To: Designated Adult Behavioral Health Home and Community Based Service Providers

From: NYS Office of Mental Health (OMH) & NYS Office of Alcoholism and Substance Abuse Services (OASAS)

Date: 08/07/2019

Subject: Required Training for Adult BH HCBS Providers

**Adult Behavioral Health (BH) Home and Community Based Services (HCBS) Staff Training Requirements**

*This memo has been updated since its initial distribution April 23, 2019. The service-specific training videos are now available in the CPI Learning Management system. Please note the timeframes for completion.*

As stated in the provider designation letter, the New York State Office of Mental Health (OMH) and Office of Alcoholism and Substance Abuse Services (OASAS) require Adult BH HCBS providers to meet core training requirements in order to maintain active designation status. OMH and OASAS are pleased to announce the release of a unified web-based training program available to designated Adult BH HCBS providers. This training program has been developed in collaboration with the Center for Practice Innovations (CPI) at Columbia University/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 Rehabilitative Services.

Adult BH HCBS provider trainings are divided into 3 sections:

1. **Overview of HARP/HCBS**
   These webinars provide staff with an overview of HARP and HCBS workflow, core values and principles, and service descriptions. The intent is to show staff what Adult BH HCBS might look like in practice. All modules are required for all Adult HCBS providers and supervisors.

2. **Core Knowledge Areas**
   These webinars consist of modules that provide foundational knowledge and skills demonstrations for areas such as: Engagement, Motivational Interviewing and Trauma-Informed Care. All modules are required for all Adult HCBS providers and supervisors.

3. **HCBS Service Specific Training (Newly Offered)**
   These webinars provide information illustrating each Adult HCBS and how the Core Knowledge Areas would be operationalized and applied to each specific service.
*Not all Service Specific Trainings are required* – HCBS staff are only required to complete the Service Specific Training for each service they will provide or supervise. For example, if an individual is providing CPST, but is not providing Education Support Services, that individual must complete the CPST Service Specific Training, but is not required to complete the Education Support Service Specific Training.

### Timeframes for Completion of Trainings

For **Overview of HARP/HCBS** and **Care Knowledge Area** sections:
- HCBS staff and supervisors hired prior to 4/23/19 should have both sections completed at this time, as per original State-issued training memo.
- HCBS staff, including supervisors, hired after 4/23/19 must complete both training sections within 60 calendar days from date of hire.

For the newly offered **HCBS Service Specific Training**:
- Existing staff, including supervisors, are required to complete specific training for each service they will provide or supervise within 90 calendar days of the date of this memo.
- HCBS staff, including supervisors, hired after 8/7/19 must complete specific training for each service they will provide or supervise within 60 calendar days from date of hire.

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.

### Registration and Helpful Links

- [Registration, FAQs and Resources](#)

- To access the HCBS curricula:
  - Log in to the [CPI Learning Community](#) using your username and password.
  - Click on the [HCBS](#) logo to begin.

- Registration Help / Technical Issues: [CPI Help Desk](#)

- Questions about Home and Community Based Services: [Adult-BH-HCBS@omh.ny.gov](mailto:Adult-BH-HCBS@omh.ny.gov) or [PICM@oasas.ny.gov](mailto:PICM@oasas.ny.gov)
To: Adult Behavioral Health Home and Community Based Services designated providers
From: NYS Office of Mental Health (OMH) & NYS Office of Alcoholism and Substance Abuse Services (OASAS)
Date: 04/23/2019

Adult Behavioral Health (BH) Home and Community Based Services (HCBS) Staff Training Requirements

The intent of this document is to notify Designated Adult BH HCBS providers of the implementation of required staff training and relevant established timeframes for completion. As stated in the letter sent 10/5/18 (attached), all Adult BH HCBS providers must complete required training to maintain their designation status. The Center for Practice Innovations (CPI) sent out self-registration links to each agency contact via email to manage their staff enrollment in the training. If you did not receive your link or have misplaced it, please contact the CPI Help Desk. If you have not yet done so, please register for the CPI LMS as soon as possible to meet the required timeframes.

Required Adult BH HCBS provider trainings have been divided into 3 sections. Please see below for the required training series and the associated timeframes for completion. To access the HCBS curricula, log into the CPI Learning Community at https://rfmh.csod.com/ using your username and password. Then click on the HCBS logo to begin.

Core Knowledge Areas

➢ Existing staff (including supervisors) are required to complete this training series within 90 calendar days of the date of this guidance.
➢ Newly hired HCBS staff (including supervisors) must complete this training series within 60 calendar days from date of hire.

Overview of HARP/HCBS

➢ Existing staff (including supervisors) are required to complete this training series within 90 calendar days of the date of this guidance.
➢ Newly hired HCBS staff (including supervisors) must complete this training series within 60 calendar days from date of hire.

To be issued in Spring 2019 HCBS Service Specific Training

➢ Existing staff (including supervisors) are required to complete specific training for each service they will provide/supervise within 90 calendar days of when the training becomes available.
➢ Newly hired HCBS staff (including supervisors) must complete specific training for each service they will provide within 60 calendar days from date of hire.

The CPI Learning Management System will be used to track completion of all these modules and will have information (staff, completion dates, etc.) available upon request. It is the responsibility of the agency to ensure timeframes are met.

Please see the CPI website for FAQs and resources, then contact CPI for registration or technical issues with trainings. For questions regarding this memo, please contact the OMH Bureau of Rehabilitation Services and Care Coordination or the OASAS Division of Practice Innovation and Care Management.

Further information will be released upon the availability of the service specific trainings.
Dear Adult Behavioral Health Home and Community Based Services Designated Provider:

This letter is to inform you and your Agency of required training for Adult BH HCBS providers. As stated in your designation letter, the New York State Office of Mental Health (OMH) and Office of Alcoholism and Substance Abuse Services (OASAS) require that Adult BH HCBS providers complete required trainings to maintain their designation status. OMH and OASAS are pleased to announce a unified state-of-the-art web-based training program to designated Adult BH HCBS providers. This training program has been developed in collaboration with the Center for Practice Innovations (CPI) at Columbia University/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. Participation in this training program has been standardized to meet core training requirements.

The required training is separated into the following three sections:

- **Overview of HARP/HCBS** (Includes managed care overview, Rehabilitation vs Treatment, “How to Market HCBS”, etc.)
- **Core Knowledge Areas** (Engagement, Motivational Interviewing, Trauma Informed Care, etc.)
- **HCBS Service Specific Training** (will cover each service and include examples)

A major goal of the NYS Behavioral Health Transformation plan is to support learning that is effective, constantly improving and innovating, and providing the greatest value to those we serve. Participation in this training program offers several advantages to providers including:

- Training resources are provided at no cost;
- Opportunities to better understanding services, engagement and delivery;
- Providers can use summary reports of training activities to support internal continuous quality improvement activities and assure that their workforce is prepared to offer state of the art HCBS services.

Agency contact persons supervising HCBS services will receive detailed instructions from the Center for Practice Innovation for registering their staff on the CPI learning management system and information about training offerings in coming weeks. Timeframes regarding completion of the required training will be forthcoming as well.

Thank you in advance for your ongoing service to ensure quality care to individuals receiving behavioral health services.

Sincerely,

Robert Myers
OMH Senior Deputy Commissioner

Pat Lincourt
OASAS Director, Division of Practice Innovation & Care Management