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# Mental Health Rehabilitation Technician / Crisis Service Provider Certification (MHRT/CSP )

## Procedural Guidelines June 2011



*Adult Mental Health Services*  
An Office of the  
Department of Health and Human Services

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner



*Child and Family Services*  
An Office of the  
Department of Health and Human Services

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*Produced by the USM Muskie School in collaboration with the  
Department of Health and Human Services -  
Office of Adult Mental Health Services, Office of Child and Family Services,  
and the  
Maine Crisis Network*

June 30, 2011

Dear Colleagues:

Attached you will find the *2011 Procedural Guidelines for Mental Health Rehabilitation Technician/Crisis Service Provider (MHRT/CSP) Certification*. We trust that these guidelines will be a very useful resource to crisis service providers. This comprehensive booklet offers a clear and detailed explanation of how one may earn the MHRT/CSP certification—the certification required for individuals providing Crisis Resolution Services for adults and/or children in Maine.

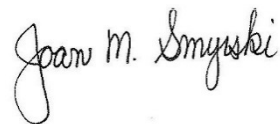
As you know, the transition to MHRT/CSP started on April 1, 2007, when all new hires were required to be certified as a MHRT/CSP prior to providing Crisis Resolution Services. This was followed by an April 1, 2008, deadline for all existing Crisis Resolution staff to become MHRT/CSP certified. The publication of this booklet reflects the final step in establishing the certification infrastructure for MHRT/CSP.

While you can read the history of the development of this certification in the introduction of this booklet, we would like to touch briefly on that topic and give credit where credit is due. The Maine Crisis Network, an organization of crisis service providers in Maine, worked for many years to develop the Crisis Training Curriculum, and continues to work in tandem with DHHS and the Muskie School to make the training available statewide. The Maine Crisis Network took on this task, and continues this work, because of their commitment to high quality, standardized training for Maine's crisis workers. They are to be commended for their dedication to their profession and to the people of Maine.

Sincerely,



Ron Welch, Director  
Office of Adult Mental Health Services



Joan Smyrski, Director  
Children's Behavioral Health



**Procedural Guidelines for  
Mental Health Rehabilitation Technician/Crisis Service Provider (MHRT/CSP) Certification**

**June 2011**

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## **I. Introduction/ Historical Background**

The Joint Hospital and Crisis Service Providers, a stakeholder group that started meeting in December 2000, examined the multi-faceted aspects of hospital and crisis services with a goal of increasing the effectiveness of services for individuals with psychiatric disabilities. These meetings became known as the “Initiative Meetings” and one of their priorities was identifying necessary training for Maine’s crisis workers.

Providers of crisis services then formed the Maine Crisis Network (MCN) that focused on the development of a standardized level of competency among crisis service providers working in the adult and/or children’s mental health system in the state. Since there was shared recognition that the required training for Mental Health Rehabilitation Technician/Community (MHRT/C) certification did not adequately address the competencies necessary for crisis workers to perform effectively in their roles, the MCN decided to collectively develop their own curriculum in collaboration with DHHS. In 2003, the Maine Crisis Network (MCN) completed the 13-module Crisis Training Curriculum (CTC) that was then reviewed and approved by the Department of Health and Human Services-Office of Adult Mental Health Services (DHHS-OAMHS) and DHHS-Children’s Behavioral Health Services (DHHS-CBHS). This Crisis Training Curriculum was designed to provide high quality, standardized training and certification for crisis workers.

In April 2007 the Mental Health Rehabilitation Technician/Crisis Service Provider (MHRT/CSP) certification program replaced the MHRT/C certification requirement for individuals providing crisis resolution services for adults and/or children. These Procedural Guidelines for MHRT/CSP Certification reflect the standards established by the Maine Crisis Network, and approved by DHHS, for providers of crisis resolution services.

## **II. Summary of the MHRT/CSP Certification Program 2003 - Present**

**2003:** The Maine Crisis Network developed a 13-module Crisis Training Curriculum in collaboration with DHHS.

**February 2007:** The DHHS-Office of Adult Mental Health Services (OAMHS) and Office of Child and Family Services (OCFS) announced the establishment of the MHRT/Crisis Service Provider certification. The Maine Crisis Network and DHHS agreed that satisfactory completion of the Crisis Training Curriculum met and/or exceeded the requirements necessary for a trainee to become eligible for the MHRT/Crisis Service Provider credential, given that other requirements have been met. (Specific MHRT/CSP certification requirements will be described later in this manual.)

**April 1, 2007:** DHHS set forth requirements that all staff that were hired prior to April 1, 2007, providing Crisis Intervention and/or Crisis Resolution Services must demonstrate competency in crisis practice by successfully completing the Crisis Training Curriculum module tests and earning the MHRT/CSP certification.

## II. Summary of the MHRT/CSP Certification Program 2003 – Present (continued)

DHHS set forth the following requirements: Starting April 1, 2007, all new hires providing crisis intervention and/or crisis resolution services to adults and children, must be certified as a Mental Health Rehabilitation Technician/Crisis Services Provider (MHRT/CSP) prior to providing crisis services in the state of Maine. The MHRT/C no longer meets the requirements for these crisis services.

**August 2007:** The Muskie School’s Center for Learning (CFL) compared the Crisis Training Curriculum to the MHRT/C competencies to determine reciprocity. Based on that analysis, individuals with Full MHRT/C Certification and a relevant degree must complete all core modules. Individuals who have a MHRT/C, and do not have a relevant degree, must complete all core modules and test out of non-core modules.

Those who earned MHRT/CSP certification before April 1, 2014 can qualify for a Provisional MHRT/C Level B certificate. Those with the MHRT/CSP may earn the Full MHRT/C by completing the Case Management and Vocational Aspects of Disability course requirements. These requirements cannot be waived.

**NOTE:** Effective April 1, 2014, individuals with MHRT/CSP certification no longer qualify for the Provisional MHRT/C, Level B certificate due to some changes in the Crisis Training Curriculum. However, the requirements remain the same for those with Full MHRT/C certification who wish to earn the MHRT/CSP certificate.

## III. Roles of Participants

### A. **Maine DHHS Office of Adult Mental Health Services (OAMHS) and Office of Child and Family Services (OCFS)**

The OAMHS and OCFS have responsibility for ensuring that all crisis resolution workers possess the competencies necessary to provide quality services, and the MHRT/CSP certification program operates in a fair and equitable manner. The OAMHS and OCFS have assigned responsibility for administering the MHRT/CSP certification program to the Muskie School’s Center for Learning.

