Health Aide Program Values .....	6
Behavioral Health Aide Program Goals and Objectives .....	6
ANTHC Behavioral Health Aide Training Center Philosophy.....	6
Purpose of the Manual.....	7
Section 1: Training Center Background.....	8
Information .....	8
Structure.....	8
Commitment of Administration .....	9
Expectations Of Clinical Supervisors .....	9
Expectations of Trainees .....	9
Section 2: Educational Programs .....	11
Course Development Process .....	11
Ownership of Materials.....	11
Learning Environment.....	11
Quality of Course.....	12
Quality Assurance/ Continuous Quality Improvement.....	12
Section 3: Support Services.....	13
Training Center Participation .....	13
Advising .....	13
Fees .....	13
Certificates of Completion and Certification Application .....	13
Instructor Concerns About A Trainee.....	14
Withdrawal Process.....	16
Academic Honesty.....	16
Violations of Academic Honesty .....	17

# ANTHC Behavioral Health Aide Training Center Policy and Procedure Manual

Learning Resources .....	17
Technical Assistance.....	17
Housing, Meals, and Transportation.....	18
Counseling and Health Services .....	18
Section 4: Online Courses.....	19
Internet Access, Safety, and Privacy .....	19
Language .....	19
Internet Outage.....	19
E-Classroom Recommendations .....	19
Section 5: Training Center Staff and Support.....	20
Training Director .....	20
Statewide BHA Program Manager .....	20
Training Center Program Manager .....	20
Special Projects Coordinator .....	20
Training Instructors .....	20
Staff Responsibilities .....	21

## **Alaska Native Tribal Health Consortium (ANTHC) Mission**

Providing the highest quality health services in partnership with our people and the Alaska Tribal Health System.

## **Behavioral Health Aide (BHA) Program**

### **MISSION**

To promote behavioral health and wellness in Alaska Native people by training and educating Alaska-based counselors.

### **BEHAVIORAL HEALTH AIDE PROGRAM VALUES**

The BHA Program values the emotional, physical, spiritual, social, and cultural well-being of individuals, their families, and the communities where they live.

### **BEHAVIORAL HEALTH AIDE PROGRAM GOALS AND OBJECTIVES**

- Contribute to the development of a competent workforce to provide culturally relevant behavioral health care in communities throughout the state.
- Promote the integration of Behavioral Health Aide services into the primary care setting and other community-based services.
- Create resources that can be used to enhance training experiences for and healthcare services provided by Behavioral Health Aides.
- Recognize the knowledge and skills of Behavioral Health Aides through certification by the Community Health Aide Program Certification Board.
- Encourage the sustainability of regional behavioral health programs through third party reimbursement of Behavioral Health Aide services.

## **ANTHC Behavioral Health Aide Training Center Philosophy**

As a primary service made available through the ANTHC BHA Program, the (BHA Training Center offers training and training support to Behavioral Health Aides and Practitioners (BHA/Ps), BHA/P supervisors, and other trainees seeking behavioral health certifications (e.g., chemical dependency counselors), statewide. The primary goal of this Training Center is to support trainees in developing and enhancing their knowledge, skills, abilities, and confidence related to their scope of practice and certification. This goal is achieved through the following objectives:

- Provide a positive learning environment for all students, including the use of teaching techniques geared towards the unique needs of an adult learner.
- Emphasize the use of competency-based instruction, informed by BHA/P Knowledge and Skills, BHA/P scope of practice, and best practices in the provision of healthcare services.
- Promote an awareness and integration of cultural influences in the methods of teaching and practical application of BHA/P curriculum.
- Support continuing education needs of certified trainees and clinical supervisors.
- Maximize the use of various training methods (in-person, distance-delivered, and electronic webinar) to increase access to trainings.
- Encourage the continued well-being of BHA/Ps by providing access to information and resources for self-care.

