

Children's STAFF COMPLIANCE TRACKER Reporting

July 14, 2025

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Agenda

- ✓ Highlights & Timelines
- ✓ Staff Compliance Tracker Access
- ✓ Staff Compliance Tracker Process
- ✓ Mandated Reporter Training Updates
- ✓ Annual Staff Compliance Attestation
- √ Q&A



Staff Compliance Tracker – Overview and Purpose



The New York State Department of Health (DOH) is required to verify provider qualifications, training, and staffing requirements (i.e. background checks) annually and report this information to the Centers for Medicare and Medicaid Services (CMS), under the terms of the 1915(c) Children's Waiver.

All Health Homes Serving Children (HHSC), Care Management Agencies (CMAs), Children and Youth Evaluation Services (C-YES), and Children's Home and Community Based Service (HCBS) Providers who provided HCBS or care management are required to report this information to DOH.

Beginning for Waiver Year 2022-2023, all agencies are required to report this information electronically within the Staff Compliance Tracker in the Incident Reporting and Management System (IRAMS). The IRAMS Staff Compliance Tracker was launched and available starting on June 19, 2023.

Staff Compliance Tracker - Highlights

The Staff Compliance Tracker in IRAMS gives agencies the ability to report the following for applicable staff members:

- Demographic Information
- Employment History
- Clearance Checks with date of completion
- Trainings with date of completion and justification for late completion if applicable
- Service Qualifications based on Agency designation



Staff Compliance Tracker- Timelines

- The Staff Compliance Tracker is available throughout the year to Human Resources/Personnel Staff to enter information as agency staffing changes and trainings occur.
- Effective June 1, 2024, new employees should be added to the Staff Compliance Tracker within 30 days of hire date or CHRC verification, whichever comes later. Employees that leave employment should be ended in the Staff Compliance Tracker within 30 days of employment end date.
- Trainings and Annual re-trainings should be added to the Staff Compliance Tracker within 30 days of training completion.

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Information related to agency staff who do not work directly with youth or supervise staff who work directly with youth (i.e. HR staff, IT staff, etc.) should not be reported in IRAMS.

Staff Compliance Tracker Access



Staff Compliance Tracker- Access



IRAMS is located within the Health Commerce System (HCS). IRAMS has multiple components, including the Staff Compliance Tracker.

Staff Compliance – Who Should Access?

All HCBS providers, HHCMAs, and C-YES are **required** to establish access for their Human Resources/Personnel Staff in the Staff Compliance Tracker in IRAMS.

All Homes Serving Children (HHSC), Care Management Agencies (CMAs), Children and Youth Evaluation Services (C-YES), and Children's Home and Community Based Service (HCBS) providers should only provision 2-3 HR/Personnel staff (larger agencies can add additional HR/Personnel staff) to this role.

Other agency staff should not be provisioned to the Staff Compliance Tracker as this is where all agency staff information will be held.

Individual staff should not be entering their individual information, as HR/Personnel Staff should be confirming compliance to staff Qualifications, Background Checks, and Training and entering the information into the Staff Compliance Tracker



If agencies have already provisioned additional staff that are not HR/Personnel staff, please remove these staff from the IRAMS Staff Compliance role.

Staff Compliance Tracker – Access

1. <u>Health Commerce Connection</u>

- HR/Personnel Staff must first obtain access to the Health Commerce System (HCS) through their agency HCS Coordinator.
 - Each agency is required to have an established HCS Coordinator.
- Once the staff have connection to the HCS and an assigned HCS ID, they can be provisioned a role in the IRAMS Staff Compliance Tracker by the agency's **IRAMS Gatekeeper.**
 - Each agency must have at least one IRAMS Gatekeeper.



*Additional information about gaining access to the system can be found in the <u>IRAMS Access Guide</u>.

Staff Compliance Tracker – Access

2. HR Personnel Permissions

Permission must be given by each agency's IRAMS Gatekeeper to the appropriate HR/Personnel staff who will be entering staff information.

When the Gatekeeper is giving permission to their HR staff with the intent to input/manage staff compliance information, they should assign the **Manage Staff Compliance** role.

The View Staff Compliance role will be utilized mostly by DOH staff or lead HHs to check/ensure Agencies are meeting all requirements.



Permission	Groups/Users	
View Staff Compliance View staff, trainings and compliance	 Aaron Roe Alison Conneally Chantelle Boyce Diana Halstead Francine Lombardi George Brown Jodi Munson Karen Murphy Laquasia Brigman Vijay Oruganti 	
Manage Staff Compliance Manage staff, trainings and compliance *Includes the View Staff Compliance permission.	 Aaron Roe Alison Conneally Chantelle Boyce Diana Halstead Francine Lombardi George Brown Jodi Munson Karen Murphy Laquasia Brigman Vijay Oruganti 	1

Staff Compliance Tracker – Access

3. System Navigation



Once permission is granted, the HR staff can log in to IRAMS and select **Staff Compliance** from the left side menu to enter staff information, clearance, and training details.



