
CHAPTER 11: CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINICS

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STAFFING REQUIREMENTS**Staff Qualifications**

To provide services, staff must meet the following requirements:

1. Satisfactory completion of criminal background checks pursuant to the Behavioral Health Service Provider (BHSP) licensing regulations (Louisiana Administrative Code (LAC) 48:I.Chapter 56), La R.S. 40:1203.1 et seq., La R.S. 15:587 (as applicable), and any applicable state or federal law or regulation;
2. Pass drug screening tests as required by agency's policies and procedures;
3. Employees and contractors must not be excluded from participation in the Medicaid or Medicare Program by Louisiana Medicaid or the Department of Health and Human Services' (DHHS) Office of the Inspector General (OIG);
4. Direct care staff must not have a finding on the Louisiana State Adverse Action List;
5. All direct care staff must complete First Aid, cardiopulmonary resuscitation (CPR), and seizure assessment training recognized by the American Heart Association (AHA) within 90 days of hire. These trainings must be renewed according to AHA guidelines. Psychiatrists, advanced practice registered nurses (APRNs), physician assistants, registered nurses (RNs), and licensed practical nurses (LPNs) are exempt from this requirement. (Refer to Appendix E);
6. Complete training curriculum approved by the Office of Behavioral Health (OBH) prior to providing crisis services. (See Appendix E);
7. Ensure and maintain documentation that all unlicensed persons employed by the organization who interact with clients by telephone or in person must complete training in a nationally recognized crisis intervention curriculum, which must be completed within 60 days of hire and updated annually.

Documentation of all completed training must be maintained in personnel records.

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Staffing Requirements

Staffing shall be appropriate to address the needs of clients at the Certified Community Behavioral Health Clinic (CCBHC), as reflected in individual treatment plans, and as required to meet program requirements. Staff (both clinical and non-clinical) must be appropriate in size and composition, and provides services appropriate for the population served.

All staffing within the CCBHC must be consistent with the approved Staffing Plan submitted as part of the clinic's pre-certification documentation.

CCBHC practitioners providing direct services furnish them within their scope of practice in accordance with all applicable federal, state, and local laws and regulations, including Medicaid policies.

Staffing shall meet the requirements of the CCBHC licensure and certification standards and any accreditation standards.

The CCBHC has staff with expertise in addressing trauma and promoting the recovery of children and adolescents with serious emotional disturbance (SED) and adults with serious mental illness (SMI).

The CCBHC supplements its core staff as necessary, through arrangements with, and referrals to, other providers.

A personnel file must be maintained for each employee, contractor, and individual with whom they have an agreement to provide direct care services or to fulfill core and other staffing requirements. Each file must include written documentation of employment, contracts, or agreements with executed written or electronic signatures as authorized by state law (La. R.S. 9:2601 et seq.), as well as verification of completed background checks, exclusion screenings, and required training and certifications.

The CCBHC shall have the following staff positions in sufficient numbers to meet the service and care coordination needs of the populations served:

1. Chief Executive Officer (CEO) or equivalent;
2. Medical Director;
3. Authorized Licensed Prescriber;

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4. Clinical Supervisor;
5. Veterans Coordinator;
6. Licensed Mental Health Professional (LMHP);
7. Substance Use Treatment Specialist;
8. Recognized Peer Support Specialist (RPSS);
9. Recognized Peer Supervisor (RPS);
10. Nursing Staff;
11. Case Manager; and
12. Health Information Technology (IT) Specialist.

Refer to LAC, Title 48, Part I, Subpart 3, Chapter 56, for the full qualifications and responsibilities for the positions listed above.

Supervision

The CCBHC shall provide appropriate clinical supervision when needed according to requirements established by the applicable professional licensing board. Supervisors must hold a current, unrestricted Louisiana license in a behavioral health discipline appropriate to the supervision provided. All supervision must be documented in personnel records, including the date of supervision, topics discussed, and the credentials of the supervisor.

The CCBHC shall ensure that all non-licensed staff receive appropriate supervision to support safe, effective service delivery. Services provided by non-licensed staff must be provided under the regularly scheduled supervision listed below and, if applicable, in accordance with requirements established by the practitioner's professional licensing board under which they are pursuing a license. Supervision must be documented in personnel records and occur at a frequency sufficient to ensure quality, compliance, and staff development. The CCBHC must maintain written supervision policies that define supervisory responsibilities, documentation standards, and escalation procedures.

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Non-licensed staff must receive regularly scheduled supervision from an individual meeting the qualifications of a LMHP or a psychiatrist. LMHP or psychiatrist supervisors must have the practice-specific education, experience, training, credentials, and licensure to coordinate an array of mental health and/or substance use services. Licensed Addiction Counselors may provide supervision for non-licensed staff delivering substance use treatment.

Providers may have more than one supervisor providing required clinical supervision to non-licensed staff.

The following described supervision and supervisor responsibilities:

1. Supervision refers to clinical support, guidance and consultation afforded to non-licensed staff rendering Behavioral Health Services (BHS), and shall not be replaced by licensure supervision of master's level individuals pursuing licensure;
2. Staff shall receive a minimum of four hours of clinical supervision per month for full-time staff and a minimum of one hour of clinical supervision per month for part-time staff, which shall consist of no less than one hour of individual supervision. Each month, the remaining hours of supervision may be in a group setting. Given consideration of case load and acuity, additional supervision may be indicated;
3. The supervisor must ensure services are in compliance with the established requirements of the service;
4. Group supervision means one supervisor and not more than six supervisees in a supervision session;
5. A maximum of 75 percent of the individual and group supervision may be telephonic or via a secure Health Insurance Portability and Accountability Act (HIPAA) compliant online synchronous videoconferencing platform. Texts and/or emails cannot be used as a form of supervision to satisfy this requirement;
6. Documentation of the supervision with the LMHP or psychiatrist must include the following:
 - a. Date and duration of supervision;
 - b. Identification (ID) of supervision type as either individual or group supervision;

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- c. Name and licensure credentials of the supervisor;
 - d. Name and credentials (provisionally licensed, master’s degree, bachelor’s degree, or high school degree) of the supervisees;
 - e. Focus of the session and subsequent actions that the supervisee must take;
 - f. Date and signature of the supervisor;
 - g. Date and signature of the supervisees; and
 - h. Start and end time of each supervision session.
7. Supervision must be provided in a culturally sensitive manner that represents the cultural needs and characteristics of the staff, the service area, and the population being served; and

RPSS and Recognized Family Peer Support Specialists (RFPSS) must receive regularly scheduled clinical supervision from a RPS. The RPS must be either an LMHP or directly supervised by an LMHP. All LMHPs supervising RPSs are required to successfully complete a state approved Peer Supervisor Training.