



# Virginia Department of Corrections

## Mental Health and Wellness Services

### Operating Procedure 730.1

#### *Mental Health and Wellness Services: Administration*

**Authority:**

Directive 730, *Mental Health and Wellness Services*

**Effective Date:** April 1, 2024

**Amended:** 8/1/25

**Supersedes:**

Operating Procedure 730.1, April 1, 2021

**Access:**  Restricted  Public  Inmate

**ACA/PREA Standards:** 5-ACI-6A-28,  
5-ACI-6A-29, 5-ACI-6B-13, 5-ACI-6C-06,  
5-ACI-6C-07, 5-ACI-6C-10; 4-ACRS-4C-04,  
4-ACRS-4C-15

<b>Content Owner/Reviewer:</b>	Denise Malone Chief of Mental Health and Wellness Services	<i>Signature Copy on File</i>	1/29/2024
		Signature	Date
<b>Signatory:</b>	H. Scott Richeson Deputy Director for Programs, Education, and Reentry	<i>Signature Copy on File</i>	2/7/2024
		Signature	Date

### REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

*The content owner reviewed this operating procedure in March 2025 and necessary changes have been made.*

### COMPLIANCE

This operating procedure applies to all units operated by the Virginia Department of Corrections (DOC). Practices and procedures must comply with applicable State and Federal laws and regulations, American Correctional Association (ACA) standards, Prison Rape Elimination Act (PREA) standards, and DOC directives and operating procedures.

## Table of Contents

DEFINITIONS .....	3
PURPOSE .....	4
PROCEDURE .....	4
I. Administrative Procedure.....	4
II. Mental Health and Wellness Services.....	8
REFERENCES.....	11
ATTACHMENTS .....	12
FORM CITATIONS .....	12



## DEFINITIONS

**Community Corrections Alternative Program (CCAP)** - A system of residential facilities operated by the Department of Corrections to provide evidence-based programming as a diversionary alternative to incarceration in accordance with COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion.*

**District Mental Health Clinician (DMHC)** - A Community Corrections Mental Health Clinician assigned to P&P Offices and Community Corrections Alternative Programs.

**Mental Health Clinician** - An individual with at least a master's degree in psychology, social work, or relevant human services field with knowledge, training, and skills in the diagnosis and treatment of mental disorders, which may include a Psychiatric Provider, Social Worker, or Registered Nurse.

**Qualified Mental Health Professional (QMHP)** - An individual employed in a designated mental health and wellness services position who meets Department of Health Professions (DHP) Board of Counseling regulatory standards including at least a bachelor's degree in human services or a related field, supervised experience, registration with DHP as a QMHP, and ongoing education in mental health topics.

**Secure Diversionary Treatment Program (SDTP)** - A residential programming unit with bed assignments designated for eligible inmates who are classified as seriously mentally ill, and who meet the criteria for program admission. The SDTP is a formalized program that operates within structured security regulations and procedures, and provides for programming and treatment services conducive with evidence based treatment protocols and individualized treatment plans.

**Serious Mental Illness (SMI)** – Psychotic Disorders, Bipolar Disorders, and Major Depressive Disorder; any diagnosed mental disorder (excluding substance use disorders) currently associated with serious impairment in psychological, cognitive, or behavioral functioning that substantially interferes with the person's ability to meet the ordinary demands of living and requires an individualized treatment plan by a qualified Mental Health Clinician.

Psychological – *as relating to the mental and emotional state of an individual.*

Cognitive – *as relating to cognitive or intellectual abilities.*

Behavioral – *as relating to actions or reactions in response to external or internal stimuli that is observable and measurable.*

**Shared Allied Management (SAM) Unit** - A residential programming unit operated at designated institutions to deliver intensive services in a safe environment to specific inmate populations that typically require a high level of services from security, mental health and wellness services, and/or health services staff.

**Telehealth** - The provision of remote dental (Teledentistry), medical and/or mental health care by a two-way, real-time electronic interactive communication between the patient and the practitioner at the distant site. This electronic communication means the use of interactive telecommunications equipment that includes, at a minimum, audio equipment.

