



Medi-Cal Peer Support Specialist Certification Training

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

Table of Contents

1. Operations Schedule	2
2. Registration & Enrollment	2
3. Training Methodologies	6
4. Trainer/Course Hours of Operation	6
5. Request for Accommodation	8
6. Requests for Leave of Absences	9
7. Make-up of Assignments	10
8. Course Complaints Process	10
9. Under the Influence	12
10. Anti-Harassment	13
11. Non-Discrimination	15
12. Material in Prevalent Languages.....	18
13. Evaluation of Training	18
14. Maintenance of Student Records	18
15. Complaints and Grievance	18
16. Confidentiality of Other Participants	20

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

1. Operations Schedule

The Medi-Cal Peer Support Specialist Certification Training is operated and delivered as follows:

- Parents Anonymous® Inc. hours of operation: 8:00am to 5:00pm
- Medi-Cal Peer Support Specialist Certification Training hours to complete: 80 hours of training is completed over 2 weeks, 4 weeks, or through a custom program. Each scheduled training is with a specific cohort. All cohorts begin and end together. Email Training@ParentsAnonymous.org or call 909-616-7909 for specific dates and times of training.
- Medi-Cal Peer Support Specialist Certification Training modality of training offered: All current training is offered through the Zoom HIPAA Compliant online platform which provides two-way visual communications with the ability to do small group work as well as individual one-on-one meetings with trainers and participants simultaneously. Custom training is available for organizations with 10 or more participants and can be conducted online, in-person, or hybrid. Email Training@ParentsAnonymous.org or call 909-616-7909 for to request custom training.

2. Registration & Enrollment

Those interested in the Medi-Cal Peer Support Specialist Certification Training are directed to the Parents Anonymous® website (parentsanonymous.org/programs/) for additional information and to register for the course.

NOTICE: The California Department of Health Care Services requires 80 hours of training to be eligible to register for the state Certification Examination. Being absent from coursework whether in hours or days MAY require you to re-take the entire training again.

To Register and Enroll:

- The prospective participant will use the Programs tab to find all Parents Anonymous® training. For the Parents Anonymous® Medi-Cal Peer Support Specialist Certification Training, you will click Read More under the course title to get more detailed information. This webpage provides information about the program, requirements, participant qualifications, schedule of training, participation requirements and required commitment. There are links to documents or websites with additional information.
- Links are included on the Parents Anonymous® Medi-Cal Peer Support Specialist Certification Training page that directs those interested to the registration form. The registration form also includes a commitment and acknowledgement statement which Parents Anonymous® Medi-Cal Peer Support Specialist Certification applicants sign that they have read these Policies and will follow them. The information listed below will be emailed to each Medi-Cal Peer Support Specialist Certification applicant upon enrollment but will also be available on the website:

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

- Operation Schedule
 - Registration and Enrollment
 - Training Methodologies
 - Trainer/Course Hours of Operation
 - Request for Accommodations
 - Request for Leave of Absence
 - Make-up Assignments
 - Course Complaints Process
 - Under the Influence
 - Anti-Harassment
 - Non-Discrimination
 - Materials in Prevalent Languages
 - Evaluation of Training
 - Maintenance of Medi-Cal Peer Support Specialist Certification applicant Records
 - Complaints and Grievances
 - Confidentiality of Other Participants
-
- Registration is closed when the course maximum enrollment of 20 participants has been attained. If maximum enrollment has not occurred within the 2 weeks prior to the start date, the course may be cancelled if enrollment is less than 50%. If the course is at least 50% enrolled, the enrollment will remain open until the course is full or the course start date.
 - Waitlist: Once maximum enrollment is attained, which means all applicants have met the qualifications and tuition has been paid, a waitlist will be available until five (5) business days before the course begins. Waitlist applicants will be notified by email of openings. They may complete their registration and enrollment within the following 5 business days before the course.
 - Once the registration is received, the Medi-Cal Peer Support Specialist Certification applicant will receive a confirmation of receipt prompt as well as an emailed copy of their registration. In addition, an email will notify them that their registration is being reviewed to ensure they have met the qualifications to be enrolled in the class and that they will receive an email after the review regarding acceptance to the training.
 - Included in the registration form is a list of prerequisites. The applicant must submit proof of age, proof of high school completion or highest level of education (GED / diploma / transcripts) and proof of lived expertise which must be substance use or mental health in nature and may be from personal experience or through support or involvement with a family member or other person for some period of time and not just one instance on one day.

