



CSOC SERVICE LINE CERTIFICATION

WHAT YOU NEED TO KNOW

Service line certifications for the NJ Children's System of Care (CSOC) apply specifically to the service lines with which they are associated: Behavioral Assistance (BA), Care Management Organization (CMO), Family Support Organization (FSO), or Mobile Response & Stabilization Services (MRSS). Certifications are valid only in New Jersey and are not transferrable to any other state. Please see the tables in Appendix A at the end of this document for a list of the required trainings for each service line.

You will manage your certification in the CSOC TTA Learning Management Portal (CSOC TTA LMP). ***You should have only one profile in the LMP.*** If you work for more than one agency or service line, DO NOT CREATE A SECOND PROFILE. Please contact CSOCTraining@ubhc.rutgers.edu to add a second agency or service line to your profile.

Depending on your service line, you must be certified within the following time frames from your date of hire:

Certification	Certification Deadline from Date of Hire
Behavioral Assistance (BA)	6 months
Care Manager (CMO)	12 months
Family Support Partner (FSO)	12 months
Crisis Intervention Specialist (MRSS)	12 months

First Year Service Line Certification

First year service line certification includes three steps:

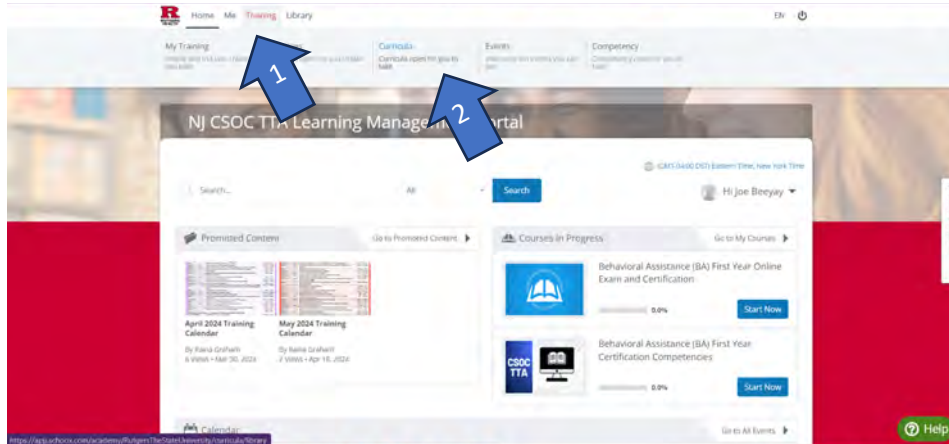
1. Attend Live Trainings
2. Competency Verification by your supervisor
3. Complete Certification Test

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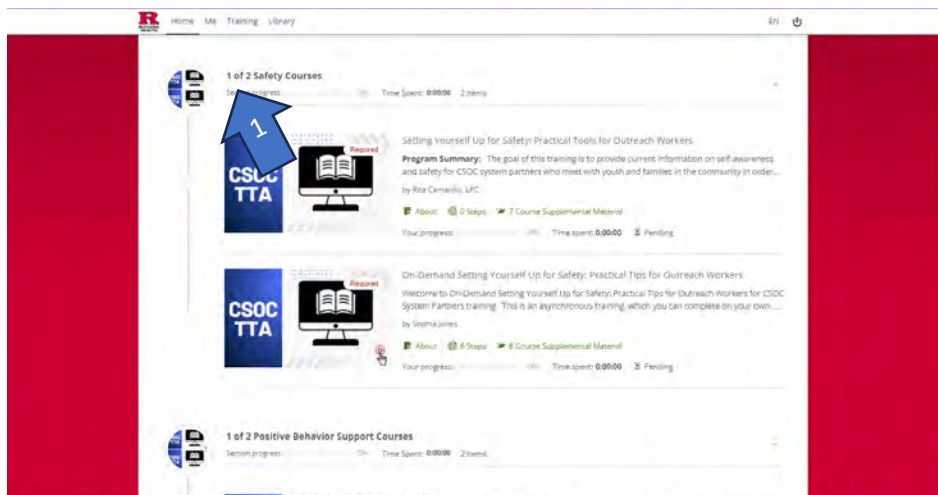
WHAT YOU NEED TO KNOW

1. Live Trainings

To view your certification curriculum, log into the CSOC LMP, choose Training, then click on Curricula:



Some trainings have more than one option that meets certification requirements including different live webinars on the topic and on-demand courses. You only need to take the number of trainings indicated in the heading (1):



When you create your profile and choose your agency, you will automatically be enrolled in the first-year certification curriculum for your service line (Behavioral Assistance, Care Management, Family Support, or Mobile Response & Stabilization Services Certification; requirements listed in Appendix A). If you have previously completed certification, please check with your supervisor as they can mark certification or individual trainings complete if they were completed prior to the implementation of the CSOC TTA LMP.