## PURPOSE

This operating procedure provides for the organization and administration of mental health and wellness services within the Department of Corrections (DOC).

## PROCEDURE

### I. Administrative Procedure

#### A. Mission, Philosophy of Service, and Resources

1. The mission of the Mental Health and Wellness Services Unit within the DOC is to enhance public and facility safety by providing quality assessment and treatment services to inmates/probationers/parolees as well as consultation and training to correctional staff in accordance with professional and ethical standards of practice.
2. The mental health and wellness services program is approved by the Chief of Mental Health and Wellness Services and includes at a minimum the following: **(5-ACI-6A-28)**
  - a. Screening on intake.
  - b. Outpatient services for the detection, diagnosis, and treatment of mental illness, to include medication management and/or counseling, as appropriate.
  - c. Crisis intervention and the management of acute psychiatric episodes.
  - d. Stabilization of the mentally ill and the minimization of psychiatric deterioration in the correctional setting.
  - e. Elective therapy services and preventive treatment where resources permit.
  - f. Provision for referral and admission to mental health facilities and specialty units for inmates whose psychiatric needs exceed the treatment capability of the facility.
  - g. Procedures for obtaining and documenting informed consent.
  - h. Follow up with inmates who return from an inpatient psychiatric facility.
  - i. In community settings, serve as consultants and liaisons to available sources.
3. Inmates/probationers/parolees are assessed and classified regarding their mental health and wellness services needs upon intake into the DOC.
  - a. The classification is updated based on periodic and need-based screenings and assessments throughout the inmate's incarceration or probationer's/parolee's supervision period.
  - b. Additional information may be found in Operating Procedure 720.2, *Medical Screening, Classification, and Levels of Care*, and Operating Procedure 730.2, *Mental Health and Wellness Services: Screening, Assessment, and Classification*.
4. A significant percentage of the inmate/probationer/parolee population requires some level of mental health and wellness services. A continuum of services has been implemented within the DOC, both to meet the needs of inmates while incarcerated, and to assist in planning for their release from the Department and successful transition to the community. All mental health care is provided by or under the clinical supervision of licensed professionals.
5. All of the DOC mental health units and the Sex Offender Residential Treatment (SORT) Program are licensed by the Virginia Department of Behavioral Health and Developmental Services. In addition, the acute care and residential treatment units at Marion Correctional Treatment Center are accredited by the Joint Commission for the Accreditation of HealthCare Organizations.
6. Emergency mental health services are available at each facility on a 24-hour basis either by an on-call Mental Health Clinician assigned to that facility, the assigned Mental Health Clinical Supervisor, or the Mental Health Clinician(s) at another designated facility if the facility does not have Mental Health Clinician(s) on staff; see Operating Procedure 730.2, *Mental Health and Wellness Services: Screening, Assessment, and Classification*.