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

- Once the registration form is completed, it will be reviewed by the Training Manager or their designate. The registration is through a google form which will be checked at least once daily to determine if there are new applicants. Medi-Cal Peer Support Specialist Certification applicants that do not meet the requirements are emailed and potentially omitted from the training cohort. If the reason for non-enrollment is proof of education or lived expertise, Parents Anonymous® will work as advocates with applicants to help them provide the proof they need to enter the training. We understand that there may be many barriers to entry for many Medi-Cal Peer Support Specialist applicants. In all of our programs, we act to support people in their empowerment journeys. We hope that all applicants will be able to achieve their hopes of becoming certified Medi-Cal Peer Support Specialists. However, some applicants may not be able to enroll.
- Registration Confirmation, Tuition, and Payment: Upon acceptance, Medi-Cal Peer Support Specialist applicants will receive an email confirming their enrollment including dates and times of required attendance as well as contact information for the Training Manager and the Medi-Cal Peer Support Specialist Certification Trainer. The email also includes information about follow up emails and the need to respond to emails sent to confirm attendance as well as a copy of these policies, a copy of the Official-Manual-Guidelines-Standards-and-Procedures-4.26.22_FNL.pdf and the Medi-Cal-Peer-Support-Specialists-Scholarships-4.15.22.pdf. Last, the email contains the request for payment.
- The cost of the course is \$2,500. Applicants may pay with a debit or credit card. If other arrangements need to be made, the applicant must contact the Training Manager. Such arrangements may include payments made by other individuals or organizations on behalf of the applicant. Organizations registering multiple applicants may be eligible to invoice Parents Anonymous®. This information is included on the registration form. Applicants receiving scholarships from Parents Anonymous® will not need to make any payments and will be notified of the next steps in the process. There will be no additional cost for materials. Most are sent as PDF or Word documents. Any other documents or materials sent to participants in the U.S. mail will be at no cost to the participants.
- **NOTE:** Parents Anonymous® has scholarships that cover full tuition, the certification exam fee, and programs that will assist with job placement. If you have a CalMHSA scholarship, we will accept it as full payment for the course and the exam fee. You will still be eligible for job placement whether you use the CalMHSA scholarship or the Parents Anonymous® scholarship.
- The maximum number of Medi-Cal Peer Support Specialist Certification applicants is 20 per training cohort. A confirmation of attendance email is sent to participants the week prior to the start of the training. Those that do not confirm will be contacted by alternate means which could be phone call, text, or social media to ensure they are aware of the confirmation. If no response is received, they may be removed from the training. After confirmation from the participants, potential Medi-Cal Peer Support Specialist Certification applicants that have been waitlisted are emailed to determine continued

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

interest in participation. Medi-Cal Peer Support Specialist Certification applicants are emailed all needed materials no later than one business day prior to the initiation of training along with the Zoom participation link.

To Cancel Registration and Receive Refunds:

Medi-Cal Peer Support Specialist Certification applicants no longer interested or able to participate in the training may cancel their enrollment in writing via email to the Training Manager no later than the 6th business day by 5:00pm before the training begins, in order to receive a refund. This will be two Fridays before the training starts as listed in the table below.

Parents Anonymous® Refund Policy Schedule								
Friday	Weekend	Monday	Tuesday	Wednesday	Thursday	Friday	Weekend	Monday
6 th Business Day BEFORE Training Begins	Non-Business Days	5 th Business Day BEFORE Training Begins	4 th Business Day BEFORE Training Begins	3 rd Business Day BEFORE Training Begins	2 nd Business Day BEFORE Training Begins	LAST Business Day BEFORE Training Begins	Non-Business Days	Training Day
Last Day to Cancel Training to Get a Refund		No Refund. Reschedule Only.						Training Begins

Administrative fees of not more than \$25 may be charged. If cancellation occurs within 5 business days, there will be no refund but the applicant may reschedule the class within the next 12 months.

Refunds will be sent as a check to the individual or organization who paid the tuition. If a scholarship was provided through Parents Anonymous®, no refund will be given to applicants. Refunds will be processed within one to two weeks of cancellation, if approved.

To Appeal:

Medi-Cal Peer Support Specialist Certification applicants can contact the Training Manager to appeal any Registration and Enrollment decisions by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must in writing and made within

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made withing 60 days of receipt of the initial appeal.

