

**Section:** Human Resources  
**Policy:** Affirmative Action  
**Policy No.:** HR 01  
**Effective:** 02/01/1978  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services to conduct business as an Equal Opportunity Employer by providing equal access to employment opportunities through non-discriminatory practices without regard to race, color, religion, sex (including pregnancy and wages), national origin, disability, age, or genetic information.

**PURPOSE:** To ensure that Community Counseling Services provides equal employment opportunities to all individuals

**PROCEDURE:** Recruitment of staff will occur through procedures outlined in the *Recruitment of Staff Policy* (HR 32). Job postings for all open positions will be made available by the Department of Human Resources to all sites and will be distributed to all sites as they occur. The CCS website will also be updated to reflect the current job posting. Advertisements for open positions will reflect that Community Counseling Services is an Equal Opportunity Employer.

Applications for employment will be designed so as to not request information regarding race, sex, color, disability, religion, national origin, age, or genetic information. No pre-employment inquiries may be made about the nature of an applicant's disability which does not affect his/her ability to perform the job for which he/she is applying. Job descriptions will be designed so they do not discriminate on the basis of race, sex, color, disability, religion, national origin, age, or genetic information. Assignment and promotion of employees, as well as their hiring, shall be based on their qualifications and abilities without regard to sex, race, color, religion, age, disability, national origin, or genetic information.

Supervisors will be scheduled on a regular basis through the Human Resources Department to ensure that non-discriminatory employment practices are upheld. All Community Counseling Services employees will be held responsible for compliance with this policy.

**Section:** Human Resources  
**Policy:** Proof of Automobile Liability Insurance  
**Policy No:** HR 02  
**Effective:** 12/17/1992  
**Revised/Approved:** 3/28/17

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**POLICY:** It is the policy of Community Counseling Services that all employees that have a vehicle which is utilized to drive to/from work, individuals that use a vehicle during the course of their work day to perform their job duties, and all designated drivers must demonstrate proof of automobile liability insurance.

**PURPOSE:** To ensure that the financial responsibility associated with the operation of a personal vehicle is met and to comply with Mississippi State law

**PROCEDURE:** Proof of automobile liability insurance will be a requirement of employment for all employees that have a vehicle which is utilized to drive to/from work, for individuals that use a vehicle during the course of their work day to perform their job duties, and for all designated drivers.

At the time of pre-employment paperwork, prospective employees will sign a statement acknowledging the requirement to maintain current and continuous automobile liability insurance and giving permission to contact their insurance carrier to verify dates of coverage and/or verify that the employee is a listed driver on the policy submitted. During the annual evaluation process, each employee will verify his/her understanding of the necessity to maintain current and continuous automobile liability insurance. Each staff member will provide a copy of his/her automobile liability insurance on a timely basis to the Human Resources Department each time it is renewed and with the copy to be maintained in the individual's personnel record. The copy submitted must list the employee as a covered driver on the policy.

The Human Resources Department will track and inform staff members and appropriate County Administrators/Program Supervisors regarding automobile liability insurance expiration dates. Although every effort will be made to notify staff members, ultimately it is the employee's responsibility to provide Human Resources with verification of current and continuous automobile liability insurance. Disciplinary action, up to and including termination, may result from a failure to provide verification of continuous automobile liability coverage.

Exception: If an individual does not drive to and from work, holds a position that does not require use of a personal vehicle during the work day, and does not own a vehicle, he/she can request to sign a No Vehicle/No Insurance statement. The request will be reviewed by the HR Department with consultation from the position supervisor. If approved, the individual may sign the No Vehicle/No Insurance statement with the understanding that at any time they purchase a vehicle, start driving to and from work, or obtains a position that requires use of a personal vehicle during the work day, he/she will have to provide proof of auto liability insurance immediately.

**Section:** Human Resources  
**Policy:** Cardiopulmonary Resuscitation and Crisis Prevention  
Intervention Training  
**Policy No:** HR 03  
**Effective:** 02/23/1988  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services that each direct service employee receives training in the techniques of Cardiopulmonary Resuscitation (CPR) and becomes certified in Crisis Prevention Institute (CPI) as a condition of his/her employment with Community Counseling Services.

**PURPOSE:** To ensure that each employee has acquired the skills needed to offer assistance to others during situations which could be life-threatening and to ensure that all employees are able to recognize potential crisis situations and understand basic crisis prevention techniques.

**PROCEDURE:** Training in CPR/and crisis management (i.e., CPI) shall be completed before within 30 days of hire, as long as someone else at the staff members location is currently certified. For direct service staff working in community living program, certification must be obtained prior to contact with individuals receiving services and/or service delivery. Employees must receive refresher training in CPR every two years and CPI annually. It shall be the responsibility of the Department of Human Resources to document such training in the personnel files of each service provider. The HR Department will schedule CPR and CPI training sessions as needed for staff to maintain certification as required. However, ultimately it is the employee's responsibility to be aware of when their certification expires and ensure training is received within the required timelines.

Training classes for CPR and CPI may consist of films, lecture, instruction utilizing hands-on-learning and a written test. The CPR sessions and instruction will be provided by an instructor who is certified by an approved certification agency such as the American Heart Association or American Red Cross. CPI classes will be conducted by a certified Crisis Prevention Intervention instructor.

If an employee fails to attend two scheduled CPR trainings (unexcused), it will become the employee's responsibility to receive CPR training outside the agency within ninety (90) days. Disciplinary action may occur for those employees who do not attend scheduled training sessions.

**Section:** Human Resources  
**Policy:** Dress Code  
**Policy No:** HR 04  
**Effective:** 01/01/1995  
**Revised/Approved:** 11/1/2016

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**POLICY:** It is the policy of Community Counseling Services that each employee's personal appearance and clothing will be appropriate for the type of work he/she is to perform. Dress to meet and favorably impress the individuals we serve should be the general guide.

**PURPOSE:** To provide general guidelines for working attire and personal appearance while representing Community Counseling Services in an official capacity, whether at the employee's work site or away from the work site

**PROCEDURE:** Acceptable workplace attire can be casual and comfortable, while being clean, modest, professional, and appropriate for a workplace environment. The following types/styles of clothing are **not** acceptable either in the offices or on official business:

- Shorts/"Bermudas" (Bermudas are by definition above the knee)
- Tank tops/crop tops/cut off shirts
- "Jams"
- "Sweats"/loungewear
- "T" shirts (except those with the Community Counseling Services logo)
- Sportswear
- Short skirts
- Running shoes/tennis shoes
- Jeans (except on designated casual/spirit days)
- Tight fitting or revealing
- Worn, stained, torn, or faded clothes (this includes new clothes designed to look worn or with tears/holes.)

Sportswear or costumes are appropriate only when specifically authorized in a written memo as part of an official agency activity or function.

Employees are authorized to wear Community Counseling Services (CCS) logo wear on any workday **unless** other professional attire is indicated or client confidentiality may be at risk. In situations where client confidentiality may be at risk, employees may consider the CCS logo wear that does not have "Community Counseling Services" indicated but displays the CCS logo/emblem only. Employees are expected to represent CCS in a way consistent with standards of behavior as outlined in the Ethical Code of Conduct Policy: EI 02. Employees should be especially mindful that they are representing Community Counseling Services when wearing CCS logo wear.

The first Friday of each month is deemed "Casual Day" and jeans are permissible with or without a CCS t-shirt. Each other Friday of the month will be deemed "CCS Pride Days". On these days employees will be allowed to wear jeans (in good condition, no holes) as long as they wear a CCS logo shirt on these days.

Programs which provide recreational or activity intensive therapies will establish dress

standards as needed in order to meet program standards as approved in writing by their County Administrator and the Human Resources Department. Due to the nature of their positions, the Facilities/Maintenance and IT Departments are authorized to wear jeans as part of their normal work attire.

Employees who work in schools, nursing homes, or other areas that are not Community Counseling Services must abide by the dress code of that employer. If there is a discrepancy between the dress code for Community Counseling Services and an alternate location for service delivery to which the employee is assigned, the employee must abide by whichever dress code is most restrictive.

If determined by an agency supervisor that an employee's dress does not conform to the agency dress code policy, the employee will be sent home to change on the employee's time. Repeated instances of failure to conform to the agency dress code may result in disciplinary action.

**Section:** Human Resources  
**Policy:** Drug-Free Workplace  
**Policy No:** HR 05  
**Effective:** 11/01/1992  
**Revised/Approved:** 12/23/2012

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**POLICY:** It is the policy of Community Counseling Services to provide a drug free work environment for all its employees and to comply with Public Law 100-690 requiring behavioral health treatment agencies to reduce the impact of drugs in the work place.

**PURPOSE:** To ensure that Community Counseling Services can meet its obligation to provide a drug free, healthful, safe and secure environment for all individuals receiving services, employees, and visitors

**PROCEDURE:** It is the responsibility of each employee to report the use or possession of any illegal drug by a Community Counseling Services employee to his/her County Administrator/Program Supervisor or the Personnel Officer. All reports of possession or use of an illegal substance will be investigated by the Human Resources Department.

It is the intent of Community Counseling Services to maintain a drug free work place. If warranted by cause, any employee may be asked to submit to drug screening procedures. (See Policy *HR 07* for procedures.) Inappropriate behavior by any employee may result in that individual being required to submit to a for cause drug screening.

Community Counseling Services recognizes drug dependence as an illness, a major health problem and a potential health, safety and security problem. Employees requiring assistance in dealing with such problems are encouraged to seek assistance and may be required to attend treatment.

**Section:** Human Resources  
**Policy:** Employee Appeal Process  
**Policy No.:** HR 06  
**Effective:** 01/01/1995  
**Revised/Approved:** 03/28/2017

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**POLICY:** It is the policy of Community Counseling Services to provide an appeal process for regular staff members (those having met the six [6]-month/new-hire probationary period) who have been recommended for termination

**PURPOSE:** To provide a mechanism for employees to appeal a termination recommendation to the Leadership Team and Administrators/Supervisors other than their own if they are in disagreement with the facts related to the recommendation for termination.

**PROCEDURE:** Upon receipt of a recommendation for termination notice, the employee may inform the Department of Human Resources within three (3) working days of his/her intent to appeal the termination decision. The Appeal Committee is composed of the leadership team. This includes County Administrators/Supervisors, Chief Financial Officer, Chief Operations Officer, and Personnel Officer. The Department of Human Resources will determine the date and time of the impending hearing based on appeal committee members availability and the appealing employees schedule. All effort will be made to schedule the hearing as quickly as everyone is available.

Present at the appeal hearing will be:

- A quorum of the Appeal Committee members
- The employee
- The employee's direct supervisor, if other than an appeal committee member

No person other than those listed above will be permitted to attend the appeal hearing. It is an internal procedure of Community Counseling Services rather than a legal proceeding.

The hearing will be chaired by the Personnel Officer or his/her designee except in cases when the appealing employee is being directly supervised by him/her. In that instance, an appeal committee member will be appointed to chair the hearing. In order to have an accurate recording of the proceedings, the hearing will be recorded by Community Counseling Services, with the knowledge of the employee. (Consistent with EI 06: Recording of Conversations in the Workplace, no employee may secretly tape or otherwise record or videotape the appeal hearing proceedings.)

The employee will have the opportunity to make statements and ask questions of everyone present. Appeal Committee members, with the exception of the County Administrator/Supervisor of the appealing employee, will have the opportunity to ask questions of said employee, the employee's supervisor and the employee's County Administrator.

Following the above process, the appealing employee will be excused and informed that she/he will be informed of the outcome via certified mail within three (3) working days. Appeal Committee members, with the exception of the appealing employee's County Administrator/Supervisor, will vote on the termination recommendation.

If the decision is for reinstatement, the employee will be notified to return to work. The decision of the appeal committee for reinstatement is final and binding. If the Appeal Committee decision is to uphold the recommendation for termination, the Executive Director is notified of the decision. If he/she concurs with the recommendation for termination, a termination letter will be sent by certified mail, with termination effective immediately.

In compliance with Community Counseling Services' Zero Tolerance under the Medicaid Fraud policy (EI 05), individuals that are recommended for termination due to fraudulent billing/Medicaid Fraud will not be eligible for an appeal. Substantiated reports of fraudulent billing/Medicaid Fraud will be reported to the Bureau of Program Integrity through the Attorney General's office for further investigation as determined by the Attorney General's office. In addition, employees who have a drug screen that indicates the presence of an illegal drug will have no option for an appeal.



**Section:** Human Resources  
**Policy:** Employee Drug Screen  
**Policy No:** HR 07  
**Effective:** 11/1/1992  
**Revised/Approved:** 3/1/2014

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**POLICY:** It is the policy of Community Counseling Services (CCS) to implement measures to reduce the impact of drugs on the work place by conducting pre-employment drug screens, for cause/reasonable suspicion drug screening, and post-accident drug screens, as well as, supervisor training and employee awareness/education activities. CCS will take steps to prevent and discourage such use, possession, sale, or distribution of stated contraband at any time by any CCS employee or contract employees.

**PURPOSE:** To ensure the safety of our employees and facilities, as well as, the safety of the general public and our ability to fulfill our obligations under the Drug-Free Work Place Act of 1988.

#### **PROCEDURES:**

##### **General Information**

Community Counseling Services (CCS) is committed to providing a safe, healthy, and efficient working environment for all employees and those who do business with CCS, as well as, protecting its reputation in the community. To help achieve this goal, whenever employees are working, are operating any CCS vehicle, are present on CCS premises, or are conducting Company related work off-site, they are prohibited from:

- using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia\*);
- being under the influence of alcohol or an illegal drug as defined in this policy;
- possessing or consuming alcohol; and
- abusing inhalants or prescription drugs or possessing prescription drugs that have not been prescribed for the employee by a physician.

\* Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

The presence of any detectable amount of alcohol, any illegal drug, or illegal controlled substance in an employee's body system, while performing company business or while in a company facility, is prohibited. Use of some drugs is detectable for several days. Detection of such drugs or alcohol will be considered being "under the influence." Refusal to submit to a drug and/or alcohol screen is grounds for immediate termination.

CCS does not allow any employee to perform their duties while taking prescribed or non-prescription medication that adversely affects the employee's ability to safely and effectively perform their job duties. Employees are required to notify their immediate supervisor or the Personnel Officer in the event such medication(s) impact their ability to safely perform their job functions.

While CCS has no intention of intruding into the private lives of its employees, CCS does expect employees to report for work in a condition to do their duties. CCS recognizes that employees' off-the-job, as well as, on-the-job, involvement with drugs and alcohol can have an impact on the workplace and on our ability to accomplish our goal of a drug-free work place. Off-the-job illegal drug use which could adversely affect an employee's job performance or which could jeopardize the safety of others, the public, or company equipment, is proper cause for administrative or disciplinary action up to and including termination of employment.

Employees who are arrested for off-the-job drug activity may be considered to be in violation of this policy. In deciding what action to take, management will take into consideration the nature of the charges, the employee's present job assignment, the employee's record with Community Counseling Services, and other factors relating to the impact and circumstances of the employee's arrest.

## **Action Steps**

### **Pre-Employment Testing:**

An offer of employment shall be made contingent upon successful completion of a drug screen. During pre-employment paperwork, prospective employees will be asked to read and sign the Contingency of Employment statement indicating their understanding that the offer of employment is contingent upon successfully passing the pre-employment drug screen. All employment offer letters will contain a statement that employment is contingent upon passing a drug test.

Collection and testing procedures will be performed as outlined under the Collection and Testing Procedures section of this policy. Results of prospective employee drug screens are emailed to the CCS Department of Human Resources in a confidential manner. Average time for return is 3-5 days. No employee may begin a work assignment prior to Human Resources receiving the results of the drug screen report.

If the results of the drug screen are negative, the prospective employee is eligible for work assignment if all other conditions of employment have been met. If the results of the drug screen are positive and can be substantiated by a valid prescription(s), the prospective employee will be asked to produce proof of a valid prescription. If able to fulfill this request, the prospective employee is eligible for work assignment if all other conditions of employment have been met. (Further consideration will be given to any medication that suggests a condition that would render a prospective employee unable to fulfill job duties safely.) If the results of the drug screen are positive and not substantiated by a valid prescription, the offer of employment will be withdrawn based on failure to successfully fulfill pre-employment requirements.

### **For Cause Testing/Reasonable Suspicion:**

If a supervisor suspects that an employee is under the influence of drugs or alcohol while on duty through direct observation or substantiated reporting, the supervisor will immediately notify the Personnel Officer. The supervisor will inform the employee of specific observations and behaviors that create a reasonable suspicion that the person is under the influence of illegal drugs and/or alcohol and submit in writing to the Personnel Officer a summary of this information. The supervisor will notify the employee that a drug screen will be performed immediately. The employee will be placed on

administrative leave pending the outcome of the drug screen. The Department of Human Resources will be responsible for notifying the employee of the drug screen results and whether reinstatement with pay or a recommendation for termination will occur. Under no circumstance will the employee be allowed to drive him/herself to the testing facility. The Human Resources Department will make arrangements for the employee to be transported home.

If the results of the drug screen are negative, the employee will be returned to work with pay for work time lost. All documentation will be referred to the Human Resources Department. If the problem behavior continues, the supervisor may request a follow-up drug screen. If the results of the drug screen are positive and not substantiated by a valid prescription, the results of the drug screen will be forwarded to the Executive Director for a recommendation regarding employment status up to and including termination. If the drug screen results reflect an illegal substance, it will be determined that the employee is ineligible for employment at CCS and the employees' employment will be terminated. Employees whose drug screen indicates the presence of an illegal drug will have no option for an appeal.

#### **Post-Accident:**

Employees are subject to testing when they are involved in an accident that damages a CCS vehicle, machinery, equipment, property and/or result in injury to themselves or another individual requiring medical attention. In any of these instances, the investigation and subsequent testing should take place within two (2) hours following the accident unless unable to do so due to the extent of the accident/injury.

#### **Collection and Testing Procedures**

The Human Resources Department will coordinate specimen collection for employees subject to alcohol and/or drug testing. Personnel of the Human Resources Department will collect the specimen, while strictly adhering to the recommended testing procedures from the company that supplies the collection device(s). Specimens will be sent to a certified laboratory for screening and confirmation of all positive screens. A Medical Review Officer ("MRO") will review all positive results. For purposes of this policy, test results generated by law enforcement or medical providers may be used by Community Counseling Services. Refusal by an employee to submit to testing procedures as requested will be viewed as a positive result and constitute grounds for termination.

#### **Confidentiality**

All information relating to drug and/or alcohol screens is to be kept strictly confidential. The information will be kept in the employee's medical file, which will be maintained separately from the employee's personnel file. These medical files will be kept locked and secured and access will be limited to certain individuals in the organization. Under no circumstances should the results of a drug and/or alcohol screen be discussed with individuals who do not have a work-related need to know.

#### **Inspections**

CCS reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas, and property that might conceal a drug, alcohol, or other contraband. Employees who possess such contraband or refuse to

cooperate in such inspections are subject to appropriate discipline, up to and including discharge.