7. There is consultation between the Facility Unit Head or designee, multidisciplinary staff, and the responsible Mental Health Clinician or designee for the management of seriously mentally ill or intellectually disabled inmates/probationers/parolees. (5-ACI-6C-06, 5-ACI-6C-07)
    - a. Consultation will occur prior to taking action in the following areas:
      - i. Housing assignments
      - ii. Program assignments
      - iii. Disciplinary measures and proceedings
      - iv. Transfers to other facilities
    - b. When immediate action is required, a consultation to review the appropriateness of the action occurs as soon as possible, but no later than 72 hours after action is taken.
    - c. The responsible Mental Health Clinician will assist health services staff with inmates/probationers/parolees who have comorbid medical issues.
  8. The Mental Health and Wellness Services Unit provides training by Mental Health Clinicians to Correction Officers and other staff in recognizing signs and symptoms of mental illness, intellectual disabilities, suicide intervention and prevention, and other related topics. (4-ACRS-4C-04)
- B. Organizational Structure of the Mental Health and Wellness Services Unit
1. The Deputy Director for Health Services oversees Mental Health and Wellness Services.
  2. Mental health and wellness services is headed by the Chief of Mental Health and Wellness Services who supervises and is responsible for performance evaluations of the Mental Health Clinical Supervisors (MHCSs) and the Sex Offender Program Director (SOPD).
  3. The Sex Offender Program Director directly supervises the SORT Program and provides clinical supervision to other sex offender treatment providers in the DOC.
  4. Facilities (4-ACRS-4C-15 [I])
    - a. Each MHCS, in consultation with the Facility Unit Head and Assistant Facility Unit Head of each institution, is responsible for the provision of mental health and wellness services to a designated group of facilities.
      - i. The MHCS and SOPD supervise and are responsible for performance evaluations of Senior Mental Health Clinicians within their assigned facilities.
      - ii. Senior Mental Health Clinicians will include designated staff (typically supervisory staff) in psychology and social work positions.
    - b. The Senior Mental Health Clinicians supervise and are responsible for performance evaluations of line Mental Health Clinicians at their facility.
    - c. The MHCSs and SOPD are responsible for the clinical supervision of designated Mental Health Clinicians. The Facility Unit Head, Assistant Facility Unit Head, or designee will be responsible for operational issues including the monitoring and tracking of time and attendance, and accurate reporting and documentation of leave according to applicable operating procedures.
    - d. Unlicensed persons providing mental health and wellness services within the DOC will be under the clinical supervision of a licensed clinician.
    - e. A Qualified Mental Health Provider (QMHP) may serve as a group Mental Health Technician under the supervision of a Mental Health Clinician or above.
  5. Community Corrections (4-ACRS-4C-15 [CC])
    - a. The Community Corrections MHCS, in consultation with the Facility Unit Head of each facility and the Chief of each P&P Office, is responsible for overseeing the provision of mental health and wellness services to include meeting, assessing, making supervision recommendations, and referrals to the community for treatment needs for probationers/parolees on probation, parole, and/or post release in the community who have been referred by facility Mental Health Clinicians and P&P Officers.
    - b. The direct provision of mental health and wellness services for the P&P Offices is delegated to the

Regional Mental Health Clinicians (RMHCs) and District Mental Health Clinicians (DMHCs).

- c. The Health Services Unit (HSU) has made videoconference equipment available in designated P&P Offices and Community Corrections Alternative Programs (CCAP) to provide an additional means for mentally ill probationers/parolees to connect with community treatment providers. Videoconferencing may occur prior to discharge (i.e., re-entry planning) and/or following discharge (i.e., Community Service Board case and medication management).
  - d. The Community Corrections MHCS supervises the RMHCs and is responsible for the performance evaluations with input from the affected senior management staff, the monitoring and tracking of time and attendance, and the accurate reporting and documentation of leave for RMHCs.
  - e. Community Corrections RMHCs supervise DMHCs in their respective regions and are responsible for the performance evaluations with input from the affected senior management and staff of the P&P Office, the monitoring and tracking of time and attendance, and the accurate reporting and documentation of leave for DMHCs.
6. Contract mental health service providers will provide clinical supervision for their staff. The MHCS or SOPD assigned to that unit will provide general oversight to monitor services rendered by the contract mental health services provider.
  7. Psychiatric services are managed and supervised by the Chief Psychiatrist in accordance with Operating Procedure 720.9, *Psychiatric Services*.

