



Policy Title: Specified Programs Performance Measure Analysis, Monitoring and Validation		
Department: Contracts		
Date Issued: 12/28/2021	Revised Date: Review Date:	
CEO Approval: 	Effective Date: 12/29/2021	

POLICY:

It is the policy of Central Florida Cares Health System, Inc. (CFCHS) to implement a process to analyze, monitor and validate performance measures identified for specified programs as referenced in GHME1 Exhibit E-6.

RELATED POLICY: Subcontractor Compliance and Performance Improvement

REFERENCES: CFCHS GHME1 Contract - Exhibit E

PURPOSE:

The policy provides a process for analyzing data received from the Subcontractor for the specified performance measures as outlined in GHME1 Exhibit E-6, monitoring compliance with required targets of these measures, and validating performance measure data received from the Subcontractor.

PROCEDURES:

1. Analyzing Performance Measure Data
 - a. Subcontractor’s contracting with CFCHS to provide services for specified programs, as outlined in GHME1 Exhibit E-6, are responsible for collecting and submitting performance measure data as required in this Exhibit. Frequency for submission of this data is outlined in the corresponding DCF Program Guidance Documents (i.e. DCF Guidance Document 32 – Community Action Treatment Team).
 - b. The CFCHS Department responsible for monitoring performance measure compliance for a specified program(s) will be responsible for ensuring the Subcontractor submits the data report by the required due date.
 - c. That Department will then analyze and track the measures to ensure compliance with targets.
 - d. The responsible Department will report out on these measures during CFCHS’ monthly staff meetings. This will allow for discussion and accountability of Subcontractors meeting these required measures.
2. Monitoring Performance Measure Compliance
 - a. If the Subcontractor is not meeting performance measure target(s), the CFCHS Department responsible for tracking will provide technical assistance to help address barriers and ensure the Subcontractor is able to meet targets.
 - b. If the Subcontractor continues to be non-compliant the *CFCHS Subcontractor Compliance and Performance Improvement* policy will be enacted and followed, as such.

3. Validating Performance Measure Data

- a. In order to validate the data provided by the Subcontractor in the performance measure reports CFCHS will validate with Subcontractor source records (i.e. client charts, internal tracking spreadsheets, etc.) through a monitoring process. This process will take place virtually or on-site at the Subcontractor location, whichever is deemed appropriate.
- b. The CFCHS Department responsible for tracking program specific performance measures will utilize monitoring tools developed specifically for each service program identified in Exhibit E-6.
- c. The tools will validate data provided in the Subcontractor source documents with the performance measure data reports.
- d. If a Subcontractor is found to be out of compliance with reporting requirements CFCHS will provide technical assistance to rectify the incorrect data reporting, to include correcting data submitted on reports.
- e. If the Subcontractor continues to be non-compliant the *CFCHS Subcontractor Compliance and Performance Improvement* policy will be enacted and followed, as such.