**Other Pertinent Information:**

While the organization does not condone the abuse of alcohol, prescription drugs, and/or use of illegal drugs, CCS does recognize that addiction to drugs and/or alcohol can be treated. Employees with drug problems are encouraged to request professional help/assistance and if requested, CCS will assist the employee in identifying treatment options. The confidential nature of the employee's counseling and rehabilitation for drug and/or alcohol abuse will be preserved.

**Definitions**

Under the Influence: For the purpose of this policy, being under the influence means that the employee is affected by a drug or alcohol or the combination of a drug and alcohol in any detectable manner. The symptoms of influence are not confined to those consistent with misbehavior, nor to obvious impairment of physical or mental ability, such as slurred speech or difficulty in maintaining balance.

Illegal drug: Illegal drug means any drug (a) not legally obtainable or (b) legally obtainable but not legally obtained or used. Therefore, the term includes prescription drugs obtained illegally and prescription drugs not being used for prescribed purposes. It also includes marijuana, cocaine and heroin and derivatives of those drugs, among other illegal drugs.

Legal drug: Legal drug includes prescribed and over-the-counter drugs legally obtained and being used for the purpose and for the individual for whom they were prescribed and/or manufactured.

Premises: Premises includes all buildings and other facilities used by Community Counseling Services to conduct its operations plus all work sites to which employees are assigned in the course of the performance of their duties for CCS.

Reasonable Suspicion: For all purposes under this policy, reasonable suspicion shall be defined as a belief based on observed, specific, objective facts where the rational inference to be drawn under the circumstances is that the person is under the influence of drugs or alcohol. Report to a co-worker from an employee that they are under the influence will constitute reasonable suspicion even in the absence of observable behaviors.

Valid prescription: One which is current, from a licensed physician, and in the individual's own name.

**Section:** Human Resources  
**Policy:** Employee Performance Evaluation  
**Policy No.:** HR 08  
**Effective:** 02/23/1989  
**Revised/Approved:** 3/28/2017

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**POLICY:** It is the policy of Community Counseling Services that all employees receive a performance evaluation at regularly scheduled intervals during their employment with CCS.

**PURPOSE:** To ensure that each employee has a performance appraisal by his/her immediate supervisor on a regular basis or as needed and that each employee has an opportunity to respond in writing to the performance evaluation.

**PROCEDURE:**

**New Hire Probationary Period:** The new hire probationary period consists of the first six (6) months of employment. Monthly evaluations will be conducted by the employee's supervisor with a formal, scheduled progress assessment meeting for the first six months of employment. For any month where performance is determined to need improvement, a plan of correction shall be completed. A copy of the evaluation form (HR-089) will be utilized and shall be sent to the HR Department each month to validate regularly scheduled reviews, as well as, corresponding plans of correction. The HR Department will track monthly progress assessments and will report to the Executive Director any deficiencies in the receipt of employee performance assessment reports. Once completed, the original monthly evaluation (HR-089) will be placed in the employee's personnel file.

The probationary period will not be extended beyond the six (6) month period without consultation from the Personnel Officer and approval from the Executive Director. In no case shall the extension of the initial probationary period be for more than ninety (90) days. Probationary periods are established to determine how well an employee will be able to perform his/her job responsibilities. Every effort will be made to assist the employee with employment practices, job development, and policies of Community Counseling Services during the probationary period. The employee may be appointed to the regular staff if he/she has satisfactory job performance. With the recommendation of the employee's supervisor and the Personnel Officer, the Executive Director makes the final decision to recommend appointment to the regular staff. If termination is recommended, the Executive Director must approve this action prior to the end of the employee's new hire probationary period. Employees terminated during or at the end of the probationary period are not eligible for an appeal hearing.

During the new hire probationary period, employees are not eligible to transfer into other positions within the agency unless the transfer is initiated by the Executive Director due to documented emergencies where it is necessary to maintain adequate care of individuals receiving services.

For employees who transfer to a new position (i.e., new job description) after having completed his/her new hire probationary period, he/she will engage in a new position six month probationary period and follow the same procedures as outlined above.

**Post-Probationary Period:** Performance evaluations will be conducted annually, be in writing, will be reviewed with the employee, and will become a part of the employee's personnel file. The employee's signature on the evaluation form will document his/her review of the evaluation. For individuals who have been employed less than one (1) year, the employee's supervisor will conduct the first performance appraisal during October/November, which will cover the evaluation period of the date of hire through September 30<sup>th</sup> of the given year. Employees hired on or after July 1 of a calendar year will not participate in the annual evaluation process until the following year. Performance appraisals for all other employees will be performed by the employee's supervisor during the months of October and November each year. The evaluation will cover the evaluation period of October 1<sup>st</sup> through September 30<sup>th</sup>. The annual performance evaluation tool will mirror the employee's job description. For any employee who receives two (2) or more areas of concern in any dimension of the duties outlined on the employee's job description, the employee will be placed on a ninety (90) day probationary status.

**Bonus/Increase Determination:** The agency will evaluate overall performance in conjunction with budget development in the month of September. If deemed appropriate, in conjunction with budget approval, the Commission will determine an appropriate increase/bonus for all eligible employees. Employees hired after July 1 of the calendar year, as well as employees who have been placed on probation as a result of his/her performance evaluation or disciplinary probation for any reason will not be eligible for the increase/bonus. In addition, any employee who has not completed personnel requirements and or/required training for employment with the agency will also be rendered ineligible for the increase/bonus.

Employees who submit a resignation within 30 days of receipt of an increase/bonus as part of the annual performance evaluation will not be eligible for the increase/bonus. In situations where a bonus check was issued and an individual resigns within 30 days of the date of receipt, it will be expected that the employee 1) return the check, 2) the amount of the bonus will be withheld from the employees last paycheck or 3) the amount of the bonus will be withheld from the employees personal leave payout (if applicable/eligible).

**Section:** Human Resources  
**Policy:** Equal Employment Opportunity  
**Policy No.:** HR 09  
**Effective:** 11/01/1992  
**Revised/Approved:** 04/22/2014

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**POLICY:** It is the goal of Community Counseling Services to maintain a diverse workforce and to provide equal employment opportunities to all qualified employees and applicants for employment by complying with applicable state and federal employment regulations.

**PURPOSE:** To ensure that recruitment, selection, hiring, assignment, transfer, promotion, termination, compensation, benefits, and other terms and conditions of employment are based on employees' qualifications and abilities without regard to race, color, religion, sex (including pregnancy and wages), national origin, disability, age, or genetic information. Furthermore, Community Counseling Services will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship, safety, and/or health risk.

**PROCEDURE:** It is the responsibility of the Personnel Officer to ensure that policies are in place that assures the hiring, assignment, and promotion of employees shall be based on their qualifications and abilities without regard to sex, race, color, religion, age, irrelevant disability, marital status, or ethnic or national origin.

It is the responsibility of the Personnel Officer to ensure that written personnel policies must describe personnel procedures addressing the following areas:

1. Wage and salary administration (OFM 11)
2. Employee benefits (HR 14)
3. Working hours (HR 11)
4. Vacation and sick leave/personal leave (HR 12)
5. Annual job performance evaluations (HR 08)
6. Suspension (HR 21), dismissal of an employee (HR 20), appeal process (HR 06)
7. Private practice by program employees (HR 17)
8. The utilization (if applicable and certified to do so) of consumers and family members to provide Peer Support Services (PS 01)
9. Ongoing monitoring of incidents that may affect an employees' reported background check status or child registry check status and require the agency to run additional checks (HR 29)

It is the responsibility of the Personnel Officer to ensure that applications for employment are designed so that they do not request information regarding race, color, religion, sex, national origin, disability, age, or genetic information. All employment practices will be applied in a non-discriminatory manner. Pre-employment inquiries about the nature of an applicant's disability which does not affect his/her ability to perform the job are prohibited. During the interview process, potential candidates can be asked, "Can you perform the essential functions of the job with or without reasonable accommodations. Complaints of discrimination should be made to the Personnel Officer

or the HR Department. Any individual who files a complaint of discrimination or participates in a discrimination proceeding will be free from retaliation.

Supervisory training will be scheduled on a regular basis through the Human Resources Department to ensure that non-discrimination employment practices are upheld; including but not limited to recruitment, interviewing, hiring, firing, promotions, job assignments, training, etc.



**Section:** Human Resources  
**Policy:** Hiring of Staff  
**Policy No:** HR 10  
**Effective:** 01/01/1995  
**Revised/Approved:** 3/28/2017

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**POLICY:** It is the policy of Community Counseling Services to ensure compliance with applicable state and federal employment laws by using appropriate methods in the selection of staff.

**PURPOSE:** To identify responsibilities of hiring Administrators/Supervisors and Human Resources Department staff in selecting/engaging staff and to ensure fairness and nondiscrimination in hiring.

**PROCEDURE:**

**Authority:** The Region VII Mental Health/Mental Retardation Commission will employ an Executive Director. The Executive Director will have authority in the employment of staff and implementation of programs under the direction of Commission policy.

**Compliance:** Federal laws requires that employers, practice non-discriminatory job recruitment, examination, appointment, training, promotion, retention, discipline or other personnel administrative procedures regardless of age, sex, race, national origin, color, religion, disability or genetic information. Community Counseling Services shall comply with all applicable laws, policies, and regulations concerning the hiring, assignment and promotion of all employees. All hiring and assignment of employees is based on the individual's qualifications and abilities without regard to sex, race, color, religion, age, disability, national origin, or genetic information. Community Counseling Services will make no pre-employment inquiries about the nature of an applicant's disability which does not affect his/her ability to perform the job.

**Hiring Process:** The hiring Administrator/Supervisor will initiate a staff requisition, forward to the Human Resources Department, and secure approval for all requisitions/positions. The HR Department will pre-screen/interview applicants and forward those matching qualifications to the hiring Administrator/Supervisor for a second interview **OR** the HR Department staff will review in-house applications and applications/resumes on file and forward those matching qualifications to the hiring Administrator/Supervisor. The hiring Administrator/Supervisor will forward his/her recommendations to the HR Department by completion of the Interview Response Form. The HR Department will conduct necessary reference checks. The Personnel Officer will ensure that the required application packet (application and/or resume and references) are completed prior to an offer of employment with the Executive Director having the final decision/giving authorization for hire.

The HR Department will contact the applicant to make a conditional offer of employment. If the applicant accepts the position, the HR Department will make an appointment with the applicant for completion of the following paperwork:

- I-9 form and suitable documents to verify eligibility to work in the US
- State and federal tax forms

- Sign Contingency of Employment statement
- Sign Permission for Release of Information for Criminal History Records, local background check, and Child Abuse Registry
- Submit proof of automobile liability insurance
- Complete applicable sections of Driver Questionnaire (Community Living, Day Treatment, PSR/Elderly, IDD programs, staff members of grant programs that utilize agency vehicles, and administrative staff members who use or are assigned agency vehicles must give permission for a driving record check to determine eligibility for coverage under the agency's automobile liability insurance.)
- Copy of driver's license
- Copy of applicable licenses
- Copy of transcript(s) or high school diploma (or equivalent) verifying educational degree
- Submit for drug testing
- Appointment for TB testing as applicable (i.e., cooks)
- Appointment for fingerprinting
- Provider of Signature Form (direct service billing staff)
- Insurance Provider Application (master's level billing clinicians)
- Acknowledgment of Employment not covered under Social Security (all non-temporary staff)

An engagement letter will be initiated by the Human Resources Department to be signed by the Executive Director to include hire date (coordinated with supervisor), salary, position title and date of New Employee Orientation. Background check results, as well as, results of required drug tests will be obtained before an individual begins employment. The HR Department will arrange for and inform the new employee of the schedule for all training/orientation which must be completed before service delivery provision.

Direct service staff will be scheduled to begin employment on an agency scheduled orientation date, unless proof can be provided of having completed required training previously. Non-direct service/support staff may start employment on non-orientation days with the expectation that they will attend/complete agency orientation within 30 days of hire. The HR Department will contact the applicant regarding the start date. The hiring Administrator/Supervisor will not schedule the staff member for work until authorized by the Human Resources Department. In cases of documented emergencies whereby immediate employment is necessary to maintain adequate care of individuals receiving services, the Executive Director can approve a departure of above procedures.

**New Hire Probationary Status:** New Employees are hired subject to a six-month new hire probationary period. See policy HR 08 for additional information.

**Section:** Human Resources  
**Policy:** Hours of Employment  
**Policy No.:** HR 11  
**Effective:** 11/01/1991  
**Revised/Approved:** 3/28/2017

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**POLICY:** It is the policy of Community Counseling Services to schedule hours of employment, to be determined by program needs of the Region VII Mental Health/Mental Retardation Commission, as well as, comply with Department of Labor regulations and the Fair Labor Standards Act.

**PURPOSE:** To insure adequate staff is available in order to meet all program service goals and to ensure employees are accurately compensated for hours worked.

**PROCEDURE:**

Work Hours

In general, Community Counseling Services' work hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday, with a one (1) hour meal break. Employees/programs are expected to be available evening and weekend hours to handle emergencies as they arise. Work hours for day programs generally vary from the traditional 8:00 a.m. – 5:00 p.m. in an effort to meet client/program service needs and are determined by the County Administrator. Work schedules for programs which are open evenings, weekends and/or twenty-four (24) hours/seven (7) days a week are determined by the County Administrator/Program Supervisor and employees of these programs must be available to work as determined/scheduled. Employees eligible for Emergency On-Call duty must be available as scheduled by the Department of Human Resources. Eligibility is set forth in the Policy CES 02: Emergency Services.

Meal Breaks

Non-exempt employees that work an eight (8) hour schedule are expected to take a sixty (60) minute meal break. In special circumstances, an employee can take a reduced meal break with supervisor approval. All uncompensated meal breaks must be at least 30 minutes in duration. Lunch breaks under thirty (30) minutes will be compensated for non-exempt employees. If situations such as these results in overtime being accrued, the employee must notify his/her supervisor in accordance with the procedure reflected under the Overtime Accrual section of this policy. Any regular change in an employee's scheduled lunch break is considered a deviation from the regular work schedule and must be documented and approved by the employee's supervisor. Some employees/positions must remain at the program site during the meal break to ensure adequate staff coverage. Individuals will be compensated when they are not relieved of their work duties during meal breaks. Those positions include relief care workers, day habilitation staff, senior PSR staff, supervised living aides, as well as, any others designated in writing by the agency. All employees not specifically designated to be at the program site during the meal break must take the designated meal break, reflected as such on the time sheet. Generally, lunch hours are taken between the hours of 11:00 a.m. and 2:00 p.m. Meal breaks **may not** be taken at the beginning or at the end of the work day. Exempt employees are encouraged to take a meal break each day.

Break Periods

Employees may take a ten (10)-minute break, **as work allows**, in the morning and in the afternoon. It is expected that employees stay at the worksite during compensated break periods. If an employee needs to leave the worksite for personal reasons, prior approval must be obtained directly from an employee's supervisor or the supervisor's designee before leaving the job site. The employee must sign in/out accordingly and time absent from the worksite for personal/non-work related reasons will be uncompensated.

#### Deviation from the Work Schedule

Any deviation from the regular work schedule must be approved by the County Administrator/Program Supervisor prior to the change in work schedule. Time-limited modified work schedule requests for outside employment or education is governed by Policy HR 17.

#### Overtime Accrual

For non-exempt employees, overtime will be compensated at time and half for hours worked over forty hours in a work week. Employees must receive prior approval to work overtime outside of emergency situations that do not allow the employee to receive prior approval from his/her supervisor. In these situations, the employee must notify his/her supervisor as soon as possible after the emergency situation has been resolved about the overtime hours worked.

#### Absence from Work

If an employee is unable to be at work due to illness or unforeseen emergency, he/she must receive permission directly from his/her supervisor or the supervisor's designee no later than the beginning of the workday for eight-hour programs and no later than four hours before the beginning of the employee's scheduled shift for twenty-four hour programs. Answering machine messages or leaving a message with co-workers is not acceptable. The process for requesting personal leave is covered under separate policy, HR 12.

#### Work Time Documentation

Documentation of appropriate utilization of work hours for all employees is accomplished by the use of the sign-in/sign-out sheets located in each office. Entries on the sign-in/sign-out sheets **must** be **exact** times and are the times the employee enters/leaves the office. Having received supervisor approval, an employee who delivers services, attends a meeting, etc., before coming to the office shall sign in at the time the employee enters the office, with a note which reflects the exact time of the start of the employee's work day. **Non-exempt and exempt employees must utilize the sign-in/sign-out sheets for all entries into and departures from Community Counseling Services offices.** Agency Officers are exempt from this requirement.

The procedure for utilization of sign-in/sign-out sheets follows:

In an office to which service provider is assigned:

Arrival at work, subsequent departures and arrivals, and last departure of the day are reflected on the sign in/out sheets. For safety reasons, departures during the work day must include destination. If a service provider is conducting home visits, the case numbers of the destinations should be listed. If an employee is conducting business

outside the office at another location, the destination should be listed (i.e., name of school, community agency/resource, etc.)

In an office to which service provider is not assigned:

When arriving from another office, the service provider makes an entry “from (name of office)” in the destination column. Subsequent departures and arrivals are entered in the usual manner, with destinations indicated as above.

Entries submitted through the clockwise time and attendance system shall match the entries on the sign-in/sign-out sheet. Failure to comply with sign-in/sign-out sheet requirements or falsification of entries thereon will result in disciplinary action, up to and including termination. As indicated above, Agency Officers are not required to use the sign in/out sheets; however, a record of days worked must be submitted every two weeks by use of the clockwise time and attendance system.

**Section:** Human Resources  
**Policy:** Personal Leave Benefits  
**Policy No.:** HR 12  
**Effective:** 08/07/1995  
**Revised/Approved:** 3/28/2017

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**POLICY:** It is the policy of Community Counseling Services to provide personal leave benefits for all full time employees.

**PURPOSE:** To ensure a plan for full time employees to take personal time off from their work schedules while providing for necessary coverage in the work place; to reward longevity through eligible leave time

**PROCEDURE:**

General guidelines: All annual, vacation and sick leave time is determined to be Personal Leave. Community Counseling Services grants Personal Leave to all full time employees for illness, vacation and any other personal purpose. Part time employees are not eligible for Personal Leave. Leave time for court duty, military duty, compassionate leave and/or Family and Medical Leave is addressed under those specific leave policies.

Personal leave accrual/carry over: Leave will be accrued bi-weekly in accordance with the bi-weekly payroll schedule. No leave may be taken until accrued.

1<sup>st</sup> through 12<sup>th</sup> month: 5 hours per month

Note: During months 1 – 6, personal leave can only be used for illness of the employee which is documented by a physician’s statement. If a physician’s statement is not submitted, the time will be considered leave without pay.

