

***Community Behavioral Health***  
***Manual for Review of Provider Personnel Files***

DRAFT

2/21/2014  
Version 1.2, rev. 4/24/2015

**Manual for Review of Provider Personnel Files**

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## **Introduction**

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### **Delegated Credentialing**

***Providers are solely responsible for hiring staff persons that are qualified for their respective positions. It is expected that all staff persons are qualified, per CBH, State and Federal Guidelines.***

Provider personnel files are monitored by the CBH Compliance Department. The Network Improvement and Accountability Collaborative (NIAC) may also request and review specific staff files during NIAC visits.

Personnel identified as not meeting the minimum qualifications of the position are not permitted to work with individuals receiving services through CBH. The provider will not be reimbursed for services provided by unqualified personnel. If an individual is found to be unqualified for the position, a targeted audit of the services provided by that individual may be conducted for the purpose of recouping paid claims for services provided by the unqualified individual.

Providers must maintain credentialing files. These records must provide clear evidence that the employee meets the minimum qualifications of their position. If an employee has more than one position within the agency, the employee file must provide evidence they meet the qualifications of all positions held. If an employee changes positions within the agency, their personnel file must be updated to reflect this change and include all documentation supporting the requisites of their new position.

CBH may review personnel files of staff that provide direct care, therapeutic care, peer support, or are included within the recovery process. These include, but are not limited to:

- full-time and part-time personnel
- fee-for service and per diem personnel
- consultants
- temporary personnel
- subcontractors
- students / interns
- independent practitioners

### **Nomenclature**

The job titles stated in this manual are associated with minimum requirements that are, in some cases, named differently at the provider level. For instance, the Mental Health Professional (MHP) is frequently known a therapist. For those positions in which the job title differs from that of this manual, the duties stated in the provider job description will be closely reviewed to assure that they are properly credentialed for the position in which they are employed. In other instances, there are positions, such as Behavior Specialist Consultant (BSC), which have a precise meaning from a regulatory standpoint. A job title such as this will be consistent across providers and funding sources.

The requirements in this document reflect the minimum acceptable standards and regulations. In cases where no specific regulation currently exists, the closest existing requirement is used as a precedent. Examples of this include, but are not limited to:

- Qualifications for a Behavioral Health Worker (BHW) are the same as those of a Therapeutic Support Staff (TSS).
- Treatment plan requirements for a Residential Treatment Facility for Adults (RTFA) reflect those of a Residential Treatment Facility for Children (RTF).

## **Documentation Requirements**

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**Within each staff file, providers will maintain the following documentation:**

**Note:** A **verified** copy is required for all original documents. Verification requires an authorized staff's signature, date, and the phrase "original seen" legibly written on the copied document. This applies to electronic records as well. The original must be seen before the document is scanned for electronic storage, and must be clearly noted as such on the copy that is scanned.

- **Resume/curriculum vitae or application for employment.**
- **Job description** for position including job title, requisite skills, education and experience, tasks and responsibilities of the job. This should be signed and dated within one week of the start date, by both employer and employee.
- **Verification of relevant previous employment and/or annual performance evaluation\*.** Credentialing files will contain verification of two (2) prior employers. All required work experience respective to the positions in this manual must be verified. Credentialing files of staff employed more than one year but less than two (2) years will contain verification of two (2) prior employers, and the employee's most recent performance evaluation. Credentialing files of staff employed more than two (2) years will contain their two (2) most recent performance evaluations.

**All employment verifications must verify, at minimum:**

- Information that is congruent with the resume/curriculum vitae or application
- Position held
- Dates of employment, including month and year
- Job responsibilities (This information should be obtained whenever possible, especially when the position title is unclear. If this information cannot be obtained the reason should be noted.)
- Employment verifications must come from a representative from human resources, supervisor / director equivalent, or person of clear authority from the previous employer. This person's name, title and relationship the employee must be documented
- A provider may accept employment verifications in the form of letters if all of the above information is present, *and* the authenticity of the letter is verified

*\* Files for employees contracted through a third party (e.g. staffing agency) must contain the current employment contract, indicating the effective dates and position(s) for which the person is contracted. This may be in lieu of a performance evaluation.*

- **Current valid licenses and/or certifications**, when applicable (e.g. BSC, Clinical Psychologist, etc.)
  - **Confirmation of minimal educational degree status** for current job position. A transcript must be included if the degree does not indicate the field of study (e.g. “Master of Education” instead of “Master of Education in Counseling Psychology”). *Providers are encouraged to make transcript reviews routine.*
  - **Evidence of degree verification of all foreign-trained staff** by an accredited educational verification agency (e.g., Education Commission on Foreign Medical Graduates, World Educational Service, or other National Association of Credential Evaluation Services members). The degree standards must satisfy the credentialing requirements for U.S. obtained degrees.
  - **Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report.** (See Appendix A)
  - **Evidence of the completion of mandatory initial & ongoing trainings.** (See Appendix B)
  - **National Practitioner Data Bank** query (updated every five (5) years) for all Licensed Behavioral Specialist Consultants, physicians, physician assistants, and certified nurse practitioners.
  - **Insurance Requirements:**  
*For all Physicians, Certified Registered Nurse Practitioners and Independent Practitioners\**
    - **General Liability** of \$2,000,000 per occurrence and \$2,000,000 aggregate.
    - **Professional Liability** of \$500,000 per occurrence and \$1,500,000 in the aggregate along with evidence of participation in the PA Medical Care Availability and Reduction of Error (MCARE) fund **or** \$1,000,000 per occurrence and \$3,000,000 aggregate if not approved for MCARE.
    - If any employee is not named under the provider’s insurance policy, a copy of the insurance face sheet must be available for review.
- \*An independent practitioner is defined by CBH as a sole practitioner who, as an individual, is understood to assume all risks and liabilities for clinical practice as indicated by professional liability insurance.*
- **Additional Documentation for Psychiatrists**
    - Board certification, when required.
    - Residency diploma in the field of psychiatry.
    - At the discretion of the provider, details about the residency or fellowship appearing on the CV may be accepted in lieu of a diploma.

**Medical Director**

A Medical Director must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A degree in medicine or osteopathy from an accredited school of medicine or osteopathy in the United States of America **or** a valid medical degree from a foreign school of medicine **and** evidence of successful completion of the Educational Commission for Foreign Medical Graduates (ECFMG) examination.
- A completed psychiatry residency in an Accreditation Council for Graduate Medical Education (ACGME) accredited residency program.
- CBH requires that a Medical Director is a diplomate of the American Board of Psychiatry and Neurology.
- A current and valid Pennsylvania medical license.
- A complete listing of all health care settings wherein privileges have been granted.
- Valid and current Drug Enforcement Administration (DEA) certification.
- Three (3) years of administrative experience.
- Current CPR Certification.

**TRAININGS / SUPERVISION**

- Completion of mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)

**CLEARANCES / VERIFICATIONS / OTHER**

- A listing, upon request, of the location, dates, and reasons for denial/revocation/termination of clinical privileges that have been granted at any and all health care settings.
- Evidence of a current National Practitioners Data Bank (NPDB) query.
- Current, good-standing enrollment in the PA Medical Assistance Program.
- Compliance with all state and discipline-specific standards and regulations.
- Must be employed by the agency no less than twenty (20) hours per week.
- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

**Psychiatrist**

*Includes Residents*

A Psychiatrist must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A degree in medicine or osteopathy from an accredited school of medicine or osteopathy in the United States of America **or** a valid doctoral degree from a foreign school of medicine **and** evidence of successful completion of the ECFMG examination.
- A completed psychiatry residency in an ACGME accredited residency program. CBH requires that the Psychiatrist is Board Certified/Board eligible
- CBH requires that a Psychiatrist is a diplomate of the American Board of Psychiatry and Neurology.
- A current and valid Pennsylvania medical license.
- A complete listing of all health care settings wherein privileges have been granted.
- Valid and current Drug Enforcement Administration (DEA) certification.
- Current CPR Certification.

**TRAININGS**

- Completion of mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- A listing, upon request, of the location, dates and reasons for denial/revocation/termination of clinical privileges that have been granted at any and all health care settings.
- Evidence of a current National Practitioners Data Bank (NPDB) query.
- Current, good-standing enrollment in the PA Medical Assistance Program.
- Compliance with all state and discipline-specific standards and regulations.
- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

**Child Psychiatrist**

*Includes Residents*

A Psychiatrist must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A degree in medicine or osteopathy from an accredited school of medicine or osteopathy in the United States of America **or** a valid doctoral degree from a foreign school of medicine **and** evidence of successful completion of the ECFMG examination.
- A completed psychiatry residency in an ACGME accredited residency program. CBH requires that the Psychiatrist is Board Certified/Board eligible
- CBH requires that a Psychiatrist is a diplomate of the American Board of Psychiatry and Neurology. \*
- A fellowship in child and adolescent psychiatry is preferred.
- A current and valid Pennsylvania medical license.
- A complete listing of all health care settings wherein privileges have been granted.
- Valid and current Drug Enforcement Administration (DEA) certification.
- Current CPR Certification.

