Community Counseling Services Policy and Procedure Manual Table of Contents

Organizational Chart

Governing Authority (GA)

Administration (AD)

Operations/Fiscal Management (OFM)

Medical Records (MR)

Clinical Issues (CI)

Environment/Safety (ES)

Infection Control (IC)

Ethical Issues (EI)

Community Relations (CR)

Rights of Individuals Receiving Services (RI)

Crisis/Emergency Services (CES)

Medical Services (MS)

Medication Control/Monitoring (MC)

Children/Youth Mental Health (CMH)

Adult Mental Health (AMH)

Substance Abuse (SA)

Intellectual & Developmental Disabilities (IDD)

Residential Services (RS)

Human Resources (HR)

General Services (GS)

ADMINISTRATION

Administrator On-Call	AD 01
Consultation/Contract for Services	AD 02
Leadership Team Benefits	AD 03
Policy and Procedure Manual	AD 04
Policy Development	AD 05
Annual Operational Plan	AD 06
Service Delivery Expectations	AD 07
Comprehensive Mental Health Center Service Elements	AD 08
Quality Management Team	AD 09
Utilization of Volunteers	AD 10
County Support	AD 11
Certificates of Operation	AD 12

ADULT MENTAL HEALTH

Reserved for future use	AMH 01
Services to the Elderly	AMH 02
Psychosocial Rehabilitation	AMH 03
Services to Individuals with Co-Occurring Disorders	AMH 04
Senior Psychosocial Rehabilitative Services	AMH 05
Supported Employment	AMH 06
Adult MAP Teams	AMH 07

CHILD/YOUTH MENTAL HEALTH

Reserved for Future Use	CMH 01
Resolving Conflicts between Minors and Family/ Guardian Concerning Care During Treatment	CMH 02
Family Support and Education, Children/Youth	CMH 03
Children's Day Treatment Programs	CMH 04
MAP Teams	CMH 05
Intensive Outpatient Psychiatric Services Children/Youth	CMH 16
Wraparound Facilitation	CMH 07

CLINICAL ISSUES

Clinical Abbreviations and Terminology	CI 01
Service Termination/Provider Discharge	CI 02
Documentation	CI 03
Reserved for Future Use	CI 04
Individual Receiving Services Initiated Discharge prior to Completion of Treatment Goals (see RS 03 and RS 04 for Community Living/Residential)	CI 05
Pre-Evaluation Screening/Civil Commitment	CI 06
Reserved for Future Use	CI 07
Reserved for Future Use	CI 08
Sex-Related Behaviors	CI 09
Individual Service Plan Formulation & Review	CI 10
Reserved for Future Use	CI 11
Reserved for Future Use	CI 12
Inpatient Referral	CI 13
Discharge Due to Behavioral Issues	CI 14

COMMUNITY RELATIONS

Agency Requested Home Visits	CR 01
Consultation and Evaluation	CR 02
Court/Law Enforcement Collaboration	CR 03
Employee Assistance Program	CR 04
Contact/Response to Referral Sources	CR 05
Referral to Other Agencies	CR 06

Crisis/Emergency Services

Emergency Service Reports CES 01
Emergency Services CES 02

ENVIRONMENT AND SAFETY

Contraband	ES 01
Pest Control	ES 02
Fire, Health, & Safety Equipment Inspection/Monitoring	ES 03
Facilities	ES 04
Firearms and Other Dangerous Weapons	ES 05
Environment and Safety Standards for Community Living	ES 06
Reserved for Future Use	ES 07
Smoke – Free Environment	ES 08
Transportation of Individuals Receiving Services	ES 09
Emergency/Disaster Response & Continuity of Operations	ES 10
Security Badges	ES 11
"Green File" Protocol	ES 12
Maintenance of Facilities	ES 13
Community Counseling Services -Owned Vehicles	ES 14
Pets on Program Property	ES 15
Active Shooter Situation Response	ES 16