## **Purpose of the Manual**

This Policies and Procedure Manual serves as a guide to assist all of our training partners in becoming familiar with the procedures, responsibilities and expectations of the ANTHC BHA Training Center (BHA-TC). ***It is the responsibility of each trainee, their supervisor, and any other organizational staff supporting trainee's participation in BHA-TC training opportunities to read and adhere to the policies and procedures contained in this manual.*** Training Center staff will use this procedure manual as a structured guide in all administrative decisions that affect the overall and day-to-day administration of the BHA Training Center.

## Section 1: Training Center Background

### INFORMATION

Behavioral Health Aides and Behavioral Health Practitioners (BHA/Ps) are Alaska-based counselors who serve the behavioral health needs of communities and regions within the Alaska Tribal Health System (ATHS). Throughout the state in tribal and non-tribal settings, providers of substance use services may also pursue certification as a Chemical Dependency Counselor (CDC). Individuals who become certified evidence the completion of specific training and work experience requirements as well as the achievement of specific knowledge and skills that are necessary to provide behavioral health services in Alaska. Courses designed by and delivered through the ANTHC BHA Training Center primarily target individuals who are seeking certification as either a BHA/P or CDC.

### STRUCTURE

Under the direction of the Tribal Health Directors, ANTHC used the existing Community Health Aide Program (CHAP) as a model to train a workforce of BHAs. Under the guidance of the federally recognized Community Health Aide Program Certification Board (CHAPCB) and a subcommittee of the Tribal Behavioral Health Directors, the Behavioral Health Academic Review Committee (BHARC), the CHAPCB Standards and Procedures were amended in 2008 to include standards for BHA/P training requirements, competencies, and scope of practice. Since then, the ANTHC BHA Program has been facilitated through ANTHC's Behavioral Health Department, with a primary focus on providing technical assistance and training resources to Tribal Health Organizations who have elected to integrate BHAs into their regional network of behavioral health providers and other organizations who provide behavioral health services to Alaska Native peoples or communities.

As a resource to all Alaska-based BHA/Ps and trainees enrolled in the BHA Training Center, staff from ANTHC's Behavioral Health Department and a statewide team of stakeholders developed the electronic Behavioral Health Aide Manual (eBHAM). The eBHAM provides fundamental information and best-practices for addressing many of the issues and concerns identified during client care visits. It is also used as a practice manual that compliments BHA training requirements and the scope of practice that have been detailed by the CHAPCB. This resource is integrated into many of the courses offered through the BHA Training Center. For trainees not affiliated with an Alaska Tribal Health Organization, there is an annual fee for accessing the eBHAM.



**COMMITMENT OF ADMINISTRATION**

The ANTHC BHA/P Training Center will maintain consistent staffing and resource support to:

- Assure timely and smooth functioning of the program and transmittal of records to the Certification Board, as required.
- Coordinate the orientation of staff, instructors, and students to the ANTHC BHA Training Center.
- Facilitate the Training Center's adherence to the program requirements as outlined in the CHAPCB Standards.
- Maintain training outlines, learning objectives, lesson plans, session quizzes, exams, and evaluation records for each course.
- Maintain application forms and training files for students and training plans for students, employees, staff, and instructors.
- Manage a system of recording trainee attrition data, including the causes and timing of attrition.
- Ensure in-person training opportunities have the necessary classroom space, supplies, and training resources.

**EXPECTATIONS OF CLINICAL SUPERVISORS**

Every trainee enrolled in a course offered by the ANTHC BHA Training Center must have an identified clinical supervisor. Clinical supervisors must be a licensed behavioral health clinician or a master's level behavioral health professional. In addition to overseeing all clinical activities provided by the trainee, it is the responsibility of the clinical supervisor to:

- Have familiarity with the requirements for the trainee to achieve certification
- Give approval for trainee to participate in training opportunities offered by the BHA Training Center
- Ensure trainees are registered for courses prior to the registration deadline and that course fees are paid in a timely manner.
- Ensure trainees learning environments are adequate, including access to internet, computer equipment, and a private space to engage in courses and complete course work.
- Be responsive to issues or concerns identified by the trainee, a BHA Instructor, or the Training Center Director regarding the trainee's course participation or progress.

