Provider Staffing Guidelines

Stakeholder Workgroup Meeting
May 11, 2017
Staffing Responsibilities:

Who can perform which services?
## Services, Duties, Benefits

### BENEFIT PACKAGE COMPONENTS

<table>
<thead>
<tr>
<th>HCPCS</th>
<th>Description</th>
<th>Trained Support Staff</th>
<th>Registered SUD Counselor</th>
<th>Certified SUD Counselor</th>
<th>LPHA</th>
<th>Medical Director</th>
<th>APPLICABLE ASAM LEVELS OF CARE AND OTHER BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>H0049</td>
<td>Screening</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>SASH, CENS, OP, IOP, R, INPT, WM, OTP</td>
</tr>
<tr>
<td>H0001</td>
<td>Intake Forms and Documents</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP, FBS</td>
</tr>
<tr>
<td>H0001</td>
<td>ASAM Assessment</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP, FBS</td>
</tr>
<tr>
<td>T1007</td>
<td>Treatment Plan</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP</td>
</tr>
<tr>
<td></td>
<td>(without MAT)</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(with MAT)</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>99203</td>
<td>Physical Exam</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP</td>
</tr>
<tr>
<td>H0005</td>
<td>Group Counseling</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP, FBS, RSS</td>
</tr>
<tr>
<td>T1012</td>
<td>Patient Education</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP</td>
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<tr>
<td>H0004</td>
<td>Individual Counseling</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP, FBS, RSS</td>
</tr>
<tr>
<td>H2011</td>
<td>Crisis Intervention</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP</td>
</tr>
<tr>
<td>90846</td>
<td>Family Therapy</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>OP, IOP, R, INPT, WM, OTP</td>
</tr>
</tbody>
</table>

## Clinical and Support Staff

The table above outlines the benefit package components and the staff levels required for each. The applicable ASAM levels of care and other benefits are also specified.
References

- DMC-ODS Waiver Special Terms and Conditions
- California Code of Regulations, Title 9
- DHCS DMC-ODS Staff Service Categories
- START-ODS Approved Implementation Plan
- START-ODS QI and UM Manual
- START-ODS Stakeholder Meeting Narratives

Background References

- California Code of Regulations, Title 22
- Pre-START-ODS SAPC DMC Contracts
- Phase 1 Counties’ Staffing Plan
Staffing Standards:
A career pathway for Registered SUD Counselors
Registered SUD Counselor

“An individual registered with any certifying organization to obtain certification as an AOD counselor.” [California Code of Regulations, Title 9]

TREATMENT STAFF PROPORTION

- Registered SUD Counselors: 33%
- Certified SUD Counselors: 30%
- Master's/Doctoral Level Clinicians: 15%
- Below Master's/Doctoral Level Clinicians: 3%
- Nurses: 10%
- Physicians, Psychiatrists, Pharmacists: 9%

REGISTERED SUD COUNSELOR PROPORTION

- 30% OR BELOW: 21.95
- 31% - 50%: 12.2
- 51% TO 70%: 12.2
- 71% TO 90%: 17.07
- 90% OR ABOVE: 36.59

SAPC Provider Survey (April-August 2015)
N = 189 SAPC-Contracted SUD Treatment Programs

SAPC Provider Counselor Hiring Staff Survey (March 2017)
N = 46 Provider Hiring Staff
Initially...

“Services may be provided by a Licensed Practitioner of the Healing Arts or certified counselor.”
[DMC-ODS Waiver Special Terms and Conditions]

As adopted...

“(Service) will be performed by registered counselors with the required experience and as permitted by DPH-SAPC, certified counselors or LPHA.”
[START-ODS Approved Implementation Plan]
To operationalize...

- Which level of experience to require then?
- To start, what do the certifying bodies require of registered SUD counselors?

**Registered SUD Counselor**

- 9 hours of orientation and training on ethics, confidentiality, professional boundaries

**Certified**

- Min. 315 hours of SUD-specific education
- Min. 160 hours internship
- Min. 2,080 hours of work experience
- Pass exam

