

Substance Abuse Prevention and Treatment Services State Plan 2015 - 2018

Priorities

1. Consumption: Binge Drinking (birth to death with an emphasis on youth);
2. Consequence: Drinking and Driving (birth to death with an emphasis on youth);
3. Be responsive to newly identified issues as they arise.

Goal 1 – Treatment

To provide evidence-based program supports and services that improves and sustains the recovery of individuals with substance abuse disorders to provide needed services to a minimum of 10,000 people per year.

Objective 1: Develop needed supports for community based-residential treatment problems for youth and adults

Milestone 1: Review current system - 2015

Milestone 2: Propose changes with integration of MCDC - 2015

Milestone 3: Receive approval for changes and perform necessary paperwork for changes – 2016

Milestone 4: Implement performance measures with changes - 2016

Milestone 5: Implement necessary changes based upon quality assurance and performance measures - 2017.

Objective 2: Develop a plan for better coordination of treatment services with the Department of Corrections.

Milestone 1: Review current correctional programming for service integration efforts - 2016

Milestone 2: Implement treatment review tools as requested by Corrections – 2018

Milestone 3: Implement necessary changes based upon quality assurance and performance measures and maintain constant contact for continued partnerships – ongoing - 2018.

Objective 3: Implement co-occurring treatment models into all state approved substance abuse treatment programs

Milestone 1: Review current system 2015

Milestone 2: Propose changes with identified training to be implemented - 2015

Milestone 3: Implement performance measures with changes – 2016

Milestone 4: Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018.

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Objective 4: Develop a partnership and agreements (if necessary) with Native American Substance Abuse providers that supports evidence-base treatment opportunities.

Milestone 1: Maintain continued quarterly directors meeting presentation and visit – ongoing - 2018

Milestone 2: Identify one project each year to work in partnership with the Native American CD Directors – ongoing - 2018

Objective 5: Continue the development and implementation of the management information system for substance abuse treatment (Substance Abuse Management System (SAMS)) to allow for performance based measures and monitoring.

Milestone 1: Develop a monthly review protocol to ensure data entered into SAMS is quality data - 2015

Milestone 2: Develop protocols to review treatment data entered into SAMS for validity of all treatment provided by reviewing actual records in preparation for invoicing - 2015

Milestone 4: Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018.

Objective 6: Continue to implement standards and clinical practice guidelines for Prime for Life(PFL) to address DUI and MIP education and treatment needs

Milestone 1: Continue Fidelity coding – ongoing - 2018

Milestone 3: Implement ongoing training based upon issues found in fidelity coding – ongoing - 2018

Milestone 4: Implement performance measures with changes - 2016

Milestone 5: Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018.

Objective 7: Develop outcome tracking measures and procedures using NIATx.

Milestone 1: Review current system - 2015

Milestone 2: Propose changes with identified training to be implemented - 2016

Milestone 3: Implement performance measures with changes – ongoing - 2018

Milestone 4: Implement necessary changes based upon quality assurance and performance measures – ongoing 2018

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Objective 8: Develop a plan to address identified treatment gaps and emerging treatment needs as identified.

Milestone 1: Review current system - 2015

Milestone 2: Propose changes with integration of MCDC - 2016

Milestone 3: Receive approval for changes and perform necessary paperwork for changes – 2016

Milestone 4: Implement performance measures with changes – ongoing - 2018

Milestone 5: Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018

Goal 2 – Prevention

Encourage local communities and state approved chemical dependency programs to play the primary role in the development and implementation of prevention activities. The State of Montana will spend not less than 20 percent of the block grant funds for primary prevention.

Objective 1: Continue to participate in the Interagency Coordinating Council (ICC) activities in partnership with the Governor’s Office.

Milestone 1: Attend scheduled meetings to provide input and support – ongoing - 2018

Milestone 2: Integrate ICC proposed plan into the appropriate areas within Block Grant requirements – ongoing - 2018

Objective 2: Continue the implementation and improvement of an epidemiological monitoring structure used for outcome based tracking at both the state and community level.

