



Medi-Cal Peer Support Specialist Certification Training

POLICIES & PROCEDURES

Parents Anonymous®
Medi-Cal Peer Support Specialist Certification
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NOTICE: The California Department of Health Care Services (DHCS) 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.

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1. Operations Schedule

Medi-Cal Peer Support Specialist Certification Training:

- Delivery Method: Instructor-led (In-Person, Online, Hybrid) or Asynchronous
 - All Instructor-led training courses are cohort-based and generally offered through Zoom Telehealth and Canvas Instructure.
 - Custom training is available for organizations with 10 or more participants and can be conducted in-person, online, or hybrid.
 - Asynchronous training courses can be cohort or individual-based depending on the circumstances and approved by the Training Supervisor.
 - Zoom Telehealth is a HIPAA Compliant online platform, providing 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.
 - Canvas Instructure is a versatile learning management system (LMS) that supports both synchronous and asynchronous training programs, offering tools for real-time collaboration, interactive content delivery, and self-paced learning modules.
- Open Hours: 9:00am to 9:30pm for Instructor-Led Courses; Asynchronous training hours vary
- Trainer Office Hours: Variable
- Course Length: 80 hours
 - Instructor-led: 4 hours/day over 4 weeks
 - Asynchronous: 30-90 days with instructor permission
- Contact Information: Email training@parentsanonymous.org or call 909-515-8930

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2. Enrollment/Registration Process and Procedures

Participants interested in the Medi-Cal Peer Support Specialist Certification Training can [register](#) on the Parents Anonymous® [website](#).

Steps to Register

1. Complete the online application, including personal details, contact information, and qualification details.
2. Review the Parents Anonymous® Medi-Cal Peer Support Specialist Certification Training Policies & Procedures (this document).
3. Review, sign, and save the [CalMHSAs Medi-Cal Peer Support Specialist Certification - Code of Ethics](#) to upload below.
4. Select preferred training modality (online, asynchronous, in-person) and time frame (morning, afternoon, evening).
5. Upload required documents for Proof of Age such as a valid ID and Proof of Highest Level of Education such as high school diploma or GED.
6. Upload signed [CalMHSAs Medi-Cal Peer Support Specialist Certification - Code of Ethics](#).
7. Write a brief description of your Lived Expertise and Willingness to Share Your Story
8. Type your name to accept Commitment & Acknowledgement
9. Submit the application for approval.
10. Await confirmation of registration and course details.

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. 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.

Non-Enrollment

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. 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.

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Waitlist Policy

- A waitlist will be available if the maximum enrollment of 25 participants is reached in a cohort of each modality offered.
- Participants on the waitlist will be notified of openings and may complete their registration and enrollment up to five business days before the course begins.

Approval

- Applications are reviewed for completeness and eligibility.
- Upon approval, participants receive a confirmation email containing:
 - Training dates and times of required attendance
 - Contact details for the Trainer and Training Manager.
 - Instructions, including payment details if applicable.
 - Medi-Cal Peer Support Specialist Certification Training guidelines to review and agree to prior to attending.
- If confirmation is not received, participants will be contacted by phone, text, or email to ensure receipt. Lack of response may result in removal from the training.
- Access to Canvas and all training materials, along with the Zoom participation link, will be emailed no later than one business day before the training begins.

Tuition and 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.
- Applicants receiving scholarships from Parents Anonymous® scholarships that cover full tuition, the certification exam fee, and programs that will assist with job placement. They will not need to make any payments and will be notified of the next steps in the process.
- If you have a CalMHSA scholarship, we will accept it as full payment for the course and the exam fee, and you will be eligible for job placement assistance.
- Organizations registering multiple applicants may be eligible to invoice Parents Anonymous®. This information is included on the registration form.

There will be no additional cost for materials as most documents are digital. Any other documents or materials sent to participants in the U.S. mail will be at no cost to the participants.

