



# **Guide to Continuing Education**

## **Cal-Learns**

July 2025

# Welcome

The California Mental Health Services Authority (CalMHSA) is committed to supporting behavioral health providers' professional development by offering high-quality continuing education (CE) courses that meet the standards of national and state-recognized accrediting bodies. Whether live or asynchronous, our CE offerings are designed to strengthen clinical skills, promote ethical practice, and foster compliance in regulatory standards across California's public mental health and substance use systems.

This guide is designed to help learners successfully navigate CalMHSA's continuing education courses — from understanding course requirements to earning CE credit and accessing certificates of attendance. It outlines the policies, procedures, and expectations for participation, including attendance, assessment, grievance resolution, and certificates across all CE-eligible courses.

The guide also contains valuable information about how our training courses meet compliance requirements for:

- The American Psychological Association (APA)
- The California Association of Marriage and Family Therapists (CAMFT)
- The California Association for Alcohol/Drug Educators (CAADE)
- The California Association of DUI Treatment Programs (CADTP)

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## Accessibility

CalMHSA supports program accessibility for learners with apparent and non-apparent disabilities by:

- Using ADA-compliant platforms (e.g., Demio for webinar platform) and online asynchronous sessions (Moodle learning management system), supporting features like screen readers and closed captioning.
- Providing accessible materials in multiple formats, such as audio, text, and video with captions for asynchronous programs.
- Regularly reviewing and updating accessibility practices to comply with the Americans with Disabilities Act (ADA).

## Awarding Course Credit and Monitoring Attendance

The CE training courses offered by CalMHSA are delivered in either a live or asynchronous format and are designed to be completed within a timeframe appropriate to the specific course content and objectives.

### Course Credit

Courses are awarded CE credit based on one CE unit per hour of instructional time. CalMHSA determines credit hours by evaluating the total instructional time required to complete the course content. This includes time spent reviewing materials such as readings, video lectures, assessments, and interactive activities. For asynchronous (self-paced) courses, instructional time is estimated using average pacing assumptions. For live trainings, the duration of direct instruction is used to calculate credit hours.

A 75% minimum passing score on any required quiz or assessment is necessary to confirm the learner's understanding of the material, reinforce learning objectives, and validate the instructional time.

### METHODOLOGY

Courses are designed with consideration of the average time professionals in the field may need to fully engage with the content. This approach ensures that CE credit hours are commensurate with actual instructional time and maintains the integrity of the credit awarded.

When delivered asynchronously, courses allow for flexible pacing while still ensuring that learning objectives are met within the designated instructional timeframe. Live trainings are structured to provide real-time engagement and meet the same standards for educational value.

### MONITORING ATTENDANCE

#### Attendance Policy

- **Mandatory Attendance:** Learners must complete the full course — whether live or asynchronous — to be eligible for CE credit.

#### Method for Monitoring Attendance

- **Asynchronous Attendance Tracking:** Attendance is monitored using the LMS's built-in attendance tracking features, which record a learner's login and logout times.
- **Engagement Checks:** Periodic engagement checks, such as poll questions or interactive activities, are used to confirm ongoing participation throughout the session.

#### Addressing Potential Absences

- **Completion Verification:** To obtain CE credits, learners who review the asynchronous recording must complete an additional assessment or quiz based on the session content to verify their understanding and engagement.
- **No Partial Credit:** Certificate of completion and CE credits are not awarded to those who attend partial training.

## Source Approvals

For all continuing education courses, CalMHSA ensures that content is evidence-informed, aligned with applicable legal and ethical standards, and appropriate for the professional scope of the target audience.

### AMERICAN PSYCHOLOGICAL ASSOCIATION (APA)

CalMHSA is approved by the American Psychological Association to sponsor continuing education for psychologists. CalMHSA maintains responsibility for this program and its content.

Courses offered under APA approval are designed to enhance the competencies of licensed psychologists and other doctoral-level behavioral health professionals. These trainings focus on evidence-based practices, legal and ethical standards, and current developments relevant to psychological assessment, intervention, and system-level care within public mental health settings.

### CALIFORNIA ASSOCIATION OF MARRIAGE AND FAMILY THERAPISTS (CAMFT)

CalMHSA is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs, and LEPs in the State of California (Provider #1000078). CalMHSA maintains responsibility for this program and its content.

CAMFT-approved courses support the ongoing development of licensed mental health clinicians by addressing topics relevant to clinical practice, legal and ethical responsibilities, culturally responsive care, and public behavioral health system navigation.

### CALIFORNIA ASSOCIATION FOR ALCOHOL/DRUG EDUCATORS (CAADE)

CalMHSA is approved by the California Association for Alcohol/Drug Educators (CAADE Provider #CP40 999 C 1125) to sponsor continuing education for alcohol and other drug counselors.

Training approved by CAADE is intended to strengthen the knowledge and clinical practice of substance use disorder (SUD) counselors. Courses focus on the treatment of substance use and co-occurring disorders, recovery-oriented practices, and other topics that promote competency and ethical service delivery in SUD treatment settings.



## CALIFORNIA ASSOCIATION OF DUI TREATMENT PROGRAMS (CADTP)

CalMHSA is approved by the California Association of DUI Treatment Programs (CADTP Provider #205) to sponsor continuing education for alcohol and other drug counselors.

