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OFFICIAL MEMORANDUM

DATE: January 18, 2024

TO: DBH Service Providers


FROM: Jennifer Johnson
Deputy Director for Community Treatment

SUBJECT: Workforce Consolidation and Reorganization of Behavioral Health Professionals

In Missouri, as well as nationally, workforce difficulties continue to challenge the behavioral health system's ability to meet the rising demand for services. The Division has collaborated with staff and members of the Missouri Behavioral Health Council to develop an organizational structure for the numerous classifications of staff currently employed in certified organizations, resulting in the four tiers of behavioral health professionals identified in the attached. The intent of this reorganization is to give providers more flexibility in assigning job duties within their organizations. The four-tier structure simplifies roles and responsibilities and allows more staff to serve in supervisory positions and perform duties beyond the limits of prior guidance.

It is vital that existing behavioral health professionals be utilized such that they are practicing at the top of their license/credential. Efforts to increase the behavioral health workforce must continue and will require creativity and intentionality. Employing emerging professionals with appropriate training and experience, such as certified adult/youth peer specialists and certified family support providers, has been instrumental in expanding our workforce. These individuals who have been successful in their own recovery from a mental illness and/or substance use disorder have been instrumental in helping individuals achieve a successful pathway to recovery and wellbeing. It is important to continue to reach into our communities to recruit, train, and provide educational resources and opportunities for these individuals so they can become a successful component of our workforce.

The Division will be updating CSRs, Medicaid provider manuals, and other documents in the coming months to coincide with these changes. Please reach out if you have any questions.

JJ/dsm

Attachment

DIVISION OF BEHAVIORAL HEALTH

Workforce Consolidation/Reorganization of Behavioral Health Professionals

Based on qualifying criteria, professionals may qualify under multiple tiers, therefore, staff are placed in the highest tier for which they qualify.

<p align="center"><u>TIER ONE – LICENSED MENTAL HEALTH PROFESSIONAL (LMHP)</u></p> <p><u>Licensed/provisionally licensed to provide services within scope of practice.</u></p> <p><u>Mobile Crisis Response Staff:</u> May be a team lead and/or team member.</p>	<p align="center"><u>TIER TWO – QUALIFIED MENTAL HEALTH PROFESSIONAL (QMHP)</u></p> <p>Master’s or bachelor’s degree (non-licensed) in a human services field, and/or certified/credentialed to provide services within scope of practice.</p> <p><u>Supervision is provided by staff in Tier One or Tier Two with experience in related field (ensure a Tier One staff is available for clinical consultation).</u></p> <p><u>Mobile Crisis Response Staff:</u> May be a team lead (ensure a Tier One staff is available 24/7/365 for clinical consultation) and/or a team member.</p>	<p align="center"><u>TIER THREE – QUALIFIED BEHAVIORAL ASSISTANT (QBA)</u></p> <p>Associate’s degree, high school diploma, or equivalent.</p> <p><u>Supervision is provided by staff in Tier One or Tier Two with experience in related field (ensure a Tier One staff is available for clinical consultation).</u></p> <p><u>Mobile Crisis Response Staff:</u> May be a second team member.</p>	<p align="center"><u>TIER FOUR – CREDENTIALLED PEER PROVIDER</u></p> <p>Lived experience with a behavioral health disorder, high school diploma or equivalent, and certified by the Missouri Credentialing Board as a certified peer specialist or certified family support provider.</p> <p><u>Supervision is provided by an LMHP, QAP, or Community Support Supervisor</u></p> <p><u>Mobile Crisis Response Staff:</u> May be a second team member.</p>
<ol style="list-style-type: none"> 1. Advanced Practice Registered Nurse (APRN) 2. Assistant Physician 3. Licensed Clinical Social Worker 4. Licensed Professional Counselor 5. Marital and Family Therapist 6. Physician (includes psychiatrist) 7. Physician Assistant 8. Psychologist 9. Resident Physician (includes psychiatric resident) 	<ol style="list-style-type: none"> 1. Behavior Analyst 2. Community Behavioral Health Liaison 1 3. Community Behavioral Health Liaison 2 4. Community Support Specialist 5. Community Support Supervisor 6. Emergency Room Enhancement (ERE) Coordinator 7. *Housing Liaison 8. Social Worker (master’s level, non-licensed) 9. Occupational Therapist 10. Physical Therapist 11. Psychiatric Pharmacist 12. *Psychosocial Rehab. (PSR) Supervisor 13. Qualified Addiction Professional (QAP) 14. Registered Nurse 15. Youth Behavioral Health Liaison <p>All Tier Two staff, with the exception of non-billing positions, may conduct assessments with finalization by an LMHP for completion of the diagnosis and clinical summary.</p> <p>*Housing Liaisons and PSR Supervisors currently employed will be exempted from increased requirements; those hired after January 1, 2024, will be required to meet the qualifications listed.</p>	<ol style="list-style-type: none"> 1. Associate Substance Use Counselor 2. Certified Medical Assistant 3. *Crisis Specialist (Call/Text/Chat) 4. Emergency Medical Technician 5. Group Rehabilitation Support Specialist 6. Licensed Practical Nurse 7. **Paramedic 8. ***Treatment Assistant <p>*Must complete DMH-approved training.</p> <p>**Must be on the National Registry of Emergency Medical Technicians and complete an EMT training program from a state-approved training college or institute.</p> <p>***High school diploma/equivalent may be waived for this position. Program and job-specific training must be provided.</p>	<ol style="list-style-type: none"> 1. Certified Peer Specialist <ul style="list-style-type: none"> --Youth Peer Specialist --Certified Reciprocal Peer Recovery (CRPR) 2. Certified Family Support Provider