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For more information on registering for live sessions for any trainings, please see this user guide: <https://rutgers.instructure.com/courses/123212/pages/wyntk-registration-for-courses>.

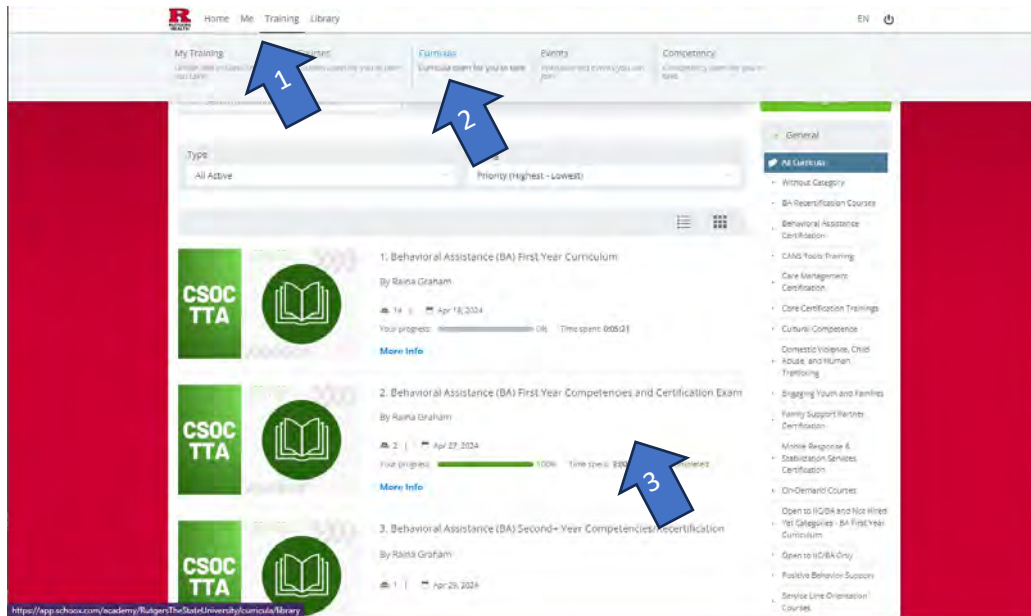
2. Competency Verification

The second component of CSOC Service Line Certification is competency. In CSOC, competencies are skills required to do your job well. The list of competencies was developed by CSOC, CSOC TTA, individual service line directors, supervisors, and frontline workers. The competencies for your job are observed and tracked in your CSOC LMP profile by your supervisor. After completing training, your supervisor will meet with you and verify your competencies in the LMP.

Please see the tables in Appendix B at the end of this document for a list of the competencies for each service line.

