

<i>Personnel Review</i>	Staff Name:
	LCSW/LPC/LMFT/ (A)/RN/PSS/AP/QP

		Met	Not Met	N/A
<b>Prior to working alone with persons</b>				
1	Job Application			
2a	Specifies min. ed. Competency, exp., etc.			
2b	Specifies the duties & responsibilities			
2c	Signed by staff and supervisor			
3	References			
4	Education Verification			
5	Criminal Record Check			
6	License/Certification Verification			
7	Driver's License Check			
8	Auto. Insurance			
9	NC HealthCare Registry			
<b>During Employment</b>				
*1	Competency - assessed with pop.per agency P&P on or before date of service			
2	Supervision - per agency P&P for paraprof & AP. Address assmt. & referral skills; approp of tx. effectiveness of tx.; provision of feedback; ethic issues/legal; doc.; cultural compet.			
2a	Upon Hire & Updated			
2b	Signed Supervision Plan			
3	Orientation			
4	Training			
4a	Rights of Persons (Documentation of Receipt)			
4b	Confidentiality (Statement signed) (HIPAA)			

*4c	Least & restrictive interventions - prior to providing services & annually-NCI +			
*4d	Health & Safety/OSHA/Infections/Communicable dis/Bloodborne/Airborne			
*4f	CPR/1 <sup>st</sup> Aid			
4g	PCP & Family Centered Services, Crisis Response-3hrs & PC planning (QP)			
4h	Core Competencies (needs, interviewing, tx approach)			
*4i	Prevention of workplace violence & reduce physical risk			
4j	Cultural Competency			
*4k	Emergency Plans and Procedures. Evaluation & Use of Equipment			
4l	Motivation Interviewing-13hrs			
4n	Service Definition Requirements			
4o	Ethics/Waste, Fraud, Abuse			
*4p	ID of Critical Incidents & Reporting			
4q	Transportation policy, If appropriate (passenger assistance)			
4t	CBT-24hrs			
*4u	Person Centered Thinking-12hrs			
4v	System of Care=11hrs			
5	Emergency Information			
6	Performance Evaluation (annually)			

Name of Reviewer:  
Location:

Date of Review:



Greater Outreach Services, LLP  
2530 Meridian Parkway Suite 3006  
Durham, NC 27713

## EMPLOYEE ORIENTATION CHECKLIST

Name:

Date:

Position:

Welcome  
Applicant Referral  
Career Opportunities  
Equal Employment Opportunity  
Work Schedule  
Team Meeting  
Job Description  
Client Rights  
Confidentiality  
Client Records  
Trainings  
Email  
EHR System  
Pay  
Holidays



I understand all of the rules, policies, terms and conditions of my employment and agree to abide by them. I understand and agree that my employment is terminable at will so that both the Company and I remain free to choose the end of our work relationship.

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Employee's Signature & Date

Managers' Signature & Date



# **Greater Outreach Services, LLP.**

## **HANDBOOK FOR EMPLOY- EES/CONTRACTORS**

**2530 Meridian Parkway Suite 3006 Durham, NC 27713  
Telephone: (919) 672-2407 Fax: (866) 770-5166  
After Hours Emergency Call: 911 or 919-672-2407**

**Office Hours: 9:00 a.m. - 5:00 p.m.**

## **Introduction**

This handbook is designed to familiarize you with the policies, practices, and benefits of, and to provide you with information about conditions of your employment with Greater Outreach Services, LLP. (GOS) Contractors/Employees are required to read, understand, and comply with the provisions of this Handbook. Circumstances will require that the policies and practices described in this Handbook changes from time to time. Accordingly except for the at-will employment contract policy, that the company reserves the right to interpret guidelines as may be appropriate under the particular facts and circumstances and to revise, modify, rescind, delete, or add to the provisions of this Handbook from time to time. Modification will be in writing, will specifically reference this Handbook and must be authorized in writing by the CEO of the company or duty authorized representative of the company. The company will attempt to provide employees with notification of such changes when they occur. No statement or representative can in any way change or alter the provisions of this Handbook. This Handbook is the property of the company and may not be circulated or given to anyone outside of the company.

Employment at the company is employment at-will. This means that an employee or contract employment can be terminated at any time by the employee or the company, with or without advance notice and with or without cause. Nothing in any document or statement now in existence or here after created shall limit the right to terminate the employment at-will, except pursuant to a written employment agreement signed by the CEO of the company and the employee.

