

Endorsement staffing plan

As part of your application for endorsement under **WAC 182-140-0030**, organizations are required to submit a comprehensive staffing plan demonstrating compliance with the endorsement standards outlined in **WAC 182-140-0080**. The staffing plan outlines essential details about your organization's mobile crisis response team, including roles, supervision, and quality assurance.

How to complete the staffing plan

1. **Download this form:** This form must be used in your submission. Do not alter the format, as it is designed to streamline the valuation process.
2. **Complete sections 1-6:** Provide detailed responses for each section. Include names, examples of procedures, and detailed plans for supervision and coaching. Avoid vague or incomplete responses.
3. **Attach a separate sheet:** If additional space is needed to respond to any of the prompts, please submit your response as a separate sheet along with this form.
4. **Submit with application form:** This staffing plan must be submitted alongside your **application form (82-0588)** and other required materials by the application deadline to **HCA Mobile Crisis Outreach Endorsement@hca.wa.gov**.

1

Agency information

Agency name

Agency contact

Email

Phone number

Submission date

2

24/7 coverage (15 points)

Organizations must demonstrate how they will provide 24/7 staffing coverage. Provide detailed descriptions of how your organization ensures continuous 24/7 coverage, including:

Shift schedules (3 points)

On-call staff availability (4 points)

Staff schedule rotation policies (3 points)

Locations of team (5 points)

3

Integration of Certified Peer Counselors (4 points)

Describe how Certified Peer Counselors will be incorporated into the response team and explain how they will be included during the initial response, as available and the support mechanisms in place to ensure their success.

4

Recruitment and retention strategy for Certified Peer Counselors (4 points)

Outline strategy details for recruiting Certified Peer Counselors and retaining them. Include any anticipated challenges.

Recruitment strategies (1 point)

Retention strategies (1 point)

Challenges (2 points)

5

Crisis response protocols (7 points)

Organizations must demonstrate how they will ensure safe and effective responses to crises, including adherence to the time requirements in the regional dispatch protocols and ensuring follow up crisis services occur after an initial response.

Provide a description or attach your organization’s policies and procedures that outline crisis response protocols including safety measures, compliance with dispatch requirements, and policies for follow up crisis services.

6

Staff roles and qualifications (5 points)

! This section is only applicable to Community-Based Crisis Teams (CBCTs) that contract with a Behavioral Health Agency (BHA) to meet staffing requirements.

Notes on terminology used in this section

- **Supervision and consultation:** How your team ensures that all staff, including CPCs and MHCPs, have immediate access to supervision during responses.
- **Clinical quality assurance:** Your organization’s processes for ensuring clinical quality, such as frequency of chart reviews and methods for addressing areas of improvement.

Role: Mental Health Professional (MHP)

Number of staff in this role:

Staff names (first and last):

Primary responsibilities of staff in this role:

Describe how staff in this role will access 24/7 supervision for real time consultation:

Describe the frequency and process for coaching, case consultation, trauma informed clinical debriefing, chart reviews, and clinical quality assurance for staff in this role:

Role: Certified Peer Counselor (CPC)

Number of staff in this role:

Staff names (first and last):

Primary responsibilities of staff in this role:

Describe how staff in this role will access 24/7 supervision for real time consultation:

Describe the frequency and process for coaching, case consultation, trauma informed clinical debriefing, chart reviews, and clinical quality assurance for staff in this role:

Role: Mental Health Care Provider (MHCP)

Number of staff in this role:

Staff names (first and last):

Primary responsibilities of staff in this role:

Describe how staff in this role will access 24/7 supervision for real time consultation:

Describe the frequency and process for coaching, case consultation, trauma informed clinical debriefing, chart reviews, and clinical quality assurance for staff in this role:

Role (other), specify:

Number of staff in this role:

Staff names (first and last):


Primary responsibilities of staff in this role:

Describe how staff in this role will access 24/7 supervision for real time consultation:

Describe the frequency and process for coaching, case consultation, trauma informed clinical debriefing, chart reviews, and clinical quality assurance for staff in this role:

7

Scoring (for reviewers only)

 This section is to be completed by reviewers only.

Scoring

- /10 Staffing plan is sufficient to maintain 24/7 staffing.
- /5 Staffing plan identifies location of team(s).
- /4 Staffing plan details how CPCs are incorporated into the response team.
- /2 Staffing plan details how CPCs are recruited and retained.
- /2 Staffing plan describes any anticipated challenges encountered in recruiting and retaining CPCs.
- /7 Staffing plan provides policies and procedures that detail crisis response protocols.
- /5 Only for CBCTs contracting with a BHA: Staffing plan also identifies roles, qualifications, supervision, case consultation, and quality assurance.