3. Training Methodologies

All training is conducted on Zoom. Although the Medi-Cal Peer Support Specialist Trainer provides information by utilizing visuals such as PowerPoints and videos, the Medi-Cal Peer Support Specialist Certification Training is an interactive training. All Medi-Cal Peer Support Specialist Certification participants are encouraged to actively engage and share their lived expertise. Other methodologies that are utilized include the following:

- Breakout rooms for small group discussions
- Large group sharing, discussion, and reporting
- Role playing and demonstration of skills
- Behavioral and skill demonstrations by Trainers
- Case presentation and application
- Coaching and validation
- Reinforcements and rewards
- Homework and teaching back
 - Required reading or research
 - Small group and large group
 - Journaling
- Storytelling and application
- Direct questions and summarizing
- Games
- Quizzes and tests
- Live research
- Surveys/assessment completions
 - Pre training
 - Post training

Training materials are emailed to all Medi-Cal Peer Support Specialist Certification participants prior to classes as deemed necessary by the Trainer. Materials may be sent to participants as far ahead as a week prior to training up to daily. All course handouts will be in electronic format whether PDF, Word, or a link to a website.

4. Trainer/Course Hours of Operation

The Medi-Cal Peer Support Specialist Certification Training course operation is as follows

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

- Course Schedule: All courses are on Zoom. The most up to date course schedule is published on the website. Parents Anonymous® offers several Timeframes for participant convenience depending on whether someone needs to get through the course quickly or most work around other obligations. The 2 week course occurs Monday through Friday 8:30am to 5:00pm for two (2) consecutive weeks. Short breaks and a 30 minute lunchtime will be provided. The 4 week course occurs Monday through Friday 8:00am to 12:00pm for two (4) consecutive weeks. Short breaks and a 30 minute lunchtime will be provided. The 8 week course occurs Monday through Friday 6:00pm to 8:00pm for eight (8) consecutive weeks. There may be a short break during class. The 10 week course occurs Saturday 8:30am to 5:00pm for ten (10) consecutive weeks. Short breaks and a 30 minute lunchtime will be provided.
- Office Hours: Office hours to ask questions or get further clarification from the Trainer are from 8:00am to 5:00pm depending on what the time of class is for any given day. Participants may request additional times from the Trainer either in class or by email. Evening times or earlier morning times may be requested.
- Contact Methods: The Trainer or Training Manager by be contact by email or phone (call or text). This information will be provided to the participants in one of their enrollment acknowledgement emails and on the first day of class.
- Medi-Cal Peer Support Specialist Certification Training begins and ends at specific times. Participants are required to have their cameras on the during training hours but not during breaks or lunch. Attendance is taken daily. Participants who are 15 minutes or more late in the morning or do not stay for the entire training will not receive credit for the day unless special arrangements have been made with the Trainer. Participants will also not receive attendance credit if they are away from the camera for more than 10 minutes outside of Trainer specified breaks or without specific approval by the Trainer.
- Medi-Cal Peer Support Specialist Certification applicants should sign on to the Medi-Cal Peer Support Specialist Zoom Training via the Link sent in an email by the Medi-Cal Peer Support Specialist Trainer at least 10 minutes ahead of the Training start time to address any technical issues.
- Parents Anonymous® would like to record the training sessions to give participants an opportunity to review if they are absent or miss part of a day. However, Parents Anonymous® can only record if all participants agree to be recorded. Participants should not rely on the availability of recordings to decide to be absent. Any absence must be pre-approved with the Trainer. Furthermore, sessions recorded may only be viewed by the members of that session at this time.
- All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

NOTICE: The California Department of Health Care Services requires 80 hours of training to be eligible to register for the state Certification Examination. Being absent from coursework whether in hours or days MAY require you to re-take the entire training again.

5. Request for Accommodation

In alignment with the Medi-Cal Medi-Cal Peer Support Specialist Certification Program, Parents Anonymous® Medi-Cal Peer Support Specialist Certification Training will address all accommodations required by the Medi-Cal Medi-Cal Peer Support Specialist Certification Program and Grandparenting and Out-of-State Reciprocity, including but not limited to reasonable accommodations as defined by the American Disabilities Act to candidates taking the modules and examinations as needed, including verbal testing, and testing in prevalent languages. Additionally, Parents Anonymous® will support for American Sign Language upon request for the hearing impaired. In Shared leadership® with Peer Parent Partners, Parents Anonymous® will periodically assess and address accommodations to better support learning.

- Simple Accommodations Offered include materials with larger fonts or how to get larger text on the screen, closed captioning on Zoom, lending headphones, allowing participants to leave for more frequent breaks, or sending printed materials in Spanish or with larger fonts.

