

## Policies and Procedures: Prevention/Coalition/Administrative Services/Information & Referral

Please provide policies for those noted applicable to all agencies as well as policies that are specific to the services you are applying to offer. **Please ensure the Page # where each policy can be located within your Manual is noted within the right column.**

**NAC 458.065 “Staff” defined. (NRS 458.025)** “Staff” means the:

1. Paid employees, including, without limitation, paid employees hired on a temporary basis;
2. Volunteers;
3. Independent contractors; and
4. Consultants, of a program.

Policy & Procedure Requirements	Notes	Page # where policy can be located
The policies and procedures to be followed in the event of a medical emergency. <b>NAC 458.158, 1.; NRS 458.025</b>	Applies to all agencies.	
The policies and procedures for the registration and disposition of complaints by clients, participants and staff and the right to appeal without threat of reprisal. <b>NAC 458.158, 2.; NRS 458.025</b>	Applies to all agencies.	
The policies and procedures for the staff, including, without limitation, an accurate job description, signed by the applicable employee, for each position held by an employee of the program that describes: <ul style="list-style-type: none"> <li>• The title of the position;</li> <li>• The duties and responsibilities of the position; and</li> <li>• The qualifications for the position.</li> </ul> <b>NAC 458.158, 3. a-c; NRS 458.025</b>	Applies to all agencies.	
The policies and procedures to be used by the operator to: <ul style="list-style-type: none"> <li>• Claim funds or bill for services;</li> <li>• Receive and record funds;</li> <li>• Record expenditures;</li> <li>• Prepare financial reports;</li> <li>• Maintain information for the support of claims for funds or to bill for services; and</li> <li>• Implement internal controls and audits, as necessary.</li> </ul> <b>NAC 458.158, 4. a-f; NRS 458.025</b>	Applies to all agencies.	
The policies and procedures of the program and the services to be provided by the program, including, without limitation, the policies and procedures to be used to maintain financial records of clients or participants when a client or participant is billed for services. The policies and procedures must include, without limitation, requirements that an operator shall: <ul style="list-style-type: none"> <li>• Inform prospective clients and participants of financial arrangements concerning a service before providing the service;</li> <li>• Maintain accurate records of: <ul style="list-style-type: none"> <li>○ Any fees charged to a client or participant; and</li> </ul> </li> </ul>	Will not apply if the Provider does not charge for services.	

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<ul style="list-style-type: none"> <li>○ Any payments made by a client or participant; and</li> <li>• Make the records required pursuant to paragraph (b) available to the client or participant for review upon request.</li> </ul> <p><b>NAC 458.158, 5. a-c; NRS 458.025</b></p>		
<p>An operator shall ensure that the program complies with all applicable confidentiality and recordkeeping provisions set forth in 42 C.F.R. Part 2, 45 C.F.R. Parts 160, 162 and 164, NRS 458.055 and any other applicable confidentiality laws pertaining to the services provided by the program. In the event of a conflict in the confidentiality requirements set forth in 42 C.F.R. Part 2, 45 C.F.R. Parts 160, 162 and 164, NRS 458.055 and any other applicable confidentiality laws, the more restrictive law will apply. Where applicable.</p> <p><b>NAC 458.163, 1-2; NRS 458.025, 458.055</b></p>	<p>If a federally funded (includes SAPTA) entity 42 CFR applies to prevention programs.</p>	
<p>An operator shall ensure that the program allows a consultant to have access to confidential information concerning clients or participants only if the confidentiality agreements required by 42 C.F.R. Part 2, 45 C.F.R. Parts 160, 162 and 164 are satisfied. Such agreements must be maintained in the personnel file of the consultant.</p> <p><b>NAC 458.163, 3; NRS 458.025, 458.055</b></p>	<p>If a federally funded (includes SAPTA) entity 42 CFR applies to prevention programs - but this will not apply if the Provider does not utilize a Consultant.</p>	
<p>An operator must establish a system for maintaining the records of the members of the staff which maintains the confidentiality and safekeeping of the records and contains elements per NAC 458.168 1. b-g, 2. (Elements are in HR section).</p> <p><b>NAC 458.168, 1. 2.; NRS 458.025, 458.055</b></p>	<p>Applies to all agencies.</p>	
<p>A record of a member of the staff must be made available only to the member of the staff upon submission of a request to review the records and to persons who are:</p> <ul style="list-style-type: none"> <li>• Authorized by the policies and procedures of the program;</li> <li>• Inspecting the program; and</li> <li>• Authorized by the member of the staff.</li> </ul> <p><b>NAC 458.168, 3.; NRS 458.025, 458.055</b></p>	<p>Applies to all agencies.</p>	
<p>An organization which provides <b>Information and Referral Services</b> to persons with substance-related disorders must operate 24 hours each day and provide such persons with information regarding prevention programs and treatment programs for substance-related disorders.</p> <p><b>NAC 458.193; Division Criteria; NRS 458.025</b></p>	<p>Applies to I&amp;R agencies.</p>	
<p>The operator of a <b>Coalition</b> shall develop a description of the services/activities being provided.</p> <p><b>Division Criteria</b></p>	<p>Applies to Coalitions.</p>	
<p>A <b>Prevention Services</b> program shall ensure that the prevention program operates to prevent the initial onset of substance-related disorder and to eliminate or reduce the harmful effects of alcohol, tobacco and other drugs in individuals, families and communities. The operator of a prevention program may direct the activities of the prevention program toward specific individuals, selected communities or the general public.</p> <p><b>NAC 458.223</b></p>	<p>Applies to Prevention agencies.</p>	

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<p>The operator of an <b>Administrative Program</b> shall develop a description of the services being provided. This should include any types of agreements with other agencies.</p> <p><b>Division Criteria</b></p>	Applies to all Administrative Services Programs.	
<p><b>Coalition Record Retention</b> The Coalition shall ensure that all records of the coalition program are kept for 4 years, including, without limitation, fiscal records, information reported to the Division, records which substantiate any information reported to the Division and records which substantiate any claims for funds from the Division.</p> <p><b>NAC 458.203, 3</b></p>	Applies to Coalitions.	
<p><b>Administrative Services Program Record Retention</b> The Administrative Program shall ensure keeping all records required by the Division, and any documents to support those records, for at least 6 years after the end of the year in which a grant was awarded to the administrative program.</p> <p><b>NAC 458.213, 1. c</b></p>	Applies to all Administrative Services Programs.	
<p><b>Prevention Program Evaluation</b> The policies and procedures of the prevention program a must include a written process for evaluating the outcomes of the program and for participating in an evaluation of the program.</p> <p><b>NAC 458.228, 3</b></p>	Applies to Prevention agencies.	

**A QA Plan meeting the following minimum Standard must also be provided:**

**Standard:** An operator shall establish a plan for:

- Improving the quality of the services provided by the program which addresses, without limitation, **operational services, human resources, and fiscal services** ; and
- Ensuring that the integrity of the program will be maintained;
- Make a copy of the plan established pursuant to paragraph (f) available to the Division at the time of an inspection by the Division of the premises where the program is providing services.