It is the policy of GOS to maintain a working environment free of all forms of unlawful discrimination. GOS offers equal opportunity to all employees, contractors and prospective employment without regard to race, color, sex, gender, sexual orientation, religion origin, or other criteria protected by law. GOS does not discriminate against any employee or applicant for employment for which the employee is qualified. To comply with applicable laws ensuring equal employment opportunities to qualified individuals with disabilities, the company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

## **MISSION STATEMENT**

GOS is committed to providing needed services to our consumers and their families who are struggling with mental illness and substance use disorders. We promote increased quality of life through strength based intervention and Person Centered Planning. We believe in transforming consumers potentials into reality.

## **REQUIREMENTS**

1. Each staff member who provides services to consumers on behalf of the program: (1) Be at least 18 years of age; (2) Is able to read, write, and able to follow directions;(3) Meets the minimum level of education, competency work experience, skills and other qualifications for the position, and;(4) Have no substantiating findings of abuse or neglect listed on the NC health care registry.
2. All applicants disclose any criminal convictions. The impact of this information on a decision regarding employment shall be based upon the offense in relationship to the job for which the applicant is applying.
3. Each staff is currently licensed, registered, or certified in accordance with applicable state laws for the services provided. The employee is responsible for providing information in order for verification of credentials and maintaining current copies of any license, registration or certification. In the event credentials cannot be verified, the person is not employed.

## **HIRING, PROMOTIONS & WORK ASSIGNMENT**

The CEO is responsible for recruitment and hiring of employees. Monetary compensation is based on the local market and qualifications/experience of the employee. Work assignments are based on the service definitions requirements, expertise of the employee and needs of the persons served. New employees are not provided a full workload until the supervisor reports that the employee is capable of providing qualified work to more persons. At no time does the workload exceed state requirements.



The CEO makes promotions based on the employee attaining the experience/training required in the job description.

### **SUPERVISION**

The appropriate supervisor evaluates each employee's knowledge, skills and abilities upon hire and ensures that appropriate supervision is provided to meet the employee's needs. Competencies are assessed annually by the supervisor and documented in the personnel files.

### **STAFF TRAINING**

All employees participate in an individualized competency-based orientation program. Ongoing training is provided to ensure compliance with state, federal and GOS requirements; and individual need of the employee.

### **PERFORMANCE EVALUATIONS**

Performance evaluations for all personnel are conducted at least annually that are: based on job functions and competencies identified; conducted in collaboration with the direct supervisor with evidence of input from the personnel being evaluated; and used to assess performance related to objectives established in the last evaluation period and establish objectives for the next year.

### **GRIEVANCE**

Employees may file a grievance or appeal personnel actions taken to the CEO. The grievance or appeal must be in written format with specific information noted to assist the CEO in the investigation. The CEO provides written response to the employee within 15 working days of receipt of the report noting actions taken on the grievance/appeal. The CEO has final decision.

### **STANDARDS OF CONDUCT AND ETHICS**

Employees conduct business and deliver services in an honest, ethical, objective manner and are guided in making decisions by professional responsibility as opposed to personal interests. All employees are expected to know and follow the code of ethics required by their respective profession and human service employees. Employees are to conduct themselves in a professional and ethical manner at all times. If a situation involving an employee and person served or stakeholder arises that appears may be unethical or conflict of interest, the person served or stakeholder is informed of the agency's policy on Ethics and Conflict of Interest. The person is referred to the CEO. The CEO and/or Management Team conduct an investigation of all reports and documents persons interviewed, findings and actions taken in the employee's personnel file. If the findings substantiate an unethical practice, the employee may receive additional supervision and training, be dismissed and/or be reported to the licensing board, as appropriate. The employee or reporting person has a right to file a grievance if in disagreement of the findings.

### **Conflict of Interest**

Determination of conflict is made by the CEO with input from the Management Team. At no time will an employee or anyone directly associated with the agency: make or accept payment or other consideration in exchange for referrals; unfairly steer, direct referrals to, or give preference to person served likely to be easier or less costly to serve to specific employees within the agency; and steer a person served to practices outside of the agency that employees, committee members or their immediate family members are engaged. The only exception is if the employee is not competent in the special needs of the individual and the individual will be referred to the LME for choice of providers within the network.

GOS prohibits preferential treatment of employees in applying for and receiving services from the agency. GOS ensures that the deliberations and decisions of the agency are made in the interests of the persons it serves and protects the interests of the agency when it is contemplating entering into a transaction, contract, or arrangement that might benefit the private interest of an interested employee or person representing the agency.



No employee holds any office or has other employment which may conflict with his/her employment in the agency. No person may use his or her position with respect to the agency, in order to achieve a financial benefit for himself or herself or for a third person.

The CEO reviews potential conflict of interest. Whenever a person representing this agency has business or affiliations which relate in any way to the business and other activities of GOS, they should report these affiliations to the CEO.

#### **Disclosure by Employees**

When requested by the CEO the person promptly submits a statement setting forth all business and other affiliations which relate in any way to the business and other affiliations of GOS. With respect to any particular matter then pending before the agency, each employee discloses to the CEO any matter that could reasonably be considered to make the person in a conflict situation.

