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Owner: *Jody Connally: Director, Human Resources*
Policy Area: *Personnel*
References:

Volunteer Services

POLICY

This policy establishes the standards and procedures required by The DWMHA to ensure persons are protected when volunteer services in a service delivery or supportive capacity are utilized.

PURPOSE

This policy is to provide direction to the Managers of Comprehensive Provider Networks (MCPN) and their subcontractors, direct contractors and contracted Authority departments regarding the utilization of Volunteer Services.

APPLICATION

1. Who is required to implement and adhere to this policy: (DWMHA Board, All DWMHA Staff, Contractual Staff, MCPN Staff, Network Providers, CVO, Access Center)
2. Who does this policy serve: All populations
3. What service line does this policy impact: All service lines

KEYWORDS

STANDARDS

1. MCPNs, subcontractors and director contractors shall develop policies and procedures specific to the utilization of volunteer services.
2. Volunteers shall receive formal interviews and assessment of skills to ensure suitability, qualifications, abilities and interest for the specific assigned duties and responsibilities.
3. Volunteers shall receive clearance through criminal background checks prior to the volunteer assignment.
4. Volunteers shall have current licensure, certification or registration, as required, to perform the designated assignment.
5. All Volunteers shall receive supervision by a designated mental health professional, assistance as needed, to ensure that duties are appropriately completed.
6. Orientation and training shall be provided to each volunteer, which includes Recipient Rights, confidentiality, Health Insurance Portability and Accountability Act (HIPAA) and person-centered planning,

cultural competence and Limited English Proficiency (LEP).

7. Clearly stated job descriptions, defining the scope of responsibilities and method of evaluating job performance shall be provided for each volunteer.
8. Orientation, training and performance appraisals shall be provided to each volunteer and updated as indicated to ensure duties are appropriately performed.
9. Volunteer files shall be maintained for all volunteer staff, which includes current certification, registration or licensure, for which the requirement is applicable.
10. Volunteers shall function as a member of the treatment team, as applicable, within the context of the person-centered planning process.
11. Quality Improvement processes shall be implemented and maintained or monitor volunteer files and utilization of volunteer services.

QUALITY ASSURANCE/IMPROVEMENT

DWMHA shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of MCPNs, their subcontractors and direct contractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWMHA staff, MCPNs, contractors and subcontractors are bound by all applicable Local, State and Federal laws, rules, regulations and policies, all Federal waiver requirements, State and County contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

Medicaid Provider Manual

RELATED POLICIES

RELATED DEPARTMENTS

1. Administration
2. Claims Management
3. Clinical Practice Improvement
4. Compliance
5. Customer Service
6. Information Technology
7. Integrated Health Care
8. Legal
9. Managed Care Operations

10. Management & Budget
11. Personnel
12. Purchasing
13. Quality Improvement
14. Utilization Management
15. Recipient Rights
16. Substance Use Disorders

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

EXHIBIT(S)

Attachments:

No Attachments

Approval Signatures

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