

M. Staff Qualifications & Supervision

Providers are responsible for ensuring that all staff meets the requirements of Federal, State, and County regulations regarding licensure, training, clinician/client ratios and staff qualifications for providing direct member care and billing for treatment services. The provider shall adhere to staff qualification standards and must obtain approval from their Program Monitor or designee for any exceptions.

Ethical and Legal Standards

Programs shall develop and implement policies, procedures and training protocol that ensure that its employees, subcontractors, subcontractor employees and volunteers adhere to the highest ethical and legal conduct standards when performing work under the terms and conditions of the contract.

Discrimination

Providers shall not unlawfully discriminate against any person as defined under the laws of the United States and the State of California. Programs may not discriminate between employees with spouses and employees with domestic partners or discriminates between employees with spouses or domestic partners of a different sex and employees with spouses or domestic partners of the same sex or discriminates between same-sex and different-sex domestic partners of employees or between same-sex and different-sex spouses of employees. ([Public Contract Code section 10295.3](#))

Programs may not discriminate between employees on the basis of an employee's or dependent's actual or perceived gender identity, including, but not limited to, the employee's or dependent's identification as transgender. ([Public Contract Code section 10295.35](#))

Federal and State Database Checks

Prior to employment, programs are required to check the following databases to verify the identity and determine the exclusion status of all providers:

- [Social Security Administration's Death Master File](#)
- [National Plan and Provider Enumeration System \(NPPES\)](#)
- [List of Excluded Individuals/Entities \(LEIE\)](#)
- [System for Award Management \(SAM\)](#)

Providers shall ensure that criminal background checks are required and completed prior to employment or placement of program staff and volunteers in compliance with any licensing, certification, or funding requirements, which may be higher than the minimum standard described herein. At a minimum, background checks

shall be in compliance with [Board of Supervisors policy C-28](#) and are required for any program staff or volunteer assigned to sensitive positions funded by this contract.

Sensitive positions are those that:

1. Physically supervise minors or vulnerable adults;
2. Have unsupervised physical contact with minors or vulnerable adults; and/or
3. Have a fiduciary responsibility to any County client, or direct access to, or control over, bank accounts or accounts with financial institutions of any member.

Providers shall have a documented process to review criminal history of candidates for employment or volunteers that will be in sensitive positions.

At a minimum, providers shall check the California criminal history records, or state of residence for out-of-state candidates. Programs shall review the information and determine if criminal history demonstrates behavior that could create an increased risk of harm to members. Programs shall document review of criminal background findings and consideration of criminal history in the selection of a candidate. For example, document consideration of such factors as: if there is a conviction in the criminal history, how long ago did it occur, what were the charges, what was the level of conviction, and if selected, where would the individual work and is the conviction relevant to the position. Programs shall either utilize a subsequent arrest notification service during the staff or volunteer's employment or check California criminal history annually. Programs shall keep the documentation of their review and consideration of the individual's criminal history on file.

As of 7/1/22, the COSD BHS Standard for staff free of probation/parole history for a minimum of one (1) year prior to employment has been updated. Staff can now begin the credentialing process and Optum will alert COR teams for awareness if any staff are identified with active parole, probation or previous criminal history within less than one year prior to starting employment. Providers will ensure that all staff members working with members are fingerprinted (LiveScan) and pass Department of Justice and Federal Bureau of Investigations background checks.

Documentation of Qualifications & Signature Log

Providers shall comply with the licensing requirements of the California Welfare and Institutions [Code Section 5751.2](#). For staff positions requiring licensure, all licenses and registrations must be kept current and be in active status in good standing with the Board of Behavioral Sciences. Providers shall have a copy of all staff's licenses, qualification and/ or relevant certificates of registration with the Board of Behavioral Sciences available on site, to verify scope of practice. Expired documents are to be maintained as they demonstrate qualifications for a given timeframe. [SB 1024](#) mandates that all licensees and registrants must display their license or registration in a conspicuous location at their primary place of practice when rendering professional clinical services in person.

Each program shall maintain a signature log of all individuals who document in the medical record. Signature logs contain the individual's typed/printed name, credentials/job title and signature. Signature entries and copies of qualifications of staff that are no longer employed by the program are to be maintained as they are documented in the medical record.

License Verifications

All providers are required to verify the license status of all employees who are required by the contract Statement of Work to have and maintain professional licenses. The verification must be submitted at the time of contract execution, renewal or extension. This is in accordance with the Service Template requirements. In order to ensure the license is valid and current, the appropriate website(s) shall be checked. All providers are responsible for ensuring that all staff licenses are active and valid. Providers shall keep documentation that evidences active licensure for staff.

Certification on Disbarment or Exclusion

All claims for reimbursement submitted must contain a certification about staff freedom from federal disbarment or exclusion from services. In order to be in compliance with these federal regulations, all organizational providers must verify monthly the status of employees with the federal System for Award Management (SAM), the Office of the Inspector General (OIG), Government Services Agency (GSA) and the Suspended and Ineligible Provider (S&I) List.

Provider shall be responsible for checking, on a quarterly basis, the office of the Inspector General (OIG) website that none of the Providers officers, board members, employees, and agents providing services are on the OIG or Medi-Cal list of excluded individuals to provide direct services to County clients. Providers shall notify, in writing within thirty (30) days if any personnel are found listed on this site and the actions taken to remedy the situation.

Verification

- [Federal System for Award Management \(SAM\) list](#)
- [Reasons](#) for placement on OIG
- [Medi-Cal Provider Suspension](#)
 - Reasons include:
 - Convicted of felony
 - Convicted of misdemeanor involving fraud, abuse of the Medi-Cal

program or any patient, or otherwise substantially related to the qualifications, functions, or duties of a provider of service.