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Staff Compliance Tracker – Process



Process- HCBS Providers

Add HCBS Agency Information

HCBS Agency Information (Click to	o expand)				~
HCBS Agency Information (Click	k to expand)				^
DOH Licensed / Certified	OCFS Volunteer Foster Care Agency Licensed	OMH Licensed	OASAS Certified	OPWDD Certified	

On the Staff Compliance landing page, HCBS agency users have a collapsible/ dropdown menu labeled 'HCBS Agency Information'. Toggles in this drop down allow users to indicate if their agency is DOH, OMH, OCFS, OASAS, or OPWDD licensed/certified. This information must be reviewed and updated as needed at least once per year prior to submitting the agency's Staff Compliance Attestation. This menu will only be present for HCBS provider users.



Staff Compliance Tracker - Requirements

The Qualifications and Training requirements for both HHCM/C-YES and HCBS providers must provide information applicable to their provider type which may include, but is not limited to, dates of completion for the following requirements on the next slide:

*Some trainings such as the CANS-NY training and the POC training are not reported to IRAMS, because information on compliance with these trainings are already captured in other DOH systems.

*Agencies that are both HHCM and HCBS providers are required to enter training for all applicable staff into the Staff Compliance tracker, based on the role the staff person is performing. Staff information for HCBS staff must be entered under the agency's HCBS Provider profile in IRAMS. Staff information for HHCM staff must be entered under the agency's HHCM profile in IRAMS.



Staff Compliance Tracker - Requirements

- CHRC Criminal Background Check (CM/HCBS Providers)
- SCR Eligibility Verification (CM/HCBS Providers)
- Staff Exclusion List (SEL) Check (CM/HCBS Providers)
- Mandated Reporting Training (CM/HCBS Providers)
- Personal Safety/Safety in the Community Training (CM/HCBS Providers)
- Trauma-Informed Care Training (CM/HCBS Providers)
- Engagement & Outreach Training (CM)



- LGBTQ Issues Training (CM)
- Cultural Competency/Awareness
 Training (CM)
- Meeting Facilitation Training (CM)
- Suicide Prevention Training (HCBS providers)
- Domestic Violence Signs and Basic Interventions Training (HCBS Providers)
- Strength-Based Approaches Training (HCBS Providers)



Process- ADD New Staff

Add Information for New Staff





Process- New Staff Demographics

Demographic Information

Staff Detail		_			
First Name* Name	Last Name*		Date of Birth* 06/20/1999	HCS ID JF199	℅ Edit Staff
Employment History	Clearance Checks 3 Trainings 6	Services			

Add Employment



New staff demographic information including name, date of birth, HCS ID (if applicable), and employment history must be added. In order to save new staff member, Date of Birth is required.

Staff Type, whether Employee or Subcontracted, is reflected alongside Employment type: Per Diem, Full-Time, or Part-Time



Process- New Staff Employment Information

Employment Information

Staff Detail				
First Name*	Last Name*	Date of Birth* 06/20/1999	HCS ID	≫ Edit Staff
Employment History Clearance Checks	3 Trainings 6	Services		
Add Employment		Employment		×
05/06/2024 - Present		Hire Date/First Day in Role* ()	Last Employment Date ①	
Per Diem Subcontractor		05/06/2024	Only non-active staff (mm/dd/yyyy)	Ë
		Staff Type*		
		Select Staff Type		~
		Employment Type*		
		Select Employment Type		~
NEW Departmer	nt		🖹 Save Employment 🗙	Cancel
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When editing or adding a staff member's information, Agencies will have the ability to add employment information by clicking 'Add Employment'.

Clearance Checks, Trainings, and Services tabs will not be able to be completed until Employment information has been added into the system.

Process- New Staff Employment Information

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Employment	×
Hire Date/First Day in Role* () Last	Employment Date 🛈
mm/dd/yyyy 🛱 On	ly non-active staff (mm/dd, 🛛 💾

Staff Type*

Select Staff Type

Employment Type*

Select Employment Type

Employment Type (Per Diem, Full-Time, or Part-Time) must be selected



Hire Date/First Day in Role is the date a staff person was hired or started in the specific role being tracked— that is, care manager or HCBS service provider.

Last Employment Date is the last day the staff member was actively employed with the agency for this role.

Staff Type

Employee- hired and paid directly by agency (include 1099 contractors hired directly).

Subcontractor- Hired through a third- party agency or staffing firm.