A request for accommodation may be by phone (call or text) or email. We ask that accommodations be requested at least 5 business days before the course begins. However, we acknowledge that a participant may only realize they need accommodation after the start of the course. Parents Anonymous® will examine an accommodation request within 24 hours of that request and make every attempt to provide a reasonable accommodation within in a timely manner with the hope if it being accomplished within the next 24 hours or before. Parents Anonymous® will respond to the participant in writing by email as well as by the method the participant originally made the accommodation request including a Zoom accommodation.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any Accommodation decisions by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

6. Requests for Leave of Absences

Leave of absence requests are meant for participants who start training but find they cannot complete it. The participant must submit a written request for a leave of absence which can be submitted in an email to the Training Manager. The request should include the following:

Dear First Name Last Name (Training Manager),

I, Your Full Name, would like to request a leave of absence from the Parents Anonymous® Medi-Cal Peer Support Specialist Certification Training that runs from mm/dd/year to mm/dd/year. I would like to re-enroll in this course again that begins on mm/dd/year.

Parents Anonymous® has a “no reason” policy for a leave of absence. We are aware of the many barriers that peers have and that may still be a part of their lived expertise. The Training Manager will respond by email on the next business day after the request is made. A participant may only request a leave of absence one time.

Full and complete participation in all days and the total 80 hours is required to receive a Certificate of Completion which allows the participant to take the state certification examination. Medi-Cal Peer Support Specialist Certification Training applicants may request a leave of absence any time after they begin training. If a leave of absence is approved, the participant will have 12 months to re-enroll in another class. If more than 12 months is needed, the participant must put in writing the need for re-enrollment past 12 months to the Training Manager. Parents Anonymous® will make every effort to support participants in receiving the training. Tuition will not be refunded.

If a participant does not attend training days, leaves the training more than 15 minutes early or arrives more than 15 minutes late without Trainer permission, the participant may be dropped from the training without a refund. Parents Anonymous® would recommend to the participant that they take a leave of absence if they would like to complete the training in the future. Medi-Cal Peer Support Specialist Certification Training applicants who are not able to attend all days and hours of training may be eligible for re-enrollment in future training if they submit a , leave of absence request but attendance will be required for all days and hours in the next class; days of attendance from previous training times are not credited to the new class.

NOTICE: The California Department of Health Care Services requires 80 hours of training to be eligible to register for the state Certification Examination. Being absent from coursework whether in hours or days MAY require you to re-take the entire training again.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any leave of absence decisions by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

7. Make-up of Assignments

In class and homework assignments are not burdensome but intended to reinforce the training. Homework should take no longer than 15 to 30 minutes. Medi-Cal Peer Support Specialist Certification participants are provided this information at the start of training, and it is included in all email communications pertaining to daily and weekly assignments and course requirements.

Participants may discuss with the Trainer any work that they need to make-up on the day after the homework was assigned. The No-Reason Request applies to make-up assignments. However, most work is done in class. The Trainer will make all make-up work decisions.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any leave of absence decisions by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

8. Course Complaints Process

In alignment with the Medi-Cal Medi-Cal Peer Support Specialist Certification Program:

A complaint is an allegation against a certified Medi-Cal Medi-Cal Peer Support Specialist who allegedly violated the Medi-Cal Code of Ethics for Medi-Cal Medi-Cal Peer Support Specialists in California or an allegation against an approved training entity. The California Department of Health Care Services requires any action taken against a certified Medi-Cal Medi-Cal Peer Support Specialist must be issued within 90-calendar days of receipt of the allegations.

Parents Anonymous® will investigate all complaints made against certified Medi-Cal Peer Support Specialists, Medi-Cal Peer Support Specialist Trainers, or other related persons or

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

processes within Parents Anonymous®. Parents Anonymous® will also review any appeals related to denials for application for enrollment, and denials for application for training.

- Participants may submit course complaints to the Trainer or Training Manager by email. All complaints must be in writing. Accommodation will be made for those with impairments that do not allow a written complaint to be submitted. Current accommodation for such cases is a video recording of the complaint. Parents Anonymous® will assist in this accommodation through Zoom, if requested.
- If the complaint is related to the Trainer and/or Training Manager, the participant may make the complaint in writing to the President and Chief Executive officer.
- Acknowledgement of receipt of complaint will be emailed to participant or agency making the complaint within 5-business days of the receipt by Parents Anonymous®. If there are small and simple issue that can be immediately resolved by the Trainer or the Training Manager, Parents Anonymous® will make every attempt to resolve this during the term of the course.
- All investigations of complaints will be completed within 90-calendar days of receipt by Parents Anonymous®. If there is a specific deadline that must be met in order for the participant to proceed with training with Parents Anonymous® or another provider, Parents Anonymous® will make every attempt to expedite the process. All complaints are first reviewed, investigated, and preliminarily outcome determined by the Training Manager. The complaint and determination only reviewed by the President and CEO for final determination if the participant is not in agreement with the decision of the Training Manager or the complaint was sent directly to the President and CEO.
- Parents Anonymous® may extend the investigation or review if additional time is necessary to complete the process for up to 30- calendar days.
 - Parents Anonymous® will notify the person or agency making the complaint or requesting an appeal via email, or other accommodation as necessary.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any leave of absence decisions by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

