

**COMPREHENSIVE COMMUNITY SUPPORT SERVICES  
CERTIFICATION REQUIREMENTS  
PERSONNEL CCSS TOOL**

**Draft**

**Service Definition:** The purpose of Comprehensive Community Support Services (CCSS), to coordinate and provide services and resources to individuals/families necessary to promote recovery, rehabilitation and resiliency. CCSS identifies and addresses the barriers that impede the development of skills necessary for independent functioning in the community; as well as strengths, which may aid the individual or family in the recovery or resiliency process. CCSS activities address goals specifically in the following areas: independent living; learning; working; socializing and recreation. CCSS also include supporting an individual and family in crisis situations; and providing individual interventions to develop or enhance an individual's ability to make informed and independent choices.

In order to be eligible for reimbursement for CCSS provider must be FQHC, IHS hospital or clinic, PL 93-638 hospital or clinic, or licensed as CMHC by the BH Collaborative or other designated Department. CCSS providers for children less than 18 years of age must be an FQHC, IHS hospital or clinic, PL93-638 hospital or clinic or licensed as a Core Service Agency (CSA) by CYFD.

<b>Agency:</b>	<b>Date of Review:</b>	<b>Reviewer:</b>
<b>Staff Name:</b>	<b>DOH/CYFD/BHSD</b>	<b>Position Title:</b>

GENERAL CCSS AGENCY REQUIREMENTS	Document	Yes	No	N/A	Comments
<p>CCSS services are delivered by a certified mental health agency.</p> <p><input type="checkbox"/> The agency is a legally recognized entity in the United States, qualified to do business in New Mexico, and meets standards established by the state of New Mexico or its designee, and requirements of the funding source.</p> <p><input type="checkbox"/> The CCSS Agency is one of the following type of entities:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> federally qualified health center (FQHC);</li> <li><input type="checkbox"/> Indian health service (IHS) hospital or clinic;</li> <li><input type="checkbox"/> tribal-638 hospital or clinic;</li> <li><input type="checkbox"/> community mental health center</li> <li><input type="checkbox"/> core service agency (CSA); or</li> <li><input type="checkbox"/> an agency otherwise certified as a CCSS agency by New Mexico children, youth and families department (CYFD); or</li> <li><input type="checkbox"/> an agency otherwise certified as a CCSS agency by New Mexico department of health (DOH) or Human Services Departments BHSD</li> </ul> <p><input type="checkbox"/> CCSS Clinical services and supervision are consistently performed by licensed behavioral health practitioners who are in accordance with their respective licensing board regulations. (As of 3/9/2009- directed by the Collaborative to allow masters clinicians to perform assessments as long as an independently licensed clinician signs off on the assessment work. Final interpretation pending from MA)</p> <p><input type="checkbox"/> The CCSS Agency has a documented process for assessing its staff's training topics for the annual twenty (20) hour training. Such assessment is monitored and documented through the agency's continuous quality improvement (CQI) functions.</p>					

<b>MINIMUM QUALIFICATIONS FOR CCSS PERSONNEL</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<b>Are documented in the staff member's personnel record as meeting all of the minimum requirements</b>					
<b>Minimum staff qualifications/ Community Support Worker (CSW)</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<input type="checkbox"/> At least 18 years of age; <b>and</b> <input type="checkbox"/> Bachelor's degree in a human service field from an accredited university and one (1) year relevant experience <u>with the target population</u> , <b>or</b> <input type="checkbox"/> Associate's degree in a human service field from an accredited college and a minimum of two (2) years of experience working <u>with the target population</u> ; <b>or</b> <input type="checkbox"/> High school graduation or GED and a minimum of three (3) years experience <u>working with the target population</u> .					
<b>Minimum staff qualifications / CCSS Program Supervisor</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<input type="checkbox"/> shall hold a bachelor's degree in human services field from an accredited university; <input type="checkbox"/> shall have a four (4) years relevant experience <u>working with the target population</u> ; <b>and</b> <input type="checkbox"/> shall have one year demonstrated supervisory experience.					
<b>Minimum staff qualifications/ CCSS Clinical Supervisor</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<p><b>NOTE: The clinical supervisor and the CCSS program supervisor may be the same individual.</b></p> <input type="checkbox"/> shall be a licensed independent practitioner (i.e., psychiatrist, psychologist, LISW LPCC, LMFT, psychiatrically certified CNS) practicing within the scope of their New Mexico licensure; <input type="checkbox"/> shall have one year documented supervisory experience; <b>and</b> <input type="checkbox"/> shall provide documented clinical supervision on a regular basis to the CSW, CPS and CFS. (as documented in the supervision notes for <u>each</u> CCSS staff supervised by the Clinical Supervisor)					
<b>Minimum staff qualifications/ Certified Peer Specialist</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<input type="checkbox"/> shall be a minimum of 18 years of age; <input type="checkbox"/> shall have a minimum of high school diploma or GED;					