**EXPECTATIONS OF TRAINEES**

The ANTHC BHA Training Center prioritizes the training of individuals seeking certification related to their role as a behavioral health provider. In this document, individuals enrolled in courses are referred to as "Trainees," regardless of their certification goals or educational background. All trainees at the ANTHC BHA Training Center are expected to be reliable, loyal, diligent,

**EXPECTATIONS  
OF TRAINEES**  
*(continued)*

dedicated, and honest in all efforts. Trainees are expected to conduct themselves with integrity, be committed to the training and scope of practice, and to represent themselves, the BHA Training Center, their organization, and ANTHC with professionalism. Trainees are expected to adhere to the BHA Code of Ethics.

## Section 2: Educational Programs

### **COURSE DEVELOPMENT PROCESS**

Each course is designed and developed through an iterative process involving subject matter experts, instructional designers, and academic reviews. All courses are developed according to course curriculum which has been previously approved by the Community Health Aide Program Certification Board (CHAPCB). These requirements are often the same, if not greater than the requirements of other certifications (e.g., Chemical Dependency Counselor). If a trainee plans to utilize their course completion towards a non-BHA certificate, it is their responsibility to ensure it meets those certification requirements. For detailed BHA curriculum, reference the current edition of the CHAPCB [Standards and Procedures](#).

### **OWNERSHIP OF MATERIALS**

ANTHC BHA Training Center reserves the right of ownership of all electronic documents, programs, course materials, etc. developed under the auspices of the ANTHC BHA Program and ANTHC BHA Training Center. Original files are maintained on systems within the secure ANTHC network.

### **LEARNING ENVIRONMENT**

BHA trainees are taught via a combination of in-person and online courses (herein referred to as e-classroom); online courses may be synchronous (live) or asynchronous (on your own schedule and prior to the course deadline).

For e-learning courses, it is the responsibility of the employing organization to assure that trainees have a quality internet connection access to a phone, computer, and webcam, including a microphone and speakers to support participation in synchronous courses. Trainees should also have a quality internet connection, including access to YouTube for course videos. It is also the responsibility of the employing organization to ensure trainees' learning environments have adequate lighting, limited noise or other distractions, and is ergonomically appropriate.

The majority of in-person courses will be taught on the Alaska Native Health Campus in Anchorage; when space is not available on campus, they will be scheduled at another local facility. On occasion, courses will be scheduled to take place at a site outside of Anchorage. Regardless of location, all trainings will be taught in spaces that assure privacy and safety, including adequacy of space, air quality, lighting, and heating.

**QUALITY OF COURSE**

Regardless of the learning environment (campus-based or e-classroom), all classes are taught to the same standard and will have a similar structure, which include: (1) syllabi, (2) course objectives (3) practice activities, and (4) methods of evaluation.

**QUALITY ASSURANCE/ CONTINUOUS QUALITY IMPROVEMENT**

The BHA Training Center offers regular opportunities for BHAs to provide anonymous feedback about their training experience, including evaluations of instructors. This information is used to improve the overall structure or address the values, goals, and objectives of the Training Center.

Every BHA course is evaluated at the conclusion of the course; data from course evaluations are reviewed by BHA Program staff within three weeks of the conclusion of the course. Changes are made based on the outcome of these reviews and committee recommendations.

Regarding quality assurance and continues quality improvement for staff and instructors:

- All BHA Training Center staff are evaluated using an annual performance plan related to their scope of work.
- Contract instructors must complete necessary training requirements to maintain relevant licenses.
- Staff instructors must have a plan on file and act to complete 40 hours of CEUs every 2 years related to their scope of practice and/or licensure. CEUs may also include advanced knowledge and skills related to aspects of training, adult learning, and best practices in the field of behavioral health.

