



Contents

HCBS-AMH Frequently-Asked Questions.....	1
HCBS-AMH Provider Qualifications and Training	1
What are the provider qualification requirements?	1
Are the HCBS-AMH PAs and RMs required to go through any special training?	2
Are there alternatives to in-person training if a PA or an RME staff is unable to attend the required in-person training?	2
How do I access the CTI?.....	2
When do I send in my training spreadsheet to HHSC?	2
Are there special trainings opportunities that help PA and RME staff in recognizing and reporting of ANE incidents?	3
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?.....	3
Will ASIST substitute for ASK?.....	3
What are restrictive interventions?.....	3
Can the CAT be completed online?.....	3
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?	4

HCBS-AMH Frequently-Asked Questions

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, [Provider Qualification requirements](#).

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 [Appendix A: Training Requirements and Resources](#) located at [HCBS-AMH Program Provider Portal website](#).

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?

To access CTI, the PA or RME emails to HHSC the name of the professionals providing services, with an email designation specific to the PA and RME. HHSC will forward that information to The 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 my training spreadsheet to HHSC?

The RME is required to submit the training spreadsheet as part of the RM Monthly Report. It includes training details of all RMs currently employed with the RME. RMEs must review and update the RM report, adding information about newly hired RMs, and removing information about separated RMs, prior to submission.

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 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
- [Permanent Supportive Housing in person training at CTI.](#)
- [Broadcast Message No. 19.031: Becoming a Qualified Referral Agent under the Section 811 Project Rental Assistance Program \(PDF\).](#)
- [Section 811 Project Rental Assistance Program Referral Agent Training.](#)

Will ASIST substitute for ASK?

Yes. [Applied Suicide Intervention Skills Training \(ASIST\)](#) is an in-person suicide prevention training program available at CTI and may be used in place of the ASK About Suicide program. Also, other evidenced-based suicide intervention trainings may be substituted with prior approval by HHSC. 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 [25 TAC §415.253.](#)

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.