



Policy Title: Specified Programs Performance Measure Analysis, Monitoring and Validation		
Department: Contracts		
Date Issued: 12/28/2021	Revised Date: 12/28/2021 Review Date: 05/12/2024	
CEO Approval: 	Effective Date: 9/22/2024	

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 the Master Contract between CFCHS and the Florida Department of Children and Families (Department), hereinafter referenced as Master Contract, Exhibit E-6.

RELATED POLICY: Subcontractor Compliance and Performance Improvement

REFERENCES: Master Contract - Exhibit E

PURPOSE:

The policy provides a process for analyzing data received from the Subcontractor for the specified performance measures as outlined in the Master Contract 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. Subcontractors contracting with CFCHS to provide services for specified programs, as outlined in the Master Contract 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 Department's Program Guidance Documents (i.e. Guidance Document 32 – Community Action Treatment Team).
 - b. The CFCHS department responsible for monitoring performance measure compliance for a specified program(s) is responsible for ensuring the Subcontractor submits the data report by the required due date.
 - c. That CFCHS department analyzes and tracks the measures to ensure compliance with targets.
 - d. The responsible CFCHS department reports 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 provides 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 is 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 validates with Subcontractor source records (i.e., persons served 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 utilizes monitoring tools developed specifically for each service program identified in Exhibit E-6.
 - c. The tools 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 provides 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 is enacted and followed, as such.