Advanced Practice Registered Nurse: Licensed registered nurse certified by a nationally recognized professional organization as a certified nurse practitioner, certified nurse midwife, certified nurse anesthetist, or certified clinical nurse specialist under Missouri law.

Assistant Physician: Individual licensed as an assistant physician under Missouri law who performs tasks that might otherwise be performed by a licensed physician.

Associate Substance Use Counselor: Trainee that meets the requirements set forth by the Missouri Credentialing Board (MCB) or the appropriate board of professional registration with the Department of Insurance, Financial Institutions, and Professional Registration. Associate Substance Use Counselors must be supervised by a Qualified Addiction Professional who has completed the MCB Clinical Supervision training. Clinical supervision must focus on improving the quality of treatment delivered through improving counseling skills, competencies, and effectiveness of persons supervised. All counselor functions performed by an Associate Substance Use Counselor shall be performed pursuant to the supervisor's control, oversight, guidance, and full professional responsibility.

Behavior Analyst: Individual who is licensed under Missouri law to provide services within the scope of their practice.

Certified Family Support Provider: Family member of an individual age 25 and younger who had or currently has a behavioral/emotional disorder or a substance use disorder, has a high school diploma or equivalent, is credentialed by the Missouri Credentialing Board, and is supervised by an LMHP, QAP, or Community Support Supervisor who has completed the peer supervision training required by the department.

Certified Medical Assistant: Individual who performs duties under the direction of medical staff related to the health and wellness of individuals who are ill or otherwise require assistance. A certified medical assistant must have a high school diploma or the equivalent, complete an accredited medical assistant program, and pass the certification exam.

Certified Peer Specialist: Individual in recovery from mental illness and/or substance use disorder with at least a high school diploma or equivalent and is certified by the Missouri Credentialing Board. Certified Peer Specialists must be supervised by an LMHP, QAP, or Community Support Supervisor who has completed peer supervision training as required by the department.