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3. Course Completion Information

All synchronous training is conducted on Zoom and Canvas. Asynchronous training is primarily on Canvas but may involve Zoom meetings as needed. All Medi-Cal Peer Support Specialist Certification participants are encouraged to actively engage and share their lived expertise. Participants must attend all sessions and complete all assignments, including passing quizzes and practical assessments, to successfully complete the course.

Training methodologies include but are not limited to the following:

- PowerPoints
- Videos
- Small group discussions
- Discussion boards and voice messages
- Large group sharing, discussion, and reporting
- Role-playing exercises and demonstration of skills
- Behavioral and skill demonstrations by Trainers
- Case presentation and application
- Coaching and validation
- Reinforcements and rewards
- Required reading or research
- Journaling
- Storytelling and application
- Direct questions and summarizing
- Games
- Quizzes and tests
- Live research
- Surveys and assessments

All training materials and course handouts are digitally housed on Canvas and emailed to all Medi-Cal Peer Support Specialist Certification participants prior to classes as deemed necessary by the Trainer.

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Make-Up Process

If a participant is absent from a scheduled training session, they must notify the Trainer either via email or during course check-ins.

- **Requesting Make-Up Assignments:** Participants must submit a request within **24 hours of the absence**.
- **Trainer Response:** Upon receipt, the Trainer will assign appropriate make-up work aligned with the missed content.
- **Completion Timeframe:** Participants are required to submit completed make-up assignments within **48 hours** of receiving them in order to stay on track with the cohort.
- **Acceptance/Denial of Requests:** Make-up requests may be denied if they are not submitted within the required timeframe or if the absence exceeds the allowable training hours.

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4. Process for Issuance of Certificate of Attendance

To be eligible for the Certificate of Attendance for the Parents Anonymous® Medi-Cal Peer Support Specialist Certification Training, participants must complete all 80 required hours of training. Missing any scheduled training time requires making up the class content. See Section 3, “Make-up Process,” for details.

The 80-hour curriculum covers 17 core competencies required by DHCS:

- The concepts of hope, recovery, and wellness
- The role of advocacy
- The role of consumers and family members
- Psychiatric rehabilitation skills and service delivery, and addiction recovery principles, including defined practices
- Cultural and structural competence trainings
- Trauma-informed care
- Group facilitation skills
- Self-awareness and self-care
- Co-occurring disorders of mental health and substance use
- Conflict resolution
- Professional boundaries and ethics
- Preparation for employment opportunities, including study and test-taking skills, application, and resume preparation, interviewing, and other potential requirements for employment
- Safety and crisis planning
- Navigation of and referral to, other services
- Documentation skills and standards
- Confidentiality
- Digital literacy

Attendance Requirements

Synchronous Medi-Cal Peer Support Specialist Certification Training begins and ends at specific times, and it is expected that all participants have their cameras on during the training to ensure attendance. Attendance is recorded in real-time using Smartsheet for both synchronous and asynchronous courses. For backup purposes, attendance is also maintained in Excel spreadsheets to ensure data safety and accessibility.

- 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.

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- 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.
- Participants should sign on to the Medi-Cal Peer Support Specialist Zoom Training via the link sent in an email by the Trainer at least 10 minutes ahead of the training start time to address any technical issues.
- Most training sessions are recorded to give participants an opportunity to review if they are absent or missed part of a day, but only 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 by the Trainer.
- Recorded sessions may only be viewed by the members of that session at this time.

Full and complete participation in all training days and the total 80 hours is required to receive a Certificate of Attendance, which allows the participant to take the state certification examination. Participants who do not attend training days, leave the training more than 15 minutes early, or arrive more than 15 minutes late without Trainer permission may be dropped from the training without a refund.

On the first day of the training cohort, expectations, procedures, and attendance requirements are reviewed with participants. This information is included in the introductory slides.

Certificate Issuance Process

At the end of the training program, the Trainer and Training Manager review completion of assignments, evaluation, and attendance records in Smartsheet and Excel to verify that each participant has met the course completion requirements.