### B. **The Center for Learning (CFL)**

The Muskie School’s Center for Learning serves as the OAMHS and OCFS designee to administer the MHRT/CSP certification program. This includes reviewing applications from authorized agencies, and approving or denying these requests. CFL issues certificates to authorized agencies so that they can be distributed to employees. CFL also maintains a database to track certification information.

*Note:* The Center for Learning distributes certificates to authorized agencies only, and not to individual applicants.

The Center for Learning will collaborate with OAMHS and OCFS to develop and implement a quality assurance plan. The MHRT/CSP quality assurance program may consist of visits to authorized agencies in order to



ensure thoroughness and accuracy of record keeping for certification procedures.

**C. Maine Crisis Network (MCN)**

The Maine Crisis Network serves as the conduit of information for the crisis system of Maine. Each agency has representation as part of the Network. The Maine Crisis Network members have put forth great efforts to learn from consumer feedback and needs. Systemic trends, current research, and considerable experience of the Network members have assisted them to offer more supportive, efficient, and clinically targeted services to Maine's communities. Much time and effort has been spent by members of the MCN to create the Crisis Training Curriculum for the betterment of the behavioral health community in the state of Maine. The role of the MCN includes: continually reviewing and refreshing the curriculum and the Train-the-Trainer's manual, maintaining a group of certified crisis trainers, and working in conjunction with the Department of Health and Human Services, Office of Adult Mental Health Services, Office of Child and Family Services, and the Muskie School's Center for Learning (CFL.)

**D. Authorized Agencies**

Certain agencies that provide crisis services to children and adults have been authorized by DHHS to fulfill responsibilities related to MHRT/CSP training and certification. Authorized agencies maintain documentation that reflects the employee's MHRT/CSP qualifications and certification. This documentation includes copies of the applicant's clinical license or credentials (if relevant), degree and transcripts, descriptions of relevant work experience and copies of MHRT/C Certification (if relevant), MHRT/CSP test scores and test dates, dates of completed training, applications for MHRT/CSP certification, as well as copies of MHRT/CSP certificates.

Authorized agencies apply for MHRT/CSP certification by submitting a standard application to CFL. These authorized agencies apply on behalf of their employees who are seeking MHRT/CSP certification.

Authorized agencies give the original MHRT/CSP certificate to the individual who has earned the certification. Individuals can then provide a copy of their certificate to any agency provider who hires them as a MHRT/CSP thereafter.

Agencies keep a copy of all MHRT/CSP certificates for their records. If individuals lose their MHRT/CSP certificate and need a copy for their new employer, they can approach the original agency provider who issued their MHRT/CSP certificate to request a copy. If the original agency provider no longer has access to the employee's MHRT/CSP certificate, the individuals can request a copy of their MHRT/CSP certificate from CFL.

Authorized agencies will be involved with ongoing quality assurance processes. This may include preparing employee records of those who have been certified as a MHRT/CSP to be reviewed by a quality assurance team at the request of OAMHS and/or OCFS.

#### **IV. Mental Health Rehabilitation Technician/ Crisis Service Provider Certificate**

##### **A. MHRT/Crisis Service Provider Defined**

The Mental Health Rehabilitation Technician/Crisis Service Providers certification (MHRT/CSP) is designed for individuals in DHHS-funded positions who provide crisis resolution services in the state of Maine.

There are a variety of ways to meet the requirements for MHRT/CSP certification, including reading, completing, and testing out on modules from the Crisis Training Curriculum. All individuals must have a degree in order to obtain MHRT/CSP certification. The ways of acquiring MHRT/CSP certification are based on whether applicants have a full or conditional clinical license, relevant degree, relevant experience, and/or MHRT/C certification. There are also ways to meet MHRT/CSP certification requirements by having a degree that is not relevant. Specific information related to how to qualify for MHRT/CSP certification can be found on pages 9-14. Authorized agencies work with their own employees to determine each applicant's qualifications.

##### **B. Scope of Practice for MHRT/CSP: Crisis Resolution Services**

The MHRT/CSP certificate meets the MaineCare requirement for providing specific Crisis Resolution Services. Those services include all components of screening, assessment, evaluation, intervention, and disposition commonly considered appropriate to the provision of emergency and crisis mental health care, to include co-occurring mental health and substance abuse conditions (as outlined in the MaineCare Benefits Manual, Chapter II, Section 65-06-1).

As of April 1, 2007, all new hires providing crisis resolution services to adults and/or children must be certified as a Mental Health Rehabilitation Technician/Crisis Services Provider (MHRT/CSP) prior to providing services. The MHRT/C no longer meets the requirements for this service.

*Note:* Any future changes in MaineCare regulations that are pertinent to Maine's crisis service providers could influence MHRT/CSP certification requirements.

##### **C. Modules**

There are two different kinds of training modules for MHRT/CSP certification: core and non-core. The core modules are those elements of the curriculum that address competencies absolutely key to crisis work. The non-core modules are no less important, as these provide the crisis worker with the knowledge base and foundational knowledge necessary to effectively deliver crisis services.

The training modules required for MHRT/CSP certification are as follows:

- Module 1:* Values and Attitudes (Core)
- Module 2:* Theories of Human Development (Non-Core)
- Module 3:* Psychosocial Rehabilitation (Non-Core)
- Module 4:* Crisis Theory and Principles of Crisis Management (Core)
- Module 5:* Safety (Core)
- Module 6:* Crisis Assessment (Core)
- Module 7:* Crisis and Trauma (Core)
- Module 8:* Crisis & Co-Occurring Disorders (Non-Core)
- Module 9:* Crisis Intervention (Core)
- Module 10:* Consultation and Collaboration (Non-Core)
- Module 11:* Legal and Ethical Issues (Core)
- Module 12:* Hospitalization (Core)
- Module 13:* Documentation (Non-Core)

#### **D. Knowledge Competencies**

Each module for MHRT/CSP certification has its own set of specific competencies. The knowledge competencies are listed under each module. Maine's crisis workers must master these competencies in order to obtain MHRT/CSP certification.