**TRAININGS**

- Completion of mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- A listing, upon request, of the location, dates and reasons for denial/revocation/termination of clinical privileges that have been granted at any and all health care settings.
- Evidence of a current National Practitioners Data Bank (NPDB) query.
- Current, good-standing enrollment in the PA Medical Assistance Program.
- Compliance with all state and discipline-specific standards and regulations.
- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*\* Beginning January 1, 2016 Board certification in child and adolescent Psychiatry will be required for Psychiatrists serving children and/or adolescents.*



**Physician Assistant (PA-C)**

A Physician Assistant must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Graduation from a PA program accredited by the Accreditation Review Commission on Education for the Physician Assistant (ARC-PA)
- Pennsylvania Physician Assistant license in good standing
- Completion of the Physician Assistant National Certification Examination (PANCE) administered by the National Commission on Certification of Physician Assistants (NCCPA).
- Certified by the National Commission of Certification of Physician Assistants
- Valid and current Drug Enforcement Administration (DEA) certification.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER This section copied directly from CRNP**

- A listing, upon request, of the location, dates and reasons for suspension/revocation/termination of the Physician Assistant's certification.
- A current collaborative agreement (approved by the state) with a licensed physician/psychiatrist who serves in a supervisory and consultative capacity for the indicated population and level of care. *For Inpatient and Outpatient Mental Health programs, supervision must be provided by a psychiatrist.*
- A document outlining the scope of services to be provided.
- Proof of the professional liability insurance specified in the collaborative agreement. The provider agency must maintain professional liability insurance for the PA-C as well as the psychiatrist with whom the collaborative agreement is maintained.
- Compliance with all state and discipline-specific standards and regulations.
- Evidence of a current National Practitioners Data Bank (NPDB) query.
- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(49 PA Code §18)*

**Certified Registered Nurse Practitioner (CRNP)**

A Certified Registered Nurse Practitioner must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A graduate of an accredited nursing school.
- A current and valid Certified Registered Nurse Practitioner license with the Commonwealth of Pennsylvania Board of Nursing.
- An appropriate clinical certification by the Commonwealth of Pennsylvania Board of Nursing in a related specialty area with demonstrated experience and education for mental health.
- Evidence of prescriptive authority. A current and valid Drug Enforcement Administration (DEA) certificate only if authorized to prescribe controlled substances (Schedules II-V). As of May 2007 a National Practitioner Identifier (NPI) is required.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- A listing, upon request, of the location, dates and reasons for suspension/revocation/termination of the certified registered nurse practitioner's certification.
- A current collaborative agreement (approved by the state) with a licensed physician / psychiatrist who serves in a supervisory and consultative capacity for the indicated population and level of care. *For Inpatient and Outpatient Mental Health programs, supervision must be provided by a psychiatrist.*
- A document outlining the scope of services to be provided.
- The provider agency must maintain professional liability insurance for the CRNP as well as the psychiatrist with whom the collaborative agreement is developed.
- Compliance with all state and discipline-specific standards and regulations.
- Evidence of a current National Practitioners Data Bank (NPDB) query.
- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(49 PA Code §21)*

**Clinical Supervisor**

A Clinical Supervisor must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A licensed mental health clinician, including psychiatrists, psychologists, licensed professional counselors, licensed marriage and family therapists, and licensed clinical social workers.

**OR**

- Master’s degree from an accredited university in a clinical mental health discipline, such as: psychology, counseling, clinical social work, psychiatric nursing, or marriage and family therapy. The Master’s Degree must include clinical coursework in the foundations of behavioral health and the provision of mental health services (i.e., individual, group and family therapy, abnormal psychology, psychopathology, cognitive behavioral and psychodynamic therapy, crisis counseling, assessment, child development, personality theory, psychotherapy lab, clinical practicum) Other courses may count as determined by review of transcript/syllabi.
- In order for a degree to count as a mental health degree, the degree must contain at least twelve (12) credit hours in core behavioral health coursework as defined above. No more than three (3) of these twelve (12) credit hours can be derived from a supervised clinical mental health practicum experience (teaching/education/other non-clinical practicum experiences will not count). Courses such as statistics, program and policy development, and program administration, will not be counted as behavioral health courses because they do not include instruction in the direct provision of mental health services. If coursework is part of a medical degree, there must be clear evidence that the course was directly related to the diagnosis and treatment of mental health disorders rather than medical conditions. Appropriate medical degrees/training will include substantial training in mental health disorders; medical degrees that are behavioral health-related usually include a residency in psychiatry.

**PLUS**

- A minimum of two (2) years verified post-master’s paid experience providing behavioral health treatment of a clinical nature, including psychotherapy, counseling, and assessment. If the supervisor is supervising clinicians treating children, the experience must be with children.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

**Licensed Psychologist**

A Licensed Psychologist must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A minimum of a master's degree from an accredited program.
- Current and valid Pennsylvania Psychologist license in good standing.
- A minimum of two (2) years verified clinical experience providing mental health treatment of a clinical nature.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

**Mental Health Professional (MHP)**

A Mental Health Professional (MHP) must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A licensed mental health clinician (psychiatrist, psychologist, licensed professional counselor, licensed marriage and family therapist, or a licensed clinical social worker).

**OR**

- A minimum of a master's degree from an accredited university in a clinical mental health discipline, such as: psychology, counseling, clinical social work, psychiatric nursing, or marriage and family therapy. *In order for a degree to count as a mental health degree, the degree must contain at least twelve (12) credit hours in clinical coursework in the foundations of behavioral health and the provision of mental health services (i.e., individual, group and family therapy, abnormal psychology, psychopathology, cognitive behavioral and psychodynamic therapy, crisis counseling, assessment, child development, personality theory, psychotherapy lab, clinical practicum).* Other courses may count as determined by a review of the transcript/syllabi. No more than three (3) of these twelve (12) credit hours can be derived from a supervised clinical mental health practicum experience (teaching/education/other non-clinical practicum experiences will not count). Courses such as statistics, program and policy development, and program administration, will not be counted as behavioral health courses because they do not include instruction in the direct provision of mental health services. If coursework is part of a medical degree, there must be clear evidence that the course was directly related to the diagnosis and treatment of mental health disorders rather than medical conditions. Appropriate medical degrees/training will include substantial training in mental health disorders; medical degrees that are behavioral health-related usually include a residency in psychiatry.
- PLUS** a minimum of two (2) years verified paid experience providing mental health treatment.

**OR**

- A minimum of a master's degree from an accredited university in a clinical mental health discipline (as state above).
- PLUS** weekly documented enhanced clinical supervision for those employees with less than two (2) years verified experience providing mental health treatment.
  - Supervision must be provided within the agency by a person meeting the qualifications of Clinical Supervisor.
  - A written supervision plan that exceeds the agency standard must be developed.

*Continued on next page*

- Mental Health Professionals in this category working twenty (20) hours or more per week must receive at least one (1) hour of *individual* supervision per week. Those working less than twenty (20) hours per week require at least one (1) hour of *individual* supervision bi-weekly.
- The enhanced supervision must continue until two (2) years of experience at the agency has been met, but must be for no less than one (1) year.

**TRAININGS/SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES/VERIFICATIONS/OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

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**Mental Health Worker (MHW)**

*Note: This position may not conduct clinical therapy sessions.*

A Mental Health Worker (MHW) must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Bachelor’s degree from an accredited program in an area of human services, which includes, but may not be limited to the following: psychology, sociology, political science, counseling, criminal justice, pastoral counseling, elementary/special education of family therapy,
- PLUS** a minimum of one (1) year experience (paid or unpaid) in a human service field. This experience must involve direct contact with the individual receiving services (i.e. coaching, teaching, case management, etc.)

**OR**

- High school diploma or General Education Development (GED) equivalent plus twelve (12) semester behavioral health college credit hours from an approved educational program. \*
- PLUS** a minimum of two (2) years experience (paid or unpaid) in a human service field. This experience must involve direct contact with the individual receiving services (i.e. coaching, teaching, case management, etc.)

*\* If an applicant for the MHW position has met the experiential requirements stated above, but is lacking the required twelve (12) college credit hours, this educational requirement may be waived if the following circumstances are met: The provider must submit an enhanced training and supervision plan for review. The plan should be agency-wide. If approved by CBH, and executed as agreed, the plan may be instituted. by the provider to allow future hiring flexibility. **The request must be submitted in advance of the hire.** Please see Appendix C for waiver application details.*

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

**Federally Qualified Health Center (FQHC) Positions**

FQHC staff must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

The following positions are recognized as FQHC service providers: physician, certified nurse practitioner, physician assistant, certified nurse midwife\*, licensed clinical social worker, and licensed psychologist. All of the appropriate staff listed above will have their personnel files reviewed by CBH.

*(Medicare Benefit Policy Manual §13, Rev. 166, January 31, 2013)*

\*Not a credentialed position, however clearances and licenses will be reviewed.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)



**Certified Peer Specialist Supervisor**

A Certified Peer Specialist Supervisor must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A person trained in a generally recognized clinical discipline including, but not limited to, psychiatry, social work, psychology, and nursing who has a graduate degree and mental health clinical experience.

**OR**

- A registered nurse with
- PLUS** at least two (2) years of mental health clinical experience.

**OR**

- A bachelor's degree
- PLUS** two (2) years of mental health direct care experience, which may include experience in peer support services

**OR**

- A high school diploma or General Education Development (GED) equivalent
- PLUS** four (4) years of mental health direct care experience, which may include experience in peer support services,

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(Supplemental Provider Agreement for the Delivery of Peer Support Services, May 2007)*

**Certified Peer Specialist (CPS)**

A Certified Peer Specialist must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- An individual who self-identifies as receiving or having received state priority group services as defined in *MH Bulletin OMH-94-04*, Serious Mental Illness: Adult Priority Group.
- High school diploma or General Education Development (GED) equivalent
- Within the last three (3) years, has maintained at least twelve (12) months of successful full or part-time paid or voluntary work experience **OR** obtained at least twenty-four (24) credit hours of post-secondary education.
- Has completed an approved peer specialist certification training curriculum.
- Current and valid certification as a peer specialist.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(Supplemental Provider Agreement for the Delivery of Peer Support Services, May 2007)*

**Psychiatric Rehabilitation Services Director**  
*Mobile or Site-based*

A Psychiatric Rehabilitation Services Director must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A bachelor's degree  
**PLUS** Psychiatric Rehabilitation Practitioner Certification (CPRP)

**OR**

- A bachelor's degree  
**PLUS** at least three (3) years work experience in mental health direct service, (2) years of which must be work experience in PRS.  
**PLUS** CPRP certification shall be attained within two (2) years of hire as a PRS director.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(55 PA Code §5230.51)*

*(DBHIDS Mobile Psychiatric Rehabilitation Services Standards, 2014)*

**Psychiatric Rehabilitation Specialist**  
*Mobile or Site-based*

A Psychiatric Rehabilitation Specialist must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A bachelor's degree  
**PLUS** at least two (2) years work experience in mental health direct service, (1) years of which must be work experience in PRS.  
**PLUS** CPRP certification shall be attained within two (2) years of hire as a PRS director.