9. Under the Influence

Parents Anonymous® maintains a strict drug and alcohol policy during trainings. Any Medi-Cal Peer Support Specialist Certification participant suspected of being under the influence of drugs or alcohol is placed into a separate breakout room by the Medi-Cal Peer Support Specialist Trainer. A conversation will occur with the participant about their suspected intoxication. The Trainer will determine whether the participant is under the influence or whether their behavior will continue to be disruptive to the class. The Trainer will make the decision to remove or retain them in the class that day. If the Trainer decides the participant should be removed from the training, they will tell the participant while in the breakout room and follow up with the same information in email after office hours the following:

1. You are being removed from the training because I have determined that your behavior is disruptive to other participants and, if allowed back into the training, you will continue to be disruptive. This disruption is not allowing the other participants to receive the training effectively which is unfair.
2. Once removed from this training, you will not be allowed to return because you will not receive all 80 hours of training which is required to get a Certificate of Completion that allows you to take the Medi-Cal Peer Support Specialist Certification examination.
3. You may request a leave of absence which will allow you to re-enroll in this course any time within the next 12 months.

If the participant requires resources to assist with life issues and emotional support, they will be asked to come to office hours where they will be referred to appropriate resources.

Additional information regarding the drug policy and the consequences of arriving to Medi-Cal Peer Support Specialist Certification Training under the influence or demonstrating behaviors that cause reasonable suspicion that a Medi-Cal Peer Support Specialist Certification participant is under the influence are outlined and reviewed in the Medi-Cal Peer Support Specialist Certification Training and enrollment materials sent to participants before training.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any under the influence decision by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

10. Anti-Harassment

Parents Anonymous® is committed to providing a training environment that is free of harassment in any forms. In keeping with this commitment, Parents Anonymous® maintains a strict policy prohibiting unlawful sexual harassment. This policy applies to **all** employer agents and employees, including supervisors and non-supervisory employees, volunteers, and Medi-Cal Peer Support Specialist Certification applicants. Furthermore, it prohibits sexual harassment in any form, including verbal, physical and visual harassment. Such conduct will not be tolerated.

Prohibited sexual harassment includes:

- Unwanted sexual advances;
- Offering training benefits in exchange for sexual favors;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters;
- Verbal conduct: making or using derogatory comments, epithets, slurs, and jokes;
- Verbal sexual advances or propositions;
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations; and
- Physical conduct: touching, assaulting, impeding or blocking movement.

Participant Harassment of Other Participants or Trainer:

Any Medi-Cal Peer Support Specialist Certification participant making any derogatory, abusive, or harassing statement(s), whether of a sexual or non-sexual nature, during training will be placed into a separate breakout room by the Trainer. A conversation will occur with the participant about their comments or behaviors. The Trainer will make the decision to remove or retain them in the class that day. If the Trainer decides the participant should be removed from the training, they will tell the participant while in the breakout room and follow up with the same information in email after office hours the following:

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

1. You are being removed from the training because I have determined that your behavior is disruptive to other participants and, if allowed back into the training, you will continue to be disruptive. This disruption is not allowing the other participants to receive the training effectively which is unfair.
2. Once removed from this training, you will not be allowed to return because you will not receive all 80 hours of training which is required to get a Certificate of Completion that allows you to take the Medi-Cal Peer Support Specialist Certification examination.
3. You may request a leave of absence which will allow you to re-enroll in this course any time within the next 12 months.

If the participant requires resources to assist with life issues and emotional support, they will be asked to come to office hours where they will be referred to appropriate resources.

Additional information regarding the harassment and related consequences are outlined and reviewed in the Medi-Cal Peer Support Specialist Certification Training and enrollment materials sent to participants before training.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any harassment decision by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

Participant Harassment by Parents Anonymous® Staff or Contractors:

If the harassment complaint is regarding a Trainer or other Parents Anonymous® staff member or contractor, Parents Anonymous® encourages those believing that they have been discriminated against and/or harassed, to call or file a written complaint about a Parents Anonymous® with the Training Manager immediately, if the person who presented the unwanted behavior is not the Training Manager. If the complaint is related to the Training Manager, then the complaint should go to the President and Chief Executive Officer immediately. This information is made available to all participant at the initiation of the training and is specified in the training materials. All non-staff member complaints will be managed by the Training Manager.

