UNIVERSITY *of* HAWAI'I *at* MĀNOA®
THOMPSON SCHOOL
SOCIAL WORK & PUBLIC HEALTH

STATE OF HAWAII
DEPARTMENT OF HEALTH
ALCOHOL AND DRUG ABUSE DIVISION

Hawaiʻi SUPD Training and Continuing Education Policies and Procedures

The Hawaiʻi Substance Use Professional Development (SUPD) is a program led by the University of Hawaiʻi at Mānoa Thompson School of Social Work & Public Health in partnership with and funded by the Department of Health Alcohol and Drug Abuse Division (ADAD). Its purpose is to examine the current state of the substance use workforce in Hawaiʻi and address its training needs. Hawaiʻi SUPD trainings are held in conjunction with the Thompson School of Social Work & Public Health Continuing Education and Professional Development (CEPD) Program. Policies of all the aforementioned entities are applicable to Hawaiʻi SUPD trainings.

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Training & Attendance Overview

Hawaiʻi SUPD trainings are intended to advance the knowledge and skill set of those pursuing Continuing Education (CE) hours toward professional substance use certifications. In an effort to address the training needs of the substance use workforce in Hawaiʻi in the best way possible, Hawaiʻi SUPD trainings are offered in a variety of formats:

- In-Person Learning
- Distance Learning - Synchronous and/or Asynchronous
- Hybrid Learning

In its collaboration with ADAD, Hawaiʻi SUPD reserves the right to monitor and ensure active participation and learning in any and all Hawaiʻi SUPD affiliated trainings. If a training issue arises that cannot be resolved, Hawaiʻi SUPD defers to the determination of ADAD as the State authority. Training policies are further detailed below.

Definition(s)

- **Enduring Material:** Self-guided and self-paced learning materials made available to participants for asynchronous and hybrid trainings (i.e. training modules that include videos, recordings of synchronous trainings, texts, interactive activities, reading materials, etc…)
- **In-Person Learning:** Trainers and trainees are in the same physical location at the same time.
- **Distance Learning:**
    - **Synchronous:** Trainers and participants in different physical locations meet virtually at the same time to complete a training. Typically this is done via a video conferencing platform, e.g., Zoom, Webex.
    - **Asynchronous:** Trainers provide pre-recorded trainings and/or other enduring materials; participants are able to choose the time, location and pace for learning independently.
- **Hybrid Learning:** Integration of two or more of the above learning formats.
- **Knowledge Check:** Assessment of learning, e.g. quiz, project, presentation, discussion, written response.
- **Attendance Verification:** Letter or certificate indicating the number of credits awarded to an attendee for participating in a training. Hawaiʻi SUPD emails a letter certifying attendance.

General Training Policies (applicable to all Hawai'i SUPD affiliated trainings)

1. **Registration for Trainings with Limited Capacities**: Registrations will be granted on a first come, first served basis, with priority being given to those seeking an ADAD initial or recertification, and then those working in the substance use field area pertaining to the training, and ADAD contracted providers.

   > *Note that when an individual registers for trainings with limited capacities, a **request for registration** is generated. Registrants will be notified of their request status (approved or denied) one week prior to the training via email.

2. **Continuous Engagement and Active Participation**: It is expected that attendees will be actively engaged for the full duration of the training. If, for any reason, an individual cannot participate fully, it is expected that the individual will notify the trainer in advance. Continued attendance or removal from the training will be at the discretion of the trainer and Hawai'i SUPD.

3. **Accommodations**: Accommodations must be requested one week prior to the date of the training by emailing hisupdtr@hawaii.edu or calling (808)956-9885.

4. **Honor System and Claiming CE Hours**: It is expected that participants abide by the honor system in which they claim CE hours commensurate with the number of hours they were actively engaged in the training. Hawai'i SUPD routinely conducts audits to review the accuracy of claimed CE hours. If it is found that an individual has inaccurately claimed CE hours, Hawai'i SUPD reserves the right to deny or revoke CE hours.