#### **Connection with Proposed Transactions and Arrangements**

In connection with any actual or possible conflicts of interest, an employee discloses the existence and nature of his or her material financial interest to the CEO prior to the consideration of the proposed transaction, contract, or arrangement. After disclosure of the financial interest, the CEO determines whether a conflict of interest exists.

#### **Outside, Secondary, or Conflicting Employment and Activities**

Employment with GOS is considered to be primary employment. No employee holds any office or has any other employment which may conflict with his or her employment with the agency. Any secondary employment is subject to prior written approval by the CEO. Approval may be granted only for the current fiscal year. Employees are responsible for resubmitting their request on an annual basis if they wish to continue outside employment. Only that outside employment which does not constitute a conflict of interest or does not have an adverse effect on the primary employment will be approved. Determination of conflict is made by the CEO.

Approval is made with the understanding that the request must be in compliance with these outside employment policies and is subject to be withdrawn if: it is learned that the employee engaged in outside employment without getting prior approval; or it is determined that the outside employment is impairing the employee's ability to perform all expected and assigned duties and responsibilities of his or her primary employment in an objective and competent manner.

Employees engaged in private practice may not refer or solicit current person served or individuals seeking the services of the agency to their private practice. Employees requesting approval to provide professional mental health and/or substance abuse services on a private basis must have and present evidence of a valid North Carolina license or certification as a private practitioner and individual malpractice insurance as a private practice practitioner equal to GOS current malpractice coverage for its employees.

The failure of an employee to obtain prior written approval or to comply with the written determination of the CEO denying approval to engage in outside employment constitutes grounds for dismissal. All outside work must be done during off-duty hours, and no GOS facilities, resources, materials, equipment, telephones or other personnel may be used. The outside work must not involve the adjustment of this agency's work schedules. Any employee whose request for permission to engage in outside employment is denied by the CEO may file an appeal of that decision by following the agency's Grievance Procedure.

#### **Waste, Fraud, Abuse, etc.**

Staff is encouraged to share any concerns about potential waste, fraud, abuse or other wrongdoings with the CEO. The agency appreciates and respects the reports and has a no-reprisal approach for personnel reporting suspected incidents of waste, fraud, abuse, and other questionable activities and practices.





## **Marketing**

All marketing or information shared or published concerning the agency will be done with the consent of the CEO and reflect accurate information concerning the agency. Marketing will be done in a judicious manner and persons will not receive payment or gifts as a condition for receiving services from the agency.

## **QUALITY MANAGEMENT (QM)**

GOS strives to provide quality services that are provided to persons in an ethical and comprehensive manner. It is the responsibility of all staff and persons representing the agency to reflect the culture of quality improvement.

## **HEALTH AND SAFETY**

GOS is committed to ensuring a safe environment for its persons served and employees. GOS does not permit any form of weapon, including firearms, knives, etc., on its premises. The use or possession of any form of weapon by staff or persons served is not permitted on or off of the premises of GOS (With the exception of off premises recreational use, such as firearm training, target practice, or hunting.) If an employee or person served observes a weapon in the possession of an individual, it is immediately reported to the supervisor and CEO. The weapon is forfeited by the person served and is disposed of either by giving it to a legal guardian or to the local law enforcement authority, as appropriate. Depending on the circumstances and seriousness of the situation, contact the local law enforcement if there is any concern for immediate or impending safety. If a weapon is observed in the possession of someone other than a person served or staff, the staff and person served remove themselves immediately from the situation and contact the local law enforcement.

GOS does not permit the use or possession of any form of illicit substances by staff or persons served on or off of the premises of GOS. If an employee or person served observes a substance in the possession of a person served or staff or others, it is immediately reported to the local law enforcement and supervisor and CEO. The person served may be discharged from the program. An employee is dismissed. Staff secures their personal medications or licit drugs so they are not accessible to persons served. This may be in a file cabinet, desk or locked car.

GOS does not permit the use of tobacco products within any of its offices or in vehicles when transporting persons served. Staff are encouraged to not smoke in the presence of a person served in any location, but are forbidden to smoke within a person served home or vehicle while providing services.

## **MEDICAL PREPAREDNESS AND EMERGENCY**

All medical emergencies will be treated to reflect first aid and CPR training. The CEO will be notified as soon as the emergency is taken care of and time permits. Staff will treat any emergency as if it is a crisis. If 911 needs to be notified, staff handle the situation until the appropriate personnel arrives. The guardian, social worker, parent are notified as soon as time permits. An incident report is written to provide documentation of what happened, when it happened and who was involved.