If the participant calls either the Training Manager or the President and CEO regarding a charge of discrimination and/or harassment about a staff member or contractor, the participant's

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

statement will be taken and a written complaint will be prepared and email to the participant for confirmation of accuracy. This statement may be taken by a designate of the Director or President. The Medi-Cal Peer Support Specialist Certification participant will be asked to state, in detail, all facts that support the claim of discrimination and/or harassment in the complaint as well as any witnesses to the conduct that is described.

Within five (5) days of reviewing the complaint, or as soon as possible thereafter, the Director or President will begin to conduct a fair and impartial investigation into the alleged discrimination and/or harassment. Interviews will be scheduled with the complaining party, the accused harasser and all relevant witnesses.

In all cases, necessary measures will be taken to protect the individual reporting the incident from any retaliatory actions. Furthermore, Parents Anonymous® will make every effort to protect the privacy of the complaining party and the privacy and reputation of the accused harasser and will limit disclosure of facts revealed in the investigation only to those with a legitimate need- to-know.

However, the Parents Anonymous® reserves the right to disclose such information as is necessary to conduct a complete investigation. At the conclusion of the investigation, the Director or the President will communicate to the accused harasser and the complaining employee, or Medi-Cal Peer Support Specialist Certification participant their findings and the corrective measures to be taken to address the discrimination and/or harassment.

Corrective measures may include, but need not be limited to, verbal reprimand, written warning, dismissal from the training or employment. Any corrective action taken as a result of the investigation will be communicated in writing to the employee, contractor, or Medi-Cal Peer Support Specialist Certification participant. The Director or President will also take whatever steps are necessary to prevent any further discrimination or harassment.

In the event that the President and Chief Executive Officer is the alleged discriminator or harasser, the Medi-Cal Peer Support Specialist Certification participants should call or file the complaint with the Chairperson the Board of Parents Anonymous® (“Chairperson”).

11. Non-Discrimination

Parents Anonymous® is committed to providing a work environment that is free of discrimination. In keeping with this commitment, Parents Anonymous® maintains a strict policy prohibiting unlawful discrimination. This policy applies to *all* employees of Parents Anonymous®, including supervisors and non-supervisory employees. This policy also applies to non- employees of Parents Anonymous®, including volunteers, program participants, vendors and any other person doing business with Parents Anonymous®.

Acceptance into the Medi-Cal Peer Support Specialist Certification Training is based on the Medi-Cal Peer Support Specialist Certification participant meeting required qualifications and is not influenced in any manner by an individual's race, ancestry, color, religion, national origin, marital status, sex (including sexual harassment and gender identity), sexual orientation,

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

disability (physical or mental including HIV/AIDS diagnosis), medical condition (cancer and genetic characteristics), or age.

Participant Discriminating Against Other Participants or Trainer:

Any Medi-Cal Peer Support Specialist Certification participant exhibiting discriminatory language or behavior during training will be placed into a separate breakout room by the Trainer. A conversation will occur with the participant about their comments or behaviors. The Trainer will make the decision to remove or retain them in the class that day. If the Trainer decides the participant should be removed from the training, they will tell the participant while in the breakout room and follow up with the same information in email after office hours the following:

1. You are being removed from the training because I have determined that your behavior is disruptive to other participants and, if allowed back into the training, you will continue to be disruptive. This disruption is not allowing the other participants to receive the training effectively which is unfair.
2. Once removed from this training, you will not be allowed to return because you will not receive all 80 hours of training which is required to get a Certificate of Completion that allows you to take the Medi-Cal Peer Support Specialist Certification examination.
3. You may request a leave of absence which will allow you to re-enroll in this course any time within the next 12 months.

If the participant requires resources to assist with life issues and emotional support, they will be asked to come to office hours where they will be referred to appropriate resources.

Information regarding the discrimination and related consequences are outlined and reviewed in the Medi-Cal Peer Support Specialist Certification Training and enrollment materials sent to participants before training.

Parents Anonymous® encourages those believing that they have been discriminated against and/or harassed, to call or file a written complaint with the President and Chief Executive Officer immediately; this information is made available to all participant at the initiation of the training and is specified in the training materials.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any harassment decision by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

Participant Discrimination by Parents Anonymous® Staff or Contractors:

If the harassment complaint is regarding a Trainer or other Parents Anonymous® staff member or contractor, Parents Anonymous® encourages those believing that they have been discriminated against and/or harassed, to call or file a written complaint about a Parents Anonymous® with the Training Manager immediately, if the person who presented the unwanted behavior is not the Training Manager. If the complaint is related to the Training Manager, then the complaint should go to the President and Chief Executive Officer immediately. This information is made available to all participant at the initiation of the training and is specified in the training materials. All non-staff member complaints will be managed by the Training Manager.