**OR**

- CPRP certification

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(55 PA Code §5230.51)*

*(DBHIDS Mobile Psychiatric Rehabilitation Services Standards, 2014)*

**Psychiatric Rehabilitation Worker**  
*Mobile or Site-based*

A Psychiatric Rehabilitation Worker must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A bachelor's degree

**OR**

- An associate's degree  
**PLUS** one 1 year work experience in mental health direct service

**OR**

- A CPS certificate  
**PLUS** one (1) additional year paid or volunteer work experience in mental health direct service.

**OR**

- A high school diploma or General Education Development (GED) equivalent  
**PLUS** two (2) years work experience in human services which must include one (1) year of mental health direct service.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(55 PA Code §5230.51)*  
*(DBHIDS Mobile Psychiatric Rehabilitation Services Standards, 2014)*

**Psychiatric Rehabilitation Assistant**  
*Mobile or Site-based*

A Psychiatric Rehabilitation Assistant must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A high school diploma or GED  
***PLUS*** six (6) months experience in human services

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(55 PA Code §5230.51)*

*(DBHIDS Mobile Psychiatric Rehabilitation Services Standards, 2014)*

**Intern / Student**

An internship or practicum is a component of a masters or doctoral program that requires a set amount of supervised hours as an intern in order to graduate from the program. Once the employee has graduated from the masters or doctoral program, and is not enrolled in a program requiring an internship, that person is no longer qualified to be an intern.

The intern's designated supervisor (at the provider) is fully responsible for legal and clinical content of the services delivered, and corresponding documentation by the intern. The supervisor must co-sign all documentation completed by an intern. The supervisor must be appropriately credentialed according to the requirements for the services required.

An Intern must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Must be enrolled in an accredited university in a masters or doctoral program of a clinical mental health discipline such as: psychology, counseling, clinical social work, psychiatric nursing, and marriage and family therapy, for example. The master's degree must include clinical coursework in the foundations of behavioral health and the provision of mental health services (i.e., individual, group and family therapy, abnormal psychology, psychopathology, cognitive behavioral and psychodynamic therapy, crisis counseling, assessment, child development, personality theory, psychotherapy lab, clinical practicum). Other courses may count as determined by a review of the transcript/syllabi.
- Evidence of completion of one (1) year in the graduate level behavioral health related program, in the form of official transcript.
- Affiliation agreement with the placing school.
- Name and phone number of the school liaison.
- The provider supervisor must be identified.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and school.

**CLEARANCES / VERIFICATIONS / OTHER**

- A statement concerning the liability insurance which covers the student, listing the amount the agency is insured for. For students who have their own insurance, and/or are covered by their school policy, the details, including the amount, should be in the file.
- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(CBH Provider Bulletin, September 1, 2001)*

## **Independent Practitioners**

An independent practitioner is defined by CBH as a sole practitioner who, as an individual, is understood to assume all risks and liabilities for clinical practice as indicated by professional liability insurance.

Full documentation must be maintained for independent practitioners in accordance with the documentation requirements noted on page 3 of this document.

### **EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Current and valid Pennsylvania license in good standing.
- Evidence of degree verification of all foreign-trained staff by an accredited educational verification agency (e.g., Education Commission on Foreign Medical Graduates, World Educational Service, or other NACES members).
- Valid and current Drug Enforcement Administration (DEA) certification for all prescribing practitioners.
- Current CPR Certification (when applicable).

### **TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

### **CLEARANCES / VERIFICATIONS / OTHER**

- Evidence of a current National Practitioners Data Bank (NPDB) query (when applicable).
- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)



**Behavioral Specialist Consultant, PA Licensed (BSL)**  
***Behavioral Health Rehabilitative Services (BHRS)***

*In order for a BSC to work with individuals under the age of 21 with Autism, the BSC must be either licensed by the State of Pennsylvania as a BSC, or be licensed in an area noted below.*

A Behavioral Specialist Consultant – PA Licensed must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- The following licensed professionals: psychologists, social workers, clinical social workers, marriage and family therapists, and professional counselors will not require dual licensure.
  - Verification of licensure: The agency must view the valid license and check the PA State online database to assure that the applicant continues to be in good standing.

***OR***

- Pennsylvania Behavioral Specialist Consultant License in good standing.  
*The requirements of which include:*
  - Master’s degree or higher in school, clinical, developmental or counseling psychology, special education, social work, speech therapy, occupational therapy, professional counseling, behavioral analysis, nursing or another related field.
  - Verification of substantial relationship of major to behavior specialist practice: School, university or program must verify that major course of study that has a substantial relationship to the practice of a behavior specialist.
  - Specific Coursework: 90 hours of evidence-based coursework =
    - 3 hours of professional ethics
    - 16 hours of assessment coursework or training
    - 8 hours of crisis intervention
    - 5 hours of family collaboration
    - 18 hours of autism-specific coursework/training
    - 16 hours of instructional strategies & best practices
    - 8 hours of co-morbidity & medications
    - 16 hours of addressing specific skill deficits training
  - The employer or supervisor must verify completion of at least 1,000 hours of in-person experience with individuals under twenty-one (21) years of age with behavioral challenges or Autism Spectrum Disorders. (Experience during the master’s degree, or otherwise subsequent to the bachelor’s degree is sufficient.)
  - At least 1 (one) year of experience involving functional behavior assessments of individuals under twenty-one (21) years of age, including the development and implementation of behavioral supports or treatment plans.

*Continued on next page*

**Manual for Review of Provider Personnel Files**  
**Behavioral Health Rehabilitative Services / School Therapeutic Services**

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- All applicants must provide an official notification of information (Self Query) from the National Practitioner Data Bank/Healthcare Integrity and Protection Data Bank.
- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(49 PA Code § 18)*

DRAFT

**Behavioral Specialist Consultant, Non-ASD Specific (BSC)**  
***Behavioral Health Rehabilitative Services (BHRS)***

A Behavioral Specialist Consultant, Non-ASD Specific, must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

Behavioral Specialist Consultant, PA Licensed (BSL)

**OR**

Any of the following licensed professionals: Psychologists, Social Workers, Clinical Social Workers, Marriage and Family Therapists, and Professional Counselors

**OR**

Masters degree from an accredited university in a clinical mental health discipline such as: psychology, counseling, clinical social work, psychiatric nursing, and/or marriage and family therapy. Degree must include clinical coursework in the foundations of behavioral health and the provision of mental health services (e.g., individual, group and family therapy, cognitive behavioral therapy, psychodynamic therapy, crisis counseling, abnormal psychology, psychopathology, assessment, child development, personality theory, psychotherapy lab, clinical practicum). Other courses may be considered as determined by a transcript/syllabi review. For a degree to count as a mental health degree, the degree must contain at least twelve (12) credit hours in core behavioral health coursework as defined above. No more than three (3) of these twelve (12) credit hours can be derived from a supervised clinical mental health practicum experience (teaching/education/non-clinical practicum experiences will not count). Courses such as statistics, program and policy development, and program administration will not be counted as behavioral health courses; they do not include instruction in the direct provision of mental health services. If coursework is part of a medical degree, there must be clear evidence that the course was directly related to the diagnosis and treatment of mental health disorders rather than medical conditions. Appropriate medical degrees/training will include substantial training in mental health disorders; medical degrees that are behavioral health-related usually include a residency in psychiatry.

**PLUS** at least two (2) years verified post-master's experience providing behavioral health treatment to children (at least one of which is experience using behavior analysis/modification techniques).

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**Manual for Review of Provider Personnel Files**  
**Behavioral Health Rehabilitative Services / School Therapeutic Services**

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Regular/documented clinical supervision from a supervisor meeting the criteria for licensed psychologist.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(Medical Assistance Bulletin #01-94-01, Commonwealth of Pennsylvania,  
Department of Public Welfare)*

DRAFT

**Mobile Therapist (MT)**  
*Behavioral Health Rehabilitative Services (BHRS)*  
**&**  
**Lead Clinician (LC)**  
*School Based Services (STS)*

A Mobile Therapist and Lead Clinician must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Must be licensed\* as one of the following: psychiatrist, psychologist, professional counselor, marriage and family therapist, academy of certified social workers, licensed social worker, and/or licensed clinical social workers. Licensed clinicians, as defined above, will not be required to demonstrate coursework or experience requirements. Supervision requirements should be determined by the licensing body.

*\*Licensed BSC is not a mental health professional license and does not apply here.*

**OR**

- If not possessing one (1) of the licenses above: master's degree from an accredited university in a clinical mental health discipline, such as: psychology, counseling, clinical social work, psychiatric nursing, and marriage and family therapy. The degree must include clinical coursework in the foundations of behavioral health and the provision of mental health services, i.e. individual, group and family therapy, cognitive behavioral therapy, psychodynamic therapy, crisis counseling, abnormal psychology, psychopathology, assessment, child development, personality theory, psychotherapy lab, clinical practicum, etc. Other courses may qualify as determined by review of transcript/syllabi. In order for a degree to count as a mental health degree, the degree must contain at least (12) credit hours in core behavioral health coursework as defined above. No more than three (3) of these twelve (12) credit hours can be derived from a supervised clinical mental health practicum experience (teaching/education/other non-clinical practicum experiences will not count). Courses such as statistics, program and policy development, and program administration, will not be counted as behavioral health courses because they do not include instruction in the direct provision of mental health services. If coursework is part of a medical degree, there must be clear evidence that the course was directly related to the diagnosis and treatment of mental health disorders rather than medical conditions. If coursework is part of a medical degree, there must be clear evidence that the course was directly related to the diagnosis and treatment of mental health disorders rather than medical conditions. Appropriate medical degrees/training will include substantial training in mental health disorders; medical degrees that are behavioral health-related usually include a residency in psychiatry.
- PLUS** at least one (1) year verified paid post-masters experience providing psychotherapy / counseling to children.