#### C. Employment process

1. The MHCS, SOPD, and/or the Chief of Mental Health and Wellness Services will be notified of mental health and wellness services vacancies. Supervisors will offer departing staff an exit interview or the opportunity to complete the information requested in an exit interview on their own; see *Mental Health and Wellness Services Exit Interview*, Attachment 1, to solicit suggestions that may improve the operation of the Mental Health and Wellness Services Unit and improve provision of services.
2. The MHCS or SOPD, in consultation with the Chief of Mental Health and Wellness Services, will decide when and how a position is to be advertised and will notify the human resources talent acquisition team.
  - a. Approved advertisements for mental health positions will be provided to the human resources talent acquisition team, who will be responsible for advertising the position.
  - b. Applications received will be screened by the human resources talent acquisition team, and candidates for interviews will be selected.
  - c. The human resources talent acquisition team will be responsible for notifying candidates, scheduling interviews, and for follow up contact with all candidates who were interviewed but not selected for the position.
3. Interviews for senior mental health positions should be conducted by the MHCS, SOPD, or Chief of Mental Health and Wellness Services.
  - a. Another Senior Mental Health Clinician and a representative of the unit's administration will typically assist in the interview process.
  - b. The MHCS, SOPD, or Chief of Mental Health and Wellness Services will serve as the appointing authority or designate the Facility Unit Head as the appointing authority.
4. Interviews for line mental health staff positions should be conducted by the MHCS, SOPD, or Chief of Mental Health and Wellness Services.
  - a. A representative of the unit's administration and the supervising Senior Mental Health Clinician will typically assist in the interview process.
  - b. The MHCS or SOPD will serve as the appointing authority or designate the Facility Unit Head as the appointing authority.
5. The *National Practitioner Data Bank Query 701\_F7* will be completed by the MHCS or SOPD for all final candidates for any licensed or credentialed position prior to hiring.

6. Unless licensed or under licensure supervision, all QMHPs and Mental Health Clinicians will be required to maintain DHP registration status to be paid for by the DOC.

#### D. Discipline

##### 1. Institutions

- a. Disciplinary actions for Senior Mental Health Clinicians will be administered by the MHCS or SOPD in consultation with the Chief of Mental Health and Wellness Services, Facility Unit Head, Assistant Facility Unit Head, HRO, or designee at the institution.
- b. Disciplinary actions for the line QMHPs will be administered by the Senior Mental Health Clinicians, in consultation with the MHCS, SOPD, or Chief of Mental Health and Wellness Services, Facility Unit Head, Assistant Facility Unit Head, HRO, or designee at the institution.
- c. At the discretion of the Chief of Mental Health and Wellness Services, SOPD, and MHCS, the Facility Unit Head or designee may administer disciplinary actions that are not related to clinical issues.

##### 2. P&P Offices and CCAPs

- a. Disciplinary actions for RMHCs will be administered by the MHCS in consultation with the Chief of Mental Health and Wellness Services, Facility Unit Head, Chief P&P Officer, or Regional Administrator.
- b. Disciplinary actions for DMHCs will be administered by the RMHC in consultation with the Chief of Mental Health and Wellness Services, MHCS, Facility Unit Head, Chief P&P Officer, or Regional Administrator.

3. Disciplinary action, including termination, is to be carried out utilizing the appropriate Human Resources Office.

#### E. Orientation and Training

1. Orientation and training for mental health and wellness services staff must be completed and documented in accordance with Operating Procedure 102.6, *Staff Onboarding and Orientation*, Operating Procedure 350.2, *Training and Development*, and the *Training Matrix* developed by the Academy for Staff Development.
2. All mental health and wellness services staff must complete 12 hours of continuing professional education or staff development in clinical skills annually. Examples of topic areas covered may include but are not limited to the following: (5-ACI-6B-13)
  - a. Mental health needs of inmate/probationer/parolee population (special needs)
  - b. Behavior management techniques
  - c. Mental health issues with female population
  - d. Trauma-informed care
  - e. Confidentiality of mental health record information
  - f. Suicide/self-injury prevention
  - g. Signs and symptoms of mental illness, substance abuse/relapse, and neurocognitive disorders/neurodevelopmental disabilities
  - h. Assessment and diagnosis of mental disorders
  - i. Crisis intervention
3. The MHCS, Senior Mental Health Clinician, or Chief of Mental Health and Wellness Services is responsible for the orientation of newly hired Mental Health Clinicians. This orientation will be documented on the *Mental Health Clinician:-Orientation Checklist 730\_F19*.
4. The MHCS, Senior Mental Health Clinician, Chief of Mental Health and Wellness Services and/or clinical designee is responsible for the orientation of newly hired Mental Health Group Technicians. This orientation will be documented on the *Mental Health Group Technician: Orientation Checklist*

730\_F45.