ETHICAL ISSUES

Abuse and Neglect Reporting	EI 01
Ethical Conduct	EI 02
Managing Ethical Dilemmas	EI 03
Duty to Warn	EI 04
Medicaid Fraud	EI 05
Recording of Conversations in the Workplace	EI 06

GOVERNING AUTHORITY

Source of Governing Authority	GA 01
Assignment of Responsibility for Agency/ Program Management	GA 02
Governing Authority Disclaimer	GA 03
Governing Authority: Notifications and Compliance	GA 04
Reserved for Future Use	GA 05
Documentation of Capital Property	GA 06
Governing Authorities Duties and Responsibilities	GA 07

HUMAN RESOURCES

Affirmative Action	HR 01
Proof of Automobile Liability Insurance	HR 02
Cardio-Pulmonary Resuscitation/Crisis Prevention Intervention Training	HR 03
Dress Code	HR 04
Drug – Free Workplace	HR 05
Employee Appeal Process	HR 06
Employee Drug Screen	HR 07
Employee Performance Evaluation	HR 08
Equal Employment Opportunity	HR 09
Hiring of Staff	HR 10
Hours of Employment	HR 11
Personal Leave Benefits	HR 12
Leave Benefits Other Than Personal Leave	HR 13
Employee Benefits Other Than Leave	HR 14
Reserved for future use	HR 15
Minimum Qualifications of Staff	HR 16
Outside Employment/Education	HR 17
Personal Visits/Solicitation/Phone Calls	HR 18
Personnel Health Data	HR 19
Termination of Employment	HR 20
Disciplinary Action Employee Suspension	HR 21
Disciplinary Action other than Suspension	HR 22

Supervisor/Supervisee Issues	HR 23
Grievance Regarding Disciplinary Action	HR 24
Nepotism	HR 25
Holidays	HR 26
Supervision	HR 27
Political Activity	HR 28
Maintenance of Personnel Records	HR 29
Storage of Personnel Records	HR 30
Prohibition of Harassment	HR 31
Recruitment of Staff	HR 32
Seat Belts	HR 33
Training of Staff/Staff Development	HR 34
Tuition Credit/Reimbursement	HR 35
Workman's Compensation	HR 36
References	HR 37
Computer and Internet Acceptable Use	HR 38
Inclement Weather	HR 39
Family Medical Leave	HR 40
Cell Phone Use	HR 41
Employee Longevity Recognition	HR 42
Employee Referral Bonus	HR 43
Employment Eligibility Verification	HR 44
Internship Placements	HR 45
Temporary Modified Duty	HR 46
LPC Supervision Assistance	HR 47
Personal Conduct	HR 48

INFECTION CONTROL

Food Preparation	IC 01
Infection Control/Universal Precautions	IC 02
Hand Washing	IC 03
Infection Control	IC 04
Tuberculosis Testing and Control	IC 05
Employee Illness	IC 06

INTELLECTUAL & DEVELOPMENTAL DISABILITIES

Intellectual/Developmental Disabilities Services/ Eligibility	IDD 01
Reserved for future use	IDD 02
Day Services - Adults	IDD 03
Work Activity Services	IDD 04
Prevocational Services	IDD 05
Supported Employment Program – IDD	IDD 06
Customized Employment/Job Discovery Services	IDD 07
Day Habilitation Services (1915i)	IDD 08
Home and Community Supports (HCS)	IDD 09
ID/DD Community Respite	IDD 10
ID/DD In-Home Respite	IDD 11

MEDICAL RECORDS

Maintenance & Access to Clinical Records	MR 01
Calculating Charges for Records Released	MR 02
Service Termination and Provider Termination	MR 03
Comparing Case Notes and Service Logs	MR 04
Confidentiality/Consent to Release/Obtain Information	MR 05
Documentation of the Medical Record	MR 06
Filing Case Notes/Medical Record Documentation	MR 07
Maintaining Signature on ISP	MR 08

