



SALISH BHO

NETWORK MANAGEMENT POLICIES AND PROCEDURES

Policy Name: SERVICE PROVIDER STAFF
QUALIFICATIONS

Policy Number: 3.06

Reference: State Contract; WAC 388-877-0500; -510; -515;
-0900; -1118; WAC 246-811

Effective Date: 9/2005

Revision Date(s): 5/2016; 5/2017; 6/2018

Reviewed Date: 5/2016; 5/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Policy: Corrective Action Plan

PURPOSE

It is the policy of the Salish Behavioral Health Organization (SBHO) to retain, and to require its licensed service providers to:

- Retain respectful, competent staff who are qualified to meet job requirements, including requirements for mental health professional status.
- Maintain job descriptions for staff including qualification specification.
- Conduct a Washington State Patrol and Federal Exclusion background checks and reference check on all staff providing direct service. As of August 2010, these are conducted monthly.
- Collect primary source verification of licensure. If a staff does not have a Washington state license, all transcripts and training documents must be primary source.
- Require regular supervision and at least annual staff evaluation, as well as to maintain an individual training plan for staff.

PROCEDURE

1. The SBHO maintains, and expects the network providers and subcontractors to maintain, personnel files which are consistent with good management practices and which include:
 - a) Job description and job qualification requirements for each position
 - b) Supervision and evaluation documentation
 - c) Qualifications (application or resume) of staff filling the position- primary source verification is required. If a staff has a current Washington state license, primary source education requirements are waived.
 - d) A plan which specifies training required or received
 - e) WSP/Federal Exclusion background check documentation
 - f) State licensure, agency-affiliated counselor registration, CDP or CDP-T documentation is present in each direct service staff file, unless staff is hired as a Peer Support Specialist
2. The SBHO will review a random sample of all newly hired staff personnel during the annual Administrative Review to ensure the required documentation is present.
3. The SBHO will ensure all network provider with state licensing corrective actions related to personnel files are reviewed and consistently monitored, as indicated.

MONITORING

This policy is a mandated by statute.

1. This Policy will be monitored through use of SBHO:
 - Annual SBHO Provider and Subcontractor Administrative Review
 - Quality Management Plan activities, such as review targeted issues for trends and recommendations
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for SBHO approval. Reference SBHO Corrective Action Plan Policy.