Certified Reciprocal Peer Recovery: Individual who is a Certified Peer Specialist and has an advanced credential by completing 2,000 hours of applicable work/volunteer service within the past ten years, 100 hours of specified training/education, and passes the International Certification and Reciprocity Consortium International Peer Recovery examination.

Certified Youth Peer Specialist: Individual who is certified by the Missouri Credentialing Board requiring the participant to take the Certified Peer Specialist training, pass an exam, and complete the certification application. A second specialty training, using a nationally recognized training curriculum for youth peer support is required, including a competency exam based on the content of the curriculum for the youth peer specialist credential, and complete the youth peer specialist application.

Community Behavioral Health Liaison Level 1 (CBHL 1): Individual who meets one of the following:

1. Bachelor's degree in social work, counseling, psychology, or related behavioral health field with education/experience equivalent to that of a community support specialist; or
2. Meets the qualifications for Community Support Specialist as defined in this document.

Community Behavioral Health Liaison 2 (CBHL 2): Individual who meets the following:

1. Master's level or higher degree in social work, counseling, psychology, or related behavioral health field from a college or university included in the U.S. Department of Education's database of accredited schools at <http://ope.ed.gov/accreditation>; and
2. Must be a QMHP or QAP.

Ratio of CBHL 1 to CBHL 2 positions:

- Level 1 positions are only allowed for agencies with two or more CBHL positions, with at least one position at Level 2 on the team.
- Level 2 CBHL or CBHL Supervisor must be on call and available to assist a Level 1 CBHL, if needed.
- All Level 1 and Level 2 CBHLs must complete 40 hours of BASIC Crisis Intervention Team (CIT) training within six months of hire date.

Additional information regarding CBHL staffing is available on the DBH website: [Community Behavioral Health Liaison Roles, Staffing, Core Competencies, and Expectations](#).

Community Support Specialist: Individual meeting one of the following qualifications:

1. Qualified mental health professional;
2. Qualified addiction professional;
3. Bachelor's degree in a human services field from a college or university included in the U.S. Department of Education's database of accredited schools at <http://ope.ed.gov/accreditation> ;
4. Any four-year degree or combination of higher education and qualifying experience;
5. Four years of qualifying experience; or
6. Associate of Applied Science in Behavioral Health Support degree as designated by the department.

Qualifying experience must include delivery of service to individuals with mental illness, substance use disorders, or developmental disabilities. Experience must include at least one of the following:

1. Providing one-on-one or group services with a rehabilitation/habilitation and recovery/resiliency focus;
2. Teaching and modeling for individuals how to cope and manage psychiatric, developmental, or substance use issues while encouraging the use of natural resources/supports;
3. Supporting individuals in their efforts to find and maintain housing, employment, and/or function appropriately in a family, school, and the community;
4. Assisting individuals to achieve the goals and objectives on their individualized treatment plan.

Community Support Specialists must complete the orientation and training requirements specified by the department.

Community Support Supervisor: QMHP, QAP, or an individual meeting the qualifications of a Community Support Specialist with at least three years of experience providing community support services to individuals with mental illness and/or substance use disorders in accordance with the community support key service functions specified in [9 CSR 30-3.157 Community Support in CSTAR](#) and [9 CSR 10-4.047 Community Support in CPR](#). Experience is specific to the adult or child/youth/adolescent population the individual will supervise.

Credentialed Peer Provider: Individual with lived experience with a behavioral health disorder, has a high school diploma or equivalent, and is credentialed by the Missouri Credentialing Board as a Certified Peer Specialist, Certified Family Support Provider, Certified Youth Peer Specialist, or Certified Reciprocal Peer Recovery.

Crisis Specialist (Call/Text/Chat): Individual with an associate's degree, high school diploma or equivalent, and completes DMH-approved training.

Emergency Medical Technician: Individual licensed in emergency medical care in accordance with state regulations [EMT and Paramedic Licensing Information, MO DHSS](#).

