

Catholic Charities Diocese of Palm Beach, Inc.

Policy and Procedures Manual

No. of Policy 9002

SUBJECT: SUPERVISION OF SERVICES

POLICY: Catholic Charities maintains a system of treatment/service monitoring which assures that cases are reviewed formally on a periodic basis.

PROCEDURES:

- 1) Supervisors meet weekly with supervisees to discuss cases, periodically reviewing all cases in supervisees caseload. The supervisor signs and dates each case file discussed.
- 2) Part time employees are supervised in the same manner as full time staff, one hour of supervision for every fifteen cases. Peer review of case records is handled in the same manner as full time staff.
- 3) The area supervisor meets with counselors in their area at least once per month to staff cases needing treatment extended or to discuss problem cases. A Case Consultation Form is filled out and put in case file for each case discussed with the staff. An Area Report Form should be filled out after the area meeting and a copy sent to the Division Director.
- 4) Supervisors will review with each worker the individual plan for all clients receiving services at least every 90 days.
- 5) Program Administrators or Division Directors will conduct a random review of records during the first weeks of January, April, July and October and document this review by initialing and dating each record reviewed.
- 6) The CQI Peer Review Teams will conduct random reviews of records during the first weeks of January, April, July and October and document this review by placing the completed Case Review Forms in the individual case files. Supervisors are responsible to see that case files are corrected/completed, when necessary.
- 7) Social work supervisors will review all records at the time cases are terminated and will document the review by signing and dating the Discharge Summary.

AUTHORIZED DATE: 12/06/00

REVISED DATE: 04/29/05