### Section 3: Support Services

<b>TRAINING CENTER PARTICIPATION</b>	Eligibility to attend courses offered by the BHA Training Center requires that a trainee be employed as a Behavioral Health Aide (BHA), in a position similar to a BHA, and/or be seeking certification in the behavioral health field. Trainees must have an identified supervisor and demonstrate approval from that supervisor to register for courses. Course registration and payment of registration fees must be confirmed using the online registration system.
<b>ADVISING</b>	ANTHC BHA Program offers technical assistance to trainees, supervisors, and other tribal partners to clarify and assist in the certification process. As a part of this assistance, ANTHC staff may advise a trainee in what courses to enroll in, as they relate to their certification goals. To receive advising related to certification goals, contact the BHA Program Manager.
<b>FEES</b>	<p>Fees are established on a course-by-course basis and are readily announced in the registration system course description.</p> <p>ANTHC occasionally has grant funding to offset (i.e., pay for) course registration fees. Trainees and/or trainee supervisors are encouraged to consult with the BHA Program Manager to determine if funds are available as the time of their registration. If tuition assistance is not available and/or confirmed, it is the responsibility of the organization to make timely payment via the methods detailed in the registration system.</p>
<b>CERTIFICATES OF COMPLETION AND CERTIFICATION APPLICATION</b>	<p>Upon successfully passing a course, trainees will receive a Certificate of Completion from the BHA Training Center. This certificate will include the information necessary to document in your certification application. However, forms, documents, and information specific to BHA/P Certification should always be retrieved from the <a href="#">CHAPCB website</a></p> <p>ANTHC BHA Program staff are available to assist a trainee in preparing or reviewing their BHA/P certification application. However, formal submission, review, and approval of applications are completed through the CHAP Certification Board. It is the trainee's responsibility to ensure the application accurately reflects the information included on the Certificate of Completion and that the certification application is submitted directly to the Certification Board.</p>
<b>STUDENT DISABILITY (ADA)</b>	This office serves as an advocate for students with disabilities and assists them in achieving equal access to all services. If a trainee

**SEXUAL  
HARASSMENT/  
DISCRIMINATION**

has a disability that qualifies under the Americans with Disabilities Act and requires special assistance or accommodations to complete training, notify the ANTHC Director of BHA Training to discuss needs and identify resources.

The BHA/P Training Center at ANTHC prohibits harassment or discrimination which violates the law, or which constitutes inappropriate or unprofessional limitation of access to training or participation in activities, on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, protected disability, veteran status, height, weight, or marital status.

**GRIEVANCE**

ANTHC Training Center attempts to resolve internally all types of grievances at the level where they occur and in a timely manner.

Any trainee (on campus or e-classroom) wishing to make a formal complaint regarding a Training Center program, service, employee, or any other individual or aspect of the Center, must take the following steps:

1. Use clear, direct, and respectful communication to discuss the problem directly with the instructor, staff member, or program representative involved in the complaint.
2. If initial efforts to resolve the problem are not productive, the complainant should submit a written complaint to Training Center Director; the Director will respond to the complainant within five working days.
3. If the trainee is not satisfied with the resolution of grievance, that trainee may then appeal in writing to the Director of the Behavioral Health Department. The appeal to the Director must be made within three days of the previous decision; the Director's decision will be final.

No adverse action will be taken against a student for filing a complaint.

**INSTRUCTOR  
CONCERNS  
ABOUT  
A TRAINEE**

Instructors are invaluable in providing professional mentoring to trainees. As individuals developing on both a personal and professional level, it is essential that trainees are made aware of issues or concerns appropriately and immediately in order to facilitate their professional growth. The sooner concerns are identified, the more effective the correction and the more stable the professional relationship becomes between the instructor and the trainee.

**INSTRUCTOR  
CONCERNS**

The following policy is to support Instructors in the instruction of developing trainees and also to ensure that trainees are taught a

**ABOUT  
A TRAINEE**  
*(continued)*

professional way of dealing with the normal conflicts that occur in a professional environment. This policy outlines the appropriate way for all parties to address concerns of minor behavioral issues. It is essential all actions be documented and shared with the Training Center Director.

*More serious concerns, such as insubordination, negligence, fraternization, sexual harassment, or other significant violations should be dealt with immediately by directly contacting the Training Center Director.*

Via the direct observation of a trainee, review of a trainee's coursework, or other communications with the trainee, an instructor may identify concerns about a trainee. These concerns may be due to a pattern of behavior or a fundamental knowledge base that is inconsistent with the competencies (i.e., Knowledge and Skills) a BHA/P is expected to demonstrate. Concerns may also be identified when, if not corrected, they could jeopardize the trainee's position at the clinical site or potentially impact their ability to provide quality and ethical services to their clients the following sequence of actions should be taken immediately.