- Suspended from the federal Medicare or Medicaid programs for any reasons
- Lost or surrendered a license, certificate, or approval to provide health care
- Breached a contractual agreement with the Department of Health Care Services that explicitly specifies inclusion on this list as a consequence of the breach.

Best Practice

- Providers must retain the records verifying that these required monthly checks have been performed and the names of the employees checked.
- Any employees who appear on the *OIG, GSA or Suspended and Ineligible Medi-Cal lists* are prohibited from working in any County funded program.
- Providers are encouraged to consult with their compliance office or legal counsel should any of their employees appear on either of the exclusion lists.

Clearances for Work with Minors

Contractor's employees, consultants, and volunteers, who work under given contract and work directly with minors, shall have clearances completed by the contractor prior to employment and annually thereafter. Employees, consultants, and volunteers shall successfully register with and receive an appropriate clearance by "[Trustline Background Checks](#)" or equivalent organization or service that conducts criminal background checks for persons who work with minors. Equivalent organizations or services must be approved by the COR prior to use by contractor. Contractor shall immediately remove an employee, consultant, or volunteer with an unresolved negative clearance.

Credentialing Requirements

San Diego County Behavioral Health Plan (SDCBHP) for credentialing, recredentialing, and provider enrollment is designed to comply with national accrediting organization standards as well as local, state, and federal laws. The process described below applies to all Legal Entities which opted to complete credentialing, recredentialing, and provider enrollment using Optum's centralized process. Please

note that Legal Entities are responsible for ensuring the successful completion of credentialing activities for all new staff upon hire.

Per [DHCS Information Notice 18-019](#), credentialing/recredentialing requirements (outlined below) are applicable to Medi-Cal Programs and is requiring Licensed, Registered, Certified, or Waivered Providers that provide direct billable services to be credentialed and re-credentialed every three (3) years.

Provider Enrollment via Optum

Consistent with [DHCS Information Notice 20-071](#), Optum will enroll all applicable network providers, including individual rendering providers, through the [DHCS Provider Application and Validation for Enrollment \(PAVE\) portal](#). Billing providers are subject to the rules, processing requirements, and enrollment timeframes defined in Welfare and Institutions Code Section 14043.26, including the timeframe within Section 14043.26(f) that generally allows DHCS up to one hundred and eighty (180) days to act on an enrollment application.

For Applicable Providers, Optum's Enrollment Coordinator will begin an Ordering Referring Prescribing (ORP) Application or an Affiliation Application as applicable in PAVE within five (5) business days from the date the provider returned an application for credentialing complete to Optum. Providers will receive an email from PAVE asking them to log in and respond to the disclosure questions and sign their application. Providers shall respond to the notification email from PAVE and complete their application within five (5) business days.

Credentialing via Optum

Initial credentialing processes begins with submission of completed and signed applications, along with all required supporting documentation. Providers are to call Optum's Behavioral Health Services Credentialing Department at (800) 482-7114 or send a notification email to BHSCredentialing@optum.com. Entities can also choose to work with their assigned Optum Credentialing Representative directly by sending timely notice of any changes in provider status such as but not limited to terminations, changes in license/registration, new hire notifications, etc.

The credentialing process includes without limitation attestation as to: (a) any limits on the provider's ability to perform essential functions of their position or operational status; (b) with respect to individual practitioner providers, the absence of any current illegal substance or drug use; (c) any loss of required state licensure and/or certification; (d) with respect to individual practitioner providers, any loss or limitation of privileges or disciplinary action; and (f) the correctness and completeness of the application.

Optum will also be conducting primary source verification of the following information:

- Current and valid license to practice as an independent practitioner at the highest level certified or approved by the state for the provider's specialty or facility/program status;
- Professional License current and valid and not encumbered by restrictions, including but not limited to probation, suspension and/or supervision and monitoring requirements;
- Clinical privileges in good standing at the institution designated as the primary admitting facility if applicable, with no limitations placed on the practitioner's ability to independently practice in his/her specialty;
- Graduation from an accredited professional school and/or highest training program applicable to the academic degree, discipline or licensure;
- Board Certification, if indicated on the application;
- A copy of a current Drug Enforcement Administration (DEA) or Controlled Dangerous Substance (CDS) Certificate, as applicable;
- No adverse professional liability claims which result in settlements or judgments paid by or on behalf of the practitioner, which disclose an instance of, or pattern of, behavior which may endanger patients;
- No exclusion or sanctions/debarment from government programs;
- Current specialized training as required for practitioners;
- No Medicare and/or Medicaid sanctions.

SDCBHP also requires:

- Current, adequate malpractice insurance coverage;
- Work history for the past five (5) years for the provider's specialty;
- No adverse record of failure to follow SDCBHP policies, procedures, or Quality Assurance activities.

- No adverse record of provider actions which violate the terms of the provider agreement;
- No adverse record of indictment, arrest or conviction of any felony or any crime indicating patient endangerment;
- No criminal charges filed relating to the provider's ability to render services to patients;
- No action or inaction taken by provider that, SDCBHP's sole discretion, results in a threat to the health or well-being of a patient or is not in the patient's best interest;
- Residential Programs (facilities) must be evaluated at credentialing and re-credentialing. Those who are accredited by an accrediting body accepted by Optum (currently JCAHO, CARF, COA and AOA) must have their accreditation status verified. On-accredited Residential Facilities/Sites providers must provide documentation from most recent audit performed by DHCS, DHS or CMS as applicable.

Re-credentialing via Optum

SDCBHP requires that individual practitioners and Residential Programs Sites undergo re-credentialing every three (3) years. Re-credentialing will begin approximately six (6) months prior to the expiration of the credentialing cycle.

Required documentation includes without limitation attestation as to: any limits on the participating provider's ability to perform essential functions of their position or operational status; (b) with respect to individual practitioner participating providers, the absence of any current illegal substance or drug use; and (c) the correctness and completeness of the application (including without limitation identification of any changes in or updates to information submitted during initial credentialing).

