

Counseling, Testing, and Referrals (CTR) Training Guide: How to Complete the CTR Training Sequence

Training Unit
Bureau of HIV and STI Programs
Michigan Department of Health and Human Services

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COUNSELING, TESTING, AND REFERRALS (CTR) MODULE 1 AND MODULE 2

Module 1 and Module 2 of the Counseling, Testing, and Referrals (CTR) training sequence are hosted in the MPHI Learning Management System (LMS). This guide will provide information on how to create an account in the LMS, register for the courses, and navigate the system. *These courses will launch on January 1st, 2024.*

Module 1 Training Description

Counseling, Testing, and Referrals (CTR) Training Module 1 is an online course on the Learning Management System (LMS) that covers the immune system, basics of HIV/AIDS, HIV transmission, and the history and impact of HIV. Additionally, Module 1 will discuss HIV and the intersection of bias, social determinants of health, health equity, and more. Participants will learn about programs and services related to HIV prevention and care, including MDHHS resources, and briefly overview of legislation related to HIV.

Module 2 Training Description

Counseling, Testing, and Referrals (CTR) Training Module 2 is an online course on the Learning Management System (LMS). This course is designed to provide participants with an overview of the HIV test counseling process, HIV/STI laws, and HIV testing standards. Additionally, participants will learn about HIV prevention, including injection drug use and syringe access programs, Undetectable=Untransmittable (U=U), Pre-Exposure Prophylaxis (PrEP), Post-Exposure Prophylaxis (PEP), and barrier methods (condoms). Furthermore, HIV prevention counseling standards, concepts, and skills will be examined using a client-centered framework. Upon completion of the module, participants should be able to facilitate client-centered prevention counseling.

Accessing the Learning Management System

Modules 1 and 2 are located on the MI Health Learning Management System (LMS). To access the LMS:

1. Open your Internet browser and navigate to <https://courses.mihealth.org/PUBLIC>
 - a. Note: If using Internet Explorer, be sure browser zoom is set to 100%. You can quickly set this by pressing **Ctrl & 0**.
2. If you already have an account, enter your **User ID** and **Password**, and click on the Go button.

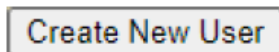
If you have forgotten your **User ID** and/or **Password**, click the **Forgot your User ID or Password?** link on the Sign In screen. If you are still experiencing issues with your User ID or Password, please contact eLearning@mphi.org

Note: If you already have an account in the Public Org of the course.mihealth.org Public LMS, you will need to create a separate account in the HIV Online Learning Org.

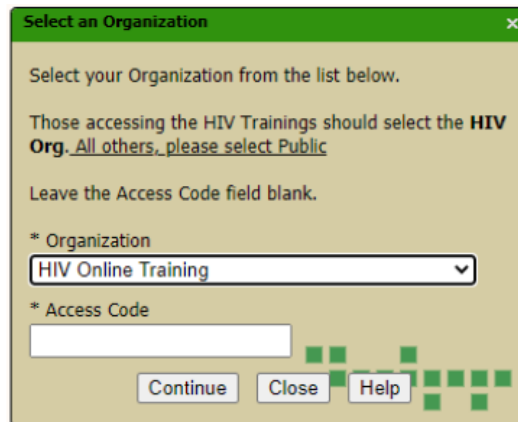
Creating a User ID and Password

If you do not have a User ID and Password, follow the steps below.

1. Click on the **Create New User** button.

A rectangular button with a thin border and the text "Create New User" in a blue, sans-serif font.

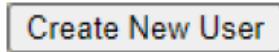
2. Select **HIV Online Training** from the **Select an Organization** pop-up and click **Continue**.

A screenshot of a web browser pop-up window titled "Select an Organization" with a close button (X) in the top right corner. The window has a light beige background and a green header bar. The text inside reads: "Select your Organization from the list below." followed by "Those accessing the HIV Trainings should select the **HIV Org.** All others, please select Public". Below this is the instruction "Leave the Access Code field blank." There are two input fields: a dropdown menu labeled "* Organization" with "HIV Online Training" selected, and a text box labeled "* Access Code" which is empty. At the bottom, there are three buttons: "Continue", "Close", and "Help". A decorative pattern of green squares is in the bottom right corner.