1. The concerning behavior will be identified by the instructor and addressed directly with the trainee, as soon as possible. In identifying the specific behavior of concern, the instructor will also provide a suggested behavior modification with explanation of the necessity of the correction. Ideally, this will take place privately, however, if the concerning behavior takes place in a classroom setting and involves other trainees, the instructor may address the issue in the broader classroom setting.
2. The instructor will follow up the initial interaction with an email to summarize the matter, reiterate expectations of future behaviors or demonstrated competencies, and clarify a time frame for making the necessary adjustments.
3. If needed, the instructor will follow up with the student within 2 weeks (or other designated time frame) to provide feedback on his/her progress.
4. If the behavior has not resolved, the instructor will consult with the Training Center Director to consider invoking additional disciplinary action. Additional actions may include consultation with the trainee's supervisor to identify and discuss the concerns.

Ultimately, if the behaviors are not resolved and/or if the trainee continues to demonstrate such behaviors or stunted development of fundamental knowledge, the BHA Training Center reserves the

**INSTRUCTOR  
CONCERNS**



**ABOUT  
A TRAINEE**  
*(continued)*

right to immediately remove the trainee from the courses they are enrolled in and restrict them from enrolling in future courses.

**WITHDRAWAL  
PROCESS**

To withdraw from a course(s), the trainee should withdraw from the course via the online registration system before the course begins. If it is not possible to withdraw prior to the course starting, trainees are given 7 working days to withdraw from a course that is a full-quarter length and receive a full refund of registration fees. Withdrawals from intensive courses that include live instruction must occur before the course begins in order to receive a full refund. If a trainee needs to withdraw from a course(s) after the 7-day drop period has passed, this request may be granted under extenuating circumstances, such as serious illness or job transfer, and will be considered on an individual basis by the instructor. This correspondence should be documented in an email for recordkeeping.

It is the trainee's responsibility to initiate the withdrawal process. If a trainee stops attending class and does not officially withdraw, there will be no credit or refund given for the course and the trainee will need to re-enroll and complete the comprehensive course during a future session.

**ACADEMIC  
HONESTY**

Trainees are responsible for providing independent responses to course assignments; cheating, plagiarism, and other forms of academic dishonesty will not be tolerated. A trainee who violates any portion of this academic honesty policy, either directly or indirectly, will receive a failing grade for the assignment and risk being expelled from the class with an overall failing grade. As it relates to academic honesty, the following terms are defined:

**Cheating:** To practice or attempt to practice dishonesty or deception in the taking of tests or in the preparation or submission of academic work purporting to be one's own; or to do any of the following without instructor permission; to copy or attempt to copy from another person's test, paper, online file, or other graded work in a course; to allow someone to copy one's test, paper, online file, or other graded work; to use during a testing period, or bring into a testing area with the intent to use, any notes or other materials which a student is not permitted to consult. Cheating also includes creating, falsifying or misrepresenting any data in connection with a seated (traditional) class, lab or online class or the act of giving any unauthorized assistance or collaboration in a learning environment.



**ACADEMIC  
HONESTY**  
*(continued)*

Plagiarism: The act of copying a sentence, several sentences, or a significant part of a sentence that has been written by someone other than the person submitting the paper, and then neglecting to indicate through the use of quotation marks or blocking that the material has been copied; also, copying from another writer in such a way as to change one or two words in the sentence, or to rearrange the order of the wording, or to paraphrase, or to summarize information and then neglect to furnish documentation. Failure to cite sources, when appropriate, is a form of dishonesty.

Online identity: Any student registered in an e-class(s) will be the same student who participates in and completes the course or program and receives the credit for the e-class. Further, any student who allows his/her unique username and password to be used by another individual to complete an assignment or participation within the course will be in violation of this policy. The acts of cheating and/or plagiarism shall encompass, but shall not be limited to the examples or context cited above.