Failure of a participating provider to submit a complete and signed re-credentialing application, and all required supporting documentation timely and as provided for in the re-credentialing application and/or requests from Optum, may result in termination of participation status with SDCBHP and such providers may be required to go through the initial credentialing process. Credentialing information that is subject to change must be re-verified from primary sources during the re-credentialing process. The practitioner must attest to any limits on his/her ability to perform essential functions of the position and attest to absence of current illegal drug use.

Delegates and Delegation

Legal Entities that have opted to be delegates for credentialing their own providers will have to adhere and continue adherence to state and local regulations, SDCBHP requirements, and National Committee of Quality Assurance Standards (NCQA) while performing their duties as Credentialing Delegates.

Delegated Entities will be audited by Optum on behalf of the County of San Diego County Behavioral Health Services and must receive a score of eighty- five percent (85%) or higher as a result of each audit. The Delegation Oversight Audits will be on an annual basis and Delegated Entities will receive at a minimum thirty (30) days prior notice to allow for proper preparation. Any scores below eighty- five percent (85%) will be given Corrective Action Plans to address any deficiencies and to ensure continuance of the programs' integrity and compliance. Delegated Entities shall be responsible for enrolling all applicable new and existing providers through the [DHCS Provider Application and Validation for Enrollment \(PAVE\) portal](#) and maintain compliance with the requirements outlined in [DHCS Information Notice 20-071](#)

Provider Credentials- Definitions

DHCS [Behavioral Health Information Notice 24-023](#) provides the standards and definitions for specific Behavioral Health Provider Types and Services as outlined in SPA 23-0026 and as described in this section below. Use of LMHP or LPHA (Licensed Professional of Health Arts) varies by behavioral health delivery system. LMHP is a term used in the SMHS delivery system to identify a select group of provider types that provide rehabilitative mental health services.

Licensed Mental Health Professionals

A Licensed Mental Health Professional (LMHP) includes any of the following providers who are licensed in accordance with applicable State of California licensure requirements:

- Licensed physicians;
- Licensed psychologists (includes waived psychologists);
- Licensed clinical social workers (includes waived or registered clinical social workers);
- Licensed professional clinical counselors (including waived or registered professional clinical counselors);
- Licensed marriage and family therapists (including waived or registered marriage and family therapists);

- Registered nurses (includes certified nurse specialists and nurse practitioners);
- Licensed vocational nurses;
- Licensed psychiatric technicians; and
- Licensed occupational therapists.

Clinical Social Worker (CSW), Marriage and Family Therapist (MFT), and Professional Clinical Counselor (PCC) Candidates

“*Registered*” means a candidate for licensure who is registered or has submitted a registration application and is in the process of obtaining registration in accordance with the criteria established by the corresponding state licensing authority for the purpose of acquiring the experience required for licensure, in accordance with applicable statutes and regulations.

“*Waivered*” means a candidate who was recruited for employment from outside California, whose experience is sufficient to gain admission to the appropriate licensing examination and who has been granted professional licensing waiver approved by DHCS to the extent authorized under state law.

Clinical Social Worker (CSW), Marriage and Family Therapist (MFT), and Professional Clinical Counselor (PCC) Candidates

Candidates who have graduated from a master’s program and are completing their required hours for licensure must register with the BBS as an associate. The “*90 Day Rule*” set by the BBS allows candidates to count supervised experience toward licensure when gained during the window of time between the degree award date and the issue date of the associate registration number if the BBS receives the associate application within ninety (90) days of the degree award date.

[SPA 23-0026](#) allows Medi-Cal behavioral health delivery systems to utilize CSW, MFT, and PCC candidates who have submitted their applications for associate registration to BBS within ninety (90) days of their degree award date and are completing supervised experience towards licensure to provide SMHS, DMC-ODS and DMC services to Medi-Cal member for reimbursement. CWS, MFT and PCC candidates must work within their scopes of practice under California law. Medi-Cal behavioral health delivery systems must obtain and maintain documentation to verify that the candidate’s BBS application has been submitted and is pending and must subsequently verify that the registration is approved. In the event the BBS application is not approved by BBS, the services provided by the candidate are not Medi-Cal reimbursable.

Psychologist Candidates

“*Waivered*” means an individual who either: (1) is gaining the experience required for licensure or (2) was recruited for employment from outside California, has sufficient experience to gain admission to a licensing examination, and has been granted a professional licensing waiver approved by the Department of Health Care Services to the extent authorized under state law. Please review the Professional License Waiver requirements information in this section.

Clinical Trainees (CT)

An unlicensed individual who is enrolled in a post-secondary educational degree program in the State of California that is required for the individual to obtain licensure as a Licensed Mental Health Professional or Licensed Practitioner of the Healing Arts; is participating in a practicum, clerkship, or internship approved by the individual’s program; and meets all relevant requirements of the program and/or applicable licensing board to participate in the practicum, clerkship or internship and provide rehabilitative mental health services or substance use disorder treatment services, including, but not limited to, all coursework and supervised practice requirements. Clinical Trainees must be under formal agreement between the Masters’ program and the Provider to serve as clinical trainees.