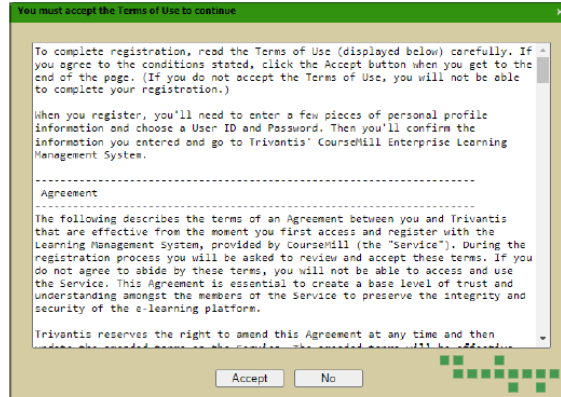
- a. Note: No Access Code is required to create an account for either organization.
- b. Note: The courses.mihealth.org Public LMS is divided into two sections, or Orgs: **HIV Online Training** and **Public**. Users may have an account in each and use the same email address; however, their User ID will be unique to the Org. If you are having difficulty logging in to

the HIV Online Training Org or creating an account, contact eLearning@mphi.org

3. Complete the *User Profile* and **Sub Orgs* tab in the **Create New User** pop-up. Field marked with an asterisk (*) are required. Note: Be sure to complete all tabs on the **Create New User** button.



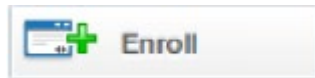
4. When the **Terms of Use** pop-up appears, click the **Accept** button.



Enroll in a Course or Curriculum

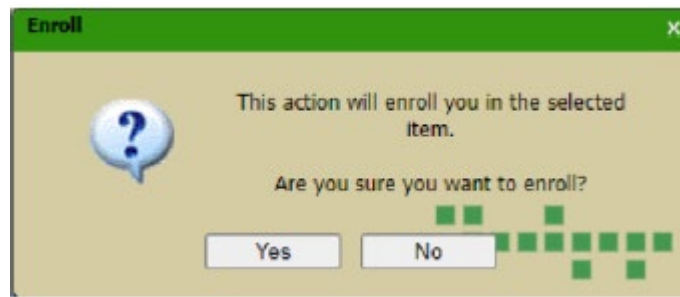
When you first create an account, you will be taken to the **Course Catalog** tab where you can enroll in a course or curriculum. Once enrolled, you will be taken to the My Courses tab for subsequent logins.

1. Locate the course/curriculum you wish to enroll in and click the **Enroll** button. The catalog ID for CTR Module 1 is: CTR-001. The catalog ID for CTR Module 2 is: CTR-002.



- a. You can filter the list of courses/curricula by entering search terms (e.g., Title, Description) in the blue area at the top of the catalog. Additionally, you can click on the Column Headers (e.g., Catalog ID, Title) to sort the list of available courses/curricula. Or you can search for the desired course/curricula by using their catalog ID.

2. Confirm your decision by clicking **Yes**.




Once enrolled, you will receive a confirmation message. Click **OK** to close the message and return to the **Course Catalog** or click **My Courses** to be taken to the My Courses tab where you can launch the course/curriculum.


Launch a Course/Curriculum

Once enrolled in a course/curriculum, you will be taken to the **My Courses** tab upon login. The My Courses tab is divided into three sections:





- **Enrolled:** courses/curricula in which you are enrolled and have not completed
- **Completed:** courses/curricula in which you have finished
- **Transcript:** a record of your progress

Courses/curricula in the Enrolled and Completed tabs are organized as follows:

 Curriculum – contains one or more Courses.

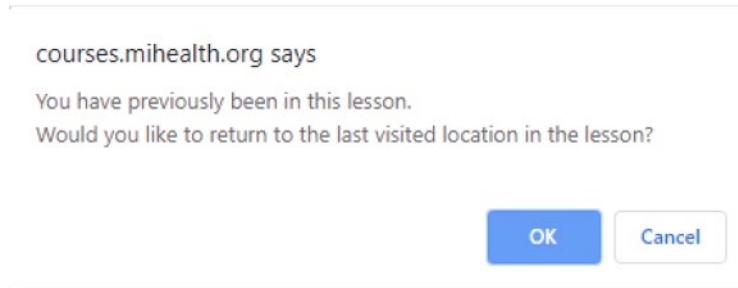
 Course – contains one or more Course Items. Course Items can consist of an interactive, online course, instructor led training, or Course Resources (such as handouts).