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**Manual for Review of Provider Personnel Files**  
**Behavioral Health Rehabilitative Services / School Therapeutic Services**

**TRAININGS / SUPERVISION**

- Mobile Therapists and Lead Clinicians must have formal training in the provision of psychotherapy.
- Any additional education, training or supervision requirements stipulated by the Department of Public Welfare within Medical Assistance Bulletins.
- Participation in all mandatory and ongoing trainings.
- Regular/documented clinical supervision from a supervisor meeting the criteria for Clinical Supervisor.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(Medical Assistance Bulletin #01-94-01, Commonwealth of Pennsylvania,  
Department of Public Welfare)*

**Therapeutic Support Staff (TSS)**  
*Behavioral Health Rehabilitative Services (BHRS)*  
**&**  
**Behavioral Health Worker (BHW)**  
*School Therapeutic Services (STS)*

Therapeutic Support Staff must meet the Department of Public Welfare minimum requirements listed in *Medical Assistance Bulletin (#01-01-05)*. Therapeutic Support Staff and Behavioral Health Workers must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Bachelor's degree in one of the following disciplines: counseling, psychology, social work, sociology, education, criminal justice, or other human service field.
- No work experience is required.

**OR**

- Licensed Registered Nurse
- PLUS** one (1) year verified full-time paid experience working in direct care with children/adolescents.

**OR**

- "Other" bachelor's degree
- PLUS** one (1) year verified full-time paid experience working in direct care with children/adolescents.

**OR**

- Associate's degree or sixty (60) credits toward a bachelor's degree,
- PLUS** three (3) years verified full-time paid work experience working in direct care with children/adolescents.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)

*Continued on next page*

**Manual for Review of Provider Personnel Files**

***Behavioral Health Rehabilitative Services / School Therapeutic Services***

- On-site assessment and assistance supervision by a supervisor who meets the criteria for Clinical Supervisor in the environment where services are being provided, **BEFORE** working alone with a child.
  - TSS/BHW with less than six (6) months of previous TSS/BHW experience must receive six (6) hours of on-site assessment & assistance by a qualified supervisor  
*continued*
  - TSS/BHW with more than six (6) months of previous TSS/BHW experience must receive three (3) hours of assessment/assistance by a qualified supervisor.
  
- All TSS/BHW shall receive **weekly** supervision by a supervisor meeting the qualifications of a Clinical Supervisor, as follows:
  - TSS/BHW's working twenty (20) hours or more per week- require one (1) hour of supervision per week
  - TSS/BHW's working less than twenty (20) hours per week- need one half (.5) hour of supervision per week.
  - **Note:** All supervision should include on-site supervision and a full case review of all cases at least once per month. This supervision must also include feedback regarding the TSS/BHW's performance in working with the client(s).

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)



**Therapeutic Support Staff Aide (TSSA)**  
***Behavioral Health Rehabilitative Services (BHRS)***

A Therapeutic Support Staff Assistant must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- High school diploma or General Education Development (GED) equivalent
- At least two (2) years of verified paid work experience with children.
- Must be at least twenty-one (21) years of age

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- All TSSA workers shall receive **weekly** supervision by a supervisor. This supervision must also include feedback regarding the TSSA's performance in working with the individual(s):
  - TSS Aides who work twenty (20) hours or less- must receive one (1) hour per week of individual supervision
  - TSS Aides working more than twenty hours per week- must receive two (2) hours per week of supervision by a supervisor meeting criteria for Clinical Supervisor. **Note:** At least one (1) hour per week must be individual supervision.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

## **Medical Director (AOD)**

A Medical Director in Alcohol and Other Drug Services must meet the following minimum qualifications and have the following documentation within their personnel file:

### **EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A degree in medicine or osteopathy from an accredited school of medicine or osteopathy in the United States of America **or** a valid medical degree from a foreign school of medicine **and** evidence of successful completion of the Educational Commission for Foreign Medical Graduates (ECFMG) examination.
- American Board of Addiction Medicine (ABAM) certification **or** completion of a psychiatric residency is *preferred*.
- A current and valid Pennsylvania medical license.
- A complete listing of all health care settings wherein privileges have been granted.
- Valid and current Drug Enforcement Administration (DEA) certification.
- Three (3) years of administrative experience.
- Current CPR Certification.

### **TRAININGS / SUPERVISION**

- Completion of mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)

### **CLEARANCES / VERIFICATIONS / OTHER**

- A listing, upon request, of the location, dates, and reasons for denial/revocation/termination of clinical privileges that have been granted at any and all health care settings.
- Evidence of a current National Practitioners Data Bank (NPDB) query.
- Current, good-standing enrollment in the PA Medical Assistance Program.
- Compliance with all state and discipline-specific standards and regulations.
- Must be employed by the agency no less than twenty (20) hours per week.
- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

## **Psychiatrist (AOD)**

Refer to page 6 of the Mental Health Services section for requirements.  
See Appendix B for specific AOD training requirements.

**Project Director/Facility Director (AOD)**

A Drug & Alcohol Project Director/Facility Director must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Master's degree, or above, from an accredited college with a major in medicine, chemical dependency, psychology, social work, law, human service administration, counseling, nursing (with a specialty in nursing/health administration, nursing/counseling education, or a clinical specialty in the human services), public administration, business management, or other related fields
- PLUS** two (2) years of paid experience in a human service agency, preferably in a drug and alcohol setting, which includes supervision of others, direct service, and program planning.

**OR**

- Bachelor's degree from an accredited college which meets the requirements of the above specialty areas
- PLUS** three (3) years of paid experience in a human service agency, preferably in a drug and alcohol setting, which includes supervision of others, direct services, and program planning.

**OR**

- Associate's degree from an accredited college which meets the requirements of the above specialty areas
  - PLUS** four (4) years of paid experience in a human services agency, preferably in a drug and alcohol setting, which includes supervision of others, direct service, and program planning.

**OR**

- Current licensure in this Commonwealth as a physician, psychologist or social worker
- PLUS** two (2) years of paid experience in a human service agency, preferably in a drug and alcohol setting, which includes supervision of others, direct service, and program planning.

**OR**

- Current licensure as a social worker
- PLUS** two (2) years of paid experience in a human service agency, preferably in a drug and alcohol setting, which includes supervision of others, direct service, and program planning.

*Continued on next page*

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(28 Pa Code §704)*

DRAFT

**Substance Abuse Clinical Supervisor (SAC-S)**

A Substance Abuse Clinical Supervisor must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Master's degree or above from an accredited university/college with a major in medicine, chemical dependency, art therapy, dance therapy, human development and family studies, special education, sociology, counselor education, human behavior, Individual and Family Studies, Pastoral studies, music therapy, psychology, social work, nursing (with a clinical specialty in administration or human services)
- PLUS** two (2) years of paid clinical experience in a health or human services agency which includes one (1) year supervising others working directly with the chemically dependent.

**OR**

- Bachelor's degree from an accredited university/college which meets the requirements of the above specialty areas
- PLUS** three (3) years of paid clinical experience in a health or human service agency, which includes one (1) year supervising others working directly with the chemically dependent.

**OR**

- Associate's degree from an accredited university/college which meets the requirements of the above specialty areas.
- PLUS** four (4) years of paid clinical experience in a health or human services agency which includes one (1) year supervising others working directly with the chemically dependent.

**OR**

- Full certification as an addictions counselor by a statewide certification body which is a member of a national certification body or certification by another state government's substance abuse counseling certification board
- PLUS** three (3) years of paid clinical experience in a health or human service agency which includes one (1) year supervising others working directly with the chemically dependent. The individual shall also complete a Department approved core curriculum training that includes a component on clinical supervision skills.

**Note:** If the staff has been internally employed by the provider for at least 4 full years and is promoted to supervisor, the "one (1) year supervising others working directly with the chemically dependent" requirement is waived. The staff must have at minimum an associate's degree as specified above.

*Continued on next page*

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(28 Pa Code §704)*

DRAFT

**Substance Abuse Counselor (SAC)**

A Substance Abuse Counselor must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Current licensure in Pennsylvania as a physician.

**OR**

- Master's degree or above from an accredited university/college with a major in chemical dependency, psychology, art therapy, dance therapy, human development and family studies, special education, sociology, counselor education, human behavior, individual and family studies, pastoral studies, music therapy, social work, nursing (with a clinical specialty in the human services), or other related field, which includes a practicum in a health or human service agency, preferably in a drug and alcohol setting. If the practicum, did not take place in a drug and alcohol setting, the individual's written training plan shall specifically address a plan to achieve counseling competency in chemical dependency issues.

**OR**

- Bachelor's degree from an accredited university/college which meets the requirements of the above specialty areas
- PLUS** one (1) year of paid clinical experience (a minimum of 1,820 documented hours) in a health or human service agency, preferably in a drug and alcohol setting. If a person's experience did not take place in a drug and alcohol setting, the individual's written training plan shall specifically address a plan to achieve counseling competency in chemical dependency issues.

**OR**

- Associate's degree from an accredited university/college which meets the requirements of the above specialty areas
- PLUS** two (2) years of paid clinical experience (a minimum of 3,640 documented hours) in a health or human service agency, preferably in a drug and alcohol setting. If a person's experience did not take place in a drug and alcohol setting, the individual's written training plan shall specifically address a plan to achieve counseling competency in chemical dependency issues.

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**OR**

- Current licensure in this Commonwealth as a registered nurse and a degree from an accredited school of nursing
- PLUS** one (1) year of paid counseling experience (a minimum of 1,820 documented hours) in a health or human service agency, preferably in a drug and alcohol setting. If a person's experience did not take place in a drug and alcohol setting, the individual's written training plan shall specifically address a plan to achieve counseling competency in chemical dependency issues.

**OR**

- Full certification as an addictions counselor by a statewide certification body which is a member of a national certification body, or certification by another state government's substance abuse counseling certification board.
- PLUS** one (1) year of paid counseling experience in a health or human service agency, preferably in a drug and alcohol setting. If a person's experience did not take place in a drug and alcohol setting, the individual's written training plan shall specifically address a plan to achieve counseling competency in chemical dependency issues.

**TRAININGS/SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES/VERIFICATIONS/OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(28 Pa Code §704)*



**Substance Abuse Counselor Assistant (SAC-A)**

A person who does not meet the experience qualifications for the position of Substance Abuse Counselor may be employed as a counselor assistant. A provider may not hire more than one (1) counselor assistant for each employee who meets the requirements of clinical supervisor or counselor.