3. Certification Test

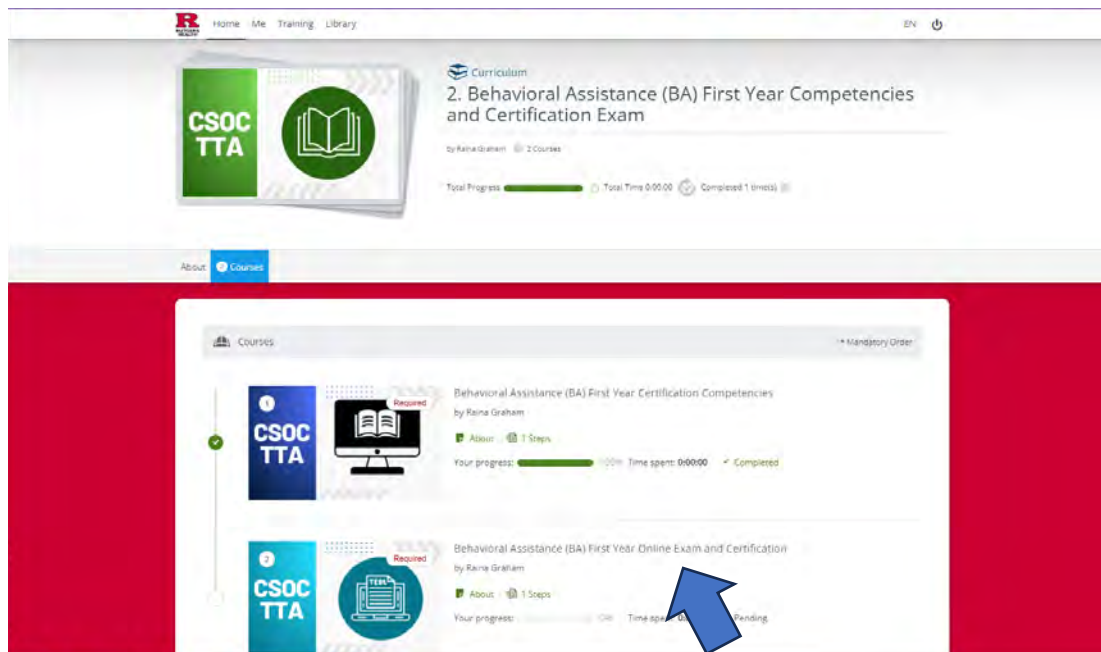
The third component of the CSOC Service Line Certification is the completion of the certification test. Once you have completed all the required trainings and your supervisor has verified your competencies, you will have access to the certification test. To access the test, hover your mouse over Training (1) at the top of your profile in the LMP, then choose Curricula (2). Click on the First Year Competencies and Certification Exam curriculum (3). If your supervisor has verified your competencies, you will be able to access the certification test.



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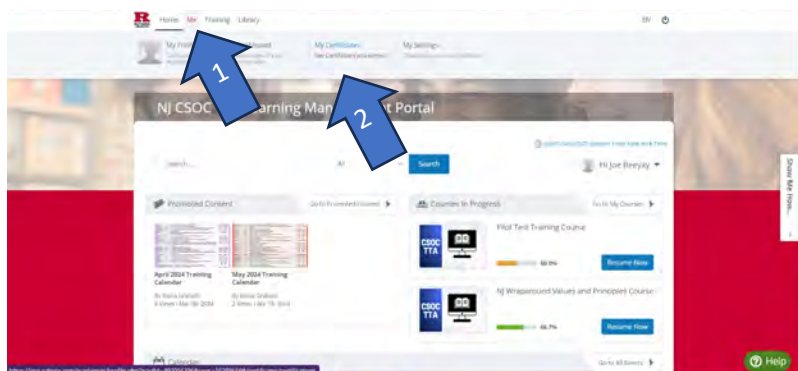
WHAT YOU NEED TO KNOW

Once in the Competencies and Test course, click on First Year Online Exam and Certification. You will not be able to open the exam until your supervisor verifies your competencies.



The test has between 30 and 36 questions and is based specifically on the required trainings. You are encouraged to refer to the handouts and the supplemental materials for the required trainings during the test.

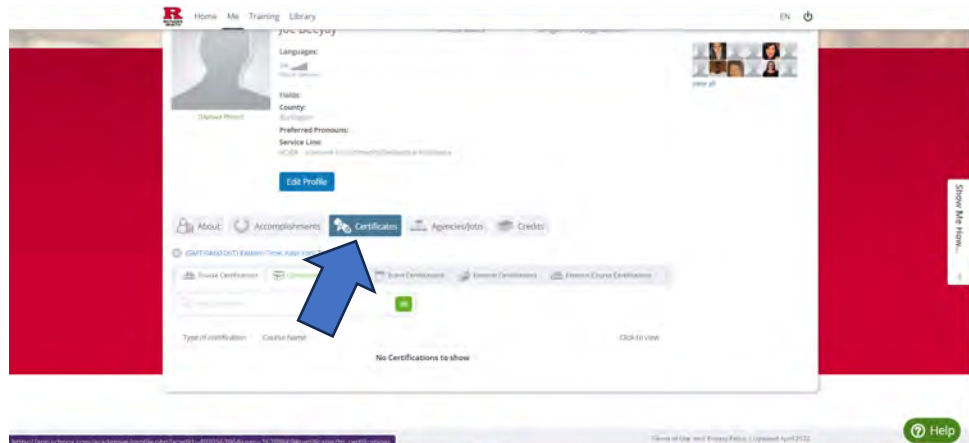
If you score 70% or above on the test, you will pass and be awarded your Service Line Certification. To view and print certifications, click on Me at the top of your LMP profile, then click on My Certificates. See below:



