

## Preparation for Endorsement of New Agencies/Services

1. Policies and Procedures should be specific to practice by your agency and reflect how you will implement the Core Rules. The content of your policies and procedures should not restate the Rules or be copied verbatim from the Rules or other authority source documentation and should be written in such a manner as to be clear and useful to staff members in performing their job duties.
2. Although not required, it is very helpful to provide an Organizational Chart which identifies both the positions and names of the staff members in each position. We recognize that all positions may not yet be filled as a new agency.
3. Review of personnel files for agency and contract employees will follow the Personnel Checklist from the Self Study of Core Rules.
4. Service endorsement will utilize the Endorsement Checksheets for each specific service found on the Division of MH/DD/SA website at: <http://www.ncdhhs.gov/mhddsas/stateplanimplementation/providerendorse/index.htm> You will be expected to discuss and/or provide documentation for each criterion of the checksheet which can be demonstrated prior to service implementation.
5. Because you have not yet served consumers from your new site and/or provided the new service, the review will be a review of "readiness" to begin service provision. Thus, the pertinent elements of the service specific checksheets will be reviewed at this time. We will review your:
  - a. Policy and Procedure Manual,
  - b. Program Descriptions,
  - c. Job Descriptions,
  - d. Personnel Records inclusive of training requirements, and
  - e. any other agency materials required to perform the services. (The latter could be demonstrated via a mock service record; however, this is not a requirement).

In addition, we will tour the facility and discuss service provision in the OPC catchment area.