NEW YORK STATE OF OPPORTUNITY. | **Office of Mental Health**

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PROS STAFF TRAINING & COMPETENCIES GUIDANCE
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BACKGROUND

This guidance is an addendum to the PROS Program & Operations Manual. It is intended to describe program-specific staff training requirements, recommendations, and resources. These training requirements are intended to support the delivery of high quality, evidence-based practices within PROS. This guidance is subject to change as new training resources are identified and made available; any updates will be posted on the OMH PROS website and communicated through listserv announcements.

LEARNING MANAGEMENT SYSTEMS

OMH Training Partners use a number of online learning management systems (LMS) to provide OMH-funded and approved training. Most of the required trainings for PROS staff and supervisors are available through the Center for Practice Innovations (CPI) Learning Community[1]. Some required trainings are also available through the New York Psychiatric Rehabilitation Training Academy (NYPRTA). Additional information can be found below under the "OMH Training Partners" section of this guidance.

REQUIRED TRAININGS

EVIDENCE-BASED PRACTICE TRAINING REQUIREMENTS FOR ALL PROS STAFF AND SUPERVISORS

All PROS staff, including supervisors, are required to complete training on Individualized Placement and Support (IPS), Wellness Self-Management (WSM), and Psychosocial Rehabilitation.

Individual Placement and Support

The following CPI module has been approved to meet the IPS training requirement:

- IPS: Introduction to the Individual Placement and Support (IPS) Model of Supported Employment – 45 minutes

Wellness Self-Management

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[1] Once logged into the CPI LMS, hyperlinks for CPI trainings will bring you directly to the specific training.

The following CPI modules have been approved to meet the WSM training requirement:

- [Wellness Self-Management](#) – 45 minutes (online class), OR
- [Wellness Self-Management Refresher Webinar for PROS](#) (archived webinar) – 1 hour, 6 minutes

Psychosocial Rehabilitation

The following CPI module have been approved to meet the WSM training requirement:

- [Psychosocial Rehabilitation](#) (Online Class and Test) – 1 hour

Alternately, staff who have completed the following online modules through NYPRTA will be considered to have met this training requirement:

- Partnering with People to Discover and Develop Readiness,
- Setting a Life Goal,
- Identifying Skills and Resources to Reach a Goal, and
- Developing Skills and Supports.

These modules are available through CPI and NYPRTA.

TRAINING REQUIREMENTS FOR INTENSIVE REHABILITATION (IR)

The training requirements for IR are specific to the service being provided. These trainings are critical for ensuring that IR services are provided with appropriate intensity and in line with evidence-based practices. At this time, OMH has not prescribed specific training requirements for Relapse Prevention and Goal Acquisition.

Integrated Treatment for Co-Occurring Disorders

All PROS staff who deliver Integrated Treatment for Co-Occurring Disorders must complete the following CPI Focus on Integrated Treatment (FIT) modules prior to delivering the service. All PROS programs must have at least one staff trained to deliver this service.

- [Screening for Substance Use Disorders in Mental Health Treatment Settings](#) – 25 min
- [Integrated Assessment for Co-Occurring Substance Use and Mental Health Disorders](#) – 30 min
- [Stages of Change and Stages of Treatment](#) – 20 min
- [Motivational Interviewing: Engaging](#) – 20 min
- [Motivational Interviewing: Evoking: Preparation for Change Part 1: Change Talk](#) – 20 min
- [Motivational Interviewing: Evoking: Preparation for Change Part 2: Sustain Talk and Discord](#) – 15 min
- [Cognitive Behavioral Therapy: Overview, Tools, and Interventions](#) – 25 min
- [Social Skills Training](#) – 25 min
- [Practitioner Tools for Treating Tobacco Dependence](#) – 45 min

Family Psychoeducation / Intensive Family Support

All PROS staff who deliver Family Psychoeducation / Intensive Family Support must complete the following CPI modules prior to delivering the service. All PROS programs must have at least one staff trained to deliver this service.

- [Importance of Families](#) – 19 minutes

- [Working with Families](#) – 30 minutes

- [Working with Family and Natural Supports in Personalized Recovery Oriented Services (PROS)](#) – 35 minutes

Cognitive Remediation

PROS programs must receive approval from OMH to provide Cognitive Remediation. For more information, please refer to the [PROS Program and Operations Manual](#).