5 Years
<table>
<thead>
<tr>
<th>CADTP</th>
<th>CCAPP</th>
<th>CAADE</th>
</tr>
</thead>
</table>
| **CAODC (Cert. Alcohol & Other Drug Counselor)**  
- 315 hours education  
- 160 hours supervised training  
- 2,080 hours work experience  
- Exam | **CADC-CAS (Cert. Alcohol & Drug Counselor)**  
- 315 hours education  
- 160 hours internship  
- 2,080 hours work experience  
- Exam | **CATC Basic (Cert. Addiction Tx Counselor)**  
- 315 hours education  
- 250 hours internship  
- 2,080 hours work experience  
- Exam |
| **CAODC-A**  
- 320 hours education  
- 10,000 hours work experience  
- Exam | **CADC I**  
- 315 hours education  
- 255 hours internship  
- 4,000 hours work experience  
- Exam | **CATC I**  
- CAADE addiction studies  
- CATC Basic requirements |
| **CAODC-CS**  
- 450 hours education  
- 10,000 hours clinical experience  
- 4,160 hours supervisor experience  
- 40 hours clinical supervisor education | **CADC II**  
- 315 hours education  
- 255 hours internship  
- 6,000 hours work experience  
- Exam | **CATC II**  
- Associate Degree  
- CAADE addiction studies  
- 2,240 hours work experience  
- Exam |
| | **CADC-CS**  
- CADC II requirements  
- 6,000 hours supervised training  
- 40 hours didactic clinical supervision training  
- Exam | **CATC III**  
- Bachelor’s Degree  
- 15 units CAADE addiction studies  
- 2,240 hours work experience  
- Exam |
| | | **CATC IV**  
- Master’s Degree  
- Rest of CATC III requirements |
| | | **CATC V**  
- Doctorate Degree  
- Rest of CATC III requirements |
| | | **CATC N**  
- Nursing Degree  
- Rest of CATC III requirements |
Provider Staffing Survey

Respondents: Hiring Staff and Registered SUD Counselors
Date: March 2017

- Main Services Conducted by Registered SUD Counselors (Alone and as a Shadow)
  - Group Counseling
  - Individual Counseling
  - Assessment
  - Treatment Plan Update
  - Treatment Plan Development
  - Patient Education
  - Progress Notes Development
  - Discharge Planning
  - Crisis Intervention
Provider Staffing Survey

- Hiring Requirement: Work Experience Length

Others:
- 2-3 years field experience
- Min. 7 months internship
- Min. 125 hours internship
- Potential to understand SUD treatment (special needs population)
Provider Staffing Survey

Registered SUD Counselor Status: Work Experience Length

Others:
- Completed 6,000+ hours
- Accumulating hours since 1995
Provider Staffing Survey

Registered SUD Counselor Status: Work Experience Capacity

Other:
- On-Call
Provider Staffing Survey

Registered SUD Counselor Status: Duration and Years Until Certification

Other, Duration:
- 8 Years
Provider Staffing Survey

- Hiring Requirement: SUD Education Coursework Topics

### Other Requirements:
- Enrolled in Addiction Studies Program
- 12 Core Functions
- Crisis Intervention
- Progress Note Documentation
## Provider Staffing Survey

### Certifying Bodies’ Curriculum and Checklist

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<thead>
<tr>
<th>CADTP</th>
<th>CCAPP</th>
<th>CAADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management: Assessment, Orientation,</td>
<td>Alcohol/Drug Treatment Studies 105 (8 Weeks)</td>
<td>Treatment Modalities/ Intervention, Treatment and Recovery (3 Units)</td>
</tr>
<tr>
<td>Treatment Planning and Relapse Prevention/</td>
<td>- Case Management, Assessment, Orientation, Treatment Planning and</td>
<td>- Assessment and Service Coordination</td>
</tr>
<tr>
<td>Aftercare Planning (3 units)</td>
<td>Relapse Prevention/ Aftercare Planning</td>
<td></td>
</tr>
<tr>
<td>Individual, Group and Family Counseling (3</td>
<td>Alcohol/Drug Treatment Studies 106 (8 Weeks)</td>
<td>Basic Counseling Skills (3 Units)</td>
</tr>
<tr>
<td>units)</td>
<td>- Individual, Group and Family Counseling</td>
<td></td>
</tr>
</tbody>
</table>
# Provider Staffing Survey

## Main Services for Registered SUD Counselors

<table>
<thead>
<tr>
<th>Substance Use Disorder (SUD) Treatment Services</th>
<th>BENEFIT PACKAGE COMPONENTS</th>
<th>STAFF LEVEL</th>
<th>APPLICABLE ASAM LEVELS OF CARE AND OTHER BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Substance Use Disorder (SUD) Treatment Services</td>
<td>HCPCS</td>
<td>Description</td>
<td>TRAINED SUPPORT STAFF</td>
</tr>
<tr>
<td></td>
<td>H0049</td>
<td>Screening</td>
<td>✓</td>
</tr>
<tr>
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Provider Staffing Survey