If the participant calls either the Training Manager or the President and CEO regarding a charge of discrimination and/or harassment about a staff member or contractor, the participant's statement will be taken and a written complaint will be prepared and email to the participant for confirmation of accuracy. This statement may be taken by a designate of the Director or President. The Medi-Cal Peer Support Specialist Certification participant will be asked to state, in detail, all facts that support the claim of discrimination and/or harassment in the complaint as well as any witnesses to the conduct that is described.

Within five (5) days of reviewing the complaint, or as soon as possible thereafter, the Director or President will begin to conduct a fair and impartial investigation into the alleged discrimination and/or harassment. Interviews will be scheduled with the complaining party, the accused harasser and all relevant witnesses.

In all cases, necessary measures will be taken to protect the individual reporting the incident from any retaliatory actions. Furthermore, Parents Anonymous® will make every effort to protect the privacy of the complaining party and the privacy and reputation of the accused harasser and will limit disclosure of facts revealed in the investigation only to those with a legitimate need- to-know.

However, the Parents Anonymous® reserves the right to disclose such information as is necessary to conduct a complete investigation. At the conclusion of the investigation, the Director or the President will communicate to the accused harasser and the complaining employee, or Medi-Cal Peer Support Specialist Certification participant their findings and the corrective measures to be taken to address the discrimination and/or harassment.

Corrective measures may include, but need not be limited to, verbal reprimand, written warning, dismissal from the training or employment. Any corrective action taken as a result of the investigation will be communicated in writing to the employee, contractor, or Medi-Cal Peer Support Specialist Certification participant. The Director or President will also take whatever steps are necessary to prevent any further discrimination or harassment.

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

In the event that the President and Chief Executive Officer is the alleged discriminator or harasser, the Medi-Cal Peer Support Specialist Certification participants should call or file the complaint with the Chairperson the Board of Parents Anonymous® (“Chairperson”).

12. Material in Prevalent Languages

Medi-Cal Peer Support Specialist Certification Training materials will currently only be provided in English. Spanish materials will only be provided in Spanish for Spanish language trainings. Participants needing information and materials in Spanish may call or email their request to their Trainer or the Training Manager. Materials will be provided electronically by email at the start of class.

13. Evaluation of Training

On the final day of the Medi-Cal Peer Support Specialist Certification Training, an evaluation survey via a google form is placed into the zoom chat. Medi-Cal Peer Support Specialist Certification participants are informed about the evaluation process and asked to complete the evaluation form prior to receiving their Medi-Cal Peer Support Specialist Certificate of Completion. The evaluation data will be reviewed by Trainers and the Training Manager to determine course improvements that can be made from the evaluation and recommendations of the participants. The evaluation outcome report will be emailed to all participants along with changes Parents Anonymous® will make regarding the course and the process within 90 days after course completion.

14. Maintenance of Student Records

Parents Anonymous® will store participant information from registration forms including full name, address, phone, email, date of birth, training dates, status in the course (registered, cancelled, enrolled, leave of absence, completed) and their Certificate of Completion for a minimum of 7 years. All records are electronically stored on a secured database. Because Parents Anonymous® has evidence-based programs, data is often stored for an unlimited period. Information regarding the maintenance of records are outlined and reviewed in the Medi-Cal Peer Support Specialist Certification Training and enrollment materials sent to participants before training.

15. Complaints and Grievance

In alignment with the Medi-Cal Medi-Cal Peer Support Specialist Certification Program:

A complaint is an allegation against a certified Medi-Cal Medi-Cal Peer Support Specialist who allegedly violated the Medi-Cal Code of Ethics for Medi-Cal Medi-Cal Peer Support Specialists in California or an allegation against an approved training entity. The California

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

Department of Health Care Services requires any action taken against a certified Medi-Cal Medi-Cal Peer Support Specialist must be issued within 90-calendar days of receipt of the allegations.

Parents Anonymous® will investigate all complaints made against certified Medi-Cal Peer Support Specialists, Medi-Cal Peer Support Specialist Trainers, or other related persons, processes, issues or items within Parents Anonymous®. Parents Anonymous® will also review any appeals related to denials for application for enrollment, and denials for application for training.