Process- New Staff Clearance Checks

Adding Clearance Checks



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For Clearance Checks that need to be added, Agencies should click the 'Add' button next to each type of clearance check that needs to be entered. The date clearance checks were completed should be added under 'Clearance Date'. The 'Add Clearance' button will save the Clearance Check information in the system.

	Add Clearance ×
•	Add a Clearance date for Staff Exclusion List (SEL) Check
	Clearance Date* 05/02/2024
	Add Clearance Cancel

Process – New Staff Title 8 Exemption

Title 8 Exemption for Clearance Checks



The Title 8 Exemption toggle should only be turned on for staff that are licensed under Title 8 of the NYS Education Law and are operating within their title to be considered exempt from the Criminal History Records Check (CHRC).

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Process – New Staff Trainings

Add Training(s) Information



To add completion dates of all required trainings, click the 'Add' button for the specific training to add. Enter the completion date under 'Training Date'. Trainings that still need to be added/completed will appear in red text.

The date the training was completed must be entered into the system.

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Process – New Staff Training Dates

Add Training(s) Information



If, after entering the training completion date, the training is marked as late in the system, a 'Late Reason' must be provided from the drop-down menu along with a narrative explanation. *If no late reason is provided, the late training will be counted as non-compliant*

Add a Training date for 1	Trauma Informed Care	
Must be on or before 05/13/2	2025	
Training Date*		
05/13/2025		Ë
Late Reason		
Select Late Reason		\sim
Late Explanation		



Process – New Staff Training Dates

Employment History

Clearance Checks

Trainings 6 Ser





Process – New Staff Mandated Reporter

Add Training(s) Information



OCFS Mandated Reporter Training can only be taken once a year – If a new employee has verified this has already been completed, then the date completed should be entered, which will be prior to the hire date but no more than 1 year.



Process – New Staff Mandated Reporter

Add Training(s) Information



Since this is an annual training requirement, staff will now have multiple entries for their Mandated Reporter training completion to maintain accurate records. This information will display within the "Trainings" tab.



Mandated Reporter Training

If a Mandated Reporter training date is missing or reported later than the red date indicated, the system will flag the training as late.



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**All clearance checks and the Mandated Reporter Training must be completed before an Agency is able to access the Services Tab.

Process-New Staff Service Qualifications

Add Service Qualification Information

Employment History	Clearance Checks Trainings Services ()	×
🛱 Add Service		
	Care Manager	/
	Qualification*	
	First Date of Service*	
	mm/dd/yyyy	1
	🖺 Add 🗙 Cance	4
	QualificationsAt least one of the following:	
	 Bachelors of Arts or Science degree with 2 years of relevant experience License as a Registered Nurse (RN) with 2 years of relevant experience Masters degree with one year of relevant experience For children enrolled in the Early Intervention Program and receiving Health Home services through a provider approved under the Early Intervention Program, the minimum qualifications for EIP service coordinators set forth in Section 69-4.4 of 10 NYCRR will apply. 	
	lth	

Under the '**Services**' tab you will use the '**Add Service**' feature to indicate what service(s) each staff provides.

For each service a staff provides, users must choose from the dropdown under "Qualification" what qualifications the staff member has to allow them to provide each service.

Process- New Staff First Date of Service

Add First Date of Service

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rvice Name*		
Caregiver/Family Advocacy and Support Services		~
ualification*		
		~
st Date of Service*		
mm/dd/yyyy		Ë
 Level 1 <i>Minimum</i>: High school diploma or equivalent with related huma Level 1 <i>Preferred</i>: Experience working with children/youth Level 2 <i>Minimum</i>: Bachelor's degree plus two years of related experien Level 2 <i>Preferred</i>: Master's degree in education, or a master's degree in 	an service experience ce n a human services fiel	d plus one
year of applicable experience. Supervisor Qualifications		
 Level 1 Minimum: Bachelor's degree with one year of experience in hur children/youth Level 1 Preferred: Two years' experience in human services working w Level 2 Minimum: Master's degree with one year of experience or a bac experience in human services working with children/youth 	nan services working v ith children/youth chelor's degree with for nan services working w	vith ur years of vith

Agencies are required to add the **First Date of Service** for each service the staff will start or has provided/supervised.

Process- Agency Designation

Add Service Qualification Information

Caregiver/Family Advocacy and	Support Services		
Qualification*			
Level 1 Staff		~	
First Date of Service*			
03/07/2025		Ë	
	A Save	Cancel	

A warning message will appear in red if the Agency has been de-designated to provide a service within the past six months.

Designation ended on 05/01/2025



Process- Removal of Services

Removal of Services

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Only services that appear **in error** on a staff's record should be removed. Services that were provided in the past are still applicable for their employment history and should remain under the 'Service' tab.



