

THE COUNSELING SOURCE, INC.

POLICY AND PROCEDURE

TITLE: Personnel Qualifications, Orientation and Training

PURPOSE: To ensure that clinical staff meet or exceed the qualifications necessary to legally provide services (directly or under supervision) for third party reimbursement for mandated insurance coverage.

POLICY: Qualifications and training of all personnel shall be maintained and documented in the personnel file.

PROCEDURE:

- **Hiring:** Administrative staff of TCS shall ensure that staff is hired with education and/or training appropriate to specialized services they provide. All appropriate legal requirements shall be met including applicable licensing, credential certification requirements and/or registration criteria.
- **Licensure:** All personnel for whom licensure is required by law shall maintain current licensure by the appropriate body in the state of Ohio and shall practice only within the scope of their license.
- **Job Assignments:** All personnel shall be qualified by education and/or experience to function in their assigned tasks, as defined in the job descriptions and hiring process. These job assignments will also be consistent with the allowable credentials for payer sources including Medicaid, Medicare and private insurance.
- **Orientation:** Each new clinical staff person shall receive orientation to the company policies and procedures in addition to Doc Tracker training and expected standards in each of the services settings where the clinician will be placed. Each new administrative staff person shall receive orientation to the company policies and procedures specific to their job functions. This will occur within a month of hire. However, sufficient basic orientation will occur prior to the provision of any direct service.
- **Training:** TCS shall provide cultural sensitivity and cultural competence training sufficient to provide culturally relevant services to persons served of culturally diverse backgrounds. Additional required training will be identified through consultation with the Quality Improvement Committee.

REFERENCED STANDARDS AND REGULATIONS:

OhioMHAS

CARF Behavioral Health Standards Manual

REVIEWED: March 2018

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