



**Human Resource Management  
Policy and Procedure Manual**

**Revised: 9/10/2024**

<b>TITLE: HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE: HRM.01.01.01</b>
<b>REVIEW AND APPROVAL:</b> 9/10/2024	<b>SUBJECT:</b> Job Descriptions

### **PURPOSE**

The purpose of this policy is to establish consistent guidelines for job descriptions.

### **RESPONSIBILITY**

It is the responsibility of the Founder to ensure the Human Resource policies and procedures are implemented and with continuous adherence.

### **POLICY**

1. It is the policy of Jones Wellness Center to have a written job description for each position Jones Wellness Center.
2. The job description identifies the following:
  - a. Minimum qualifications for each position.
  - b. Competencies of the position, which include the minimum skills, knowledge, and experience required for the position.
  - c. Duties and responsibilities of the position.
  - d. Identification of individuals supervised and supervisor of the position.
  - e. The Leadership Committee approves the job descriptions.

### **PROCEDURE**

1. Jones Wellness Center has established job descriptions for all positions within Jones Wellness Center; (See Attached List of Positions).
2. Upon hire, individuals are provided a copy of the job description for the position in which they are designated.
3. The individual is to sign and date the job description, indicating acknowledgement of their responsibilities.
4. A copy of the job description is to be provided to the individual and a copy is maintained in the Human Resource file.
5. The job description is to be utilized to evaluate the individual's job performance at the 90-day interval and annually.

**List of Agency Positions**

<b>Department</b>	<b>Positions Description</b>	<b>Supervised By</b>	<b>Last Updated</b>
<b>Clinical</b>	Medical Director	Founder	9/10/2024
	Advanced Practice Nurse	Founder	9/10/2024
	Registered Dietitian	Founder	9/10/2024
	Licensed Psychotherapist	Founder	9/10/2024

<b>TITLE: HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE: HRM.01.01.03</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Scope of Practice

**PURPOSE:**

To ensure the safety and wellbeing of the clients.

**POLICY:**

1. It is the policy of Jones Wellness Center to ensure all staff who provide care, treatment or services possess a current license, certification, or registration, in accordance with law and regulation.
2. All staff are to practice within the scope of their license, certifications, or registration.
3. Staff are to practice within the scope of their job description.
4. It is the policy of Jones Wellness Center to ensure that clinical services are appropriate to the scope of practice. Persons providing clinical services in mental health are limited to the following tasks:
  - a. Screening
  - b. Biopsychosocial assessment
  - c. Treatment planning
  - d. Referral
  - e. Service coordination and case management
  - f. Consulting
  - g. Continuing assessment and treatment plan reviews
  - h. Counseling:
    - i. Individual counseling
    - ii. Group counseling; and
    - iii. Counseling for families, couples, and significant others
  - i. Client, family, and community education
  - j. Documentation of progress
5. A physician or nurse practitioner is not restricted from providing any medical service if the service provision falls within the approved protocols of Jones Wellness Center.
6. Individuals determined to exceed their scope of practice are subject to disciplinary action and may be terminated at the discretion of the Founder.

**PROCEDURE:**

1. It is the responsibility of the Founder to ensure all personnel hired to provide services operate within the scope of their practice.
2. During the selection process, the Founder is responsible to verify the individual's date of birth and licensure/certification.
3. Only those individuals who meet the criteria are to be hired.
4. It is the responsibility of the Founder to ensure personnel operate within their scope of practice.
5. Individuals determined to exceed their scope of practice are subject to disciplinary action and may be terminated at the discretion of the Founder.

<b>TITLE: HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE: HRM.01.02.01</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Verification and Evaluation of Staff Qualifications

## **PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

## **RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

## **POLICY**

1. It is the policy of Jones Wellness Center to perform primary source verification of staff licensure, certification, or registration in accordance with law and regulations and organization policy at the time of hire and the time of renewal.
2. Jones Wellness Center verifies and documents an applicant's education and experience required by the job duties and responsibilities, unless the information has already been verified by the entity that issued the licensure, certification or registration.
3. Jones Wellness Center verifies the identity of the job applicant by viewing a valid picture identification issued by a state or federal agency (i.e. Driver's License, Passport or state issued Identification Card).
4. Jones Wellness Center obtains a criminal background check on all applicants as required by law. The results of the criminal background check are to be documented in the individual's personnel record.
5. Jones Wellness Center complies with health screening in accordance with all applicable laws and regulations, i.e. TB testing and health questionnaire.
6. Jones Wellness Center utilizes the following information to make decisions about hiring and assigning staff job duties and responsibilities:
  - a. Verified licensure, certification, or registration as required by law and regulations.
  - b. Verified education and experience.
  - c. Results of the criminal background checks(s), in accordance with law and regulations.
  - d. Outcomes of applicable health screenings and staff member's health statement.
  - e. Evaluation of any challenges to licensure or registration.
  - f. Evaluation of any voluntary or involuntary relinquishment of license or registration.
  - g. Evaluation of any professional liability actions that resulted in a final judgment against the staff member
7. Jones Wellness Center queries the National Practitioner Data Bank (NPDB) <https://www.npdb.hrsa.gov/> for information on Physicians, Nurse Practitioners, etc. The NPDB is queried upon hire and at least every two years, thereafter.