##### **Values and Attitudes**

*(Core Module)*

- Ability to make non-judgmental assessments and interventions
- Ability to accept differences in values and behaviors
- Ability to recognize the dynamics of transference and counter-transference
- Ability to seek supervision around transference and counter-transference
- Ability to maintain clear and professional boundaries
- Ability to understand the importance of self-awareness in the provision of clinical work
- Ability to understand the need for good self-care practices
- Ability to recognize how the stigma associated with mental illness impacts crisis work

##### **Theories of Human Development**

*(Non-Core Module)*

- Ability to recognize how theories of human behavior can help explain behavior
- Ability to integrate various theories into a flexible but practical approach to intervention
- Ability to understand the application of theoretical knowledge in everyday situations

**IV.  
Mental Health  
Rehabilitation  
Technician/  
Crisis Service  
Provider  
Certificate**  
(continued)

**Psychosocial Rehabilitation**

*(Non-Core Module)*

- Implement the three phrases of the Psychosocial Rehabilitation process
- Understand the cultural diversity as part of the planned strategies for service intervention
- Implement the individual support planning process.
- Operationalize Psychosocial Rehabilitation Principles

**Crisis Theory and Principles of Crisis Management**

*(Core Module)*

- Ability to deal with emotionally laden issues and situations, using a realistic and relational approach
- Ability to comprehend and apply theoretical material in crisis situations
- Ability to differentiate between the need for crisis intervention vs. the need for traditional therapeutic approaches
- Effectively communicate with persons who are in distress
- Ability to assess stress in self and others

**Safety**

*(Core Module)*

- Knowing the agency's protocols for safety
- Being responsible for identifying risk factors and potentially dangerous situations
- Being familiar with emergency resources (such as police, ambulance, back-up personnel, and so forth) and how to access them when needed
- Being aware of the effects and aftermath of dangerous and traumatic situations

**Crisis Assessment**

*(Core Module)*

- Ability to effectively listen and communicate
- Conduct an effective assessment interview
- Complete the process of a mental status evaluation
- Evaluate risk of harm to self and/or others
- Evaluate co-morbidity
- Evaluate treatment and recovery history
- Evaluate the client's recovery environment
- Evaluate the client's level of engagement
- Make a preliminary diagnosis of clients in crisis
- Offer an outcome recommendation
- Complete a CALOCUS/LOCUS
- Administer a Mental Status Examination

## **Crisis and Trauma**

### *(Core Module)*

- Integrate their knowledge about the scope of traumatic experience in the general population to the crisis population
- Work with clients from a Trauma Framework
- Assist a client in grounding/orientation, emotional regulation from a trauma-informed viewpoint
- Understand how a client's historical traumatic experience may shape their current behavior and perceptions
- Intervene with clients utilizing trauma-informed skills and interventions
- Maintain appropriate boundaries and integrate purposeful self-care to prevent vicarious traumatization

## **Crisis and Co-Occurring Disorders**

### *(Non-Core Module)*

- Ability to effectively assess for co-morbid substance use disorders
- Ability to identify predominately substance use versus mental health disorders
- Ability to differentiate the stages of change and motivational coping skills to effectively assist dually diagnosed clients in crisis
- Effective communication with intoxicated and resistant clients in crisis through the use of cognitive-behavioral and motivational interviewing strategies

## **Crisis Intervention**

### *(Core Module)*

- Develop a Plan of Action utilizing assessment tools such as the LOCUS/CALOCUS
- Explain the intervention plan to the client/ family/ significant others
- Facilitate coordination of care and services across systems and follow up as deemed clinically appropriate

## **Consultation and Collaboration**

### *(Non-Core Module)*

- Identify when to use a consultant
- Demonstrate expertise in conducting and documenting collaborative communications as part of the assessment
- Demonstrate expertise in conducting and documenting consultation communication and recommendations
- Demonstrate knowledge and understanding of LOCUS and CALOCUS assessment of level of care system

**IV.  
Mental Health  
Rehabilitation  
Technician/  
Crisis Service  
Provider  
Certificate**  
(continued)

**Legal and Ethical Issues in Crisis Work**

*(Core Module)*

- Ability to comprehend and apply ethical decision making into the daily functions of a crisis worker
- Ability to understand the requirements of 42 CFR, limits of confidentiality, and the necessity for appropriately signed releases
- Ability to apply the Tarasoff rule and its connection to protective custody by law enforcement officers under title 34-B
- Ability to comprehend and apply the concepts of dual relationships, self disclosure, and professional boundaries when working with clientele
- Ability to understand the requirements set forth under the AMHI Consent Decree and to ensure client rights are not violated
- Ability to comprehend the possible consequences of an ethical breach and possess the knowledge to avoid ethical pitfalls
- Understanding of HIPAA federal confidentiality and security regulations

**Hospitalization**

*(Core Module)*

- Gather information necessary for inpatient case presentation
- Complete an accurate, comprehensive case presentation to intake staff
- Demonstrate medical necessity for inpatient admission
- Facilitate voluntary and involuntary inpatient admissions
- Ensure that EIC or “Blue Papers” are completed appropriately
- Follow state guidelines for referrals
- Comply with EMTALA regulations
- Complete accurate documentation related to inpatient admissions
- Understand how to initiate a Rapid Response Team Notification

**Documentation**

*(Non-Core Module)*

- Ability to document a clinical intervention in a clear, concise manner
- Ability to document a clinical encounter within legal guidelines

**V.  
Ways to Obtain  
MHRT/CSP  
Certification**

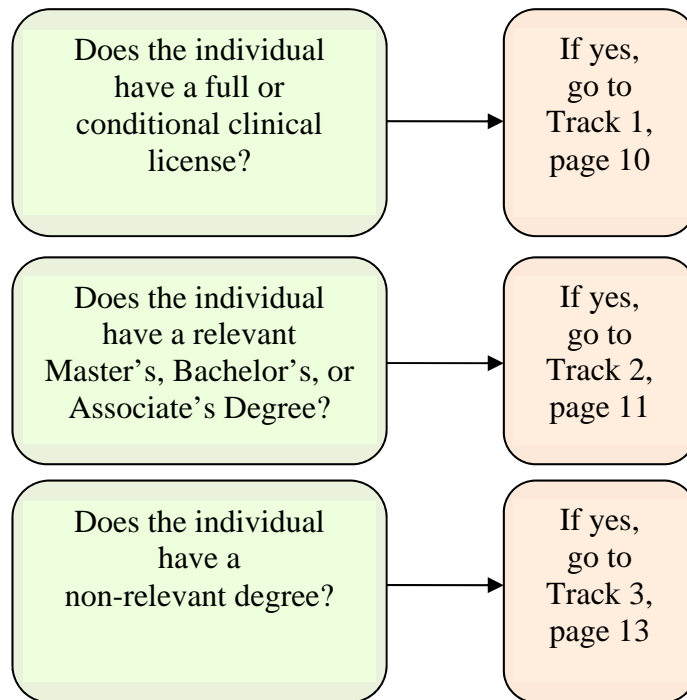
**There are three (3) tracks that represent the different ways individuals can qualify for MHRT/CSP certification. These three (3) tracks are listed below:**

- Track 1:** Pursuing the MHRT/CSP with full or conditional clinical licensure
- Track 2:** Pursuing the MHRT/CSP with a relevant Master’s, Bachelor’s, or Associate’s degree
- Track 3:** Pursuing the MHRT/CSP with a non-relevant Master’s, Bachelor’s, or Associate’s degree

The tracks described provide a specific explanation of how individuals can pursue MHRT/CSP certification.