Emergency Room Enhancement (ERE) Coordinator: Individual must meet the qualifications for Community Support Specialist as defined in this document. The ERE program policy manual is available at [ERE Policy Manual](#).

Group Rehabilitation Support Specialist: Individual who is suited by education, background, knowledge, or experience to present the information being discussed, and demonstrates competency and skill in facilitating group discussion. This position must be supervised by an LMHP or QMHP with experience in the related field (LMHP must be available for consultation).

Housing Liaison: Individual with one of the following:

1. Bachelor's degree in social work, psychology, sociology, or other related field and/or three years of relevant case management experience in housing; or
2. Meets the qualifications for Community Support Specialist as defined in this document.

Housing liaisons must engage in housing-related functions on a full time basis. Refer to the *Housing Liaison Implementation Guide*, May, 2023, available from the DBH Housing unit. Priority responsibilities of the position include, but are limited to:

1. Practice Housing First harm reduction and other low-barrier service delivery models;
2. Attend local Continuum of Care meetings related to coordinated entry/case conferencing;
3. Outreach to individuals who are not currently engaged in CPR, CSTAR, or other supportive services and are in a housing crisis or experiencing homelessness;
4. Refer and transport individuals to initial appointments to establish services for employment, behavioral health and/or substance use disorder treatment, physical health, or other mainstream benefits, as needed;
5. Landlord recruitment and rapport building. Directly contact potential landlords and provide information and make referrals to their units. Follow up with landlords about referrals and problem solve tenant issues to maintain rapport;
6. Receive referrals from Continuum of Care programs to assist individuals with housing stability;
7. Obtain SSI/SSDI Outreach, Access, and Recovery (SOAR) certification and assist individuals throughout the SOAR process; and
8. Assist individuals with the moving on process and meet with tenants to evaluate their readiness to move on to other permanent housing options.

Licensed Clinical Social Worker: Individual licensed/provisionally licensed under Missouri law to practice social work.

Licensed Practical Nurse: Individual licensed as a practical nurse under Missouri law to furnish services within their scope of practice.

Professional Counselor: Individual licensed or provisionally licensed under Missouri law to practice counseling.

Licensed Mental Health Professional (for diagnosis): Individual *licensed or provisionally licensed* to provide services within their scope of practice, including—

1. Physician, including psychiatrist;
2. Psychologist;
3. Resident physician, including resident psychiatrist;
4. Professional counselor;
5. Clinical social worker;
6. Marital and family therapist;
7. Advanced practice registered nurse, a registered nurse who is currently recognized by the board of nursing as an advanced practice registered nurse;
8. Assistant physician; or
9. Physician assistant.

Marital and Family Therapist: Individual licensed/provisionally licensed as a marital and family therapist under Missouri law to furnish services within their scope of practice act.

Occupational Therapist: Individual certified by the American Occupational Therapy Certification Board, registered in Missouri.

Paramedic: A person trained to assist a physician or give first aid or other healthcare in the absence of a physician, within their scope of practice. The individual must be on the National Registry of Emergency Medical Technicians (NREMT). Paramedics must complete an EMT training program from a state-approved training college or institute.

Physician: Individual licensed as a physician under state law to furnish services within their scope of practice act.

Physician Assistant: Individual providing health care services delegated to them by a licensed physician who has graduated from a physician assistant program accredited by the American Medical Association's Committee on Allied Health Education and Accreditation (or by its successor agency) and passed the certifying examination administered by the National Commission on Certification of Physician Assistants, and has active certification by the National Commission on Certification of Physician Assistants.

Physical Therapist: Individual who is licensed under Missouri law to provide services within their scope of practice.

Psychiatric Pharmacist: Registered pharmacist in good standing with the Missouri Board of Pharmacy who is a board-certified psychiatric pharmacist (BCPP) through the Board of Pharmaceutical Specialties, or a registered pharmacist currently in a psychopharmacology residency where the service has been supervised by a BCPP.

