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

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.