

The Monitoring Report

◎ Report Format:

- > Entrance Interview
- > Each specific area addressed will be listed with data found, strengths identified, and recommendations.
- > The conclusion of the report will again review areas that require a PIP or CAP and provide information on how to respond.

The Monitoring Report

Rating Scale- A rating will be given to each monitored area based on the scale below.

Performance Rating	Action Requirements
90%-100% - Fully Compliance	None
75% - 89% - Substantial Compliance	Performance Improvement Plan Required
50% - 74% - Average Compliance	Corrective Action Required
1% -49% - Low Compliance	Corrective Action Required
0% - No Compliance	Corrective Action Required

Agency Response:

- Please format your response in such a manner as to list the section of the report, followed by the recommendation, followed by your response; please follow the same order as the report you received.
- The response is due within 30 calendar days of your monitoring report

Performance Improvement Plan (PIP)

- Required for sections with a 75% - 89% rating- Substantial Compliance
- Requires a written explanation of what the agency will do to make the specified correction.
- Due within 30 calendar days of your monitoring report

Corrective Action Plan

- ⦿ Areas with scores of 50%-74% or Average Compliance require a thorough written explanation of what the agency will implement to make the specified correction as well as how they will evaluate and review information to ensure that the plan was effective.
- ⦿ Due within 30 calendar days of your monitoring report

Corrective Action Plan

- Areas with scores of 0%-49% or No – Low Compliance require both a thorough written explanation of what the agency will implement to make the specified correction as well as how they will evaluate and review information to ensure that the plan was effective and for the agency to outline time frames where they will provide DPBHS Quality Improvement Unit with data and findings on the progress of implementing the recommendations
- Due within 30 calendar days of your monitoring report

Corrective Action Plan

- 6 to 8 weeks following the submission of your CAP, DPBHS staff will conduct a follow-up visit to review areas with recommendations.
- A formal report of findings will be sent to appropriate agency representatives.

Corrective Action Plan

- If the facility remains at low compliance rating following the CAP visit
 - > DPBHS will visit every 6 to 8 weeks until the facility is in full compliance

Please note that if the recommended changes have not been fully implemented within 6 months of the PIP/CAP provided by the provider, DPBHS may terminate the contract.

Helpful Links and Contact Information

- Provider Manual:
http://www.kids.delaware.gov/pdfs/pbh_ProviderManual_FY12.pdf
- Operating Guidelines:
http://www.kids.delaware.gov/pdfs/dscyf_op_gl_20110701_v5.pdf
- For billing questions or issues, please contact:
Tyneisha Jabbar-Bey – 302-633-2695
- For contract questions or issues, please contact:
Jennifer Tse – 302-633-2572
- For questions related to monitoring, please contact:
Kelly Lovelace – 302-633-2738
- For questions related to Reportable Events, please contact:
Delilah Greer – 302-633-2681