


Guam Behavioral Health and Wellness Center		
<b>TITLE:</b> Supervision of Direct Service Personnel	<b>POLICY NO:</b> AD-CL-01	Page 1 of 2
<b>RESPONSIBILITY:</b> Clinical Services		
<b>APPROVED BY:</b>  THERESA C. ARRIOLA, DIRECTOR	<b>DATE OF ORIGINAL APPROVAL:</b> 03/14/2017	
	<b>LAST REVIEWED/REVISED:</b> 11/14/19	

**POLICY:**

- A. Guam Behavioral Health and Wellness Center is committed to providing the highest level of services and support to the persons we serve. To achieve this, GBHWC shall provide ongoing supervision to all direct service personnel.
- B. All levels of service staff are assigned a direct supervisor. The direct supervisor is responsible for supervision activities that address the following:
  1. Accuracy of assessment and referral skills
  2. Appropriateness of the treatment or service intervention selected relative to the specific needs of each person served
  3. The provision of feedback and/or training needs that enhances the skills of the staff
  4. Issues of ethics, legal aspects of recovery and clinical practices, and professional services
  5. Documentation and record keeping
  6. Cultural competency issues
  7. Miscellaneous areas as identified
  8. Client care (process, coaching, and counseling)
  9. Model fidelity, when implementing evidence based practices
- C. Supervision may be in the form of supervisor's participation in treatment/service planning meetings, organizational staff meetings, and side-by side sessions with the consumer or one-on-one meetings between the supervisor and personnel.
- D. Supervisors shall do administrative review of records to ensure that all social workers and counselors complete all clinical documentation such as treatment plans, interpretive summaries, progress notes, etc. for each case they are assigned.

**DEFINITIONS:**

Supervision: is provided by person(s) qualified to provide this service as determined by state licensure or certification, the experience level of the supervisor, or the GBHWC rules governing the qualifications of supervisor as determined by the Director.

**PROCEDURE:**

- A. Individual supervision shall be provided to all direct service personnel in need of supervision at a minimum of once a month.
- B. Supervision shall be provided to staff in group settings, one-on-one settings, and/or on the job during specific situations.

- C. Supervision shall be documented by the supervisor using the Supervision Form (F-AD-HR-15) and shall include the topic(s), date of supervision, duration, the name of individual (s) receiving supervision and the name of individual providing supervision.
- D. Supervision that is conducted through other means, such as through trainings, didactics and meetings must also be documented.
- E. Each supervisor is required to keep a master file of all supervision activities to be used as a basis for an employee's mid-period and annual evaluation.
- F. The supervisor of the direct service personnel ensures documentation of ongoing supervision which addresses the following:
  - 1. Clinical skills that are appropriate to the position
  - 2. Accuracy of assessment and referral skills
  - 3. Treatment Plan development
  - 4. The appropriateness of the treatment or service intervention selected relative to the specific needs of each person served
  - 5. Treatment effectiveness as reflected by the person served meeting his or her individual goals
  - 6. The provision of feedback that enhances the skills of direct service personnel including information of best practices
  - 7. Issues of ethics, legal aspects of clinical practice, and professional standards, including boundaries
  - 8. Clinical documentation issues identified through ongoing compliance
  - 9. Peer Reviews
  - 10. Cultural competency issues
  - 11. Supervision plans
  - 12. Supervision contact records
  - 13. Signed Confidentiality Agreements
  - 14. Cumulative treatment records
- G. Supervision of documentation specifically includes assessment of professional competencies and clinical skills and recommendations for improvement.

**REFERENCES:**

CARF. (2016). *Behavioral Health Standards Manual*. Tucson, Arizona: CARF International.

**ATTACHMENTS:**

F-AD-CL-01 Supervision Form



**GUAM BEHAVIORAL HEALTH & WELLNESS CENTER**

790 Gov. Carlos G. Camacho Rd. Tamuning, Guam 96913

TEL: (671) 647-5330 FAX: (671) 649-6948

**SUPERVISION FORM**

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Start Time: \_\_\_\_\_

Division: \_\_\_\_\_ End Time: \_\_\_\_\_

**Administrative  
Review of Records:**

# Cases Assigned	# Treatment Plans Completed	# Contact Lapse

\*\*Please follow directions below:

**Under "Area of Supervision" please indicate the following:**

1. Clinical/ Counseling Skills	6. Treatment/WRAP Plan	11. Cultural Humility	16. Reports/Projects
2. Administrative	7. Documentation-SOIRP	12. Employee Conduct	17. Work Schedule
3. Accuracy of assessment Skills	8. Model Fidelity	13. Work Ethics	18. Work Attitude
4. Care Coordination	9. Referral Skills/Follow up action	14. Attitude towards client care	19. Other
5. Direct service skills	10. Client Care	15. Attitude towards co-workers	

Area of Supervision	Comments/Recommendations	Review Date

\_\_\_\_\_  
Employee Signature and Date

\_\_\_\_\_  
Supervisor Signature and Date



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**REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and approved the following:

**Policy Title: Supervision of Direct Personnel**

**Policy No: AD-CL-01**

**Initiated by: Clinical Program**

Date	Signature
9/20/19	

Reina Sanchez  
Clinical Administrator

Date	Signature
8.21.19	

Annie Urpingco  
CASD Administrator

Date	Signature
9-18-19	

~~LEONORA URBANO~~ Jeremy Lloyd-Taitano, RN-BC  
~~Acting Nurse Administrator~~

Date	Signature
09/26/2019	

Maria Theresa Aguon  
Healing Hearts Program Manager

Date	Signature
8.21.19	

Helen Onedera  
Project Tulaika Director

Date	Signature
8.21.19	

Athena Duenas  
Drug & Alcohol Program Supervisor

Date	Signature
8.21.19	

Sylvia Quinata  
Adult Counseling Supervisor

Date	Signature
8/21/19	


Marilyn Miral  
Community Support Services Supervisor



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Date	Signature
NOV 08 2019	

Carissa Pangelinan  
Deputy Director