The substance Abuse Counselor Assistant must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Bachelor's degree in a human service area (see Substance Abuse Counselor above).
- Associate's degree in a human service area (see above).
- Current license in Pennsylvania as a registered nurse.
- A high school diploma or General Education Development (GED) equivalent.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- A full-time clinical supervisor or full-time counselor will supervise a counselor assistant in accordance with 29 Pa Code §704.9 (See also, Division of Drug and Alcohol Program Licensure)

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(28 Pa Code §704)*

**Substance Abuse Assessor**

The Substance Abuse Assessor must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Bachelor's or master's degree from an accredited college with a major in dependency, psychology, social work, nursing, or other related fields
- PLUS** one (1) year of paid experience in a drug and alcohol treatment program as a counselor.

**OR**

- Associate's degree from an accredited college with a major in dependency, psychology, social work, nursing (with a specialty in the human services), or other related field.
- PLUS** a minimum of two (2) years (3,640 hours) paid experience in the last five (5) years working in a drug and alcohol treatment program as a counselor.

**TRAININGS / SUPERVISION**

- Trained in Pennsylvania's Client Placement Criteria for Adults (PCPC). If children are served, must also be trained in the American Society of Addiction Medicine (ASAM) Placement Criteria.
- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

**Alcohol and Other Drug Services Worker (AODW)**

An Alcohol and Other Drug Services Worker (AODW) must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- Meets the requirements of a Mental Health Worker.

**OR**

- High school diploma or General Education Development (GED) equivalent
- PLUS** experience (paid or unpaid) in a human service field. This may include personal recovery / lived experience.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Specific training requirements for this position. (Appendix B)
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

**Intensive Case Manager Supervisor (ICM-S)**

*Includes Blended Case Management / Targeted Case Management*

An Intensive Case Manager Supervisor must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A Master’s degree in social work, psychology, rehabilitation, activity therapies, counseling, or education.
- PLUS** three (3) years paid mental health direct care experience.

**OR**

- A Bachelor’s degree in sociology, social work, psychology, gerontology, anthropology, political science, history, criminal justice, theology, counseling, education, or be a registered nurse
- PLUS** five (5) years paid mental health direct care experience.
- Two (2) of which shall include supervisory experience.

**OR**

- A Bachelor’s degree in nursing
- PLUS** three (3) years paid mental health direct care experience.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(55 Pa Code §5221)*

**Intensive Case Manager (ICM)**

*Includes Blended Case Management / Targeted Case Management*

An Intensive Case Manager must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A bachelor's degree with major course work *in* sociology, social work, psychology, gerontology, anthropology, political science, history, criminal justice, theology, counseling, education.  
**PLUS** a minimum of one (1) year experience (paid or unpaid) in a human service field. This experience must involve direct contact with the individual receiving services (i.e. coaching, teaching, case management, etc.)

**OR**

- Be a registered nurse.

**OR**

- A high school diploma and twelve (12) semester credit hours in sociology, social welfare, psychology, gerontology or other social science.
- PLUS** two (2) years paid experience in public or private human services with one (1) year in direct client contact.

**TRAININGS / SUPERVISION**

- Participation in all mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, and when applicable, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(55 Pa Code §5221)*

## Clinical Laboratory Director

A Clinical Laboratory Director must meet the following minimum qualifications and have the following documentation within their personnel file:

### EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE

- Doctor of science degree or its equivalent in the basic sciences of chemistry, biology or microbiology or a doctoral degree in public health, medicine, osteopathy, pharmacy, dentistry or veterinary medicine from a college or university recognized by the National Committee of Regional Accrediting Agencies or the Department of Education of the Commonwealth of Pennsylvania

**PLUS**

Two (2) years experience in a laboratory acceptable to the Pennsylvania Department of Health or is certified by the American Board of Pathology, American Osteopathic Board of Pathology, American Board of Microbiology, American Board of Bioanalysis, American Board of Clinical Chemistry, or other national accrediting board in laboratory specialties acceptable to the Department. Valid and current Drug Enforcement Administration (DEA) certification.

### TRAININGS

- Completion of mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

### CLEARANCES / VERIFICATIONS / OTHER

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(28 Pa Code §5)*

**Clinical Laboratory Supervisor**

A Clinical Laboratory Supervisor must meet the following minimum qualifications and have the following documentation within their personnel file:

**EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A doctoral degree from an accredited institution  
**PLUS**  
At least two (2) years experience acceptable to the Pennsylvania Department of Health in one or more of the applicable categories in the clinical laboratory

**OR**

- Master of science or a master of arts degree from an accredited institution with a major in medical technology or one of the biological, physical or chemical sciences  
**PLUS**  
At least four (4) years experience acceptable to the Pennsylvania Department of Health in one or more of the applicable categories in the clinical laboratory

**OR**

- Bachelor of science or bachelor arts degree from an accredited institution with a major in medical technology or one of the biological, physical or chemical sciences  
**PLUS**  
At least six (6) years experience acceptable to the Pennsylvania Department of Health in one or more of the applicable categories in the clinical laboratory

The following two categories of supervisors shall be recognized:

- A general supervisor who meets the above requirements and is on the laboratory premises during all normal scheduled working hours in which tests are being performed. The director may also qualify as a general supervisor.
- A technical supervisor who meets the above requirements and provides direct supervision for the technical performance of the staff in one or more of the major categories, that is, microbiology, hematology and immunohematology, clinical chemistry and radioisotope techniques during the periods in which tests are performed.

**TRAININGS**

- Completion of mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

**CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(28 Pa Code §5)*

## **Clinical Laboratory Technologist**

A Clinical Laboratory Technologist must meet the following minimum qualifications and have the following documentation within their personnel file:

### **EDUCATION / LICENSURE / CERTIFICATIONS / EXPERIENCE**

- A bachelors degree in medical technology or in a chemical, physical or biological science and clinical education in a program accredited by an agency recognized by the Pennsylvania Department of Health which includes one (1) year of experience acceptable to the Department.

An individual without the baccalaureate degree may become qualified as a technologist according to the provisions of section 241 of Title XI of the Social Security Amendments of 1972 Public Law 92-603 (42 U.S.C.A. § 1320a-2).

Technical personnel below the level of technologist shall be determined by the director to be fully qualified for all assigned technical duties.

### **TRAININGS**

- Completion of mandatory and ongoing trainings.
- Appropriate supervision as determined by the provider and regulatory entities.

### **CLEARANCES / VERIFICATIONS / OTHER**

- Pennsylvania State Criminal History Report, Pennsylvania Child Abuse Clearance and FBI Criminal History Report. (Appendix A)

*(28 Pa Code §5)*



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## **Appendix A: Clearances**

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**All required clearances and background checks must be obtained before the commencement of employment or service, and updated every three (3) years.**

*If an individual is found to be out of compliance with these clearance requirements, a targeted audit of the services provided by that individual may be conducted for the purpose of recouping paid claims for services provided by the individual.*

### **Requirements:**

#### **Pennsylvania Criminal History Checks:**

*(SP4-164)*

Required for all personnel in all programs

#### **Pennsylvania Child Abuse History Clearances:**

*(CY113)*

**AND**

#### **Federal Bureau of Investigation (FBI) Criminal Background Checks / Children's Services:**

*(PA Department of Human Services through Cogent)*

Required for personnel in the following programs:

- Residential Treatment Facilitates
- Behavioral Health Rehabilitative Services
- School Therapeutic Services
- Family-based programs
- All programs serving children
- All personnel with a likelihood of having contact with children. (All staff working in a program that provides services to, or regular contact with children, must acquire both a Child Abuse Clearance and FBI Background Check, regardless of whether or not they have children on their caseload.)

#### **FBI Criminal Background Checks / Older Adults:**

*(PA Department of Aging through Cogent)*

Required for personnel in the following programs:

- Community Residential Rehabilitation Services
- Long Term Structured Residential
- Home Health Services
- Community, Personal, and Family Living Homes

#### **FBI Criminal Background Checks / Out of State Residents:**

- An FBI Criminal Background Check is also required of any person who is not a resident of Pennsylvania, or has not been a resident of Pennsylvania for the entire two (2) years immediately preceding employment application.
- If the employee is an out of state resident at hire, and subsequently remains an out of state resident, an FBI Criminal Background Check will be required at hire and updated at least every three (3) years respectively.

**Provisional hiring:**

Individuals may be employed or contracted for a single period, not to exceed ninety (90) days if all of the following conditions are met:

- The applicant has applied for the required clearances and the applicant provides a copy of the completed forms to the provider.
- The employer has no knowledge of information pertaining to the applicant which would disqualify the applicant from employment.
- The applicant swears or affirms in writing that he is not disqualified from employment pursuant to the grounds for denying employment in § 6344 (c) or has not been convicted of an offense of a similar nature to those crimes under the laws or former laws of the United States, or one of its territories or possessions, another state, the District of Columbia, the Commonwealth of Puerto Rico or a foreign nation, or under a former law of this Commonwealth.
- The applicant is not permitted to work alone with children and must work in the immediate vicinity of a permanent employee who has the required clearances.

*(Act 153 of 2014 amended Title 23 § 6344 of the Child Protective Services Law)  
(Pennsylvania Department of Human Services, Employees Having Contact with Children  
Frequently Asked Questions, January 16, 2015)  
(Older Adults Protective Services Act (OAPSA) as amended by Act 169 of 1996)*

## **Appendix B: Trainings**

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*Trainings are entirely within the purview of the provider. CBH does not conduct the trainings referenced in this document, and cannot make recommendations regarding specific trainers.*

*Unless otherwise stated, trainings may be conducted electronically or online (e.g. CE courses, webinar). It is recommended that the agency maintain post-test results for these trainings.*

### **Mandatory Trainings: General**

➤ **All Direct Care Staff:**

**Mandatory Trainings must be completed within ninety (90) days of hire, and every two years thereafter.**

- CBH mandatory trainings: These trainings must cover the following areas: Fire Safety & Prevention, Disaster, Management of Escalation, Infection Control, and Suicide Prevention
- Person First (Cultural Competency) (*OMHSAS*)
- Restrictive Procedures (child residential and day treatment facilities, inpatient facilities, any other facility or provider using restrictive procedures as an intervention) (*55 PA Code §§ 2380, 3800, 6400*)

**Ongoing trainings:**

- All staff must complete at least ten (10) hours of training annually.
- For programs requiring more than ten hours of ongoing training per year, those program specific regulations must be followed.