## **PROCEDURE**

1. **See Specific Policy and Procedures:**
  - a. Verification of Licensure, Certification, or Registration
  - b. Verification of Education and Experience
  - c. Verification of Identity
  - d. Background Screening
  - e. Employee Health Screening
  - f. Employee Selection
  - g. National Practitioner Data Bank <https://www.npdb.hrsa.gov/>

<b>TITLE: HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE: HRM.01.02.01, EPI</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Verification of Licensure

**PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

**RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

**POLICY**

It is the policy of Jones Wellness Center to perform primary source verification of staff licensure, certification, or registration in accordance with law and regulations and organization policy at the time of hire and the time of renewal.

**PROCEDURE**

1. Prior to the hire of an employee, licensure and/or registration must be verified through a web application or certified documentation from the governing body.
2. The Founder is responsible for researching the applicable website for the licensing or certification body to find the status of the employee.  
<https://bhec.texas.gov/texas-state-board-of-examiners-of-professional-counselors/>
3. The employee is responsible for providing current proof of licensure and renewal information to the Founder.
4. A copy of the verification is maintained in the employee file.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM. 01.02.01, EP2</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Verification of Education

**PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

**RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

**POLICY**

Jones Wellness Center verifies and documents an applicant's education and experience required by the job duties and responsibilities, unless the information has already been verified by the entity that issued the licensure, certification or registration.

**PROCEDURE**

1. It is the responsibility of the Founder to verify the credentials for individuals who are applying for a position which requires a minimal college education and experience.
2. College degrees must be verified by the university or college in the form of a certified transcript.
3. Previous employers are to be identified by the prospective employee and contacted by the Founder to verify relative experience performing the job duties of the identified position.
4. Documentation of the verification, i.e. certified transcript and documentation of the conversation or communication with previous employers, is to be documented in the personnel record.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM. 01.02.01, EP3</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Verification of Identity

**PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

**RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

**POLICY**

Jones Wellness Center verifies the identity of the job applicant by viewing a valid picture identification issued by a state or federal agency (i.e. Driver's License, Passport or state issued Identification Card).

**PROCEDURE**

1. It is the responsibility of the Founder to verify the identity of the individual applicant for employment.
2. Two forms of identification are required:
  - a. Jones Wellness Center accepts a valid Driver's License, Passport or State Issued Identification Card as forms of identification.
3. In addition to the forms of ID, a copy of the individual's Social Security Card is required.
4. All forms of identification are to be copied and maintained in the HR file, along with the IRS I-9 Form.



<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM. 01.02.01, EP4</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Background Screening

### **PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

### **RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

### **POLICY**

Jones Wellness Center obtains a criminal background check on all applicants as required by law. The results of the criminal background check are to be documented in the individual's personnel record.

1. Work-related reference checks will not be performed until after an initial personal interview has been conducted.
  - a. If, because of the interview, the candidate is discovered to be unqualified for the position, no references will be checked.
2. If the candidate is considered a finalist for an open position, the candidate must authorize Jones Wellness Center to complete work-related reference checks, i.e., work record, education, licensure, and other matters related to suitability for employment.
3. The hiring manager, recruiter or designee may check work-related references provided by the candidate.
  - a. If the candidate has no work experience, personal references may be checked.
  - b. If the candidate is employed, the hiring manager should determine whether the present employer can be contacted for a reference.
4. If the candidate indicates prior/current employment with, the hiring manager must contact the recruiter or designee to ascertain whether the candidate is eligible for rehire, reinstatement or transfer.
5. If the work-related reference check on the candidate is unsatisfactory, the recruiter will disqualify the candidate from further consideration.
6. Jones Wellness Center completes work-related reference checks in a manner compliant with relevant federal, state and local laws and regulations.
  - a. All work-related reference checks are confidential, must be documented in writing using the Reference Check form and forwarded to Human Resources.
  - b. Violation of the confidentiality of a prospective employee may be grounds for corrective action, up to and including termination of employment.
7. All offers of employment are contingent upon satisfactory completion of a background investigation.
  - a. Jones Wellness Center will rescind a contingent offer of employment where it has reason to know that, in view of the position for which the applicant has applied and considering information obtained, the applicant is likely to harm others or act contrary to Jones Wellness Center's Mission and Values.
  - b. As part of the employment process, the candidate must complete a background check authorization form to initiate the background investigation process.
8. Background investigations are conducted to obtain the following information:
  - a. The State's Criminal Information Center warrants and warrants search;
  - b. Felony search, out of state;
  - c. Social Security verification;
  - d. Verification of highest college/university degree required as specified (in the event the position requires licensure by a governing body, highest degree will not be verified);
  - e. Verification of previous employment (most recent or most relevant);
  - f. Verification of professional licensure as specified;
  - g. OIG & EPLS check (Office of Inspector General, Excluded Parties List), this will be done upon hire and annually in Jan/Feb of each year (<https://exclusions.oig.hhs.gov/>);

- h. National Practitioner's Data Bank search as specified (initially, and every 2 years thereafter.)  
<https://www.npdb.hrsa.gov/>
- 9. The results of the background investigation will be provided to Human Resources.
  - a. If the background check results are considered incomplete, the Founder or designee will investigate further.
- 10. Jones Wellness Center will rescind a contingent offer of employment where it has reason to know that, in view of the position for which the applicant has applied and considering information obtained, the applicant is likely to harm others or act contrary to Jones Wellness Center's Mission and Values.
  - a. If the results of the background investigation are considered unsatisfactory, the recruiter will disqualify the candidate from further consideration.
  - b. If employment has already commenced, a separation of employment will occur.
  - c. A criminal conviction is not an absolute bar to employment. Jones Wellness Center considers such things as the number of convictions, the nature and gravity of the convictions, the date of the convictions, evidence of rehabilitation and the relationship between specific criminal activity and the job to be performed, to determine on a case-by-case basis whether the convictions render an applicant unsuitable for hire.
  - d. Documentation of the decision will be maintained in the personnel file on the Pre-Employment Background Check Documentation form.
- 11. Jones Wellness Center completes background investigations in a manner compliant with relevant federal, state and local laws and regulations.
  - a. All background investigations are confidential, with the results of such investigations being disclosed only on a "need-to-know" basis as determined by Human Resources.
  - b. Violation of the confidentiality of a prospective employee may be grounds for corrective action, up to and including termination of employment.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.02.01, EP5</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Employee Health Screening