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Process- Existing Staff



All Staff Compliance information for both new and existing staff must be entered into IRAMS. Users can enter new information about previously entered staff by selecting
→ "Add Service" or "Edit Service."

The information contained on the previous slides can be used to help navigate the system and enter information about existing staff members.

To assist with managing existing staff compliance information, certain features have been added to the system.



Process- Existing Staff Alerts

Alerts for Completion



Icon alerts for Clearance Checks, Trainings, and Services will be included below each staff member.

Each check will indicate how many clearance checks, trainings, or services have been completed, pending, or incomplete.

Process- Existing Staff Filters

<u>Filters</u>



Agencies can also use the toggle next to the \triangle icon to filter by staff with pending/past due clearance checks, trainings, and services that have yet to be completed/entered.



Annual Staff Compliance Attestation



Staff Compliance Tracker- ATTESTATION

Each year, the Department must report to CMS on Children's Waiver performance measures regarding the Waiver Year that recently ended on March 31.

Each year, the Department has sent out reminders to HCBS providers, HHs, CMAs, and C-YES to ensure that Staff Compliance information is entered to ensure proper reporting.

The Department has now added a **Yearly Attestation** requirement for each entity to identify that they have reviewed and verified that the yearly staffing and training information has been entered and updated.

 No later than June 1st each year, agencies must <u>verify</u> that information related to staff qualifications, training, and background checks for any staff who provided services to youth or supervised staff who provided services to youth during the Waiver Year.



Annual Attestation

- Beginning at the end of the 2025-2026 Waiver Year, agencies will now be required to verify that information related to staff qualifications, training, and background checks, including those staff who have left the agency during the Waiver Year has been entered into the Staff Compliance Tracker. Verification is completed by utilizing the Staff Compliance Attestation feature in IRAMS.
 The first round of Attestations will be due June 1, 2026.
- By completing the verification, each HH, HCBS Provider, CMA, and C-YES is notifying the Department that all necessary information has been entered and can be pulled to report to the Centers for Medicare and Medicaid Services (CMS)

Waiver Year	Attestation Due Date
April 1, 2025- March 31, 2026	June 1, 2026
April 1, 2026- March 31, 2027	June 1, 2027
April 1, 2027- March 31, 2028	June 1, 2029



Department of Health For more information reference: <u>IRAMS: Referral and Authorization Portal, Staff</u> <u>Compliance, and Critical Incident, NewFeatures and Updates</u>

Annual Attestation

By clicking this button, I confirm that HAND IN HAND DEVELOPMENT INC has entered and confirmed all required agency staff employment status has been updated, all staff training, background check information, and compliance details for Waiver Year **04/01/2024 - 03/31/2025** based on the Compliance Due Date given by the Department of Health.

Staff Compliance

HAND IN HAND DEVELOPMENT INC Care Management Agency

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Attest

By clicking this button, I confirm that HAND IN HAND DEVELOPMENT INC has entered and confirmed all required agency staff employment status has been updated, all staff training, background check information, and compliance details for Waiver Year 04/01/2024 - 03/31/2025 based on the Compliance Due Date given by the Department of Health.

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C Export Staff List ۶X Search staff Showing 1 to 4 of 4 << < 20 🗸 D Q 701/2023 - 03/06/2024 01/03/2024 - Present Full-Time Employee Full-Time Employee **Clearance Checks** Trainings Services Clearance Checks Trainings Services 3/3 🗹 0/8 \Lambda 0 🕛 0/3 3/8 0

Located within the staff detail view, specifically on the main screen below the "HCBS Agency Information". Each HH, HCBS Provider, CMA, and C-YES must attest to staff qualifications, training, and background checks for any staff who provided services to youth each year.

Attest

*Attestations are not required for the 2024-2025 Waiver year

Annual Attestation

By clicking this button, I confirm that HAND IN HAND DEVELOPMENT INC has entered and confirmed all required agency staff employment status has been updated, all staff training, background check information, and compliance details for Waiver Year **04/01/2024 - 03/31/2025** based on the Compliance Due Date given by the Department of Health.



When the user clicks '**Attest**', a confirmation box will appear to verify that the staff information provided is accurate and complete for the previous waiver year.

Attest

Attestations must be completed by **June 1st** each year and should cover staff compliance information related to the Waiver Year <u>ending</u> **March 31**st.



Website and Information



<u>1115 Waiver/Home and Community Based</u> <u>Services (HCBS)</u>

Purple box titled: Critical Incident, Staff Compliance Tracker, & HCBS Referral and Authorization Portal

- User Guide
- Webinar slides and recording
- FAQ

Questions and Feedback



CONTACT



All **Children's Waiver HCBS** questions and concerns, should be directed to the Department at <u>BH.Transition@health.ny.gov</u> or (518) 473-5569

