

POLICY: 1.001 CARE MANAGEMENT TRAINING AND EDUCATION REQUIREMENTS

The NYP Health Home (NYPHH) aims to provide quality care coordination / management. To meet this goal, the NYPHH requires all Care Management Agency (CMA) staff meet specific education qualifications and experience. Agencies are responsible for ensuring that their staff receive all necessary education and trainings to maintain the needs of the patients and NYP Health Home.

Procedure:

A. Care Manager/Care Coordinators - Qualifications

1. Care Manager/ Care Coordinator must meet the following minimum education and experience requirements:
 - a. Bachelor's Degree in Human Services, Nursing or related field **OR**
 - b. Associates 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 the Care Manager/ Care Coordinator 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. CHW/ Peer Coordinators/ Outreach Staff - Qualifications

1. CHW/ Peer Coordinators/ Outreach Staff must meet the following minimum education and experience requirements:
 - a. Bachelor's Degree in Human Services, Nursing or related field **OR**
 - b. Associates 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 CHW/ Peer Coordinators/ Outreach Staff must meet the following additional experience requirements:
 - a. 6 months as experience as a CHN 1, care manager, and or care coordinator with the contracted agency **OR**
 - b. 1 year of experience in the human services field/ marketing or working with outreach programs:
 - i. Experience coordinating services for a targeted population
 - ii. Experience in community outreach/ marketing
3. Must possess a valid driver's license

C. Community Outreach Staff- Qualifications

1. Community Outreach Staff must meet the following minimum requirements for education and experience:
 - a. Bachelor's Degree in Human Services, Nursing or related field **OR**

- b. Associates 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. Community Outreach Staff must also meet one of the following additional experience requirements:
 - a. 1 year experience as a Community Health Navigator 2 with the contracted agency
 - 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. Basic Health Home Staff Orientation and Training Requirements

- 1. The NYPHH and Contracted Care Management Agency staff will be required to complete all necessary job specific trainings and orientations within 30 days of their start date.
 - a. Complete NYPHH training checklist
 - i. Review NYPHH Program Overview
 - i. Medicaid Health Home
 - ii. HARP/HCBS Services
 - iii. Health Home Plus: AOT& HH +
 - ii. Review NYPHH Policies and Procedures
 - iii. Complete all HIT training as applicable:
 - i. E-paces (for Medicaid verification)
 - ii. HCS
 - iii. MAPP
 - iv. BTQ
- 2. NYPHH and Contracted Care Management Agency staff must complete but are not limited to the following trainings within 60 days of their start date:

HIPAA/PHI	Immigration
Allscripts Care Director 101	Legal Resource
Chronic Illness 101	Motivational Interviewing
Corporate Compliance	Transitioning Patients to Adult Care
Cultural Sensitivity/ Culture of One	Trauma Informed Care
Gender Expression	UAS - NY (If approved to serve HARP/HCBS)

- 3. Training on outreach and engagement strategies for members are disengaged from services or are not adherent to services such as patients who may have a history of homelessness or criminal justice involvement must also be provided.

4. To increase engagement staff will use evidence based methods such as but are not limited to
 - i. Face to face contact
 - ii. Motivational interviewing
 - iii. Patient-centered care planning (including addressing barriers to care)
5. Training on all required assessment tools such as:
 - i. Comprehensive assessment
 - ii. HARP/HCBS Eligibility Assessment (For HARP Qualified Staff)
6. All NYPHH contracted CMA staff must review the Policies and Procedures Manual and complete at least 10 hours of refresher trainings annually.

E. Training and Supervision Requirements for All Staff assigned to HARP and Patients

- a. For further guidance on training requirements for HARP and AOT please see policy.

D. Training Frequency and Access to Trainings

a. Trainings will be available on the NYP Learning Center. Additional in person trainings are provided in partnership with NYP Performing Providing System and various Health Home Leads in the New York City area. As trainings are made available, the NYPHH will notify the CMA network and assist with registration.

b. Additional training may be found on the following websites:

- AIDS Institute HIVNY Training (www.hivtrainingny.org)
Provides trainings on sexually transmitted infections, harm reduction techniques, and basic HIV legal concerns free of charge.
- Managed Care Technical Assistance Center of New York (MCTAC)
(<https://calendar.ctacny.org/>, <https://www.ctacny.org/our-offerings>)
Training, consultation, and educational resource center Provides training opportunities focused on evidence-based practices and technical support to behavioral health providers. Provides several trainings covering HARP/ HCBS and serving complex patients.
- Community Health Workers and Chronic Conditions Training Program
(<https://chwtraining.mcdph.org>)
Provides basic trainings on several chronic conditions and reviews strategies to engage and educate patients.