

Lancaster County Drug & Alcohol Commission Case Management & Clinical Services Policy & Procedure Manual	CMCS # 34 Policy: <i>Supervision & Staffing Qualifications</i>
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I. Purpose:

To establish guidelines for supervision and staffing qualifications for Case Management Services

II. Procedure:

Supervision:

Supervision of staff providing case management services should be designed to ensure the adequate provision of those services. As such:

1. Supervision of new staff performing case management functions *without* having received required core trainings must include:
 - i a combination of job shadowing and direct observation of Level of Care Assessments (LoCA)
 - ii The case management supervisor must document close supervision and review of written documentation, to include LoCA and the most current DDAP placement Summary Sheets, until the case manager has received all required trainings.
 - iii Core trainings **MUST** be acquired within 365 days of hire.
2. Contracted service providers providing case management functions **must have a written supervision policy** that details the following information for those Counselor, Counselor Assistants, or Case Managers assigned to complete the functions of Case Management:
 - i Manner and frequency of supervision;
 - ii Manner in which supervision will be documented;
 - iii The manner and frequency for completing chart reviews;
 - iv The process for allowing new staff to perform case management functions without having received required core trainings
 - v Manner for documenting how ALL STAFF will complete the required trainings within 365 days of hire or assignment to complete Case Management functions

Staffing Qualifications:

Supervisors of staff delivering case management services, that may occur in non-licensed service provider sites, must meet the MET requirements established by the State Civil Service Commission for the Case Management Supervisor or Treatment Specialist Supervisor.

Supervisors of case management staff in a contracted and licensed facility must meet either the MET requirements for the supervisory classifications referenced above or the staffing regulations for Clinical Supervisor, 28 Pa. Code § 704.6, or Lead Counselor, 28 Pa. Code §§ 704.6(d), 704.11(f)(3).

Staff delivering case management services must meet the minimum education and training (MET) requirements established by the State Civil Service Commission for one of the following classifications:

- D&A Case Management Specialist;
- D&A Case Management Specialist Trainee;
- D&A Treatment Specialist; or
- D&A Treatment Specialist Trainee.

If case management services are being performed by a contracted and licensed drug and alcohol treatment facility, staff delivering services must meet either the MET requirements for the classifications referenced above or the staffing regulations for either a Counselor, 28 Pa. Code § 704.7 or Counselor Assistant, 28 Pa. Code § 704.8.

An individual who meets the qualifications of a counselor AND is providing case management services, the treatment services outlined in the licensing regulations being delivered **MUST** be provided **separately** from the LCDAC Case Management services.

It is expected that the service provider will have written policy & procedures outlining the protocols to separate the licensed treatment services from the LCDAC case management services.

Approved By:  7/1/2021
Rick Kastner LCDAC Executive Director Date