- Participants may submit complaints to the Trainer or Training Manager by email. All complaints must be in writing. Accommodation will be made for those with impairments that do not allow a written complaint to be submitted. Current accommodation for such cases is a video recording of the complaint. Parents Anonymous® will assist in this accommodation through Zoom, if requested.
- If the complaint is related to the Trainer and/or Training Manager, the participant may make the complaint in writing to the President and Chief Executive officer. Parents Anonymous® will provide accommodation through Zoom, if requested
- Acknowledgement of receipt of the complaint will be emailed to participant or agency making the complaint within 5-business days of the receipt by Parents Anonymous®. If there are small and simple issues that can be immediately resolved by the Trainer or the Training Manager, Parents Anonymous® will make every attempt to resolve this during the term of the course.
- All investigations of complaints will be completed within 90-calendar days of receipt by Parents Anonymous®. If there is a specific deadline that must be met for the participant to proceed with training with Parents Anonymous® or another provider, Parents Anonymous® will make every attempt to expedite the process.
- All complaints are first reviewed, investigated, and preliminarily outcome determined by the Training Manager. The complaint and determination only reviewed by the President and CEO for final determination if the participant is not in agreement with the decision of the Training Manager or the complaint was sent directly to the President and CEO.
- Parents Anonymous® may extend the investigation or review if additional time is necessary to complete the process for up to 30- calendar days.
 - Parents Anonymous® will notify the person or agency making the complaint or requesting an appeal via email, or other accommodation

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

as necessary.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any leave of absence decisions by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

16. Confidentiality of Other Participants

Confidentiality and its limits are reviewed at the beginning of all Medi-Cal Peer Support Specialist Certification Training days. Medi-Cal Peer Support Specialist Certification participants are informed that they cannot share any information about the other participants or what is said or happens in the Medi-Cal Peer Support Specialist Certification Training session. Participants may share personal stories and experiences via the virtual training but they are also informed that they cannot document, screen shot, record or in any way capture audio, visual, or text content of the training or about other participants.

Additionally, Medi-Cal Peer Support Specialist Certification applicants are instructed to ensure they are in a private setting where no one can hear or see other participants on the computer or cell phone screen to maintain confidentiality. Violation of these stipulations may result in the Medi-Cal Peer Support Specialist Certification participant's removal from the training session which will mean the participant will have to retake the training.

Medi-Cal Peer Support Specialist Certification participant are encouraged call or email the Medi-Cal Peer Support Specialist Trainer regarding any reasonable suspicions of breeches to confidentiality. If the person in question is the Medi-Cal Peer Support Specialist Trainer, Medi-Cal Peer Support Specialist Certification applicants are directed to call or email with the President and Chief Executive Officer immediately.

Any Medi-Cal Peer Support Specialist Certification participant suspected of breaching these confidentiality expectations during training will be placed into a separate breakout room by the Trainer. A conversation will occur with the participant about their comments or behaviors. The Trainer will make the decision to remove or retain them in the class that day. If the Trainer decides the participant should be removed from the training, they will tell the participant while in the breakout room and follow up with the same information in email after office hours the following:

Parents Anonymous® Inc.
Medi-Cal Peer Support Specialist Certification Training
POLICIES

1. You are being removed from the training because I have determined that you breached the confidentiality of other participants which goes against the policies of this course. From this conversation, I believe you will continue to breach the confidentiality of other participants. This is a severe violation of individual rights and is cause for removal from this class.
2. Once removed from this training, you will not be allowed to return because you will not receive all 80 hours of training which is required to get a Certificate of Completion that allows you to take the Medi-Cal Peer Support Specialist Certification examination.
3. You may request a leave of absence which will allow you to re-enroll in this course any time within the next 12 months. Depending on the severity of the breach of confidentiality on other participants, you may not be allowed to re-enroll.

If the participant requires resources to assist with life issues and emotional support, they will be asked to come to office hours where they will be referred to appropriate resources.

Information regarding the breach of confidentiality of other participants and related consequences are outlined and reviewed in the Medi-Cal Peer Support Specialist Certification Training and enrollment materials sent to participants before training.

To Appeal:

Medi-Cal Peer Support Specialist Certification participants can contact the Training Manager to appeal any harassment decision by email. Further appeals may also be directed to the President and Chief Executive Officer by email. All appeals must be in writing unless the participant needs an accommodation and made within 30 days of the last official response from Parents Anonymous® to receive timely attention. Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be a Zoom meeting.

All Medi-Cal Peer Support Specialist Certification Training guidelines are expressed on the website and all Medi-Cal Peer Support Specialist Certification participants are required to read and agree to the in-class requirements prior to attending the training. The Medi-Cal Peer Support Specialist Certification Training guidelines are also provided in the confirmation email following confirmed participation.

Contact Information: Email - Training@parentsanonymous.org Call or Text – 909-616-7909