**Recovery and Resilience training:**

It is expected that all staff persons understand the principles and application of the Practice Guidelines. (*DBHIDS Practice Guidelines 2011*)

➤ **All Clinical Supervisors:**

- Supervisors must receive specialized training in the Evidence Based Practices adopted by the agency in order to guide their implementation.

➤ **All Physicians:**

**The following mandatory trainings must be completed within ninety (90) days of hire, and annually thereafter:**

- Fire Safety & Prevention
- Disaster
- Person First (Cultural Competency)

*(Provider Bulletin #10-02, Philadelphia Department of Behavioral Health, Community Behavioral Health)*

## **Mandatory CPR Certification**

**In accordance with DPW requirements, 100 % CPR Certification must be maintained for:**

- Physicians
- Children's residential treatment programs (RTF)
- Partial hospitalization programs

The above personnel must be trained in traditional CPR.

**All other programs (except Children's RTFs and Partial Hospitalization Programs) must ensure that 50% of staff holds current CPR certification.** Up to 40% of the staff of each program may be trained in Citizen CPR (hands-only). At least 10% must be trained in traditional CPR.

*(Provider Bulletin #10-02, Philadelphia Department of Behavioral Health, Community Behavioral Health)*

## **Mandatory Child Protective Services Law Training**

**All applicable staff must receive Child Protective Services Law child abuse recognition and reporting training within ninety (90) days of hire, and every five years thereafter.**

(1) The following persons shall be required to meet the child abuse recognition and reporting training requirements of this subsection: (i) Operators of institutions, facilities or agencies which care for children and are subject to supervision by the department under Article IX of the Public Welfare Code, and their employees who have direct contact with children. (ii) Foster parents. (iii) Operators of facilities and agencies which care for children and are subject to licensure by the department under Article X of the Public Welfare Code and their employees who have direct contact with children. (iv) Caregivers in family day care homes which are subject to registration by the department under Subarticle (c) of Article X of the Public Welfare Code and their employees who have direct contact with children.

(2) Within six months of the effective date of this subsection [April 15, 2014], operators and caregivers shall receive three hours of training prior to the issuance of a license, approval or registration certificate and three hours of training every five years thereafter.

(3) Employees who have direct contact with children and foster parents shall receive three hours of training within six months of the issuance of a license, approval or registration certificate and three hours of training every five years thereafter. New employees and new foster parents shall receive three hours of training within 90 days of hire or approval as a foster parent and three hours of training every five years thereafter.

(4) Training curriculum shall be approved by the department and shall address, but not be limited to, the following: (i) Recognition of the signs of abuse and reporting requirements for suspected abuse in this Commonwealth. (ii) For institutions, facilities and agencies under paragraph (1)(i), their policies related to reporting of suspected abuse.

(5) A person may be exempted from the requirements of this subsection if all of the following apply: (i) The person provides documentation that the person has already completed child abuse recognition and reporting training. (ii) The training was: (A) required by section 1205.6 of the Public School Code of 1949, and the training program was approved by the Department of Education in consultation with the department; or (B) required by this chapter and the training program was approved by the department. (iii) The amount of training received equals or exceeds the amount of training required by this subsection. (d) Definitions.--As used in this section, the following words and phrases shall have the meanings given to them in this subsection unless the context clearly indicates otherwise: "Direct contact with children." The care, supervision, guidance or control of children or routine interaction with children."Operator." An executive or facility director. The term does not include a person who is not involved in managerial decisions related to the provision of services for or care of children with regard to any of the following: (1) Personnel. (2) Policy and procedures. (3) Regulatory compliance. (4) Services related to the general or medical care of children. (5) Supervision of children. (6) Safety of children.  
*(Act 31 of 2014 amended Title 23 § 6383(c) of the Child Protective Services Law)*

## **Mandatory Trainings: Level of Care Specific**

### **Behavioral Health Rehabilitative Services**

➤ **Behavior Specialist Consultant, Non-ASD Specific**

Training in behavior analysis/modification (minimum of eight (8) hours prior to hire, eight (8) hours annually thereafter) is required. \*

➤ **Behavior Specialist Consultant, Licensed**

Ongoing training in behavior analysis/modification (minimum of eight (8) hours annually after the first year of employment) is required. \*

*\* Licensed Psychologists, Social Workers, Clinical Social Workers, Marriage and Family Therapists, and Professional Counselors will not be required to demonstrate ongoing behavior modification training.*

➤ **Therapeutic Support Staff**

Persons who are hired to be TSS workers on or after July 1, 2001, and who have no TSS experience must complete the following training, which must be documented in the agency's file:

- Prior to working alone with children or adolescents, no fewer than fifteen hours of training
- Within the first six months of working with children and adolescents, no less than an additional twenty-four hours of training.

The overall training curriculum must include at least the following topics:

- a. Professional ethics, conduct, and legal issues, including child protective services and mandated reporting, and confidentiality;
- b. Understanding CASSP principles and implementing and supporting those principles in actual clinical practice;
- c. The role of the TSS worker in the home, school, and community, including the use of community resources to support the child/adolescent/family;

- d. Crisis intervention, behavior management, and safety;
- e. Overview of serious emotional disturbance and other behavioral needs in children and adolescents (with particular emphasis on the specific diagnoses of the children/adolescents with whom the TSS staff may be working);
- f. Collaboration with families;
- g. Normal child/adolescent development;
- h. Behavior management skills;
- i. CPR, first aid, universal precautions and safety;
- j. Documentation skills;
- k. Psychotropic medications, including common side effects.

Effective July 1, 2001, all TSS workers must receive at least twenty hours of training each year after the first year of full-time or part-time employment as a TSS worker, to acquire additional knowledge of and skills in delivering TSS services. For TSS workers hired before and employed on June 30, 2001, agencies may establish their own schedule of training. The schedule must ensure that all such TSS workers, regardless of when they were hired and how much experience as TSS workers they have, receive at least twenty hours of training by July 1, 2002.

*(Medical Assistance Bulletin 01-01-05, Commonwealth of Pennsylvania,  
Department of Public Welfare)*

**RTF / Day Treatment Facilities**

***Note: It is recommended that RTF direct care staff persons are trained in The Sanctuary Model.***

➤ **General Training Requirements**

(a) Prior to working with children, each staff person who will have regular and significant direct contact with children, including part-time and temporary staff persons and volunteers, shall have an orientation to the person's specific duties and responsibilities and the policies and procedures of the facility, including reportable incident reporting, discipline, care and management of children, medication administration and use of restrictive procedures.

(b) Prior to working alone with children and within 120 calendar days after the date of hire, the director and each full-time, part-time and temporary staff person who will have regular and significant direct contact with children, shall have at least 30 hours of training to include at least the following areas: (1) The requirements of this chapter. (*Title 55, Chapter 3800*) (2) *23 Pa.C.S. §§ 6301—6385* (relating to child protective services law) and *Chapter 3490* (relating to protective services). (3) Fire safety. (4) First aid, Heimlich techniques, cardiopulmonary resuscitation and universal precautions. (5) Crisis intervention, behavior management and suicide prevention. (6) Health and other special issues affecting the population.

(c) If a staff person has completed the training required in subsection (b) within twelve (12) months prior to the staff person's date of hire, the requirement for training in subsection (b) does not apply.

(d) After initial training, the director and each full-time, part-time and temporary staff person, who will have regular and significant direct contact with children, shall have at least forty (40) hours of training annually relating to the care and management

of children. This requirement for annual training does not apply for the initial year of employment.

(e) Each staff person who will have regular and significant direct contact with children, shall complete training in first aid, Heimlich techniques and cardiopulmonary resuscitation at least every year. If a staff person has a formal certification from a recognized health care organization which is valid for more than one (1) year, retraining is not required until expiration of the certification.

(f) Training in first aid, Heimlich techniques and cardiopulmonary resuscitation shall be completed by an individual certified as a trainer by a hospital or other recognized health care organization.

(g) Training in fire safety shall be completed by a fire safety expert or, in facilities serving twenty (20) or fewer children, by a staff person trained by a fire safety expert. Video tapes prepared by a fire safety expert are acceptable for the training if accompanied by an onsite staff person trained by a fire safety expert.

(h) A record of training including the person trained, date, source, content, length of each course and copies of any certificates received, shall be kept.

*(55 PA Code, Chapter 3800)*

### **Alcohol and Other Drug Recovery Services**

#### **Staff Development Program:**

##### Components

The project director shall develop a comprehensive staff development program for agency personnel including policies and procedures for the program indicating who is responsible and the time frames for completion of the following components (*policies, procedures and documentation are required*):

(1) An assessment of staff training needs. Evidence of this assessment could include questionnaires completed by all staff and an analysis of the results or a narrative summarizing group discussion of needs.

(2) An overall plan for addressing these needs. *This plan is based on the assessment of staff training needs which should address training subjects, trainers, and proposed dates of training.*

(3) A mechanism to collect feedback on completed training.

(4) An annual evaluation of the overall training plan. *This evaluation should determine the extent to which the plan addressed the identified needs.*

#### **Individual Training Plan:**

(1) A written individual training plan for each employee, appropriate to that employee's skill level, shall be developed annually with input from both the employee and the supervisor. *The requirement for an individual training plan applies to clinical as well as non-clinical employees and should identify the subject areas and potential resources for training which meet the requirements for the employee's position and which relate to the employee's skill level and interest. Individual training plans are not required for contracted staff.*

(2) This plan shall be based upon an employee's previous education, experience, current job functions and job performance.

(3) Each individual employee shall complete the minimum training hours as listed in subsections (d) – (g). The subject areas in subsections (d) – (g), with the exception of

subsection (g), are suggested training areas. They are not mandates. Subject selections shall be based upon needs delineated in the individual's training plan.

