

Community Connect New Care Coordinator Onboarding Checklist

Providing agency:

Care Coordinator's name:

Hire date:

Date Steps 1-10 completed:

The following checklist has been designed for use with new Care Coordinators providing services in Community Connect. It is the responsibility of the providing agency to ensure the steps are completed in order and required certificates of completion are retained in the employee's personnel file along with completed onboarding checklist.

Unless linked below, all documents and videos can be found on the Community Connect website: [Community Connect | Health and Human Services North Dakota](#)

1. Care coordinator and supervisor must review the following items*.

- ☐ Review Community Connect website.
- ☐ Review Community Connect Program Guidance.
- ☐ Complete background check as required per agency policy and keep on file as required per Provider Agreement.

Care coordinator Initials: _____ Date: _____

Supervisor Initials: _____ Date: _____

2. Care coordinator must complete Mandated Reporting of Vulnerable Adults Training.

- ☐ Find training at <https://www.hhs.nd.gov/adults-and-aging/reporting>
- ☐ Agency must retain a copy of certificate of completion.

Care coordinator Initials: _____ Date: _____

Supervisor Initials: _____ Date: _____

3. Care coordinator must complete Mandated Reporting of Child Abuse and Neglect Training.

☐ Find training at <https://mandatedreporter.pcand.org/other-welcome/>

☐ Agency must retain a copy of certificate of completion.

Care coordinator Initials: _____ Date: _____

Supervisor Initials: _____ Date: _____

4. Care coordinator and supervisor must review and sign Code of Ethics*.

☐ Code of Ethics for Care Coordinator Acknowledgement form.

☐ Agency must retain a signed copy

Care coordinator Initials: _____ Date: _____

Supervisor Initials: _____ Date: _____

5. Care coordinator must complete the Community Connect online module training course. The training is self-paced, but progress cannot be saved once the course is started. If the browser is closed during training, the course must be restarted.

☐ [Community Connect Online Module Training Course](#)

☐ Agency must retain a copy of certificate of completion.

Care coordinator Initials: _____ Date: _____

Supervisor Initials: _____ Date: _____

6. Care coordinator must review Provider Portal guidance documents and watch Provider Portal training videos*.

- ☐ Provider Portal Guidance
- ☐ Provider Portal Guidance- Gap Funding
- ☐ Portal Layout
- ☐ Portal Application Case File Layout
- ☐ Portal Referral Management
- ☐ Portal Case Notes
- ☐ Portal Assigned Peer Support
- ☐ Portal Create Care Plan
- ☐ Portal Modify Care Plan
- ☐ Portal Outcomes Billing
- ☐ Portal Participant Update

7. Care coordinator and supervisor must review and sign Provider Portal Access Request & Confidentiality Agreement*.

Care coordinator Initials: _____ Date: _____

Supervisor Initials: _____ Date: _____

8. Submit Provider Portal Access Request & Confidentiality Agreement and Community Connect online module training course Certificate of Completion to Behavioral Health Division (BHD) Administrator.

Care coordinator Initials: _____ Date: _____

Supervisor Initials: _____ Date: _____

9. Care coordinator is approved to begin providing services in Community Connect once access to the provider portal is granted.

10. Agency supervisor will register care coordinator for the next available Care Coordination Training upon receiving registration link from BHD Administrator.

Attending all training days is required.

- If care coordinator has attended the training previously, reach out to BHD Administrator for further guidance.

Supervisor Initials: _____ Date: _____

By signing below, both parties acknowledge that steps 1-10 on the Community Connect New Care Coordinator Onboarding Checklist have been completed.

Agency Supervisor Signature

Date

Care Coordinator Signature

Date

* All documents and videos can be found on the Community Connect website:
[Community Connect | Health and Human Services North Dakota](#)