MEDICAL SERVICES

Informing Individuals of Possible Side	MS 01
Effects of Psychoactive Drugs	
Psychiatric/Physician/PMHNP and Nursing Services	MS 02

Medication Control/Monitoring

Medication Administration, Storage, & Disposal	MC 01
Medication Control & First Aid Kits	MC 02
Handling Medications on Admission to the Pines/Cady Hill	MC 03
Supervision of Self-Administration of Medication During an Individual's Stay at PACH	MC 04
Medication Disposal at Time of Discharge from the PACH	MC 05
Providing for the Self-Administration of Medications on a Pass from PACH	MC 06

OPERATIONS/FISCAL MANAGEMENT

Appointment Cancellation	OFM	01
Admission/Readmission	OFM	02
Daily Service Logs	OFM	03
Documentation of No-Show Individuals	OFM	04
Handling Money	OFM	05
Incident Reporting	OFM	06
Maintenance of Required Records	OFM	07
Retention of Required Records	OFM	08
Transfer of a Chart with Deficiencies	OFM	09
Agency Vehicle Liability Insurance	OFM	10
Wage and Salary Administration	OFM	11
Purchasing	OFM	12
Use of Agency Automobile	OFM	13
Out of Region Travel	OFM	14
Expense Reports	OFM	15
Budget	OFM	16
Fees	OFM	17
Fiscal Management	OFM	18
Independent Audits	OFM	19
Inventory, Accounting and Administrative Internal Controls	OFM	20
Program-Related Management	OFM	21
Petty Cash	OFM	22
Transfer of Individuals Receiving Community Support Services	OFM	23

Table of Contents, Operations/Fiscal Management, page 2

Unit Cost Report	OFM 24
Reserved for future use	OFM 25
Program Rules and Schedules	OFM 26
Emergency Telephone Numbers	OFM 27
Civil Commitment Notification	OFM 28
School System Affiliation Agreements	OFM 29
Time Sheets	OFM 30
Outpatient Eligibility	OFM 31
Cellular Telephone Receipt and Return	OFM 32
Accounting Manual	OFM 33
Accumulation of Surplus Funds	OFM 34
Assisting with Appointments	OFM 35
Handling of Medication outside Community Counseling Services	OFM 36
Accounting and Financial Personnel	OFM 37
Compliance with Department of Mental Health Guidelines/Regulations	OFM 38
Expenditure of Federal Funds	OFM 39
Contractual Services	OFM 40
Generated Income	OFM 41

GENERAL SERVICES

Initial Assessment/Eligibility	GS 01
Outpatient Therapy	GS 02
Peer Support Services	GS 03
Targeted Case Management	GS 04
Community Support Services	GS 05

RESIDENTIAL SERVICES

RS 01
RS 02
RS 03
RS 04
RS 05
RS 06
RS 07
RS 08
RS 09
RS 10
RS 11

RIGHTS OF INDIVIDUALS RECEIVING SERVICES

Reserved for future use	RI 01
Access to Telephone	RI 02
Reserved for future use	RI 03
Grievances of Individuals Receiving Services	RI 04
Privacy of Individuals Receiving Services	RI 05
Rights of Individuals Receiving Services	RI 06
Screening for Prohibited/Illegal Substances	RI 07
Property of Individuals Receiving Services	RI 08
Search and Seizure	RI 09
Photographing, Videoing, Recording of IRS	RI 10
Non – Discrimination	RI 11
Physical Limitations	RI 12
Time Out	RI 13
Mechanical/Chemical Restraint/Seclusion	RI 14
Physical Restraint/Escort	RI 15
Limited English Proficiency Services	RI 16
Assistance for Individuals with Sensory Impairments	RI 17

SUBSTANCE ABUSE

Recovery Support Services	SA	01
Prevention	SA	02
Intensive Outpatient Program	SA	03
Bureau of Alcohol and Drug Abuse		
Reporting	SA	04
Structured Intervention	SA	05
Outpatient Services	SA	06