5. All requests from the Senior Mental Health Clinician for off-site training will be reviewed and approved by the MHCS, SOPD, or the covering MHCS prior to seeking additional required approvals.
6. Requests for off-site training from line Mental Health Clinicians will be reviewed and approved by the Senior Mental Health Clinician prior to seeking additional required approvals.

#### F. Audits

The mental health and wellness services staff at the facility, under the direction of the SOPD or MHCS (or covering MHCS or Chief of Mental Health and Wellness Services if the MHCS position is vacant), are responsible for compliance with audit standards and providing required documentation. The development and implementation of action plans, etc., are also the mental health and wellness services staff's responsibility, under the direction of the SOPD or MHCS (or covering MHCS or Chief of Mental Health and Wellness Services if the MHCS position is vacant).

#### G. Outside employment

Requests for outside employment by mental health and wellness services staff will be handled per Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*, and approved by the MHCS, SOPD, or the Chief of Mental Health and Wellness Services if the request is made by the MHCS or SOPD or when the MHCS or SOPD position is vacant.

## II. Mental Health and Wellness Services

A. Levels of care - Additional information on the levels of care available and on accessing mental health and wellness services may be found in Operating Procedure 730.3, *Mental Health and Wellness Services: Levels of Service*.

1. Acute Care mental health and wellness services are provided to inmates at designated DOC institutions.
2. Residential Treatment Mental Health Units are available to inmates at designated institutions.
  - a. These units provide services in a structured treatment setting to inmates who have mental disorders but who do not require an acute care setting.
  - b. The units offer a sheltered environment, apart from the general population.
  - c. Services for inmates with co-occurring disorders (i.e., inmates who have a mental disorder and a history of substance use) are available.
  - d. Residential sex offender treatment services are available in the SORT Program. Sex offender treatment services are also available in the general population at designated institutions; see Operating Procedure 735.2, *Sex Offender Treatment Services (Institutions)*.
3. *Secure Diversionary Treatment Programs (SDTP)* are provided at designated institutions for eligible inmates with *Serious Mental Illness (SMI)* who also frequently engage in assaultive, disruptive, and/or unmanageable behavior and need a more therapeutic general population environment; see Operating Procedure 830.5, *Transfers, Institution Reassignments*.
4. *Shared Allied Management (SAM) Units* are provided at designated institutions for mentally ill, SMI, or vulnerable inmates who do not currently meet the criteria for assignment to Acute Care, a Mental Health Residential Treatment, or a SDTP but are at a greater risk to cycle in and out of Restorative Housing and/or Mental Health Units; see *SAM Unit* criteria included in Operating Procedure 830.5, *Transfers, Institution Reassignments*.
5. Institutions with full time Mental Health Clinicians provide outpatient mental health and wellness services, i.e., services in general population and restorative housing units, to inmates, including but not limited to the following core services:
  - a. Crisis intervention
  - b. Screening