<input type="checkbox"/> shall be self-identified as a current or former consumer of mental health or substance abuse services and have at least one year of mental health or substance abuse recovery; and  <input type="checkbox"/> Personnel record documents the CCSS peer specialist's certification as a Certified Peer Specialist.					
<b>Minimum staff qualifications/ Certified Family Specialist</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<input type="checkbox"/> shall be a minimum of 18 years of age; <input type="checkbox"/> shall have a minimum of high school diploma or GED; <input type="checkbox"/> shall have personal experience navigating any of the child-family-serving systems or advocating for family members who are involved with the behavioral health systems; <input type="checkbox"/> shall have an understanding of how these systems operate in New Mexico; <input type="checkbox"/> if the individual is a current or former consumer, he shall be well-grounded in his symptom self-management; and <input type="checkbox"/> Personnel record documents the CCSS family specialist's certification as a as a CFS.					
<b>CCSS Functions to be provided by the certified peer or family specialist</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<u><b>with a special emphasis on recovery and resiliency values and process, such as:</b></u> <input type="checkbox"/> The CCSS Certified Peer Specialist provides and documents their services with a special emphasis on recovery and resiliency values and process, such as: <input type="checkbox"/> empowering the client to have hope for, and participate in, his own recovery; <input type="checkbox"/> assisting the client to identify strengths and needs related to attainment of independence in terms of skills, resources and supports, and to use available strengths, resources and supports to achieve independence; <input type="checkbox"/> assisting the client to identify and achieve his personalized recovery and resiliency goals; and <input type="checkbox"/> promoting the client's responsibility related to illness self-management.  Note: Include CFS and CPS client record review in sample to measure special focus on above functions					
<b>CCSS STAFF TRAINING REQUIREMENTS:</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<u><b>The minimum CCSS staff training for all CSWs, including certified peer or family specialist shall be documented in the personnel record and include:</b></u> <input type="checkbox"/> 20 hours of <u>Initial Documented</u> training in the personnel record <u>within</u>					

<p><u>the first 90 days</u> of the employee's hire from an array of the following areas:</p> <ul style="list-style-type: none"> <li>( ) Clinical and psychosocial needs of the target population;</li> <li>( ) Psychotropic medications and possible side effects;</li> <li>( ) Drugs of abuse and related symptoms;</li>   <li>( ) Crisis management;</li> <li>( ) Principles of recovery, resiliency and empowerment;</li> <li>( ) Ethnic and cultural considerations of the catchment's area;</li> <li>( ) Community resources &amp; services, including pertinent referral criteria;</li> <li>( ) Client/family support networking;</li> <li>( ) Mental Health/Developmental Disabilities Code;</li> <li>( ) Children's Code;</li> <li>( ) Client/family –centered practice</li> <li>( ) Behavior management</li> <li>( ) Treatment and Discharge Planning with an emphasis on recovery and crisis planning</li> </ul>					
<b>Ongoing annual training for CSW's after 1<sup>st</sup> year of hire</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>( ) Documentation of ongoing, annual training is required and maintained in the personnel record of Twenty (20) hours for each CSW</li> <li>( ) Annual training topics are selected upon agency assessment of staff training needs, as documented in the CQI program documents</li> </ul>					
<b>Minimum Staff Training requirements from Program Supervisors and Clinical Supervisors</b>	<b>Document</b>	<b>Yes</b>	<b>NO</b>	<b>N/A</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>( ) An initial training comprised of 20 hours of documented training or continuing education drawn from the same topics listed for the CSW to be completed within the first 90 days of employment</li> <li>( ) A minimum of 8 hours of training specific to supervisory activities is documented in the Supervisor's personnel record.</li> </ul>					
<b>CCSS DOCUMENTATION REQUIREMENTS</b>	<b>Document</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
<ul style="list-style-type: none"> <li>( ) Client records reviewed for this CSW demonstrate consistent compliance with documented detailed case notes of all CCSS service intervention activities, locations of services provided for each service span delivered and include the CCSS worker's name, credential and date of the service delivery.</li> </ul>					

CASE LOAD REQUIREMENTS	Document	Yes	No	N/A	Comments
<p><input type="checkbox"/> Average caseloads may not exceed 1:20 (one worker to twenty consumers) receiving CCSS service for the agency</p> <p><input type="checkbox"/> Average 1:20 caseloads shall be monitored and documented through the agency's internal continuous quality improvement program through defined periodic review activities such as peer chart reviews to ensure the agency is in caseload compliance.</p> <p><b>Note: Review CCSS Agency's Internal CQI defined periodic review activities</b></p> <p><input type="checkbox"/> The agency documents its timely corrective action when it is identified that staff ratio averages are not in compliance.</p>					