

Community Support Training 101  
September/October 2013



**COMPANION DOCUMENT FOR STAFF COMPETENCIES/TRAINING**

**The purpose of this document is to provide guidance by outlining potential training topics to meet competency areas. All individuals holding any position within the agency complete orientation and training within the first 30 days of employment in order to have a working familiarity with all core competency areas.**

**TABLE 1 – CORE COMPETENCY AREAS**

**1. Core Competency: Know the organization’s client population, scope of program, mission, vision, and policies and procedures.**

Recommended training topics to meet competency:

- Mission and purpose of the agency;
- Overview of programs/services provided;
- Agency policies and procedures;
- Basic information regarding mental illness and substance use, abuse and dependence; and
- Recognizing and respecting cultural differences among agency staff and consumers served.

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### **2. Core Competency: Understand and perform respective job assignments.**

Recommended training topics to meet competency:

- Job description;
- Job responsibilities;
- Respectful and effective communication techniques; and
- CIMOR, security measures.

### **3. Core Competency: Abide by applicable regulation for rights, ethics, confidentiality, corporate compliance and abuse and neglect.**

Recommended training topics to meet competency:

- Rights and responsibilities of individual/families served;
- Complaints, grievances and appeals procedures;
- HIPAA/confidentiality, and 42 CFR Part 2 (for alcohol and drug abuse consumers), how to protect, maintain and appropriately share client records and other information about care, treatment and disclosures ;
- Current definitions and reporting of abuse and neglect per Department of Mental Health code of state regulations;
- Mandated reporting of abuse and neglect per state law and regulation;
- Ethical behavior and codes of conduct, such as respecting employee and client boundaries, recognizing the inappropriateness of dual relationships, including receiving gratuities from a person who receives services, research limitations and behavioral management; and
- Preventing, detecting and reporting healthcare fraud and abuse.

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**4. Core Competency: Know agency protocols for responding to emergencies at the program facility or while providing services in the community, to include protocols for infection and agency procedures to maximize safety for consumers, staff members and the public.**

Recommended training topics to meet competency:

- Orientation to agency's emergency preparedness plan;
- Recognize and respond to emergency/crisis situations including:
  - Situations in which an individual may:
    - Be a danger to self or others,
    - Behave in an aggressive, destructive or intoxicated manner, or
    - Be experiencing a crisis situation.
  - Emergency situations, including but not limited to:
    - Medical emergencies, and
    - Natural disasters; and
- Agency infection control procedures.

**Personnel working with individuals receiving services and/or persons providing supervision to direct care staff, complete additional training in order to be knowledgeable in service competency areas. Demonstration of these service competencies are documented within the first six (6) months of employment.**

**TABLE 2 – SERVICE COMPETENCY AREAS**

**1. Service Competency: Operate from person-centered, client driven, recovery oriented, stage-wise service delivery approaches that promote health and wellness.**

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### Recommended training topics to meet competency:

- Service provision that promotes dignity, respect, independence, individuality, strengths, privacy and choice;
- Understand holistic person-centered care that identifies needs, strengths, skills, resources and supports and how to use them as well as identifying barriers and how to overcome them;
- Understand illness management concepts and motivational approaches that emphasize harm reduction and relapse planning;
- Understand and define recovery/resiliency;
- Assessment, treatment planning and review process that includes developing and evaluating goals and interventions that are measurable, individualized and identify functional deficits and methods to promote stability and independence;
- Medical/health care issues, chronic conditions and related procedures and techniques;
- Promote healthy lifestyle changes, wellness and preventive care efforts;
- Risk factors and how to develop strategies to prevent or reduce relapse and manage illness; and
- Develop self-help, decision-making, leadership and self-advocacy skills for individuals, their families and care givers.

### **2. Develop cultural competence that results in an ability to understand, communicate with, and effectively interact with people across cultures.**

### Recommended training topics to meet competency:

- Knowledge-based skills required to provide effective services to individuals from a particular ethnic or racial group.
- Diversity training could include:
  - **Awareness** - consciousness of one's personal reactions to people who are different.
  - **Attitude** - carefully examining one's own beliefs and values about cultural differences.
  - **Knowledge** – understanding of varying cultures/ethnic groups and the organizations defined set of values and principles, policies, and structures that support working effectively cross-culturally.
  - **Skills** - practicing cultural competence which includes communication (verbal, non-verbal communication, and gestures) that tend to vary from culture to culture.

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### **3. Service Competency: Deliver services according to identified key service functions as well as evidence-based and best practices.**

Recommended training topics to meet competency:

- Key service functions for community support, peer specialist and/or family support;
- Proven and promising practices in treatment including evidence-based practices currently in use at the agency;
- Integrated health care including primary care and behavioral health care;
- Skill development in the areas of daily living, employment, school, housing, socialization and communication; and
- Documentation requirements for delivered services.

### **4. Service Competency: Practice in a manner that demonstrates respect for and understanding of the unique needs of persons served.**

Recommended training topics to meet competency:

- Comprehensive training regarding signs/symptoms of mental illnesses and substance use/abuse/dependence and how they impact daily living in the areas of housing, work/school, social supports, legal and recreation, and family and community;
- Understand substance use disorders, triggers, cravings, risk factors and relapse associated with the illness;
- Understand the medical needs and risks factors associated with both substance use and mental illness;
- Types of medications commonly prescribed for mental disorders, personality disorders, and substance use disorders and the common side effects and adverse reactions of the medications;
- Understand the requirements for handling, administering and observing self-administration of medications; variables associated with medication non-compliance; and fading of interventions through client training. (*\*Staff whose duties include the administration of medication shall complete Level 1 Medication Aide Training in accordance with 19 CSR 30-84.030*);
- The unique needs of the special client populations served, such as pregnant women, children, young adults, family,

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geriatrics and veterans;

- The unique needs of individuals with co-occurring disorders and the respective treatment principles and approaches;
- Management of challenging cases, such as high-risk persons and persons that are court ordered for treatment;
- Legal issues such as criminality, involuntary commitment, forensic status, guardianship, community supervision, and mental health/drug courts;
- Psychological effects of trauma and basics of trauma informed care;
- Understand needs surrounding periods of transition, such as transitional aged youth, transitioning levels of care and transitioning back to the community after an inpatient stay or incarceration; and
- Unique needs of individuals with infectious diseases such as HIV/AIDS, Tuberculosis, sexually transmitted infections/sexually transmitted diseases or Hepatitis.

### **5. Service Competency: Use effective strategies for engagement, re-engagement, relationship-building, and communication.**

Recommended training topics to meet competency:

- Understand the need to create a working partnership among all members of the treatment team including the consumer and family, if warranted;
- Strategies for engagement and re-engagement of individuals in treatment;
- How to locate, navigate and acquire community resources;
- Development and use of natural supports;
- How to work with families, caretakers or other supportive individuals including methods to provide education, training and support;
- Effective strategies of care coordination with other community service providers such as medical providers, schools, courts, Department of Corrections, Probation and Parole, Children's Division, developmental disabilities providers and general entitlement entities; and
- Discharge and aftercare/continuing recovery planning that fosters successful transitions to continued services and/or the community.