The county must ensure that the clinician supervising the Clinical Trainee meets the minimum qualifications described by the applicable licensing board. Medi-Cal behavioral health delivery systems and trading partners may submit claims to Short Doyle for services rendered by the new Clinical Trainee provider types listed below:

- Nurse Practitioner Clinical Trainee
- Licensed Psychologist Clinical Trainee
- Licensed Clinical Social Worker Clinical Trainee
- Licensed Marriage and Family Therapist Clinical Trainee
- Licensed Professional Clinical Counselor Clinical Trainee
- Licensed Psychiatric Technician Clinical Trainee
- Registered Nurse Clinical Trainee
- Licensed Vocational Nurse Clinical Trainee
- Licensed Occupational Therapist Clinical Trainee

- Licensed Physician Clinical Trainee (Medical Student)
- Registered Pharmacist Clinical Trainee
- Physician Assistant Clinical Trainee
- (Certified) Clinical Nurse Specialist Clinical Trainee

Clinical Trainees assigned to a program must have on file the written agreement between the school and agency with specific timelines which will act to demonstrate the official intern status of the student which determines scope of practice. Copy of document can be maintained in the Signature Log which often stores copies of staff qualifications. Outpatient providers' ratio of clinicians to Clinical Trainees shall be no more than 1:3 FTE, i.e., there must be at least one FTE licensed clinician per three (3) FTE Clinical Trainees.

Clinical Trainees may provide psychotherapy services, under the close supervision of the clinician/therapist. Short Doyle will validate the supervisor's NPI against the data in the National Plan & Provider Enumeration System (NPPES). Claims for Clinical Trainees that do not contain a valid supervisor's NPI will be denied. Services rendered by Clinical Trainees will be reimbursed at the same rate as that of licensed or registered health care professionals within the CTs' profession. For additional guidance see [CalAIM Behavioral Health Payment Reform FAQs](#).

Mental Health Rehabilitation Specialists (MHRS)

An individual who has a baccalaureate degree and four (4) years of experience in a mental health setting as a specialist in the fields of physical restoration, social adjustment, or vocational adjustment. Up to two (2) years of graduate professional education may be substituted for the experience requirement on a year-for-year basis. Up to two (2) years of post-associate arts clinical experience may be substituted for the required educational experience (as defined by Title 9) in addition to the requirement of four years of experience in a mental health setting.

Other Qualified Provider (aka. "Para Professional")

An individual at least eighteen (18) years of age with a bachelor's degree, high school diploma or equivalent degree plus two (2) years of related paid or non-paid experience (including experience as a service recipient or care giver of a service recipient), or related secondary education. Programs must provide adequate training, supervision, and co-signatures by a licensed/registered/waivered staff for staff that does not meet the minimum qualifications of an MHRS.

Medical Assistant (MA)

An individual who is at least eighteen (18) years of age, meets all applicable education, training and/or certification requirements, and provides administrative, clerical, and technical supportive services according to their scope of practice, under the supervision of a licensed physician and surgeon, or to the extent authorized under state law, a nurse practitioner or physician assistant that has been delegated supervisory authority by a physician and surgeon. The licensed physician and surgeon, nurse practitioner or physician assistant must be physically present in the treatment facility (medical office or clinic setting) during the provision of services by a medical assistant.

Peer Support Specialists

California Mental Health Services Authority (CalMHSA) is responsible for certification and for examination and enforcement of professional standards for Certified Peers. For details on training, certification, examination, applying and more, visit the [CA Peer Certification website](#). Contractor shall ensure that Peer Support Services are provided by certified Peer Support Specialists as established in [BHIN 21-041](#). Additional DHCS resources and Behavioral Health Information Notices pertaining to Peer Support Services can be reviewed on the [DHCS Peer Support Services](#) webpage.

Programs shall ensure that Peer Support Services are provided under the direction of a Behavioral Health Professional that is licensed, waived or registered in accordance with applicable State of California licensure requirements and listed in the California Medicaid State Plan as a qualified provider of SMHS and DMC-ODS. Peer Support Specialists may also be supervised by Peer Support Specialist Supervisors, as established in BHIN 21-041.

Enhanced Community Health Workers (ECHW)

Community based workers provide services aimed at preventing disease, disability, and other health conditions and promoting physical/mental health and well-being via connection to health and wellness resources and address barriers to meeting health or health-related social needs. The role of the ECHW, is to identify the member's needs and connect them back to member's behavioral health and or substance abuse issues. The duration of their engagement with the member is limited/ short term. There is a maximum units of service per day/ per member/per year; additional units require additional authorization.

ECHW Training and Certification: *Statewide Certification Pending*: DHCS does not currently require a standardized statewide certification for this role. Certification must be obtained through various providers, supervising providers are responsible for determining if certificate of completion fulfills Medi-Cal CHW requirements. Please note, some managed care plans or employers may have their own training requirements.

For additional resources, please see: [DHCS- Community Health Workers](#)

Youth and Family Partners (Y/FSPs)

An overarching term for an individual with experience as a child or youth or a parent/caregiver of a child/youth who is or has received services from a public agency serving children and families. Youth & Family Partner roles may include, but are not limited to Administrative, Advocacy/Community Engagement, Training and Supervision, Support Partners (direct service), Peer to Peer, and Outcome and Evaluation activities. Y/FSPs have firsthand experience as a child or youth or a parent/caregiver of a child/youth that is receiving or has received services from *public agencies serving children* systems in delivering culturally relevant services and increase a family's and/or youth's ability to:

- Access and/or engage in services and resources.
- Foster their ability to gain greater self-sufficiency.
- Enhance navigation to community supports and relationships.
- Reduce stigma associated with behavioral health services and/or diagnosis.

Support Partners do not require a professional license but have firsthand experience in navigating a public agency serving children as well as specific training in the supportive role. YSPs must be at least twelve (12) years of age, meet work permit requirements and be no older than twenty-five (25) years of age. FSPs must be at least eighteen (18) years of age and have high school diploma or equivalent. They must have direct experience a parent or caregiver of a child and/or youth (current or past) in a public agency serving children, youth, and families.

Y/FSPs shall not be employed by the agency where they or their families are currently receiving services.

- Productivity: For each full-time equivalent (FTE) Y/FSPs, a minimum of 32,400 Minutes / 540 hours 30% productivity level) per year will be spent in billable services.
- Member's Choice: If member/family opts to transfer/change to different Y/FSPs, this will be recorded on the agency's Suggestion and Transfer (S&T) Log and reported in the agency's Monthly/Quarterly Status Report.
- Caseload: Y/FSPs shall carry a minimum case load of twenty (20) unduplicated clients per FTE per fiscal year unless otherwise specified in the program's SOW.

