



May 15, 2019

Subject: Children's HCBS Provider Training Requirements

To: Home and Community Based Services (HCBS) Providers

Purpose: This memo is to update and clarify training requirements for staff providing Children's HCBS waiver effective April 1, 2019.

Dear Children's HCBS Designated Providers,

The Home and Community Based Services (HCBS) Provider Manual specifies training requirements for staff members delivering HCBS services. The State is providing additional guidance for meeting this requirement.

Training Required Prior to Service Delivery

Staff members are required to complete **Mandated Reporter** training prior to delivering HCBS.

Found here: <https://www.nysmandatedreporter.org/TrainingCourses.aspx>

Training to be Completed within Six (6) Months of Children's Waiver Implementation for Existing Staff or within Six (6) Months of Hire for New Staff

For staff hired before April 1, 2019, the following training must be completed within six (6) months of the 1915(c) Children's HCBS Waiver implementation on April 1, 2019. For staff hired on or after April 1, 2019, the following training must be completed within six (6) months of hire date.

- Personal Safety/Safety in the Community
- Strength Based Approaches
- Suicide Prevention
- Domestic Violence Signs and Basic Interventions
- Trauma Informed Care

Providers must have the following in place:

- written policies and procedures that describe staff orientation,
- mandatory training and other offered trainings for staff.
- staff have the required training to provide care that is trauma informed, culturally competent, and appropriate to the developmental level of the population served.
- maintain documentation of staff completion of required trainings in accordance with the Children's HCBS Provider Manual and be able to provide training records to the State upon request to review. Additional information on State reviews will follow.

Mandatory training components can be delivered in one training or a series of trainings. The HCBS provider will need to maintain training records and training curriculum as evidence of meeting the requirements. Providers can seek community training available to them, partner with another agency and/or develop a training within their organization to address the required training components.

The mandatory trainings listed below must address the following training components:

Personal Safety/Safety in the Community must include the following Training Components:

- Safety Awareness/Office and Community Safety
- Prevention/Risk assessment for the Field Visits
- Use of Safety Technology (e.g. Use of Mobile Phones)
- Transporting Children/Youth/Families
- Safety Training/Self-protection strategies
- De-escalation techniques



- Emergency protocols and resources (includes agency policies that address emergency procedures while delivering HCBS in the community and resources available to staff in the event of an emergency e.g. 911, on-call supervision)
- Post incident reporting and response (includes agency policies that address incident reporting and procedures for staff providing HCBS in the community)
- To ensure safety and protection of child/ youth, trainings will address professional boundaries, relationship boundaries, trauma, and a code of ethics for staff working with children/ youth.

Strength based Approaches must include the following Training Components:

- What are Strength-based approaches?
- Person-centered planning/Strength based information gathering
- Collaboration with child/youth/family and community (e.g. family-guided, youth-driven, etc.)
- Identifying strengths, Protective Factors and Assets
- Cultural and linguistic competence

Suicide Prevention Training must include the following Training Components:

- Myths and Misconceptions of Suicide
- Risk Factors
- High risk populations
- Warning Signs
- How to Help (assess for risk of suicide and harm, encourage appropriate professional help)
- Action/Safety Planning identify resources in the community (i.e., emergency services and mental health professionals))

Domestic Violence must include the following Training Components:

- What is Domestic Violence?
 - Prevalence
 - Types of Abuse
- Cycle of Violence/Pattern of Abuse
- Domestic Violence Effects on Children
- How to Help
- Action/Safety Planning

Trauma Informed Care must include the following Training Components:

- What is trauma?
- Prevalence/Findings (e.g. ACES)
- Impact of Trauma
- Trauma informed care Approach (i.e., strength-based, person and family centered, culturally aware, meeting language needs, performing collaborative and coordinated care, etc.).

These trainings must be completed by staff providing all HCBS except Youth Peer Support and Training (YPST), Family Peer Support Services (FPSS), and Crisis Intervention (CI).

If you have any questions, please contact BH.Transition@health.ny.gov