- Participants who have missed more than 4 hours are withdrawn from the current cohort and must sign up for another training session.
- For participants who meet the attendance criteria, the Training Manager will prepare the Certificates of Attendance.
- Certificates of Completion are emailed within one (1) week of program completion to all eligible participants.

Requesting a Copy of a Certificate:

- Participants may request a duplicate or replacement certificate by emailing training@parentsanonymous.org with the following information:
 - Full legal name (as used during training)
 - Current contact information and email
- Processing Time: Requests will be processed within ten (10) business days.
- Cost: Duplicate certificates are issued digitally at no cost.

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Certificate Details

- Each Parents Anonymous® Medi-Cal Peer Support Specialist Training Certificate of Completion will include the participant's full legal name, the date of training completion, signatures of President & CEO and Vice President overseeing the training program, and a statement confirming the completion of 80 hours of training.
- Certificates are distributed digitally via email to each qualifying participant.
- Participants will receive their certificates within one week of completing the training program.

Re-enrollment for Non-compliant Participants

Participants who exceed the 4-hour absence limit will be notified by the Training Manager about their withdrawal from the current training cohort.

- These participants must re-enroll in a future training cohort to complete the required 80 hours.
- Participants must submit a new registration form for a future cohort.
- Previous attendance records will not carry over, and participants must attend the full 80 hours in the new cohort.

Appeals

Participants who wish to appeal an attendance-related decision may do so by submitting a written appeal via email to the Training Manager within 30 days of the decision.

- Include detailed information about the reason for the appeal and any supporting documentation.
- Appeals will be reviewed by the Training Manager and may be escalated to the President & CEO if necessary.
- Final decisions on appeals will be communicated within 60 days of receipt.

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5. Process for Evaluation of Training Course and Trainer

On the final day of the Medi-Cal Peer Support Specialist Certification Training, participants will be required to fill out an evaluation survey via a Smartsheet form. The survey link will be shared in the Zoom chat by the Trainer and included in the final module on Canvas for easy access.

Evaluation Procedure

- Participants are informed about the evaluation process at the beginning of the training and prompted to complete it at the end of training.
- Completion of the evaluation form is mandatory for all participants and is a prerequisite for receiving their Certificate of Attendance.
- The survey collects feedback on various aspects of the training, including content, delivery, trainer effectiveness, and overall participant satisfaction.
- Once the evaluations are submitted, the data is collected and reviewed by both the Trainers and the Training Manager.
- The review process involves analyzing participant feedback to identify strengths, weaknesses, and areas for improvement in the training program.

Implementing Improvements

- Based on the evaluation data, the Trainers and Training Manager collaborate to determine necessary course improvements.
- Recommendations from participants are taken into consideration to enhance the curriculum, instructional methods, and overall training experience.
- An evaluation outcome report is compiled quarterly, summarizing the key findings from the participant feedback.
- This report includes specific changes that will be made to the course and the training process in response to the evaluations.
- Within 120 days after the course completion, the evaluation outcome report is emailed to all participants.
- The report ensures transparency and demonstrates a commitment to continuous improvement based on participant input.

Follow-Up

Periodic follow-up surveys may be conducted to assess the long-term impact of the changes implemented and to gather additional feedback from participants who have completed the training.

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6. Course Refund/Cancellation Process

Participants enrolled in the Parents Anonymous® Medi-Cal Peer Support Specialist Certification Training may be eligible for a refund under the following conditions:

- Participants must submit a written request for cancellation and refund via email to the Training Manager no later than the 6th business day (by 5:00 PM) before the start date of the training.
- Cancellations made after this deadline will not be eligible for a refund but may qualify for rescheduling.
- An administrative fee of up to \$25 may be deducted from the refunded amount.
- Refunds will be issued as a check to the individual or organization who made the original payment.
- Refunds will be processed within one to two weeks of the approved cancellation request.
- Participants who received scholarships from Parents Anonymous® will not be eligible for a refund, as the scholarship covers the full tuition and associated fees.