Professional Licensing Waiver Requirements

Professional Licensing Waiver Guidelines -Welfare and Institutions Code (W&IC) Section 5751.2. Complete professional licensing waiver information and requirements are available on the [DHCS](#) website (Professional Licensing Waivers) and in [BHIN 24-033](#).

Waiver Duration: PLWs granted by DHCS are valid for five (5) years from the first date of employment by, or contract with, a local mental health program, including a BHP or LMHD, or provider subcontracting with the BHP or LMHD, unless the individual seeking waiver obtains appropriate licensure prior to the expiration of the five (5) year-waiver timeframe. PLWs cannot be extended beyond this five (5) year timeframe and must run continuously from the start date. The five (5) year term may not be backdated, postponed, paused, deferred, or extended for any reason.

How To Apply: The director or designee of a BHP or county mental health department may apply on behalf of an individual seeking a PLW. The employer shall not allow an individual seeking a waiver to begin work for which a license or waiver is required until DHCS has approved the PLW application. Applicants must complete the [DHCS Form 1739 - PLW Application](#) and submit to QIMatters.hhsa@sdcounty.ca.gov. QA will review the application, submit to BHS for required approval and signatures, and submit to DHCS for final review.

Staffing Requirements

The Department of Health Care Services (DHCS) ensures the provision of quality treatment through the enforcement of standards for professional and safe treatment. DHCS does not certify counselors; however, DHCS does ensure counselors provide quality treatment to members by enforcing the Counselor Certification Regulations found in the [California Code of Regulations \(CCR\), Title 9, Division 4, Chapter 8](#).

Providers shall:

- Administer, staff, and provide management systems and procedures for programs.
- Recruit, hire, train and maintain staff qualified to provide required services.
- Ensure all staff has appropriate experience and necessary training upon hire.
- Ensure members currently in treatment are not to be used in staff positions*.
- Verify identify and determine the exclusion status of all staff prior to hire (see [Federal and State Database Checks](#) below).

- Ensure all personnel are competent, trained and qualified to provide any services necessary.
- Ensure non-professional receive appropriate onsite orientation and training prior to performing assigned duties.
- Ensure professional and non-professional staff are required to have appropriate experience and any necessary training at the time of hiring.
- Ensure documentation of trainings, certifications and licensure shall be contained in personnel files.
- Ensure professional and/or administrative staff supervise non-professional staff.
- Maintain records of current certification and NPI registration.

All providers shall have staff in numbers and training adequate to meet the needs of the program's target population. Psychotherapy shall be performed by licensed, registered, waived, or Clinical Trainee (with co-signature by LPHA) staff in accordance with State law. Any exceptions to these requirements must be approved by the COR. Contractor's program staff shall meet the requirements of Title 9, Division 1, Article 8 and Title 9, Chapter 11 of the California Code of Regulations as to training, licensure, and clinician/client ratios. All staff shall operate within the guidelines of ethics, scope of practice, training and experience, job duties, and all applicable State, Federal, and County standards.

The contractor is required to be compliant with all federal and state regulations regarding the provision, documentation, and billing of behavioral health services provided to dual-eligible beneficiaries (Medi-Medi) and follow appropriate staffing requirements. The contractor shall assure sufficient Medicare-approved staff are available for all Medicare-covered services delivered and ensure dual-eligible services are coordinated for Medicare to be billed as the primary payer and Medicaid as the secondary payer, unless otherwise directed by payer-specific rules.

Most programs' contracts require that the Program Manager (Head of Service) be licensed. If the Program Manager is not licensed, there must be a Clinical Lead who can provide clinical supervision and perform certain tasks, such as diagnosing, that are within the scope of practice of licensed and waived persons.

Adult & Older Adult Staff Productivity Standard

Outpatient programs shall meet or exceed the minimum productivity standard for annual billable and non-billable time by providing at least 64,800 minutes per year (sixty

(60% productivity level), unless otherwise specified in the program’s Statement of Work.

Provider to Client Ratio Requirements

DHCS has established specific practitioner-to-client ratio standards for mental health services to ensure adequate access to care. San Diego BHP organization providers are expected to ensure sufficient staff to meet these ratios:

Category	Practitioner Classifications	Ratio Standard
Psychiatry – Adults (ages 21+)	Psychiatrists, Physicians, PMHNPs (non-psychiatry NPs excluded)	1:457
Psychiatry – Children/Youth (ages 0-20*)		1:267
Mental Health Services – Adults (ages 21+)	Clinical SW Trainee, ACSW, LCSW, MFT Clinical Trainee, AMFT, LMFT, Professional Counselor Clinical Trainee, APCC, LPCCs, Psychologist Clinical Trainee Psychologists, WAP, LVN, RN, CNS, Psychiatric Technicians, MHRs, PA, Pharmacists	1:85
Mental Health Services – Children/Youth (ages 0-20*)		1:49

*The children/youth age range is from birth through age twenty (20) years, up to but not including the twenty-first (21st) birthday.

Staffing Requirements for Crisis Stabilization Services

- A physician shall be on call at all times for the provision of those crisis stabilization services that may only be provided by a physician.
- There shall be a minimum of one (1) Registered Nurse, Psychiatric Technician or Licensed Vocational Nurse on site at all times beneficiaries are present.
- At a minimum there shall be a ratio of at least one (1) licensed mental health or waived/registered professional on site for each four (4) beneficiaries or other patients receiving crisis stabilization at any given time.
- If crisis stabilization services are co-located with other specialty mental health services, persons providing crisis stabilization must be separate and distinct from persons providing other services.

