



TABLE OF CONTENTS

SECTION I – GENERAL OFFICE PROCEDURES AND POLICIES	4
New Clients	5
Key Client Forms – Usage and Storage	7
Fee Collection and Processing	8
Initial Intake (For Typical Scenario)	9
Assigning Counselors to Clients	10
First Counseling Session	11
Terminating a Case	12
SECTION II – CLINICAL DOCUMENTATION	13
Progress Notes	14
Psychotherapy Notes	15
High-Risk Cases	16
SOAP Notes	17
SECTION III – SUICIDE PREVENTION	18
RCS Suicide Assessment and Safety Planning Guide	19
Clients: RCS Safety Plan	20
Psychiatric Referrals	21
SECTION IV – HUMAN RESOURCES	23
Hiring Procedure	24
Counseling Applicant Interview Form	25
Employment Referral Application	26
Job Title: Resident Counselor	29
Job Title: Staff Counselor	30
Job Title: Senior Counselor	31
Job Title: Clinical Supervisor	32
Mandatory Meetings	34
Dismissal Procedure	35



SECTION V – FINANCIAL PROCEDURES	36
Sliding Fee Scale	37
Insurance Letter Procedure	38
Insurance Letter Template	39
Outside Church Counseling Subsidization	40
SECTION VI – PASTORAL CARE	41
Counseling Referral Procedures	42
Diaconate Policies and Procedures	43
SECTION VII – GENERAL INTAKE FORMS	46
Adult Counseling Intake	47
Minor Counseling Intake	49
Consent for Counseling of Minors	51
Adolescent Counseling Intake	52
Strong Interest and MBTI Assessments – Registration Form	53
Counseling Agreement	55
HIPAA Privacy Notice	57
Consent Form: Counseling Agreement/HIPAA Privacy Notice	59
Application for Reduced Fee	60
SECTION VIII – CASEWORK FORMS	61
Initial Evaluation	62
Release and Consent to Disclosure of Information	64
Global Assessment of Functioning (GAF) Scale	65
Termination Summary	66
Intent Not To Harm Contract	67
Informed Consent for Distance Therapy	68
Release and Permission to Tape	69
Grievance and Complaint Process	70
Grievance and Complaint Form	71
SECTION IX – INTERNAL PROCESSING FORMS	72
Request for Insurance Letter	73
Reimbursement Form	74
Outside Church Counseling and Psychiatry Authorization	75
Client Account Ledger	76
Weekly Report	77
Client’s Evaluation of Treatment	78