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	3rd 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	

Cancellation by Parents Anonymous®

If Parents Anonymous® cancels the training, participants will be notified by email and offered a full refund or the option to enroll in a future session without any administrative

Rescheduling

Participants who cancel their enrollment after the refund deadline but before the course start date may reschedule to another session within 12 months. No additional fees will be charged for rescheduling within this

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period.

- Participants must submit a written request to reschedule via email to the Training Manager.
- The Training Manager will confirm the new training dates and provide any additional information needed.

Appeals

Participants who wish to appeal a refund or cancellation decision may do so by sending a written appeal via email to the Training Manager within 30 days of the decision.

- Include detailed information about the reason for the appeal and any supporting documentation.
- Appeals will be reviewed by the Training Manager and may be escalated to the President & CEO if necessary
- Final decisions on appeals will be communicated within 60 days of receipt.

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7. Leave of Absence Request Process

The leave of absence policy is designed to accommodate participants who start the training but find themselves unable to complete it due to unforeseen circumstances. This policy ensures participants can re-enroll and complete the training at a later date.

- Participants must submit a written request for a leave of absence via email to the Training Manager.
- The email should include the following information:

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].

Sincerely,
[Your Full Name]

No Reason Policy

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.

- If approved, the participant will have 12 months to re-enroll in another class.
- If more than 12 months is needed, the participant must submit a written request to the Training Manager explaining the need for an extended re-enrollment period.
- Parents Anonymous® will make every effort to support participants in completing the training.

Re-enrollment Conditions

Participants who are unable 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.

- Attendance from previous training sessions will not be credited to the new class; participants must attend all days and hours in the next class.

Appeals

Participants can contact the Training Manager via email to appeal any leave of absence decisions.

- If necessary, appeals may be directed to the President and Chief Executive Officer via email.
- All appeals must be in writing, unless accommodation is needed, and made within 30 days of the last official response from Parents Anonymous®.

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- Final decisions will be made within 60 days of receipt of the initial appeal. Writing accommodation will be provided through a Zoom meeting if required.

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8. Reasonable Accommodations (ADA) Policy

Parents Anonymous® is committed to providing an inclusive and accessible training environment for all participants. We comply with the Americans with Disabilities Act (ADA) and other applicable laws to ensure that individuals with disabilities have equal access to our Medi-Cal Peer Support Specialist Certification Training.

Participants who require accommodation must notify the Training Manager as soon as possible, preferably at the time of registration, or at least two weeks before the start of the training.

- Requests for accommodations can be made by contacting the Training Manager via email at training@parentsanonymous.org or by calling/texting 909-515-8930.
- Participants requesting accommodation may be asked to provide documentation that supports their need for specific adjustments or services.
- Documentation should be current and provided by a qualified professional who is knowledgeable about the participant's disability.

Parents Anonymous® will make reasonable accommodations to facilitate equal access to the training. Accommodations may include, but are not limited to:

- Extended time for assignments and assessments
- Accessible training materials (e.g., large print, Braille, digital formats)
- Assistive technology (e.g., screen readers, captioning)
- Modified training schedules
- Physical access adjustments for in-person training sessions
- Additional support services, such as sign language interpreters or note-takers

Review and Implementation Process

The Training Manager, in consultation with relevant staff, will evaluate each accommodation request on a case-by-case basis. Consideration will be given to the specific needs of the participant and the essential requirements of the training program.

- Once an accommodation request is approved, the Training Manager will coordinate with the participant to ensure that the necessary accommodation is provided.
- Participants will be informed of the specific accommodation that will be provided and any adjustments to the training schedule or format.
- All accommodation requests and related documentation are treated confidentially.
- Information about a participant's disability and accommodation will only be shared with staff on a need-to-know basis to implement the necessary adjustments.
- Parents Anonymous® is committed to providing ongoing support to participants with disabilities throughout the training program.

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- Participants are encouraged to communicate any issues or additional needs that arise during the training to the Training Manager promptly.

Grievance Procedure

If a participant believes that they have been denied reasonable accommodation or have experienced discrimination based on their disability, they may file a grievance.