- Persons included in required crisis stabilization ratios and minimums may not be counted toward meeting ratios and minimums for other services. [CCR, Title 9 1840.348](#)
- Crisis Stabilization is not reimbursable on days when Psychiatric Inpatient Hospital Services, Psychiatric Health Facility Services, or Psychiatric Nursing Facility Services are reimbursed.

Staffing Requirements for a CSU that is a 5150 LPS Designated Facility

A Crisis Stabilization Unit that is 5150 LPS designated and approved is required to meet California Code of Regulations (CCR) [Title 9, Division 1, Article 10, Section 663](#) inpatient staffing requirements. Inpatient services shall be under an administrative director who qualifies under Section 620 (d), 623, 624, 625 or 627. In addition to the director of the service, the minimum professional staff shall include psychiatrists if the administrative director of the services is not a psychiatrist, who shall assume medical responsibility as defined in Section 522; a psychologist, social worker, registered nurse, and other nursing personnel under supervision of a registered nurse. Nursing personnel shall be present at all times. Physicians, psychiatrists, registered nurses and other mental health personnel shall be present or available at all times. Psychologists and social workers may be present on a limited-time basis. Rehabilitation therapy, such as occupational therapy, should be available to the patients.

The minimum ratio of the full-time professional personnel to patients shall be as follows:

Personnel	Ratio per 100 Patients
Physician	5
Psychologists	2
Social Workers	2
Registered Nurse	20
Other mental health personnel	25

Adult /Older Adult System of Care Staffing Requirements

Commensurate with scope of practice, mental health and rehabilitation services may be provided by any of the following staff:

- Physician
- Licensed/Registered/Waivered Psychologist
- Registered Psychological Associate
- Licensed/Registered/Waivered Clinical Social Worker

- Licensed/Registered/Waivered Marriage and Family Therapist
- Licensed/Registered/Waivered Professional Clinical Counselor
- Nurse Practitioner
- Registered Nurse
- Licensed Vocational Nurse
- Medical Assistant
- Licensed Psychiatric Technician
- Mental Health Rehabilitation Specialist
- Other Qualified Provider

Contracted Adult/Older Adult programs shall follow the client to direct clinical FTE ratios as outlined in executed contract exhibits A & C.

Children, Youth & Families System of Care Staffing Requirements

- Psychiatrists shall have completed appropriate training in a child or adolescent specialty. "[California Guidelines for the Use of Psychotropic Medication with Children and Youth in Foster Care 2018](#)" recommends psychotropic medications for children be prescribed by Board certified or Board eligible psychiatrists with specialization in child and adolescent or adolescent psychiatry, for programs that serve youngsters under thirteen (13) years of age or have five (5) years of experience offering psychiatric services to children and adolescents. Any exception to this must be approved by the Mental Health Services Clinical Director and the COR.
- Outpatient programs must also have psychiatry time adequate to meet the needs of the program's target population and sufficient to allow the psychiatrist's participation in treatment reviews, as well as meeting specific requirements as they pertain to fidelity or service delivery requirements and contractual requirements. The psychiatrist's participation in treatment reviews, especially where medications may be discussed, plus up to one (1) hour per month for each new member to be assessed and one (1) half hour per month per member on medications, for medication follow up.
- Children, Youth & Families Contractors: shall budget forty-nine (49) unduplicated clients per direct clinical FTE (excluding trainees/students); with any exceptions

requiring written rationale by program and written COR pre-authorization, noting that billable minutes based on the 1:49 ratio shall be maintained.

- Family / Youth Support Partners who provide direct, billable service must have direct experience as the parent, care giver, or consumer in a public agency serving children, and demonstrate education and/or life experience commensurate with job duties. Youth (12-25 years of age) must meet work permit requirements when applicable. Partners must receive ongoing training and work under the direction of a licensed or waived staff member.
- Day Treatment staffing: per the requirements of Title 9, the program must maintain a client to staff ratio of 8:1 (for Intensive programs) and 10:1 (for Rehab programs) at all times. Staff counted in the ratio must be Qualified Mental Health Professionals or licensed or waived. In addition, County guidelines require that at least half the clinical staff in Intensive programs be licensed/waived.
- Short Term Residential Treatment Program (STRTP) staffing: per Interim STRTP Regulations (Version II), STRTP shall have at least one full-time equivalent STRTP mental health program staff from the following list for each six (6) children or fraction thereof admitted to the program:
 - Physicians
 - Psychologist: licensed or waived,
 - LCSW, LMFT, and LPCC: licensed/registered/waived
 - RN
 - LVN
 - Psychiatric Technicians
 - MHRS
 - Clinical Trainees
 - Medical Assistants
- Interdisciplinary Teams: Programs must have an interdisciplinary team, mandated by standards of participation within the program SOW. Members must participate in the regularly scheduled interdisciplinary team meetings where cases are reviewed.

Personnel Files

Personnel files shall be maintained on all employees, volunteers, and interns. These records will contain: application for employment and/or resume, signed employment confirmation statement, signed annual confidentiality statements, job description (which shall include position title and classification; duties and responsibilities; lines of supervision; and education, training, work experience and other qualifications for the position), performance evaluations, health records/status as required by program or Title 9 (i.e. health screening report or health questionnaire,

including annual TB results), other personnel actions (e.g. commendations, discipline, status change, employment incidents and/or injuries), training documentation relative to substance use disorders and treatment, current registration, certification, intern status or licensure; proof of continuing education required by licensing or certifying agency and program, and program code of conduct.