## **INFECTION AND COMMUNICABLE DISEASE CONTROL**

GOS ensures that all persons are protected from the spread of infection and communicable diseases. An employee or consumer that is suspected or known to have an infectious or communicable disease is referred to a physician for care. The physician is responsible for appropriate reporting to Communicable Disease Centers or other agency required by law or regulations. All precautions as prescribed by the physician will be taken to ensure the infection or disease is contained.

## **EMERGENCY PLANS AND SUPPLIES**

There is at least one staff always available with First Aid training in each office. Basic first aid supplies are accessible to employees in each office. Relevant emergency information is maintained in the Administration Office on employees and in the files of persons served.

### TRANSPORTATION

1. Staff must maintain current driver's license and report all infractions to the COO or CEO.
2. Registration and insurance information is kept in the glove compartment of vehicle at all times.
3. Drivers and passengers, at all times wear seat belts while in vehicles.
4. Vehicles will have a first-aid kit and road side warning signs available.
5. Each consumer has emergency information secured in the agency vehicle in case of emergencies.

Employees providing transportation must have in their personnel file:

- a. copy of a valid North Carolina Driver's License\* to operate the type of vehicle he/she drives to transport persons;
- b. proof of current automobile insurance and inspections (Insurance policy lists the vehicles utilized, name and driver's license identification number);
- c. driving record with no convictions of driving while impaired (DWI) or any other impaired driving offense within two years and background check;
- d. identification of the vehicle(s) driven, to include the make model, license number, date and mileage, name of vendor performing annual inspection; and
- e. Verification of transportation policy and procedures, first aid, CPR and fire suppression training.

Employees that drive personal vehicles are responsible for ensuring their vehicle(s) comply with applicable federal, state, provincial, county and city requirements and the manufacturer's recommendations for vehicle maintenance. No fees for transportation are ever charged to or accepted from a person receiving services from the agency.

Employees are not permitted to use cell phones or other communications devices when providing transportation. If a person needs to communicate with others, they must stop the vehicle in a safe location and then place the call. Cell phones can be used in the event of an emergency. In the event of an emergency, employees follow the agency's emergency procedures per the emergency, e.g. natural, physical and medical emergencies.

### LEGAL

GOS trains staff upon hire on responding to legal actions, e.g. court orders, subpoenas, search warrants, etc. and staff are to comply with the legal requirements and agency's policies and procedures.

- A. Staff may respond to a valid court order to disclose records by disclosing or producing the records in accordance with the court order. Disclosure must be in accordance with the terms of the order (e.g., only those persons, and only that information, required by the order).
- B. A subpoena, alone, does not compel the disclosure of confidential information. Rather, it directs an individual to appear at a court proceeding and be prepared to either testify or produce records. Once there, the holder of information should raise the issue of confidentiality for the court to rule on.
- C. A federal, state, or local court may authorize a program to make a disclosure that would otherwise be prohibited. See 42 C.F.R. 2.64.
- D. A search warrant is a written [warrant](#) issued by [judge](#) or [magistrate](#) which authorizes the [police](#) to conduct a [search](#) of a person or location for evidence of a [criminal offense](#), and [seize](#) the [evidence](#). Under the [Fourth Amendment](#) searches must be reasonable and specific. This means that a search warrant must be specific as to the specified object to be searched for and the place to be searched. Other items, rooms, outbuildings, persons, vehicles, etc. would require a second search warrant.
- E. At times staff may be involved in legal investigations, such as abuse and neglect allegations. It is the staff's responsibility to cooperate with the Department conducting the investigation and comply with Reporting Abuse and Neglect Policy.
- F. Staff immediately reports any legal actions to the CEO. The agency's attorney is available to advise and consult with a staff member who may be involved in legal action while performing their defined job for the agency.

### CONFIDENTIALITY

Employees with access to confidential information comply with the provisions of Subchapter and



G.S. 122C-52 through 122C-56 and Rules 26B and all Federal laws. All information concerning person served is maintained confidentially and records are secured at all times.

#### CLIENT/HUMAN RIGHTS

GOS assures that all staffs are informed of the rights of consumers as specified in 122C, Article 3, all applicable rules, and policies of GOS upon hire and annual thereafter. Employees:

- a. comply with all applicable requirements of General Statute 122C, Article 3, “Client’s Rights and Advance Instruction”, 10 NCAC 27 C - F, contained in APSM 95-2, “Client’s Rights in Community Mental Health/Developmental Disabilities/Substance Abuse Services”; and GOS policies and procedures;
- b. protect consumers from harm, abuse, neglect, and exploitation in accordance with G.S. 122C-66;
- c. do not subject consumers to any sort of abuse [defined as the infliction of mental or physical pain or injury by other than accidental means, or unreasonable confinement, or the deprivation of services which are necessary to the mental or physical health of the consumer. Temporary discomfort as part of an approved and documented treatment plan or use of a documented emergency procedure is considered abuse (27C.0102)b(1)]; and
- d. do not subject a consumer to any sort of neglect [defined as the failure to provide care or services necessary to maintain the mental or physical health and well-being of the consumer, (27C.0102) b (17)];
- e. use only that degree of force necessary to repel or secure a violent and aggressive consumer. The degree of force that is necessary depends upon the individual characteristics of the consumer, such as age or physical condition.

