



Policy/Procedure:	Staff Qualification & Training Requirements*
Reviewed and Accepted by:	John Migliore III & Brad Potter
Approved by:	John Migliore III
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- ***This policy is intended for Health Home Care Manager serving HH and HARP Members. For Staff Qualifications and Training Requirements for Health Home Plus (HH+), see HH+ & SMI Policy.***

Policy:

Bassett Community Health Navigation will provide quality Health Home Services by ensuring that Navigators meet specific qualifications of education and experience, and receive training in necessary procedures and the available services and specific health needs of Bassett Community Health Home Member population.

Quality Management and Performance Improvement

Each Bassett CHN CMA is expected to maintain and keep personnel records on file for each Health Home Care Manager. Personnel Record review will be conducted by Bassett CHN Lead HH, at minimum, on an annual basis.

Procedures:

A. Community Health Navigator I/Care Manager - Qualifications

1. CHN1 must meet the following minimum education and experience requirements:
 - a. Bachelor’s Degree in Human Services, Nursing or related field **OR**
 - b. Associate Degree with an additional 2 yrs of experience in the human services field or nursing may be considered **OR**
 - c. High School Diploma or GED with an additional 4 yrs of experience in the Human Services field or Nursing may be considered
2. It is preferred that CHN1 staff have previous work experience in:
 - a. Human services or nursing **and/or**
 - b. Case management/Service Coordination
3. Must possess a valid driver’s license

B. Community Health Navigator II/Member Outreach Staff- Qualifications

1. CHN2 must meet the following minimum education and experience requirements:
 - a. Bachelor’s Degree in Human Services, Nursing or related field **OR**
 - b. Associate Degree with an additional 2 yrs of experience in the human services field or nursing may be considered **OR**
 - c. High School Diploma or GED with an additional 4 yrs of experience in the human services field or nursing may be considered



2. In addition, CHN2 staff must meet the following additional experience requirements:
 - a. 6 months experience as Community Health Navigator I at Bassett; **OR**
 - b. 1 year of experience in the human services field/marketing or working with outreach programs:
 - i. Experience coordinating services for targeted populations
 - ii. Experience in community outreach/marketing
3. Must possess a valid driver's license

C. Community Health Navigator III/Community & Member Outreach Staff - Qualifications

1. CHN3 staff must meet the following minimum requirements for education and experience:
 - a. Bachelor's Degree in Human Services, Nursing or related field; **OR**
 - b. Associate Degree with an additional 2 yrs of experience in the human services field or nursing may be considered; **OR**
 - c. High School Diploma or GED with an additional 4 yrs of experience in the human services field or nursing may be considered
2. CHN3 staff must also meet one of the following additional experience requirements:
 - a. 1 year of experience as a Bassett Community Health Navigator II; **OR**
 - b. 3 years of experience in the human services or marketing fields
 - c. Leadership experience preferred
3. Must possess a valid driver's license

D. Required Qualifications for Staff conducting HCBS Eligibility Assessments with HARP Members

1. See Bassett's HH+, SMI and NYS Eligibility Assessment Policy
2. CHN staff assigned to HH+ SMI and AOT Members must meet the following requirements for both education and experience:
 - a. EDUCATION:
 - i. A Bachelor's Degree in one of the following majors or concentrations; or
 - a) Social work
 - b) Psychology
 - c) Nursing
 - d) Rehabilitation
 - e) Education
 - f) Occupational therapy
 - g) Physical therapy
 - h) Recreation/Recreation Therapy
 - i) Counseling
 - j) Community Mental Health
 - k) Child and Family Studies
 - l) Sociology
 - m) Speech and hearing
 - n) Other relevant Human Services field



- ii. A NYS teacher's certificate for which a bachelor's degree is required; **or**
- iii. NYS licensure and registration as a Registered Nurse and a bachelor's degree; **or**
- iv. A Bachelor's level education or higher in any field with five years of experience working directly with persons with behavioral health diagnoses; **or**
- v. A Credentialed Alcoholism and Substance Abuse Counselor (CASAC).

b. EXPERIENCE:

- i. At least two years of experience in one of the following areas:
 - a) Providing direct services to people with Serious Mental Illness, Developmental Disabilities, or Alcoholism or Substance Abuse*; OR
 - b) Linking individuals with Serious Mental Illness, Developmental Disabilities, or Alcoholism or Substance Abuse to a broad range of services essential to successful living in a community setting (e.g. medical, psychiatric, social, educational, legal, housing and financial services).*

*A Master's Degree in one of the specific fields listed above may be substituted for one year of experience.

