

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