Milestone 1: Provide support and funding to maintain the epidemiological workgroup – ongoing 2018

Milestone 2: Integrate newly identified data and priorities into the epidemiology plan – ongoing - 2018

Milestone 3: Work with the Montana/Wyoming Tribal Leaders Council to integrate appropriate data into the epidemiology plan – ongoing 2018

Milestone 4: Work with individual Tribes to ensure the Institutional Review Board requirements for their Tribe are met – ongoing 2018

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- Objective 3:** Require each program receiving block grant funding to develop a comprehensive structured approach using the Strategic Prevention Framework (SPF) process to implementing the six Center for Substance Abuse Prevention (CSAP) strategies through the integration and support of community funded activities from multiple funding sources.
- Milestone 1:** Maintain Priority Prevention Data Workbook as a tracking process – ongoing 2018
 - Milestone 2:** Provide training and technical assistance on the SPF Process, CSAP Strategies and other identified areas- ongoing - 2018
 - Milestone 3:** Ensure proposed structure approaches address cultural competency issues identified within the covered region – ongoing 2018
- Objective 4:** Integrate Minimum Data Set (MDS) and prevention plan reporting requirements into all funding sources throughout the Chemical Dependency Bureau to ensure activities are outcome based reported and support the Strategic Prevention Framework process.
- Milestone 1:** Ensure prevention plans address identified prevention strategies, evidence based environmental programming and are focused on the priorities set by the epidemiological workgroup – ongoing - 2018
 - Milestone 2:** Ensure data integrity and accuracy through the Minimum Data Set through data reviews, training and technical assistance – ongoing - 2018
 - Milestone 3:** Monitor activities and reporting to ensure services will provide outcome based measures – ongoing -2018
- Objective 5:** Increase the availability of information for the prevention of ATOD.
- Milestone 1:** Work with the Interagency Coordinating Council to integrate the Center for Substance Abuse Prevention publically funded awareness events into the state plan – ongoing 2018
 - Milestone 2:** Ensure prevention and treatment information are available through the Prevention Resource Center and on the Chemical Dependency’s website – ongoing 2018
- Objective 6:** Redesign the contract for the Block Grant to award through a competitive process to fully implement the SPF process and uses of evidence based substance abuse prevention initiatives within the six CSAP strategies.
- Milestone 1:** Develop, apply, and award prevention funding using the Request for Proposal process - 2016
 - Milestone 2:** Ensure prevention services are focused on the 6 CSAP strategies that are evidence based or has program critical elements of an evidence based program – ongoing - 2018
 - Milestone 3:** Monitor activities and reporting to ensure services will provide outcome based measures – ongoing 2018

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Goal 3 – Women’s Services

Increase the availability of alcohol and drug abuse programs and services for women, particularly pregnant women and women with dependent children.

Objective 1: The SAPT Block Grant will ensure the availability of treatment services designed for pregnant women and women with dependent children and ensure that either directly or through arrangements to make available prenatal care or child care for women receiving treatment services.

Milestone 1: Review current system - 2015

Milestone 2: Proposed changes with identified training and technical assistance to be implemented – ongoing - 2018

Milestone 3: Implement performance measures with changes – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures ongoing 2018.

Objective 2: To encourage priority admissions of pregnant women and women with dependent children to the state approved programs.

Milestone 1: Implement a “walk through review” as part of quality assurance reviews – 2016

Milestone 2: Develop follow-up and technical assistance procedures to address any concerns from quality assurance review – ongoing - 2018

Milestone 3: Implement performance measures with changes – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing 2018

Objective 3: To provide interim services when insufficient capacity for treatment is reached.

Milestone 1: Implement monthly contact with all providers to record waiting list and capacity issues – 2015

Milestone 2: Develop follow-up and technical assistance procedures to address any concerns from quality assurance review – ongoing - 2018

Milestone 3: Implement performance measures for interim services with identified changes – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

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Objective 4: To encourage state approved programs to coordinate with other agencies providing services to women.

Milestone 1: Implement on-site review process of information provided in the County Plan partnership reporting – 2015

Milestone 2: Develop follow-up and technical assistance procedures to address any concerns from annual review – ongoing - 2018

Milestone 3: Implement performance measures for partnership with identified changes – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

Objective 5: To encourage counselors to become better educated on women's treatment needs and recovery issues.

Milestone 1: Review training needs in the current system – 2015

Milestone 2: Develop identified training to be implemented – ongoing - 2018

Milestone 3: Implement performance measures based upon identified training needs and training provided – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

Goal 4 – Intravenous Drug Users

Ensure intravenous drug abusers are provided treatment services.

Objective 1: Require programs to thoroughly explore high risk behaviors with their clients through the use of appropriate assessments and complete drug histories.