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Choose the ME tab to view Service Line Certification Certificates. See below:



If you do not pass the certification test on your first attempt, you will have an opportunity to retake it. If you do not pass on the second attempt, your supervisor should contact csoctraining@ubhc.rutgers.edu to discuss your scores on individual content areas. You and your supervisor will develop a plan to ensure that you receive further training on content areas you missed on the certification tests. The plan may include attending specific live trainings again, reviewing on-demand modules on specific topics, and/or reviewing training content with your supervisor. Once the plan has been carried out, your supervisor should contact csoctraining@ubhc.rutgers.edu to have the test reopened.

Second- & Third-Year Service Line Certification and Beyond:

Enrolling in your next Certification Curricula:

Completion of the trainings, verification of competencies, and passing the test completes your certification for one year. You and your supervisor will receive an email about your certification expiration 90 days before it expires.

When you receive that notification, enroll in the next year's certification curriculum for your service line. To do this, go to Training (top toolbar) ---> Curricula ---> then, click on the curriculum you need to enroll in--->click Enroll. (See screenshot below.)

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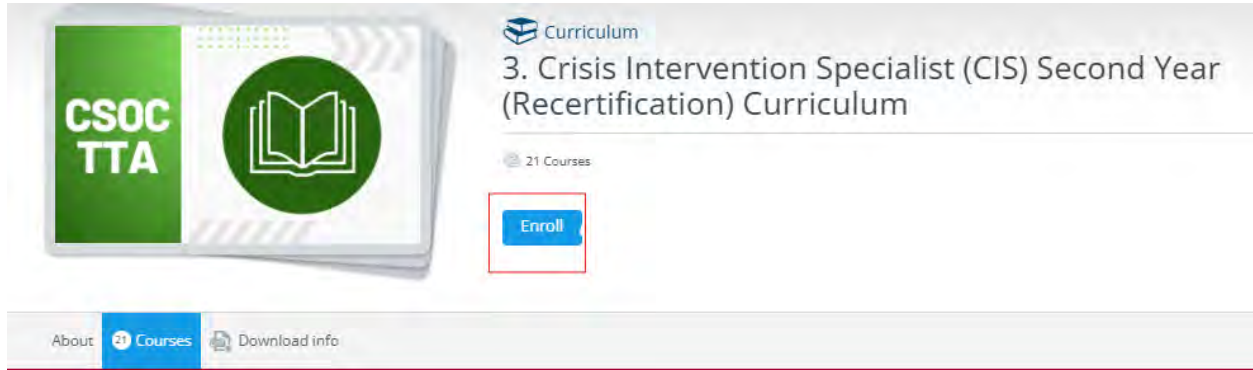
WHAT YOU NEED TO KNOW

The screenshot displays the Rutgers Health Training Management System (TMS) interface. At the top, the navigation bar includes 'Home', 'Me', 'Training', 'Library', 'Tools', and 'Admin'. The 'Training' tab is selected and highlighted with a red box. Below the navigation bar, there are four main sections: 'My Training', 'Courses', 'Curricula', and 'Events'. The 'Curricula' section is highlighted with a red box, and a red arrow points from it to the '3. Crisis Intervention Specialist (CIS) Second Year (Recertification) Curriculum' entry in the list below. The 'Curricula' section also includes a search bar with 'cis' entered and a 'Create Curriculum' button. The list of curricula items includes:

- 2. CIS First Year Competencies and Certification Exam
Public | 2 | Mar 18, 2024
[More Info](#) [Manage](#)
- 1. Crisis Intervention Specialist (CIS) First Year Curriculum
Public | 29 | Mar 18, 2024
[More Info](#) [Manage](#)
- 3. Crisis Intervention Specialist (CIS) Second Year (Recertification) Curriculum
Public | 21 | Apr 27, 2024

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Recertification

Each service line has different requirements for recertification. Each certification expires after one year, and you will enroll in your next year's recertification curricula in the LMP.

Second Year Certification – FSO FSP, CMO CM, & MRSS CIS

Three months before Year 1 Certification expires, you will enroll in your Second Year (FSP, CM, CIS) Certification. The procedure for Year 2 is identical to the procedure for Year 1, except that the required trainings are different and there is no test for Year 2.

