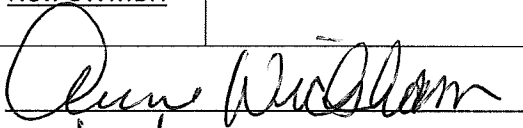


**SWMBH Operating Policy 1.4**

<b>Subject:</b> New Hire Orientation and Training Schedule		<b>Accountability:</b> General Management – Operations/Human Resources, Finance, Compliance, Customer Service and SL's		<b>Effective Date:</b> 04/01/2016		Pages: 2	
<b>REQUIRED BY:</b> BBA Section _____ PIHP Contract Section _____ NCQA/URAC Standard _____ Other _____				Last Reviewed Date: 2/1/18		Past Reviewed Dates: 2/16/16	
<b>LINE OF BUSINESS:</b> <input type="checkbox"/> Specialty Waiver (B/C) <input type="checkbox"/> 1115 Waiver <input type="checkbox"/> Healthy Michigan <input type="checkbox"/> SUD Medicaid <input type="checkbox"/> SUD Block Grant <input type="checkbox"/> MI Health Link <input checked="" type="checkbox"/> OTHER: <u>New SWMBH Staff</u>		<b>APPLICATION:</b> <input checked="" type="checkbox"/> SWMBH Staff and Ops <input type="checkbox"/> Participant CMHSPs <input type="checkbox"/> SUD Providers <input type="checkbox"/> MH / DD providers <input type="checkbox"/> Other: _____		Last Revised Date: 2/1/18		Past Revised Dates: 2/16/16	
Approved:  Date: <u>6/19/18</u>				Required Reviewer: Director of Operations			

**I. Purpose**

To identify and dedicate a specific reoccurring day and time of each month toward the process of new employee orientation and new employee training(s) which are shared among multiple departments.

**II. Policy**

The listed departments' Senior Leadership shall appoint and allow a qualified staff member to provide their department's portion of the new employee orientation and training(s). Human Resources (HR) will send a meeting invitation to schedule the training and orientation within the first week of employment. New hires will begin at the start of a pay period.

**III. Standards and Guidelines**

**A. Human Resource Department Responsibilities**

1. New employee orientation with HR will be conducted on the 1<sup>st</sup> day of hire.
2. Provide information and resources regarding Southwest Michigan Behavioral Health (SWMBH) policies and procedures.
3. Provide information regarding SWMBH's benefit packages and resources.
4. Collect required new employee demographic information, state required information, federally required information and perform required employment ability verification.
5. Provide instruction on how to access and use HR software.
6. Orientate new employee(s) on how to access and complete HR provided trainings.
7. Educate new employee(s) on initial login, accessing voicemail, accessing Share (S) Drive folders, the SWMBH Portal, using Outlook Calendar, accessing E-mail and using SmartCare (if applicable).
8. Tour SWMBH and Introduce new employee(s) to SWMBH staff.

## **SWMBH Operating Policy 1.4**

### **B. Finance Department Responsibilities**

1. Financial Operations Specialist will provide information and tutorial pertaining to SWMBH's payroll system and Direct Deposit.
2. Accounting Analyst will provide information and education on where to find and how to use SWMBH's Reimbursement Forms, Purchasing Policy, Purchasing Forms and Conferences and/or Pre-Paid Travel/Conferences/seminars.

### **C. Customer Services**

1. Provide SWMBH Required Recipient Rights Training on the day of the reoccurring scheduled sessions.
2. Provide attestation signed by new employee to the HR Generalist upon completion of training.

### **D. Compliance Department Responsibilities**

1. Provide SWMBH Required Corporate Compliance Training on the day of the reoccurring scheduled sessions.
2. Provide attestation signed by new employee to the HR Generalist upon completion of training.

### **E. Senior Leader Responsibilities**

1. Provide new employee(s) with department specific access, needs and expectations.
2. Educate new employee(s) in further detail, if necessary, on the initial login, accessing voicemail, accessing Share (S) Drive folders, using Outlook Calendar, accessing E-mail and using SmartCare (if applicable).

## **IV. References**

None

## **V. Attachments**

None