Code of Conduct

A Code of Conduct is a statement signed by all employees, contractors, and agents of an organization that promotes a commitment to compliance and is reasonably capable of reducing the prospect of wrongful conduct. Codes of Conduct should be created at the agency level. Programs shall have a written code of conduct that pertains to and is known about by staff, paid employees, volunteers, and the governing body and community advisory board members. Each staff, paid employee, and volunteer shall sign a copy of the code of conduct and a copy shall be placed in their personnel file. The program shall post the written code of conduct in a public area that is available to members. The code of conduct shall include the program policies regarding at a minimum the following:

- Use of alcohol and/or other drugs on the premises and when off the premises
- Personal relationships with participants
- Prohibition of sexual contact with participants
- Sexual harassment
- Unlawful discrimination
- Conflict of interest
- Confidentiality

In addition to the minimum requirements listed above, all Programs Serving Children, Youth & Families providers are encouraged to utilize the [2019 Trauma-Informed Care Code of Conduct](#) in the creation of their agency code of conduct. This document, created by young adults with lived experience, is intended to guide programs in developing policies and procedures related to trauma informed care, to inform trainings for staff, and to be offered to members to outline the commitment of the program to follow trauma informed principles.

Counselor/Client Relationships

Relationships between members and program staff beyond the realm of treatment are prohibited. Staff must maintain healthy boundaries between themselves and clients at all times. Staff members' failure to adhere to this standard shall be disciplined at the discretion of the program director. Sexual contact shall be prohibited between program staff, including volunteers, and members the Board of directors, and the participants. A written statement explaining the sexual contact policy shall be included in every participant's rights statement given at admission to a program.

Programs shall include a statement in every personnel file noting that the employees and volunteers have read and understood the sexual contact prohibition. The policy shall remain in effect for six (6) months after a participant is discharged from services, or a staff member of volunteer terminates employment.

New employees will receive a copy of the HHS Code of Conduct as part of their orientation packet and will provide a signed Code of Conduct Acknowledgement to HHS Human Resources within thirty (30) days of beginning employment with HHS. Employees will review the Code of Conduct and complete the acknowledgement through the Learning Management System (LMS) annually.

On-Site Manager/Director: Programs shall provide a full-time on-site Program Manager or Director for each program, unless prior approval received by COR. If the program manager is also serving as the program coordinator, time may be divided between administration and direct services.

Review and Comment on the Qualifications of On-Site Managers, Directors, and Higher-Level Staff: The COR shall review and comment on the final candidates under consideration for hire at the Program Manager, Director, or higher level prior to selection. Should the COR choose to provide written comments, the comments shall be provided within five (5) days of receipt of candidates' resumes and supporting documentation.

Provider Directory

Per [DHCS Information Notice 18-020](#), a provider directory captures site-specific content for a contracted program, to include all licensed, waived, or registered mental health providers and licensed substance use disorder service providers employed within the program*. On a monthly basis, programs shall respond to a polling request for updates to their provider directory, using the following process:

1. Designated program lead shall provide COR with a complete and up-to-date provider directory no later than the third Monday of each month.
2. Directory shall be sent to Program COR via email, utilizing the requested electronic format, and cc'ing program analyst, if applicable.
3. Program shall ensure all the following data elements are accurately captured:

Provider Directory Content
• Provider's name and group affiliation, if any
• Provider's business address(es) (e.g., physical location of the clinic or office)
• Hours of Operation

<ul style="list-style-type: none"> • HHS Region
<ul style="list-style-type: none"> • Telephone number(s)
<ul style="list-style-type: none"> • Email address(es), as appropriate
<ul style="list-style-type: none"> • Website URL, as appropriate
<ul style="list-style-type: none"> • Specialty, in terms of training, experience and specialization, including board certification (if any)
<ul style="list-style-type: none"> • Services / modalities provided, including information about populations served (i.e., perinatal, children/youth, adults)
<ul style="list-style-type: none"> • Whether the provider accepts new members
<ul style="list-style-type: none"> • The provider’s cultural capabilities (e.g., veterans, older adults, Transition Age Youth, Lesbian, Gay, Bisexual, Transgender)
<ul style="list-style-type: none"> • The provider’s linguistic capabilities including languages offered (e.g., Spanish, Tagalog, American Sign Language) by the provider or a skilled medical interpreter at the provider’s office
<ul style="list-style-type: none"> • Whether the provider’s office / facility has accommodations for people with physical disabilities, including offices, exam room(s), and equipment
<p>In addition to the information listed above, the provider directory must also include the following information for each rendering provider:</p>
<ul style="list-style-type: none"> • Type of practitioner, as appropriate
<ul style="list-style-type: none"> • National Provider Identifier number
<ul style="list-style-type: none"> • California license number and type of license
<ul style="list-style-type: none"> • An indication of whether the provider has completed cultural competence training

*Registered and Certified SUD counselors are not considered licensed SUD providers and do not need to be reported as part of the Provider Directory. The requirement is referring to licensed providers in SUD programs such as LMFTs, LCSWs, LPHAs, Physicians, etc.

Staff Supervision and Management Requirements

Programs must provide supervision in amount and type that is adequate to ensure member safety, maximize gains in functioning, and meet the standards of the professions of those staff employed in the program. Supervisors may supervise up to eight (8) clinical staff (licensed, registered, waived, and clinical trainees) and up to twelve (12) total staff, including clinical staff. Any exceptions to these requirements must be approved by the COR.

Programs who employ waived/registered staff receiving supervision for licensure must offer experience and supervision that meet the requirements of the licensing board to which the person is registered. SB 1024, sponsored by the Board of Behavioral Sciences (Board), effective on January 1, 2025, clarifies the number of supervisees a supervisor can have: and defines who qualifies as a supervisee in group

supervision, which is capped at eight (8) individuals; and specifies who is included in the limit of six (6) supervisees receiving individual or triadic supervision per supervisor in nonexempt settings. Please see linked "[Clarification on Number of Supervisees](#)" for more information

Contractors shall ensure provision of required supervision for Nurse Practitioner staff or interns. The furnishing law requires that the physician supervise no more than four (4) nurse practitioners at a time. If the nurse practitioners are not furnishing, there are no limitations on the number of nurse practitioners the physician may supervise. (BPC §2836.1 (e)) [Nurse Practitioner \(ca.gov\)](#).