To view the contents of the curriculum or course:

1. Click on the Course icon  to the left of the curriculum title to expand the contents.
When clicked, the course icon  changes to  and a list of course items appear.
2. Click the Launch Course  icon under Course Item to open the course.



Course Status

You may exit a course at any time and the Learning Center will track your progress. If you leave a course partially through, when you launch the course again, the following message will display:





Click **OK** to resume the course from where you left off or click **Cancel** to restart the course from the beginning.

Courses will remain in the **Enrolled** tab until they have been completed, and will display one of two statuses:

-  0% - Not Attempted
-  1 – 99% - In Progress

Once you have completed a course, it will also be moved to the **Completed** tab and display as either:

-  100% - Completed
-  100% - Passed

Once you have completed a course/curriculum, it will also be moved to the **Completed** tab. Courses can be reviewed from the **Completed** tab; however, users will only be marked as having completed a course for the initial attempt.

Certificates

Two certificate options are available: **Certificate of Completion** and **Certificate of Continuing Education**.

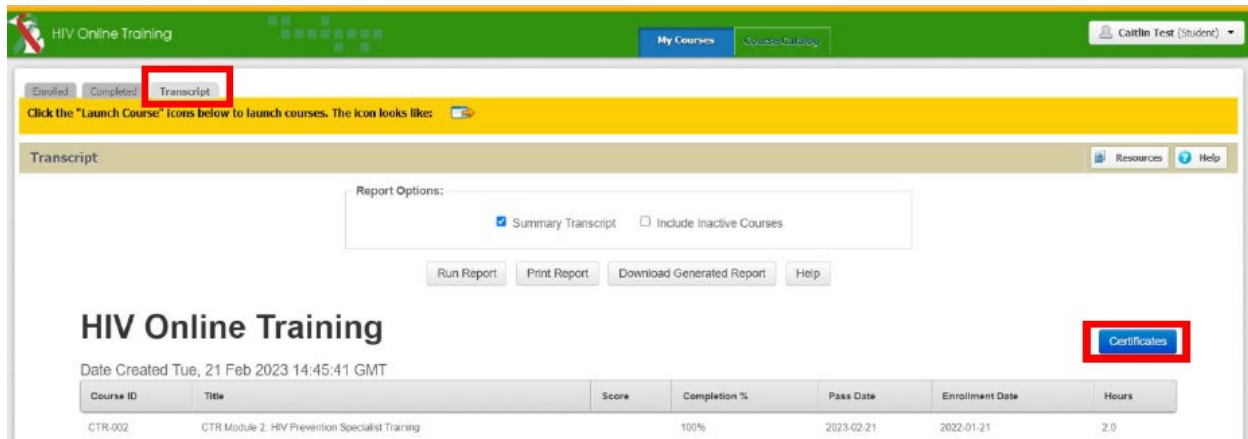
Certificate of Completion

Once a course has been completed, a generic Certificate of Completion will be sent to the email address associated with your User ID. The PDF can be saved to your computer, printed, or e-mailed to another person (your supervisor, for example).

A copy of your Certificate of Completion can also be obtained from within the Learning Center by following the steps below:

1. Click on the **Transcript** tab at the top of the screen.

2. Click on the **Certificates** button on the right-hand side.
3. From the list of Certificates that appears, select the **Course ID** of the certificate you wish to view.



4. The PDF certificate will open in a new window, from which you can save or print a copy. *Save this certificate as a PDF and **NOT** a JPEG image.*
 - a. Note: Saving as a JPEG image results in your name and date of training completion being missing. Your name and date of training completion **MUST** be on your certificate. Completion of CTR Modules 1 and 2 is required to register for CTR Module 3. Certificates for Modules 1 and 2 are verified during the registration process. Uploading a certificate without a name and /or date of training completion could result in your registration for CTR Module 3 being denied.

Certificate of Continuing Education

Some courses may offer Continuing Education (CE) credit. To obtain a Certificate of Continuing Education, follow the in-course instructions to select your discipline(s) and print the certificate from within the course.

When saving your Certificate of Continuing Education, *please save it as a PDF and **NOT** a JPEG.* See the note above.