After 1 year of full time employment: 10 hours per month

After 3 years of full time employment: 20 hours per month

After 7 years of full time employment: 24 hours per month

An employee may carry over a maximum of four hundred (400) personal leave hours at the end of each fiscal year (October 1 – September 30). Personal leave hours accrued at the end of the pay period which includes 9/30 (end of fiscal year) in excess of four hundred (400) hours will be paid at the rate of one hundred (100) cents on the dollar at the employee’s current hourly rate.

Requesting leave: Outside of family emergencies or unforeseen medical reasons, five (5) days’ notice is required when requesting leave. A *Leave Request Form* must be submitted to and approved by the employee’s supervisor. The approved *Leave Request Form* must be attached to the appropriate time sheet. All job duties must be current and up-to-date for leave time to be approved. It is the employee’s responsibility to be aware of accrued leave time. This information can be located in the clockwise time and attendance system. If an employee requests leave for which he/she has not accrued leave time without notifying his/her supervisor, disciplinary action may be taken. No personal

leave will be paid if the employee would receive at least a full paycheck, based on the employee's submitted hours worked for a two week period. This applies to all types of paid leave granted by the Commission.

Considering leave for approval: Supervisors must consider leave history, leave availability, care of individuals receiving services, and agency needs before approving leave requests. No more than five (5) consecutive days of personal leave and no more than 20 days of personal leave per year may be approved by a supervisor. (Family Medical Leave is governed by a separate policy.) Requests that are in excess of these stipulations must be submitted to the Executive Director for review/consideration. All requested leave is subject to supervisor's approval. Employees who take leave time without supervisor approval are subject to disciplinary action, up to and including, termination. No paid leave will be approved or can be taken while the employee is on disciplinary probation or after submission of a resignation. This includes leave previously approved prior to being placed on disciplinary probation or prior to submission of resignation.

Personal leave payout at the end of employment: At the end of employment, accrued leave will be paid only to employees who a) have completed at least one year of consecutive service, b) have not been discharged for cause c) are currently in good standing with the agency (non-probationary status), d) have resigned with proper notice, e) have worked for the entire notice period, f) have completed all required paperwork/job duties, g) have returned or appropriately accounted for all agency issued keys, equipment and badge, and h) have paid restitution to the agency for any outstanding agreements (i.e., sign on bonus, moving contract, tuition/licensure assistance.) If above conditions are met, leave will be paid in a separate check issued after the last check for hours worked has been issued. (Terms set forth in policy HR 20: Termination of Employment must be met in order for personal leave to be paid out.)

**Section:** Human Resources  
**Policy:** Leave Benefits Other than Personal Leave  
**Policy No.:** HR 13  
**Effective:** 11/01/1992  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services to make provisions for Court Leave, Military Leave, Compassionate Leave, Family Medical Leave and Leave without Pay.

**PURPOSE:** To ensure a plan is in place in the event that full-time employees require time away from work for any of the above circumstances.

**PROCEDURE:**

Court Leave: An employee subpoenaed by a court for jury duty may take up to ten (10) working days leave not chargeable to accrued leave. If an employee is called to serve on jury duty, he/she is requested to notify his/her supervisor immediately. All regular full-time staff members will be on paid status while on jury duty (up to ten {10} working days). A copy of the jury duty summons must be submitted to the supervisor. If employee is on jury duty longer than ten (10) days, he/she will be placed on leave without pay pending written appeal to the Executive Director for an exemption. Payments received for jury duty must be submitted to the agency, with the exception of meals and mileage reimbursements which shall belong to the employee.

Military Leave: Employees who are members of the Armed Forces, Reserves or National Guard may take leave without pay or annual leave when ordered to active duty. Such employees shall submit a copy of the military orders along with the request for leave.

Compassionate Leave: Employees who experience a death in the immediate family (see definition below) will be granted leave with pay after notifying the employee's County Administrator/Program Supervisor. Documentation of the relationship must be provided if requested. Maximum days allowed will be three (3) days when the deceased family member resides within 350 miles of the employee's residence and four (4) days when the deceased family member resides in excess of 350 miles. The "immediate family" is defined to include the employee's spouse, child, parent, grandparent, sibling, son-in-law, daughter-in-law, and parent-in-law.

Administrative Leave: Administrative Leave may be granted by the Executive Director for situations as deemed appropriate.

Family Medical Leave: The Family Medical Leave Act requires covered employers to provide up to twelve (12) weeks of unpaid, job-protected leave **for certain** family and medical reasons or up to 26 weeks of military caregiver leave to care for a covered service member with a serious injury or illness to "eligible" employees. Employees are eligible if they have worked for a covered employer at least one year, and for 1,250 hours over the previous 12 months, and if there are at least 50 employees within seventy-five (75) miles. (Detailed information regarding FMLA is set forth in Community Counseling Services Policy # HR 40, *Family Medical Leave*.)



Leave Without Pay: Leave without pay may only be taken when applicable accrued leave has been exhausted. All requests for leave without pay must be submitted to an employee's supervisor or the Department of Human Resources prior to absence from the worksite and are subject to approval by the Executive Director. Emergency absences must be documented by a physician's excuse immediately upon returning to work.

Extended unexcused absence from the work site may result in the loss of the employee's position unless prohibited by federal/state laws (i.e., Family Leave Act).

**Section:** Human Resources  
**Policy:** Employee Benefits Other than Leave  
**Policy No:** HR 14  
**Effective:** 11/1/1992  
**Revised/Approved:** 06/23/2015

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**POLICY:** It is the policy of Community Counseling Services to provide fringe benefits for all employees who regularly work on average at least thirty (30) hours per week.

**PURPOSE:** To ensure that employees have access to health and retirement plans.

**PROCEDURE:**

**General Information**

Retirement 401(a) Pension Plan: A Retirement Plan is offered at the discretion of the Region VII Mental Health/Mental Retardation Commission for all non-temporary employees. This retirement plan is in lieu of social security. (Note: The Commission only paid social security coverage through December 31, 1980, and is currently not eligible for coverage.)

403(b) Tax Sheltered Annuity: Participation is for non-temporary employees. All non-temporary new hires will be auto-enrolled at the maximum CCS match contribution of 5%. Employees have the option of decreasing their contribution or to opt-out of participation by contacting the Payroll/Benefits Department.

Medical Insurance: A medical insurance plan is available to all full-time employees after two (2) months of employment, rounded to the beginning of the following month. The majority of the cost for insuring the employee is paid by the Region VII Mental Health/Mental Retardation Commission. There are options for dependent coverage, as well as, spousal coverage for spouses that do not have an option for insurance coverage through their current employer. In these situations, verification must be provided that insurance is not available.

Life Insurance: A group life insurance plan is provided for all full-time employees at no cost to the employee.

Long-term disability: A long-term disability income insurance plan is provided for all full-time employees.

Dental Insurance: A dental insurance plan is available to all full-time employees after two (2) months of employment, rounded to the beginning of the following month. Cost is dependent on plan selected (employee only, employee & spouse, employee & children, employee & family).

Vision insurance: A vision insurance plan is available to all full-time employees after two (2) months of employment, rounded to the beginning of the following month. Cost is dependent on plan selected (employee only, employee & spouse, employee & children, employee & family).

Other benefits available: Short-term disability insurance and supplemental life insurance is available to all full-time employees. Participation in a Cafeteria Plan for non-reimbursed medical and child-care expense is available to all full-time employees. Ancillary insurances are available including but not limited to Cancer, Hospital Indemnity, Critical Illness and Accident.

Additional information regarding benefit coverage and cost can be found in the Annual Summary of Benefits document.

**Section:** Human Resources  
**Policy:**  
**Policy No.:** HR 15  
**Effective:**  
**Revised/Approved:**

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Reserved for future use

**Section:** Human Resources  
**Policy:** Minimum Qualifications for Staff Members  
**Policy No.:** HR 16  
**Effective:** 01/01/1997  
**Revised/Approved:** 03/28/2017

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**POLICY:** It is the policy of Community Counseling Services to employ a multidisciplinary staff and that all staff members meet the minimum qualifications for their positions established by the Mississippi Department of Mental Health.

**PURPOSE:** To ensure to the extent possible, that the “best-qualified” staff members are employed and that the agency has a multidisciplinary staff.

**PROCEDURE:** To ensure initial and continuing receipt of certification/funding from DMH or other regulatory bodies, Community Counseling Services maintains documentation that staff meets minimum qualifications unless otherwise specified.

### **General Qualifications**

It shall be the responsibility of the Executive Director to ensure that the agency employs a multidisciplinary staff. It shall be the responsibility of the Department of Human Resources, acting under the direction of the Personnel Officer, to ensure that all individuals hired meet the minimum qualifications established by the Mississippi Department of Mental Health as listed below.

Director(s) with overall responsibility for a service or service area(s) (such as Community Services Director, Director of Community Support Services, Director of ID/DD Waiver Support Coordination, Program Director for Adult and Children’s Partial Hospitalization, Day Treatment, Treatment Foster Care) must have at least a Master’s degree in mental health or intellectual/developmental disabilities, or a related field and either (1) a professional license or (2) a DMH credential as a Mental Health Therapist or Intellectual/Developmental Disabilities Therapist (as appropriate to the service and population being served).

Supervisor(s) with predominantly supervisory and administrative responsibilities on-site in the day-to-day provision of services at a single location for such areas as Psychosocial Rehabilitation Services, Day Services-Adults, etc., must have at least a Bachelor’s degree in a mental health, intellectual/developmental disabilities, or a related field, and be under the supervision of an individual with a Master’s degree in mental health or intellectual/developmental disabilities, or a related field and who has either a professional license or a DMH credential as a Mental Health Therapist or Intellectual/Developmental Disabilities Therapist (as appropriate to the service and population being served).

Medication evaluation and monitoring, the initial evaluation, prescribing of medications, and regular/periodic monitoring of the therapeutic effects of medication prescribed for mental health purposes are provided by a Board-certified or Board-eligible psychiatrist licensed to practice medicine in Mississippi by the Mississippi Board of Medical Licensure (on a contractual, part-time or full-time basis); A psychiatric/mental health nurse practitioner licensed by the MS Board of Nursing.

Medical services are provided by a psychiatrist or other physician licensed by the Mississippi Board of Medical Licensure

Nursing services are provided by a full-time or full-time equivalent registered Nurse, licensed to practice in Mississippi as allowed in the Mississippi Nursing Practice Act and Rules and Regulations.

Psychological services are provided by a psychologist licensed to practice in Mississippi and certified by the Mississippi Board of Psychology

Therapy or Counseling services are provided by an individual with at least a Master's degree in mental health or intellectual/developmental disabilities or a related field and who has either a professional license or a DMH credential as a Mental Health Therapist, Intellectual/Developmental Disabilities Therapist or Addictions Therapist (as appropriate to the service and population being served).

Community Support Services are provided by an individual with at least a Bachelor's Degree in a mental health, intellectual/developmental disabilities or a related field and at least a DMH Case Management/Community Support Specialist credential. Community Support Services can also be provided by CMH Credentialed Therapists (MH, IDD and Addictions as appropriate to the population being served) and individuals with an appropriate professional license.

All staff members providing Peer Support Services (i.e., Certified Peer Specialist) possess at least a high school diploma or GED equivalent, self-identify as a current or former consumer of mental health services, or self-identify as first degree family member, parent, or primary caregiver. All staff have successfully completed the DMH approved Certified Peer Specialist training and certification exam to become a Certified Peer Support Specialist. In addition, Individuals providing Peer Support Services meet the following requirements: a) demonstrated a minimum of six (6) months, preferably twelve (12) months in self-directed recovery, b) works under the supervision of a mental health professional who has completed a DMH approved supervisory training, c) able to provide documentation of successful completion of at least one (1) of the DMH recognized peer training programs that is designed to increase the knowledge of the Certified Peer Support Specialist about the population he/she will be supporting.

Wraparound Facilitators must hold a minimum of a Bachelor's Degree in a mental health, intellectual/developmental disabilities, or related field and complete the "Introduction to Wraparound" training and subsequent trainings. Wraparound Facilitators must be under the supervision of a Master's level staff that has also completed the "Introduction to Wraparound" training.

All direct care staff such as Supervised Living Aides, Direct Care Workers, Day Treatment Assistants, Work Specialist, Pre-vocational Assistants support staff in Psychosocial Rehabilitation, Senior Psychosocial and Day Services-Adult/Day Habilitation programs, etc. must have a high school diploma or equivalent (GED).

Individuals serving as Qualified Developmental Disabilities/Mental Retardation Professionals (QMDDP/QMRP) have at least a Bachelor's degree in a human services

field and one year of experience in direct service with individuals with developmental disabilities.

Individuals writing Job Discovery Profiles for IDD Waiver Services must have at least a Bachelor's Degree in mental health, intellectual/developmental disabilities or related field and be under the supervision of an individual meeting the requirements specified for Directors. Individuals writing Job Discovery Profiles must have completed training in Customized Employment approved by DMH.

Family members are prohibited from providing services to another family member with the exception of Home and Community Supports and In-Home Respite.

Targeted Case Management is provided by, at a minimum, a licensed social worker (LSW) with two (2) years' experience in mental health, a registered nurse (RN) with two (2) years' experience in mental health or an individual who meets the qualifications to provide therapy or counseling services as stated above.

All individuals providing Supported Employment Services to individuals with serious mental illness must have, at a minimum, a Bachelors' Degree in mental health, vocational rehabilitation, social services or business. Individuals must be proficient or receive training in the development of a career profile, employment plans, job development, career development, job search and social security benefits.

All support staff (responsible for indirect services) such as Secretary, Data Entry Clerk, Cook, Housekeeper etc., must have at least a high school diploma or equivalent (GED) or documented experience in being able to perform the essential functions of the position.

At a minimum, the Multidisciplinary staff at DMH/C must consist of the following:

1. A psychiatrist (contractual, part-time, or full-time)
2. A psychologist (contractual, part-time, or full-time)
3. A full-time or FTE registered nurse
4. A full-time or FTE Licensed Master Social Worker, Licensed Professional Counselor, or Licensed Marriage and Family Therapist
5. A full-time or FTE business manager who is capable of assuming responsibility for the fiscal operations of the program
6. A full-time or FTE records practitioner or designated records clerk who is capable of assuming responsibility for the supervision and control of all center records.
7. An individual with at least a Master's degree in a mental health or related field on a full-time basis to supervise children's mental health services. This person has administrative authority and responsibility for children's mental health services. This person cannot have any direct service responsibilities.

### **Qualifications for Providers of Substance Use Disorders Services**

Note: Staff with Bachelors or Masters Degrees who self-identify as in recovery from must have a minimum of one (1) year of sustained recovery. Staff with a high school diploma or equivalent who self-identify as in recovery must have a minimum of six (6) months of sustained recovery. This includes support staff working in a SUD Residential programs.

Directors/coordinators of all alcohol and drug treatment or prevention programs must have at least a Master's degree in mental health or intellectual/developmental disabilities or a related behavioral health field and a professional license or hold a DMH credential as a Certified Mental Health Therapist or DMH Certified Addictions Therapist (or equitable professional substance use disorder credential approved by DMH) and two (2) years of experience in the field of substance use disorders treatment/prevention.

Directors of Prevention Specialists must have at least a Master's degree in mental health or intellectual/developmental disabilities or a related behavioral health field and a minimum of two (2) years of experience in the treatment/prevention of substance use disorders. Prevention Specialists must have at least a Bachelor's Degree.

Substance Use Disorders Outpatient Therapists including Intensive Outpatient Treatment Therapists, must have at least a Master's degree in mental health or intellectual/developmental disabilities or a related behavioral health field and a professional license or hold a DMH credential as a Certified Mental Health Therapist or DMH Certified Addictions Therapist.

All Recovery Support Staff must have at least a high school diploma or GED. These individuals must also successfully complete a substance use disorder certification program approved by DMH within thirty-six (36) months of the date of employment.

Residential Program counseling staff must have at least a Bachelor's degree in a mental health or a related behavioral health field. These individuals must also successfully complete an alcohol and other drug disorders treatment certification program approved by DMH within thirty-six (36) months of the date of employment.

Because Community Counseling Services is certified as DMH/C that provides Medicaid-reimbursed services, individuals providing individual therapy, family therapy, group therapy, multi-family therapy and Individual Service Plan review to individuals with a substance abuse diagnosis have at least a Master's degree in a mental health or related behavioral health field and have a professional license or a DMH credential as a Mental Health Therapist or DMH credentials as a Certified Addictions Therapist.



**Section:** Human Resources  
**Policy:** Outside Employment or Education  
**Policy No.:** HR 17  
**Effective:** 11/01/1992  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services to provide guidelines in restricting/regulating staff participation in outside employment and/or education.

**PURPOSE:** To ensure that outside employment does not duplicate or conflict with any of the Commission's services, or that time away from work for educational purposes does not conflict with service goals

**PROCEDURE:**

**Outside Employment:** The Executive Director may permit outside employment by full-time employees if it is determined by the Executive Director that such employment will not interfere with the job performance of said employee. Such outside employment may not duplicate or conflict with any of the Commission's services. Therefore, private practice by professional staff members is prohibited. Each request for approval must be made in writing to the Human Resources Department, to be forward to the Executive Director for his/her approval.

**Outside Education:** The Executive Director may approve a request for a time-limited modified work schedule for staff pursuing outside education during the workday; however, staff members are encouraged to pursue outside education outside of their scheduled workdays. Each request for a time-limited modified work schedule must be submitted with at least thirty (30) days' notice of the requested effective date. The request must include the full documentation of the necessity for time off during the work day and shall include specific details as to how the time will be made up. Only leave time accrued can be used to cover time away from work. Staff members cannot use leave time not yet accrued to cover time away from work.

The original request should be made to the employee's direct County Administrator/Supervisor for consideration. If the County Administrator/Supervisor supports the request being forwarded for further consideration, the request is submitted to the Personnel Officer. The Personnel Officer will notify/consult with the Executive Director regarding the requested modified work schedule. Each request will be evaluated on a case-to-case basis. The following factors will be taken into consideration when reviewing requests:

- How the requested change in work schedule will interfere with main functions of the individual's job
- Length of employment with the agency
- Relevancy of education for positions at CCS
- Whether or not the employee is currently in good standing with the agency
- Potential hardship for other employees in the office/program
- Availability of outside education that does not interfere with the scheduled worked day

The Personnel Officer will send a letter to the employee and County Administrator/ Supervisor indicating approval or non-approval of the request. An employee may not start working a modified schedule until he/she has received approval **in writing** from the Personnel Officer. Refer to Policy and Procedure HR 35, Tuition Credit/ Reimbursement for additional information.

**Section:** Human Resources  
**Policy:** Personal Visits/Solicitation/Phone Calls During  
Work Hours  
**Policy No:** HR 18  
**Effective:** 11/01/1992  
**Revised/Approved:** 10/01/2002

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**POLICY:** It is the policy of Community Counseling Services that there be no “extended presence” of another person (Community Counseling Services staff members and individuals receiving services excluded) in the working area of a CCS employee during working hours.

