

<p style="text-align: center;"><b>COMMUNITY MENTAL HEALTH AUTHORITY CLINTON-EATON-INGHAM</b></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: Deputy Executive Director		
	APPROVED BY:		
	Effective 3-16-00	Revised	

**I. Purpose:**

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

**II. Policy:**

It is the policy of CMH to monitor the quality and efficacy of all services purchased by contracts, and to monitor compliance with the terms of the contract.

**III. Definitions:**

- A. *Contracts*: Written 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 Deputy Executive Director 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.
- 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 CMH 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.

**V. Monitoring and Review:**

This policy shall be reviewed annually by the Deputy Executive Director.  
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.