9002V.1 Written Process for Verifying Credentials of Clinicians, Case Managers, and Personnel

Purpose:
The purpose of this written process is to outline the procedures for verifying the credentials of all clinicians, case managers, and relevant personnel at Centro Savila Behavioral Health Services in New Mexico. This process ensures that all staff members are properly credentialed, licensed, and qualified in accordance with state and federal regulations, as well as the organization's professional standards. This process is designed to promote client safety, ensure compliance with regulatory requirements, and uphold the highest standards of care.

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1. Scope and Applicability

This process applies to all clinical staff (e.g., therapists, counselors), case managers, and other personnel (e.g., administrative or support staff with professional certifications) employed at Centro Savila. It includes the procedures for verifying qualifications before employment, maintaining credentialing during employment, and ensuring ongoing compliance with regulatory standards.

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2. Initial Credential Verification Process

The following steps will be followed to verify the credentials of all clinicians, case managers, and relevant personnel before they are hired or assigned to client-facing roles.

2.1 Clinical Licensure and Certification Verification (For Clinicians and Case Managers)

1. **Determine Required Licenses/Certifications:**
    - For **clinicians** (therapists, counselors, psychologists, psychiatrists), the required licenses in New Mexico may include:
        - **Licensed Clinical Social Worker (LCSW)**
        - **Licensed Marriage and Family Therapist (LMFT)**
        - **Licensed Professional Counselor (LPC)**
    - For **case managers**, the required certifications may include:
        - **Certified Case Manager (CCM)**

        - **Licensed Social Worker (LSW)**
        - **Certified Rehabilitation Counselor (CRC)**
        - **New Mexico-specific certifications for case management** (if applicable).
2. **Verify Licensure through New Mexico Boards:**
    - CSBH HR staff will verify all clinical licenses and certifications by checking with the **New Mexico Regulation and Licensing Department** (RLD), the **New Mexico Board of Social Work Examiners**, the **New Mexico Counseling and Therapy Practice Board**, or the appropriate licensing board for the clinician's or case manager's field.
    - For example, verify licensure status through the **New Mexico Board of Social Work Examiners** for LCSWs, the **New Mexico Board of Counseling and Therapy Practice** for LMFTs and LPCs, or the **New Mexico Board of Psychologist Examiners** for psychologists.
    - Verification will confirm:
        - Active status of license/certification.
        - Expiration date of the license.
        - Any disciplinary actions, restrictions, or sanctions against the license.
3. **Request Documentation from the Candidate:**
    - Candidates must provide a copy of their **current license/certification**.
    - Documentation of license status can also be provided directly by the licensing body (e.g., verification letters).
    - For psychiatrists and other clinicians with board certifications, **proof of board certification** (e.g., American Board of Psychiatry and Neurology certification) will also be required.
4. **Verify Continuing Education Compliance (If Applicable):**
    - Clinicians and case managers in New Mexico may be required to complete continuing education (CE) courses to maintain licensure. HR will verify that the employee has met the CE requirements before hiring and will track CE compliance throughout employment.

2.2 Verification of Academic Credentials

1. **Verify Educational Qualifications:**
    - For clinical staff (e.g., LCSWs, LMFTs, LPCs), HR will verify that the candidate holds the required educational degree(s) (e.g., MSW for LCSWs, MA/MS for LMFTs and LPCs, PhD/PsyD for psychologists).
    - Verification will be done by contacting the institution or using a third-party verification service (e.g., National Student Clearinghouse) to confirm the degree(s) and graduation date(s).
2. **Verify Clinical Supervision Hours (If Applicable):**
    - For clinicians requiring post-graduate supervised experience (e.g., LCSW, LMFT, LPC), CSBH will verify that the candidate has completed the required number of **supervised clinical hours** by checking with the licensing board or the candidate's previous employer.

2.3 Professional Reference Checks

1. **Contact at Least Two Professional References:**
    - HR or the hiring manager will contact at least **two professional references** who can speak to the candidate's qualifications, job performance, and ethical conduct.
    - Reference checks will be documented, with a focus on verifying the candidate's prior job experience, competence, and behavior in clinical settings.
2. **Verify Previous Employment:**
    - HR will verify previous employment history by contacting previous employers or supervisors to confirm the dates of employment, job title, job duties, and reason for leaving. This step ensures that the applicant's work history is accurate.