### **PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

### **RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

### **POLICY**

Jones Wellness Center complies with health screening in accordance with all applicable laws and regulations, i.e. health questionnaire.

### **PROCEDURE**

1. It is the responsibility of the Founder to ensure all boarding, including the health screening is completed prior to completing the hiring process and attending orientation.
2. Individuals are provided with the Facility Personnel Health Screening Report which must be completed by or under the direction of a licensed medical professional not more than sixty days (60) days prior to employment or within (7) days after employment.
3. Jones Wellness Center is responsible for administering programs for immunizations and tuberculosis screening in accordance with guidelines from Jones Wellness Center, federal, state and/or local regulatory entities.
  - a. Employees must comply with these guidelines as a condition of employment.
4. All medical records will be kept in a separate, confidential file located in Human Resources.
  - a. Any access to a confidential medical record shall be made available only by written authorization from the individual except in situations of medical emergency or as permitted by federal, state or local laws.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.02.01, EP6</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Employee Selection

### **PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

### **RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

### **POLICY**

1. Jones Wellness Center utilizes the following information to make decisions about hiring and assigning staff job duties and responsibilities:
  - a. Verified licensure, certification, or registration as required by law and regulations.
  - b. Verified education and experience.
  - c. Results of the criminal background checks(s), in accordance with law and regulations.
  - d. Outcomes of applicable health screenings and staff member's health statement.
  - e. Evaluation of any challenges to licensure or registration.
  - f. Evaluation of any voluntary or involuntary relinquishment of license or registration.
  - g. Evaluation of any professional liability actions that resulted in a final judgment against the staff member.
2. Jones Wellness Center queries the National Practitioner Data Bank (NPDB) for information on Physicians, Nurse Practitioners, etc.
  - a. The NPDB is queried upon hire and at least every two years, thereafter. <https://www.npdb.hrsa.gov/>

### **PROCEDURE**

1. It is the responsibility of the Founder to advertise for all open positions in Jones Wellness Center.
2. Upon receipt of an employee application, the Founder completes the Employee Rating Sheet. The Employee Rating Sheet is based on knowledge, skills and abilities (KSA) and is universal and serves all positions within Jones Wellness Center. Applicants are either as follows:
  - a. Administrative/Supervisory: All KSAs apply
  - b. Clinical: KSA #1 and KSA #3 apply
  - c. Behavioral Health Tech/Support Staff: KSA #3 applies
3. The top 3 ranking applicants are scheduled for an interview with the appropriate staff.
4. Interviewing staff utilize Jones Wellness Center's Interview Questions and Applicant Evaluation form to determine the most appropriate applicant for the open position.
5. An interviewer's impression, based on experience, may be factored into the decision to hire.
6. Under no circumstances will an employee be allowed to participate in the hiring decision if a conflict of interest exists.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.02.01, EP7</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> (NPDB) National Provider Data Bank

### **PURPOSE**

To assist Jones Wellness Center in the provision of a safe, professional, therapeutic environment.

### **RESPONSIBILITY**

It is the responsibility of the Founder to ensure all staff qualifications are verified and evaluated.

### **POLICY**

Jones Wellness Center queries the National Practitioner Data Bank (NPDB) for information on Physicians, Nurse Practitioners, etc. The NPDB is queried upon hire and at least every two years thereafter. <https://www.npdb.hrsa.gov/>

### **PROCEDURE**

1. It is the responsibility of the Founder to ensure the National Practitioner Data Bank is queried prior to employment and at least every two years of physicians.
2. The results of the query are to be maintained in the individual's personnel file.
3. A query that results in 'Reports Found', will trigger a review by leadership. Depending on the nature of the reports, the candidate may be disqualified from employment.
4. Jones Wellness Center will undergo a professional peer review with the Founder, and a member from the Leadership team.
5. The results of the query are to be maintained in the individual's personnel file.
6. Reporting to the NPDB:
  - a. Reporting adverse actions taken against clinical privileges to the NPDB:
    - i. Any professional review action that adversely affects the clinical privileges of a physician for a period longer than 30 days.
    - ii. Acceptance of the surrender of clinical privileges or any restriction of such privileges by a physician:
      1. While the physician is under investigation by the health care entity relating to possible incompetence or improper professional conduct, or
      2. In return for not conducting such an investigation or proceeding.
    - iii. In the case of a health care entity which is a professional society, when it takes a professional review action concerning a physician.
  - b. Voluntary reporting on other health care practitioners.
    - i. A health care entity may report to the NPDB information as described in paragraph (a)(3) of this section concerning actions described in paragraph (a)(1) in this section with respect to other health care practitioners.
  - c. What information must be reported. The health care entity must report the following information concerning actions described in paragraph (a)(i) of this section with respect to a physician:
    - i. Name
    - ii. Work address
    - iii. Home address, if known
    - iv. Social Security Number, if known, and if obtained in accordance with section 7 of the Privacy Act of 1974
    - v. Date of birth
    - vi. Name of each professional school attended and year of graduation
    - vii. For each professional license: the license number, the field of licensure, and the name of the state or territory in which the license is held
    - viii. DEA registration number, if known
    - ix. A description of the acts or omissions or other reasons for privilege loss, or, if known, for surrender

- x. Action taken, date the action was taken, and effective date of the action
- xi. Other information as required by the Secretary from time to time after publication in the Federal Register and after an opportunity for public comment

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.03.01</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Staff Orientation

**PURPOSE:**

To ensure Jones Wellness Center for the safety and wellbeing of the clients and staff.

