

**Performance Outcome Measures Required by the
Department of Children and Families (DCF)**

Policy

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to establish procedures to ensure all Network Service Providers (NSPs) meet/exceed the General Appropriate Act (GAA) Performance Outcome Measurement targets identified within their contract.

Purpose

To define how CFBHN tracks and monitors NSP compliance with performance outcome targets, including analysis, solution development and performance improvement response.

Procedure

1. Monitoring of Compliance
 - A. The CFBHN Contract department and appropriate program staff monitor and track NSP compliance with performance outcome targets through state and internal reports.
 - B. The CFBHN data team maintains a system to gather data and generate reports. The reports are run monthly by the Contracts department and assembled into the Scorecard for distribution to the NSPs and the Continuous Quality Improvement (CQI) Oversight Committee.
 - C. CFBHN staff contact NSPs identified as not meeting specific targets to discuss possible barriers and identify solutions. The CQI department may be asked to assist with this process.
 - D. Performance Improvement Plans (PIPs) and Corrective Action Plans (CAPs) are developed by the NSPs and submitted to the Network for approval. The PIP/CAP must include a timeline and the improvement result anticipated within that time frame.
 - 1) As necessary, the Contracts department follows up with NSPs after the anticipated completion date of a PIP/CAP.
 - 2) Technical assistance is provide as needed to assist NSPs in meeting targets.
2. Continued Non-Compliance
 - A. Identified areas of concern that do not meet performance outcome targets are monitored by staff of the Network Development and Community Services (NDCS), Contracts, and/or CQI departments.

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	Linda McKinnon, President/Chief Executive Officer	Review Date: <u>10/29/2020</u>