   > *Note that Hawai'i SUPD will allow a **five-minute grace period** for each hour. Therefore, for an attendee to claim 1 CE hour, they must have been in the training for 55 minutes or more (1 hour and 50 minutes for a 2 hour training, and so on and so forth).

5. **Attendance Verifications:** The attendance verification letter is emailed to the email address provided by the attendee. The email serves as the certificate or proof of training attendance. The following are ways to minimize issues with attendance verification.

a. **Use one device and email address per registration.**

b. **Sign in at the appropriate times.** In-person trainings may have multiple sign-in times depending on the length of the training. To ensure you receive credit for your attendance, be sure to sign in when directed.

c. **Submit the evaluation and attendance verification forms within a week of completing the training**. A link to the evaluation form is provided upon completion of the training. Once the evaluation form has been submitted, it will automatically redirect the attendee to an attendance verification request. Once the attendance verification request has been submitted, the attendance verification letter will be emailed to the attendee within three to five weeks. Evaluations will close one week after the training.

6. **System Requirements:** Connectivity and hardware functionality issues may prevent you from fully participating in the training and claiming CE hours. The following are ways to minimize issues:

a. Ensure you have reliable phone or internet connectivity

b. Confirm that your device has a functional camera and microphone

> *Note that leaving the Zoom space for any reason, including connectivity and hardware issues outside of the attendee's control, may prevent you from being able to claim CE.*

7. **Cancellations:** We understand that things come up and emergencies happen. Repeated absences from trainings without notification may result in the restriction of your ability to register for future trainings or a report to ADAD. If you are not able to attend a training that you have registered for, please email hisupdtr@hawaii.edu.

8. **Grievances:** All grievances will be reviewed by the SUPD management. If you have concerns about a training, CE hours, or any other issue, please email hisupdtr@hawaii.edu.

a. In your email, please indicate the following:

   i. Your name

   ii. Your contact information

   iii. Training title

   iv. Training date

   v. A description of the issue

      vi. The requested solution

b. If a training issue arises that cannot be resolved, Hawaiʻi SUPD defers to the determination of ADAD as the State authority. ADAD can be reached by emailing doh.adad.qaio@doh.hawaii.gov with the same information listed above.

If you or someone else requires any assistance with attendance verifications, registering for a training, having an evaluation link sent again, or any other special circumstance, please contact us at hisupdtr@hawaii.edu and indicate the training name, date, the best way to contact you, and, if applicable, the email or phone number you used to attend the training.

Policies Specific to Synchronous Trainings

In addition to those outlined in the General Training Policies section above, the following policies apply to trainings or portions of trainings conducted via video conferencing platforms, e.g., Zoom.

1. **Continuous Engagement and Active Participation:** Participants are expected to attend trainings via platforms (i.e. laptop, phone, tablet) that allow for active participation throughout the session, in breakout rooms, as well as in the main room. If, for any reason, an individual cannot participate fully, it is expected that the individual will notify the trainer in advance. Continued attendance or removal from the training will be at the discretion of the trainer and Hawaiʻi SUPD. Examples of situations that may lead to removal of participants from trainings include:
   a. Failure to join break out rooms and discussion sessions in which attendees are required to participate
   b. Inactivity or unresponsiveness for more than 5 minutes without notice
   c. Persistent disruption or unprofessional behavior
   d. Attending while in an unprofessional environment, e.g., active driving, shopping, social gatherings, ...
   e. Any other situation that hampers an attendee's full participation in the training.

2. **Attendance Verification:** The attendance verification letter is emailed to the email address provided by the attendee. The email serves as the certificate or proof of training attendance. Below are ways to minimize issues with attendance verification.

a. **Use individualized links.** For online trainings, the video conferencing platform creates personalized registration links that are specific to each participant. Sharing links may interfere with our ability to confirm attendance.

b. **Ensure names and emails are consistent.** For synchronous trainings, the virtual name tag and the name used on the attendance verification should match. The email address used for the registration and attendance verification should also match.

