

Foothills Gateway, Inc.
 Performance Reporting, Monitoring & Evaluation Process
 Monitoring Plan (HCBS-DD and SLS/CES)

<u>Annually / Other</u>	<u>Quarterly</u>	<u>Monthly</u>	<u>Ongoing</u>
<ol style="list-style-type: none"> 1. Individual & Family Satisfaction Survey – Global reports with analysis & scores are given to Board of Directors, posted on FGI website, and available upon request. Also discussed individually with people in services. 2. Semi-Annually – The Case Manager reviews utilization prior to Service Plan meeting and at the 6 Month Review. Concerns are emailed to the specific PASA contact. 3. Bimonthly/quarterly/other individual PASA Meetings with CM Directors and Chief Operating Officer – Case Management Division as requested. 	<ol style="list-style-type: none"> 1. Quarterly Reports given to PASA’s: <ol style="list-style-type: none"> A. Placement / RFP Report B. Case Management Reports <ul style="list-style-type: none"> - Missing/Late Paperwork - Home/Day visits - Incident Reports 2. PASA Director’s Meeting. (All PASA meetings designed to provide information, communication updates, placement report.) 3. Administrative Review Team (ART) quarterly meeting with PASAs that support individuals in Prospects Program. 	<ol style="list-style-type: none"> 1. Documented CM monitoring Contact (HCBS-DD and SLS/CES) and monthly log notes (SLS/CES). 2. Face-to-face contact with each individual quarterly (SLS/CES) and (HCBS-DD); documented in the BUS & Tracking Forms. 	<ol style="list-style-type: none"> 1. Incident Report reviews and entry into database – reviewed for trends. 2. SP paperwork tracking input into database – reviewed for trends. 3. Individual Satisfaction Surveys into database upon submission to CCB. Reviewed for trends. 4. CCB on-call administrator 24/7. <p><u>OTHER</u></p> <ol style="list-style-type: none"> A. Some trainings by CCB offered to PASA staff – free of charge. A list can be obtained by contacting the FGI Training Department. B. Enhanced CM Monitoring and increased home visits for identified PASAs with concerns in services provided based upon data reviewed, monitoring, visits, complaints, and deficiency lists.