2.4 Background Check

1. **Criminal Background Check:**
    - All candidates must undergo a **criminal background check** in compliance with New Mexico state laws and federal regulations. This includes:
        - A **New Mexico State Police** criminal background check.
        - A **national criminal background check** to check for any history of offenses that would disqualify the candidate from working with vulnerable populations.
2. **Child Abuse and Neglect Check (If Applicable):**
    - Candidates may also be required to undergo a **child abuse and neglect check** with the **New Mexico Children, Youth, and Families Department (CYFD)**, especially if their work involves children or families.
3. **Verification of Professional Misconduct History (If Applicable):**
    - HR will verify if the candidate has been subject to any professional misconduct or disciplinary actions with relevant **New Mexico professional licensing boards** or other regulatory bodies. This is critical for maintaining ethical standards and ensuring safe, competent care for clients.

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3. Ongoing Credential Monitoring and Compliance

Once hired, Centro Savila will continue to monitor and ensure compliance with credentialing requirements for clinicians, case managers, and other relevant personnel. This process includes:

3.1 License and Certification Renewal Monitoring

1. **Track License and Certification Expirations:**
    - HR will track the **expiration dates of licenses** and **certifications** and ensure that employees submit proof of **renewal** before their licenses expire. This is especially critical for clinicians whose practice requires active licensure (e.g., LCSW, LMFT, LPC).

    - HR will send **reminders** to employees 60 days before the license expiration date and again 30 days before.
2. **Verify Renewal with Licensing Bodies:**
    - HR will verify the **renewal** of licenses and certifications with the appropriate state board (e.g., New Mexico Board of Social Work Examiners, New Mexico Board of Counseling and Therapy Practice, etc.) and will require proof of renewal.

3.2 Continuing Education and Professional Development

1. **Ongoing Continuing Education (CE):**
    - CSBH will maintain a record of all **continuing education** completed by clinicians and case managers. Employees must submit **documentation of CE courses** to HR to ensure compliance with state licensing requirements.
2. **Professional Development Tracking:**
    - In addition to required CE, Centro Savila encourages clinicians and case managers to participate in relevant professional development activities. HR will track completion of internal and external training and development programs.

3.3 Annual Performance and Credential Review

1. **Credential Verification During Annual Performance Reviews:**
    - During annual performance reviews, the supervisor and HR will review the employee's **licensure status**, **CE compliance**, and **overall performance** to ensure that all credentials are up to date.
2. **Audit and Monitoring of Credentials:**
    - HR will conduct **periodic audits** of clinician and case manager credentials, verifying the status of licenses, certifications, and CE requirements to ensure ongoing compliance with New Mexico regulations.

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4. Documentation and Confidentiality

All documentation related to credential verification, including licenses, certifications, background checks, educational records, and reference checks, will be stored in a **confidential, secure manner** in the employee's personnel file. Access to these records will be limited to authorized HR personnel and relevant management. All credential verification procedures will comply with applicable privacy and confidentiality laws, including **HIPAA** and **New Mexico state regulations**.

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5. Compliance and Accountability

- **Human Resources (HR)** is responsible for ensuring that all credential verification procedures are followed and for maintaining accurate and up-to-date records.

- **Supervisors** will support HR by reviewing credentials during performance evaluations and by ensuring staff comply with continuing education and renewal requirements.
- **Employees** are responsible for maintaining their licenses and certifications, ensuring that they remain current, and submitting documentation of renewals or professional development as required.

Failure to comply with credentialing requirements may result in **suspension**, **disciplinary action**, or **termination**, depending on the severity of the non-compliance.

Approved by: William G. Wagner, Executive Director
Date: 11.12.24

Signature:

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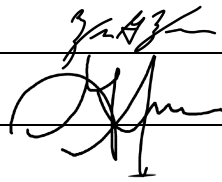
Executive Director	11/12/2024	
Deputy Director	11/12/2024	