- 3. CHN staff conducting HCBS Eligibility Assessments must complete the following trainings:
 - a. HCS-UAS Training Module for the HCBS Eligibility Assessment
 - b. Training in the array of HCBS services and supports available, and the client-centered service planning process.
 - c. Training in the assessment of individuals whose condition may trigger a need for HCBS services and supports, and an ongoing knowledge of current best practices to work with assist the person to improve their health and quality of life.
 - d. Trainings will include specific training relevant to special populations, comorbidities, chronic disease and wellness, Preventative Screening and Wellness Care, and Clinical and Process Measure Performance Metrics to ensure that appropriate skills needed to deliver the 6 Core Services to HCBS members.
- 4. CHN staff conducting HCBS Eligibility Assessments must be supervised by clinical staff meeting one of the following qualifications:
 - a. Licensed level Healthcare Professional (e.g., RN, licensed clinician, psychologist) with prior experience in a behavioral health clinic or care management supervisory capacity; **OR**
 - b. Master's level Professional with 3 years prior experience supervising clinicians and/or CMs who are providing direct services to individuals with SMI/Serious SUDs.
 - c. Any person for whom a waiver of these qualifications has been granted by NYSDOH.

E. Basic Health Home Staff Orientation & Training Requirements

- 1. BCHN and Partnering CMA staff required to review & complete program and job specific training and orientation materials within 30 days of Employee Start Date.
 - a. Complete Bassett CHN NEO Checklist with Team Leader/CMA Supervisor
 - Review Bassett CHN Website, Online Resources & Program Overviews
 - Review all Bassett CHN Policy & Procedures, Forms & Guidance Documents
 - Complete all staff HIT Training, as applicable to role:
 - i. Netsmart CareManager
 - ii. E-paces (For staff who monitor/verify Medicaid enrollment)
 - iii. EPIC/Bassett Link



- iv. HIXNY
 - v. Insignia/Flourish
 - vi. HCS (& UAS HCBS Eligibility Training for HARP qualified staff)
 - vii. MAPP-HHTS
- b. Return completed NEO Checklist/CMA Checklist to Bassett CHN Operations Manager
- i. Training Completion will be tracked by Bassett CHN Quality Analyst
2. Bassett Community Health Navigation and Partnering Care Management Agency staff must complete the following required trainings within 60 days of beginning employment:
- a. Marketing Health Home care management services
 - b. Typical care management needs of populations with multiple co-morbidities
 - i. Major Health Conditions/Preventative Care & Wellness (Website Trainings)
 - a) Obesity
 - b) Asthma
 - c) Diabetes
 - d) Hypertension
 - e) HIV/AIDS
 - f) Mental Health
 - g) Clinical and Process Measure Performance Metrics
 - c. The availability and range of services for Health Home Members
 - i. HARP/HCBS Services
 - ii. HH+
 - iii. Assisted Outpatient Treatment
 - d. Outreach and engagement strategies for members who are disengaged from care or have difficulty adhering to treatment recommendations including individuals with histories of homelessness, criminal justice involvement, first-episode psychosis, and transition-age youth
 - e. Evidence-based methods for increasing engagement including: (face to face)
 - i. Motivational Interviewing
 - ii. Person-centered Planning
 - iii. Recovery-Oriented Practices & Wellness Recovery Action Plans
 - iv. Role and benefits of Certified Peer Specialists/Peer Advocates
 - f. Training on any required assessment tools: (face to face)
 - i. Comprehensive Assessment
 - ii. HARP/HCBS Eligibility Assessment (for HARP qualified staff)
 - iii. Patient Activation Measure (PAM-10)/Flourish
 - g. Confidentiality & Consent Training– HIPAA/CFR 42/DOH 5055 sharing of information
3. All Bassett CHN and Partnering Care Management Agency staff must review Bassett CHN Policies and Procedures and sign Confirmation of Receipt and Understanding annually. (Within 12 months of last occurrence).
4. Care Management Agencies will conduct background checks on all Care Manager applicants, prior to employment. These will include, but are not limited to: 1. Staff Exclusion List (SEL) Screening (Justice Center); 2. Criminal History Check processed through the CHRC application in the Health Commerce System (HCS); 3. NYS Statewide Central Register (SCR) Database; 4. National Sex Offender Registry, including level 1 offenders (if applicable); 5. Valid Driver's license and verification of safe driving record; 6. Medicaid Exclusion Screening; 7. Reference checks and verification of appropriate education and experience.