

## New Care Coordinator Onboarding Checklist- Community Connect

Welcome!

The following checklist has been designed for use with new Care Coordinators. It is the responsibility of the providing agency to ensure the steps are completed and to arrange the necessary resources and meetings. The Community Connect Administrator will be available to support the new Care Coordinator with completing the checklist and answer any questions.

Care Coordinator's Name:

Providing Agency:

Start Date:

### 1. Each providing agency must review the requirements below with the newly hired Care Coordinator

Review the Community Connect website: [Community Connect website](#)

Review the Community Connect Provider Guidance: [Community Connect Provider Guidance](#)

Complete background check as required per agency policy and keep on file as required per Provider Agreement

**Watch the following training videos:**

Levels: <https://www.youtube.com/watch?v=HHYTc1Drhpk&t=81s>

Person-Centered Outcomes: <https://www.youtube.com/watch?v=ONilNqwi18>

Gap Funding: <https://www.youtube.com/watch?v=6TtlxfmJAY>

Mandated Reporter Training: <https://mandatedreporter.pcand.org/other-welcome/>

Care Plan: <https://www.youtube.com/watch?v=2F3dSQgDpH0&feature=youtu.be>

Case Note: <https://vimeo.com/793042763>

### 2. Care Coordinator will abide by the Code of Ethics

Read and sign [Code of Ethics](#) and provide to Agency Supervisor, to be kept on file at agency.

### 3. After completion of the above list, please complete the following next steps

Agency Supervisor completes application for Care Coordination Training

Agency Supervisor selects the date the Care Coordinator will attend on-boarding

Care Coordinator completes on-boarding

### 4. Community Connect Provider Portal access

Portal Resources/Videos: <https://www.hhs.nd.gov/behavioral-health/community-connect/training-resources>

Read and sign [Provider Portal Access Request & Confidentiality Agreement](#) and send to aolthoff@nd.gov.

### 5. After completion of the onboarding meeting and portal access has been granted, the Care Coordinator will be approved to begin providing services in Community Connect.

### 6. Care Coordinator attends Care Coordination training