**POLICY:**

1. It is the policy of Jones Wellness Center to provide an orientation plan for staff, specific to the duties of a personnel member or an employee. A personnel member must complete orientation before providing behavioral health services.
2. The Orientation Plan is to be documented and implemented.
  - a. An individual's orientation is documented, to include:
    - i. The individual's name
    - ii. The date of the orientation
    - iii. The subject or topics covered in the orientation
3. An in-Service training program has been developed and implemented. The written plan is developed and implemented to provide in-service education specific to the duties of a personnel member.
  - a. A personnel member's in-service education is documented, to include:
    - i. The personnel member's name
    - ii. The date of the training
    - iii. The subject or topics covered in the training
4. Training includes but is not limited to the following:
  - a. Identified competencies needed by personnel
  - b. Confidentiality requirements
  - c. Customer service
  - d. Diversity/cultural competencies
  - e. Ethical codes of conduct
  - f. Promoting wellness of the persons served
  - g. Person-centered practice
  - h. Personal privacy
  - i. Reporting of abuse and neglect
  - j. Rights of persons served
  - k. Unique needs of the persons served
  - l. Miscellaneous personal policies:
    - i. Drug free workplace policy
    - ii. Sexual harassment policy
    - iii. Employee grievance policy
    - iv. Universal infection control
    - v. Infectious disease risk
    - vi. Safety policy
    - vii. Agency benefits
    - viii. Incident reporting
    - ix. Affirmative duty requirements and protections
    - x. Americans with Disabilities Act
    - xi. Training requirements, i.e. CPR, first aid, aggression control, HIV/AIDS
    - xii. Payroll procedures
  - m. In addition, all new clinical staff who work at least 20 hours per week or more must acquire 20 hours of educational and competency-based training within the first year. (Training may include HIV/AIDS and control of aggression).
  - n. Each employee who provides direct services shall receive a minimum of 16 hours of documented annual training related to their duties and responsibilities.

**PROCEDURE:**

**Initial Hire:**

1. Upon hire, the Founder is responsible for providing each employee with a written copy of the Employee Handbook.
2. The handbook includes all required areas of training.
3. The employee is instructed to read the handbook, acknowledge receipt and comprehension by signature. A copy of the receipt is filed in the personnel file.

**Ongoing Training:**

1. Ongoing staff training is accomplished through regular staff meetings and Jones Wellness Center's In-Service Training Program (Attached).
2. Attendance is recorded and certificates are issued.
3. Copies of the training are maintained in the personnel file.
4. It is the responsibility of each staff to ensure they acquire the minimum hours of training per year and forward proof of training to the Founder.
5. The Founder tracks employee training and reports training needs to the Quality Assurance Team.



<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.04.01</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Staff Supervision

**PURPOSE:**

To ensure the safety and wellbeing of the clients.

**POLICY:**

1. It is the policy of Jones Wellness Center to ensure policies and procedures are established, documented, and implemented that describe the scope and depth of supervision that staff receive that is based on their job duties and responsibilities; their experience with care, treatment, or services they are providing; and the population(s) served.
2. Consultation is available to direct care staff.
  - a. Staff provide and/or oversee the supervision of students when they provide care, treatment, or services as part of their training.
3. Jones Wellness Center allows Psychotherapists to perform the following duties:
  - a. Provide clinical services to the client population
  - b. Review and sign off on documentation of assessments
  - c. Coordinate ancillary services within the community
4. The supervisor must possess a minimum of a minimum of a licensed practitioner with a graduate degree or a psychotherapist.
  - a. LPC supervision will be available as needed as well as regular meeting weekly.
  - b. Supervisor will complete secondary signature on all documents.
  - c. Medical Director can review Founder's documentation for auditing purposes at least quarterly.
5. Staff will be assessed prior to the end of their first 90 days of employment, and then annually thereafter to determine performance and competency with their job responsibilities.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.05.01</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Staff Education and Training

**PURPOSE:**

To ensure the safety and wellbeing of the individuals served.

