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CHRISTOPHER TAVELLA, Ph.D.  
Executive Deputy Commissioner

**To:** Assertive Community Treatment (ACT) Teams  
**From:** NYS Office of Mental Health (OMH), Bureau of Rehabilitation Support Services and Care Coordination  
**Subject:** **Assertive Community Treatment Updated Staff Training Requirements**  
**Date:** August 25<sup>th</sup>, 2019

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OMH continues to support the ongoing training initiatives offered through ACT Institute at Columbia's Center for Practice Innovation (CPI). Training is an integral part of the work being done on ACT teams. The ACT Institute has maintained and continued to refine trainings available, including Core Curriculum, Transition Curriculum, ACT Institute Consultations, On-Site Team Trainings, Role-Based Curriculum and Role-Based Support calls. CPI also offers continuing education credits (CEUs) to NYS physicians, licensed mental health counselors, licensed social workers and substance abuse counselors.

Due to the nature of the work, system transformation, and the importance of ongoing and continued training, as of **September 1, 2019**, the training requirements will be updated. The updated requirements are described below and seek to ensure that staff are trained in a timely and comprehensive manner, and specific to their role.

There will **no longer** be a requirement for the 5 year face-to-face follow up trainings, effective September 1, 2019. However, it is recommended that teams access face-to-face, and module trainings as needed, including ACT Institute on-site team trainings and consultations. These trainings and/or consultations can be useful in response to recommendations from the feedback following the Fidelity reviews, licensing visits, PIPs and/or Continuous Quality Improvement (CQI) projects.

**For newly hired staff** (excluding Program Assistant), with a start date of September 1, 2019 or after:

- Within one (1) month of start date, complete required **Online Core Curriculum** (6 hours), this training is self-paced.
  - ACT: Promoting Recovery through a Mobile, Team-based Approach
  - ACT: Engaging Consumers in Assertive Community Treatment
  - ACT: Person-Centered Treatment Planning in Assertive Community Treatment
  - ACT Transition Curriculum Unit 1
  - FIT Module 12: Stage Wise Treatment
  - FIT Module 08: Motivational Interviewing
- Within six (6) months of start date, complete the **Online Role-Based Curriculum** for the role they have been hired for. This training is self-paced (5 hours).



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- Within six (6) months of start date attend the **Face-to-Face Regional Trainings**.
  - DAY 1 - ACT Core Principles (6 hours)
  - DAY 2 - ACT Person-Centered Treatment Planning (6 hours)

**For newly hired Program Assistant**, with a start date of September 1, 2019 or after:

- Within one month after start date, complete required **Online Core Curriculum**, Introductory ACT Modules.
  - ACT: Promoting Recovery through a Mobile, Team-based Approach
  - ACT: Engaging Consumers in Assertive Community Treatment
  - ACT Transition Curriculum Unit 1
- Within six (6) months of start date, complete the **Online Role-Based Curriculum** for Program Assistant. This training is self-paced (5 hours).
- Within six (6) months of start date, Attend **Face-to-Face Regional Training**.
  - DAY 1 - ACT Core Principles (6 hours)

**Existing staff**, hired prior to September 1, 2019

- By **September 1, 2020** will complete the **Online ACT Transition Curriculum Unit 1** and the **Online Role-Based Curriculum** for their role. This training is self-paced.

### Continued Training

As per the [ACT Program Guidelines](#), *the agency ensures that the ACT staff receives appropriate and ongoing professional training...Ongoing training in specialty practices, clinical skill development, and culturally competent care is the responsibility of the agency.* All trainings must be recorded in personnel files.

CPI has many trainings available to ACT teams, both through the ACT Institute and Center for Practice Innovations' website. As an ACT provider, your agency staff can access many important trainings for free. OMH strongly encourages your agency to promote and utilize these resources to further develop the skills and competencies for all staff.

- It is recommended that staff complete at least three **(3) CPI Online Modules** per year from either the Role-Based Curriculum (roles for other staff) or Recommended Trainings (supervisors may provide input to which trainings should be completed). These trainings are self-paced and approximately 3 – 5 hours.
  - Other trainings not offered through the CPI online modules may also be considered. The training must support ACT team staff in their roles and be consistent with evidence-based practices and best practices within the Mental Health field (i.e. Motivational Interviewing, Trauma Informed Care).

All training and training information may be found here:

<http://www.practiceinnovations.org/Initiatives/ACTInstitute/ACTTraining>



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**For ACT Teams With Roles Not Identified by the ACT Program Guidelines.** As per the ACT Program Guidelines, required team roles include: Team Leader, Prescriber, Substance Use Specialist, Vocational Specialist, Family Specialist, Registered Nurse, Program Assistant, and for some teams, Peer Specialist. All ACT Teams should have staff serving in these required roles before adding additional roles that are more general, such as housing specialists, justice-involved specialists, or wellness specialists, etc. For staff serving in these additional roles, the team leader will assign the **Online Role-Based Curriculum** for which their role will most closely correlate to.

### Tracking of Training Status

To ensure that all ACT teams are able to document training completions, it is imperative that ACT Team Leaders maintain an accurate roster of team members and their roles on the team within the CPI's Learning Management System (LMS). Once a month, the team leader will continue to receive a spreadsheet from the ACT Institute that list all staff, their role on the team and their training status. The team roster will reflect who is on the team, start date, all required trainings, as well as role-based training. Immediately upon receipt of the spreadsheet the team leader must review if there are any staff changes (ACT staff that left, new hires, changes in role function on the team).

**New hires:** Use your team's self-registration link to register the new ACT provider in CPI LMS (*included in the ACT team's monthly training report email*).

**Change in role function:** Click here: <https://rfmh.csod.com/catalog/Prefs.aspx>

**Resignations** from the ACT Team Email CPI's help desk [cpihelp@nyspi.columbia.edu](mailto:cpihelp@nyspi.columbia.edu)

Please note that the training in this report will have a one-month lag-time. However, the team leader can access all team members' current training status with up-to-date training information directly through the LMS ([by clicking here](#)) and the Team Leader LMS [overview webinar here](#).

### Certificates for Fully Trained Teams

The ACT Institute will provide each team with a certificate of excellence twice a year (May and November) indicating a fully trained team (All required training and role-based training successfully completed).

### Tracking Training Status for ACT Teams and Individual ACT Staff

The ACT Institute will continue to track the timely Core Curriculum completion of staff/teams. They will begin to track Role-Based Curriculum completion and provide to OMH Licensing Staff for visits, or as requested. For the recommendation that staff complete at least three (3) CPI online modules per year, it will be important for the agency to keep CPI's Training Transcripts in



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personnel files and/or provide the CPI report of staff completion upon request and for exemplary at licensing visits.

If you have any questions, please contact Stacey Hale at [Stacey.Hale@omh.ny.gov](mailto:Stacey.Hale@omh.ny.gov)