Employee orientation includes a review of General Statutes, rules, and policies and procedures for abuse and neglect to include disciplinary action in cases of abuse and/or neglect by employees; the internal reporting system relating to abuse and/or neglect; the mandatory reporting requirements imposed on the professional, certified and licensed employees by state statute; reporting suspected cases of abuse and/or neglect directly to the appropriate outside agencies (DSS); no employee making a report may be threatened or harassed by any other employee; and the identity of an employee who makes a report or who cooperates in an ensuing investigation may remain confidential, except to the administrative employees or those who investigate or prosecute these incidents.

The employee immediately reports all instances of suspected and/or known abuse, neglect, humiliation, retaliation and/or exploitation or an accidental injury to the CEO. The employee provides a written report on the Incident Reporting form. Incident Reports are forwarded to the appropriate LME or state agency, as required. An employee who suspects the abuse or neglect of a person reports the suspected abuse or neglect to the appropriate Department of Social Services. Failure to report suspected abuse of a consumer opens the employee to civil liability and a Class 2 misdemeanor punishable only by a fine not to exceed \$500.00.

An employee or person representing the agency, which other than as a part of generally accepted medical or therapeutic procedure, knowing causes pain or injury to a person served or borrows or takes personal property from a person served, is guilty of a Class 1 misdemeanor. An employee directly involved in a report is removed from direct service while the investigation is conducted. An employee may receive disciplinary action up to and including termination. If it is determined that an employee is guilty of abuse, neglect, or exploitation, the employee’s employment is terminated immediately.

An employee or person representing the agency who uses reasonable force to protect himself or others from a violent person does not violate GS 122C-66. The identity of an employee who makes a report or who cooperates in an ensuing investigation is not disclosed without his consent, except to persons authorized to investigate or prosecute these incidents, or in a grievance or personnel hearing or civil or criminal action when legally compelled or authorized by judicial order. Disclosure of the person’s name is done if prohibited by law. An employee who makes a report in good faith is immune from any civil liability and is not threatened or harassed by any employee or person representing the agency on account of the report.

### **WORK HOURS & BENEFITS**

**Hours of Work:** GOS normal work hours are 9:00am - 5pm Monday through Friday with one hour for lunch. Hours may be changed to accommodate the needs of the consumers, e.g. after hours group sessions.

**Employee Sick Leave:** Paid sick leave is provided for full-time employees after successful completion of the 90 day probation period. All regular full-time employees are eligible for five days per calendar year. Contract, temporal and part-time employees are not eligible to receive sick leave benefits. Employees may take sick leave for personal illness requiring emergency room visit or hospitalization or after review on a special case. The CEO retains the right to request verification from a licensed medical practitioner for any absence due to illness or disability, and may withhold sick pay if the employee does not provide satisfactory verification for the illness or disability. Sick leave does not translate into dollars to be paid to the employee.

**Holidays:** GOS observes the same holidays as the State, but it is always at the discretion of the CEO.

**Vacation:** Full time employees are eligible for five days paid vacation each year after being employed for one year with the agency.

**Attendance:** Staff is required to report to work promptly and to work the hours normally scheduled for their position. While an absence may be unavoidable, including time off to secure necessary medical treatment, it must always be reported in advance to the supervisor. GOS determines at its discretion and under all the circumstances, when absences or tardiness is excessive. Absences judged to be excessive or resulting in an inconvenience to the client would result in disciplinary action up to and including termination.

**Benefits:** GOS has Workman's Compensation and Liability Insurance for all the full-time employees/contractors as required by the LME. Presently, it does not have Health Insurance for its employees but hope to add it in due time.



# Greater Outreach Services, LLP.

## EMPLOYEE RECEIPT OF HANDBOOK

I have received the Greater Outreach Services, LLP. Employee Handbook and acknowledge that I am responsible for understanding and complying with the contents.

Any questions concerning the content will be referred to my supervisor or the CEO.