*Note:* Relevant clinical licensure and credentials are listed in Appendix A, and they are consistent with the MaineCare Benefits Manual, Chapter II, Section 65.02-9. A list of relevant degrees, as well as a description of relevant experience, can be found in Appendix B.

**The following diagram illustrates how to choose a track that matches individuals’ qualifications. Each track illustrates how individuals can meet MHRT/CSP certification requirements.**



**V. Ways to Obtain MHRT/CSP Certification**  
(continued)

**TRACK #1: Pursuing MHRT/CSP Certification with Full or Conditional Clinical Licensure**

Individuals with a full clinical license have different requirements for pursuing MHRT/CSP certification than those with a conditional clinical license.

**The following outline describes ways to pursue MHRT/CSP certification for those individuals who have either of the following:**

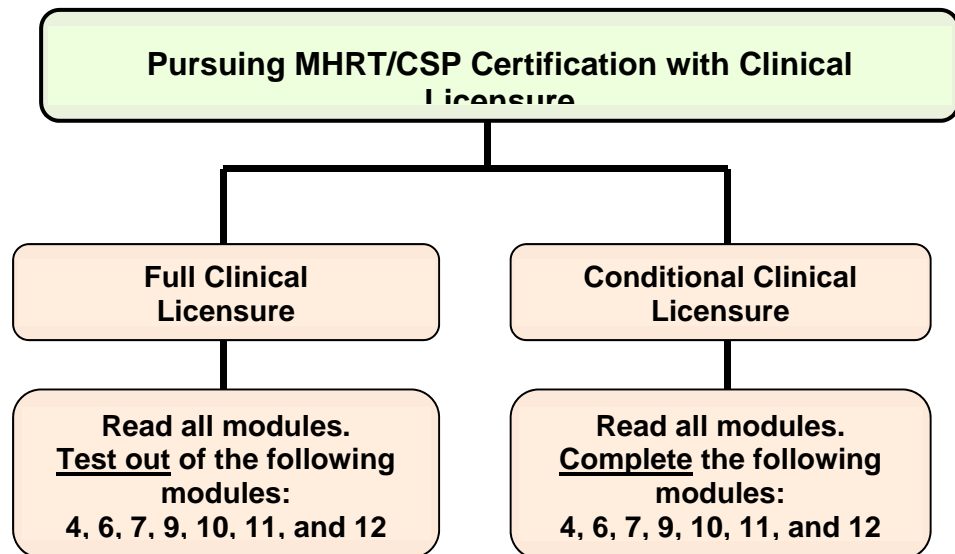
- A Full Clinical License, OR
- A Conditional Clinical License.

**A. Full Clinical License**

Applicants with an appropriate clinical license or credential (listed in appendix A) must read all modules. Those applicants must **test out** of the following modules: Crisis Theory and Principles of Crisis Management, Crisis Assessment, Crisis and Trauma, Crisis Intervention, Consultation and Collaboration, Legal and Ethical Issues, and Hospitalization (Modules 4, 6, 7, 9, 10, 11, & 12).

**B. Conditional Clinical License**

Applicants with an appropriate conditional clinical license (listed in appendix A) must read all modules. Those applicants must **complete** the following modules: Crisis Theory and Principles of Crisis Management, Crisis Assessment, Crisis and Trauma, Crisis Intervention, Consultation and Collaboration, Legal and Ethical Issues, and Hospitalization (Modules 4, 6, 7, 9, 10, 11, & 12).





## **TRACK #2: Pursuing a MHRT/CSP with a Relevant Master's, Bachelor's, or Associate's Degree**

Individuals who have a relevant Master's or Bachelor's degree and relevant experience have different requirements for pursuing MHRT/CSP certification than those who have a relevant Associate's degree and relevant experience. (A list of relevant degrees, as well as a description of relevant experience, can be found in Appendix B). Requirements are also different than for those who have a relevant degree and do not have relevant experience. In addition, requirements are unique for those individuals who have both a relevant degree and Full MHRT/Community Certification.

**The outline below describes ways to pursue MHRT/CSP certification for those individuals who have qualifications matching one of the following options:**

- A relevant degree and relevant experience, OR
- A relevant degree without relevant experience, OR
- A relevant degree and Full MHRT/Community Certification

### **A. Relevant Master's or Bachelor's Degree and Relevant Experience**

Applicants who have a relevant Master's or Bachelor's degree and relevant experience must complete all core modules. Those applicants may test out of 1 non-core module for every one year of relevant experience.

### **B. Relevant Associate's Degree and Relevant Experience**

Applicants who have a relevant Associate's degree and relevant experience must complete all core modules. Those applicants may test out of 1 non-core module for every two years of relevant experience.

### **C. Relevant Master's, Bachelor's, or Associate's Degree without Relevant Experience**

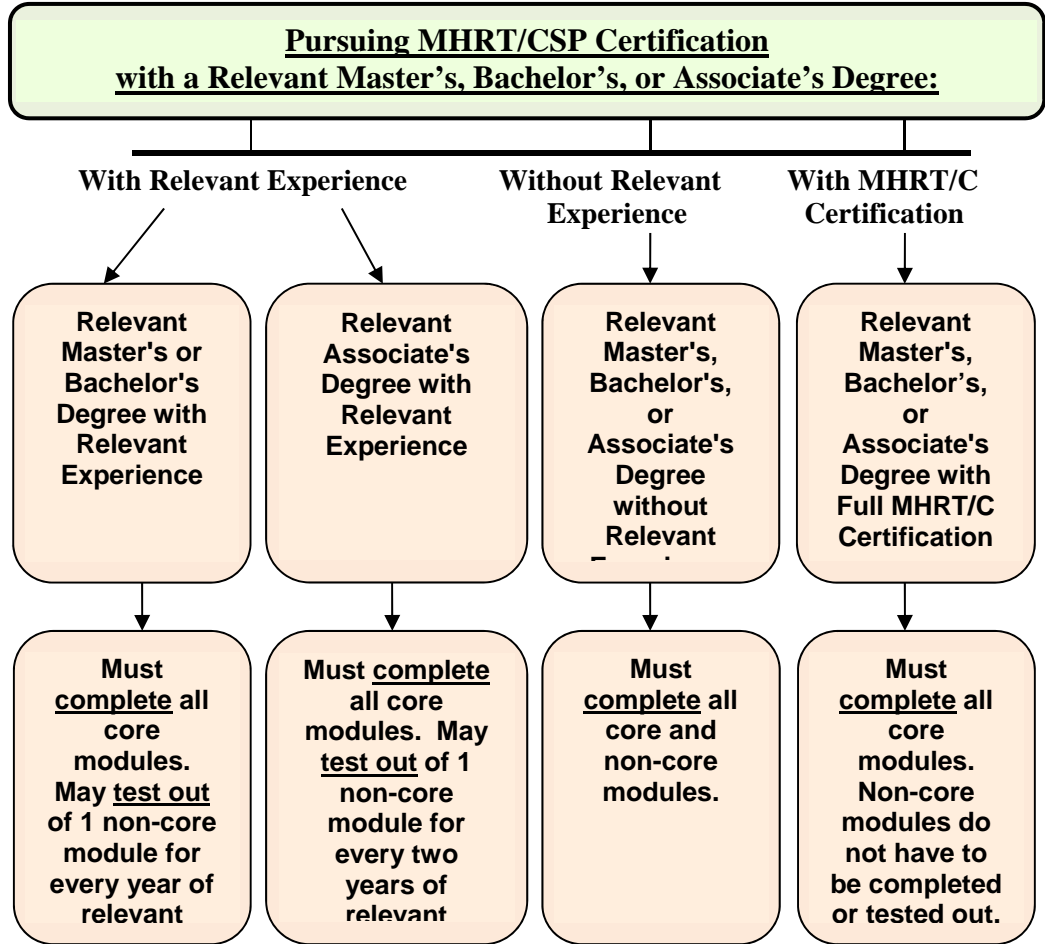
Applicants who have a relevant Master's, Bachelor's, or Associate's degree, and who do not have relevant experience, must complete all core and non-core modules.

