

EXHIBIT (Insert section)

PERFORMANCE INDICATORS AND OBJECTIVES

The performance of the Provider, as well as compliance with contract standards, shall be monitored on an ongoing basis by a representative(s) of the Payor in conjunction with the Provider. The representative shall be available to communicate with the Provider on any contractual issue. Also, the Payor's CEO, or designee, shall assign a support coordinator who shall maintain regular contacts with the Provider and the consumer as noted in the consumer's Person-Centered Plan.

Quality and Competency Monitoring of the provider shall occur minimally on an annual basis. The areas of monitoring may include any or all of the following. This listing is not intended to be all-inclusive.

- Quality Improvement (Staff knowledge of organization, Staff knowledge of PCP's, Customer Satisfaction Surveys, Consumer opportunity for suggesting improvements.)
- Recipient Rights (Posters, forms, booklets, and rules available as required; Agreements to follow CMHA-CEI policies and procedures in place; Recipient Rights reports, including Incident Reports and Complaints and trends.)
- Management of Information (Confidentiality of records; timely submission of bills and documentation as required or requested.)
- Management of Human Resources (Systems for ensuring staff competency are in place; Background checks completed as required.)
- Safety/Infection Control (First Aid kit and other equipment is accessible and functioning properly; Proper infection control procedures are followed.)
- Medications (Medications are stored, managed, and administered properly.)
- Resident Treatment (Consumers are treated with respect and are afforded choices; There is a choice of activities for consumers—both in and out of home; General personal care and supports and services are provided acceptably, with sensitivity, and according to the consumer's Person-Centered Plan.)
- Resident Funds and Valuables (Funds and valuables are maintained accurately and according to licensing and contractual requirements, and according to generally acceptable practices.)
- Clinical Record Review
- Facility Policy and Procedure Review
- Facility Tour
- Interviews with Staff
- Interviews with Consumers/Families
- Interviews with Payor's Staff who are familiar with the Facility's Services
- Licensing/Certification Reviews
- Observation of Care
- Medicaid Claims Verification
- Compliance with General Terms of the Contract
- Incident Reporting consistent with CMHA-CEI [Incident Reporting Procedure 3.3.07](#). Incidents shall be report to the Payor within prescribed timelines and through use of CMHA-CEI's incident reporting web portal.
- Staff Training requirements consistent with CMHA-CEI [Training for All Staff Procedure 2.1.08I](#) and other trainings as required by the Payor or State licensing or certification agency. Required trainings are as follows:

CMHA-CEI Training Grid For A-Contract Residential Direct Care Workers

I = Required initially (at hire)
A = Required initially and annually
2 = Required initially and every 2 years
3 = Required initially and every 3 years

Training	Initial Requirements	Direct Care Workers
Recipient Rights Orientation (in person or via Zoom, through any CMH or online through Improving MI Practices)	30 days of hire	I
Recipient Rights Refresher	N/A	A
**CPR & First Aid - Classroom	30 days of hire	2
Blood Borne Pathogens/ Infection Control	30 days of hire	A
HIPAA Privacy & Security	30 days of hire	A
Person-Centered Planning	30 days of hire	A
**Basic Health & Medications - Classroom[#]	90 days of hire	2
**Culture of Gentleness - Classroom[#]	As available	I
Corporate Compliance	90 days of hire	A
Cultural Competency & Diversity [#]	90 days of hire	A
De-escalation Skills	90 days of hire	I
Environmental Safety [#]	90 days of hire	3
Limited English Proficiency (LEP)	90 days of hire	A
Trauma Informed Care	90 days of hire	I
Individual Plan of Service (IPOS) and applicable ancillary plan(s)training for each CMHA-CEI individual living in the home	Prior to providing service to that individual	Annually, or as plan is updated
**Classroom trainings are taken through CMHA-CEI's Training Unit (except Recipient Rights Orientation). A schedule of trainings can be found through the CMHA-CEI website and is emailed out.		
[#] CMHA-CEI's standard goes above what Mid-State Health Network requires.		
A-Contract Residential Providers can send tests to CMHA-CEI's Training Unit to score training@ceicmh.org . It is the responsibility of the provider to track staff training compliance.		
Non-Classroom training material can be found on the CMHA-CEI website under the Provider Resources page. Additionally, Improving MI Practices trainings can be utilized for Recipient Rights Orientation or Refresher, Blood Borne Pathogens, HIPAA Privacy & Security, Cultural Competency & Diversity, Corporate Compliance, Environmental Safety, Limited English Proficiency, Person Centered Planning (with Children, Adult & Families), and Trauma Informed Care. https://www.improvingmipractices.org/		
Questions on Training Requirements can be sent to your Quality Advisor (QCSRR-QA@ceicmh.org) or to the training unit (training@ceicmh.org)		
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