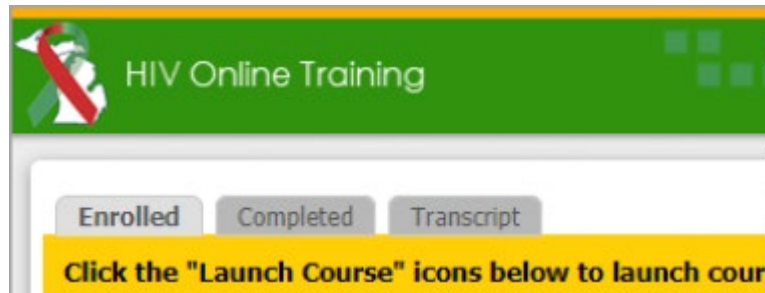
If you have trouble accessing your Certificate of Continuing Education, or need additional assistance, please contact eLearning@mphi.org

Troubleshooting

“I’m Not Seeing the Courses I Need to Take”

If you are not seeing the courses which you believe you should be seeing, first confirm you are logged in to the correct Org.

To confirm you are in the HIV Online Training Org, look for 'HIV Online Training' in the top left corner of the LMS.



If you are logged into the HIV Online Training Org and are still not seeing the course(s) you believe you should have access to, check the **Course Catalog** tab to ensure you have enrolled in the course/curriculum and have completed any prerequisites.

If you are still experiencing issues, please contact eLearning@mphi.org

“The Course Won’t Launch” or “The Course is Freezing”

Internet Explorer users must have their zoom set to 100% when viewing courses in the LMS. Your current zoom settings can be seen in the lower right-hand corner of the browser.

There are two ways to reset Internet Explorer zoom to 100%.

Keyboard Shortcut


While in Internet Explorer:

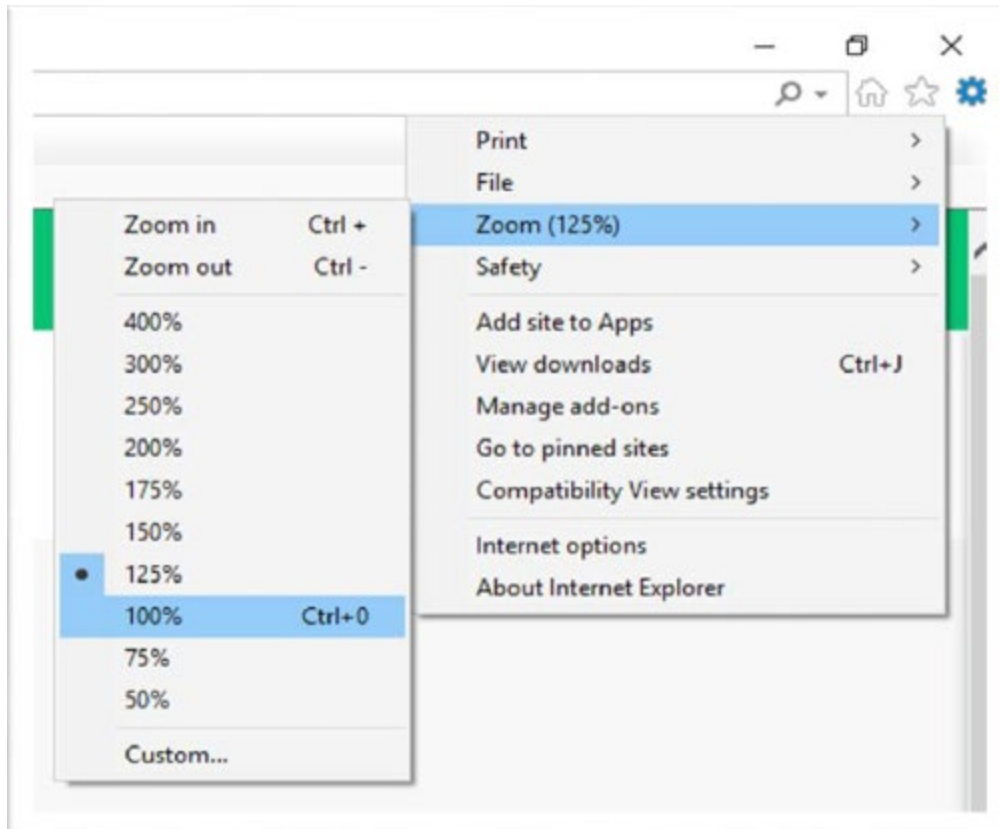
1. Hold down the **Ctrl** key on your keyboard and strike the **0** (zero) key at the same time.