### **D. Relevant Master's, Bachelor's, or Associate's Degree with Full MHRT/C Certification**

Applicants who have a relevant Master's, Bachelor's, or Associate's degree, and have Full MHRT/C Certification, must complete all core modules. Those applicants do not have to complete or test out of non-core modules. Relevant experience does not change this requirement. In order to qualify under this requirement, applicants must have Full MHRT/C Certification.

V.  
**Ways to  
 Obtain  
 MHRT/CSP  
 Certification**  
 (continued)

(TRACK #2 cont'd.)



Note: In order for a degree to be accepted for MHRT/CSP certification, it must have been earned from a U.S. regional accrediting organization. For a listing of approved regionally accredited schools, please refer to the following organizations:

- New England Association of Schools & Colleges: <https://cihe.neasc.org/>
- Middle States Commission on Higher Education: <http://www.msche.org/>
- (North Central) Higher Learning Commission: <https://www.hlcommission.org/>
- Northwest Commission on Colleges & Universities: <http://www.nwccu.org/>
- Southern Association of Colleges & Schools Commission on Colleges: <http://www.sacscoc.org/>
- Western Association of Schools and Colleges:
  - Junior (Associate Degree programs): <http://www.accjc.org/>
  - Senior (Bachelor & above programs): <https://www.wascsenior.org/>

### **TRACK #3: Pursuing a MHRT/CSP with a Non-Relevant Master's, Bachelor's, or Associate's Degree**

When individuals have a non-relevant degree, the requirements for pursuing MHRT/CSP certification are different than for those who have a relevant degree. **The outline below describes ways to pursue MHRT/CSP certification for those individuals who have either of the following qualifications:**

- A non-relevant degree and Full MHRT/C Certification, OR
- A non-relevant degree without Full MHRT/C Certification

#### **A. Non-relevant Master's, Bachelor's, or Associate's Degree with Full MHRT/C Certification**

Applicants who have a non-relevant Master's, Bachelor's, or Associate's degree and who have Full MHRT/C Certification must complete all core modules. Those applicants must test out of all non-core modules. Relevant experience does not change this requirement. Individuals must have Full MHRT/C Certification in order to qualify under this requirement.

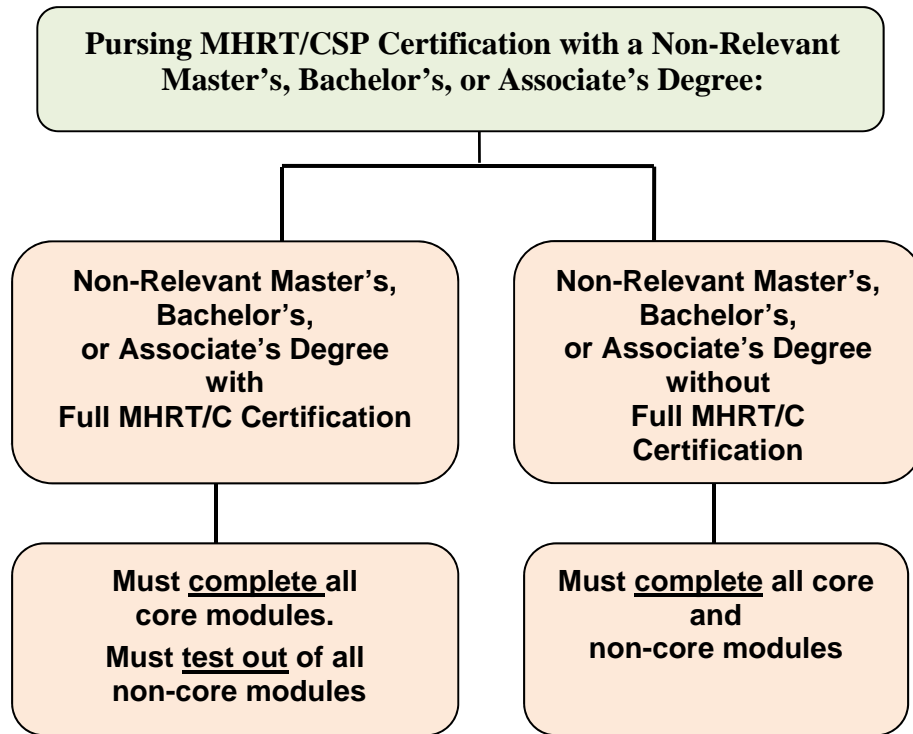
#### **B. Non-relevant Master's, Bachelor's, or Associate's Degree without Full MHRT/C Certification**

Applicants who have a non-relevant Master's, Bachelor's, or Associate's degree and who do not have Full MHRT/C Certification must complete all core and non-core modules. Relevant experience does not change this requirement.

*Note:* In order for a degree to be accepted for MHRT/CSP certification, it must have been earned from U.S. regional accrediting organization. For a listing of approved regionally accredited schools, please refer to the list on page 12.

(TRACK #3 cont'd.)