**POLICY:**

1. It is the policy of Jones Wellness Center to provide orientation and in-service education for personnel members, employees, volunteers, and students.
2. The orientation process is inclusive but not limited to the following:
  - a. recruitment and selection of prospective employees
  - b. promotion and termination of staff
  - c. ethical conduct
  - d. confidentiality of consumer records
  - e. attendance and leave
  - f. employee grievance
  - g. non-discrimination
  - h. universal infection control procedures
  - i. drug-free workplace
  - j. job descriptions
  - k. client rights
3. It is the policy of Jones Wellness Center to develop and implement a staff development plan to address the needs of Jones Wellness Center program staff.
  - a. The Founder shall accept the responsibility of ensuring that staff development activities are implemented.
4. All clinical and any other staff with direct contact with consumers shall receive at a minimum the following:
  - a. **HIV/AIDS Training:** Two hours of HIV/AIDS/TB training within the first six months of hire and no less than two hours every two years thereafter.
  - b. **Verbal De-Escalation Training:** Two hours of training in aggression control techniques within the first six months of employment and two hours annually thereafter.
  - c. **CPR Training:** CPR Certification upon hire and maintained thereafter. At least one CPR certified staff member must be always on site.
5. In addition, all new clinical staff who work at least 20 hours per week or more must acquire 20 hours of educational and competency-based training within the first year. (Training may include HIV/AIDS and control of aggression).
6. Each employee and volunteers who provides direct services and whose regular work schedule is 20 hours-a-week or more, and all primary counselors, shall receive a minimum of 20 hours of documented annual training related to their duties and responsibilities, including, but not limited to training in the following subject areas:
  - a. Ethics
  - b. Domestic Violence
  - c. Relapse Prevention
  - d. Sexual Abuse and Trauma
  - e. Co-Occurring Disorders
7. Individuals who are licensed under state statutes or certified are exempt from these requirements providing proof of documentation of certified education units and any training that is required by discipline.  
<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/licensing-credentialing-regulation/csot/lmh-fact.pdf>
8. For all employees, an Individualized Staff Development Plan is developed upon hire and evaluated on an annual basis.

9. Staff participation is documented in their personal file.
10. Staff participate in education and training whenever changes in their responsibilities require it. Staff participation is documented.

**PROCEDURE:**

**Staff Orientation**

1. It is the responsibility of the Founder to ensure all new staff complete Jones Wellness Center New Staff Orientation.
2. The New Staff Orientation is to be acquired prior to the staff beginning their employment.
3. Documentation of the hire is to be maintained in the employee file.

**In-Service Training**

1. Staff are responsible for acquiring all training mandated by regulatory requirements.  
<https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/licensing-credentialing-regulation/csot/lmh-fact.pdf>
2. Upon hire and annually, staff are to develop a Staff Development Plan.
3. A copy of the plan is to be maintained in the personnel file.
4. Upon receipt of training, staff is to submit proof of attendance to the Founder.
5. The Founder is to annually track employee training to ensure all requirements are met.
6. Adherence to the training requirements is to be incorporated into the Performance Improvement Plan.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.06.01</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Staff Competencies

**PURPOSE:**

To ensure the safety and wellbeing of the individuals served.

**POLICY:**

1. It is the policy of Jones Wellness Center to ensure staff are competent to perform their job duties and responsibilities.
2. Jones Wellness Center has defined the competencies for each staff member who provides care, treatment and/or services.
3. Competencies are based on the services provided and the population served:
  - a. Jones Wellness Center provides IOP and OP services for individuals with mental health issues.
4. Staff with the educational background, experience, or knowledge related to the skills being reviewed assess competence.
5. As part of orientation, Jones Wellness Center conducts an initial assessment of staff competence before they assume their responsibilities.
  - a. This assessment is documented.
6. Jones Wellness Center assesses staff competence whenever job duties and responsibilities change.
  - a. At a minimum, staff competence is assessed and documented every three years, or more frequently as required by organizational policy or in accordance with law and regulation.
7. Jones Wellness Center acts when a staff member's competence does not meet expectations.

**PROCEDURE**

1. When the hiring process has been completed, the new employee will start work and attend a facility orientation.
  - a. In orientation (first day on the job), the new employee is given a copy of their Position Description and signs the same for their personnel file.
  - b. At the same time the employee is given two forms:
    - i. Orientation Skills Checklist
    - ii. Competency Skills Rating
  - c. The Orientation Skills Checklist is discussed with the new employees with their supervisor.
    - i. The supervisor explains the orientation process and how training will be provided.
    - ii. Orientation and training in job skills will either be provided directly by the supervisor.
    - iii. The orientation process should be completed within two weeks.
  - d. The Competency Skills Evaluation Rating form will include the following:
    - i. Job knowledge
    - ii. Workplace behaviors /adaptability
    - iii. Professionalism
    - iv. Abides by safety/risk management
    - v. Performs all other tasks as assigned
    - vi. Working environment
2. Both the employee and the supervisor will rate the employee's performance using the Competency Skills Evaluation Rating form within the orientation process.
  - a. The form should be completed within the first 30-60 days of employment and returned to the Founder.
  - b. Additionally, the employee will assess their working environment and provide feedback to their supervisor.

3. In the event the employee's rating is below the acceptable level in any one specific area and substantial improvement is needed to accomplish the tasks and/or duties, the following will occur:
  - a. An action plan will be completed identifying specific training to be completed.
  - b. The employee will be re-rated in the specific areas at the end of training.
4. At the end of 90 days of employment, a competency evaluation will be completed with the employee.
  - a. This evaluation and review should be consistent with the competency rating.
  - b. If the employee's probationary period is extended, there will need to be clear documentation as to the reasons, and what the employee's responsibilities and requirements are to complete probation.
  - c. The evaluation is a review and documentation of the employee's demonstrated ability to achieve the expectations in the position description.
5. The competency evaluation is completed annually.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.06.05</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Staff Competency – Children/Youth Specific

### **PURPOSE**

The purpose of this policy is to ensure the composition and qualifications of program staff and competency requirements for each position.

### **RESPONSIBILITY**

It is the responsibility of the Founder to implement this policy and procedure. It is the responsibility of the Founder to disseminate this information to employees under his/her direction.