- c. Assessment
  - d. Monitoring
  - e. Emergency services to units with no Mental Health Clinicians on site
  - f. Individual services
  - g. Group services
  - h. Psychiatric services
  - i. Referral to other institutions as needed for mental health and wellness services
  - j. Release planning and coordination of aftercare services
6. Mental Health Clinicians also provide the following services:
- a. Consultation
  - b. Training
  - c. Program development, implementation, and evaluation
  - d. Follow-up when notified of inmate/probationer/parolee non-compliance with psychotropic medications
7. Crisis intervention and assessment services are provided as needed to inmates/probationers/parolees assigned to field units and CCAPs. (4-ACRS-4C-15)
- B. Access to mental health and wellness services
1. The Senior Mental Health Clinician or RMHC has primary responsibility for ensuring that the unit has appropriate mental health and wellness services coverage due to leave, schedule adjustments, or illness. Secondarily, the MHCS is responsible for allocating resources to provide temporary mental health and wellness services staff coverage for a facility.
  2. Information on access to mental health and wellness services should be communicated to inmates and CCAP probationers/parolees at the time of reception and each time an inmate or CCAP probationer/parolee is moved to a new facility.
  3. Inmates and CCAP probationers/parolees have access to mental health and wellness services and to a system for processing complaints regarding mental health care. Inmates and CCAP probationers/parolees may process complaints through Operating Procedure 866.1, *Offender Grievance Procedure (Institutions)* or appeal to the Facility Unit Head at CCAPs.
  4. Interaction between Mental Health Clinicians and inmates/probationers/parolees should be conducted in a setting that protects the inmates'/probationers'/parolees' privacy to the greatest extent possible within security requirements. (5-ACI-6C-10)
  5. Inmates/probationers/parolees, including those on work release and in CCAPs, may not choose their own Mental Health Clinician.
  6. Mental health and wellness services may be provided via telehealth.
- C. Mental health records and documentation of services provided
1. Section IV of the inmate's or CCAP probationer's/parolee's health record is designated for documentation related to mental health and wellness services.
    - a. Each facility with a Mental Health Clinician is responsible for implementing a means to ensure that such information is provided and filed in a timely manner.
    - b. It is the responsibility of the Mental Health Clinicians to document the provision of services or other contacts with inmates/probationers/parolees.
  2. Section IV of the inmate's or CCAP probationer's/parolee's health record may include the following; see *Organizing Mental Health Information in Section IV of the Health Record*, Attachment 2:
    - a. Psychological screenings
    - b. Psychological evaluations, including raw test data

- c. Psychiatric evaluations
  - d. 'Limits of Confidentiality' form
  - e. Progress notes
  - f. Transfer/treatment and discharge summaries
  - g. Informed consent for medication
3. Other, separate mental health records or working files will not be maintained unless approved by the Chief of Mental Health and Wellness Services.
  4. Progress notes are the primary means by which Mental Health Clinicians document their interactions and interventions with the inmate/probationer/parolee and serve as an objective record, of the inmate's/probationer's/parolee's status and responses to interventions. The SOAP format is the standard means by which individual contacts with inmates/probationers/parolees are documented.

S - Subjective Data

What the inmate/probationer/parolee states about the problem; what the inmate/probationer/parolee says they think or feel; use quotation marks when recording significant inmate/probationer/parolee statements verbatim.

O - Objective Data

What the Mental Health Clinician observes or determines upon assessment of the inmate/probationer/parolee, or factual data. This is documentation of factual information; what the inmate/probationer/parolee does or was doing without interpretations or opinions. A description of any interventions or staff actions is included here.

A - Assessment

The Mental Health Clinician's assessment or interpretation of the inmate's/probationer's/parolee's current mental status and response to stressors or interventions based upon the subjective and objective data. Specific diagnostic and clinical management issues are addressed here.

P - Plan

What the Mental Health Clinician plans to do about the inmate's/probationer's/parolee's problem or condition; outlining mental health interventions now and in the future.

- a. Progress notes should be written in clear, concise, professional language, utilizing the *Mental Health and Wellness Services Progress Note 730\_F30* or the *Health Services Complaint and Treatment Form 720\_F17* with approval of the Senior Mental Health Clinician, with the exception of the SORT Program.
- b. The use of abbreviations and symbols should be minimized unless they are easily understood by all who might use the record, including the inmate/probationer/parolee, the Court, non-treatment staff, et al.
- c. Progress notes are considered part of a legal record and should be treated as such. Entries must be typed or written legibly in black ink, dated, and signed each time with the writer's name, highest degree, and title.
- d. Errors should not be erased or covered with e.g., correction fluid. A single line should be drawn through the error and the writer should write the word "error" above the line and initial and date the error.
- e. Individual progress notes should be completed:
  - i. By the end of the workday of an inmate/probationer/parolee being seen by a Mental Health Clinician or member of the Treatment Team.
  - ii. More often as required by an operating procedure, or when the inmate's/probationer's/parolee's clinical condition and situation warrant additional documentation.
  - iii. Immediately following a contact that warrants such documentation (i.e., suicide attempt and/or threat, attempt and/or threat to escape, etc.).
- f. Group progress notes - A *Treatment Group Participation Note 730\_F20* will be utilized to

document an inmate's/probationer's/parolee's involvement and progress in therapeutic groups. Program specific group notes may be substituted with the approval of the Chief of Mental Health and Wellness Services.