OR

2. Hold down the **Ctrl** key on your keyboard and strike the - (minus) or + (plus) key at the same time to increase (+) or decrease (-) your zoom.

Using the Browser Menu

1. Click the **Tools**  icon in the upper, right corner of the browser window.
2. In the menu that appears, locate the **Zoom** option.



3. Hover your mouse cursor over the **Zoom (%)** option in the menu.
4. In the sub-menu that appears, select the **100%** option.

Forgot User ID and/or Password

If you forget your User ID or password and are not able to reset this information using the Forgot Your User ID or Password? Link on the Sign-In page, please contact eLearning@mphi.org

Additional Technical Issues

If you are experiencing another problem that is not addressed in this quick reference, please contact eLearning@mphi.org

COUNSELING, TESTING, AND REFERRALS (CTR) MODULE 3

Training Description

After successfully completing Modules 1 and 2, you can register for Module 3. Counseling, Testing, and Referrals (CTR) Module 3 is a two half-day, virtual course. Participants will learn the steps of HIV counseling, testing algorithms and interpreting test results, and how to provide effective referrals, including referrals for Partner Services (PS) and Pre-Exposure Prophylaxis (PrEP). Interactive role-play activities will allow participants to practice and build skills and confidence. Upon completion of the module, participants should be able to understand and explain the counseling and testing process, accurately provide test results to clients, and link clients to PS and other referrals, if needed.

Log In or Create SHOARS Account

After successfully completing Modules 1 and 2, you can register for Module 3. To register for Module 3, you must have a SHOARS account. If you do not have a SHOARS account, please visit the following resources to learn how to **Create an Account**:

- For BHSP partners without a State of Michigan email address: [BHSP Partner Registration Guide - Non-State of Michigan Email Address](#)
- For BHSP partners with a State of Michigan email address: [BHSP Partner Registration Guide - State of Michigan Email Address](#)

To **Log In** to SHOARS, navigate to MILogin or go to the [SHOARS website](#) and click the appropriate log in button.

MILogin for Third Party

MILogin for Workers

For more SHOARS resources, please visit the [SHOARS website](#). If you have questions or need assistance with SHOARS, please contact SHOARS Support at MDHHS-SHOARS-SUPPORT@michigan.gov.

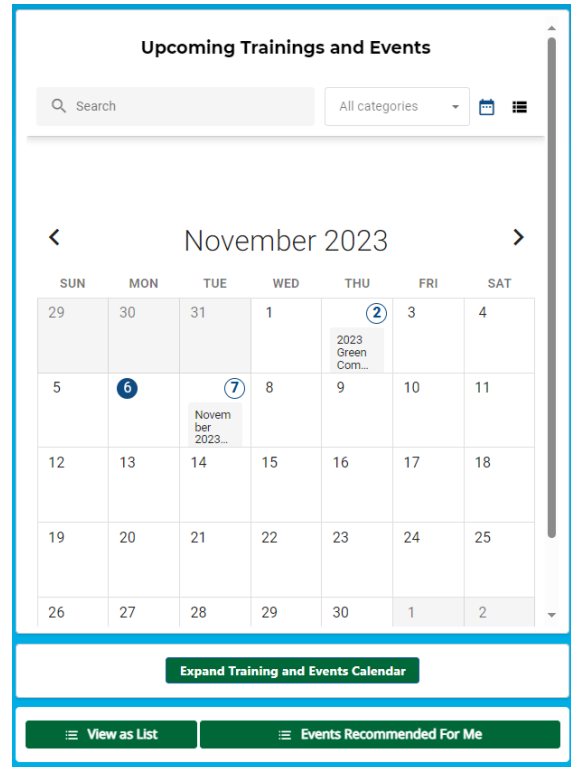
Registering for CTR Module 3

Once you have created a SHOARS or account or logged in to your SHOARS account, you can register for the Module 3 training. On the right side of the screen, you should see the *Upcoming Training and Events* and *Training calendar*.

Click on **Expand Training and Events Calendar** to view the calendar in a new window. You can also click on **View as List** to view all remaining events for the in a list view. You can see the entire calendar for the year on our [Training & Events](#) website. Registration for all CTR Module 3 trainings opens at the beginning of the calendar year.

