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 contracts.

Purpose

The purpose of this policy is 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 from the Network Development and Clinical Services (NDCS) department 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. Carisk maintains the system used by CFBHN 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 NDCS, Contracts, and/or CQI departments.

Performance Outcome Measures Required by DCF	Date Issued: 11/01/2002
Approval: Alan Davidson, President/Chief Executive Officer	Last Revision: 08/28/2024 Review Date: 08/28/2024