Policies Specific to Asynchronous Trainings

Asynchronous Training offers individuals an opportunity to engage in learning content online at their own pace and on their own schedule. Hawaiʻi SUPD asynchronous trainings can be accessed via the Training Vault page of the Hawaiʻi SUPD website.

> *Note: Asynchronous trainings are reviewed yearly for relevance and content. Hawaiʻi SUPD reserves the right to remove or replace the current training sessions at their discretion.*

In addition to those outlined in the General Training Policies section above, the following policies apply to trainings or portions of trainings conducted asynchronously. Hawaiʻi SUPD reserves the right to revoke CE hours if it is found that an individual is not following the policy guidelines.

1. **Continuous Engagement and Active Participation**: Although the training sessions are asynchronous and can be completed according to an individual's pace and schedule, it is expected that participants will engage with the training to the best of their ability (i.e. utilizing enduring materials, thinking critically and answering any questions posed to the audience, participating in activities as much as possible, etc.).

2. **Honor System and Claiming CE hours**: Credit cannot be claimed for both the in-person and asynchronous versions of the same training for any number of CE hours. Hawaiʻi SUPD reserves the right to revoke CE hours and report the incident to ADAD if it is found that an individual is not following the policy guidelines. To claim CE credits for an asynchronous training, a participant:

   a. Must have not previously claimed CE hours for the in-person training for **any amount of time.**

b. Must complete all of the training modules in their entirety and in the format(s) prescribed by the training, e.g., an individual is not allowed to attend part of a training live and finish the rest of the training through watching the asynchronous version later.

c. Pass all required Knowledge Checks with an 80% or higher. There is no limit to how many times a participant can retake the Knowledge Check.

3. **Attendance Verifications:** Once the Knowledge Check is passed with an 80% or higher, the participant will automatically be redirected to the Evaluation and Attendance Verification forms. It is the sole responsibility of the participant to complete the Evaluation and Attendance Verification forms to receive their CE hours. Please refer to the General Training Policies outlined earlier to review information about Attendance Verifications.

Continuing Education (CE Hours) Approval Policies and Procedures

Hawai'i SUPD is an ADAD selected provider for approval of ADAD continuing education hours. In this capacity, Hawai'i SUPD provides approval pathways for:

A. Course sponsors seeking to qualify their training or conference as "approved by ADAD for continuing education", e.g., trainers who would like to provide ADAD CE hours for a training they provide, agencies who would like to provide their Staff with CE hours for a particular substance use related training, and conference organizers who would like to provide CE hours to their attendees.

B. Individuals seeking to receive ADAD CE hours for trainings they complete.

All trainings approved for ADAD CE hours must abide by the most current version of ADAD's CE policies: POLICY AND PROCEDURE FOR OBTAINING ADAD APPROVAL FOR CONTINUING EDUCATION (CE hours) FOR TRAININGS

COURSE SPONSORS	**INDIVIDUALS**
Click HERE to learn how to request ADAD approval for Continuing Education (CE) hours for trainings you provide.	Click HERE to learn how to request ADAD Continuing Education (CE) hours for trainings you will be attending.

Note: All trainings **must** be approved for ADAD CE hours **prior** to the training date.

Course Sponsors

Once a training is approved by Hawaiʻi SUPD for ADAD continuing education (CE) hours, the sponsor may advertise the training as "approved by ADAD for continuing education credit hours". The course sponsor's attendance verification certificate or letter can then be used by substance use professionals as documentation of the CE hours completed (in lieu of submitting the *ADAD Continuing Education Approval Process form for Individuals*).

Approval Pathway for Course Sponsors

To be considered for ADAD approval, course sponsors must complete and submit the [ADAD Continuing Education Approval Process Form for Course Sponsors](#). The following are ways to minimize delays in the approval process.