\_\_\_\_\_  
Name and Title/Position of Employee

Date: \_\_\_\_\_

\_\_\_\_\_  
Witness and Title/Position

Date: \_\_\_\_\_



# Greater Outreach Services, LLP.

## SERVICE ARRAY

### **Core Services:**

- Clinical Assessment/Diagnostic Assessment
- Outpatient Therapy (Individual and Group)
- Medication Management
- Peer Support Services
- Case Management/Target Case Management



# **Greater Outreach Services, LLP.**

## **Staff Policies & Procedures**



## Greater Outreach Services, LLP.

### Mandatory Meetings: Does not apply to SC

- Clinical Team (Monthly)
  - Wednesday 1:30pm - 3:00pm
- Management Staff Meeting (Monthly)
  - First Saturday of each month 9:30am - 11:00am





# Greater Outreach Services, LLP.

## Informing Staff of Rights of Persons Served

I have been informed of and understand the agency's policies and procedures concerning rights of person served, Client Rights and Responsibilities per GS 122C, Article 3, and 10NCAC 27C - F.

Any questions concerning rights will be referred to the Chief Operation Officer for clarification.

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Staff Signature

---

Date

# Greater Outreach Services, LLP

## Code of Ethics and Conduct

The organization's staff and others acting on behalf of the agency aspire to the following values and ethical principles:

**Help people in need:** Elevate services to others above self - interest.

**Respect the inherent dignity and worth of the person:** Treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity.

**Recognize the central importance of human relationships:** Relationships between and among people are important vehicle for change. Engage people as partners in the helping process.

**Behave in a trustworthy manner:** Be aware of the agency's mission.

**Practice within areas of competence and develop and enhance professional expertise:** Strive to increase knowledge and skills and apply them in practice.

### Ethical Responsibilities to Person Served

- Promote the well being of persons served.
- Respect and promote the rights of persons served to self-determination and assist persons served in their efforts to identify and clarify their goals.
- Provide services to persons only in the context of a professional relationship based, when appropriate, on valid informed consent.
- Provide services and represent themselves as competent only within the boundaries of their education, training, license, certification, consultation received, supervised experience, or other relevant experience.
- Understand culture and its function in human behavior and society, recognizing the strengths that exist in all cultures.
- Be alert and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.
- Respect persons served right to privacy.
- Provide persons served with reasonable access to records concerning the persons served.
- Under no circumstances engage in sexual activities or sexual contact with current persons served.
- Participate in no sexual harassment.
- Utilize no derogatory language in written or verbal communication to or about persons served.

Adapted from NASW Code of Ethics.



# Greater Outreach Services, LLP.

## EMPLOYEE RECEIPT OF CODE OF CONDUCT AND ETHICS

I have received the Greater Outreach Services, LLP. Employee Code of Conduct and Ethics and acknowledge that I am responsible for understanding and complying the contents.

I will cooperate fully by providing all pertinent information which I may have to any investigative authority such as the Federal Bureau of Parole or Probation offices. I will truthfully respond to all questions and provide a signed affidavit, if requested.

Any question concerning the content will be referred to my supervisor or the COO.

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Name and Title/Position of Employee

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Date

---

Witness and Title/Position

---

Date



# Greater Outreach Services, LLP.

## EMPLOYEE HIPAA CONFIDENTIALITY AGREEMENT

Greater Outreach Services, LLP. support and abides by the laws of HIPAA, providing enforcement around privacy, security and electronic data. This action ensures the privacy of all patients by keeping all medical records private and only available to the patient and those authorized by the patient. This privacy for consumers allows openness and honesty by clients through counseling and support within the community. All data storing devices must be kept lock at all times when not in use, all lap tops must be access by password only. Information is not stored in POV (personal vehicle) this information may become available to unauthorized individuals.

I have read and agreed to the by-laws of HIPAA and Greater Outreach Services, LLP. , Inc.

---

Name

---

Date



# Greater Outreach Services, LLP.

2350 Meridian Parkway Suite 3006  
Durham, NC 27713

## HIPAA

Health Insurance Portability and Accountability Act - Public Law #104-191

### **Why HIPAA?**

1. Streamline electronic health care transactions
2. Improve healthcare information
3. Improve security of health care information

### **Privacy vs. Security**

- Privacy (Who will protect and who is protected.): Defines who is authorized to access information. The right of individuals to keep information from being disclosed.
- Security (How to protect.): Ability to control access to and protect information from accidental or intentional disclosure to unauthorized persons and from alteration, destruction or loss.

### **Privacy Rule**

1. Restrictions on use and disclosure of patient information ( oral, written, or electronic)
2. Past, present and future health information.
3. Patient right
4. Administrative requirements

### **Notice of Privacy Practices**

1. All consumers will receive both current and new.
2. One will be posted at the branch for your review.

### **Privacy Policy and Procedures**

1. Located at the branch for your review.
2. Protected health information cannot be disclosed without authorization or is specifically permitted under HIPAA regulations.

