



**To:** Designated providers of Community Oriented Recovery and Empowerment (CORE) Services  
**From:** NYS Office of Mental Health (OMH) & NYS Office of Addiction Services and Supports (OASAS)  
**Date:** 12/01/21  
**Subject:** Required Staff & Supervisor Training for CORE Providers

## **CORE Staff Training Requirements**

### **Background and Overview**

As stated in the CORE Services Operations Manual for Designated Providers, the New York State Office of Mental Health (OMH) and Office of Addiction Services and Supports (OASAS) require CORE providers to meet essential training requirements to maintain active designation status. This training program has been developed in collaboration with the Center for Practice Innovations (CPI) at the NYS Psychiatric Institute, the McSilver Institute for Poverty Policy and Research at NYU Silver School of Social Work, Center on Addiction, and the New York Association of Psychiatric Rehabilitation Services.

This document outlines the training requirements for staff delivering CORE Services and their supervisors. For the purposes of this document, supervisors include clinical supervisors as well as task or administrative supervisors overseeing the provision of CORE Services or the operations of CORE provider agencies. The State may occasionally update this memo to add new or ongoing training requirements; any updates will be communicated through listserv announcements.

It is noted some trainings overlap with the requirements for Adult Behavioral Health Home and Community Based Services (BH HCBS) staff and supervisors. Such trainings are denoted below by an asterisk (\*). If staff or supervisors have already completed these trainings for BH HCBS, they do not need to repeat the training for CORE Services.

Staff and supervisor trainings are divided into 2 sections:

### *1. Essential Knowledge Areas*

These webinars consist of modules that provide foundational knowledge and skills necessary to develop essential competencies for the delivery of CORE services. All modules are required for all CORE staff and supervisors.

- Psychosocial Rehabilitation
- Person-Centered Planning\*
- Motivational Interviewing\*
- Shared Decision Making
- Trauma Informed Approach\*
- Wellness Self-Management

### *2. CORE Application of Principles Trainings*

These webinars provide information illustrating each CORE service and how the Essential Knowledge Areas would be operationalized and applied to each specific service. CORE staff are only required to complete the Application Training for each service they will provide or supervise. For example, if an individual is providing CPST, but is not providing Empowerment Services-Peer Support, that individual must complete the CPST Application Training, but is not

required to complete the Empowerment Services Peer Support training.

- Community Psychiatric Support and Treatment
  - Application of Principles: CORE CPST
- Psychosocial Rehabilitation
  - Application of Principles: CORE PSR

Psychosocial Rehabilitation with an Employment Focus\*

- Using PSR to Support Employment Goals
- Employment and Benefits 101
- IPS: Introduction to the Individual Placement and Support (IPS) Model of Supported Employment

Psychosocial Rehabilitation with an Educational Focus\*

- Using PSR to Support Education Goals
- IPS Supported Education

**\*Note: All required trainings for PSR with an Employment Focus and PSR with an Educational Focus must be completed by staff delivering the service and supervisors within timeframes outlined below in order to bill the enhanced rate for that service.**

- Family Support and Training
  - Application of Principles: CORE FST
  - Engaging Families in Treatment: Importance of Families
  - Engaging Families in Treatment: Working with Families
- Empowerment Services – Peer Support
  - Application of Principles: CORE Peer Support

### **Timeframes for Completion of Trainings**

Existing staff, including supervisors, are required to complete all Essential Knowledge trainings as well as CORE Application of Principles trainings for each service they will provide or supervise within **90** calendar days of the CORE “Go-Live” date, 02/01/22. If the required trainings for PSR with an Employment Focus and PSR with an Educational Focus are not completed by May 2, 2022, the provider agency may not bill at the enhanced rate for those services until such time as the required trainings are complete.

CORE Services staff, including supervisors, hired on or after 02/01/22 are required to complete all Essential Knowledge trainings as well as CORE Application of Principles trainings for each service they will provide or supervise must complete both training sections within **60** calendar days from date of hire. If the required trainings for PSR with an Employment Focus and PSR with an Educational Focus are not completed within 60 days, the provider agency may not bill at the enhanced rate for services provided by that staff until such time as the required trainings are complete.

The CPI Learning Management System will be used to track completion of these trainings. Provider-specific information (staff, completion dates, etc.) will be available upon request. It is

the responsibility of the provider agency to ensure required trainings and timeframes are met.

### **Opportunities for Continued Training**

Ongoing training in specialty practices, clinical skill development, and culturally competent care is an important component of workforce development. Agency staff can access many valuable trainings through the Center for Practice Innovations' website for free. OMH and OASAS strongly encourage designated providers to promote and utilize these resources to further develop the skills and competencies for all staff serving the HARP population.

Below is a recommended list of trainings supervisors may assign based on need or opportunity for professional development:

- SUD 101
- Major Psychiatric Diagnoses
- Recovery and Person-centered Care
- Peer Services in NYS: Introduction to Peer Services (Parts 1 and 2)
- Cultural Competence

Other trainings not offered through the CPI online modules may also be considered. The training must support staff in their roles and be consistent with evidence-based practices and best practices within the behavioral health field (i.e., motivational interviewing, trauma informed care).

### **Registration and Helpful Links**

Please visit the [Center for Practice Innovations Homepage and FAQs](#) for more information on the Learning Community. To access the required trainings, log in to the [CPI Learning Community](#) using your username and password.

For registration assistance or to report technical issues: [CPI Online Assistance Unit](#)

For questions about training requirements for CORE Services, please contact your host agency

- OMH: [Adult-BH-HCBS@omh.ny.gov](mailto:Adult-BH-HCBS@omh.ny.gov)
- OASAS: [PICM@oasas.ny.gov](mailto:PICM@oasas.ny.gov)