**PURPOSE:** To assure a productive and harmonious working environment

**PROCEDURE:**

Personal visits: There is to be no “extended presence” of another person (staff members/individuals receiving services excluded) in the working area of a Community Counseling Services employee during working hours.

Solicitation: Community Counseling Services recognizes that employees may have interests in events and organizations outside the work place. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods during which employees are not on duty.) Examples of impermissible forms of solicitation include a) The collection of money, goods, or gifts for community groups, religious groups, or charitable groups; b) The sale of goods, services, or subscriptions outside the scope of official organization business, c) The circulation of petitions; d) The distribution of literature not approved by the employer; e) The solicitation of memberships, fees or dues. In addition, the posting of written solicitations on the organization’s bulletin boards is restricted. These bulletin boards display important information, and employees should consult them for:

- Employee announcements
- Internal memoranda
- Organization announcements
- Insurance information

If an employee has a message of interest to the work place, he/she may submit it to the Executive Director for approval.

Persons not employed by Community Counseling Services may not solicit or distribute literature in the work place at any time for any purpose. Persons not employed by Community Counseling Services may not sell or show merchandise in the work place at any time for any purpose.

Personal Telephone Usage: Personal telephone usage/calls placed or received during work hours must be limited. Any and all calls placed must not last more than a total of three (3) minutes. No personal long distance calls should be made unless there is an emergency. In that event, the employee will reimburse the agency.

**Section:** Human Resources  
**Policy:** Personnel Health Data  
**Policy No:** HR 19  
**Effective:** 01/01/1995  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services to ensure the confidentiality and security of health data regarding all employees.

**PURPOSE:** To provide procedures for the storage of the mandatory health records

**PROCEDURE:** As a condition for employment, only required health information per the Operational Standards for Mental Health/Intellectual/Developmental Disabilities & Substance Use Disorders Community Service Providers Services and Community Counseling Services Policies and Procedures may be obtained from staff members.

All written health information will be stored in individual health files separate from the individual's personnel record. (Only a checklist verifying dates of completion of required information may be stored in the individual's personnel record.) All health records will be stored in a locked filing cabinet. Required health information may be accessed by authorized Department of Human Resources Staff only. When necessary to indicate event/testing in ABRA (HR Software) for tracking purposes/timeline compliance, information regarding health records will be limited to dates of required tests only.

**Section:** Human Resources  
**Policy:** Termination of Employment  
**Policy No.:** HR 20  
**Effective:** 11/01/1992  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services to maintain administrative personnel policies and procedures regarding termination of employment

**PURPOSE:** To make clear to all employees exactly how employment with Community Counseling Services can end and to comply with all state and federal employment laws

**PROCEDURE:**

**Authority:** The Region VII Mental Health/Mental Retardation Commission will employ an Executive Director. The Executive Director will have authority in the employment of staff and implementation of programs under the direction of Commission policy.

**Compliance:** Federal laws requires that employers, practice non-discriminatory job recruitment, examination, appointment, training, promotion, retention, discipline or other personnel administrative procedures regardless of age, sex, race, national origin, color, religion, disability or genetic information. Community Counseling Services shall comply with all applicable laws, policies, and regulations concerning the hiring, assignment and promotion of all employees.

**Termination of Employment:** Employment with Community Counseling Services is at the mutual consent of the employer and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

**Resignation:** Notice of a pending resignation must be submitted in writing to an employees' Administrator/ Supervisor with a copy to the Human Resource Department a minimum of two (2) weeks in advance of the last working day. The indicated last day of employment cannot fall on a holiday or non-Community Counseling Services workday. Upon submitting his/her resignation, the employee will be scheduled an exit interview with the Human Resources Department. The employee terminating his/her employment must deliver to his/her supervisor or the HR Department all keys, manuals and reusable supplies that have been issued to him/her during employment. All responsibilities must be completed prior to the last day of employment. No paid leave will be approved or can be taken after the submission of a resignation. This includes leave previously approved prior to submission of resignation. If during the time between the notice of resignation and the final date of employment, job performance/expectation or productivity requirements are not met on a daily basis, the Administrator/ Supervisor reserves the right to recommend to the Executive Director termination of employment without disciplinary process.

Upon resignation, accrued leave will be paid only to employees who a) have completed at least one (1) year of service, b) are currently in good standing with the agency (non-probationary status), c) have resigned with proper notice, d) have worked for the entire notice period, e) have completed all required paperwork, and f) have returned or appropriately accounted for all agency issued keys, equipment and badge.

**Discharge:** Discharge occurs when an employee's employment is involuntarily ended. The employee being discharged will be notified of a) the reason for the discharge, b) the effective date of the discharge, c) the right to appeal through the grievance procedure if applicable (see Policy and Procedure HR 06: Employee Appeal Process). All employment with the Region, VII Mental Health/Mental Retardation Commission is dependent upon the availability of funds. Employees may be terminated when grants expire or funding resources are exhausted. A written letter of dismissal from the Executive Director will be delivered to the employee in person or by registered mail.

An employee who fails to report for work on three consecutive days without notice to his/her immediate supervisor will be discharged at the end of the third day of absence.

At the time of discharge, all Community Counseling Services materials, keys, badges, etc., which have not been previously collected must be submitted to the individual's supervisor or the HR Department. Employees discharged for cause are not eligible for personal leave pay-out, regardless of length of employment.

**References:** Community Counseling Services will provide no information regarding former employees other than dates of employment, position title, and, if requested, whether or not the individual is eligible for re-hire. All such information released regarding former employees must be released by the Department of Human Resources.

**Section:** Human Resources  
**Policy:** Disciplinary Action: Employee Suspension  
**Policy No:** HR 21  
**Effective:** 01/01/1995  
**Revised/Approved:** 03/04/2010

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**POLICY:** It is the policy of Community Counseling Services that with prior approval from the Personnel Office and notification of the Executive Director, an employee may be immediately suspended by his/her County Administrator/Program Supervisor. In the absence of the Personnel Officer, a member of the Executive Leadership Team may give approval.

**PURPOSE:** To ensure that the agency may adequately investigate any serious allegation regarding a staff member's performance/conduct/ethics without the risk of negative behaviors by the staff member towards co-workers and/or individuals receiving services

**PROCEDURE:** The County Administrator/Program Supervisor notifies the Personnel Officer immediately of suspected problems which he/she feels warrant suspension. The Staff Development Officer may be notified in his/her absence/ unavailability. The Personnel Officer approves or disapproves suspension of the employee. If the suspension is approved, the Executive Director is immediately notified. With this approval, the employee may be immediately suspended and placed on administrative leave by his/her County Administrator/ Program Supervisor.

In order to conduct a complete and thorough investigation, as well as, to protect the employee during the investigation process, the employee will be instructed to have no further contact with other Community Counseling Services employees or individuals receiving services. The employee's keys and badge will be collected at this time and retained by the County Administrator/Supervisor until the individual's employment status is determined. The reasons for suspension may include, but are not limited to:

- Suspected dishonesty (for example: fraudulent billing practices, falsifying agency documentation, etc.)
- Suspected abuse of an individual receiving services
- Suspected unethical behavior
- Failure to pass a Drug Screen for cause
- Insubordination/threats
- Blatant disregard of agency policy
- Arrest for a felony
- Significant destruction or misuse of, or damage to Community Counseling Services property
- Breach of confidentiality.

The employee can be suspended for up to ten (10) working days while an investigation is conducted. The Human Resources Department will confirm the suspension in writing to the employee. When an investigation is complete, the employee will again be notified to meet with his/her County Administrator/Supervisor and/or the Personnel Officer to discuss the findings of the investigation. At this time the employee may present any information regarding the investigation. This step may not be required if the results of the investigation are presented to the employee prior to suspension, and the employee

has already been given the opportunity to present any pertinent information. After the investigation is complete and the employee has been given the opportunity to present pertinent information, a recommendation will be made to the Executive Director regarding the employment status of the individual. Within forty-eight (48) hours, the employee will be notified of the decision regarding his/her employment status. Possible decisions are:

- Reinstatement without conditions
- Reinstatement with disciplinary action
- Recommendation for termination
- Immediate termination if the employee has been employed for less than six (6) months

If the recommendation is for termination, it may be appealed to a quorum of the Appeal Committee for a hearing within three (3) working days, as set forth in Policy and Procedure HR 06: Employee Appeal Process. If the recommendation is for reinstatement without conditions, the employee will return to work and receive pay at his/her regular salary rate for the time suspended. If the recommendation is for reinstatement on disciplinary probation, the employee will return to work, but will not receive pay for the time suspended. Unsubstantiated documentation relating to the suspension will be removed from his/her personnel file.

The decision of the Executive Director relative to termination shall be final and binding unless the employee requests an appeal to the Appeals Committee. If an appeal is conducted and the Appeals Committee decision is to uphold the recommendation for termination, the Executive Director is notified of the decision. If he/she concurs with the recommendation for termination, a termination letter will be sent by certified mail, with termination effective immediately.



**Section:** Human Resources  
**Policy:** Disciplinary Action other than Suspension  
**Policy No:** HR 22  
**Effective:** 11/01/1992  
**Revised/Approved:** 03/27/2017

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**POLICY:** It is the policy of Community Counseling Services to maintain administrative policies and procedures to address job performance issues as they arise

**PURPOSE:** To make clear to all employees exactly what is expected, provide an opportunity for improvement, and to comply with all state and federal employment laws

**PROCEDURE:**

**Authority:** The Region VII Mental Health/Mental Retardation Commission will employ an Executive Director. The Executive Director will have authority in the employment of staff and implementation of programs under the direction of Commission policy.

**Compliance:** Federal laws requires that employers, practice non-discriminatory job recruitment, examination, appointment, training, promotion, retention, discipline or other personnel administrative procedures regardless of age, sex, race, national origin, color, religion, disability or genetic information. Community Counseling Services shall comply with all applicable laws, policies, and regulations concerning the hiring, assignment and promotion of all employees.

**Disciplinary Action:** The purpose of any disciplinary action is to correct employee performance problems or unacceptable behavior when normal training and instruction has not been effective. A series of actions is normally followed to assist an employee in improving work performance/behavior. Instruction/counseling sessions may be scheduled to instruct the employee about rules, policies, and proper procedures for carrying out these rules, policies, and procedures. Administrators must contact the Personnel Officer for guidance prior to initiation of the disciplinary action/discharge procedure. If conditions warrant, the process may begin at any level, up to and including termination.

**Employee Disciplinary Report, Level I Reprimand (Form #266):** Documentation of an employee's Level I reprimand is inserted into the employee's personnel file. This documentation specifies, but is not limited to the incident(s) warranting disciplinary action by date(s), time(s), place(s) and significant facts. Employees are given the opportunity to provide written comments. The form should be signed by the employee and the Administrator/Supervisor and forwarded to the Department of Human Resources for insertion into the personnel file. The employees' signature signifies that he/she has been informed of the problem. Failure/refusal of the employee to sign this documentation is immaterial. The employee shall be informed that a record is being maintained. If problems persist, a Level II reprimand is initiated.

**Employee Disciplinary Report, Level II Reprimand (Form #266):** A Level II reprimand advises the employee of the nature of the problem(s) warranting disciplinary action, the action(s) necessary to correct the problem(s), the timelines within which the problem(s) is/are to be corrected, and the consequences of the failure to correct the problem(s).

Employees are given the opportunity to provide written comments. The form should be signed by the employee and the Administrator/Supervisor and forwarded to the Department of Human Resources for insertion into the personnel file. The employees' signature signifies that he/she has been informed of the problem. Failure/refusal of the employee to sign this documentation is immaterial. The employee shall be informed that a record is being maintained. Failure to correct the performance/behavior problem will result in more serious disciplinary action.

**Employee Disciplinary Report, Probation** (form # 266): An employee may be placed on **disciplinary probation** for a period of not less than one (1) month or more than three (3) months, during which time the employee's work performance will be closely monitored. The purpose of the disciplinary probation is to give the employee an opportunity to correct the problem behavior/performance. Employees are given the opportunity to provide written comments. The form should be signed by the employee and the Administrator/Supervisor and forwarded to the Department of Human Resources for insertion into the personnel file. The employees' signature signifies that he/she has been informed of the problem. Failure/refusal of the employee to sign this documentation is immaterial. Immediate discharge may occur if identified problems continue, new problem(s) arise, or a significant decline in performance occurs. No paid leave will be approved or can be taken while the employee is on disciplinary probation. This includes leave previously approved prior to being placed on disciplinary probation. If leave is indicated due to medical issues, a doctor's excuse will be expected. While on disciplinary probation, employees are not eligible to be considered for other positions within the agency unless the transfer is initiated by the Personnel Officer and approved by the Executive Director due to documented emergencies where the transfer is necessary to maintain adequate care of individuals receiving services.

**Section:** Human Resources  
**Policy:** Supervisor/Supervisee Issues  
**Policy No:** HR 23  
**Effective:** 11/01/1992  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services to encourage employees to address/communicate concerns about their job or the supervisor/supervisee relationship with their direct supervisor

**PURPOSE:** To establish a structure that allows employees to ask questions, communicate concerns, and encourage an open line of communication.

**PROCEDURE:** In the normal course of a supervisor/supervisee relationship, misunderstandings may occur. In such cases, the supervisee should bring the issue to the attention of his/her immediate supervisor. If the immediate supervisor cannot satisfactorily resolve the issue, the supervisee may request **in writing** a meeting with the supervisor and the supervisor's immediate superior. If the issues cannot be satisfactorily resolved at this level, the supervisee should follow the chain of command, up to a member of the Executive Leadership Team, keeping the immediate supervisor informed of the pending action. If an employee would like suggestions/guidance about the best way to approach a situation, contacting the HR Department is acceptable.

**Section:** Human Resources  
**Policy:** Grievance Regarding Disciplinary Action  
**Policy No:** HR 24  
**Effective:** 11/01/1992  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services to maintain administrative personnel policies and procedures.

**PURPOSE:** To make clear to all employees exactly what is expected and to allow employees an opportunity to communicate disagreement with disciplinary action.

**PROCEDURE:**

**Authority:** The Region VII Mental Health/Mental Retardation Commission will employ an Executive Director. The Executive Director will have authority in the employment of staff and implementation of programs under the direction of Commission policy.

**Compliance:** Federal laws requires that employers, practice non-discriminatory job recruitment, examination, appointment, training, promotion, retention, discipline or other personnel administrative procedures regardless of age, sex, race, national origin, color, religion, disability or genetic information. Community Counseling Services shall comply with all applicable laws, policies, and regulations concerning the hiring, assignment and promotion of all employees.

**Grievance:** Employees who have successfully completed their new hire probationary period have the right to appeal disciplinary actions. Employee grievances resulting from disciplinary action will first be discussed with the employee's immediate supervisor (as outlined in policy HR 23) within ten (10) calendar days of the event that caused the grievance. If the grievance cannot be resolved within five (5) working days, the issue may be appealed in writing to the Personnel Officer. The Personnel Officer has five (5) working days from receipt of appeal to file a written response to the employee and the employee's immediate supervisor, with a copy to the Executive Director. If disciplinary action is maintained, the written response will be attached to the disciplinary action and filed in the employee's personnel file.

**Section:** Human Resources  
**Policy:** Nepotism  
**Policy No:** HR 25  
**Effective:** 11/01/1992  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services to promote a safe, productive work environment that is free from outside influences and is committed to employment and advancement that is based on qualifications and merit

**PURPOSE:** To make clear to all employees that Community Counseling Services is an Equal Opportunity Employer and to comply with all state and federal employment laws

**PROCEDURE:**

**Authority:** The Region VII Mental Health/Mental Retardation Commission will employ an Executive Director. The Executive Director will have authority in the employment of staff and implementation of programs under the direction of Commission policy.

**Compliance:** Federal laws requires that employers, practice non-discriminatory job recruitment, examination, appointment, training, promotion, retention, discipline or other personnel administrative procedures regardless of age, sex, race, national origin, color, religion, disability or genetic information. Community Counseling Services shall comply with all applicable laws, policies, and regulations concerning the hiring, assignment and promotion of all employees.

**Nepotism:** An employee is not permitted to work in a position, or in the same department, where his/her immediate supervisor is a relative. A relative includes a father, mother, brother, sister, husband, wife, son, daughter, grandfather, grandmother and can also include other relationships established by blood, marriage or other legal actions, such as, but not limited to sons-in-law, daughters-in-law and parents-in-law. No one will be knowingly hired for a position when to do so would violate this policy. If such a situation is created through promotion, transfer or marriage, one of the employees impacted must be transferred or employment ended.

**Section:** Human Resources  
**Policy:** Holidays  
**Policy No:** HR 26  
**Effective:** 11/01/1992  
**Revised/Approved:** 03/27/2017

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**POLICY:** It is the policy of Community Counseling Services to observe certain days as paid holidays as a benefit for full time employees

**PURPOSE:** To ensure employees are aware of paid holidays recognized by Community Counseling Services

**PROCEDURE:**

**PROCEDURE:** The following 9 paid holidays are approved by the Region VII Mental Health/Mental Retardation Commission for full time employees:

Holidays

- New Year's Day
- Martin Luther King, Jr. Birthday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day

If a holiday falls on a Saturday, the holiday will be observed on the Friday preceding the holiday. If the holiday falls on a Sunday, the holiday will be observed on the Monday following the holiday. Any questions about the day a holiday is observed should be directed to the HR Department. For full time staff that is not able to observe the holiday on the day indicated by Community Counseling Services, the employee can make a request to his/her supervisor to take the holiday on another day during the pay period in which the holiday falls. If the employee is not able to take the holiday during the pay period, the employee will be paid for the 8 hour holiday.

**Section:** Human Resources  
**Policy:** Supervision  
**Policy No:** HR 27  
**Effective:** 11/01/1992  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services to ensure employees identify a single person as their supervisor

**PURPOSE:** To ensure position expectations are clearly communicated to employees and employees have an identified supervisor available for questions/concerns

**PROCEDURE:** It is the policy of Community Counseling Services that each employee shall be directly supervised by one individual for accountability of work performance (the only exception to this policy shall be the position of Executive Director, who reports to the Region VII Mental Health/Mental Retardation Commission). The purpose of this policy is to avoid confusion over job duties and conflicts which could arise when an employee is responsible to more than one supervisor or to no supervisor. Additionally, it is expected that such a policy will result in high quality of services to Community Counseling Services consumers and clear communication between and among Community Counseling Services staff members.

The single supervisor concept holds for assignment of duties, assignment of responsibilities, for resolution of problems, and for compliance with the Policy and Procedure Manual. Only the employee's direct supervisor, in consultation with his/her immediate supervisor and/or members of the Executive Leadership Team, should assign duties. If changes in an employee's duties or responsibilities are deemed necessary, such changes are passed down the "supervisory ladder" to the individual's supervisor for communication to the employee. Likewise, problems between supervisor and supervisee which cannot be resolved are passed upwards as indicated in policy HR 23: Supervisor/Supervisee Issues.