**VIOLATIONS OF  
ACADEMIC  
HONESTY**

In situations involving violations of academic honesty, the student's instructor will take disciplinary actions that may include but are not limited to the following:

1. A written warning describing the offense and detailing further consequences should the infraction be repeated,
2. The instructor may assign a failing grade for the course, any portion of the course, or a single assignment.
3. Referral to the Training Center Director for further disciplinary action.
4. The Training Center Director or designee may suspend or expel a trainee if there are repeated violations of the Academic Honesty Policy.

**LEARNING  
RESOURCES**

Course instructors will provide trainees with critical content, information, and resources necessary to participate in the class and complete course activities. Trainees enrolled in the BHA Training Center are required to have a user account for the electronic Behavioral Health Aide Manual (eBHAM). Trainees employed by an Alaska Tribal Health Organization will be provided a complimentary user profile at no cost. Trainees employed by non-tribal organizations or organizations outside of Alaska must pay an annual fee to have access. Additionally, students are encouraged to access additional, complementary information to support their learning experience.

**TECHNICAL  
ASSISTANCE**

The BHA Training Center staff can provide general guidance in addressing issues related to the technology used to access or complete BHA training. Trainees enrolled in e-courses should

contact their instructor for assistance related to the course contents, materials, and activities. Trainees can also contact their instructor for general guidance in navigating the learning management system, utilizing the eBHAM, or submitting homework assignments. Trainees should contact their supervisor and/or organizational Information Technology (IT) department for a higher level of technical support.

While ANTHC Training Center is pleased to assist online students with technical issues, students who are not familiar with computer technology and basic computer programs (e.g., Microsoft Word or PDFs) should acquire computer-use skills before opting to take online classes. The BHA Training Center is not responsible for computer problems experienced by trainees.

Some online courses require that trainees have access to a computer with video, audio (i.e., speakers), and microphone capabilities. Prior to beginning the course, it is the responsibility of the individual trainee and/or the supervisor to assure that the trainee has access to a phone and computer that are equipped with the proper hardware and software necessary to participate in the comprehensive.

**HOUSING, MEALS,  
AND  
TRANSPORTATION**

Prior to attending any in-person training, trainees and their supervisors will be notified about what accommodations will be provided to trainees in the training setting. ANTHC is not responsible for and will not provide or coordinate housing, meals, or transportation for trainees; these logistics will need to be coordinated by their organization. In all circumstances, the ANTHC BHA Program will inform attendees about options for affordable and conveniently located housing, meals, and transportation.

**COUNSELING AND  
HEALTH  
SERVICES**

Confidential counseling by a behavioral health professional or licensed behavioral health clinician is available for referral for all students. Any student or staff member needing access to counseling services will first be provided with contact information for a local (i.e., regional) resource from a list maintained by ANTHC BHA Program. If the trainee is in Anchorage, they will be referred to the ANTHC Behavioral Health Wellness Center or Southcentral Foundation (if they are a beneficiary) and provided with contact information for other local resources. Acute care or emergency health services are accessed by calling 911.

## Section 4: Online Courses

### **INTERNET ACCESS, SAFETY, AND PRIVACY**

Trainees will require access to internet services to support their professional and educational needs. All trainees are responsible for using the internet in an effective, efficient, ethical, and lawful manner. All trainees are expected to respect the privacy of other users and their accounts, regardless of whether those accounts are securely protected. All trainees are expected to adhere to their employing organization's internet use policies and procedures.

Some organizations block access to different websites; if this prevents access to the training website or materials, trainees are expected to inform the instructor, then contact their organization's Information Technology (IT) department to request access.

### **LANGUAGE**

All trainees are expected to adhere to the following rules around the use of language online: Be courteous and polite when using the internet. Do not do or say things on the internet that would not be said or done to someone in person. Be polite in the messages that are sent via the Internet. Do not use swear words, vulgarities, obscenities, or threatening language. Be considerate to other users. Don't use the internet to send harmful or offensive material that is based on stereotypes relating to sexual orientation, religion, nationality, ethnicity, gender, or race.

