



Division of Child Mental Health Services
Department of Services for Children, Youth and Their Families
State of Delaware

HR001		Policy on Staff Qualifications and Credentialing	
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PURPOSE

The Division of Child Mental Health Services (DCMHS) is committed to the highest standards in providing quality client care. It is therefore expected that all DCMHS employees and network providers will possess the necessary education, skills, and training to fulfill their job responsibilities in a competent manner.

SCOPE OF APPLICABILITY

All staff who are employed by DCMHS or their contractors, who plan, implement, monitor, or supervise programs provided by DCMHS. The levels of staff accountability will be in accordance with job function. These levels will include but not be limited to:

- **Non-Direct Service Staff:** All individuals within DCMHS or network providers who develop, review, or manage programs, receive and review complaints and incidents, provide trainings or otherwise support the services provided by DCMHS.
- **Direct Service Staff:** All individuals who directly provide or supervise client treatment or assessment services.

POLICY

All staff are responsible for their job performance and expected to meet the standards of accountability as outlined in this policy and procedure manuals. Procedures for individual job functions guide the level of accountability.