



COMMISSIONER
Jon Weizenbaum

May 3, 2013

To: Adult Foster Care Providers
Assisted Living/Residential Care Providers
Community Based Alternatives Home and Community Support Services Agencies
Consumer Managed Personal Attendant Services Providers
Financial Management Services Agencies
Emergency Response Services Providers
Day Activity and Health Services Providers
Home Delivered Meals Providers
Medically Dependent Children Program Providers
Out-of-Home Respite - Nursing Facility Providers
Primary Home Care Program Providers
Special Services to Persons with Disabilities Providers
Transition Assistance Services Providers

Subject: Information Letter No. 13-25
Contract and Fiscal Compliance Monitoring – Implementation of Intermittent
Monitoring - **Effective Date June 1, 2013**

The purpose of this information letter is to notify contracted providers of changes to the contract and fiscal compliance monitoring protocol in relation to follow-up monitoring.

In accordance with the current contract and fiscal compliance monitoring protocol, DADS contract staff conducts follow-up monitorings of contracted providers who achieve an overall compliance score of less than 90 percent during the formal monitoring. DADS contract staff schedule follow-up monitoring to occur no earlier than the 10th month following the exit date of the formal monitoring. During follow-up monitorings, DADS contract staff utilizes a full sample size and assess only the standards for which the contracted provider scored less than 90 percent during the formal monitoring.

When a follow-up monitoring occurs and the next formal monitoring is due within 24 months from the exit date of the previous formal monitoring, the standards reviewed during the follow-up monitoring are also reviewed during the next formal monitoring. In addition, if the next formal monitoring is scheduled 24 months from the exit date of the follow-up monitoring, there is period of time during which standards **not included** in the follow-up monitoring are not subject to contract monitoring. To address these situations, DADS is implementing **intermittent** monitoring to replace follow-up monitoring.

¹ The Primary Home Care program consists of three types of services: Community Attendant Care, Family Care, and Primary Home Care.

Summary of Significant Changes

Intermittent monitoring will:

- occur within 12 months from the exit date of formal monitoring resulting in an overall compliance score less than 90%;
- include a review of all standards; and
- use a reduced sample size.

DADS contract staff will conduct intermittent monitoring in accordance with the following protocol:

- If the overall compliance score for the formal monitoring is *less than* 90%, staff:
 - will require the contracted provider to submit a Corrective Action Plan (CAP) for all standards scoring less than 90%;
 - *may* make a referral to the Sanction Action Review Committee (SARC); and,
 - will return within 12 months from the exit date to conduct an intermittent monitoring.
- During the intermittent monitoring, staff will:
 - Assess *all* standards but will utilize a reduced *sample size*. The size of the reduced sample will be 25% of the sample size utilized in the previous formal monitoring; however, if the sample size utilized in the previous formal monitoring consisted of three or fewer individuals, the sample size utilized for the intermittent monitoring will either be the same, or will consist of the total population (if the contractor is serving fewer individuals).
 - Use a review period that begins on the first day of the month following the exit date of the formal monitoring and ends on the last day of the month, one full month before the month in which the intermittent monitoring will occur.
- Following the intermittent monitoring, staff:
 - will require the contracted provider to submit a CAP for all standards scoring less than 90%;
 - *may* make a referral to the SARC if the overall compliance score is less than 90%*;
 - and
 - will return within 12 months of the intermittent monitoring to conduct a formal monitoring; and
 - will use a review period that begins on the first day of the month following the exit date of the intermittent monitoring and ends on the last day of the month, one month before the month in which the formal monitoring will occur.

Effective June 1, 2013 and thereafter, DADS contract staff will conduct intermittent monitoring in lieu of follow-up monitoring according to the protocol described in this information letter.

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If you have any questions regarding this information letter, please contact Kathie Carleton-Morales at kathie.carleton-morales@dads.state.tx.us.

Sincerely,

[Signature on file]

William Campbell
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Access and Intake

WC:KCM:lab

[Signature on file]

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Contract Oversight and Support
Chief Operating Officer