Use of Volunteers and Clinical Trainees

Provider shall utilize family and community members as volunteers in as many aspects of the programming as possible, including teaching a special skill and providing one-on-one assistance to members. Emphasis shall be made to recruit volunteers from diverse communities within program region. Provider shall have policies and procedures surrounding both the use of volunteers and the use of employees who are also members/caregivers. Licensed staff shall supervise volunteers, students, interns, mental health clients and unlicensed staff involved in direct member care.

Training

An increasing focus and requirements for cultural sensitivity, outcome measures, practice guidelines, electronic health record and evidence-based practices necessitates the need for ongoing training. Many providers have a contractual obligation to participate in identified trainings within 60 days of hire (unless otherwise specified) or when training becomes available.

Trainings for the System of Care

The Quality Assurance Unit provides trainings and technical assistance on topics related to the provision of services in the Systems of Care.

Training and information is disseminated through:

- Basic Medi-Cal/County Standards Documentation Training through CalMHSA LMS
- Root Cause Analysis Training
- SmartCare Health Electronic Health Record User Trainings through CalMHSA LMS
- QA Specialized Trainings
- Regular QA Communications
- Organizational Provider Operations Handbook
- Provider Meetings

- TKC—The Knowledge Center (for County staff only – Possibly in unit ops manual)

For information on upcoming trainings or in-services, or if you require technical assistance, please contact QA at: www.QIMatters.hhsa@sdcounty.ca.gov

Tracked Trainings

The following trainings are tracked on the MSR/QSR:

1. Cultural Competency Training – Minimum of four hours annual requirement for all staff. When an in-service is conducted, program shall keep on file a training agenda and a sign-in sheet for all those in attendance with sign-in/out times. For outside trainings, certificate of completion shall be kept on file at the program. Providers shall maintain and submit a Cultural Competence Training Log annually.
2. Transgender, Gender Diverse, or Intersex (TGI) Cultural Competency Training- As of 05/12/2025, All staff who are in direct contact with service recipients are required to complete an evidence-based cultural competency training for the purpose of providing trans-inclusive health care for individuals who identify as transgender, gender diverse or intersex (TGI). ([BHIN 25-019](#)) BHPs shall require that the training is completed by new staff within 45 days of hire and all staff at least every two (2) years or more often if needed. The training is offered via an on-demand webinar series. Please register via [Academy LMS](#).
3. BHS Disaster Support Training e-learning access is available through the BHS Training and Technical Assistance website. A minimum of twenty- five percent (25%) of contracted staff need to be disaster trained.
4. System of Care training e-learning access is available through the BHS Training and Technical Assistance website. All direct service staff shall complete e-learning about *BHS System*, *CFWB System*, and *Pathways to Well-being*.
5. Continuing Education Units (CEUs) -- Contractor shall require clinical staff to meet their licensing requirement. Other paraprofessional staff shall have a minimum of sixteen (16) hours of clinical training per year.
6. Trainings for STRTP staff – See section below “*STRTP Trainings*”

Contractor shall attend trainings as specified in their Contract. Children, Youth and Families Contractors shall obtain training on the *DCR System* for FSP programs. Trainings are available through [Child and Adolescent Services Research Center \(CASRC\)](#).

Family and Youth Support Staff Training Requirements

Minimum Curriculum should include the role and function of the Y/FSP, the role of supervision, basic knowledge of Principles of Family Youth Professional/System Partnership, Pathways to Well Being / Katie A, Children's System of Care (CSOC), community and system resources to which youth/family may be referred. This also includes the safety, cultural competency, boundaries and dual relationships, Systems' Mandate, or introduction to peripheral systems on the child/youth's continuum of care Mandated Reporting confidentiality, documentation requirements, conflict resolution and effective listening. Other training as specified by employer or BHS- Children, Youth & Families. Family and Youth Support Partners trainings are available through NAMI San Diego. Contact the Peer & Family Support Helpline at 1-800-523-5933.

STRTP Training Requirements (Regs. Version II)

All STRTP mental health program staff shall receive a minimum of twenty-four (24) hours per calendar year of ongoing, planned academic and on-the-job in- service education. At a minimum, the in-service education shall cover all of the following topics even if the STRTP mental health program staff must attend more than twenty-four (24) hours of training in a calendar year:

1. Client-centered and trauma-informed approach
2. Suicide prevention techniques;
3. Preventing and managing assaultive and self-injurious behavior (must have at least eight (8) hours of training on this topic or other similar crisis services prior to commencing any employment duties involving direct contact with children.
4. Cultural competence;
5. Interpersonal relationship and communication skills;
6. Confidentiality of member information;
7. Member rights and civil rights;
8. Monitoring and documenting responses to psychotropic and other medications to treat mental illness and recognizing possible side effects in children and youth
9. All approved policies and procedures applicable to the STRTP.

Subdivisions (a), (b), and (e) shall not apply to a psychiatrist or physician, who is not the head of service. Psychiatrists and physicians shall attend a minimum of one training per calendar year on preventing and managing assaultive and self-injurious behavior.

The STRTP shall document all trainings by maintaining a record of the training title and date, syllabus or curriculum, and sign-in sheets of attendees

Mobile Crisis Team Training Requirements

All mobile crisis teams shall meet DHCS core and enhanced training requirements before delivering qualifying mobile crisis services, as outlined in [BHIN 23-025](#). The core training curriculum will include crisis intervention and de-escalation strategies, harm reduction strategies, delivering trauma-informed care, conducting a crisis assessment, and crisis safety plan development. The enhanced training curriculum will include, but is not limited to, training in provider safety, delivering culturally responsive crisis care, and crisis response strategies for special populations (e.g., children, youth and families, tribal communities, and members with I/DD).