Second Year BA Recertification and Year 3 (FSP, CM, CIS) Recertification

Three months before your certification expires, you will enroll in the appropriate recertification course for your service line. The recertification course includes the competencies checklist for your supervisor to verify; the competency list is like Year 1 with one addition: BA, CM, FSP, CIS has attended the approved recertification training(s).

Service Line	Number of Required Recertification Trainings
BA Recertification	1 + SEL Learning Community*
CM Year 3+ Recertification	2
FSP Year 3+ Recertification	2
CIS Year 3+ Recertification	6

To recertify, you must continue to meet all the competencies of your service line, and you must attend required recertification training. As of March 1, 2025, all BAs must complete Social Emotional Learning training, both on-demand and live webinar, to be certified or recertified.

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Recertification for all service lines is required annually, and your recertification certificate will expire 12 months after it is earned. You will be automatically re-enrolled in the course following year 2 for BAs and year 3 for CISs, FSPs, and CMs. You must be actively working in your designated CSOC service line to continue to recertify in that service line, and you need a current supervisor to complete your competencies in the certification system.

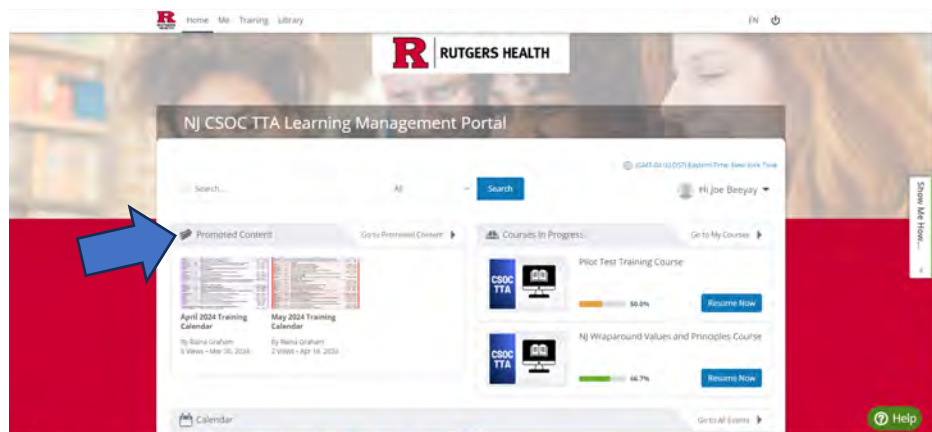
For FSO Family Support Partners, CMO Care Managers, and MRSS Crisis Intervention Specialists, there is a specific list of required trainings for Year 2. (See Appendix A.) For recertification past Year 2 (Year 3+), you will work with your supervisor to identify a training of your choice to complete your certification requirement.

For BAs, Year 2 and Year 3+ recertification trainings must be approved by your supervisor. See the next section of this guide for more information about your recertification process.

If you have any questions about registering for trainings or navigating service line certification, contact CSOCTraining@ubhc.rutgers.edu.

BA Recertification

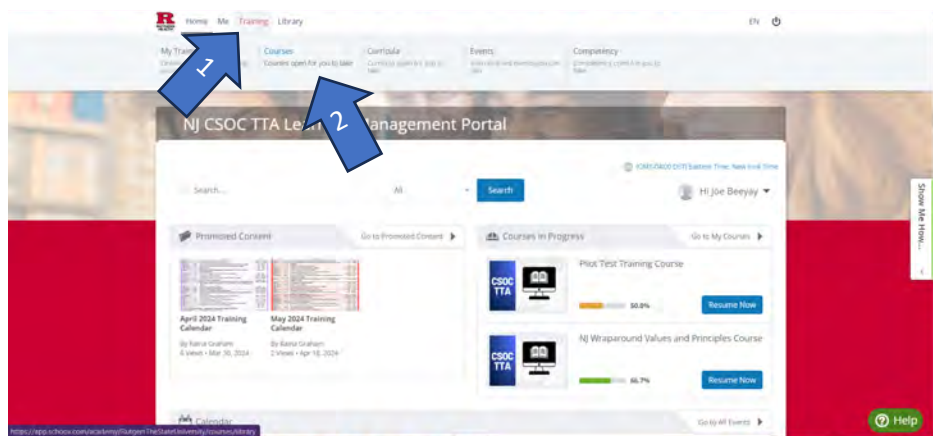
If you're working as a BA, you must recertify each year by completing one of the approved BA Recertification trainings as well as attending one (1) SEL Learning Community Meeting. Beginning March 1, 2025, all BAs are required to complete Social Emotional Learning courses including an on-demand session and a live webinar to maintain their certification. At any time, a BA can search for BA Recertification trainings currently offered by viewing the monthly training calendars on the LMP Home Page under announcements. See below.