There are several opportunities for supervisors to formally review job performance with individuals he/she supervises. As indicated in policy HR 08, each employee enters a six (6)-month probationary period upon employment/transfer of position. Progress assessments will be conducted by the employee's supervisor with a formal, prescheduled progress assessment session at least once a month. See HR 08 for additional information.

In October/November of each year, each employee receives a formal performance evaluation conducted by his/her supervisor. This annual review requires the supervisor to rate the employee on many factors of job performance. This review is to be written. The supervisor and supervisee discuss the ratings given and make attempts to remedy any noted deficiencies. See policy HR 08 for additional information.

While the formal annual review is the required minimum, supervisors are expected to provide on-going supervision. Individual supervisory sessions on a regularly scheduled basis are encouraged. All supervisors are required to promptly provide individual supervision upon the supervisee's request to address matters needing immediate

attention. Supervisors are encouraged to provide positive feedback to supervisees whenever appropriate. In addition, departments are encouraged to develop other systems of supervision and consultation which provide additional objective facilitation of the supervising process. In summary, the policy of Community Counseling Services in regard to supervision indicates, a) each employee shall have but one direct supervisor, b) formal, written performance reviews are conducted for each employee by his/her supervisor, c) policy promotes supervisor/supervisee interaction to facilitate clear expectations and harmonious interactions, d) timely and accurate feedback is expected, e) communication between supervisee/supervisor is critical to promote an effective team effort, and f) policy is implemented to ultimately result in high quality mental health services being provided to individuals receiving services from Community Counseling Services.



**Section:** Human Resources  
**Policy:** Political Activity  
**Policy No:** HR 28  
**Effective:** 11/01/1992  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services to maintain administrative personnel policies and procedures.

**PURPOSE:** To make clear to all employees exactly what is expected and to comply with all state and federal employment policies

**PROCEDURE:** The Hatch Act governs the political activity of employees of agencies receiving federal/state financial assistance. According to the Hatch Act, an employee may:

- Register and vote as he/she chooses
- Assist in voter registration drives
- Express his/her opinion about candidates and issues
- Be a candidate for public office in nonpartisan elections
- Contribute money to political organizations
- Attend political fundraising functions
- Join and be an active member of a political club or party
- Sign nominating petitions
- Campaign for or against referendum questions, constitutional amendments, municipal ordinances, etc.
- Attend and be active at political rallies and meetings
- Campaign for or against candidates in partisan elections
- Make campaign speeches for candidates in partisan elections
- Distribute campaign literature in partisan elections
- Hold office in political clubs or parties including serving as a delegate to a convention

Employees may not:

- Use their official authority or influence for the purpose of interfering with or affecting the results of an election or a nomination for office
- Solicit, accept, or receive political contributions unless both individuals are members of the same federal labor organization or employee organization and the one solicited is not a subordinate employee
- Knowingly solicit or discourage the political activity of any person who has business before the agency
- Directly or indirectly coerce, attempt to coerce, command or advise any State or local officer or employee to pay, lend or contribute anything of value to a party, committee, organization, agency or person for partisan political purposes
- Engage in political activity or wear political buttons while on duty
- Engage in political activity in any government or agency office
- Engage in political activity while wearing an official uniform
- Engage in political activity while using an agency vehicle
- Be a candidate for public office in a partisan election

**Caution:** Activity permitted by Federal law may be restricted or prohibited by State or local law or regulation.

**For additional information contact:**

U.S. Office of Special Counsel  
1730 M Street, N.W., Suite 218  
Washington, DC 20036-4505

Phone: (202) 254-3650\*

Toll-Free: 1-800-854-2824\*

\*Hearing and Speech Disabled: Federal Relay Service 1-800-877-8339

E-Mail: [www.osc.gov](http://www.osc.gov)

**Section:** Human Resources  
**Policy:** Personnel Record Maintenance  
**Policy No.:** HR 29  
**Effective:** 01/01/1997  
**Revised/Approved:** 04/22/2014

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**POLICY:** It is the policy of Community Counseling Services to maintain comprehensive personnel records for all employees.

**PURPOSE:** To ensure that all DMH Operational Standards and those of other appropriate agencies are met; to ensure that all employees are appropriate to and qualified for their positions in order to provide optimum service to all individuals receiving services; to ensure that job descriptions are current and relevant; and to ensure that all staff members are appropriately screened to work with children/youth and vulnerable adults.

**PROCEDURE:** It shall be the primary responsibility of the Department of Human Resources to implement and/or coordinate personnel policies. Human Resources personnel are designated, with documentation in their respective job descriptions, to maintain personnel records, disseminate employment information to program staff, and supervise the processing of employment forms. It is the responsibility of the Human Resources staff to ensure that a personnel record for each employee/staff member, as noted below, is maintained and shall include, but not be limited to:

- Engagement letter which indicates date of hire and position
- Application or resume, including employment history and experience.
- Copy of college transcripts/degree, high school diploma, and/or appropriate documents to verify that the educational requirements of the position are met
- Copy of current Mississippi license or certification for all licensed or certified personnel
- Documentation of contact with at least two of the listed references, one of which must be a former employer and/or a professional reference
- Permission to conduct applicable background checks
- Written job description (including job title, educational requirements, required certification/license or ability to obtain, responsibilities, essential functions, skills, knowledge, and experience required for the position) along with documentation of annual review by employee and supervisor, including necessary updates as appropriate
- Annual performance evaluation
- Copy of a valid driver's license and insurance for all designated drivers, as well as, individuals that drive a personal vehicle as part of their position with Community Counseling Services
- MVR for drivers designated to drive agency vehicles
- Copy of acceptable document(s) to verify ability to work in the US
- Wage and salary information, including all changes
- Completed State (MS Withholdings) and Federal Tax Forms (W-4)

See policy AD 02 regarding contractual employees and policy HR 45 regarding practicum/internship placements.

For staff members (including contract employees) and practicum/intern students, documentation of a criminal records background check (including prior convictions under the Vulnerable Adults Act) and child abuse registry check (for staff who work with or may have to work with children) will be obtained and reflect no information that would exclude the individual based on current DMH Operational Standards and applicable sections of MS Code of 1972, Annotated. For the purposes of these background checks, each employee/intern must be fingerprinted and fingerprints must be run as a part of the background check. Criminal records background and child abuse registry checks will be completed at hire. The HR Department and an individual's supervisor will monitor incidents that may affect an individual's reported background check or child abuse registry status and if indicated, additional/updated checks will be run.

**Section:** Human Resources  
**Policy:** Personnel Record Storage  
**Policy No.:** HR 30  
**Effective:** 01/01/1995  
**Revised/Approved:** 07/28/2016

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**POLICY:** It is the policy of Community Counseling Services to ensure the confidentiality and security of all personnel records

**PURPOSE:** To provide procedures for storage of mandatory personnel records

**PROCEDURE:** Only a single (one) personnel record shall be maintained for each staff member. Each record is the property of Community Counseling Services. All records shall be stored in a locked filing cabinet(s) located in the Human Resources Department, 1032 State Highway 50 West, West Point, MS. Records may be accessed by Human Resources Department staff, only.

Records may be retrieved by Human Resources Staff, only, for the purpose of viewing by respective supervisors and/or licensing officials. It is the responsibility of the Personnel Officer to ensure that only individuals with a “need to know” have access to personnel files. An individual staff member may view his/her record in the presence of a Human Resources Department staff member, by appointment only.

Supervisors may maintain a skeleton file only, which shall be limited to **copies** of the following documents:

- Resume and application
- Licenses and/or diploma
- Job description for current position
- Evaluation for current position
- Records of required training
- Documented reprimands/disciplinary actions

Skeleton files may not include:

- Salary histories
- Incident Reports
- Workers Compensation reports
- Any health records
- Background checks (Child Abuse Registry; criminal records)

Skeleton files shall be stored in a locked filing cabinet to be accessed by authorized supervisors only. After an individual leaves employment, skeleton files should be shredded by the supervisor or submitted to the HR Department so it can be properly destroyed.

After an individual leaves employment with Community Counseling Services, personnel files will be maintained in closed files for a period of five (5) years. Closed personnel files are the property of Community Counseling Services and are stored at the Human

Resources Department located at 1032 Highway 50 West, West Point, MS for three (3) years and at the West Point Administrative office located at 222 Mary Holmes Drive in West Point for the remaining period of two (2) years. After 5 years, closed personnel files are destroyed. Personnel file destruction (to include CHRI) will be observed by at least one (1) HR personnel. Observance of file destruction will be documented. Documentation will be maintained in the HR department.

No information from the personnel file of an individual no longer employed will be provided except for requested copies of training certificates and current TB tests within a reasonable time. A written request must be signed by the previous employee giving Human Resources permission to dispense the requested information.

**Section:** Human Resources  
**Policy:** Prohibition of Harassment  
**Policy No:** HR 31  
**Effective:** 02/01/1993  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services that any harassment in the form of actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. This policy applies to all phases of employment, including, but not limited to recruiting, hiring, transfer, lay-off, and termination.

**PURPOSE:** To ensure that the work environment of Community Counseling Services is free of offensive behavior, harassment and discrimination

**PROCEDURE:** Discrimination or harassment based on race, religion, sex, national origin, disability or any other legally protected status is considered a form of employee misconduct. Examples of such misconduct may include, but are not necessarily limited to:

- A request or demand for sexual favors accompanied by a threat concerning an individual's employment status or a promise of preferential treatment
- Unnecessary and unwelcome touching of an individual, for example patting, pinching, hugging, or repeatedly brushing against another's body
- Offensive jokes, comments, slurs, e-mail, memos, faxes, posters, cartoons, or gestures

Disciplinary action, up to and including termination, may be taken against any employee who in bad faith makes a false or dishonest claim of harassment or discrimination. Any supervisor or manager who has knowledge of such behavior yet fails to take appropriate action is also subject to discipline. Any employee who believes he/she is being discriminated against or harassed based on any of the grounds stated above should report it immediately to his/her direct supervisor or to the Human Resources Department. Under no circumstances will an employee be penalized for reporting what the employee believes in good faith to be harassment under this policy. If an employee believes that he/she is being retaliated against for bringing a complaint of harassment or discrimination, that employee should report such conduct immediately to his/her direct supervisor or to the Human Resources Department. Any supervisor or manager who retaliates against an employee for making a complaint shall be subject to disciplinary action up to and including termination.

**Specific procedures:** Any person who has reason to believe that he/she is the victim of sexual or other forms of harassment should report the facts of the incident to:

1. His/her County Administrator/Program Supervisor (unless the report would directly involve the employee's County Administrator/Program Supervisor) and to the Department of Human Resources
2. The Department of Human Resources will promptly investigate the incident and document all of the facts reported. All parties involved will be

interviewed. Anyone engaging in any improper harassment will be subject to disciplinary action, including possible discharge. Appropriate corrective action will be recommended where it is warranted.

Training for supervisors will be provided on a regular basis for the purpose of sensitivity to harassment issues, procedures for filing complaints, and appropriate response to complaints.



**Section:** Human Resources  
**Policy:** Recruitment of Staff  
**Policy No:** HR 32  
**Effective:** 01/01/1995  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services to ensure compliance with applicable state and federal employment laws by using appropriate resources when recruiting for staff vacancies.

**PURPOSE:** To identify the most qualified available applicant, for whom there is an application/resume on file, without regard to sex, race, color, religion, age, disability, national origin, or genetic information; but on merit, qualifications and competence.

**PROCEDURE:** All applications for employment will be received in the Human Resources Department where they will be stamp dated, logged and considered active for a period of forty-five (45) days. The hiring Administrator/Supervisor will initiate a staff requisition for the purpose of informing the Human Resources Department of the position opening. Job postings for all open positions will be made available by the Department of Human Resources to all sites and will be distributed to all sites as they occur. Job postings are also placed on the Community Counseling Services web-site as they occur.

Eligible Community Counseling Services employees may apply for the open position by completing an In-House Employment Application, which can be found on the agency website, and forwarded to the Human Resources Department. As a courtesy, employees are encouraged to notify their supervisor about the submission of an in-house application. To be considered eligible for consideration, the individual must meet educational/licensure requirements as outlined in the job posting, have completed one (1) year in current Community Counseling Services position, and be considered in good standing with the agency. The Executive Director has the ability to waive the one (1) year requirement when agency needs, program compliance/continuation, or safety needs warrant.

After five (5) business days of posting, all in house applications meeting the above-stated requirements, as well as, the qualifications of the open position will be reviewed by the Human Resources Department. During the first five (5) business days of posting, in-house applicants are given consideration before external candidates are considered; however, submission of an in-house application does not guarantee an interview with the hiring supervisor, nor does it guarantee a position transfer.

If a qualified candidate is not identified internally, active applications/resumes matching qualifications of the open position will be reviewed by the Human Resources Department. Candidates (both in-house and external) will generally be screened by the Human Resources Department, and appropriate candidates will be forwarded to the hiring supervisor. If a qualified candidate is not identified from applications/resumes on file, further recruitment efforts by the Human Resources Department will occur by advertising through, but not limited to, newspapers, educational institutions, job boards/websites, employment services, and professional boards.

**Section:** Human Resources  
**Policy:** Seat Belts  
**Policy No:** HR 33  
**Effective:** 04/01/1991  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services that every employee and passenger must fasten his/her seat belt while riding in or operating any vehicle on Community Counseling Services business.

**PURPOSE:** To comply with Mississippi law requiring the use of seat belts and to promote the safe operation of all vehicles and the safety of their occupants

**PROCEDURE:** Seat belts of all passengers must be fastened before the vehicle begins to move. If it is necessary to transport a person who is unable to fasten his/her seat belt because it will not extend far enough, arrangements should be made to use another vehicle/agency van that has a useable seatbelt. If the Community Counseling Services van seat belts will not extend far enough to be fastened, a request should be made for a seat belt extender. If an individual unfastens his/her seat belt while the vehicle is in motion, the driver shall immediately stop the vehicle in a safe location and put the vehicle in park until the seat belt is again fastened.

Children under the age of four (4) years must be seated in approved safety seats with proper restraint. Children ages four (4) to six (6) who are less than fifty-seven inches (57") or less than sixty-five (65) pounds must be in a booster seat. No child under the age of twelve (12) may be transported in the front seat of an automobile which has a passenger-side air bag.

**Section:** Human Resources  
**Policy:** Training of Staff Members/Staff Development  
**Policy No.:** HR 34  
**Effective:** 02/16/1993  
**Revised/Approved:** 10/23/2012

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**POLICY:** It is the policy of Community Counseling Services that all staff members are required to participate in orientations, staff development opportunities, and other meetings as required by the Department of Mental Health.

**PURPOSE:** Community Counseling Services provides employee training as a means to help employees develop and/or enhance their professional skills and to assist them with their career development goals. As part of our commitment to staff training and development, we provide online courses from Relias Learning and College of Direct Support. To comply with all regulations of the Department of Mental Health

**PROCEDURE:** It is the responsibility of the Department of Human Resources to ensure that employees of Community Counseling Services receive appropriate training and that all training is documented in the individual training/personnel records and/or the Relias/College of Direct Support Library. The documentation must include the name of training, instructor's name and credentials, date of training, length of time spent in training, topics covered, and learning objectives. For courses taken through Relias/College of Direct Support, a copy of the training completion certificate is sufficient.

### **Relias Learning**

**Mandatory Training and Education:** Employees are expected to complete mandatory training to meet CCS requirements and the Department of Mental Health (DMH) Operational Standards. Employees are given access to their training plans via a password secured login to Relias. Mandatory training and other agency requirements are listed with specific due dates on the employee's training plan. Mandatory training is defined as training required by Community Counseling Services or training hours required to meet minimum requirements as outlined by the DMH Operational Standards. All mandatory training is expected to be completed on or before the "required by" date and should be done during the employee's scheduled work hours. Employees will be paid their regular rates. Non-exempt (hourly) employees must obtain prior written approval from their supervisor if training time will require overtime hours worked. Exempt employees may complete the training outside their regular scheduled hours at their discretion, but will not receive any additional compensation or time off.

As part of the employee's performance evaluation, the employee will meet with his/her supervisor and determine relevant courses or courses the employee is interested in taking related to professional growth and development. Timely completion of training will be part of an employee's performance evaluation. Completion of required training does not in any way alter the "at will" status of employment. Supervisors are expected to support training time within normal work hours.

**Recommended Training and Education:** From time to time a supervisor may recommend specific online courses as performance improvement activity or as part of an employee's

professional development plan. When recommended by a supervisor, the procedures outlined under Mandatory Training and Education applies.

Elective Training and Education: Relias Learning provides a library of professional courses on a variety of behavioral health and human service topics. Employees may, at their own discretion, take online courses for continuing education credit, for professional development, for licensure requirements, or personal interest at no cost. As stated previously, mandatory training to meet CCS requirements and the Department of Mental Health Operational Standards should be done during the employee's scheduled work hours. Employees choosing to take online courses at their own discretion, as electives, must do so on their own time and employees will not be compensated for their time.

System Use Requirements and Enforcement (Relias): Each employee must understand that he/she is responsible for any actions that are conducted using his/her Relias account. The employee will not allow anyone else, including family members, friends, classmates, and/or colleagues to use his/her account, or take the course examinations on his/her behalf. Employees also agree to abide by the following guidelines:

- Never disclose his/her personal password
- Never use another person's sign-on ID
- Always sign off the system when finished; do not leave a terminal unattended while logged onto the training center (exception: brief periods of emergency)
- Never allow anyone who does not have an authorized sign-on ID to access any of the Relias Learning courses. Material may be copyrighted, and therefore it may be illegal to copy or use the material outside of our organization.

Acts or the condoning of acts which achieve or attempt to achieve the unauthorized use of Relias Learning resources or the unauthorized use of copying of data is prohibited. Examples of unauthorized use or copying include but are not limited to:

- Attempts to alter or destroy course and test data
- Attempts of unauthorized access or copying of course and test data or software
- Attempts to release data or software that has not been previously authorized

Disciplinary action, up to and including termination, may result from an employee having been found to be in violation of these requirements.

### **College of Direct Support**

The College of Direct Support is authored by the University of MN's institute for Community Integration and is the nation's leading authority in supporting people with intellectual and other related developmental disabilities. Staff working with individuals with intellectual and developmental disabilities will be given a login in order to access courses related to working with the IDD population. The suggested curriculum for general orientation and continuing education outlined by College of Direct Support will be utilized. These courses, along with Relias courses and face-to-face training can be used to meet continuing education requirements.