To register for Module 3, click on your desired date on the *Training Calendar* in SHOARS. Once you have clicked your desired date, scroll down, and click **Registration Open**. This will expand the event information and provide you with the event date, time of the event, registration deadline, participation requirements, and cancellation policy.

To register for the event, click the green **Register** button.



This will pop up the **Registration Form**. Complete the form in its entirety. *You must upload your CTR Module 1 and Module 2 certificates at this time.* Please title your certificates accordingly. Make sure your certificates include your name and date of training completion. See the **Certificates** section on for more instructions on how to save your certificates appropriately.

Registration Status

After you have submitted your registration form, you will receive a **Registration Pending** email. This means your registration has not yet been approved.

If you are approved, you will receive a **Registration Confirmation** email. This means you are admitted to the training and expected to attend. When you receive the **Registration Confirmation** email, please add the training date, time, and Zoom information to your work and/or personal calendar. The system will **NOT** send you a calendar invite. It is your responsibility to note the correct date and time of the training.

If you cannot attend the training, please adhere to our **cancellation policy**, which is as follows:

Cancellations or modifications must be made no later than two (2) business days prior to the training date. Applicants who are unable to attend any trainings for which they are registered must contact the Training Unit at MDHHS-BHSPtraining@michigan.gov. Failure to do so will classify the participant as a no-call/no-show and may result in lost priority when registering for future trainings.

If you are denied admittance to the training, you will receive a **Registration Denial** email.

Reasons for being denied admittance to the training include, but are not limited to:

- Did not complete training pre-requisites
- Failure to upload required documentation
- Class is at capacity

If you have questions about registering for a training, please contact the Training Unit at MDHHS-BHSPTraining@michigan.gov.

Attending the Training

The CTR Module 3 training is a **live, virtual, two-day** training on Zoom. It is not a pre-recorded training or an online training in the Learning Management System (LMS). You are expected to be present for the entire training.

Joining the Training

To access the training, click on the **Attendee Link** in your **Registration Confirmation** email. Enter the Zoom passcode when prompted. Entry to the training starts 10 minutes before the training time. It is *highly recommended* you log in early to troubleshoot any technical issues. If you have issues logging into the training, please email the Training Unit at MDHHS-BHSPTraining@michigan.gov as soon as possible!

Training Requirements

Camera and microphone access are **REQUIRED** for this training. If you do not have camera or microphone access on your computer, you must make arrangements prior to the training. Failure to have camera and/or microphone access may result in you being denied entry into the training or asked to register for a future training.

You must arrive on time and stay for the entire training. There is a strict 15-minute cutoff for entry into the training. *If you arrive more than 15-minutes late to the training, you will not be permitted* and will be marked as a **No-Show** in your SHOARS Attendee Record. If you leave the training early, you will be marked as **Incomplete** in your SHOARS Attendee Record.

Participation during the training is **REQUIRED**. Participation includes:

- Keeping your camera on during the training
- Contributing to group discussions
- Completing large and small group activities
- Active listening
- Asking questions

You should not be working with clients, multi-tasking, driving, etc. during the training.

Completing CTR Module 3

Successful completion of Module 3 includes attending the entire training, participating in training activities, and successfully achieving at least an 80% on the post-training exam.

After the training wraps on the second day, you must complete an exam. **You MUST complete the exam by 11:59pm that evening.** Please plan accordingly with work and your supervisor. Once you submit your exam, you will NOT automatically receive your score. Scores are manually inputted into SHOARS in the days after the event.

If you successfully complete CTR Module 3, you will receive an email stating you successfully completed CTR Module 3. You will **NOT** receive a certificate for Module 3.

Next Steps

If you are a MDHHS-funded or supported agency, the next step is to register for Module 4. Module 4 is discussed on the next page.

COUNSELING, TESTING, AND REFERRALS (CTR) MODULE 4

Training Description

Counseling, Testing, and Referrals (CTR) Training Module 4 is a one-day virtual course. Participants will go through an overview of HIV testing, learn more about the dual rapid testing algorithm, and cover test result reporting in APHIRM and other required documentation. Participants will learn about quality assurance as it relates to HIV testing and discuss how to obtain and maintain their test counselor certification. Instructors will demonstrate how to use HIV testing devices. Participants will demonstrate test device competencies during the afternoon portion of the training. The live presentation of content will occur on Zoom while the demonstration of test device competencies will be held on Teams.