Staff who deliver Cognitive Remediation must complete an approved training curriculum. OMH has approved the following training programs:

- [Thinking Skills for Work](#) (Boston University) (McGurk)
- [Cognitive Remediation to Promote Recovery](#) (CR2PR, Teach Recovery) (Medalia)

If a PROS program identifies a new or different cognitive remediation training program they would like to be considered for approval, they may contact their local field office and the Rehabilitation Services Unit at OMH Central Office to request review of the training content and materials.

TRAINING REQUIREMENTS FOR EMPLOYMENT SPECIALISTS

In addition to above trainings for all staff and supervisors, PROS employment specialists are also required to complete:

- [IPS: Job Development](#) – 30 minutes
- [IPS: Using the Employment Resource Book](#) – 60 minutes

ADDITIONAL TRAINING REQUIREMENTS FOR ALL PROS STAFF AND SUPERVISORS

PROS programs must ensure that all staff and supervisors receive *annual* training in the following areas:

- Confidentiality and privacy
- PROS participant rights
- Cultural needs assessments and delivery of culturally sensitive services
- Person-centered recovery planning
- De-escalation strategies and alternative methods of safely handling crisis situations
- Suicide prevention

- Definition of incidents and reporting procedures
- Mandated reporting requirements related to child abuse or neglect
- Emergency evacuation planning

Programs must have an adequate number of staff that are trained to:

- conduct screenings and assessments for risk of harm to self or others, and
- facilitate safety planning.

At this time, OMH has not prescribed approved training curricula for these topics, although a number of resources are available through our training partners. PROS programs are responsible for ensuring that all staff receive such training and for maintaining documentation of training completion.

Program staff are encouraged to participate in continuing education to ensure they remain current with EBPs and professional best practices.

TIMEFRAMES FOR COMPLETING REQUIRED TRAININGS

Current PROS staff who have not met these training requirements must do so as soon as possible, and by no later than within three months of PROS Redesign Implementation. New PROS Staff and Supervisors must complete required trainings within 3 months of hire.

Staff may *not* deliver IR Integrated Treatment for Co-occurring Disorders, Intensive Family Support/ Family Psychoeducation, or Cognitive Remediation until they have completed the respective trainings required for those services.

PARTICIPATION IN THE IPS COLLABORATIVE

CPI offers training and support to PROS programs via the IPS Learning Collaborative. All PROS programs are required to enroll and participate in the Learning Collaborative. The Learning Collaborative includes in-person and web-based training and technical assistance. While most of these trainings will be tailored to the employment specialists, additional PROS staff can and should participate as they are able and based on the topic.

RECOMMENDED TRAININGS

RECOMMENDATIONS FOR NON-PEER SUPERVISORS OF CERTIFIED PEERS

Whenever possible, Certified Peer Specialists and Credentialed Youth Peer Advocates who provide Peer Support Services should have access to in-discipline supervision, mentoring and support. This can be established in collaboration with local agencies or via contracting with peer-run agencies. However, if in-discipline supervision is not possible, Certified Peers may be supervised by non-peer Professional Staff. When this occurs, OMH *strongly recommends* the supervisor complete the below trainings based on the certification/credential of the Certified Peer(s) they are supervising.

For non-peer supervisors of *Certified Peer Specialists (CPS)* and provisionally Certified Peer Specialists, OMH recommends the following trainings through the Academy of Peer Services (APS):

- Peer Credentialing & Training 101 for OMH Providers – 2 hours
- SPS03: What Is Peer Support – for New Supervisors – 1.5 hours
- PTAC04: Supervision of Peer Staff – 1.5 hours
- SPS01: An Introduction to Supervising Peer Specialists – Part 1 – 3 hours
- SPS02: An Introduction to Supervising Peer Specialists – Part 2 – 3 hours

For non-peer supervisors of *Credentialed Youth Peer Advocates (YPA-C) and provisionally Credentialed Youth Peer Advocates*, OMH recommends the following trainings through the Community Technical Assistance Center (CTAC):

- Youth Peer Advocate Orientation Training for Supervisors (Self-Learning Center Module)
- Supervision Best Practices Series
- Adopting the Principles of Trauma-Informed and Resiliency-Based Care in the Supervision in the Behavioral Health Workforce

RECOMMENDATIONS FOR ALCOHOL, TOBACCO, AND OTHER DRUG ASSESSMENT

PROS program staff who are completing the Alcohol, Tobacco, and Other Drug Assessment are strongly encouraged to complete the following modules available through CPI:

- Screening for Substance Use Disorders in Mental Health Treatment Settings – 25 min
- Integrated Assessment for Co-Occurring Substance Use and Mental Health Disorders – 30 min
- Tobacco Dependent Treatment – 8 min

RECOMMENDATIONS FOR INTEGRATED TREATMENT FOR CO-OCCURRING DISORDERS

OMH recommends that all staff and supervisors who work with individuals with co-occurring disorders complete the Integrated Mental Health/Addiction Treatment Training (IMHATT) Certificate available through the Center for Practice Innovations.