### **General/Agency Orientation**

All new hires and interns will participate in General/Agency Orientation within thirty (30) days of hire/placement, except for direct service providers and direct service interns. All direct service staff must receive training prior to contact with individuals

receiving services. General/Agency Orientation will consist of a minimum of four (4) hours of training and will consist of the following topics:

- Overview of Agency Mission, CCS Policies & Procedures, and CCS Services
- DMH Operational Standards (as applicable to position)
- DMH Record Keeping Guide (as applicable to position)
- Data reporting as outlined in Uniform Data Standards (as applicable to position)
- Ethical and Professional Conduct, including drug free workplace, sexual harassment, and acceptable professional organization/credentialing standards
- Family/Cultural Issues and Respecting Cultural Differences
- Emergency/Disaster Response
- Confidentiality and Rights of Individuals Receiving Services
- Rights of Individuals Receiving Services
- Serious Incident Reporting
- Abuse Reporting (with signed acknowledgement)
- Principles and Procedures for Positive Behavior Support
- Health and Safety
  - CPR (within 30 days of hire if not currently certified)\*
  - Basic First Aid
  - Universal Precautions
  - Hand Washing
  - Fire/Disaster Safety

\*For all direct service staff working in community living programs, staff must be certified in CPR prior to contact with individuals receiving services and/or service delivery. All other direct care staff may be certified within 30 days of hire as long as other staff members at the location are CPR certified.

**Initial Staff Training Plan by Position Classification:** All employees and interns will be expected to complete initial staff training. Employee training requirements during this initial training will be specified based on specific position classification. These classifications are defined direct service providers (i.e., therapist, community support specialist, program assistant, 1915i IDD Community Support Program, 1915c home and community based services), administrative/support staff (i.e., office manager, medical records technician, housekeeper, accounting staff member), and direct service interns. The initial training plan for all classifications will consist of a minimum of twenty (20) hours within ninety (90) days of hire. Training topics will include, but are not limited to:

#### **Therapist/Community Support Specialist**

- Relevant On-Line Course – minimum three (3) hours
- Crisis Prevention Intervention (if not currently certified)
- Clinical Orientation
  - Recovery/Resiliency Orientated Documentation and Systems of Care
  - Clinical Documentation and Initial Assessment procedures
  - Person-Centered Planning (as applicable to population served)
  - Wraparound (as applicable to population served)
- Emergency On-Call/Response
- Post-Orientation
  - Job specific/policy related questions/concerns
  - Review of Medicaid Fraud and Ethical Conduct Policy

- Work-site Orientation to include review of job description, New Hire Training Guide, and Position Specific Training Guide

### **Program Manager**

- Relevant On-Line Course – minimum of three (3) hours
- Crisis Prevention Intervention (If not currently certified)
- Recovery/Resiliency Orientated Documentation and Systems of Care
- Vehicle Safety
- Emergency On-Call/Response
- Post-Orientation
  - Job specific/policy related questions/concerns
  - Review of Medicaid Fraud and Ethical Conduct Policy
- Work-site Orientation to include review of job description, New Hire Training Guide, and Position Specific Training Guide

### **ID/DD Staff (1915c waiver and 1915i IDD Community Support Program)**

- College of Direct Support suggested curriculum as assigned by position
- Crisis Prevention Intervention (if not currently certified)
- Vehicle Safety (as applicable)
- Mental Health First Aid (as recommended)
- Post-Orientation
  - Job specific/policy related questions/concerns
  - Review of Medicaid Fraud and Ethical Conduct Policy
- Work-site Orientation to include review of job description, New Hire Training Guide, and Position Specific Training Guide

### **Program Assistant/Intern**

- Relevant On-line Course – three (3) hours
- Crisis Prevention Intervention (if not currently certified)
- Vehicle Safety (not applicable for interns)
- Mental Health First Aid (as recommended)
- Post-Orientation
  - Job specific/policy related questions/concerns
  - Review of Medicaid Fraud and Ethical Conduct Policy
- Work-site Orientation to include review of job description, New Hire Training Guide, and Position Specific Training Guide

### **Office Manager/Medical Records Technician**

- Relevant On-Line Course – three (3) hours such as:
  - Customer Relations
  - Time Management
  - Deficit Reduction Act Compliance
- Crisis Prevention Intervention (if not currently certified)
- Mental Health First Aid (as recommended)
- Post-Orientation
  - Job specific/policy related questions/concerns
  - Review of Medicaid Fraud and Ethical Conduct Policy
- Work-site Orientation to include review of job description, New Hire Training Guide, and Position Specific Training Guide

### **Housekeeping/Maintenance Personnel**

- Relevant On-line Course – three (3) hours such as:
  - Environmental Safety
  - Time Management
  - Defensive Driving
- Vehicle Safety (if applicable)
- Mental Health First Aid (as recommended)
- Post-Orientation
  - Job specific/policy related questions/concerns
  - Review of Medicaid Fraud and Ethical Conduct Policy
- Work-site Orientation to include review of job description, New Hire Training Guide, and Position Specific Training Guide

### **Accounting/Business Staff**

- Relevant On-line Course – three (3) hours such as:
  - Corporate Compliance and Ethics
  - Time Management
  - Deficit Reduction Act Compliance
- Mental Health First Aid (as recommended)
- Post-Orientation
  - Job specific/policy related questions/concerns
  - Review of Medicaid Fraud and Ethical Conduct Policy
- Work-site Orientation to include review of job description, New Hire Training Guide, and Position Specific Training Guide

**Annual Continuing Education Plans by Position Classification:** All employees are expected to meet annual continuing education requirements. Employee training requirements will be specified based on specific position classifications and focus on skills and competencies needed to work with the population served. Ultimately, it is up to each employee to monitor and ensure that specified required continuing education hours are met and that Community Counseling Services mandatory training is completed on or before the “required by” date. These requirements are as follows:

**Direct service providers** are required to obtain a minimum of thirty (30) continuing education hours every two years to include a combination of:

- Required CCS training (i.e., Medicaid fraud, ethics)
- Courses the employee chooses to take to enhance his/her ability to fulfill his/her job responsibilities, credentialing requirements, and self-identified training needs
- Supervisor recommended courses as a performance improvement activity or as part of an employee’s professional development plan

**ID/DD Staff (1915c waiver and 1915i IDD Community Support Program) specific:**

- College of Direct Support suggested curriculum for continuing education courses as assigned by position

**Administrative/support staff** members are required to obtain a minimum of sixteen (16) continuing education hours every two years to include a combination of:

- Required CCS training (i.e., Medicaid fraud, ethics)

- Courses the employee chooses to take to enhance his/her ability to fulfill his/her job responsibilities, credentialing requirements, and self-identified training needs
- Supervisor recommended courses as a performance improvement activity or as part of an employee's professional development plan

**Professionally licensed staff** must adhere to the continuing education requirements of their respective state/national licensing boards. **Medical personnel** are expected to meet requirements as outlined by their respective licensing boards.



**Section:** Human Resources  
**Policy:** Tuition Credit Assistance  
**Policy No:** HR 35  
**Effective:** 07/01/1990  
**Revised/Approved:** 08/26/2014

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**POLICY:** It is the policy of Community Counseling Services to offer an opportunity for employees to acquire additional education and enhanced professional skills by assisting with the financial requirements of academic enrollment.

**PURPOSE:** To assist Community Counseling Services in acquiring professional employees in Region VII and to increase the professional skills of current Community Counseling Services employees.

**PROCEDURE:**

Eligibility: Full-time employees who have been employed at least one year, have satisfactorily completed the most recent performance evaluation, and are currently not on disciplinary probation are eligible to submit a request for tuition assistance for undergraduate, graduate, and licensure pursuit. For individuals that have received previous tuition assistance, grades must have been received for prior approved courses and grades must be maintained as outlined under the Grade Expectation section of this policy.

Agreement Terms: Tuition credit assistance will be forgiven after an employee has been employed two years after having received the degree/completed licensure coursework for which tuition credit assistance was sought. For individuals that do not meet the terms of this agreement, repayment of 50% will be required at the time of termination/employment separation. As reflected in the tuition credit agreement, The Executive Director may cancel and terminate this contract with any employee upon such cause as the Director deems sufficient. Tuition Credit assistance will be budgeted annually in accordance with its normal budgetary policy. Tuition credit assistance is subject to funding availability.

Application: An employee wishing to apply for tuition credit should submit a tuition reimbursement request and tuition credit agreement (if not previously submitted) to his/her supervisor to be forwarded to the Department of Human Resources by July 1 for Fall Semester consideration, by December 1 for Spring Semester consideration, by April 1 for Summer consideration. The committee will review all applications and notify applicants of approval or denial by July 31<sup>st</sup>, December 31<sup>st</sup>, April 30<sup>th</sup> respectively. For accredited on-line programs that do not follow traditional semester/summer schedules, a request must be submitted thirty (30) days prior to the beginning of the class for which reimbursement is being requested. All payments will be made directly to the University for approved tuition reimbursement requests. A class scheduled must be provided substantiating enrollment in courses reflected on the tuition reimbursement request.

Modified Work Schedule: In addition to the request for tuition credit, employees should submit a request for a modified work schedule if coursework interferes with his/her current work schedule. No more than four (4) hours per week of personal leave may be

approved to accommodate a change in work schedule for attendance at classes approved under this policy. When possible, a schedule that allows flexibility to make up the work time is preferred. No reduction in service delivery expectations will be approved. If the employee works in a program that requires mandatory attendance (i.e., psychosocial rehabilitation, day treatment), approval will not be granted for courses that interfere/meet during program time. All requests to modify work schedules must follow the procedures outlined in Policy HR 17: Outside Employment or Education. Each request will be evaluated on a case-to-case basis.

Tuition Credit Committee: The Tuition Credit Committee will consist of the Chief Financial Officer, Chief Operations Officer, Personnel Officer, and County Administrators/Supervisors. The Committee will utilize the following guidelines in determining awards:

The applicant may request up to nine (9) hours per semester with tuition and fees not to exceed five hundred dollars (\$500.00) per course hour. (Books are not included.) Non-accredited on-line degree programs are not eligible for reimbursement. Seven (7) slots per semester (spring, fall, summer) are available for reimbursement assistance for individuals pursuing degrees and/or courses needed to complete licensure requirements. Priority will be given to individuals pursuing graduate degrees and individuals needing coursework to meet licensure requirements. Seniority with the agency will also be considered. Each semester will be evaluated separately; therefore, employees are not guaranteed ongoing tuition credit and must apply each semester. Employees on disciplinary probation with Community Counseling Services for any reason are not eligible for tuition credit assistance for two (2) semesters following the end of the probationary status.

In the event a slot remains open after considering all applicants pursuing graduate coursework and courses for licensure, employees wishing to pursue a Bachelor's degree will be considered. All degrees must be job-related.

Grade Expectation: It is expected that employees receive a "C" or above in individual courses paid for through the tuition assistance program and maintain a "3.0" grade point average. Employees who receive below a "C" or do not maintain a "3.0" grade point average will not be eligible for tuition assistance the following semester. In order to be considered for future tuition assistance, an employee must submit proof of bringing their grade point average up to "3.0". At all times, employees must remain in good standing with the University for which they are enrolled/taking classes. Employees are not eligible for tuition assistance if they are on academic probation thru the University for which they are enrolled/taking classes.

Grade Submission & Course Completion Requirement: Grades are to be submitted once received to the Human Resources Department. If a grade is not received due to an individual withdrawing from the course after the date for a full refund, the employee is responsible for the full amount of assistance that was provided for the course(s) in question. Repayment is due immediately or will be deducted from an employee's bi-weekly paycheck until the repayment is paid in full.

**Section:** Human Resources  
**Policy:** Workman's Compensation  
**Policy No:** HR 36  
**Effective:** 6/15/1991  
**Revised/Approved:** 3/1/2014

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**POLICY:** It is the policy of Community Counseling Services to provide Workman's Compensation insurance for all its employees.

**PURPOSE:** To comply with all federal and state laws/regulations and to provide for medical coverage for those persons injured while engaged in Community Counseling Services business.

**PROCEDURE:**

**General Information**

All employees are covered by Workman's Compensation from the first day of employment. Injuries occurring in the course of employment are paid for by workers' compensation insurance. Workers' compensation insurance pays all medical costs, without a deductible provision, and is paid for exclusively by Community Counseling Services. There are well-defined provisions that must be met to ensure that employees qualify for workers' compensation benefits.

Any work-related injury or illness must be immediately reported in writing to the employee's supervisor. The workers' compensation insurer will investigate all late reported claims. In accordance with MS Code: 71-3-7, no compensation shall be payable if the intoxication of the employee was the proximate cause of the injury, or if it was the willful intention of the employee to injure or kill himself or another. Injury that occurs during the employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Community Counseling Services will also not be compensable. Workers' compensation fraud is a felony, punishable by fines and/or jail time. Community Counseling Services will prosecute any individual found to be claiming a work-related illness or injury fraudulently.

There are two types of workers' compensation benefits paid to an employee with a work-related injury or illness. These are medical and wage replacement benefits.

**Medical benefits include the following:**

- Physician's Fees [or health care provider fees] - The approved physician [or health care provider] who provides treatment is paid through the workers' compensation insurer
- Hospital Fees - Paid in full
- Pharmacy Costs - Paid in full if prescribed by an approved physician
- Special Costs - Any other medical costs including but not limited to braces, crutches, physical therapy, and rehabilitation therapy, if deemed necessary by an approved physician [or health care provider], will be paid in full according to state law.

**Wage replacement benefits** are paid during the time employees are temporarily disabled because of a work-related injury or illness. Employees receive a percentage of their salary as set by state law. The Mississippi workers' compensation law provides for

a waiting period before injured employees become eligible for wage replacement benefits. (MS 71-3-11: No compensation except medical benefits shall be allowed for the first five (5) days of the disability. In case the injury results in disability of fourteen (14) days or more, the compensation shall be allowed from the date of disability.) Employees will be covered for the period of disability to the limit allowed under the state workers' compensation law. The workers' compensation insurer will pay the employee. The check will be mailed to the employee's home address.

Employees must have a doctor's release before an employee can return to work. This release must state any limitations the employee may have or accommodations the employee may need in order to return to work. Community Counseling Services is committed to providing work, when possible, for employees who have been restricted by a physician [or a health care provider] due to a work-related injury or illness; therefore, temporary modified duty may be available. (Reference Community Counseling Services' Temporary Modified Duty policy for additional information.) Employees who decline temporary modified duty in order to return to work from a leave of absence due to a workers' compensation injury will be considered to have resigned. If employees are eligible for family and medical leave because of the employees' serious health condition, they will have their workers' compensation benefits terminated if they refuse temporary modified duty for which the employee is qualified. Any employee who fails to return to work after being released by an approved physician will be considered to have resigned without notice.

**Action Steps:** All incidents involving injury to an employee *must* be reported to that employee's supervisor immediately after the injury occurred, unless the injury is such that they are prohibited from notifying their supervisor. Medical attention must be provided to any injured employee unless he/she refuses it in writing. The supervisor shall make the initial report to the Payroll/Benefits Coordinator so Community Counseling Services' Workman's Compensation carrier can be notified, as well as, the Personnel Officer so a post-accident/injury drug screen can be completed. If for any reason it is not possible to reach his/her immediate supervisor, the employee should contact another appropriate individual (i.e., Chief Financial Officer, Chief Operations Officer, Personnel Officer, his/her supervisor's supervisor.)

It is the responsibility of the employee to obtain and complete all necessary forms. An Incident Report must be filed promptly as per Community Counseling Services "Incident Reporting" policy. As soon as possible after the injury, the injured employee must contact the Payroll/Benefits Coordinator to receive information about what forms need to be completed and what the time line is for completion of those forms. It is the responsibility of the employee to complete and submit all necessary forms to the Payroll/Benefits Coordinator on a timely basis.

### **Post-Accident Drug Screen**

Employees are subject to testing when they are involved in an accident that damages a CCS vehicle, machinery, equipment, property and/or result in injury to themselves or another individual requiring medical attention. In any of these instances, the investigation and subsequent testing should take place within two (2) hours following the accident unless unable to do so due to the extent of the accident/injury.

### **Additional Information**

In an effort to encourage safe workplace habits, Community Counseling Services has a Safety Incentive Plan. Every 90 days that the agency has no lost-time accident, a drawing will be held for cash prizes. If there is a single lost-time accident, then there will be no drawing for that 90 day time period and the pot will start over from the beginning. An accident is considered "lost-time" if an employee does not report to work within 24 hours or at his next regular shift, whichever is later.

**Section:** Human Resources  
**Policy:** References  
**Policy No:** HR 37  
**Effective:** 10/01/2002  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services that all requests for references for current and/or former employees shall be referred to the Department of Human Resources.

**PURPOSE:** To ensure that requests for references on behalf of the agency are handled in a consistent manner in the best interests of employees, former employees and the agency

**PROCEDURE:** All requests for references for current/former employees shall be directed to the Department of Human Resources. No employee outside the Department of Human Resources may give a reference for the agency. Violation of this policy will result in disciplinary action. References will be limited to date(s) of hire, position title/responsibilities, and, if asked, eligibility for rehire. An employee may respond to a request for a **personal** reference. However, he/she must be very careful to make unmistakably clear to the source requesting the reference that the reference is a **personal** one and is not on behalf of Community Counseling Services.

**Section:** Human Resources  
**Policy:** Computer and Internet Acceptable Use  
**Policy No:** HR 38  
**Effective:** 10/01/2002  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services that all computer equipment and computer network resources are only to be used for official Community Counseling Services business. This policy is expressly violated by any unsanctioned use of computers and computer resources. Employees are expected to understand the intended use of computer equipment and to act sensibly and responsibly when using Community Counseling Services computer equipment.

**PURPOSE:** To define appropriate utilization of Community Counseling Services computers and computer resources

**PROCEDURE:**

Hardware: Installation and maintenance of Community Counseling Services owned hardware is to be done by the CCS Information Technology (IT) Department. Hardware is considered any equipment that falls into the category of technology. Such equipment includes, but is not limited to:

- Personal computers
- Network file servers
- Printers
- Hubs
- Switches
- Cabling
- Routers
- CSU/DSUs
- Patch panels
- Modems
- Display projectors
- Scanners

It is prohibited to transport hardware without notifying the IT Department. All computer hardware, printers and other peripherals such as printer cartridges should be ordered by the purchasing department or the Information Systems Department.

Software: Installation of all software applications must be approved by the IT Department. Any request for installation of software should be submitted to the IT Department and/or the Chief Financial Officer. Installation of software is to be performed by the IT Department or authorized vendors, unless other arrangements are made/approved. It is illegal and unethical to install any commercial software without obtaining a proper user license or expressed written consent from the software developer. It is also illegal and unethical to aid in any way in the distribution of software without proper licensing or consent.

**Local and Wide Area Network:** Community Counseling Services supplies a cluster of local area networks to serve its communication and automation needs. Employees who have access to these networks are responsible for understanding the guidelines to these services. It is prohibited to attach any unauthorized devices, such as web servers or mail servers to the Community Counseling Services LAN/WAN. It is against Community Counseling Services policy to allow unauthorized access to any portion of the Community Counseling Services Cluster of networks. Regardless of the computer hardware or software ownership, all data files residing on computers are the property of Community Counseling Services. It is the responsibility of the user to routinely back up all computerized data that is stored on the local (Drive C) machine, if desired. Data stored on the server (Drive I) is backed up by Community Counseling Services.