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BA Recertification training will be indicated by a blue-ribbon symbol on the monthly calendar flyer. You can also search for BA Recertification Courses by hovering your mouse over the Training tab (1) in the top menu and choosing Courses (2).



On the right, under All Courses, click BA Recertification. This will display all the courses that qualify for BA Recertification.



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On the Courses page, you can also identify courses that have a blue-ribbon icon on the thumbnail. These courses qualify for BA Recertification. See below. As of March 1, 2025, all BAs are required to complete Social Emotional Learning (SEL) courses including an on-demand course and live webinar. On-going, BAs are required to attend one SEL Learning Community Meeting per year along with their required recertification training.



To complete BA Recertification, you are responsible for attending the required training and SEL Learning Community Meeting, and your supervisor is required to verify your competencies. Once you complete both steps, you will be automatically recertified. There is no exam for recertification. You can view your BA Recertification Certificate by hovering your mouse over the Me tab in the top menu and choosing My Certificates. BA Recertification is good for one year from date of completion.

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Appendix A: CSOC Certification Required Trainings

BA Certification	
Year 1	
	IIC/BA Orientation (Live Webinar) & Social Emotional Learning (On-Demand) <i>*MUST BE COMPLETED FIRST</i>
	Infusing Practice with Cultural Competence (Live Webinar or On-Demand)
	NJ Wraparound: Values & Principles (Live Webinar)
	Setting Yourself Up for Safety (Live Webinar or On-Demand)
	Understanding Behavior through Positive Behavior Support (Live Webinar or On-Demand)
	DSM 5 (Live Webinar or On-Demand)
	Developmental Tasks of Childhood and Adolescence (Live Webinar or On-Demand)
	Social Emotional Learning (SEL) for Youth and Families in CSOC (Live Webinar) <i>(Prerequisite is SEL On-Demand)</i>
Year 2	
	One (1) BA Recertification Training (Live Webinar)
	One (1) Social Emotional Learning (SEL) Learning Community (Live Webinar)

CMO CM Certification	
Year 1	
	NJ Wraparound: Values & Principles (Live Webinar) <i>*PREREQUISITE FOR CFT</i>
	Child & Family Team Process (Live Webinar)
	The Nurtured Heart Approach (Live Webinar)
	CANS: Strengths & Needs Assessment (Live Webinar) & SNA Certification on TCOMTraining.com
	Effective Facilitation of Team Meetings (Live Webinar)
	Strengths Based Care Planning: ISP & FCP (Live Webinar)
	Setting Yourself Up for Safety: Practical Tools for Outreach Workers (Live Webinar or On-Demand)
Year 2	
	Infusing Practice with Cultural Competence (Live Webinar or On-Demand)
	Foundations of Developmental Disabilities (Live Webinar)
	DSM 5 (Live Webinar or On-Demand)
	Substance Use – (Choose 1) (Live Webinar)
	Substance Use 101: Why can't you just stop?
	Engaging Families in Substance Use Treatment: A Family-Centered Approach
	Understanding Youth and Adolescent Substance Use Disorders
	Youth Substance Use: An Introduction
	Young People and Substance Use: A Critical Timeline

FSO FSP Orientation	
Year 1	
	Family Support Partner (FSP) Orientation and FANS Training (Live Webinar)

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	Family Assessment of Needs & Strengths (FANS) Certification on TCOMTraining.com
	NJ Wraparound: Values & Principles (Live Webinar) *PREREQUISITE FOR CFT
	Child & Family Team Process (Live Webinar)
	Setting Yourself Up for Safety (Live Webinar or On-Demand)
	NJAFSO: FSO Skill Building
	NJAFSO: Culturally Competent Peer Services
	NJAFSO: FANS Implementation using Motivational Interviewing
	NJAFSO: Action Planning
Year 2	
	Substance Use – (Choose 1) (Live Webinar)
	Substance Use 101: Why can't you just stop?
	Engaging Families in Substance Use Treatment: A Family Centered Approach
	Understanding Youth and Adolescent Substance Use Disorders
	Youth Substance Use: An Introduction
	Young People and Substance Use: A Critical Timeline
	Foundations of Developmental Disabilities (Live Webinar)

