

Housing and Health Opportunities (H2O) services are designed to meet the unique housing needs of eligible AHCCCS members. Services span across various areas in which there are identified gaps in care for members who are experiencing homelessness. The H2O services are designed to be provided for a brief period while meeting the Health-Related Social Needs (HRSN) of members to assist the member with housing stabilization and re-engagement with existing providers and Medicaid covered services. The H2O required trainings outlined below are provided by designated provider types including H2O Provider, H2O provider Outreach and Education, Enhanced Shelter, Statewide Housing Administrator, and H2O Pre-Tenancy/Tenancy Services. These provider types must contract with the H2O Program Administrator and register as Medicaid providers under their respective provider type.

For provider services refer to AMPM Exhibit 1720-1 and for provider caseload and contact requirements refer to AMPM Exhibit 1720-2.

REQUIRED TRAININGS	
<b>ANY PROVIDER WHO PROVIDES HOUSING AND HEALTH OPPORTUNITIES (H2O) SERVICES</b>	<ol style="list-style-type: none"> <li>1. New Employee Trainings (available through the online learning management system i.e., AHCCCS 101).</li> <li>2. Training related to the H2O benefit, including H2O Provider onboarding.</li> <li>3. Cardiopulmonary Resuscitation (CPR)/First Aid (including Narcan (Naloxone) administration).</li> <li>4. Eligibility for H2O services.</li> <li>5. Crisis Prevention Intervention (CPI).</li> <li>6. Health Care for the Homeless 101.</li> <li>7. Managing high-priority clinical issues including:               <ol style="list-style-type: none"> <li>a. Managing substance use, mental health disorders and cognitive impairments, and</li> <li>b. Managing complex and/or multiple morbidities</li> </ol> </li> <li>8. Developing relevant Housing plans and Goal Setting.</li> <li>9. Outreach.</li> <li>10. Self-Care.</li> <li>11. Mental Health First Aide.</li> <li>12. Motivational Interviewing.</li> <li>13. Principles of Care Coordination.</li> <li>14. Court Ordered Evaluation (COE) and Court Ordered Treatment (COT).</li> <li>15. Relevant and required Continuum of Care (CoC) trainings.</li> <li>16. Cultural Competency practices.</li> <li>17. Utilization of the Homeless Management Information System (HMIS).</li> <li>18. Housing First model.</li> <li>19. Harm Reduction.</li> <li>20. Trauma Informed Care.</li> </ol>

REQUIRED TRAININGS	
	<ol style="list-style-type: none"> <li>21. Skilled and trained in Protocol for Responding to &amp; Assessing Patients’ Assets, Risks &amp; Experiences (PRAPARE) or other AHCCCS approved Health-Related Social Needs (HRSN) assessment tool.</li> <li>22. Mandated Reporting.</li> <li>23. Community Assistor.</li> <li>24. Continuing education as determined by the H2O Program Administrator or AHCCCS.</li> </ol>
<b>H2O PROVIDER OUTREACH AND EDUCATION</b>	<p>The above trainings required for ‘any Provider who provides H2O Services’ and the following:</p> <ol style="list-style-type: none"> <li>1. Street Outreach Staff Safety.</li> <li>2. National Alliance to End Homelessness (NAEH) Improving Street Outreach as a Community Learning Series.</li> </ol>
<b>ENHANCED SHELTER</b>	<p>The above trainings required for ‘any Provider who provides H2O Services’ and the following:</p> <ol style="list-style-type: none"> <li>1. Staff who provide direct services to members are required to have training every other week, led by a clinician who, at minimum, meets qualifications as a BHT, as specified in AMPM Policy 310-B and the AHCCCS Covered Behavioral Health Services Guide This training shall be documented and maintained in the personnel file.</li> <li>2. Understanding Shelter Services, at hire and annual thereafter.</li> </ol>
<b>STATEWIDE HOUSING ADMINISTRATOR</b>	<ol style="list-style-type: none"> <li>1. Housing Quality Standards (HQS) or National Standards for the Physical Inspection of Real Estate (NSPIRE).</li> <li>2. Fair Housing Act.</li> <li>3. Arizona Residential Landlord and Tenant Act.</li> <li>4. Housing Choice Voucher Rent Calculation.</li> <li>5. Section 8 Management Assessment Program (SEMAP).</li> <li>6. Fair Market Rents and Payment Standards.</li> <li>7. Motivational Interviewing.</li> <li>8. Trauma Informed Care.</li> </ol>
<b>H2O PROVIDER PRE-TENANCY/TENANCY SERVICES</b>	<p>The above trainings required for ‘any Provider who provides H2O Services’ and the following:</p> <ol style="list-style-type: none"> <li>1. SAMHSA Evidence Based Practice for Permanent Supportive Housing (PSH): <a href="https://store.samhsa.gov/product/permanent-supportive-housing-evidence-based-practices-ebp-kit/sma10-4509">https://store.samhsa.gov/product/permanent-supportive-housing-evidence-based-practices-ebp-kit/sma10-4509</a></li> <li>2. SOAR: <a href="https://soarworks.samhsa.gov/">https://soarworks.samhsa.gov/</a></li> <li>3. National Health Care for the Homeless (NHCHC’s) core competencies as recommended by SAMHSA:</li> </ol>

REQUIRED TRAININGS	
	<p><a href="https://nhchc.org/clinical-practice/homeless-services/core-competencies-curriculum/">https://nhchc.org/clinical-practice/homeless-services/core-competencies-curriculum/</a></p> <p>4. Training within the Learning Management System (LMS): Safety Checks: Home Visits and Safety in the Home.</p>