**V.  
Ways to  
Obtain  
MHRT/CSP  
Certification**  
(continued)



## **VI. Training Process**

### **A. Reading Modules**

Individuals who are required to read a module must sign a form that is provided by authorized agencies to reflect documentation of completion of this task.

### **B. Completing a Module Through Training**

Completing a module entails learning didactically (in a classroom setting) and non-didactically (participating in role-play, rehearsal, skill practice, shadowing, observation and case discussion). Upon completion of the training, the individual must pass a test with a score of at least 80%. Each authorized agency provider will cover all of the competencies listed in these guidelines; however, the delivery method may vary between agencies. Specific documentation practices of teaching and completing each module is determined at the agency level.

### **C. Testing Out**

As mentioned previously, an individual must obtain a score of at least 80% in order to pass a test. If an individual does not pass the test during the first attempt, it is standard practice that the relevant module be reviewed and completed before the individual attempts to re-take the test.

## **VII. Foreign Degrees**

Transcripts submitted from universities outside of the U.S. will be evaluated on an individual basis in consultation with the University of Southern Maine staff and other resources as needed. The authorized agencies may contact the Muskie School for assistance with this issue. As a result, there may be a delay in analyzing these transcripts due to the additional research required.

## **VIII. Application Process**

Only authorized agencies can submit applications for MHRT/CSP certification. Individuals who want to apply for MHRT/CSP certification must have their employer submit the application on their behalf.

Note: The effective date of certification is the date that the authorized agency provider signs the application or certification request form. This certification request form is signed once all MHRT/CSP requirements have successfully been met by the applicant. The application form can be found in Appendix E.

**IX.  
Center for  
Learning  
Contact  
Information**

<b>Mailing Address:</b>	Muskie School of Public Service Center for Learning Re: MHRT/CSP Certification 12 East Chestnut St. Augusta, ME 04330
<b>Center for Learning Website:</b>	<a href="http://www.cfl-muskie.org">www.cfl-muskie.org</a>
<b>For a Copy of the MHRT/CSP Guidelines and Other Questions, Contact:</b>	207-626-5280 or 207-626-5086
<b>For Status Information on an Application:</b>	207-626-5280
<b>CFL Fax Number:</b>	207-626-5022
<b>CFL TTY:</b>	207-626-5282

**X.  
MHRT/CSP  
Certified  
Trainers**

**A. Requirements for Currently Certified Trainers**

In 2008, the first group of trainers became certified so that they could deliver the training modules to those working toward MHRT/CSP certification. Trainers need to be re-certified periodically, as determined by OAMHS and OCFS.

*Note:* Only currently certified MHRT/CSP trainers can deliver the MHRT/CSP training modules to individuals seeking certification as crisis workers in the state of Maine.

**B. New Train-the-Trainer**

A Train-the-Trainer for individuals pursuing certification as MHRT/CSP trainers will be held periodically, as determined by OAMHS, OCFS, and the Maine Crisis Network.

# APPENDICES





## Appendix A

### **Relevant Credentials for MHRT/CSP Certification**

The clinical licenses and credentials listed below are consistent with the MaineCare Benefits Manual, Chapter II, Section 65.02-9.

*Note:* Having a relevant clinical license or credential does not automatically qualify an individual for MHRT/CSP certification. Please see the section called *Options for Obtaining MHRT/CSP Certification* in this manual for more detail.

#### **Relevant full clinical licenses and credentials:**

- Licensed Clinical Professional Counselor (LCPC)
- Licensed Clinical Social Worker (LCSW)
- Licensed Marriage and Family Counselor (LMFT)
- Licensed Alcohol and Drug Counselor (LADC)
- Certified Alcohol and Drug Counselor (CADC)
- Physician
- Psychiatrist
- Advanced Practice Registered Nurse Psychiatric and Mental Health Practitioner (APRN-PMH-NP)
- Advanced Practice Registered Nurse Psychiatric and Mental Health Clinical Nurse Specialist (APRN-PMH-CNS)
- Psychological Examiner
- Physician's Assistant (PA)
- Registered Nurse or Licensed Clinical Psychologist

#### **Relevant conditional clinical licenses:**

- Licensed Clinical Professional Counselor-Conditional (LCPC-conditional)
- Licensed Master Social Worker Conditional Clinical (LMSW-conditional clinical)
- Licensed Marriage and Family Counselor-Conditional (LMFT-conditional)

*Note:* If there are revisions to the MaineCare regulations, these changes may apply to the above relevant credentials.



## Appendix B

### Relevant Degrees for MHRT/CSP Certification

*Note:* Having a relevant degree does not automatically qualify an individual for MHRT/CSP certification. Please see the section called *Options for Obtaining MHRT/CSP Certification* in this manual for more detail.

**Relevant majors at the Master’s, Bachelor’s, or Associate’s level include, but are not limited to:**

<u>Education:</u>  Education Early Childhood Education Elementary Education Counselor Education Secondary Education Special Education	<u>Psychology:</u>  Psychology Counseling Psychology Educational Psychology Health Psychology
<u>Human Development:</u>  Human Development & Family Relations Child Development	<u>Social Sciences:</u>  Social & Behavioral Science Social Services
<u>Health/Human Services:</u>  Behavioral Science Human Services Mental Health & Human Services	<u>Social Work:</u>  Social Work Marriage & Family Therapy
<u>Law Enforcement:</u>  Law Enforcement Criminal Justice Criminology.	<u>Other:</u>  Psychosocial/Vocational Rehabilitation Welfare Studies

### Relevant Experience for MHRT/CSP Certification

Relevant experience must have been performed in a behavioral health or human service setting and it can be defined as paid, voluntary, educational experience, or work as a graduate student, intern, etc. Relevant experience includes crisis work, child protective, warm line volunteer, residential care, case management, special education, or work with people with developmental disabilities. One year of experience is equivalent to a minimum of 1200 hours.



