

DCF Credentialed Provider Review Tool

Transportation – Livery and School

ELEMENTS	YES	NO	N/A	PROGRAM REVIEW COMMENTS	INFORMATION- LOCATION & CLARIFICATIONS
A. POLICY AND PROCEDURES – Administration					
1. The provider’s policy and procedure manual has language that includes the following: The provider safeguards the use, publication, and disclosure of information on all clients who receive service under this agreement in accordance with all applicable federal and state laws regarding confidentiality and HIPAA. This includes but is not limited to names or photo images of children that are committed to the Department.					Policy and Procedure Manual
2. Has the provider reported all changes in status (regarding credentialing requirements), to the Department’s contracting Agent, (Advanced Behavioral Health) within 10 days of its occurrence					Policy and Procedure Manual
3. Does the provider offer services outside of normal business hours?					Policy and Procedure Manual
4. Does the provider ensure that staff maintain proper supervision, oversight and management to assure the child’s safety and well-being?					Policy and Procedure Manual
5. Does the provider have written policy & procedures for managing and reporting emergencies and urgent circumstances that may arise while providing services to ensure the safety and security of the child or youth and other parties involved?					Policy and Procedure Manual
6. Does the provider have written policy/procedures to respond to and address potential unsafe child behaviors? (e.g., running away, physical aggression, self-harm, etc.)					Policy and Procedure Manual
7. Does the provider have written policy & procedures prohibiting the use of physical restraint?					Policy and Procedure Manual
8. Does the provider refrain from using the DCF logo and/or affiliation in any advertisement for their agency and also abstain from using state resources to market the service and/or					<i>Review of marketing materials</i> <i>Contact AO via Grants</i>

ELEMENTS	YES	NO	N/A	PROGRAM REVIEW COMMENTS	INFORMATION- LOCATION & CLARIFICATIONS
program it offers (i.e. DCF employee's e-mailing list)?					&Contracts Specialist
B. BILLING					
9. Does the provider submit invoices directly to the assigned DCF Area Office designee for payment processing no later than the 10th of each month?					
10. Is the provider abiding by the service "rate" that the Department has established for each service? Hourly rate: <u>Livery</u> <u>School</u> 1 child \$50 \$60 2 Children \$75 \$85 3 Children \$95 \$105 4 Children \$115 \$125 Fuel charge = .20 cents per mile regardless of number of Children transported.					Client records/invoices/billing/fiscal reports (invoice and fiscal review will be conducted prior to the site visit)
11. Is the provider in compliance with the "CT False Claims Act" – Connecticut General Statutes Chapter 55e- Section §4-274 through §4-289? <i>See comments for definition</i>					<i>DEFINITION: The C.G.S section §4-275 False claims and other prohibit acts regarding state-administered health or human services program refers to individuals who present a false or fraudulent claim for payment or approval (e.g. double billing; billing for services not being provided; billing for excessive or unnecessary services, etc.).</i>
II. STAFF TRAINING & SUPERVISION					
12. Is there evidence that all agency employees providing services have reviewed the <i>Guide to the Code of Ethics or Best Practices Guidelines</i> and have a signed agreement statement in their file?					Staff Records
13. Does each employee providing services have a copy of a signed <i>DCF Confidentiality Statement in their staff record?</i>					Staff Records
14. Is there evidence that staff have been trained in handling emergencies?					Staff Records
15. Does the provider maintain written documentation confirming that each employee providing services has and maintains the necessary credentials to provide the service?					Staff Records
16. Is there evidence that all agency employees have received mandated reporter training by a					Staff Records

ELEMENTS	YES	NO	N/A	PROGRAM REVIEW COMMENTS	INFORMATION- LOCATION & CLARIFICATIONS
certified trainer, or the DCF online training program?					The agency must include mandated reporter training as one of the required trainings for newly hired employees.
<p>17. Does the provider have records of orientation and on-going in-service training for all staff providing services to children? Does the training include:</p> <ul style="list-style-type: none"> • Program philosophy • Policies • Practices • Procedures • Child Restraint system • Confidentiality 					<p>Staff Records</p> <p>The agency must also keep their in-service training logs up to date.</p>
III. SERVICE SPECIFIC					
18. Regarding <u>emergency</u> situations, is there documentation indicating that notification was made to the Department’s Area Office staff during business hours and the Careline after hours?					Child/Family Record
19. Is there an appropriate protocol for handling emergencies?					
20. Is the same staff person providing the service throughout the course of the service? If not, was this change discussed and approved by the Area Office SW and documented in the client record?					<p>Child/Family Record</p> <p>Yes, if the same staff provided the service. Yes, if there was a staff change & was approved by DCF.</p> <p>No if changes were not approved/documented.</p>
21. Does the provider have a copy of a signed, written approval from the Department WAF (Wrap Around Funds) or a <i>USE plan</i> with a date <u>prior</u> to the start of the service delivery, for all services?					Child/Family Record

ELEMENTS	YES	NO	N/A	PROGRAM REVIEW COMMENTS	INFORMATION- LOCATION & CLARIFICATIONS
22. Do the work schedules match the invoices?					Time card, invoice/billing/fiscal reports, WAF. (invoice and fiscal review will be conducted prior to the site visit.
IV. QUALITY ASSURANCE/IMPROVEMENT					
23. Does the provider have a quality assurance/improvement system to monitor and enhance its business practices, organizational structure, oversight and supervision, staff and system performance, and service delivery and provision?					Policy and Procedures / Quality Management procedures
24. If payments to the provider exceeded \$300,000.00 in a calendar or fiscal year, did the provider have an annual financial audit by an outside accountant?					Policy and Procedures / Quality Management procedures
25. Does the audit include management letters, audit recommendations, and is in a generally auditing format?					Policy and Procedures / Quality Management procedures
Feedback/Comments:					

