

# Specialized Training Requirements

For Behavioral Health Staff

**Effective Date: July 1, 2010**

# ACKNOWLEDGMENTS

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Division of Planning and Policy

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- TDMHDD

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- Memphis MHI
- Middle Tennessee MHI
- Moccasin Bend MHI
- Western MHI

# INTRODUCTION

This section contains Specialized Training Requirements for staff that provide behavioral health services through network providers under the umbrella of Managed Care Contractors (MCCs). Training requirements are displayed within a grid that delineates the required training topic; a brief description of the topic; staff that should receive training on the topic; and the time frame for which training should be provided for designated behavioral health staff.

Note that this section further includes alternatives to agency/provider training. Behavioral health staff may demonstrate competency through a variety of ways designated by the agency/provider. For example, agencies/providers may choose to accept training provided by outside entities, given appropriate documentation. However, any alternatives to agency/provider training occur solely at the discretion of the agency/provider. In all instances, training must be documented.

Training requirements included in this section are minimal requirements for all network providers associated with a managed care contractor (MCC). Network providers are in no way limited to providing training that exceeds the requirements identified in this section.

Network providers that render behavioral health services for Managed Care Contractors (MCCs) shall provide specialized training in accordance with the following standards:

- A. The MCCs must establish a written plan that ensures that their contract providers receive the training components as listed in the chart below.
- B. In order to enhance the skills of staff members that deliver behavioral health services, providers must ensure attainment of the following training components:

Training Topic	Staff to Receive	Time Frame to be Provided
<b><i>Consumer Rights and Responsibilities</i></b>		
1. Consumer rights and responsibilities, including as appropriate such topics as consumer advocacy and alternative decision making, educational rights, declarations for mental health treatment, durable power of attorney, guardianship and conservatorships.*	<b>ANY STAFF MEMBER, licensed staff and those for whom a license is not required.</b>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
<b><i>Cultural Competence and Diversity</i></b>		
2. Cultural competence—recognizing any unique aspects of members. These may include language, dress, traditions, notions of modesty, eye contact, health values, help-seeking behaviors, work ethics, spiritual values, attitudes regarding treatment of mental illness and substance abuse, concepts of status, and issues of privacy and personal boundaries.	<b>ANY STAFF MEMBER, licensed staff and those for whom a license is not required.</b>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Annually thereafter either through re-training or assessment of competency.</li> </ul>

\*Training should be appropriate to the type of staff and the population served.

Training Topic	Staff to Receive	Time Frame to be Provided
<b><i>Prevention/Intervention and Recovery/Resiliency Strategies</i></b>		
3. Prevention and intervention techniques to address the management of potentially aggressive behavior.	<b>ANY DIRECT CARE STAFF MEMBER, licensed staff and those for whom a license is not required.</b>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
4. Recovery and resiliency-based approaches to providing services.*	<b>ANY DIRECT CARE STAFF MEMBER, licensed staff and those for whom a license is not required.</b>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
<b><i>Behavioral Health/Substance Use Disorders and Associated Medical Conditions and Care</i></b>		
5. Etiology, treatment, and diagnostic categories of mental illness; serious emotional disturbance; substance use and/or abuse; physical and sexual abuse; suicidal ideation; developmental disabilities; and mental retardation, as well as general health care practices and medical conditions that may be associated with mental illness, serious emotional disturbance, and/or substance use and/or abuse.*	<b>ANY DIRECT CARE STAFF MEMBER for whom a license is not required.</b>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>

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Training Topic	Staff to Receive	Time Frame to be Provided
<b>Research-Based Practices</b>		
<p>6. Evidence-based practices identified and recognized by the Center for Mental Health Services (CMHS) such as:</p> <ul style="list-style-type: none"> <li>• Illness management and recovery skills;</li> <li>• Supported employment;</li> <li>• Family psychoeducation;</li> <li>• Assertive Community Treatment (ACT); and</li> <li>• Integrated co-occurring disorders treatment (substance use and mental illness).*</li> </ul> <p>Resource:  <a href="http://www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits">http://www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits</a></p>	<p><b>ANY STAFF MEMBER for whom a LICENSE is required in the performance of his/her duties.</b></p>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
<p>7. TDMHDD Best Practice Guidelines – Adult Behavioral Health Services and Behavioral Health Services for Children and Adolescents.*</p> <p>Resource:  <a href="http://www.state.tn.us/mental/omd/omdbpg.html">http://www.state.tn.us/mental/omd/omdbpg.html</a></p>	<p><b>ANY STAFF MEMBER for whom a LICENSE is required in the performance of his/her duties.</b></p>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
<b>Legal Issues and Mandates</b>		
<p>8. Legal issues and mandates regarding mental illness, serious emotional disturbance and substance abuse such as mandatory outpatient treatment, confidentiality, and involuntary commitment.*</p>	<p><b>ANY STAFF MEMBER for whom a LICENSE is required in the performance of his/her duties.</b></p>	<ul style="list-style-type: none"> <li>• Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>• Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>

