

# CCBHC Criteria On-Demand Lessons: Staffing

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**CCBHC-E National Training and Technical Assistance Center**

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(community needs assessment and staffing plan)

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-----• **1.C,** Training related to cultural competence,  
trauma-informed care and other areas

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-----• **1.D,** Linguistic competence

# What is a Certified Community Behavioral Health Clinic (CCBHC)?

CCBHC is a model of care that aims to improve service quality and accessibility. CCBHCs are required to serve anyone who requests care for mental health or substance use, regardless of their ability to pay, place of residence or age – including developmentally appropriate care for children and youth. CCBHCs do the following:



Provide integrated, evidence-based, trauma-informed, recovery-oriented and person- and family-centered care.



Offer the full array of CCBHC-required mental health, substance use and primary care screening services.



Coordinate care with other behavioral health, physical health, and social services systems in the community.

*The primary goal of the CCBHC program is to increase access to mental health and substance use care for underserved communities.*

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# CCBHC Criteria Program Requirements

**1: Staffing**

**2: Availability and Accessibility of Services**

**3: Care Coordination**

**4: Scope of Services**

**5: Quality and Other Reporting**

**6: Organizational Authority, Governance and Accreditation**

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# Criteria 1.A: General Staffing Requirements

- A community needs assessment and staffing plan that is responsive to the community needs assessment are completed and documented for certification and/or attestation. Both the needs assessment and staffing plan will be updated no less frequently than every three years.
- The staff (both clinical and non-clinical) is appropriate for the population receiving services, as determined by the community needs assessment, in terms of size and composition and providing the types of services the CCBHC is required to and proposes to offer.



# Criteria 1.A: General Staffing Requirements

- The chief executive officer (CEO) of the CCBHC, or equivalent, maintains a fully staffed management team as appropriate for the size and needs of the clinic, as determined by the current community needs assessment and staffing plan.
  - The management team will include, at a minimum, a CEO or equivalent/project director and a psychiatrist as medical director. The medical director need not be a full-time employee of the CCBHC.
- The CCBHC maintains liability/malpractice insurance adequate for the staffing and scope of services provided.



# Criteria 1.B: Licensure and Credentialing of Providers

- All CCBHC providers who furnish services directly, and any designated collaborating organization (DCO) providers, are legally authorized in accordance with federal, state and local laws, and act only within the scope of their respective state licenses, certifications or registrations and in accordance with all applicable laws and regulations.
- The CCBHC staffing plan meets the requirements of the state behavioral health authority and any accreditation standards and is informed by the community needs assessment and includes clinical, peer and other staff.





# Criteria 1.B: Licensure and Credentialing of Providers

- CCBHC staff must include:
  - A medically trained behavioral health care provider, either employed or available through formal arrangement, who can prescribe and manage medications independently under state law, including buprenorphine and other FDA-approved medications used to treat opioid, alcohol and tobacco use disorders.
  - Staff, either employed or under contract, who are licensed or certified substance use treatment counselors or specialists.
  - Staff with expertise in addressing trauma and promoting the recovery of children and adolescents with serious emotional disturbance and adults with serious mental illness.



# Criteria 1.C: Cultural Competence and Other Training

- The CCBHC has a training plan for all employed and contract staff who have direct contact with people receiving services and/or their families. The training plan satisfies and includes requirements of the state behavioral health authority and any accreditation standards on training required by the state. At orientation and at reasonable intervals, the CCBHC must provide training on:
  - Evidence-based practices.
  - Cultural competency (described below).
  - Person-centered and family-centered, recovery-oriented planning and services.
  - Trauma-informed care.
  - The clinic's policy and procedures for continuity of operations/disasters.
  - The clinic's policy and procedures for integration and coordination with primary care.
  - Care for co-occurring mental health and substance use disorders.



# Criteria 1.C: Cultural Competence and Other Training

- At orientation and annually thereafter, the CCBHC must provide training on risk assessment, suicide and overdose prevention and response and the roles of family and peer staff. Training shall be aligned with the National Standards for Culturally and Linguistically Appropriate Services (CLAS) 6 to advance health equity, improve quality of services and eliminate disparities. To the extent active-duty military or veterans are being served, such training must also include information related to military culture.



# Criteria 1.C: Cultural Competence and Other Training

- The CCBHC regularly assesses the skills and competence of each individual furnishing services and, as necessary, provides in-service training and education programs. The CCBHC has written policies and procedures describing its method(s) of assessing competency and maintains a written accounting of the in-service training provided for the duration of employment of each employee who has direct contact with people receiving services.
- The CCBHC documents in the staff personnel records that the training and demonstration of competency are successfully completed. CCBHCs are encouraged to provide ongoing coaching and supervision to ensure initial and ongoing compliance with, or fidelity to, evidence-based, evidence-informed and promising practices.
- Individuals providing staff training are qualified as evidenced by their education, training and experience.

# Criteria 1.D: Linguistic Competence

- The CCBHC takes reasonable steps to provide meaningful access to services, such as language assistance, for those with limited English proficiency (LEP) and/or language-based disabilities.
- Interpretation/translation service(s) are readily available and appropriate for the size/needs of the LEP CCBHC population (e.g., bilingual providers, on-site interpreters, language video or telephone line). To the extent interpreters are used, such translation service providers are trained to function in a medical and, preferably, a behavioral health setting.
- Auxiliary aids and services are readily available, Americans with Disabilities Act (ADA) compliant and responsive to the needs of people receiving services with physical, cognitive and/or developmental disabilities (e.g., sign language interpreters, teletypewriter (TTY) lines).

# Criteria 1.D: Linguistic Competence

- Documents or information vital to the ability of a person receiving services to access CCBHC services (e.g., registration forms, sliding scale fee discount schedule, after-hours coverage, signage) are available online and in paper format, in languages commonly spoken within the community served, taking account of literacy levels and the need for alternative formats.
- The CCBHC's policies have explicit provisions for ensuring all employees, affiliated providers and interpreters understand and adhere to confidentiality and privacy requirements applicable to the service provider.



# CCBHC-Expansion Grantee National Training and Technical Assistance Center

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## Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



## Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



## Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



## On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:  
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

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**Working to ensure that mental wellbeing is a reality for everyone.**

Our Vision & Values

**HILL DAY at Home**  
OCTOBER 18, 2023  
Register Now!

Event  
**Hill Day at Home 2023**  
Oct 18, 1:00 pm – 4:00 pm  
Register now for our Virtual Policy Institute, where we'll contact our elected officials and urge them to pass meaningful legislation supporting expanded access to mental health and substance use care.  
Read more → PUBLIC POLICY

Blog  
**Shaped by a Moment: My Journey to Mental Health First Aid**  
Sep 20, 2023  
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**Keeping Youth Mental Wellbeing in Mind (Part 2)**  
Sep 15, 2023  
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**Recovery Month: Let's Hear it for Peers**  
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**National Recovery Month 2023**  
Sep 1, 2023  
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# Questions or Looking for Support?



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