Module 4 is **REQUIRED** for staff from MDHHS-funded and supported agencies. Upon successful completion of Module 4, you will receive your Counselor ID and be certified to conduct HIV Test Counseling.

How to Register

Like Module 3, please register for Module 4 in SHOARS. Module 4 is offered quarterly. Please view the **Training Calendar** in SHOARS and register for your desired date. Please note, registration for Module 4 opens at the beginning of the year. When registering, you will be asked when you have completed CTR Module 3 or what month you are registered to attend Module 3.

Attending the Training

The CTR Module 4 training is a **live, virtual, one-day** training on Zoom. It is not a pre-recorded training or an online training in the Learning Management System (LMS). You are expected to be present for the entire training.

Joining the Training

To access the training, click on the **Attendee Link** in your **Registration Confirmation** email. Enter the Zoom passcode when prompted. Entry to the training starts 10 minutes before the training time. It is *highly recommended* you log in early to troubleshoot any technical issues. If you have issues logging into the training, please email the Training Unit at MDHHS-BHSPTraining@michigan.gov as soon as possible!

Training Requirements

Camera and microphone access are **REQUIRED** for this training. If you do not have camera or microphone access on your computer, you must make arrangements prior to the training.

Failure to have camera and/or microphone access may result in you being denied entry into the training.

You must arrive on time and stay for the entire training. There is a strict 15-minute cutoff for entry into the training. *If you arrive more than 15-minutes late to the training, you will not be permitted* and will be marked as a **No-Show** in your SHOARS Attendee Record. If you leave the training early, you will be marked as **Incomplete** in your SHOARS Attendee Record.

Once at the training, you will be assigned a call-back time in the afternoon to demonstrate the HIV test device competencies with course instructors on Teams. **You must be available during the entire training time of 9am-3pm.** You will receive a **No-Show** if you do not attend the content presentation and an **Incomplete** if you do not attend your device competency call-back time.

Participation during the training is **REQUIRED**. Participation includes:

- Keeping your camera on during the training
- Contributing to group discussions
- Completing large and small group activities
- Active listening
- Asking questions
- Completing device competency demonstration

You should not be working with clients, multi-tasking, driving, etc. during the training.

Completing Module 4

If you attend the training and successfully complete your test device competencies, you will be able to receive your Test Counselor ID.

Starting in February 2024, you will be able to submit a SHOARS request to obtain your Test Counselor ID. Instructions for how to request your Test Counselor ID are coming soon.

If you have any questions regarding Test Counselor IDs, please email the Training Unit general inbox at MDHHS-BHSPTraining@michigan.gov.

MAINTAINING HIV TEST COUNSELOR CERTIFICATION

Once assigned, your Counselor ID remains active for two years (until December 31st of the second year).

To maintain an active HIV Test Counselor Certification, you must:

1. Complete six hours, attained from one session or in smaller segments over time, of update trainings every two years, per the following guidelines:
 - a. State of Michigan (SOM)- sponsored HIV update trainings are eligible to maintain certification. This includes HIV prevention, care, and PS trainings. Each training is approximately six hours.
 - b. Non-SOM update trainings with HIV-related content may be eligible if the following criteria are met:
 - i. HIV-related content is considered to be any subject matter that equips participants with enhanced skills or knowledge with practical application to their work with clients in the HIV field.
 - ii. The following areas are eligible: counseling, psychosocial issues, special populations' issues (e.g., substance use, women's health, etc.), epidemiology, biology, testing, and/or treatment
 - iii. NOTE: If re-certification requirements are met with non-SOM trainings, participants must complete the HIV Training Update Documentation Form. All documentation must be submitted via email to Bry Fryczynski at FryczynskiB@michigan.gov on or before December 31st of the expiration year.
2. Complete two competencies each year: one for Alere Determine and one for Chembio. Please submit the competencies via email to Bry Fryczynski at FryczynskiB@michigan.gov upon completion. In order to re-certify, 4 total competencies must be submitted prior to the Counselor ID expiring.

Please review the re-certification requirements on our [website](#).

CONTACT INFORMATION

Michigan Department of Health and Human Services

Bureau of HIV/STI Programs

Training Unit

MDHHS-BHSPTtraining@michigan.gov