CADTP-approved training supports the continuing education needs of professionals working with individuals impacted by substance use and the criminal justice system. Topics may include relapse prevention, ethics, trauma-informed care, and other content aligned with CADTP's standards for quality continuing education in DUI and SUD treatment services.

## Certificates of Completion

These courses are eligible for continuing education credit through one or more of the following entities, depending on the course's approval. Each eligible training will clearly identify one or more of the following:

- **APA** – Approved by the American Psychological Association to sponsor continuing education for psychologists.
- **CAMFT** – Approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs, and LEPs.
- **CAADE** – Approved CE provider by the California Association for Alcohol/Drug Educators.
- **CADTP** – Approved CE provider by the California Association of DUI Treatment Programs.

CE units are awarded based on total instructional time and successful completion of course requirements. Upon completion, CalMHSA will issue a certificate of completion that indicates the number of CE hours awarded and the approving entity/entities applicable to the course.

## Refund/Cancellation Policy

### Policy

CalMHSA continuing education courses offered through the LMS are available at no cost. As such, there are no fees to refund, and a refund policy is not applicable.

### Withdrawing/Discontinuing

1. Learners may cancel or discontinue a course at any time without penalty.
2. Learners are encouraged to contact CalMHSA at [info@calmhhsa.org](mailto:info@calmhhsa.org) with any questions regarding course withdrawal or to request support with canceling a registration.

**Note:** Learners who do not complete all course components — including the post-quiz or evaluation — are not eligible for CEs and will not receive a certificate of completion or CE credit.

## Records Retention

We maintain all records related to continuing education activities in accordance with the requirements of the American Psychological Association, the California Association of Marriage and Family Therapists, the California Association for Alcohol/Drug Educators, and the California Association of DUI Treatment Programs.

Records are retained for a minimum of **four years** from the date of course completion and include:

- Course outlines and learning objectives
- Instructor qualifications (CV/résumé, licenses, etc.)
- Attendance and completion records
- Assessment or quiz results (if applicable)
- Copies of certificates issued
- Promotional materials and course evaluations
- CE credit hour calculation methodology

These records are securely stored and made available to regulatory agencies upon request, in compliance with approval agreement.

## Target Audience

Continuing education courses are designed for behavioral health professionals seeking to enhance their knowledge and competencies in clinical practice, ethics, public mental health systems, and recovery-oriented care.

These trainings are appropriate for:

- Licensed mental health professionals (LMFTs, LCSWs, LPCCs, LEPs, psychologists)
- Substance use disorder counselors certified through CAADE or CADTP
- Peer support professionals, case managers, and others working in behavioral health settings.
- Supervisors, administrators, and educators seeking alignment with best practices and regulatory standards.

Each course specifies its learning objectives, instructional level, and relevant scope of practice to help learners determine appropriateness based on their professional role and experience.

## Grievance Policy & Procedure

This policy addresses and responds to grievances submitted by attendees in a reasonable, ethical, and timely manner. CalMHSA complies with all applicable professional and legal standards, including those required by APA, CAMFT, CAADE, and CADTP. CalMHSA complies with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content, and in the treatment of program participants. The monitoring and assessment of compliance with these standards are the responsibilities of the CalMHSA continuing education committee. While CalMHSA goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there are occasional issues that require intervention and/or action by CalMHSA. This procedural description serves as a guideline for handling such grievances.

## SUBMITTING A GRIEVANCE

Learners may submit a grievance at any time by email, phone, or mail to:

The CE Committee

Email: [workforce@calmhhsa.org](mailto:workforce@calmhhsa.org)

Phone: (888) 210-2515

1610 Arden Way, Suite 175, Sacramento, CA 95815

## GRIEVANCE REVIEW PROCESS

1. **Receipt of Grievance:** Grievances may be submitted orally or in writing, though a written summary may be requested if further documentation is needed.
2. **Speaker/Content Grievances:** If the concern involves a presenter, course content, or delivery style, learners may be asked to submit their comments in writing. The CE Committee will review and, when appropriate, share the feedback with the presenter while maintaining participant confidentiality.
3. **Program-Level Concerns:** If the concern involves CalMHSA's CE program or process, the CE Committee will review the grievance and determine a course of resolution.
4. **Response Timeline:** CalMHSA will provide an initial response within **72 hours** and make reasonable efforts to fully resolve the grievance within **10 business days**.
5. **Record keeping:** All grievances and resolutions will be documented and securely retained for **a minimum of four years**, in accordance with APA, CAMFT, CAADE, and CADTP standards.

CalMHSA is committed to addressing grievances in a timely, fair, and respectful manner to ensure the best possible learning experience for all participants.

## Security & Privacy

CalMHSA ensures the security of all proprietary information by rigorously aligning all security measures with industry standards in accordance with data access policies. We systematically review and update security protocols to reflect current policies. Specific methods include:

- **Restricted Access:** Only authorized personnel have access to proprietary information and tests. Secure login credentials and encryption are used to protect electronic data.
- **Secure Storage:** Digital materials are stored on secure servers with robust firewalls and regular security audits.
- **Data Encryption:** All electronic data, including tests and proprietary information, are encrypted during storage and transmission to prevent unauthorized access.
- **Anonymization:** Personal data collected from individuals and organizations are anonymized wherever possible. Unique identifiers replace personal information in data sets.



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