1. Submit the training approval request no less than three weeks prior to the training date.
2. Clearly indicate the training date, time, and location.
3. Ensure the contact person indicated on the training submission form remains active in the approval process and responds to questions in a timely manner.
4. Be sure to only request ADAD CE hours for instructional hours and indicate if there is an instructional activity for a given period on the agenda. Below are examples are situations that would not count as instructional hours:
   a. General introductions
   b. Breaks without instructional activities assigned
   c. Lunch hours without a keynote speaker
   d. Networking hours
5. Attach all required documentation including, but not limited to, drafted presentation slides, sample training certificates, sample training evaluations, and a training agenda.

General Approval Policies

All trainings submitted for ADAD CE approval must abide by ADAD's [Policy and Procedure for Obtaining ADAD Approval for Continuing Education for Trainings](#) as well as the applicable, format-specific policies detailed below.

> *Note: Hawaiʻi SUPD reserves the right to request training data for any training that has been approved for ADAD CE including, but not limited to, attendance lists and evaluation data.

Policies Specific to In-Person, Synchronous, and Hybrid Trainings

The course sponsor of any training utilizing enduring materials is responsible for regular review of the materials to ensure they are current and relevant to the administration of the training on the indicated date.

Policies Specific to Asynchronous Trainings

Course sponsors must submit asynchronous trainings for review and approval by Hawaiʻi SUPD on an annual basis. The review will examine the utilization of enduring materials such as a video module, recording of a previously held in-person training, or text. Requests for approvals must be submitted by completing the ADAD Continuing Education Approval Process Form for Course Sponsors and it should be indicated on the submission that it is an Asynchronous training.

> *Note: If a trainer submits a recording of a previously approved in-person training, the trainer will need to re-submit the asynchronous course information for CE approval, specifying the differences in administration, enduring material, and participation verification methods for participants.*

The following policies apply to asynchronous trainings.
1. Attendee participation must be evaluated through a knowledge check. Examples of knowledge checks include following methods:
    a. Individual or group assessments (e.g. quiz)
    b. Individual or group assignments (e.g. projects or presentations)
2. Course sponsors must distribute attendance verifications to attendees upon demonstration that the attendee has accomplished the established learning objectives through the knowledge check. The attendance verification for asynchronous modules must also indicate the the following information:
    a. Name of the attendee
    b. Name of the training
    c. Number of hours awarded
    d. Corresponding ADAD approval number
    e. Knowledge check was issued (to be used as the training completion date).
3. Course sponsors may award ADAD CE hours only while the training is considered **active**.
    a. Once approved for CE hours, the **training is considered active for one year** from the date of live training (if it is a recording of an in-person or synchronous training) or the posting of the asynchronous training, whichever date is earliest.
    b. Trainers or training coordinators may apply for a one-year extension of the active training period no more than 3 - 6 weeks prior to the date of activation through

the CE approval process. Trainers must provide a thorough justification for the extension, which shall include a description of modifications made to the training, updates made since the previous approval of the training, and the current relevance of the training.

Individuals

Approval Pathways for Individuals

Hawaiʻi SUPD offers two approval pathways for an individual to receive ADAD CE hours:

1. Attend an ADAD-approved training and then complete the attendance verification process as outlined in the Training & Attendance Overview section. The attendance verification email serves as documentation of the CE hours completed.
2. Request approval for ADAD CE hours for a training that has not been pre-approved by ADAD by completing and submitting the [ADAD Continuing Education Approval Process Form for Individuals](#) for any training or conference that they plan to attend. The following are ways to minimize delays in the approval process.
   a. Submit the ADAD CE approval request no less than three weeks prior to the training date.
   b. Clearly indicate the training date, time, and location. For asynchronous trainings, please provide the date of creation or posting of the training.
   c. Ensure the contact information provided on the submission is active and the submitter remains responsive throughout the approval process.
   d. Be sure to only request ADAD CE hours for instructional hours and indicate if there is an instructional activity for a given period on the agenda. Below are examples are situations that would not count as instructional hours:
      i. General introductions
      ii. Breaks without instructional activities assigned
      iii. Lunch hours without a keynote speaker
      iv. Networking hours
   e. Attach all required documentation including, but not limited to, trainer or training sponsor information, training descriptions, and the training agenda.