- Hiring Requirements: Trainings

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<thead>
<tr>
<th>Provider Requirements</th>
<th>Completed by Registered SUD Counselors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>![Assessment Chart]</td>
</tr>
<tr>
<td>Treatment Plan Development</td>
<td>![Treatment Plan Development Chart]</td>
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<tr>
<td>Progress Notes Development</td>
<td>![Progress Notes Development Chart]</td>
</tr>
<tr>
<td>Treatment Plan Update</td>
<td>![Treatment Plan Update Chart]</td>
</tr>
<tr>
<td>Individual Counseling</td>
<td>![Individual Counseling Chart]</td>
</tr>
<tr>
<td>Group Counseling</td>
<td>![Group Counseling Chart]</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>![Crisis Intervention Chart]</td>
</tr>
</tbody>
</table>

Other Requirements: 12 Core Functions, Cultural Competency, HIV-AIDS, ASAM, MI, CBT
Provider Staffing Survey

- Counselors Earning Certification While with Provider

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>20% or Below</td>
<td>20%</td>
</tr>
<tr>
<td>21%-40%</td>
<td>15%</td>
</tr>
<tr>
<td>41%-60%</td>
<td>5%</td>
</tr>
<tr>
<td>61%-80%</td>
<td>25%</td>
</tr>
<tr>
<td>81% or Above</td>
<td>30%</td>
</tr>
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</table>
Provider Staffing Survey Summary

• Work Experience Length
  - More providers (43% adult, 35% youth) require more than 1 year work experience; 40% youth, however, indicated none
  - More than half of registered SUD counselors have completed their hours; about a quarter are half way to completion
  - Most registered SUD counselors are full-time employed and complete their work experience hours though that capacity

• Addiction Coursework
  - A high percentage of providers require upon hiring the coursework topics that align with most of the services to be conducted by registered SUD counselors under START-ODS: assessment, counseling, treatment planning and case management
  - An even higher percentage of registered SUD counselors have completed such coursework topics
Provider Staffing Survey Summary

• Trainings
  - A high percentage of providers require upon hiring the trainings that align with most of the services to be conducted by registered SUD counselors under START-ODS: assessment, counseling, treatment planning, crisis intervention and progress notes
  - An even higher percentage of registered SUD counselors have completed such trainings
  - Less than a quarter of providers require MI and CBT, which is a new requirement under START-ODS

• Registered Status Duration and Years until Certification
  - Most counselors have been registered for either 2 years or less than 1 year
  - Most counselors indicated to be certified within 1 year
  - More than a quarter of providers indicated that above 80% of their registered SUD counselors finish their certification requirements while working at their programs
Registered SUD Counselor Qualifications

Why?

- Ensure quality of patient care.

  *Public Health Core Function 3: Assurance*
  
  ➢ *Essential Service #8: Maintain a competent public health workforce*

- Motivate the registered workforce to become certified SUD counselors.

  “*By April 1, 2010, at least 30% of staff providing counseling services in all AOD programs shall be licensed or certified.*” [CCR Title 9]

- The State does not prohibit counties to set standards higher than its indicated minimum.
Registered SUD Counselor Qualifications

Recommendation

• Work Experience Length
  At least 6 months of paid or unpaid supervised work experience as SUD counselor in a State-licensed alcohol and other drug treatment facility

• Addiction Coursework
  Completion of SUD counseling; AND assessment, treatment planning or case management courses from an accredited addiction studies program, college or university

• Trainings
  Motivational Interviewing, Cognitive Behavioral Therapy, Medication-Assisted Treatment, and the ASAM Criteria
Registered SUD Counselor Qualifications

Guidelines

• Hired registered SUD counselors who don’t meet the standards may still perform START-ODS services:
  • But will not be able to bill for the same until they meet the standards
  • Provided that they’re shadowing a higher-level treatment staff

Phase-In Approach

• Year 1 (FY 17-18): standards will not apply but providers should start hiring and training current registered SUD counselors to meet the standards
• Year 2 (FY 18-19): standards will apply
Registered SUD Counselor Qualifications

SAPC’s Support

• Increased DMC rates give providers financial resources to hire and retain qualified counselors

• Trainings on MI, CBT, MAT and the ASAM Criteria

• Ongoing coordination and partnership with the 3 certifying bodies to ensure that the education received by registered SUD counselors aligns with current SUD treatment practices; and to remove unnecessary barriers to counselors completing their certification requirements
Questions and comments?

Thank you for your input!