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

A. Monitoring of Compliance

1. The CFBHN Contracts department and appropriate program staff monitor and track NSP compliance with performance outcome targets through state and internal reports.
2. As required by contract, performance measure data validation is completed by CFBHN Program Managers.

B. The CFBHN data team maintains a system to gather data and generate reports. 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.

C. As required, Performance Improvement Plans (PIPs) and Corrective Action Plans (CAPs) are developed by the NSPs and submitted to the Network for approval.

1. The PIP/CAP must include a timeline and the improvement result anticipated within that time frame.
2. As necessary, the Contracts department follows up with NSPs after the anticipated completion date of a PIP/CAP.
3. Technical assistance is provide as needed to assist NSPs in meeting targets.

D. 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.

Performance Outcome Measures Required by DCF Approval: Linda McKinnon Linda McKinnon, President/Chief Executive Officer	Date Issued: 11/01/2002 Last Revision: 02/03/2022 Review Date: 02/03/2022