**Internet Guidelines:** Internet access is supplied for employees with the approval of Chief Financial Officer and the IT Department. Approved use of the Internet is limited to agency business. Agency business is to be considered any form of research, communication, procurement, or advertisement for which the use of the Internet will be beneficial and efficient in completing a Community Counseling Services workload. Internet access and e-mail usage is to be used for work-related purposes. Intentional access of Internet sites containing materials of a profane, sexually explicit, or inflammatory nature will not be tolerated.

**Electronic Mail (E-Mail):** Internet access and agency e-mail is provided for each employee with prior approval of the IT Department. E-mail is intended as a communication tool for agency business. The use of e-mail should be conducted with the same common sense standards that would apply to the use of agency telephones. E-mail for solicitation, personal financial purposes, partisan political activities, entertainment, or dissemination of "junk" e-mail such as chain letters is prohibited. It should be noted that Community Counseling Services management reserves the right to examine all Internet network traffic. It should also be noted that Community Counseling Services management reserves the right to examine the contents of all e-mails sent and received on the Community Counseling Services computer network. E-mail and other forms of electronic communication should not be considered private. CHAT, IRC, and broadcast messaging also fall within electronic mail guidelines.

**Off-Site Access:** Limited access privileges are granted to those employees who have laptop computers or computers at home and who have reasonable need for remote access. Off-site users must adhere to the Community Counseling Services Computer and Internet Acceptable Use policy just as if they were on-site. All network communications, whether destined for Community Counseling Services owned equipment or not, are subject to examination by Community Counseling Services management. Remember, even if the computer used to connect to the computer network is not owned by Community Counseling Services, you are still connecting to Community Counseling Services owned equipment and representing yourself as an employee of Community Counseling Services for all local network traffic as well as Internet network traffic. CHAT, IRC, Broadcast messaging all fall within these guidelines.

**Privacy:** Each employee shall have reasonable privacy with concern to Community Counseling Services computer equipment and information. Community Counseling Services reserves the right to monitor user activities and access any files or information



in the course of performing normal system and network maintenance or while investigating possible violations of policy. Community Counseling Services promises each employee that his/her information is to be considered private unless reasonable suspicion of misconduct develops. Community Counseling Services promises that information obtained by examination of employee files, e-mail, and Internet traffic will remain private with the exception of authorized management personnel and/or authorized third parties such as law enforcement officials. If such information violates the computer/Internet acceptable use rules set forth in this document, Community Counseling Services management will take whatever action is necessary to remedy the improper conduct, up to and including discharge. Each employee is also responsible for maintaining the privacy of other employees. Improper access to another employee's files, e-mail, and Internet network traffic is strictly prohibited. Any misconduct or misrepresentation concerning another employee's privacy will be strictly punished.

**Computer Ethics:** All employees and users of Community Counseling Services computer resources are responsible for using these resources in an ethical and legal manner. Agency policy prohibits account theft, violations of informational privacy, and penetration of or harm to operation systems. If abuse of computer systems occurs, those responsible for such abuse will be held accountable.

It shall be the responsibility of the IT Department and agency Administrator/Supervisors to ensure that each employee who has access to the agency's e-mail/internet service is made aware of the following:

- When on agency time, the services are to be used for agency business only. In general, employees should have no expectation of privacy concerning their E-Mail if they are using company equipment on company time.
- E-Mail/Internet access may be monitored. Such monitoring is not conducted routinely, but may be employed if there is evidence of a compelling need for agency administrators to be aware of an employee's E-Mail/Internet utilization. Monitoring may include an employee's after-hours usage of agency equipment/ services.
- If the employee wishes to utilize E-Mail and/or Internet access on his/her own time, he/she may do so, with the provision that such use does not interfere with other employees' use of such services to conduct agency business.
- Employee use of E-Mail for chain letters or forwarding of jokes, stories, attachments, etc., is forbidden, even on the employee's own time. Chain letters and other such items may clog the system and utilize space needed for company business. They can, therefore, interfere with the smooth functioning of the agency. Although it is not always possible for employees to control E-Mail they receive, it is possible for them to control what they send to another employee.

**Section:** Human Resources  
**Policy:** Inclement Weather  
**Policy No:** HR 39  
**Effective:** 10/01/2002  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services that the agency does not close due to inclement weather.

**PURPOSE:** To clarify appropriate actions of staff members during inclement weather

**PROCEDURE:** All offices of Community Counseling Services will be open despite inclement weather. Employees are expected to report to their work sites. Should an employee be unable to report to a work site such as a school, he/she should report to the county office and utilize the time to catch up on paperwork or housekeeping or assist with programs that are short of help. Should an employee be unable to reach his/her own county office, but is able to reach another county office, he/she should report to that office. Appropriate supervisors shall be notified.

Each employee will need to decide personally whether reporting to a work site poses a safety concern. Personal time or leave without pay will be granted to personnel unable to report to work. As always, appropriate supervisors should be notified. County Administrators/Supervisors and/or members of the Executive Leadership Team will decide whether or not programs will close and whether or not programs which require program transportation will operate vehicles. The safety of individuals receiving services should be considered, and individuals receiving services should not be transported with icy or dangerous road conditions. The agency will not grant administrative leave for employees unable to report to work due to weather conditions.

**Section:** Human Resources  
**Policy:** Family Medical Leave  
**Policy No:** HR 40  
**Effective:** 10/01/2002  
**Revised/Approved:** 04/22/2014

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**POLICY:** It is the policy of Community Counseling Services to comply with the provisions of the federal Family and Medical Leave Act (FMLA), implementing Regulations as revised effective January 16, 2009. The company posts the mandatory FMLA Notice in each county office and all residential facilities, and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on [Employee Rights and Responsibilities under the Family and Medical Act](#). The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law. If you have any questions, concerns, or disputes with this policy, you must contact the Benefits Coordinator in writing at the Administrative Office in Starkville. The following summarizes employee rights under the FMLA.

**PURPOSE:** The Family Medical Leave Act (FMLA) requires covered employers to provide up to twelve (12) weeks (or up to 26 weeks of military caregiver leave for a covered service-member with a serious injury or illness) of unpaid, job-protected leave to “eligible” employees for certain family and medical reasons. The FMLA allows employees to balance their work and family life by taking reasonable leave for certain situations as defined below. The FMLA seeks to accomplish these purposes in a manner that accommodates the legitimate interests of employers, and minimizes the potential for employment discrimination on the basis of gender, while promoting equal employment opportunity for men and women. Leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

**PROCEDURE:**  
**General Guidelines:**

Employee Eligibility: Employees are eligible for FMLA if they have worked for Community Counseling Services for at least twelve (12) months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer’s intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.

The employee must have worked at least one thousand, two hundred fifty (1,250) consecutive hours during the twelve (12) months prior to the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not

include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

The employee must work in a worksite where there are at least fifty (50) employees within seventy-five (75) miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

Leave Entitlement: A covered employer must grant an eligible employee up to a total of twelve (12) workweeks of unpaid leave in a twelve (12) month period for one or more of the following reasons:

- For the birth of a son or daughter, and to care for the newborn child;
- For the placement with the employee of a child for adoption or foster care, and to care for the newly placed child;
- To care for an immediate family member (spouse, child, or parent -- but not a parent "in-law") with a serious health condition; and
- When the employee is unable to work because of a serious health condition.

Leave to care for a newborn child or for a newly placed child must conclude within twelve (12) months after the birth or placement. Spouses employed by the same employer may be limited to a **combined** total of twelve (12) workweeks of family leave.

Serious Health Condition: "Serious health condition" means an illness, injury, impairment, or physical or mental condition that involves:

- Hospital Care
- Absence Plus Treatment
- Pregnancy
- Chronic Conditions Requiring Treatments
- Permanent/Long-term Conditions Requiring Supervision
- Multiple Treatments (Non-Chronic Conditions)

A serious health condition includes any period of incapacity or any subsequent treatment in connection with inpatient care or a condition that requires continuing care by a licensed health care provider. This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three (3) consecutive days of incapacity with the first visit to the health care provider within seven (7) days of the onset of the incapacity and a second visit within thirty (30) days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Qualifying exigency leave for families of members of the National Guard and Reserves when the covered military member is on active duty or called to active duty in support of a contingency operation: An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to active military duty or who is already on active duty may take up to twelve (12) weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- short-notice deployment
- military events and activities
- child care and school activities
- financial and legal arrangements
- counseling
- rest and recuperation
- post-deployment activities
- additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee's twelve (12) -week maximum of FMLA leave in a twelve (12) -month period.

Military Caregiver leave (also known as covered servicemember leave) to care for an ill or injured servicemember: This leave may extend to up to twenty-six (26) weeks in a single twelve (12) -month period for an employee to care for a spouse, son, daughter, parent or next of kin covered servicemember with a serious illness or injury incurred in the line of duty on active duty. Next of kin is defined as the closest blood relative of the injured or recovering servicemember.

Application Process: All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the Benefits Coordinator. Within five (5) business days after the employee has provided this notice, the Benefits Coordinator will complete and provide the employee with the DOL Notice of Eligibility and Rights. When the need for the leave is foreseeable, the employee must provide the employer with at least thirty (30) days' notice. When an employee becomes aware of a need for FMLA leave less than thirty (30) days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements requesting leave, absent unusual circumstances.

Designation of FMLA Leave: Within five (5) business days after the employee has submitted the appropriate certification form, the Benefits Coordinator will complete and provide the employee with a written response to the employee's request for FMLA leave, using the DOL Designation Notice.

Length of Leave: Under the FMLA an eligible employee is entitled to leave as long as a physician (or other legally qualified health care provider) has certified that his or her condition (or the condition of his or her family member) necessitates his or her absence

up to a maximum total of twelve (12) weeks within a twelve (12)-month period. Employees who take leave under this policy must use any paid leave time (i.e., personal leave, short-term disability, workers' compensation, etc.) concurrently during this twelve (12) week period.

An eligible employee can take up to twelve (12) weeks for the FMLA circumstances (1) through (5) above under this policy during any twelve (12) -month period. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last twelve (12) months and subtract it from the twelve (12) weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to twenty-six (26) weeks for the FMLA circumstance (6) above (military caregiver leave) during a single twelve (12) -month period. For this military caregiver leave, the company will measure the twelve (12) -month period as a rolling twelve (12) -month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of twenty-six (26) weeks available.

If a husband and wife both work for the company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of twelve (12) weeks of leave. If a husband and wife both work for the company and each wishes to take leave to care for a covered injured or ill servicemember, the husband and wife may only take a combined total of twenty-six (26) weeks of leave.

Twelve (12)-month Period Defined: The twelve (12) month period for FMLA eligibility begins with the date of first absence qualifying for FMLA leave, and rolls forward from that date. In other words, how much FMLA leave an employee is entitled to depends on how much time he or she has taken during the twelve (12) month period prior to his or her request for leave.

Substitution of Paid Leave: Community Counseling Services requires employees to use accrued **paid** leave concurrently when FMLA leave is taken. While out for FMLA, employees will continue to accrue personal leave according to agency policy.

Maintenance of Health Benefits: A covered employer is required to maintain group health insurance coverage, including family coverage, for an employee on FMLA leave on the same terms as if the employee continued to work. As stated previously, employees will continue to accrue personal leave according to agency policy. When employees are taking unpaid FMLA leave, personal leave will be paid out as accrued and applied to the employee's obligations for deductions. Should an employee miss any premium payment for insurance or other benefits during FMLA leave, Community Counseling Services is entitled to recover payment as an additional payroll deduction for each pay period until payment is completed after the employee returns to work. In the event that payout for accrued personal leave exceeds the obligation for benefit premiums, the remaining balance will be paid to the employee. An employer's obligation to maintain benefits under FMLA stops if and when an employee informs the employer of intent not to return to work at the end of the leave period, or if the employee fails to return to work when the FMLA leave entitlement is exhausted.

Other Benefits: For other benefits, such as elected life insurance coverage, the employer will continue making payroll deductions while the employee is on paid leave. The employee may make arrangements to continue benefits during periods of unpaid FMLA leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his/her portion of the premiums, or the employer may elect to continue such benefits to ensure that the employee will be eligible to be restored to the same benefits upon returning to work. At the conclusion of the leave, the employer may recover only the employee's share of premiums it paid to maintain other "non-health" benefits during unpaid FMLA leave, whether or not the employee returns to work.

### **Procedure for Implementation**

Employee Notice: Eligible employees seeking to use FMLA leave **may** be required to provide:

- Thirty (30) -day advance notice of the need to take FMLA leave when the need is foreseeable;
- Notice "as soon as practicable" when the need to take FMLA leave is not foreseeable;
- Sufficient information for the employer to understand that the employee needs leave for FMLA-qualifying reasons; and,
- In cases when the employer was not made aware that an employee was absent for FMLA reasons and the employee wants the leave counted as FMLA leave, timely notice (generally within **two (2) business days** of returning to work) that leave was taken for an FMLA-qualifying reason.

Employer Notice: Covered employers must take the following steps to provide information to employees about FMLA:

- Post a notice approved by the Secretary of Labor explaining rights and responsibilities under FMLA;
- Include information about employee rights and obligations under FMLA in employee handbooks or other written material; or
- Provide a written notice designating the leave as FMLA leave and detailing specific expectations and obligations of an employee who is exercising his/her FMLA entitlements.

Return to Work: Upon return from FMLA leave, an employee must be restored to his or her original job, or to an "equivalent" job, which means virtually identical to the original job in terms of pay, benefits, and other employment terms and conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar employment. Employees are expected to return to work when released by their health care providers (or when the family member is released). Failure to return to work when released by the employee's or the family member's health care provider will be considered a voluntary resignation.

Fitness for Duty: If an employee takes leave for his/her own serious health condition, he/she must provide certification from his/her health care provider of his/her fitness to return to work. This requirement will be included in the employer's response to the FMLA request. Community Counseling Services does not provide "light duty" for employees out on FMLA.

Intermittent Leave: The employee may take FMLA leave in twelve (12) consecutive weeks or may use the leave intermittently by taking a day when needed for physician appointments, treatments, etc. If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave.



**Section:** Human Resources  
**Policy:** Cellular Telephone Use  
**Policy No:** HR 41  
**Effective:** 01/11/2005  
**Revised/Approved:** 10/11/2011

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**POLICY:** CCS is aware that employees utilize their personal or company supplied cellular phones for business purposes. At the same time, cell phones are a distraction in the workplace. It is the policy of CCS that all cellular telephone use be limited to business purposes only and when clients are not present. This policy applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads. Ear pieces/devices whether personal or company supplied are prohibited within CCS facilities. It is also the policy of CCS that an employee is prohibited from using a cell phone, either hands on or hands free, when driving a company vehicle or when driving a personal vehicle and an individual receiving service is present.

**PURPOSE:** To maintain the confidentiality of individuals receiving services, to assure a productive and effective work environment, and to implement policies that reflect that client safety is of the utmost priority.

## **PROCEDURES**

**Company Owned and Supplied Devices or Vehicles:** An employee who uses a company-supplied device or a company vehicle is prohibited from using a cell phone, hands on or hands off, or similar device while driving. This prohibition includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any other company or personally related activities not named here while driving. If an employee needs to use a company-supplied device during his/her route, it is expected that the employee will pull off to the side of the road when there is a safe location to do so, will place the vehicle in park, and turn on the hazard lights before making or receiving a call. When answering a call, an employee must follow the above procedures before answering the call. This may require calling the number back once the vehicle is parked and passengers are secure. These procedures apply whether there are passengers on board or not.

**Personal Cell Phone or Similar Device Used for Business:** Employees are discouraged from giving personal contact information to individuals receiving services or their families. Employees should provide individuals receiving services with the office number in the county where they reside, as well as the after-hours emergency on-call number if warranted. An employee who uses his/her personal cell phone for business purposes is prohibited from using his/her cell phone when an individual receiving services is present. Protecting a client's confidentiality is of the utmost importance. In addition, an employee is prohibited from using his/her cell phone while using his/her personal vehicle for business purposes unless hands free equipment is utilized. This prohibition includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any or any other company or personally related activities not named here.

**Cellular Phones (company-supplied or personal) or Similar Devices at Work:** It is intended that cellular phones are to be used during scheduled work time for work related activities only. While inside CCS facilities, cell phones should be placed on vibrate to minimize distractions during the work day. Personal use of cellular telephones shall be limited to breaks and lunch hours. If a call should be answered and it is determined by answering that the nature of the call is personal, it is expected that calls should last no longer than three (3) minutes in accordance with the Personal Visits/Telephone Calls policy, HR 18. To ensure the effectiveness of meetings, employees are asked to either leave their cell phones at their desks or to turn the device off during the meeting. On the unusual occasion of an emergency or anticipated emergency that requires immediate attention, the cell phone may be carried to the meeting on vibrate mode with notification to the person conducting the meeting/training.

**Disciplinary Action:** If there is suspicion or a report that an employee is using his/her personal cell phone during the workday in violation of this policy, a copy of the employee's cellular phone bill may be requested in the course of an investigation. It will be determined that an employee who refuses to produce his/her cellular phone bill as requested is substantiating the violations in question. Employees who violate this policy will be subject to disciplinary action, up to and including employment termination.

**Section:** Human Resources  
**Policy:** Employee Longevity Recognition  
**Policy No:** HR 42  
**Effective:** 08/01/2005  
**Revised/Approved:** 5/21/2018

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**POLICY:** It is the policy of Community Counseling Services to recognize employees at five (5) year intervals on the anniversaries of their hire dates with a longevity award.

**PURPOSE:** To promote longevity and continued high morale, as well as to encourage continued agency commitment.

**PROCEDURE:** At the first of each month, the Human Resources Department shall provide a list to the payroll department of employees that have reached a milestone anniversary based on his/her last date of hire. Notices will go to employees acknowledging the milestone anniversary and their receipt of a longevity award based on their years of services. Any employee reaching a five (5) year milestone anniversary will be acknowledged under this policy.

Employees reaching five (5) year milestone anniversaries will have their longevity award included in the pay period which includes his/her anniversary date. The value of the "longevity award" will be based on the following milestone anniversaries:

**Recognized Milestone Anniversaries/Longevity Awards**

5 years - \$150.00  
10 years - \$300.00  
15 years - \$450.00  
20 years - \$600.00  
Each subsequent 5 year increment - \$600.00

<b>Section:</b>	Human Resources
<b>Policy:</b>	Employee Referral Bonus
<b>Policy No:</b>	HR 43
<b>Effective:</b>	08/01/2005
<b>Revised/Approved:</b>	02/28/2012

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**POLICY:** It is the policy of Community Counseling Services to encourage employees to refer qualified applicants for employment in key positions.