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<b>Psychopharmacology</b>		
9. Psychopharmacology such as classes of medications, drug interactions, adverse drug reactions, and medication use in pregnancy and lactation.*	<b>ANY STAFF MEMBER for whom a LICENSE is required in the performance of his/her duties. <u>Persons in the following categories may be exempted:</u> physicians, pharmacists, nurse practitioners, and physician assistants.</b>	<ul style="list-style-type: none"> <li>Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
<b>Treatment Considerations for Children and Adolescents</b>		
10. System of Care values and principles for the treatment of children and adolescents that are child centered and family focused, community based, culturally competent, and evaluated for effectiveness in addition to wraparound supports tailored to fit the individual child and family unit.  <b>Resource:</b> <a href="http://www.state.tn.us/mental/mhs/soc1.html">http://www.state.tn.us/mental/mhs/soc1.html</a>	<b>ANY STAFF MEMBER for whom a license is required that works directly with CHILDREN AND ADOLESCENTS and their families.</b>	<ul style="list-style-type: none"> <li>Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
11. Age appropriate developmental principles and Early Periodic Screening, Diagnosis and Treatment (EPSDT) requirements for children and adolescents.	<b>ANY STAFF MEMBER for whom a license is required that works directly with service recipients age 20 and under.</b>	<ul style="list-style-type: none"> <li>Within the first ninety (90) days of employment either through training or assessment of competency.</li> </ul>

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Training Topic	Staff to Receive	Time Frame to be Provided
<b>Case Management</b>		
12. Mental health case management principles, assessment for treatment planning, intervention techniques, philosophy, and facilitating access to community resources.*	<b>CASE MANAGEMENT STAFF and TENNESSEE-CERTIFIED PEER SUPPORT SPECIALISTS, as applicable.</b>	<ul style="list-style-type: none"> <li>Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
<b>Crisis Services Curriculum</b>		
13. TDMHDD-designated crisis services curriculum	<b>CRISIS SERVICES STAFF and TENNESSEE-CERTIFIED PEER SUPPORT SPECIALISTS, as applicable.</b>	<ul style="list-style-type: none"> <li>Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>
<b>Psychiatric Rehabilitation Principles</b>		
14. Principles of psychiatric rehabilitation and supports, including psychosocial rehabilitation, supported housing, supported employment, peer support, and illness management and recovery	<b>STAFF at PSYCHIATRIC REHABILITATION facilities or facilities that implement PSYCHIATRIC REHABILITATION programs that work directly with service recipients, as well as TENNESSEE-CERTIFIED PEER SPECIALISTS.</b>	<ul style="list-style-type: none"> <li>Initially within the first ninety (90) days of employment either through training or assessment of competency.</li> <li>Every three (3) years thereafter either through re-training or assessment of competency.</li> </ul>

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- C. Documentation of training and/or competency should be maintained by the agency in which staff members are employed.
  - a. Documentation may take the form of:
    - i. Certificates.
    - ii. Descriptions of training PLUS sign-in sheets.
    - iii. Letters of confirmation.
  - b. Competence will be determined by the agency. One or more of the following tools might be used as documentation:
    - i. Posttest results.
    - ii. Supervisor Check Off forms.
- D. Staff members currently employed with a provider will have one (1) year after the effective date of a provider's contract with an MCC to receive any trainings listed above that they have not already successfully completed.
- E. Required training may be obtained either through the agency/provider or through outside entities that offer continuing education unit (CEU) credits or contact hours.
- F. The agency/provider may accept comparable training completed within one (1) year prior to employment if the employee has demonstrated competence in the area.