➤ **General Training Requirements**

(1) Staff persons and volunteers shall receive a minimum of six (6) hours of HIV/AIDS and at least four (4) hours of tuberculosis, sexually transmitted diseases and other health related topics training using a Department approved curriculum. *(Must be completed within the first three (3) months of hire.)*

(2) CPR certification and first aid training shall be provided to a sufficient number of staff persons, so that at least one (1) person trained in these skills is onsite during the project's hours of operations. *This provision applies to each facility within a project. CPR certification needs to be appropriate for the population served, i.e., infants, children and adults. First aid training is a one-time requirement. Licensed medical practitioners may consider their medical training in lieu of separate first aid training.*

(3) At least one-half (.5) of all training in this section shall be provided by trainers not directly employed by the project unless the project employs staff persons specifically to provide training for its organization and staff.

*Training is an interactive process with the trainer present. For example, home study, independent viewing of video material, or supervisory on-the-job training are not acceptable. College coursework from an accredited institution may be credited as fifteen (15) hours of training for every college credit. Continuing education courses are credited at ten (10) hours for each continuing education unit (CEU). Individuals who teach or train may receive credit for a training or course one time. Coursework must be relevant to the individual training plan. Also allowable is teleconferencing or satellite training by a Department approved trainer. [Refer to the most recent Licensing Alert from the Pennsylvania Department of Health for a list of approved trainers.]*

(4) An individual who holds more than one (1) position in a facility shall meet the training requirement hours set forth for the individual's primary position. Subject areas shall be selected according to the individual's training plan. Primary position is defined as that position for which an individual was hired. *Training requirements will be based on the duties of the covered position. The individual needs to meet the training hours for their primary role (50% or more of the duties of a covered position).*

**Training Requirements by Position**

*Individuals performing the duties of the following position need to obtain the minimum stated hours of training regardless of number of hours worked. Training is required for employees or contracted staff. Training hours may be pro-rated for newly hired staff. Documentation of training hours must be maintained. This may include copies of training certificates, dated attendance sheets signed by the individual and trainer, and transcripts. Training hours are not cumulative from one personnel classification to another. The total hours required for training are specific to each job position and are not transferable to a new position. An appointment to a new position would require accumulating the training hours for that position over the next twelve (12) months.*

➤ **Project Director and Facility Director**

A project director and facility director shall complete at least twelve (12) clock hours of training annually in areas such as: (i) Fiscal policy. (ii) Administration. (iii) Program planning. (iv) Quality assurance. (v) Grantsmanship. (vi) Program licensure. (vii) Personnel management. (viii) Confidentiality. (ix) Ethics. (x) Substance abuse trends.



(xi) Developmental psychology. (xii) Interaction of addiction and mental illness. (xiii) Cultural awareness. (xiv) Sexual harassment. (xv) Relapse prevention. (xvi) Disease of addiction. (xvii) Principles of Alcoholics Anonymous and Narcotics Anonymous.

➤ **Clinical Supervisor**

Each clinical supervisor shall complete at least twelve (12) clock hours of training annually in areas such as: (i) Supervision and evaluation. (ii) Counseling techniques. (iii) Substance abuse trends and treatment methodologies in the field of addiction. (iv) Confidentiality. (v) Codependency/Adult Children of Alcoholics (ACOA) issues. (vi) Ethics. (vii) Interaction of addiction and mental illness. (viii) Cultural awareness. (ix) Sexual harassment. (x) Developmental psychology. (xi) Relapse prevention. (xii) Disease of addiction. (xiii) Principles of Alcoholics Anonymous and Narcotics Anonymous.

➤ **Counselor**

Each counselor shall complete at least twenty-five (25) clock hours of training annually in areas such as: (i) Client recordkeeping. (ii) Confidentiality. (iii) Pharmacology. (iv) Treatment Planning. (v) Counseling techniques. (vi) Drug and alcohol assessment. (vii) codependency. (viii) Adult Children of Alcoholics (ACOA) issues. (ix) Disease of addiction. (x) Aftercare planning. (xi) Principles of Alcoholics Anonymous and Narcotics Anonymous. (xii) Ethics. (xiii) Substance abuse trends. (xiv) Interaction of addiction and mental illness. (xv) Cultural awareness. (xvi) Sexual harassment. (xvii) Developmental psychology. (xviii) Relapse prevention.

*If a counselor has been designated as lead counselor supervising other counselors, the training shall include courses appropriate to the functions of this position and a Department approved core curriculum or comparable training in supervision.*

➤ **Counselor Assistant**

Each counselor assistant shall complete at least forty (40) clock hours of training the first year and 30 clock hours annually thereafter in areas such as: (i) Pharmacology. (ii) Confidentiality. (iii) Client recordkeeping. (iv) Drug and alcohol assessment. (v) Basic counseling. (vi) Treatment planning. (vii) The disease of addiction. (viii) Principles of Alcoholics Anonymous and Narcotics Anonymous. (ix) Ethics. (x) Substance abuse trends. (xi) Interaction of addiction and mental illness. (xii) Cultural awareness. (xiii) Sexual harassment. (xiv) Developmental psychology. (xv) Relapse prevention.

*(28 PA Code §704)*

*(Staffing Requirements for Drug and Alcohol Treatment Activities— 6/96, 4/03, Rev. 3/04)*

➤ **Substance Abuse Assessor**

Required Trainings:

- American Society of Addiction Medicine Patient Placement Criteria (ASAM-PPC)
- Pennsylvania Client Placement Criteria for Adults (PCPC)
- Consistent with state staffing regulations for counselors, each assessor will complete at least twenty-five (25) hours of training annually. In the first year following credentialing as an assessor, eighteen (18) of those twenty-five (25) hours are to be done at the rate of six (6) hours of training in each of the following three (3) areas:
  - Cultural awareness / gender issues
  - Developmental psychology
  - Medical physical / HIV issues

- The balance of training hours in year one, along with any subsequent years' training requirements, will be in the following areas and in any additional as identified by the provider.
  - Drug and alcohol assessment.
  - The disease of addiction.
  - Treatment approaches.
  - Pharmacology.
  - Confidentiality.
  - Interaction of addiction and mental illness.
- **Alcohol and Other Drug Services Worker**  
Follow the training requirements for Substance Abuse Counselor.

**Peer Services**

- **Certified Peer Specialist Supervisor**
  - Mental health professionals who assume responsibility for supervision of peer support services will complete a peer specialist supervisory orientation/training course approved by DPW.
  - Supervisors who are not mental health professionals will complete a peer specialist supervisory orientation/training course approved by DPW.
  - The supervisor's orientation/training course will be completed within six (6) months of assuming the position of peer specialist supervisor.  
*(Pennsylvania Department of Public Welfare: Supplemental Provider Agreement for the Delivery of Peer Support Services – October 2009)*
- **Certified Peer Specialist**
  - Peer specialists will complete a peer specialist certification training curriculum approved by the Department before providing peer support services.
  - Peer specialists will complete eighteen (18) hours of continuing education training per year with twelve (12) hours specifically focused on peer support or recovery practices, or both, in order to maintain peer specialist certification.  
*(Pennsylvania Department of Public Welfare: Supplemental Provider Agreement for the Delivery of Peer Support Services – October 2009)*

**Psychiatric Rehabilitation Services**

A PRS agency shall implement a staff training plan that ensures initial and ongoing training in PRS practices as specified under § 5230.4 (relating to psychiatric rehabilitation processes and practices).

- Staff providing services in a PRS agency shall complete a Department-approved twelve (12)-hour psychiatric rehabilitation orientation course no later than one (1) year after hire. This course shall be credited to the annual training requirement listed under paragraph two (2) for the calendar year in which it is completed.

- Staff providing services in a PRS agency shall complete eighteen (18) hours of training per calendar year with twelve (12) hours specifically focused on psychiatric rehabilitation or recovery practices, or both.
- A PRS agency shall assure competency of new staff by providing an additional PRS service-specific orientation that includes the following:
  - Six (6) hours of training in the specific PRS model or approach outlined in the agency service description prior to new staff working independently. This training is required within the first year of employment.
  - Six (6) hours of face-to-face mentoring for new staff prior to new staff delivering services independently. Mentoring shall be provided by a PRS director or psychiatric rehabilitation specialist designated as a supervisor and is required within the first year of employment.
- A PRS agency shall assure that training has learning objectives.
- A PRS agency shall maintain documentation of training hours in the PRS agency records under § 5230.13(6)(v) (relating to agency records).

*(55 PA Code §5230.56)*

## **Specialized Trainings**

### **Serving Lesbian, Gay, Bisexual, Transgender, Queer / Questioning, and Intersex People (LGBTQI)**

All staff members must complete a basic LGBTQI cultural awareness training within one year of hire. This may be incorporated into another cultural awareness training, as long as two and a half (2.5) hours are devoted to the LGBTQI topic content put forth in the bulletin cited below. For additional guidance on LGBTQI trainings, please refer to the DBHIDS Practice Guidelines.

*(Pennsylvania Department of Public Welfare, Office of Mental Health and Substance Abuse Bulletin, OMHSAS-11-01, 11-02)*

### **Trauma-Specific Treatment Services**

Providers must demonstrate evidence of trauma-informed staff training about trauma and violence issues, and how to provide treatment and care to individuals within their specific service settings who have experienced trauma or violence.

*(DBHIDS Practice Guidelines: Appendix D)*

### **Family Resource Network Family Involvement**

All therapists, case managers, and other assigned clinicians who work with significant people of those receiving services require adequate training, experience and supervision.

*(DBHIDS Practice Guidelines: Appendix I)*

## **Documentation of Trainings**

*The provider must maintain documentation of all trainings offered and conducted (mandatory and ongoing). This documentation should fully reflect the content and attendance of the trainings. Electronic documentation may be maintained for electronic / online trainings and webinars. Sign in sheets and any other documents requiring a signature may be scanned. The original must be seen and noted as such.*

### **Documentation of provider training curricula**

- **A program specific annual training plan should be in place for all CBH contracted programs.**
  - The provider should conduct an assessment of program specific training needs.
  - A written annual training plan based on the results of the assessment and individuals / families served.
  - This should include a calendar of scheduled mandatory and ongoing trainings. The training calendar should reflect training times that are practical for all employees.
  - Other training opportunities relevant to the agency should also be available.
  