**PURPOSE:** To promote employee participation in the referral and employment process. To expand the qualified applicant pool for key positions.

**PROCEDURE:** The Human Resource Department shall publish and update a job posting of available positions within the agency. The job posting will indicate whether a position is eligible for a referral bonus. Eligible positions will include therapist and community support positions, as well as, any additional positions deemed eligible by the Executive Director or Personnel Officer. Applicants will be asked by the Human Resource representative whether they were referred by a current employee only after an offer of employment is made. The applicant must provide the name of the referring employee at that time.

The referral bonus will be in the amount of five hundred dollars (\$500.00) payable in two (2) installments. Two hundred fifty (\$250) will be paid in the month the applicant begins employment and two hundred fifty (\$250) will be paid in the month the applicant completes a successful six (6) month probationary period. The second installment will not be paid in the event the applicant fails to complete the six (6) month probationary period for any reason. Any employee of Community Counseling Services, except an employee of the Human Resource Department, is eligible to make an employment referral.

Employees may refer qualified applicants recruited from any source; however, relatives of current employees are excluded from bonus consideration. Also excluded from bonus consideration are employees who refer former Community Counseling Services employees. (Recruiting a former employee will not result in a bonus for the current employee who refers him/her.)

**Section:** Human Resources  
**Policy:** Employee Eligibility Verification  
**Policy No:** HR 44  
**Effective:** 05/01/2009  
**Revised/Approved:** 03/24/2010

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**POLICY:** It is the policy of Community Counseling Services to require that each new employee's eligibility to work in the United States be verified and that in the verification process non-discriminatory practices be observed. It is also the policy of Community Counseling Services to employ only those individuals whose eligibility to work in the United States can be verified.

**PURPOSE:** To conform to and comply with all laws of the United States and the State of Mississippi regarding employment eligibility verification

**PROCEDURE:**

**Completion of Department of Homeland Security form I-9, Employment Eligibility Verification:** The Personnel Officer of Community Counseling Services shall be responsible for insuring that an I-9 form is completed each time an individual is hired to perform labor or services in the United States in return for wages or other remuneration. The employee shall fully complete Section 1, printing the information clearly. If the employee cannot complete Section I without assistance, or if he/she needs Form I-9 translated, someone may assist him/her. The preparer or translator must read the form to the employee, assist him/her in completing Section 1, and have the employee sign or mark the form in the appropriate place. The preparer or translator must then complete the Preparer/Translator Certification block on Form I-9.

Because Community Counseling Services is a participant in the USCIS E-Verify Program, each employee/prospective employee is required to provide his/her Social Security number for employment eligibility verification. Human Resources staff members may not, however, ask an employee to provide a specific document with his/her Social Security number on it. The employee must present to a Human Resources staff member an original document or documents that establish identity and employment authorization, including a photograph, within three (3) business days of the date employment begins. (The Human Resources Department of Community Counseling Services ensures completion of the I-9 during a pre-employment paperwork session. The employee can choose which document(s) he/she wants to present from the List of Acceptable Documents on the last page of Form I-9. List A documents establish both identity and employment authorization. List B documents establish identity only and must bear a photograph of the employee. List C documents establish employment authorization only. The Human Resources staff member then examines the original document(s) the employee presents and then fully completes Section 2 of Form I-9. The Human Resources staff member must examine one (1) document from List A **or** one (1) document from List B **and** one (1) document from List C.

The Human Resources staff member shall record the title of the document, the name of the issuing authority, the number of the document, and the expiration date (if any) of the document. The Human Resources staff member shall enter in the Certification Block date of hire, employer's business name and complete address, printed name and title of

the Human Resources staff member. The Human Resources staff member attests to examining the documents provided by the employee by signing and dating the Certification Block of Form I-9.

In certain circumstances, the Human Resources staff member may accept a receipt in lieu of a List A, List B, or List C document if one is presented by an employee. A receipt indicating that the individual has applied for initial employment authorization or for an extension of employment authorization is **not** acceptable proof of employment authorization. Receipts are never acceptable if employment lasts less than three (3) days. Examples of receipts and temporary employment documents an employee can present are:

- A receipt for a replacement of a lost, stolen, or damaged document
- The arrival portion of the Form I-94 or I-94A containing a temporary I-551 stamp and photograph
- The departure portion of Form I-94 or I-94A with an unexpired refugee admission stamp

When an employee provides an acceptable receipt, the Human Resources staff member records the document title in Section 2 of the Form I-9 and writes the word “receipt” and its document number in the “document number” space. When the employee presents the actual document, the Human Resources staff member shall cross out the word “receipt” and any accompanying document number, insert the number from the actual document presented, and initial and date the change.

When an employee has presented items from List A or List C which are about to expire, the employee shall be notified, appropriate renewals or alternate documents shall be presented, and a new I-9 Form shall be completed. When a former employee is re-hired, a new I-9 Form shall be completed. The Human Resources Department will store paper I-9 forms in a locked cabinet separate from all other records. The Human Resources Department will retain completed I-9 forms for all employees for three (3) years after the date of the employee’s hiring, or one (1) year after the date employment is terminated, whichever is later.

**Completing the E-Verify Program process:** Federal statutes make participation in the E-Verify Program optional; the Mississippi Employment Protection Act makes participation in the E-Verify Program mandatory, effective July 1, 2008 for employers of two-hundred fifty (250) or more employees. It is the responsibility of the Staff Development Officer to ensure that the E-Verify Program is appropriately utilized for all new hires, insuring that:

- The E-Verify Program is used to verify new hires only after the I-9s have been completed, not to pre-screen applicants or “re-verify” the employment eligibility of current employees
- Any Human Resources staff member who utilizes the E-Verify Program shall have completed the BSO Tutorial for E-Verify prior to such use
- The eligible Human Resources staff member checks identifying information on the I-9 forms with the E-Verify system within three days of a hire

If all is in order, the Human Resources staff member will receive an employment authorized” or a “verified” response. If neither the Social Security Administration nor

the Department of Homeland Security is able to confirm the employee's personal information, the Human Resources staff member will receive an "SSA tentative non-confirmation" response. When a non-confirmation response is received, the Human Resources staff member shall check all information submitted, correct any errors and submit the correct information

If the SSA tentative non-confirmation response continues to exist, the Personnel Officer shall advise (or cause to be advised) the employee of his/her right to contest the response by personally visiting a Social Security Administration office within eight (8) to ten (10) days. During that time, Community Counseling Services is prohibited from terminating the employee. If the employee does not contest the response or if the response continues to be in effect after the employee's contest, he/she may be terminated.

**Section:** Human Resources  
**Policy:** Practicum/Internship Placements  
**Policy No:** HR 45  
**Effective:** 07/01/2010  
**Revised/Approved:** 03/24/15

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**POLICY:** It is the policy of Community Counseling Services (CCS) to offer internship placements each semester to assist with various projects as the need arises, assist in existing programs, and for the purpose of evaluating and recruiting college and/or graduate students prior to graduation. It is determined that benefits are derived by CCS for work/tasks completed by intern students; therefore, internships with CCS will be paid internships. Individuals who are selected to pursue their internship with CCS will be classified as temporary employees.

**PURPOSE:** To ensure a clear understanding of the role and expectations of interns who are completing a placement with Community Counseling Services (CCS). For the purpose of this policy, the terms “intern/internship” is used to represent those students pursuing internship or directed independent study.

**PROCEDURE:**

General guidelines: All interns must be at least 21 years of age and be receiving instruction from an accredited school, vocational program, college, or university. Students/intern candidates will be required to provide proof of enrollment in a course which requires the completion of a specified number of internship/placement hours. Only students/intern candidates that must complete a minimum of 240 hours and not to exceed 600 hours will be considered for internship placements. Interns will be considered temporary employees and must abide by all company rules and regulations. They are not entitled to receive any fringe benefits with the exception of those mandated by local, state, and federal laws. Interns are not covered by Community Counseling Services’ auto liability insurance carrier and therefore, are prohibited from using agency vehicles for any reason. All work done during the internship belongs to Community Counseling Services. Interns will not be guaranteed a job upon completion of their internship. To be considered for employment, they must apply for an open position following the procedures in place for individuals seeking employment.

Specific procedures: Interested students/potential interns will contact the HR Department to indicate interest in an internship placement. Only students who are referred by an appropriate academic program and as part of a program/course requirement will be considered for an intern placement. Previous employees who are not eligible for re-hire will not be considered for internship placements. An interview will be scheduled with the HR Department to verify school requirements, determine interest areas of student, and discuss possible placement sites. Prior to the initial interview, the student/potential intern must submit the following items:

- Current resume with relevant coursework identified
- Cover letter that outlines requirements of intern, areas of interest, and what the student hopes to gain from the experience

If the HR Department determines that the candidate should be considered for an



internship placement, the individual will be referred to the supervisor who will serve as the site supervisor and be responsible for supervising the intern at his/her placement site. The potential site supervisor will make a recommendation indicating whether or not he/she would like to pursue a placement for the student/ potential intern.

If approved, the Executive Director will sign the Internship Agreement giving approval for the internship placement and temporary employment. After receiving approval from the Executive Director, the student/intern candidate will be contacted to schedule pre-internship/employment paperwork. The same process utilized for CCS employees will be followed with the addition that two letters of recommendation must be provided, with one being from the University department in which the internship is being completed. (See policy HR10 Hiring of Staff for details.) Interns must follow agency employment guidelines including required background checks which will be determined based on the specified placement site. The HR Department will verify that there is a signed Internship Agreement between the academic institution and CCS on behalf of the student/intern and will ensure that the agency receives documentation which identifies the parameters and expectations of the internship.

The intern must complete the orientation process as required for employees of CCS. This orientation process will include, but not be limited to, agency orientation, work-site orientation, and position specific orientation which must be completed prior to providing services to individuals receiving services through CCS. As employees of CCS, interns must follow all agency policies and documentation requirements. Interns must maintain confidential and/or proprietary information even after they leave the organization.

Intern Supervisors: Each intern shall be supervised by an appropriately credentialed supervisor and this individual will be considered the intern's site supervisor. The site supervisor is responsible for overseeing the services provided and the work completed throughout the duration of the internship. The site supervisor must provide weekly supervision with the intern and will complete university evaluations as required by the university program.

Practicum Placements: Practicum placements are available (no less than 100 hours); however, placements are not eligible for compensation since the purpose of the practicum is primarily observation and educational in nature. In addition, "work" is not completed on behalf on the employer. Potential practicum students will be required to follow the same procedures as outlined above, including the completion of necessary background checks and training prior to reporting to the placement site.

**Section:** Human Resources  
**Policy:** Temporary Modified Duty  
**Policy No:** HR 46  
**Effective:** 03/01/2014  
**Revised/Approved:**

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**POLICY:** It is the policy of Community Counseling Services to provide work, when possible, for employees who have been restricted by a physician [or a health care provider] due to a work related injury.

**PURPOSE:** To comply with all federal and state laws/regulations, while providing opportunities for employees to return to work.

**PROCEDURE:**

**General Information:** Community Counseling Services is committed to providing work, when possible, for employees who have been restricted by a physician [or a health care provider] due to a work-related injury or illness. Such work will be provided subject to availability. Work will be assigned according to the nature of the injury or illness and the limitations set forth by the treating physician [or health care provider]. Every effort will be made to place employees in positions within their own department/county. If necessary, an employee will be placed wherever an appropriate position is available. While on temporary modified duty, employees will continue to receive their regular rate of pay. Employees who decline temporary modified duty in order to return to work from a leave of absence due to a workers' compensation injury will be considered to have resigned. If employees are eligible for family and medical leave because of the employees' serious health condition, they will have their workers' compensation benefits terminated if they refuse temporary modified duty for which the employee is qualified. Any employee who fails to return to work after being released by an approved physician will be considered to have resigned without notice.

**Action Steps:** Medical attention must be provided to any injured employee unless he/she refuses it in writing. After having received medical attention, the employee must contact the Payroll/Benefits Coordinator and provide a written update of his/her medical condition from the treating physician (or health care provider). Employees must have a doctor's release before an employee can return to work. The documentation provided from the physician must state any limitations the employee may have or accommodations the employee may need. Based on this information, the Payroll/Benefits Coordinator will consult with the Staff Development Officer to determine if there is Temporary Modified Duty available. If available, the Staff Development Officer will notify the employee of available modified duty and the date the employee is expected to report to such assignment. The Payroll/Benefits Coordinator will notify the Workman's Compensation carrier that such temporary work has been made available. Employees on temporary modified duty must furnish a written update of their medical condition to the Payroll/Benefits Coordinator from the treating physician [or health care provider] after each visit in order to remain in the reassigned job. Temporary modified-duty assignments are limited to a period of 90 days, subject to review. Being placed on a temporary modified-duty assignment does not excuse an employee from following the policies and procedures of Community Counseling Services.

**Section:** Human Resources  
**Policy:** LPC Supervision Assistance  
**Policy No:** HR 47  
**Effective:** August 26, 2014  
**Revised/Approved:** N/A

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**POLICY:** As a benefit of employment, Community Counseling Services offers LPC supervision for employees who hold a Master's degree and are interested in pursuing Licensure.

**PURPOSE:** To provide employees with the opportunity to receive necessary supervision for a Licensed Professional Counselor (LPC) through Community Counseling Services.

**PROCEDURE:**

Eligibility: The employee shall have completed a Master's degree in a program that is primarily counseling in nature, including a graduate degree in counselor education or a related counseling program, from a college or university accredited by a regional accrediting agency. If the employee has a degree from a graduate program that is less than 60 hours, the employee must be **willing** to complete the additional hours required to apply for licensure. The employee must be willing to commit to active participation in group and/or individual supervision, on a weekly basis. It is expected that individuals who commit to participate will miss no more than 2 supervision sessions per semester. Priority will be given to full-time employees that have completed the 60 hours of coursework required for licensure. If additional slots remain, seniority with the agency, number of remaining courses needed for licensure, and job performance will be taken into consideration.

Eligibility will be contingent upon maintaining job responsibilities and duties. Failure in any of the following areas will render the participant ineligible for continued participation:

- does not maintain job responsibilities
- placed on probation
- failure to attend group supervision meetings consistently

Forms of Supervision: Group supervision is available in the fall and spring semesters, based on the availability of the Board Qualified Supervisor (BQS) providing supervision. Groups are limited to (4) individuals per group. The group size can be increased to five (5) with the approval of the BQS. Individual supervision is available where an employee's agency supervisor currently maintains his/her BQS and is willing to accept the employee as a supervisee. Employees not under the direct supervision of the BQS can be considered with the recommendation of the employee's direct supervisor and approval of the BQS.

Agreement Terms: The Executive Director may cancel and terminate this agreement with any employee upon such cause as the Director deems sufficient. Assistance will be budgeted annually in accordance with its normal budgetary policy. Financial assistance for LPC supervision is subject to funding availability. LPC Supervision assistance will be forgiven after an employee has been employed two years after receiving and providing a copy of his/her LPC license. For individuals that do not meet the terms of this

agreement, repayment of 50% will be required at the time of termination/employment separation. Repayment will be based on the amount of supervision received. Group/individual supervision sessions will be calculated at \$50.00 per session.

**Example:**

48 = Group Supervision Sessions attended  
13 = Individual Supervision Sessions attended

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61 = Total Sessions

\$50 = Cost per session

\$3050.00 x 50% = **\$1525.00**

Repayment amount for not meeting 2 year  
post licensure employment

Application: An employee wishing to participate in LPC Supervision must request in writing his/her intent/desire to participate, as well as, his/her commitment to active participation. For those who do not meet the required 60 graduate hours of coursework, the employee must indicate his/her commitment to completing the additional coursework as required.

Work Schedule/Mileage Reimbursement: Since participation is strictly voluntary, mileage will **not** be reimbursed to and from group supervision and overtime will not be accrued based on participation. Individuals who participate will be expected to maintain current job responsibilities and expectations will not be reduced due to participation.

**Section:** Human Resources  
**Policy:** Personal Conduct  
**Policy No:** HR 48  
**Effective:** August 26, 2014  
**Revised/Approved:**

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**POLICY:** Community Counseling Services expects all employees to observe certain standards of behavior while at work and at company-sponsored events. These standards are not intended to restrict employees, but to ensure a consistent application of the policies and procedures for all employees. Employees shall be responsible for their conduct at work and company-sponsored events, as well as, ensuring that the conduct of any of their guests at a company-sponsored function is respectful and in accordance with the standard of behavior expected of CCS employees.

**PURPOSE:** To ensure all CCS employees understand the standard of behavior that is expected while engaging in CCS activities or at CCS sponsored events.

**PROCEDURE:** These standards of behavior include, but are not limited to:

- Be honest
- Abide by all CCS policies and procedures, and comply with federal, state, and local laws
- Carry out assigned duties/job functions and follow reasonable instructions or requests from supervisors and/or management
- Treat others with dignity and respect and conduct oneself in a manner that promotes a pleasant work environment
- Maintain complete and accurate documentation
- Maintain satisfactory attendance and punctuality
- Refrain from altering and/or destroying any documents or records without proper authorization
- Remain in designated work area, on the job, and awake during working hours
- Perform duties and operate equipment with care to protect the safety of employees, coworkers, and the public
- Refrain from posting/hanging any literature, petitions, posters, or other materials on the premises without the prior approval of Human Resources
- Ensure weapons are not brought into CCS facilities or on to company property
- Refrain from any manner or form of discrimination and/or harassment, regardless of whether it is sexual, racial, religious, or related to another's gender, age, sexual orientation or disability
- Use company property/equipment or that of another employee in an appropriate manner
- Use company computers and technology for work-related purposes
- Obtain written authorization to remove company property from the premises
- Refrain from misuse, theft, or destruction of company time and/or property or another employee's property
- Report to work fit for duty and not under the influence of alcohol and/or drugs and refrain from using, selling, or possessing illegal drugs on company premises or while on company business. While working, employees should only possess and take drugs that are medically authorized, approved, and determined by the employee, the

employee's physician, and the organization not to impair job performance or cause a safety hazard. Employees are responsible for notifying their supervisors that they are taking prescription medication if it would affect their performance on the job

- Refrain from fighting, threatening, intimidating, or coercing fellow employees, clients, and/or the general public during working hours or at company-sponsored functions
- Refrain from using language that is profane, boisterous, sexually offensive or explicit, or of a derogatory racial or ethnic nature. Specifically, racial or ethnic slurs are prohibited.
- Disclose or use confidential or proprietary information only with proper authorization
- Ensure current license, certification, or other qualifications required by law or as a condition of continued employment are obtained and/or maintained
- Refrain from conduct unbecoming of a CCS employee and/or conduct that appears to reflect negatively upon the organization
- Present an appropriate image and personal appearance consistent with commonly accepted standards of the business community and appropriate to working conditions
- Refrain from participating in any action that would in any way interfere with or disturb the normal operation of the organization or that would interfere with the ability of management to manage

Violation of this policy may result in disciplinary action, up to and including, termination.