## Appendix C

### List of MHRT/CSP Authorized Agency Providers

*Note:* These providers may change periodically. Please contact CFL for an updated list.  
Last updated: 9/6/17

Aroostook Mental Health Center (AMHC) P.O. Box 1018 Caribou, ME 04736	Jemalie Durepo Lorraine Chamberlain Brittany Haines Sarah Wright Tabitha Stanley Will Costa	498-6431 for all
Charlotte White Center 572 Bangor Rd. Dover-Foxcroft, ME 04426	Bridgett Ireland Charlie Clemons	564-2464 for both
Community Health & Counseling Services P.O. Box 425 Bangor, ME 04402	Catharine Charette Wally Fraser Karen Wheelock Andrew Kreitzer Mindy Merrill-Maguire Emily Genever Kelley Hill	947-0366  922-4533
Crisis & Counseling Centers 10 Caldwell Rd. Augusta, ME 04330	Richard Chamings Susan Gordon Emily Brod Alyssa Russell Jacob Coughlin	626-3448 for all
Evergreen Behavioral Health 131 Franklin Health Commons Suite A Farmington, ME 04938	Dalene Sinskie Michelle Provost Julia Davis Michelle Smith Patricia Lovell Tammy Holman	799-2843 for all
Maine Behavioral Healthcare 78 Atlantic Place South Portland, ME 04106	Geoff Nappi Patti Isnardi Kathryn (Kate) Ryan Kristen Koch Cherylan Camire Royce Foreman Anne Shermerhorn Danielle Loring Martha Ryder	294-7612 for all
Oxford County Mental Health Services 150 Congress St. Rumford, ME 04276	Kirk Little Jamie Butler Rusty MacDonald Kristina Martineau	364-3549 for all
Rumford Group Homes Turner Family Support center 12 Kids Place Leeds, ME 04263	Melissa McEntee	524-2582
Sweetser 50 Moody St. Saco, ME 04072	Leslie Mulhearn Daniel Parent Colleen Patterson Meredith Stack	593-1220

The Opportunity Alliance 50 Monument Square Portland, ME 04101	Steve Addario Seth Metevier Catherine Boucher Katherine Morris Kathryn Lavoie Lily Duval	221-8656 651-2738 221-8656 221-8656 221-8656 799-4160
Tri-County Mental Health Services P.O. Box 2008 Lewiston, ME 04240	Cindy Bailey Robert Descoteaux	783-4680



## Appendix D

### **Certified Trainers Approved to Deliver Module Training for MHRT/CSP Certification**

*Note:* Below is a list of certified MHRT/CSP trainers. These trainers may change periodically. Please contact CFL for an updated list. Last Updated: 7/13/17

Name of Trainer	Agency
Theresa Blanchura	Aroostook Mental Health Center (AMHC)
Lorraine Chamberlain	Aroostook Mental Health Center (AMHC)
Linda Collins	Aroostook Mental Health Center (AMHC)
Will Costa	Aroostook Mental Health Center (AMHC)
Courtney Deprey	Aroostook Mental Health Center (AMHC)
Valerie Feldkamp	Aroostook Mental Health Center (AMHC)
Tonia Griffin	Aroostook Mental Health Center (AMHC)
Rose Hanscom	Aroostook Mental Health Center (AMHC)
Jennifer Holcomb	Aroostook Mental Health Center (AMHC)
Ashley Pesek	Aroostook Mental Health Center (AMHC)
Karen Plumhoff	Aroostook Mental Health Center (AMHC)
Michelle Reinecke	Aroostook Mental Health Center (AMHC)
Tabitha Stanley	Aroostook Mental Health Center (AMHC)
Sarah Wright	Aroostook Mental Health Center (AMHC)
Betty Carolin	Charlotte White Center
Joseph Pound	Charlotte White Center
Amy Brook	Community Health and Counseling Services (CHCS)
Wally Fraser	Community Health and Counseling Services (CHCS)
Emily Genever	Community Health and Counseling Services (CHCS)
Kelley Hill	Community Health and Counseling Services (CHCS)
Andy Kreitzer	Community Health and Counseling Services (CHCS)
Tom Lynn	Community Health and Counseling Services (CHCS)
Mindy Merrill-Maguire	Community Health and Counseling Services (CHCS)
Karen Wheelock	Community Health and Counseling Services (CHCS)
Jacob Coughlin	Crisis and Counseling Centers, Inc.
Jeff Fleming	Crisis and Counseling Centers, Inc.
Susan Gordon	Crisis and Counseling Centers, Inc.
Kaitlynn Littlefield	Crisis and Counseling Centers, Inc.
Alyssa Russell	Crisis and Counseling Centers, Inc.
Tori Townley	Crisis and Counseling Centers, Inc.
Betsy Richard	Evergreen Behavioral Services
Julia Davis	Evergreen Behavioral Services
Crystal Harting	Evergreen Behavioral Services
Tammy Holman	Evergreen Behavioral Services
Patricia Lovell	Evergreen Behavioral Services
Michelle Provost	Evergreen Behavioral Services



Name of Trainer	Agency
Dalene Sinskie	Evergreen Behavioral Services
Michelle Smith	Evergreen Behavioral Services
Cherylann Camire	Maine Behavioral Healthcare
Royce Foreman	Maine Behavioral Healthcare
Jennifer Goodwin	Maine Behavioral Healthcare
Mandi Groth (formerly Moberly-Stockbridge)	Maine Behavioral Healthcare
Patti Isnardi	Maine Behavioral Healthcare
Kristen Koch	Maine Behavioral Healthcare
Lisa Lawry	Maine Behavioral Healthcare
Danielle Loring	Maine Behavioral Healthcare
Laurel Moran	Maine Behavioral Healthcare
Geoff Nappi	Maine Behavioral Healthcare
Kathryn Ryan	Maine Behavioral Healthcare
Martha Ryder	Maine Behavioral Healthcare
Anne Schermerhorn	Maine Behavioral Healthcare
Stephanie Truman	Maine Behavioral Healthcare
Kathy Amsden	Oxford County Mental Health Center (OCMHC)
Ruby Archer	Oxford County Mental Health Center (OCMHC)
Jamie Butler	Oxford County Mental Health Center (OCMHC)
Rusty MacDonald	Oxford County Mental Health Center (OCMHC)
Kristian Martinaeu	Oxford County Mental Health Center (OCMHC)
Marylena McDermott	Oxford County Mental Health Center (OCMHC)
Michael Sabin	Oxford County Mental Health Center (OCMHC)
Melissa McEntree	Rumford Group Homes
Scott Moore	Rumford Group Homes
Steve Addario	Sweetser
Bev Blanchard	Sweetser
Colleen Patterson	Sweetser
Danielle Parent	Sweetser
Meredith Stack	Sweetser
Chris Taylor	Sweetser
Catherine Boucher	The Opportunity Alliance
Monica Delehanty	The Opportunity Alliance
Lilly Duval	The Opportunity Alliance
Kim Lavoie	The Opportunity Alliance
Patricia McKenzie	The Opportunity Alliance
Seth Metevier	The Opportunity Alliance
Katherine Morris	The Opportunity Alliance
Karen Turgeon	The Opportunity Alliance
Cindy Bailey	Tri-County Mental Health Center (TCMHC)
Laurie Cyr-Martel	Tri-County Mental Health Center (TCMHC)
Robert Descoteaux	Tri-County Mental Health Center (TCMHC)
Aaron Landry	Tri-County Mental Health Center (TCMHC)
Madelyn Phillips	Tri-County Mental Health Center (TCMHC)