- g. A *Group Note* should be completed for each inmate/probationer/parolee as soon as possible after the conclusion of the group and prior to the end of the workday.
  - h. A *Group Note* should be completed whether the inmate/probationer/parolee attends the group.
  - i. If other participants are referenced in an inmate's/probationer's/parolee's *Group Note*, only initials should be used.
  - j. Observations may include comments regarding the inmate's/probationer's/parolee's mental status, affect, behavior, interactions with others, etc.
5. Continuous Quality Improvement (CQI)
- a. The Chief of Mental Health and Wellness Services serves as a participant on the HSU CQI Committee, a multidisciplinary committee designed to monitor and improve the quality of health care services provided to inmates/probationers/parolees; see Operating Procedure 701.2, *Health Services Continuous Quality Improvement Program*.
  - b. The CQI Sub Committee of the Mental Health and Wellness Services Steering Committee is responsible for the following: (5-ACI-6A-29)
    - i. Collecting, trending, and analyzing data combined with planning, intervening, and reassessing services.
    - ii. Evaluating defined data, which will result in more effective access to care, improved quality of care, and better utilization of resources.
    - iii. Reviewing all suicides or suicide attempts and other serious incidents, e.g., use of force, assaults, restraints, involuntary medications, involving inmates/probationers/parolees identified with a serious mental illness.
    - iv. Reviewing clinical care issues, implementing measurable corrective action plans to address and resolve important problems and concerns identified specific to mental health issues when warranted, and incorporating findings of internal review activities into the organization's educational and training activities.
    - v. Maintaining appropriate records of internal review activities.
    - vi. Requiring a provision that records of internal review activities comply with legal requirements on confidentiality of record.
6. Refer to Operating Procedure 701.3, *Health Records*, and Operating Procedure 730.6, *Mental Health and Wellness Services: Confidentiality*, for information related to release of mental health and wellness services information from inmate/probationer/parolee records.
- D. Additional information related to mental health and wellness services may be found in the following operating procedures:
- 1. Operating Procedure 720.9, *Psychiatric Services*.
  - 2. Operating Procedure 730.2, *Mental Health and Wellness Services: Screening, Assessment, and Classification*
  - 3. Operating Procedure 730.3, *Mental Health and Wellness Services: Levels of Care*
  - 4. Operating Procedure 730.5, *Mental Health and Wellness Services: Behavior Management*
  - 5. Operating Procedure 730.6, *Mental Health and Wellness Services: Confidentiality*

## REFERENCES

Operating Procedure 102.6, *Staff Onboarding and Orientation*

Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*

Operating Procedure 350.2, *Training and Development*



Operating Procedure 701.3, *Health Records*

Operating Procedure 720.2, *Medical Screening, Classification, and Levels of Care*

Operating Procedure 720.9, *Psychiatric Services*

Operating Procedure 730.2, *Mental Health and Wellness Services: Screening, Assessment, and Classification*

Operating Procedure 730.3, *Mental Health and Wellness Services: Levels of Service*

Operating Procedure 730.5, *Mental Health and Wellness Services: Behavior Management*

Operating Procedure 730.6, *Mental Health and Wellness Services: Confidentiality*

Operating Procedure 735.2, *Sex Offender Treatment Services (Institutions)*

Operating Procedure 866.1, *Offender Grievance Procedure (Institutions)*

## **ATTACHMENTS**

Attachment 1, *Mental Health and Wellness Services Exit Interview*

Attachment 2, *Organizing Mental Health Information in Section IV of the Health Record*

## **FORM CITATIONS**

*National Practitioner Data Bank Query 701\_F7*

*Health Services Complaint and Treatment Form 720\_F17*

*Mental Health Clinician: Orientation Checklist 730\_F19*

*Treatment Group Participation Note 730\_F20*

*Mental Health and Wellness Services Progress Note 730\_F30*

*Mental Health Group Technician: Orientation Checklist 730\_F45*