

## 2627 MONITORING OF HOME BASED THERAPEUTIC SERVICE PROVIDERS

Chapter: **Provider Management**

Section: **Monitoring**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **04-02**

Approved:

Effective Date: **January 1, 2004**

Scheduled Review Date:

DCYF Director

Related Statute(s): [RSA 170-G](#)

Related Admin Rule(s): [He-C 6352](#)

Related Federal Regulation(s):

Related Form(s): **FORM 2433, and FORM 2437**

Bridges' Screen(s) and Attachment(s):

### Purpose

To establish the quality assurance process used to monitor and evaluate the Home-Based Therapeutic Service providers, pursuant to He-C 6352, Certification for Payment Standards for Community-Based Service Providers, RSA 170-G:4 VI, and RSA 170-G:4 XVIII.

### Definitions

**"Indicator"** means a measure, for which data is available, that helps quantify the achievement of a desired result or outcome.

**"Outcome"** means a condition of well-being for children, families, or communities.

**"Quality Assurance"** means the process that is used by DCYF and DJJS to monitor the quality and effectiveness of community-based services.

### Policy

- I. Quality, performance, and need for the providers of Home-Based Therapeutic Services are reviewed annually by DCYF and DJJS.
- II. Purchased service providers are monitored and evaluated by the Service Utilization reviewer through a variety of means, including:
  - A. Monthly queries of data on NH Bridges and MMIS;
  - B. Quality assurance review of case record information;
  - C. Data reporting from the service providers; and
  - D. Surveys from and discussion with the CPSW or JPPO who authorized this service.
- III. Service providers must complete each month the "Home-Based Therapeutic Services Data Reporting" (Form 2437) to demonstrate compliance with the outcomes described in [ITEM 1907](#), part X.
- IV. Prior to service termination, the provider must supply each family with the "Home-Based Therapeutic Services Family Survey" (Form 2433) and assist the parent in recording the survey's answers, if necessary.
- V. The parent must return Form 2433 to the DCYF Service Utilization Reviewer at State Office.

- VI. The outcomes for safety, permanency, and well-being, as measured during service provision by the service provider and by consumer surveys, are described in [ITEM 1907](#), part X.
- VII. The outcomes for safety, permanency, and well-being, as measured after termination of service provision by DCYF and DJJS, are described in [ITEM 1907](#), part XII.
- VIII. To obtain information about the performance indicator that 94% of families have no new founded assessment within 6 month of termination of service:
  - A. A query is run each month to obtain cases with closed HT service authorizations;
  - B. Cases that have founded assessments are identified and reviewed;
  - C. A review new assessments for reporter information, allegations, and determinations;
  - D. Any new incident of previously identified abuse or neglect is counted against agencies in figuring the % of families; and
  - E. The case information is discussed with the CPSW.
- IX. To obtain information about the performance indicator that 80 % of families have no child placed outside of home within 6 month of service termination:
  - A. A query is run each month to obtain cases with closed HT service authorizations;
  - B. Cases that had a child placed are identified and reviewed;
  - C. The placement type and reason are obtained; and
  - D. The case information is discussed with the Family Services CPSW.
- X. To obtain information about the performance indicator that 65% of juveniles do not re-offend within 6 month of service termination:
  - A. A query is run each month to obtain cases with closed HT service authorizations;
  - B. Cases that fall out of compliance are identified and reviewed;
  - C. Offense type, not obtained from the query, is obtained from case information; and
  - D. The case information is discussed with the JPPO.
- XI. To obtain information about the performance indicator that 91% of children who were reunified remain at home 12 month after service termination:
  - A. A query is run each month to obtain cases with closed placement and removal data;
  - B. Cases that had children placed outside the home are identified and reviewed;
  - C. Placement type and reason are identified from case information; and
  - D. The case information is discussed with the Family Service CPSW.

- XII. To obtain information about the performance indicator that 80% of staff approved of service at the termination of service:
  - A. An electronic survey on Lotus Notes is completed for each family closed for HT;
  - B. A query is run each month for cases closed and the names of the CPSW or JPPO; and
  - C. Surveys are reviewed and the data is compiled.
- XIII. Agencies must meet or exceed each required percentage. If the percentage falls below the required percentage, a service monitoring team must meet to recommend a corrective action plan.
- XIV. Each quarter, the Home-Based Therapeutic Services review team that includes a BQI representative; at least 2 Program Administrators, and the Service Utilization Reviewer:
  - A. Reviews areas of non-compliance with He-C 6352;
  - B. Determines corrective action to be taken by the agency; and
  - C. Makes recommendations for corrective action plans and revocation of certification.
- XV. The Service Utilization Reviewer provides feedback to agencies if problems are noted on the staff surveys and queries.
- XVI. The Service Utilization Reviewer prepares an annual report for the DCYF and DJJS administration and for each HT agency regarding compliance with He-C 6352.
- XVII. The Service Certification Program Specialist and the Service Utilization Reviewer must share issues of non-compliance with He-C 6352.