### **POLICY**

1. It is the policy of Jones Wellness Center to ensure staff who assess, plan services for, and deliver services to individuals with mental health issues/concerns demonstrate knowledge about such behaviors and their treatment.
2. Staff who assess children/youth with mental health issues/concerns and who plan services for and deliver services to these individuals have the knowledge and skills to do the following:
  - a. Establish rapport, systematically gather data, determine the readiness of the individual for treatment and change, and apply accepted criteria for diagnosis of mental health disorders.
  - b. Demonstrate an understanding of the developmental milestones of children/youth
  - c. Screen for danger to self or others.
  - d. Screen for mental health issues.
  - e. Analyze and interpret data to determine treatment recommendations and priorities.
  - f. With the individual served, formulate mutually agreed-upon, measurable treatment goals and objectives.
  - g. Demonstrate adherence to accepted ethical and behavioral standards of conduct.
  - h. Participate in continuing professional development.
  - i. Programs are staffed to adequately provide quality treatment, and staff demonstrate competency to accomplish assigned tasks.

### **PROCEDURE**

1. Staffing and Competency:
  - a. Jones Wellness Center will be staffed with the number and type of professional health care specialists necessary to provide the acuity level of care in the quality and quantity set forth by Jones Wellness Center and to comply with the program's objectives.
  - b. Program staff will consist of:
    - i. Founder
    - ii. Medical Director
    - iii. Psychotherapists
    - iv. Other Licensed Professionals, i.e. Advanced Practice Nurse, etc.
2. Full-time clinical staff exist to manage clinical supervision of master's level staff, administration, submission of insurance updates for continuing authorizations, case assignment, case coordination, documentation monitoring, quality assurance compliance and utilization reviews, and attend meetings in the community.
3. Direct service provision to clients is managed by contracted and full-time staff, either licensed professionals or master's level professionals.
4. These staff positions are hired on an as needed basis to assure we have adequate coverage for all clients. There are no waiting lists when the facility is at capacity.

<b>TITLE:</b> <b>HUMAN RESOURCE MANAGEMENT</b>	<b>REFERENCE:</b> <b>HRM.01.07.01</b>
<b>REVIEW AND APPROVAL:</b> <b>9/10/2024</b>	<b>SUBJECT:</b> Staff Performance Evaluation

### **PURPOSE**

To ensure the ongoing competency of Jones Wellness Center's staff.

### **POLICY**

1. Jones Wellness Center maintains a performance management program intended to ensure that all employees:
  - a. Are aware of what duties are expected of them
  - b. Understand the level of performance expected of them
  - c. Receive timely feedback about their performance
  - d. Have the opportunities for education, training and development
  - e. Are rated and rewarded in a fair and consistent manner
2. Performance management, including the timely completion of performance evaluations, is a major responsibility of all managers.
  - a. Managers who fail to comply with this policy may be subject to corrective action.
  - b. Managers are held accountable for recommending annual merit increases consistent with the established overall budget.

### **PROCEDURE**

1. Employee performance is evaluated based on established competencies documented in the job description.
2. Performance rating definitions are used in evaluating the employee's performance of assigned job duties and are to be consistently used throughout the performance management process.
  - a. Performance ratings are also used to determine annual merit increase amounts, if any, transfer and promotion opportunities and termination of employment.

### **PERFORMANCE MANAGEMENT PROGRAM:**

1. Time of Hire:
  - a. During the pre-employment process, all employees are given a copy of their job description by Human Resources.
  - b. Each employee must review and acknowledge receipt of their job description and the established performance standards/job duties.
2. Within initial 90 days of employment or transfer into a new position:
  - a. The 90-day initial competency appraisal is to be completed at or before the end of the first 90 days of employment or transfer into a new position.
  - b. The manager will meet with the employee to review performance of assigned job duties and to confirm continuing performance expectations/job duties.
  - c. The 90-day competency appraisal process utilizes the performance rating definitions, is generally not tied to any monetary increase in salary and is to be filed in Human Resources.
  - d. Should the employee demonstrate at any time during their initial 90 days, an unacceptable level of performance and/or behavior, the employee may be subject to corrective action, up to and including termination of employment.
3. Upon transfer:
  - a. An employee evaluation is to be completed prior to an employee transferring to a position under new management.
  - b. The manager will meet with the employees to review their performance of assigned job duties while they are under their direction.