MRSS CIS Certification	
Year 1	
	Crisis Response Protocol: MRSS Orientation (Live Webinar)
	Crisis Assessment Tool (CAT) Training (Live Webinar) & CAT Certification on TCOMTraining.com
	Setting Yourself Up for Safety (Live Webinar or On-Demand)
	DSM 5 (Live Webinar or On-Demand)
	Understanding Behavior Through Positive Behavior Support (Live Webinar or On-Demand)
	Infusing Practice with Cultural Competence (Live Webinar or On-Demand)
	Developmental Tasks of Childhood and Adolescence (Live Webinar or On-Demand)
	Motivational Interviewing (Live Webinar) or other approved Engagement training
	Family Dynamics (Live Webinar)
	Childhood Trauma – (Choose 1) (Live Webinar)
	Trauma Basics: Navigating Trauma and Building Resilience
	Trauma, Race, and Social Location: Contextualizing Trauma-Informed Care
	Risk Assessment and Mental Health (Live Webinar)
	Understanding Child Abuse and Mandatory Reporting Laws (Live Webinar)
Year 2	
	NJ Wraparound: Values & Principles (Live Webinar)
	Working with a Trauma Lens in Crisis Intervention (Live Webinar)
	Crisis Intervention with Youth with IDD (Live Webinar)
	The Nurtured Heart Approach (Live Webinar)
	Substance Use – Choose 1 (Live Webinar)
	Substance Use 101: Why can't you just stop?
	Engaging Families in Substance Use Treatment: A Family Centered Approach
	Understanding Youth and Adolescent Substance Use Disorders
	Youth Substance Use: An Introduction



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	Young People and Substance Use: A Critical Timeline
	Domestic Violence – (Choose 1) (Live Webinar)
	Domestic Violence Fundamentals
	Domestic Violence Child Abuse, and the NJ Prevention of DV Act
	Positive Behavior Support for Youth with IDD and Challenging Behaviors (Live Webinar)
	Effective Collaboration for Resource Development (Live Webinar)
	Foundations of Developmental Disabilities (Live Webinar)



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Appendix B: Service Line Certification Competencies

BA Certification Competencies	
	BA regularly provides written documentation of sessions with youth/family that is legible, complete, clear, and timely
	BA's verbal communication is clear and informative
	BA effectively and consistently uses strength-based language in written and verbal communications
	BA regularly and effectively communicates with the family's team and IIC who is also working with the youth/family
	BA demonstrates the ability to implement written BA ISPs using effective strengths-based interventions with the youth and family
	BA regularly shares with supervisor observations regarding effectiveness of the BA ISP implementation and any suggestions for plan modification as needed to ensure successful outcomes
	BA effectively transfers skills to youth, caregivers, and other members of the team as appropriate to support sustained behavior change
	BA demonstrates a learning approach to working with youth and families from varied cultural backgrounds
	BA demonstrates the ability to flexibly implement BA ISPs to ensure success within the unique culture of the family
	BA demonstrates knowledge of culturally appropriate community resources
	Family members report feeling respected, supported, and empowered by BA
	BA shows respect for the youth and family's time by scheduling appointments to accommodate the youth and family's routines, and arriving on time for all scheduled appointments or calling ahead if unavoidably delayed
	Family members would recommend this BA to other families



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CMO CM Certification Competencies	
Engagement of Youth and Family	
	CM demonstrates engagement skills with a range of youth and families
	CM demonstrates a learning approach to working with youth and families from varied cultural backgrounds
	Family members report feeling respected, supported, and empowered by the CM
	CM shows respect for the values of the youth and family's time by scheduling appointments to accommodate the youth and family's routine, and arriving on time for all scheduled appointments or calling ahead if unavoidably delayed
Knowledge of Wraparound and the CFT Process	
	CM demonstrates an understanding of the NJ Wraparound Model
	CM has a working knowledge of his/her role in the CFT process
	CM consistently implements System of Care Values and Principles in providing family-driven care
	CM consistently integrates cultural and linguistic competence into CFT process and the Wraparound Model of providing service
	CM demonstrates individualized plan development based on youth and family vision, needs, and strengths to address behaviors using strengths-based strategies
	CM is certified in the use of the Strengths and Needs Assessment
Implementation and Monitoring of Wraparound	
	CM demonstrates an understanding of NJ Children's System of Care and Community Resources
	CM develops plans that routinely address all high-level needs identified during assessment
	CM facilitates linkages to culturally appropriate community-based resources that address identified needs to support sustainability
	CM regularly and effectively communicates with family and collateral contacts providing supports to the youth and family in order to monitor progress and plan implementation
	CM demonstrates accountability in developing, implementing, evaluating, and adjusting strategies based on available resources and progress monitoring
	CM makes effective use of team members and supervision process throughout assessment, plan development, implementation, and transition