## Appendix E (Updated July 2017)

### APPLICATION FOR Mental Health Rehabilitation Technician Crisis Service Provider (MHRT/CSP) CERTIFICATION

Employee Name: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Agency Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Has MHRT/C (circle one): YES / NO      Date of Hire: \_\_\_\_\_

License 1 (if any and type): \_\_\_\_\_ State of Issue: \_\_\_\_\_ Date Issued: \_\_\_\_\_ Expiration: \_\_\_\_\_

License 2 (if any and type): \_\_\_\_\_ State of Issue: \_\_\_\_\_ Date Issued: \_\_\_\_\_ Expiration: \_\_\_\_\_

Degree/Major 1: \_\_\_\_\_ University/Year: \_\_\_\_\_

Degree/Major 2: \_\_\_\_\_ University/Year: \_\_\_\_\_

Training Modules Completed		How Completed	Date Module Was
Modules marked with an asterisk (*) are Core Modules		(See Below for Codes)	Completed
Module 1.	Values and Attitude*		
Module 2.	Theories of Human Development		
Module 3.	Recovery		
Module 4.	Crisis Theory and Principles of Crisis Management*		
Module 5.	Safety*		
Module 6.	Crisis Assessment*		
Module 7.	Peer Support		
Module 8.	Crisis & Co-Occurring Disorders		
Module 9.	Crisis Intervention*		
Module 10.	Consultation and Collaboration		
Module 11.	Legal and Ethical Issues*		
Module 12.	Hospitalization*		
Module 13.	Documentation		
Module 14.	Trauma*		

**Codes For How MHRT/CSP Modules Were Completed:**

P — Passed/Completed the Module	NA — Not Applicable for Clinically Licensed.
L — Tested Out Through License	
E — Tested Out Non-Core Through Experience	

\_\_\_\_\_  
Print Employee's Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Authorized Agency Representative's Name

\_\_\_\_\_  
Authorized Agency Representative's Signature

\_\_\_\_\_  
Date

NOTES (if any):

**Please submit a completed copy of this form for each applicant to:**

USM - Muskie School, The Center for Learning  
MHRT/CSP Request  
12 East Chestnut St.  
Augusta, ME 04330

**Or Fax To: (207) 626-5022**

## Appendix F

### *FREQUENTLY ASKED QUESTIONS ABOUT MHRT/CSP CERTIFICATION*

#### **FAQs for Individuals**

##### **How do I apply for MHRT/CSP certification?**

Authorized agency providers apply on behalf of individuals seeking MHRT/CSP certification. If you would like to pursue MHRT/CSP certification, please contact an authorized agency in your area to learn about upcoming training. A list of these authorized agencies can be found in appendix C.

##### **How long is my MHRT/CSP effective?**

Once MHRT/CSP certification is granted, it does not expire.

##### **How can I become a MHRT/CSP trainer?**

A Train-the-Trainer for individuals pursuing certification as MHRT/CSP trainers is held approximately every 3 years. The most recent train the trainer was held in 2008. CFL will post the next training on their website.

#### **FAQs for Authorized Agency Providers**

##### **What is the effective application date for MHRT/CSP certification?**

The effective application date for MHRT/CSP certification is the date that the authorized agency provider signs the application form. The authorized agency provider signs the application form when an individual has met all MHRT/CSP requirements.

##### **How do I know if an applicant has a relevant clinical license or degree for MHRT/CSP certification?**

Relevant clinical licenses and degrees are listed in appendices A and B. Possessing a clinical license or degree does not automatically qualify an individual for MHRT/CSP certification. Please see the section for *Options to Obtain MHRT/CSP Certification* in this manual for more detail.

##### **How do I know if an applicant has relevant experience that can be credited toward MHRT/CSP certification?**

Relevant experience is described in appendix B. Having relevant experience does not automatically qualify an individual for MHRT/CSP certification. Please see the section for *Options to Obtain MHRT/CSP Certification* in this manual for more detail.

##### **How do I determine relevant experience if the employee only worked part-time?**

One year of full-time experience is equivalent to a minimum of 1200 hours. In order to determine how many years of relevant experience a part-time employee has, count the number of relevant hours worked to determine if the sum adds up to at least 1200 for one year, 2400 hours for two years, etc.

##### **What is the lowest score an applicant can obtain when testing on a module and still successfully pass?**

An individual successfully passes a module test when scoring at least 80%.



## Appendix G

<b>MHRT/CSP Certification Requirements for New Hires <u>After</u> April 1, 2007*</b>		
Clinically Licensed	Read All Modules	Test out of the following modules 4, 6, 7, 9, 10, 11, and 12
Provisionally Licensed	Read All Modules	Take the following modules 4, 6, 7, 9, 10, 11, and 12
Relevant Masters Degrees and Bachelors Degrees	Take all CORE modules	May test out of up to 5 NON-CORE modules for every 1 year relevant experience
Relevant Associates Degrees	Take all CORE modules	May test out of up to 5 NON-CORE modules for every 2 years relevant experience
All non relevant Degrees	Take ALL modules	No testing option
MHRT/C with non relevant Degree	Take all CORE modules	Test out of all NON CORE modules
MHRT/C with relevant Degree	Take all CORE modules	Non-core modules do not have to be completed or tested out.

\*Can bill MaineCare for new hires once they are certified as MHRT/CSP based on the effective date of completion as documented by the hiring Agency.

<b>MHRT/CSP Certification Requirements for Staff Hired <u>Prior</u> to April 1, 2007</b>
All current staff, which are <b>not</b> clinically licensed or provisionally licensed, must test all modules.
Clinically and provisionally licensed staff must test for the following modules: 6, 9, 10, 11, and 12 only.

**\*\*\* Passing Grade for All Modules is 80%. \*\*\***

**Relevant experience is defined as:** Paid, voluntary or educational experience in Behavioral Health or Human Services setting, e.g. crisis work, child protective, warm line volunteer, residential care, case management, MR, special education, graduate student or intern, etc. One year experience = 1200 hours minimum.

**Relevant Degrees:** majors include, but are not limited to: Psychology, Human Services, Counselor Education, Social Services, Social Work, Social & Behavioral Science, Behavioral Science, Mental Health & Human Services, Marriage & Family Therapy, Counseling Psychology, Health Psychology, Human Development & Family Relations, Psychosocial/Vocational Rehabilitation, Welfare Studies, Child Development, Educational Psychology, Education, Special Education, Early Childhood Education, Elementary Education, Secondary Education, Criminal Justice, Law Enforcement, Criminology.

**MHRT/CSP to become an MHRT/Community:** The following two courses would need to be completed: Vocational Aspects of Disability and Case Management.







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