



HCBS-AMH Provider Qualifications and Training

What are the provider qualification requirements?

The qualifications and training requirement depend on the direct service provider role (e.g., RM, Peer Specialist, and Employment Specialist). For more details please refer to [HCBS-AMH Provider Manual](#), Section 11100 for Training Requirements, and Appendix A for Training and Educational Resources.

Are the HCBS-AMH PAs and RMs required to go through any special training?

Yes. The HCBS-AMH PA and HCBS-AMH RME must implement and maintain a plan for initial and periodic training of staff members and service providers that ensures direct service providers are qualified to deliver services as required by the current needs and characteristics of the participants. The staff and service providers must also be knowledgeable of acts that constitute abuse, neglect, or exploitation of a participant and methods to prevent the occurrence of abuse, neglect, and exploitation. Please refer to [HCBS-AMH Provider Manual](#) Section 110100 for Training Requirements

Are there alternatives to in-person training if a PA or an RME staff is unable to attend the required in-person training?

Yes, the [Centralized Training Infrastructure \(CTI\)](#) offers an array of both in-person and online training programs to both PA and RME. The in-person training program dates and locations are case-by-case, depending on demand.

How do I access the CTI?

The PA or RME will share names of the staff due for training to HHSC with an email designation specific to the PA and RME. HHSC will forward that information to University of Texas Health Science Center at San Antonio (UTHSCSA) for granting training access to the newly hired PA staff and RM. The PA and RM, after receiving

confirmatory email from UTHSCSA, will be able to create an account on CTI website for access to available training programs. For ANSA online module, use a free coupon (provided by HCBS-AMH) for specific training. Further information about available training programs may be accessed at [Centralized Training Infrastructure website](#).

When do I send in quarterly and annual reports to HHSC?

[HCBS-AMH Provider Manual](#) Section 15620 relates to Quarterly and Annual Reports. RMEs and PAs shall submit, via email to the HCBS-AMH QM mailbox, quarterly and annual reports using the [HCBS-AMH Quarterly and Annual Report Templates](#). The Annual Reports are due by September 30th of each state fiscal year. The Quarterly Reports are due no later than 20 business dates following the close of each quarter. The Quarterly Reporting Periods are as follows:

- September 1st – November 30th
- December 1st – February 28th
- March 1st – May 31st
- June 1st – August 31st

RMEs and PAs shall also submit initial (prior to hire), and annually thereafter, copies of fingerprint based criminal history checks for all direct contact employees to include subcontractors and their employees and applicable service providers. RMEs and PAs may be required to provide updated criminal history reports as requested by HHSC. Failure to submit both quarterly and annual reports, and initial and annual fingerprint based criminal history checks may result in a breach of contract leading to contract action up to and including contract termination.

Are there special trainings opportunities that help PA and RME staff in recognizing and reporting of ANE incidents?

- HCBS-AMH offers a free [Online ANE Training](#) which may be accessed at Centralized Training Infrastructure. The training is meant to educate providers and service provider professionals in how to suspect/recognize ANE, report to DFPS, and ensure the participant' safety and wellness is taken care of.
- HHSC also offers a free [Online ANE Training and Competency Test](#) to train staff members, service providers, and volunteers.

- Texas Department of Family and Protective Services, [Guide to Reporting Suspected Abuse, Neglect or Financial Exploitation of Adults](#).

Are there special trainings that help an RM understand the work that has been done with the 811 waivers and other work on housing capacity?

HHSC recommends RMs make use of the following training opportunities available on housing:

- [Permanent Supportive Housing Tool Kit](#) available at SAMHSA.
- [Supportive Housing for Direct Service Providers](#) at CTI.
- Broadcast Message No. 19.031: Becoming a Qualified Referral Agent under the [Section 811 Project Rental Assistance Program](#).
- [Section 811 Project Rental Assistance Program](#) Referral Agent Training.

What is AS+K about Suicide training program

The AS+K? About Suicide to Save a Life is a BASIC online course provides a 1-hour overview of public health information important to developing suicide prevention gatekeeper skills. Topics discussed include risk factors, protective factors and warning signs related to suicide and how to connect to care if you think someone may be struggling. Training program is available free at [Texas Suicide Prevention Collaborative](#). More information on suicide prevention and available resources may be accessed at [Suicide Prevention webpage at HHSC](#).

What are restrictive interventions?

The definition for restrictive intervention can be found at [25TAC 415 Sub Chapter F, and §415.253](#) of the Texas Administrative Code . Free training program on [Restrictive Interventions](#) is available at CTI.

Can the CAT be completed online?

Yes. The [Cognitive Adaptation Training \(CAT\)](#) is available online at CTI.

If a PA staff or subcontractor is certified to provide an evidence-based or evidence-informed service from the HCBS-AMH service array, is additional training required from a specific institution?

No, but verification of the certification and the training needed must be provided, if requested by HHSC.