Psychiatrist: Licensed physician who is a psychiatrist and delivers services within their scope of practice.

Psychologist: Individual licensed/provisionally licensed as a psychologist under Missouri law to furnish services within their scope of practice.

Psychosocial Rehabilitation (PSR) Support Supervisor: A QMHP, QAP, or an individual meeting the qualifications of a Community Support Specialist (CSS) with at least three years of experience providing community support services to individuals with mental illness and/or substance use disorders in accordance with the community support key service functions specified in [9 CSR 30-3.157 Community Support in CSTAR](#) and [9 CSR 10-4.047 Community Support in CPR](#). Experience is specific to the adult or child/youth/adolescent population the individual will be supervising.

Qualified Addiction Professional (QAP) one of the following:

1. A physician (including psychiatrist) licensed or provisionally licensed under Missouri law; or
2. An individual who meets the applicable training and credentialing required by the Missouri Credentialing Board for any of the following positions:
 - a. Certified Alcohol and Drug Counselor (CADC)
 - b. Certified Reciprocal Alcohol and Drug Counselor (CRADC)
 - c. Certified Reciprocal Advanced Alcohol and Drug Counselor (CRAADC)
 - d. Certified Criminal Justice Addictions Professional (CCJP)
 - e. Registered Alcohol Drug Counselor-Provisional (RADC-P)
 - f. Registered Alcohol Drug Counselor (RADC)
 - g. Co-occurring Disorder Professional (CCDP)
 - h. Co-occurring Disorders Professional Diplomate (CDPD-D)

Qualified Behavioral Assistant: Individual with an associate's degree, high school diploma or equivalent. Supervision is provided by an LMHP or QMHP with experience in related field. An LMHP must be available for clinical consultation as needed. High school diploma/equivalent may be waived when program/job specific training is provided. Includes the following positions:

1. Associate Substance Use Counselor;
2. Certified Medical Assistant;
3. Crisis Specialist (Call/Text/Chat);
4. Emergency Medical Technician;
5. Group Rehabilitation Support Specialist;
6. Licensed Practical Nurse;
7. Paramedic; and
8. Treatment Assistant.

Qualified Mental Health Professional: Individual with a master's or bachelor's degree in a human services field (non-licensed) and/or is certified/credentialed to provide services within their scope of practice, including—

1. Behavior Analyst;
2. Community Support Specialist;

3. Community Support Supervisor;
4. Occupational Therapist;
5. Physical Therapist;
6. Psychiatric Pharmacist;
7. Psychosocial Rehabilitation (PSR) Supervisor;
8. Qualified Addiction professional (QAP);
9. Registered Nurse;
10. Social Worker, master's level (non-licensed) or higher degree in social work, counseling, psychology, or related behavioral health field from a college or university included in the U.S. Dept. of Education's database of accredited schools at <http://ope.ed.gov/accreditation>; and
11. Youth Behavioral Health Liaison.

Registered Nurse: Individual licensed under Missouri law to furnish services within their scope of practice.

Resident Physician: Medical school graduate and doctor in training who is taking part in a graduate medical education (GME) program.

Social Worker: Master's level, (non-licensed) or higher degree in social work, counseling, psychology, or related behavioral health field from a college or university included in the U.S. Department of Education's database of accredited schools at <http://ope.ed.gov/accreditation>.

Treatment Assistant: Individual who has an associate's degree, high school diploma or equivalent. High school diploma/equivalent may be waived when all department and/or specialized training is completed, as required, based on job duties. Supervision is provided by an LMHP or QMHP with experience in related field (LMHP must be available for clinical consultation.)

Youth Behavioral Health Liaison (YBHL): Individual who meets one of the following:

1. Bachelor's degree in social work, counseling, psychology, or related behavioral health field with education/experience equivalent to that of a community support specialist; or
2. Meets the qualifications for Community Support Specialist as defined in this document.

1/18/24

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