### **What is PHI?**

- |                            |                                  |
|----------------------------|----------------------------------|
| 1. Names                   | 8. Medicaid Record               |
| 2. Demographic Subdivision | 9. Health Plan                   |
| 3. Elements of Dates       | 10. Account Number               |
| 4. Telephone Numbers       | 11. Certification/License Number |
| 5. Fax Numbers             | 12. Vehicle Identifiers          |
| 6. E-mail                  | 13. Devise Identifiers           |
| 7. Social Security Number  | 14. Web Locators                 |



- 15. Internet Protocol Address
- 16. Biometric Identifiers

- 17. Full Face Images
- 18. Any Other Unique Identifier

***What are your penalties?***

- 1. You can be held personally responsible
- 2. Civil and criminal penalties
- 3. Fines from \$100 to \$250,000.
- 4. Up to 10 years in prison.

***What are your responsibilities?***

- 1. Attend HIPAA training.
- 2. Maintain confidentiality.
- 3. Don't disclose information about your consumer
- 4. Respect the rights of consumers.
- 5. Don't leave any messages that contain the consumers name or other identifiable information. Be generic.
- 6. Don't release PHI without supervisor approval.
- 7. Should you have any doubts, ask your supervisor.

***Pitfalls to avoid:***

- 1. Failing to shred or properly dispose of documents that contain PHI.
- 2. Openly discussing PHI. Voices carry; so always be aware of your surroundings.
- 3. Always avoid gossip.
- 4. Avoid discussing consumers with your coworkers.
- 5. Never answer questions about your consumer in public. No matter who asks!!

I have participated in HIPAA Compliance training and fully understand that I must adhere to all policies and procedures presented during this training.

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Administrator Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Review Date

\_\_\_\_\_  
Review Date

\_\_\_\_\_  
Review Date



# Greater Outreach Services, LLP. , INC.

## CONFIDENTIALITY FORM

I, \_\_\_\_\_, hereby agree not to disclose any confidential information pertaining to Greater Outreach Services, LLP. that relates to its' clients and/or personnel. I understand that violation of this policy is subject to fine/or criminal prosecution.

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Signature \_\_\_\_\_

Date \_\_\_\_\_

Title \_\_\_\_\_



TELEPHONE REFERENCE CHECK

Applicants Name:

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Position Applied For:

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Reference Source: Ex. Manager, Supervisor, Co-Worker

---

Name of Contact Person/Phone number/Email address

---

Date of Employment:

to

Jobs  
Held:

---

Would you Re-  
hire?

Yes

No

OVERALL WORK PERFORMANCE

Cooperation and Team Work:

---

Initiative and Enthusiasm:

---

Willingness to Accept Assignments:

---

Compliance with Policies/Procedures:

---

Attendance:

---



Relationship with Patient/Families: \_\_\_\_\_

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**Greater Outreach Services, LLP.**  
**2530 Meridian Parkway Suite 3006**  
*Durham, NC 27713*

Per week you are required to work:

14 hrs    20 hrs    28hrs    40 hrs

This appointment will not be finalized until completion of:

1. All necessary training
2. A background check.

In order to confirm this conditional job offer, your signature is required below. We look forward to working with you!

Sincerely,

Nyesha Robinson, BS, MSAC, MBA, QMHP, CPSS, LCASA  
Executive Director

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Yes, I accept your job offer and will report as scheduled.

No, I am no longer interested in working in Greater Outreach Services, LLP.

Signature: \_\_\_\_\_

## DHHS Law Enforcement Classes Employee Fact Sheet on Competency Assessment

### Meeting to Discuss Your Competency Levels

As you and others in the same job move into banded classes, each of you will meet one-on-one with your supervisor to discuss your competency levels. In this meeting, your supervisor will review the results of the assessment. Your supervisor will have reviewed what competencies you are currently using in your job and determined what level you are demonstrating each competency.

- Each competency is defined at three levels; Contributing, Journey or Advanced. Several key actions are defined for each level.
- Each job has been reviewed to determine what competencies best fit the new Banded Class title.
- New banded job descriptions have been developed for each job class. The descriptions were agreed upon by a focus group of managers, supervisors and employees.

When you meet to discuss your level and opportunities for advancement through the pay band, there will be no advantage to exaggerating or under-representing your competencies. Regardless of your level, it is unlikely that you can receive an immediate salary increase since there was no additional funding granted for these changes. Or if your competency levels are not where they should be at the time of conversion to the new title, you will not have to take a cut in pay. Be sure to discuss any differences that you may have with your supervisor's assessment, however. Be prepared to show documentation of any competencies that you may be using that your supervisor may not know about.

### Career Development

Your opportunity for future salary increases will be based on a combination of factors including:

- your development of your competencies;
- the average salaries for individuals performing the same work in similar jobs in other organizations; and
- agency budget resources.

