

SECTION 5028-STAFF TRAINING AND CERTIFICATION

OVERVIEW	<p>The Area Agency will make appropriate training available to paid staff and volunteers. Staff whose primary function is to assist inquirers by providing information, assistance and referrals, and screening to determine program eligibility shall be cross-trained in the provision of all components of the access service system. Staff whose primary responsibilities are related to resource development and/or administrative in nature are encouraged, but not required, to be cross-trained. Staff whose primary responsibility is the provision of options counseling will be required to complete the options counseling certification process. See §5036, §5037, and §5060B.</p>
REQUIREMENTS	<ul style="list-style-type: none"> (a) Staff will be knowledgeable of and comply with HIPAA guidelines, as applicable, in providing Information, Referral and Assistance services. (b) All staff persons for the Access service system will attain the Certified Information and Referral Resource Specialist – Aging/Disabilities (CRS – A/D), or Certified Resource Specialist (CRS) status, through the Alliance of Information and Referral Systems (AIRS) Certification Program, when eligible to do so. Staff may pursue additional, specific certifications in other programs recognized at the state, regional or national level, if desired. (c) Each AAA will have a designated staff person serving as the ADRC Program Manager. This individual will attain the Certified Resource Specialist – Aging/Disabilities (CRS – A/D), or Certified Resource Specialist (CRS) status through the Alliance of Information and Referral Systems (AIRS) Certification Program, when eligible to do so. The Program Manager (or another staff designated to represent the Program Manager) will attend all regularly scheduled Program Managers meetings as scheduled by DAS. The Program Manager will attend an annual DAS Program Managers training either virtually or in person. (d) All Options Counselors are required to obtain Options Counseling Certification by the Division of Aging Services. This includes both Community Options Counselors and Minimum Data Set Section Q (MDS-Q) Options Counselors. See §5060B for more information.

(e) Skills Set: Staff providing access services shall have the skills to:

- (1) Meet the needs of people who are in crisis. If the AAA's policy is to transfer crisis calls to another agency, staff must be able to establish meaningful contact with the individual and stabilize the situation before initiating the transfer
- (2) Refer and assist difficult callers (people who are angry hostile, manipulative, or who call frequently with the same problem.)
- (3) Assist all populations served by the ADRC, including person with developmental, intellectual, physical disabilities and persons with behavioral health needs.
- (4) Determine through the interviewing and screening processes the most appropriate services and resources for applicants, independent of the actual request for service.
- (5) Establish and sustain interpersonal relationships.
- (6) Engage in team building, through knowledge of group dynamics.
- (7) Use problem solving skills and techniques.

i See also Section 5027 endnote i, regarding professional qualifications for registered nurses and social services staff.