- c. The employee evaluation utilizes the performance rating definitions, is generally not tied to any monetary increase in salary and is to be filed in the employee's department file and forwarded to the employee's new manager.
4. Annual evaluation:
  - a. The employee and their manager will meet to review the prior year's performance and to confirm continuing performance expectations/job duties.
    - i. Employees may contribute to this discussion by conducting a self-appraisal, evaluating their progress and rating their performance in advance of the meeting.
    - ii. Feedback from peers, team members, clients and/or direct reports may be incorporated into the annual evaluation as well.
    - iii. Such feedback shall remain confidential and only disclosed at the manager's discretion.
    - iv. The annual performance evaluation process utilizes the performance rating definitions and may be tied to a monetary increase in salary utilizing the Merit Increase and/or Lump Sum Merit Award Guidelines established annually.
  - b. An annual performance evaluation is to be completed and processed by the end of the pay period following the employee's designated review date.
  - c. NOTE: In the event an employee is on an approved leave of absence, the annual performance evaluation is to be completed and processed by the beginning of the pay period following the employee's return to work.
  - d. A rating of "*Unsatisfactory*" or "*Requires Improvement*" in any category on the annual performance evaluation may require corrective action.
    - i. Contact Human Resources for assistance if needed.
  - e. Employees are encouraged to review their annual performance evaluation, include any comments they wish, and to sign and date the annual appraisal.
  - f. The manager signs and dates the performance evaluation, provides a copy to the employee and forwards the original copy to Human Resources for processing and filing.
    - i. Note: The employee's merit increase, if any, is processed after the evaluation meeting.
    - ii. Merit increases are effective on the first day following the annual review date.
    - iii. On occasions when the evaluation is past due, the merit increase shall not be retroactive.
  - g. Lastly, during the annual performance evaluation, it is appropriate for the manager and employee to begin establishing the performance standards/job duties for the upcoming performance review cycle.
    - i. Annual performance evaluations should be dated and signed by two levels of management.
5. No changes can be made, or comments added to any performance management document without the employee's knowledge.
  - a. If additional information must be added after the original is written, it must be acknowledged by the employee.
6. If an employee chooses not to sign the performance evaluation document, the manager will indicate on the employee signature line that the document had been "completely discussed" with the employee and then forward to Human Resources for processing and filing.
7. Managers are encouraged to give continuous timely feedback and coaching to employees throughout the year.
  - a. Managers will discuss expectations that are not being met, what actions the employee will take and how the manager will support the employee's correction of performance deficiencies.
    - i. Specific corrective action may be an outcome during these discussions.
    - ii. Any corrective action document is to be reviewed and approved by the next level of management.



## **Clinical Supervision**

### **PURPOSE:**

To ensure the safety and wellbeing of the clients and staff.

### **POLICY:**

1. It is the policy of Jones Wellness Center to ensure the Founder ensures that an individual who is licensed under state laws as a baccalaureate social worker, master social worker, associate marriage and family psychotherapist, associate counselor, or associate substance abuse counselor is under direct supervision.
2. "Clinical supervision" means face-to-face, videoconferencing or telephonic direction or oversight provided by a qualified individual to evaluate, guide and direct all behavioral health services provided by a licensee to assist the licensee to develop and improve the necessary knowledge, skills, techniques and abilities to allow the licensee to engage in the practice of behavioral health ethically, safely and competently.
3. "Clinical supervisor" means an individual who provides clinical supervision.

### **PROCEDURE:**

1. Jones Wellness Center will designate a Qualified Supervisor as the Clinical Supervisor, with the following credentials:
  - a. Master Level or
  - b. License Masters (LPC, LPC associate, LMSW, NP, DO)  
<https://bhec.texas.gov/texas-state-board-of-examiners-of-professional-counselors/>
2. Qualified Supervisor will review and sign all clinical documents, i.e., bio-psycho-social assessment, treatment plan, treatment plan reviews, clinical reviews, discharge summaries.
3. A qualified Supervisor will review all open charts monthly to ensure compliance with these statutes.
  - a. Findings are to be incorporated into quality assurance protocols and shared with the completing clinical staff.
4. All clinical staff meet monthly with the Qualified Supervisor to discuss performance and needs for training.
  - a. Identified needs are to be documented and incorporated into the Staff Development Plan.

### **Daily Staff Schedule**

#### **POLICY:**

1. It is the policy of Jones Wellness Center for the Founder to ensure that the facility has a daily staffing schedule that:
  - a. Indicates the date, scheduled work hours, and name of each employee assigned to work, including on-call personnel members.
  - b. Includes documentation of the employees who work each calendar day and the hours worked by each employee.
  - c. It is maintained for at least 12 months after the last date on the daily staffing schedule.

#### **PROCEDURE:**

1. It is the responsibility of the Founder to ensure a staff schedule is posted.
2. Jones Wellness Center has a paper template (Attached) as well as a schedule in the time management system.
3. The Founder is responsible for developing the schedule for the clinical staff who then manage their own scheduling after initial appointments.
4. The schedule is to be posted in the EMR.

### **Personnel Qualifications**

#### **PURPOSE:**

To ensure the safety and wellbeing of the clients by hiring staff who have the qualifications, skills, and knowledge for the positions they are hired to perform.

#### **POLICY:**

1. It is the policy of Jones Wellness Center to ensure the qualifications, skills, and knowledge required for each type of personnel member are based on the type of behavioral health services expected to be provided by the personnel member according to the established job description the acuity of the clients receiving behavioral health services from the personnel member according to the established job description.
2. The job description shall include:
  - a. The specific skills and knowledge necessary for the personnel member to provide the expected behavioral health services.
  - b. The type and duration of education that may allow the personnel member to have acquired the specific skills and knowledge for the personnel member to provide the expected behavioral health services.
  - c. The type and duration of experience that may allow the personnel member to have acquired the specific skills and knowledge for the personnel member to provide the expected behavioral health services.
3. A personnel member's skills and knowledge must be verified and documented before the personnel member provides behavioral health services, and in accordance with Jones Wellness Center's established policies and procedures.
4. Sufficient personnel members must be present on the facility's premises with the qualifications, experience, skills, and knowledge necessary to provide the services in the behavioral health outpatient facility's scope of services, meet the needs of the clients, and ensure the health and safety of the clients.

