CMHRP and CMARC Contingency Plan for Staff Absence or Vacancy - Guidance

In order to provide uninterrupted care management service delivery, Local Health Departments (LHDs) providing CMHRP and CMARC services are expected to develop and submit a contingency plan, should a care manager or supervisor be on an extended leave of absence, or in the event of a staff vacancy. An extended leave of absence is defined as any absence from work longer than two weeks (vacation, medical leave, FMLA, etc.).

The submission of a written plan is only required for an extended absence or a vacancy, but it is the expectation that LHDs will maintain a contingency plan for any staff absence to ensure that patients can access care management services in a timely manner and that there are no interruptions in service delivery.

1. LHDs should submit a written plan, using the attached form, to the appropriate DPH regional consultant(s) in the event of a care manager/supervisor extended absence. This notification should be made as soon as the LHD is aware that an extended absence will occur. If a short-term absence unexpectedly lasts for more than two weeks, this plan should be completed as soon as the LHD becomes aware that the absence will be extended.

2. LHDs should seek consultation from the appropriate DPH consultant(s) in developing, reporting and implementing a plan for interim coverage, if internal LHD care management staff are not able to cover all program responsibilities. The LHD should consider alternate staffing arrangements, such as working with a neighboring county to provide coverage, hiring a short-term contractor to cover an extended absence, or working with a staffing agency for temporary staffing coverage.

3. Supervisor should ensure the transfer of any patients assigned to the absent care manager and work with the site administrator on account management for incoming and outgoing staff, as applicable (VirtualHealth, CareImpact reports).

Care Manager and Supervisor Vacancies

Communication about staff vacancies with DPH regional consultants should be prioritized. LHDs should follow the steps below regarding a staff vacancy.

1. LHDs should notify DPH using the Survey Gizmo Staff Change Notification link as soon as becoming aware that a vacancy will occur. The link is: http://childrenyouth.staffing.sgizmo.com/s3/.

2. LHD should submit a written plan, using the attached form, to the appropriate DPH regional consultant(s) to provide information about interim coverage, and posting and filling of the vacant position.
CMHRP and CMARC Contingency Plan for Staff Absence or Vacancy - Form

County: Click here to enter county.  
Program(s):  
☐ CMHRP  
☐ CMARC  

Date submitted: Click here to enter date.  

Name/title of staff submitting form: Click here to enter name.  

Name/title of staff with extended absence or leaving position: Click here to enter name.  

**You must complete one of the two sections below, based on whether this is an extended absence or a vacancy.**  

1. **Extended Absence Plan:**  
   
   Date that staff absence started or is anticipated to start: Click here to enter date.  
   
   Expected duration of absence (if unknown, please indicate an approximate time frame):  
   
   Click here to enter duration of absence.  
   
   Reason for absence: Click here to enter reason for absence.  
   
   Plan to cover staff responsibilities (e.g., supervisor/specific care manager to cover all cases, temporary/contract staff to provide coverage - name and credentials of temporary staff should be included): Click here to enter description of plan.  

2. **Vacancy Plan:**  
   
   Date that vacancy will occur/has occurred: Click here to enter date.  
   
   Anticipated date for posting the job announcement for the vacant position: Click here to enter date.  
   
   Anticipated date for filling the vacancy: Click here to enter date.  
   
   Plan to cover staff responsibilities (e.g., supervisor/specific care manager to cover all cases, temporary/contract staff to provide coverage - name and credentials of temporary staff should be included): Click here to enter description of plan  
   
   Plan for maintaining or achieving multi-disciplinary staffing (social work or nursing) upon hire: Click here to enter description of plan