### **INTERNET OUTAGE**

If there is an internet outage during scheduled class time, notify the instructor or an ANTHC BHA Program staff member by telephone or email, as soon as possible. If the internet service returns before the class is over, please connect to the class as soon as possible. If the internet outage affects an instructor's ability to connect to the class, each student will be notified directly either by the instructor or another ANTHC staff member.

Each trainee is responsible for the content that is provided during the missed portion of the course. In response to confirmed internet outages, instructors may provide provisions (i.e. time-limited extensions, or make up exams) for internet outages that occur during course time.

### **E-CLASSROOM RECOMMEND- ATIONS**

All trainees are expected to utilize a workstation at their organization with internet connectivity as a means for connecting to eLearning opportunities. Trainees and their organizations may purchase a webcam and/or speakers to support the e-learning experience, or they may opt to use a loaner set provided by ANTHC, if available.

## Section 5: Training Center Staff and Support

### TRAINING DIRECTOR

The **Director of BHA Training** is Xiomara “Xio” Owens, who works in collaboration with the Program Managers, Instructors, and other staff, acts as a resource and expert in the areas of BHA/P certification, training, and overall scope of practice. [xowens@anthc.org or 907-729-2468]

The Director’s responsibilities include, but are not limited to: Review and approval of course designs, developments, revisions; Reviewing evaluations of courses and instructors; Having familiarity with and approval of curriculum being taught; Ensuring qualifications and continued training of instructional staff; Assuring availability to consult with instructional staff during training sessions.

### STATEWIDE BHA PROGRAM MANAGER

The **Program Manager** for statewide services is Sharol “Sheri” Patraw, serves as a liaison and academic advisor for BHA/Ps students by providing assistance in the Training Center enrollment process as it relates to the BHA/Ps certification and academic goals.

### TRAINING CENTER PROGRAM MANAGER

The **Senior Program Manager** Christopher “Chris” Osiensky, oversees the day-to-day logistics and coordination of Training Center operations, including management of the course registration system, student database, and event management.

### SPECIAL PROJECTS COORDINATOR

The **Special Projects Coordinator**, Katherine “Katie” Apatiki, serves as a support to Operations Manager and trainees by confirming course registrations, establishing trainee access to courses and training resources, producing certificates of completion.

### TRAINING INSTRUCTORS

**Training Instructors.** The ANTHC BHA/P training center carefully identifies and recruits individuals who have expert knowledge and experience in specific areas of BHA/P training. Many of them were previously clinical supervisors of BHA/Ps, some are former or current university faculty, and others offer expertise and knowledge of Alaska Native cultures, traditions, and values. Since courses are offered on a rotation, the list of instructors may change over time and ANTHC may contract with instructors for some courses. ANTHC staff instructors include:

- Teri Forst
- Victoria Miller
- Teisha Simmons

**STAFF  
RESPONSIBILITIES**

All BHA/P Training Center staff and instructors complete an orientation to the Training Center's mission, goals, and objectives. Such an orientation includes a minimum overview of the statewide Behavioral Health Aide Program, the role and scope of practice of BHA/Ps, the BHA/P certification process, including the CHAPCB Standards and Procedures, BHA/P training curriculum, and methods of instruction. An orientation to the Training Center also includes an overview of Alaska Native cultures, traditions, and values.

All Training Center staff are required to have in place an annual performance plan, which includes the identification of areas for improvement as well as measurable goals which they are evaluated on. Staff instructors must complete annual continuing education credits to assure they are up to date on topics related to Behavioral Health Training and their specific duties related to the training center.

Additional efforts are made by each of these staff members to have regular contact with Tribal Health Organizations to assure that they are familiar with BHA/P certification requirements and the various training opportunities that are available to their BHA/Ps and clinical supervisors.

Training Center staff can also answer questions and provide information by sending an email to the department email: [bhaprogram@anthc.org](mailto:bhaprogram@anthc.org)



ALASKA NATIVE  
TRIBAL HEALTH  
CONSORTIUM