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FSO FSP Certification Competencies	
The Family Support Partner:	
	Demonstrates an understanding of the NJ Children's System of Care
	Demonstrates an understanding of NJ's Wraparound Model
	Demonstrates the ability to educate families on NJ's Wraparound Model
	Has a working knowledge of their role and the care manager's role in the Child Family Team process
	Understands the roles of other Child Family Team members
	Demonstrates proficiency in assisting families to create a support system of informal and natural support
	Can describe safety assessment and identify issues and strategies for working safely in the community
	Consistently implements System of Care values and principles in providing family-driven care
	Demonstrates a working knowledge of the FSO continuum of support
	Appropriately and meaningfully shares his/her life experiences
	Effectively advocates for families
	Effectively provides families with the knowledge and skills needed to advocate for themselves
	Effectively educates caregivers about their Individualized Service Plan
	Understands the importance of the FANS tool in providing family support
	Understands the role and importance of assessment within the NJ SOC
	Is certified in the use of the FANS tool
	Demonstrates a working knowledge of Motivational Interviewing
	Consistently encourages family to appropriately identify strengths and needs using Motivational Interviewing techniques
	Successfully develops action plans based on FANS data and Motivational Interviewing techniques
	Understands cultural and linguistic competence
	Recognizes their biases and prejudices toward various cultures
	Demonstrates basic competence in working with diverse populations
	Consistently integrates cultural and linguistic competence into the Child and Family Team process and the Wraparound Model of providing service

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MRSS CIS Certification Competencies	
The CIS:	
Communication	
	Demonstrates and models empathic communication by using attending, listening and interactive skills to engage and build relationships with youth and families in crisis.
	Asks questions respectfully and skillfully to elicit relevant information.
	Discusses observed family dynamics and recurring patterns with family.
	Models functional skills including problem solving and boundary setting.
	Effectively synthesizes information gained through observations and conversations.
	Documents specific, individualized descriptions of behaviors, crisis intervention, strengths-based strategies, measurable outcomes, and progress monitoring.
Crisis Intervention/De-escalation	
	De-escalates crises and attends to safety concerns by addressing immediate environmental, personal, and interpersonal factors contributing to crisis.
	Shares relevant information and skills to help youth and families prevent future crises (i.e. coping skills such as self-awareness and self-regulation).
	Develops Family Crisis Plan including proactive and reactive strategies for managing identified crisis triggers and context.
Assessment & Planning	
	Applies knowledge of Positive Behavior Support to identify functions of target behaviors, antecedents, triggers, and consequences.
	Develops interventions addressing both immediate crisis triggers and underlying circumstances contributing to crisis, geared towards prevention of future crisis.
	Maintains annual certification in the use of the Crisis Assessment Tool (CAT).
	Facilitates individualized plan development based on youth and family vision, needs and strengths to address crisis behaviors using strengths-based strategies.
	Develops plans that routinely address all high-level needs identified during assessment.
ICP Implementation	
	Facilitates linkages to culturally appropriate community-based resources that address identified needs, to support sustainability throughout and following MRSS involvement.
	Regularly and effectively communicates with family and collateral contacts providing supports to the child/family in order to monitor progress and plan implementation.
	Demonstrates accountability in developing, implementing, evaluating and adjusting strategies based on available resources and progress monitoring.
Overall Approach	
	Applies knowledge of contexts such as child development, family dynamics, mental and physical health symptoms and trauma to make observations, formulate hypotheses and address challenging behaviors from multiple perspectives.
	Demonstrates a learning approach to working with children/families from varied cultural backgrounds.



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	Makes effective use of team members and supervision process throughout assessment, plan development, implementation and transition.
	Uses effective strategies for self-care to maintain self-awareness and a neutral perspective during intervention and service delivery.
	Demonstrates a hopeful, flexible, energetic, and creative approach.
	Family members report feeling respected, supported, and empowered by worker.