#### **PROCEDURE:**

1. It is the Founder's responsibility to ensure an adequate number of staff with educational qualifications, skills and abilities are available on-site to ensure the safety and wellbeing of the clients.
2. The Founder is responsible to recruit, screen and interview staff for designated positions.
3. Supervisors for the open positions are to interview individual applicants that meet the minimum qualifications.
4. If an individual is chosen as a possible hire, the Founder is to verify references, work experience and education according to protocols (See Attached Form).
5. Documentation of "screening" information is to be maintained in the personal file.
6. Jones Wellness Center has implemented the following ratio for clinical and behavioral health staff:
  - a. 30/1 for Primary Psychotherapists;
  - b. 30/1 for Registered Dietitian;
7. If the staffing ratio drops below the established rates the direct supervisor is to submit a request to the Founder to hire for the open position.
8. Jones Wellness Center's hiring practices ensure staff are qualified to perform their tasks.

### **Physician and Nursing Staffing**

#### **PURPOSE:**

To ensure the safety and wellbeing of the clients and staff.

#### **POLICY:**

It is the policy of Jones Wellness Center for the Founder to ensure that a physician or registered nurse practitioner is on-call.

**PROCEDURE:**

1. It is the responsibility of the Founder or designee to ensure a physician or APN is always on-call.
  - a. Jones Wellness Center contracts with Physicians and APN.

**Personnel Records**

**PURPOSE:**

To ensure for the safety and wellbeing of the clients and staff

**POLICY:**

1. It is the policy of the Founder to ensure that a personnel record is maintained for each personnel member and employee. The personnel record is to include the following:
  - a. The individual's name, date of birth, home address, and contact telephone number.
  - b. The individual's starting date of employment or volunteer service and, if applicable, the ending date.
  - c. Documentation of:
    - i. Employment Application
    - ii. The individual's qualifications, including skills and knowledge applicable to the individual's job duties
    - iii. Employee probationary and annual performance appraisal
    - iv. A signed document indicating that the employee has received and understands the personnel policies, the infectious disease risk of working in Jones Wellness Center, the provider's universal infection control procedures, standards of ethical conduct, sexual harassment, abuse reporting procedures, and policies regarding client rights and confidentiality.
    - v. The individual's education and experience applicable to the individual's job duties.
    - vi. The individual's completed orientation and in-service education as required by policies and procedures.
    - vii. The individual's license or certification, if the individual is required to be licensed or certified.
  - d. If the individual is a behavioral health technician, clinical oversight is required in state regulations.
    - i. Cardiopulmonary resuscitation training.
    - ii. Aggression control training.
    - iii. First aid training.
    - iv. Evidence of freedom from infectious tuberculosis.
    - v. Record of disciplinary action.
    - vi. Salary agreement

**PROCEDURE:**

1. The Founder will maintain a personnel record on all staff.
2. Records on all personnel shall contain:
  - a. **Federal Documents:**
    - i. W4
    - ii. I-9 and applicable identifications
  - b. **Job Offer Letter with salary and benefits**
  - c. **Employment Application or Resume**
    - i. Containing the individual's name, date of birth, and contact number.
    - ii. The individual's qualifications, including skills and knowledge applicable to the individual's job duties.
    - iii. Starting date of employment and if applicable, the end date.
  - d. **Employee probationary and annual performance appraisal**
  - e. **Employee Acknowledgements:**
    - i. A signed document indicating that the employee has received and understands the personnel

policies, the infectious disease risk of working in Jones Wellness Center, the provider's universal infection control procedures, standards of ethical conduct, sexual harassment, abuse reporting procedures, and policies regarding client rights and confidentiality.

**f. Employee Education or Employment Verification**

- i. The individual's education and experience applicable to the individual's job duties.
- ii. The individual's completed orientation, training, and competencies, as required by the minimum requirement spreadsheet.

**g. Background Screen Consent and Results**

**h. Ethical Behavior Consent**

**i. Job Description**

**j. Health & TB Screen**

**k. Influenza/Covid Vaccination Declination or Receipt**

**l. Health Insurance Plan Required Documents**

**m. License & PSV**

- i. The individual's license or certification, if the individual is required to be licensed or certified

**n. CPR/BLS**

- i. Record of disciplinary action(s)

**3. The Founder is responsible for confidential storage of the personnel records.**

- a. All personnel records are to be maintained in the Founder's computer and electronic.
- b. Founder or designee may access as required.

**4. Staff may review their personnel files only in the presence of the Founder or designee.**

**Retention of Personnel Records**

**PURPOSE:**

To ensure the safety and wellbeing of the clients and staff.

**POLICY:**

1. It is the policy of Jones Wellness Center to assure the Founder maintains personnel records throughout an individual's period of providing services and for at least 24 months after the last date the individual provided services.
2. For a personnel member who has not provided services at or for Jones Wellness Center during the previous 12 months, a copy of the personnel record is to be provided to the department within 72 hours after the department's request.

**PROCEDURE:**

1. It is the responsibility of the Founder to ensure personnel files are maintained in accordance with the regulatory requirements and available to the department upon request.

**Employee Handbook**

**PURPOSE**

To provide consistent communication pertaining to Jones Wellness Center's services and expectations.

**SCOPE**

Applies to all staff.

**POLICY**

1. It is the policy of Jones Wellness Center to ensure all staff are oriented to and are aware of Jones Wellness Center's policies and procedures that affect their employment and/or their work performance.
2. Jones Wellness Center utilizes an employee handbook to address employment policies, time off, benefits and general on the job procedures.

**PROCEDURE**

1. Upon hire, employees are given a copy of the employee handbook.

- a. The handbook is also located on Jones Wellness Center's DropBox.
2. Employees are to sign and date an Employee Handbook Acknowledgement Receipt.
  - a. The receipt is to be maintained in the employee file.