

<p style="text-align: center;">COMMUNITY MENTAL HEALTH AUTHORITY CLINTON-EATON-INGHAM</p> <p>SUBJECT: Contract Monitoring Consumer Services</p> <p>SCOPE: All CMH Programs and Services</p>	POLICY: <u>1.3.2</u>	REVIEWED	
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	ISSUED BY: Chief Finance Officer	4/27/10	05/21/2014
	APPROVED BY: Board of Directors		
	Effective	Revised 5/21/2014	

I. Purpose:

To establish the responsibility for monitoring consumer services purchased by contract.

II. Policy:

It is the policy of CMHA-CEI to monitor the quality and efficacy of all consumer services purchased by contracts, to monitor compliance with the terms of the contract, and to monitor contract expiration dates.

III. Definitions:

- A. *Contracts*: Written expense agreements for consumer services with vendors external to the agency.
- B. *Monitor*: The periodic review of consumer services by means of comparing vendor records, data and consumer satisfaction to verify compliance with contract terms and expected outcomes.

IV. Responsibilities:

- A. The Chief Finance Officer shall be responsible for the development of procedures to implement this policy, and for direct supervision of the Contract Manager.
- B. The Contract Manager shall be responsible for the preparation of monitoring indicators, tools and outcome expectations that are included in contracts, as well as tools used to monitor contract expiration dates.
- C. The Contract Manager shall be responsible for collecting and analyzing required monitoring data on a scheduled periodic basis. The Contract Manager shall review the findings with appropriate CMHA-CEI staff, including, but not limited to, case managers, supervisors, program directors and the service vendor.
- D. The Contract Manager shall be responsible for initiating the termination of any contract for non-compliance with contract terms.
- E. The Contract Manager shall be responsible for monitoring contract expiration dates and for notifying Programs in advance of expiration so renewals may be processed and Board presentations scheduled in a timely manner.

- F. The Contract Manager shall annually coordinate and direct contract monitoring activities to be performed by Program and departmental representatives using monitoring tools and criteria especially designed for the purpose of documentation and record-keeping.

V. Monitoring and Review:

This policy shall be reviewed annually by the Chief Finance Officer.

Compliance with this policy will be monitored through any of the following:

Internal quality improvement reviews and committees, external monitoring and/or accreditation bodies, grievance and appeals data, Recipient Rights complaint data, and/or staff performance reviews.