- **Documentation for each training should include:**
  - **Training materials: *The full content of the training should be clearly evident.***
    - Instructor's name, title and credentials
    - Number of training hours
    - Training transcript
    - Outline / agenda
    - Materials used during the training, such as PowerPoint, video, etc.
    - Written materials, handouts, or any other materials that were distributed
    - *Copies of reading materials alone are not adequate without supporting documentation of how the training was conducted, such as an outline or agenda.*
  
  - **Attendance: A sign-in sheet must be maintained for each training, that includes:**
    - Training title
    - Date
    - Beginning and end times
    - Number of training hours
    - Location
    - Instructor's name, title and credentials
    - Instructor's signature
    - Name and signature of the person at the agency responsible for the training.
    - Employees' names and signatures
  
- **Feedback:** The provider should develop a system for obtaining employee feedback to be utilized at the end of each training. This should measure the effectiveness of the training, instructor, materials, and suggestions for other trainings. Feedback can be used to inform future trainings and develop the training plan.

**Documentation for each employee**

Individualized documentation for each employee should be maintained. This should be in the employee's personnel file, or in a training file that is maintained for each employee.

➤ **Documentation of completed trainings for each employee should include:**

- An original or verified copy of the training certificate (if available).
- A log of completed mandatory, ongoing, and level of care specific trainings. The log should include training due date, the employee's name, department, name of training, description of content, name of instructor, employers signature, employees signature, date of the training, number of hours, and type of credit earned (CE, etc.).
- Any outside trainings, continuing education, or other professional development should be reflected in the employees file. This should include the training certificate.

*(Medical Assistance Bulletin #01-01-01, Commonwealth of Pennsylvania,  
Department of Public Welfare)  
(28 PA Code, §704.11)  
(55 PA Code, §3800.58)*

DRAFT

**Training Requirements at a Glance**

<b>Job Title</b>	<b>Trainings</b>	<b>Hours / Timeframe</b>
All staff	Fire Safety & Prevention Disaster Management of Escalation Infection Control Suicide Prevention Person First (Cultural Competency)	<b>Within 90 days of hire</b> Every 2 years thereafter
	Child Protective Services Law: Child Abuse Recognition and Reporting	3 hours <b>within 90 days of hire</b> Every 5 years thereafter
	LGBTQI Cultural Awareness	2.5 hours <b>within 1 year of hire</b>
	Ongoing trainings	10 hours annually ( <i>in addition to mandatory training requirements, every 2 years</i> )
All Physicians All Staff at RTFs & Partial Hospitalization Programs	CPR 100% of staff	<b>Within 90 days of hire</b>
All programs not listed above	CPR 50% of staff	<b>Within 90 days of hire</b>
All staff at RTF & Day Treatment Facilities	Heimlich Techniques, Behavioral Management, and First Aid	30 hours <b>prior to working alone with children &amp; within 120 days of hire</b> 40 hours annually thereafter
All staff at RTF, Day Treatment, & Inpatient facilities, or any other facility or provider using restrictive procedures	Restrictive Procedures	<b>Prior to working with children</b> Every 2 years thereafter
Behavioral Specialist Consultant, Non-ASD Specific	Behavior analysis/modification	8 hours <b>prior to hire</b> 8 hours annually thereafter
Behavioral Specialist Consultant, PA Licensed	Behavior analysis/modification	8 hours annually after the first year of employment
Therapeutic Support Specialist / Behavioral Health Worker	See full description for requirements	If no experience: 15 hours <b>before working with children + 24 hours within first 6 months of working with children</b>  All: 20 hours annually after the first year
AOD All Staff including physicians	a. HIV/AIDS b. Tuberculosis, sexually transmitted diseases and other health related topics.	a. 6 hours <b>within first 3 months of hire</b> b. At least 4 hours <b>within first 3 months of hire</b>
AOD Project Director / Facility Director	See full description for recommendations	12 hours annually
Substance Abuse Clinical Supervisor	See full description for recommendations	12 hours annually
Substance Abuse Counselor	See full description for recommendations	25 hours annually

<b>Job Title</b>	<b>Trainings</b>	<b>Hours / Timeframe</b>
Substance Abuse Counselor Assistant	See full description for recommendations	40 hours <b>within 1 year of hire</b> 30 hours annually thereafter
AOD Worker	See Substance Abuse Counselor description for recommendations	25 hours annually
Substance Abuse Assessor	See full description for requirements	25 hours annually
Certified Peer Specialist Supervisor	Peer Specialist Supervisory Training	<b>Within 6 months of hire</b>
Certified Peer Specialist	Continuing Education	18 hours annually
All Psychiatric Rehabilitation Services Staff	a. Agency specific PRS/MPRS model b. Psychiatric Rehabilitation Orientation c. Continuing Education	a. 6 hours <b>before working independently</b> b. 12 hours <b>within 1 year of hire</b> c. 18 hours annually thereafter

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## **Appendix C: Waivers**

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Under exceptional circumstances, a provider may request a waiver for *experiential* or *educational* Staff Credentialing requirements. A waiver is not an endorsement or approval to hire the prospective employee. If a waiver is granted, the decision to hire the individual is solely that of the provider, and all other credentialing requirements must be met. A request for a waiver does not guarantee approval. Waivers must be requested before the hire of the prospective employee, and will *not* be made retroactive. Waivers are granted on an individual basis and may not be generalized to include other employees.\* State and Federal requirements will be met at all times; waiver requests that are in conflict with County, State or Federal requirements will not be considered.

In order to ensure that expectations are met and development is monitored, the provider will be required to put forth an enhanced clinical supervision and training program that meets the developmental needs of the new hire as well as the requirements of the program. This should *exceed* what is standard for the position.

The CBH Compliance Department will review training and clinical supervision logs for those employees for whom a waiver has been granted. A waiver may be revoked at any time if conditions of the waiver are not met. Failure to meet the conditions of the waiver may also result in a targeted audit of the services provided by the individual during the waiver period, for the purpose of recouping paid claims for services provided by the unqualified individual.

Waiver requests should be directed to the CBH Compliance Department. Requests will be reviewed and responded to within 60 days of receipt.

**A waiver request should include the following information:**

- 1) The position for which the waiver is requested
- 2) The reason for the waiver request. This should be on the provider's letterhead, and explain the extenuating circumstances for the request.
- 3) Projected date of hire
- 4) Resume or CV
- 5) Documentation of highest education completed.
  - Official transcript and diploma for college / university level.
  - Diploma or General Education Development (GED) equivalent for high school level.
  - Official documentation of any other relevant education (e.g. continuing education, seminars or certificate programs).
- 6) Individualized training plan
- 7) Enhanced clinical supervision plan



**\*For providers seeking an institutional waiver for Mental Health Worker, the following information should be provided:**

*Please be as detailed as possible.*

- 1) The reason for the waiver request. This should be on the provider's letterhead, and explain the extenuating circumstances for the request. For providers with more than one location, the specific location(s) for the waiver must be indicated, and the requested information below should be submitted by location.
- 2) Current census of individuals receiving services
- 3) Current complete staff roster
- 4) The projected number of Mental Health Workers to be covered under the waiver
- 5) Enhanced training curriculum
- 6) Enhanced clinical supervision plan
- 7) Supervisor/supervisee ratio

**Note:** No more than 20% of a provider's staff may be employed as a result of a waiver.

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## **Appendix D: Excluded Individuals**

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It is the responsibility of the provider to screen all employees and contractors to determine if they have been excluded from participation in federal health care programs. This should be done at the time of hire or contracting, and thereafter on an ongoing monthly basis.

The provider should develop and maintain auditable documentation of screening efforts, including dates the screenings were performed and the source data checked and its date of most recent update. Periodic self-audits should also be conducted to determine compliance with this requirement.

**The following databases should be accessed to determine exclusion status:**

**Medicheck List:** This list identifies providers, individuals, and other entities that are precluded from participation in the Medical Assistance (MA) Program.

<http://www.dhs.state.pa.us/publications/medichecksearch/>

**List of Excluded Individuals/Entities (LEIE),** maintained by the Department of Health and Human Services, Office of Inspector General (DHHS/OIG), is a data base of all individuals or entities that have been excluded nationwide from participation in any federal health care program, e.g., Medicaid and Medicare.

<http://oig.hhs.gov/exclusions/index.asp>

**System for Award Management (SAM),** combines federal procurement systems and the Catalog of Federal Domestic Assistance into one system. This consolidation includes the Excluded Parties List System (EPLS).

<https://www.sam.gov>

*(Medical Assistance Bulletin #99-11-05, Commonwealth of Pennsylvania,  
Department of Public Welfare)*

**Appendix E:  
Revisions to the Manual for Review of Provider Personnel Files**

*Version 1.2, -/-/2015*

- Page
2. Addition: Language around recouping of paid claims for unqualified individuals and lack of proper clearances.
  4. Addition: Documentation requirements for psychiatry residency and fellowship.
  - 5-7. Addition: Clarification around board certification requirements.
  7. Addition: Job description of Child Psychiatrist
  - 8, 9. Addition: Supervision requirements for PA-C and CRNP.
  18. Revision: Educational requirements changed to comply with *DBHIDS 2013 Mobile Psychiatric Rehabilitation Services Standards*.
  - 18-20. Addition: Job titles changed to include the Mobile Services to comply with *DBHIDS 2013 Mobile Psychiatric Rehabilitation Services Standards*.
  - 45-47. Addition: Job descriptions for Clinical Laboratory Services.
  - 48-49. Revision: Time frame for clearances, provisional hiring.  
Addition: Clearance requirements for serving older adults.
  50. Revision: *Bi-annual* changed to *every two years* for clarity.
  - 51-52. Addition: Mandatory Child Protective Services Law training.
  - 61-62. Revision: Training Requirements at a Glance updated accordingly.
  63. Addition: Clarification around enhanced supervision and training plans.
  63. Addition: Language around recouping of paid claims if the conditions of a waiver are not met.
  65. Revision: Websites updated.

**Previous Versions**

*Credentialing Manual 4/21/2004*

*Manual for Review of Provider Personnel Files 2/21/2014; 1.1, 8/21/2014*