- Grievances should be submitted in writing to the Training Manager. If further resolution is needed, the grievance can be escalated to the President & CEO.
- The grievance will be reviewed, and a response will be provided within 30 days of receipt.

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9. Anti-Discrimination and Anti-Harassment Policy

Parents Anonymous® is committed to providing a training environment that is free from discrimination and harassment. We believe in the inherent dignity and worth of every individual and strive to maintain an inclusive atmosphere where all participants feel respected and valued. All participants are given equal opportunity to access training resources, participate in activities, and complete the certification program.

Prohibited Conduct

Discrimination based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity or expression, marital status, veteran status, or any other characteristic protected by law is strictly prohibited.

- Discriminatory behaviors include, but are not limited to, unequal treatment, biased decision-making, and exclusionary practices.

Harassment includes any unwelcome behavior that creates a hostile, intimidating, or offensive environment. This includes verbal, physical, and visual conduct.

- Examples of harassment include inappropriate jokes, slurs, derogatory comments, physical assaults, and visual displays of offensive material.

Sexual harassment is a specific form of harassment that involves unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

- Sexual harassment is strictly prohibited and will not be tolerated.

Expectations for Staff and Students

All staff, trainers, and participants are expected to:

- Treat one another with respect, professionalism, and courtesy at all times.
- Promote a safe and inclusive learning environment where diversity is valued.
- Refrain from engaging in any form of discrimination, harassment, or retaliation.
- Report any observed or experienced incidents of discrimination or harassment immediately.
- Cooperate fully and honestly in any investigation related to such incidents.

Failure to adhere to these expectations may result in disciplinary action, up to and including termination of employment, removal from the training program, or revocation of certification eligibility.

Reporting and Complaint Procedures

Participants who experience or witness discrimination or harassment are encouraged to report the incident promptly. Reports can be made to the Training Manager via email at training@parentsanonymous.org or by calling/texting 909-515-8930.

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Complaints and reports of discrimination or harassment will be handled with the utmost confidentiality. Information will only be shared with individuals involved in the investigation and resolution process on a need-to-know basis.

- Upon receiving a complaint, the Training Manager will initiate a prompt and thorough investigation.
- The investigation will include interviews with the complainant, the accused, and any witnesses, as well as a review of relevant documents and evidence.
- If the investigation confirms that discrimination or harassment has occurred, appropriate corrective action will be taken.
- Corrective actions may include disciplinary measures, up to and including termination of participation in the training program.

Student Notification of Outcome

- When an investigation into a discrimination or harassment complaint is concluded, the outcome is communicated to the complainant in writing via email. This notification includes:
 - A summary of the findings
 - The resolution or corrective actions taken (if any)
 - Information about the right to appeal, if applicable.

Protection Against Retaliation

Parents Anonymous® strictly prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation. Any act of retaliation will be treated as a separate violation of this policy and will result in disciplinary action.

Training and Awareness

All participants, trainers, and staff members will receive training on anti-discrimination and anti-harassment policies and procedures. Regular training sessions and updates will be provided to ensure that everyone is aware of their rights and responsibilities.

Grievance Procedure

If a participant is not satisfied with the resolution of a discrimination or harassment complaint, they may file a grievance.

- Grievances should be submitted in writing to the Training Manager. If further resolution is needed, the grievance can be escalated to the President & CEO.
- The grievance will be reviewed, and a response will be provided within 30 days of receipt.

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10. Complaints Process

Parents Anonymous® is committed to providing a transparent and fair process for addressing complaints. We take all complaints seriously and strive to resolve them promptly and equitably.

Complaint Submission

Complaints can be submitted in writing via email to the Training Manager at training@parentsanonymous.org. Participants may also submit complaints by calling/texting 909-515-8930 to speak directly with the Training Manager.

Complaints should include detailed information about the incident or issue, including dates, times, and names of individuals involved, if applicable.