OMH TRAINING PARTNERS

ACADEMY OF PEER SUPPORT (APS)

APS is a collaboration between Rutgers University, Alliance for Rights and Recovery, and many other community collaborators. It provides courses on becoming a certified peer and the supervision of peers that is online, on-demand, and self-directed.

ALLIANCE FOR RIGHTS AND RECOVERY AND THE NEW YORK PSYCHIATRIC REHABILITATION TRAINING ACADEMY (NYPRTA)

The Alliance for Rights and Recovery (formerly NYAPRS) offers both the Training Collective and the New York Psychiatric Rehabilitation Training Academy (NYPRTA). The Training Collective offers additional training and technical assistance on a number of topics including but not limited to, recovery, cultural humility, leadership and supervision, trauma-informed care, and employment. NYPRTA focuses on the practice of evidence-based psychiatric rehabilitation.

CENTER FOR PRACTICE INNOVATIONS (CPI)

The Center for Practice Innovations (CPI) supports OMH's mission to promote the widespread availability of evidence-based practices to improve mental health services, ensure accountability, and promote recovery-oriented outcomes for individuals and families.

CENTER FOR URBAN COMMUNITY SERVICES (CUCS) AND THE ACADEMY FOR JUSTICE-INFORMED PRACTICE

CUCS's Academy for Justice-Informed Practice is a workforce training initiative targeting a wide array of professionals working with individuals with behavioral health needs and criminal justice involvement. The Academy offers a Behavioral Health/ Criminal Justice Certificate Program as well as specialized trainings for targeted professional groups.

INUNITY ALLIANCE'S CENTER FOR REHABILITATION AND RECOVERY (CRR)

The InUnity Alliance's (formerly the Coalition for Behavioral Health) Center for Rehabilitation & Recovery provides training and technical assistance on psychiatric rehabilitation, community participation, and wellness.

MANAGED CARE TECHNICAL ASSISTANCE CENTER (MCTAC) & COMMUNITY TECHNICAL ASSISTANCE CENTER (CTAC) AT THE NEW YORK UNIVERSITY MCSILVER INSTITUTE

MCTAC and CTAC provide training and technical assistance to behavioral health programs. They offer a number of trainings and resources to support program operations, financial sustainability, documentation practices, and clinical practices.

THE PEER SUPPORT SERVICES TECHNICAL ASSISTANCE CENTER (PEERTAC)

PeerTAC is a statewide center that delivers training, technical assistance, and consultation to mental health organizations serving people across the lifespan including children, youth, families, and adults/older adults living with mental health conditions.

NYESS & PSYCKES TRAINING RESOURCES

OMH offers comprehensive training in the New York Employment Services System (NYESS) and PSYCKES.

For questions regarding NYESS, please contact their mailbox at NYESS@omh.ny.gov.

For questions regarding PSYCKES, please contact their mailbox at PSYCKES-Help@omh.ny.gov

SAMHSA TOOLKITS

The Substance Abuse and Mental Health Services Administration (SAMHSA) has published several Evidence Based Practice Kits that may be helpful for PROS programs implementing Individual Placement and Support, Integrated Treatment for Co-Occurring Disorders, and Wellness Self-Management:

- SAMHSA'S Supported Employment EBP KIT provides practice principles for supported employment, an approach to vocational rehabilitation for people living with serious mental illness.
- SAMHSA's Integrated Treatment for Co-Occurring Disorders EBP KIT provides practice principles for integrated treatment for mental illness, substance use disorders, or both, and offers advice from successful programs.
- SAMHSA'S Illness Management and Recovery EBP KIT offers guidance on developing illness-management practices that emphasize personal goal setting and actionable strategies for recovery.

TECHNICAL ASSISTANCE

For questions related to this guidance, please contact the OMH Rehabilitation Services Unit at PROS@omh.ny.gov

For questions related to the CPI Learning Community, please contact the CPI Helpdesk at cpihelp@nyspi.columbia.edu