Your initial competency assessment discussion sets the foundation for your career development plan as well as any future promotional opportunities or potential salary increases. You will receive a copy of your initial assessment when you meet with your

supervisor and a copy of your career development plan when you get your new banded workplan.

### Annual Performance Reviews and Competency Assessments

You will still have a workplan that will be reviewed annually and continue to be evaluated on your performance. Your new workplan will now emphasize performance outcomes. Instead of evaluating Dimensions on your workplan, you and your supervisor will assess your competencies. Just as in the past, you will meet at the beginning of the fiscal year to review your workplan and your supervisor will provide periodic feedback along with an interim review midyear.

### Dispute Rights

You still have appeal and dispute rights similar to the old system. You may dispute your performance outcomes as in the past. You may also dispute certain pay issues related to Caree-



Banded positions. This Career Banding Pay Dispute policy is currently being developed and you will receive more information when it is finalized.

**More Information**

If you have any questions about banding, contact your HR office or check the banding website at <http://www.dhhs.state.nc.us/humanresources/banding>.

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Signature

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Date



# Greater Outreach Services, LLP.

## SUPERVISION PLAN AND CONTRACT

Name of Supervisor: \_\_\_\_\_

Name of Supervisee: \_\_\_\_\_

Supervision methods may include the following: discussion of case material, observation, professional and ethical issues, and case concerns. When applicable, address, accuracy of assessment and referral skills, appropriateness of the treatment or service intervention selectee relative to the specific need of each person; treatment/service effectiveness as reflected by the person served meeting his or her individual goals; provision of feedback that enhances the skills of direct service personnel; issues of ethics, legal aspects of clinical practice, and professional standards; clinical documentation issues; and cultural competency issues.

Brief description of supervision goals and plan to meet goals.

Goal 1: \_\_\_\_\_

Plan: \_\_\_\_\_

Goal 2: \_\_\_\_\_

Plan \_\_\_\_\_

Goal 3: \_\_\_\_\_

Plan: \_\_\_\_\_

### Time Allocation

The supervisee will meet with the supervisor for \_\_\_\_\_ per month for individual supervision and for \_\_\_\_\_ per month for group supervision.

### Length and Termination

This contract will be in effect from \_\_\_\_\_ to \_\_\_\_\_.

Development of a new contract terminates the old one. Contracts will automatically terminate if a supervisor or supervisee leave his/her position.

### Review/Renewal

This contract will be reviewed and renewed when changes are warranted.

\_\_\_\_\_  
Signature of Supervisee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Date



**Greater Outreach Services, LLP.**



## Emergency Medical Care

Name: \_\_\_\_\_

Contact Person in Case of Emergency:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Cell Phone# \_\_\_\_\_ Home #: \_\_\_\_\_ Work #: \_\_\_\_\_

Preferred Physician in Case of Emergency:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone# \_\_\_\_\_



# **Greater Outreach Services, LLP.**

## **SERVICE ARRAY**

**Core Services Trainings: Please submit with Employment Application If Applicable**

- **First Aid**
- **CPR**
- **Cultural Competency**
- **Blood Borne Pathogens**
- **Cognitive Behavioral Therapy-CBT-24hrs**
- **Motivational Interviewing-MI-13hrs**
- **Person Centered Thinking-PCT-12hrs**
- **Person Centered Planning Instructional Elements-PCP IE-3hrs**
- **System of Care-SOC-11hrs-IIHS Only**
- **Crisis Response-3hrs**
- **Copy of Driver's License**
- **Copy of Social Security Card**
- **Copy of Professional license**
- **Highest Degree earned/Transcripts**
- **Resume**
- **Car Insurance**
- **Car Registration**
- **Any Additional trainings-Applicable to job**



- DHHS Law Enforcement Classes Employee Fact Sheet on Competency Assessment

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## Initials

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## **Dispute Rights**

**Greater Outreach Services Office: 919-672-2407 Fax: 866-770-5166**

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## More Information

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Signature

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Date



**Greater Outreach Services Office: 833-741-7770 Fax: 866-770-5166**

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### **Hepatitis B Declination Statement**

The following statement of declination of hepatitis B vaccination must be signed by an employee who chooses **not to accept** the vaccine. The statement can only be signed by the employee following appropriate training regarding hepatitis B, hepatitis B vaccination, the efficacy, safety, method of administration, and benefits of vaccination, and that the vaccine and vaccination are provided free of charge to the employee. The statement is not a waiver; employees can request and receive the hepatitis B vaccination at a later date if they remain occupationally at risk for hepatitis B.

### **Declination Statement**

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to me; however, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine I continue to be at risk of acquiring hepatitis B, a serious disease. If, in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_