- Upon receiving a complaint, the Training Manager will acknowledge receipt of the complaint within two business days.
- The acknowledgment will include an overview of the complaint process and an estimated timeline for resolution.

Investigation and Resolution

- The Training Manager will initiate a prompt and thorough investigation of the complaint.
- The investigation will include interviews with the complainant, the accused (if applicable), and any witnesses, as well as a review of relevant documents and evidence.
- All information related to the complaint and the investigation will be kept confidential to the extent possible.
- Information will only be shared with individuals involved in the investigation and resolution process on a need-to-know basis.
- After completing the investigation, the Training Manager will determine the appropriate resolution based on the findings.
- Possible resolutions may include mediation, corrective actions, or disciplinary measures.
- The Training Manager will communicate the outcome of the investigation and the resolution to the complainant in writing within 30 days of the complaint's submission.
- If the investigation requires more time, the complainant will be informed of the delay and provided with an updated timeline.

Student Notification of Outcome:

- At the conclusion of the complaint process, the Training Manager will provide written notification of the resolution via email within the specified timeline.
- If the complaint relates to program completion, the participant will also be notified during the final check-in or directly by the Trainer and Training Manager.

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Appeal Process

If the complainant is not satisfied with the resolution, they may file an appeal in writing to the President & CEO via email within 30 days of receiving the resolution.

- The President & CEO will review the appeal, including all relevant information from the initial investigation.
- The appeal review will be conducted impartially and may include additional interviews or evidence gathering.
- The final decision on the appeal will be communicated to the complainant in writing within 60 days of the appeal submission.
- The decision made by the President & CEO will be final and binding.

Protection Against Retaliation

Parents Anonymous® strictly prohibits retaliation against any individual who files a complaint or participates in an investigation. Any act of retaliation will be treated as a separate violation of this policy and will result in disciplinary action.

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11. Record Retention Policy

The Record Retention Policy of Parents Anonymous® ensures that all records related to the Medi-Cal Peer Support Specialist Certification Training are maintained, stored securely, and accessible only to authorized personnel. This policy complies with legal, regulatory, and organizational requirements.

Types of Records Retained

- Participant Records retained for a minimum of three years after the completion of the training program. These include:
 - Enrollment and registration forms
 - Attendance records
 - Completed assignments and assessments
 - Certificates of Attendance and Completion
 - Leave of absence requests and approvals
 - Evaluation forms and feedback
- Training Materials retained for a minimum of three years and reviewed annually for updates and relevance. These include:
 - Course curriculum and training materials
 - Trainer notes and presentation slides
 - Evaluation surveys and data
- Administrative Records retained for seven years in compliance with accounting standards. Complaint and appeal records are retained for a minimum of three years after resolution. These include:
 - Financial records, including payment and refund documentation
 - Communication records related to training administration
 - Documentation of complaints and resolutions
 - Records of appeals and final decisions

Storage and Security

- Digital Records:
 - Stored in a secure, password-protected database with restricted access to authorized personnel only.
 - Backup copies are maintained to prevent data loss.
- Physical Records:
 - Stored in a locked, secure location with access restricted to authorized personnel only.

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- Physical records are scanned and converted to digital format when possible.
- Access to Records:
 - Access to records is limited to authorized personnel, including the Training Manager, administrative staff, and other designated individuals as needed.
 - Participants may request access to their records by submitting a written request to the Training Manager. Access will be provided within a reasonable timeframe, typically within 30 days.
- Destruction of Records:
 - Records that have met their retention period and are no longer required will be securely destroyed.
 - Digital records will be permanently deleted from all storage locations.
 - Physical records will be shredded or otherwise rendered unreadable.

Review and Compliance

The Record Retention Policy is reviewed annually to ensure compliance with legal and regulatory requirements. Any updates or changes to the policy are communicated to all relevant personnel and documented accordingly.

The Training Manager is responsible for implementing and overseeing the Record Retention Policy. All staff involved in the training program are responsible for adhering to the policy and ensuring records are maintained and stored appropriately.