ORIENTATION & TRAINING

BASIC EXPECTATIONS

1 COMMUNICATION.

Communicate with our office regularly. Let us know how you're doing. Check your email daily, provide a cell phone number to us, and to the clients. Always call your clients within 24 business hours. If you are contacted by referral sources or community people concerning a referral, please answer within 48 hours.

I cannot stress how important this is. If you get a new case, you MUST contact the family within 48 hours (unless someone else is doing your intake assessment). **We had to let-go of good people because they did not follow this in the past. Lack of communication will not be tolerated.**

Even though you are independent, it doesn't mean you can just disappear. Clients, probation officers, referral sources, etc., they may all contact our office directly with questions, and if it's something that you need to answer, and we can't get a hold of you, that's a big problem.

2 KEEPING TRACK OF UNITS AND DUE DATES

Keep track of your units. I CANNOT STRESS THIS ENOUGH. If you are authorized for 104 units of IT per fiscal year, monitor them to ensure that you are utilizing wisely so that you do not run out unexpectedly. To monitor, look at your spreadsheet (that we provide for you), and update it as you go along. If you ever get lost in the numbers, email the office and we will tell you how many units are leftover and when the review is due.

Keep track of your bill code "end dates". These are the dates that units expire. Most of them will expire on June 30th, but not all. For clients funded by Wellcare, complete a reauthorization request form and submit to the account manager. This form must be dated for after the initial authorization's expiration date, and you cannot see the client until Wellcare contacts us to let us know the reauthorization has been approved.

Keep track of your treatment renewals. Complete your treatment plan reviews WITHIN a month from when it's due and renew consent forms on a bi-annual basis. Again, I keep the spreadsheet updated on when these items need to be done.

3 NO DRAMA

No drama. I think that’s self-explanatory, but just in case, let me explain. Always conduct yourself in a professional manner. Nobody here (from management to administrative staff to other counselors and case managers, nobody is here to create drama or to engage in anything of the sort). Always write emails in a professional manner. Disrespect will not be tolerated at any time. We thrive on a culture of easy-going processes and common sense approaches. If you are an individual who has been shown to engage in “drama”, your time with us will be very limited I am afraid. We are all here to serve our clients, and to be independent practitioners.