Milestone 1: Review training needs in the current system – 2015

Milestone 2: Develop identified training to be implemented – ongoing - 2018

Milestone 3: Implement performance measures based upon identified training needs and training provided – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

Objective 2: Require state approved programs to develop policies and procedures which address services and outreach need for high risk behavior clients.

Milestone 1: Review Continuation Application information on an annual basis to ensure appropriate steps are included in provider's policy and procedures – ongoing - 2018

Milestone 2: Develop identified training to be implemented - ongoing - 2018

Milestone 3: Implement performance measures based upon identified training needs and training provided – ongoing - 2018

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- Objective 3:** Encourage clients exhibiting high risk behaviors to be tested for HIV and TB.
- Milestone 1:** Review County/Reservation Plans to ensure providers have community linkages with providers of HIV and TB services – ongoing - 2018
 - Milestone 2:** Work with Department staff of HIV and TB to identify joint training opportunities to be implemented in – ongoing - 2018
- Objective 4:** To ensure treatment is provided to intravenous drug abusers, when 90% capacity is reached this is reported to the State. The State will monitor this waiting list.
- Milestone 1:** Implement monthly telephone calls with providers to review wait list individuals and services provided – ongoing - 2018
 - Milestone 2:** Develop identified training to be implemented in – ongoing - 2018
 - Milestone 3:** Quality assurance to provide on-site review of this process– ongoing - 2018
- Objective 5:** To ensure intravenous drug users will be admitted to a program not later than 2 days after making the request and are provided with interim services are provided within immediately after initial contact.
- Milestone 1:** Implement monthly telephone calls with providers to review wait list individuals and services provided – ongoing - 2018
 - Milestone 2:** Develop identified training to be implemented in ongoing - 2018
 - Milestone 3:** Quality assurance to provide on-site review of this process– ongoing - 2018
- Objective 6:** To ensure that each program receiving funding provide outreach services to encourage individuals in need of treatment to undergo such treatment.
- Milestone 1:** Review County/Reservation Plans to ensure providers have community linkages with providers of HIV and TB services – ongoing - 2018
 - Milestone 2:** Work with Department staff of HIV and TB to identify joint training opportunities to be implemented – ongoing - 2018
 - Milestone 3:** Develop identified training to be implemented in – ongoing - 2018
 - Milestone 4:** Quality assurance to provide on-site review of this process – ongoing - 2018

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Goal 5 – Tuberculosis Services

To ensure the state approved programs will directly or through arrangements with other agencies make available tuberculosis services, if appropriate, to each individual receiving treatment.

Objective 1: To require programs thoroughly explore high risk behaviors with their clients through appropriate assessments and complete drug histories.

Milestone 1: Review Continuation Applications to ensure providers have processes to identify the high risk behaviors and plans for linkages to services to address the behaviors – ongoing - 2018

Milestone 2: Work with Department staff of TB to identify joint training opportunities to be implemented – ongoing - 2018

Milestone 3: Develop identified training to be implemented – ongoing – 2018

Milestone 4: Quality assurance to provide on-site review of this process – ongoing – 2018

Objective 2: Encourage clients exhibiting high risk behaviors to be tested for tuberculosis.

Milestone 1: Review Continuation Applications to ensure providers have processes to identify the high risk behaviors and plans for linkages to services to address the behaviors – ongoing - 2018

Milestone 2: Work with Department staff of TB to identify joint training opportunities to be implemented – ongoing - 2018

Milestone 3: Develop identified training to be implemented – ongoing – 2018

Milestone 4: Quality assurance to provide on-site review of this process— ongoing – 2018

Objective 3: To provide counseling or referrals to appropriate agency with respect to tuberculosis.

Milestone 1: Review County/Reservation Plans to ensure providers have community linkages with providers of TB services – ongoing – 2018

Milestone 2: Work with Department staff of TB to identify joint training opportunities to be implemented – ongoing - 2018

Milestone 3: Develop identified training to be implemented – ongoing – 2018

Milestone 4: Quality assurance to provide on-site review of this process— ongoing - 2018

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Goal 6 – HIV

To ensure the state approved programs will directly or through arrangements with other agencies make available HIV/AIDs services, if appropriate, to each individual receiving treatment.

Objective 1: To require programs thoroughly explore high risk behaviors with their clients through appropriate assessments and complete drug histories.

Milestone 1: Review County/Reservation Plans to ensure providers have community linkages with providers of HIV services – ongoing – 2018

Milestone 2: Work with Department staff of HIV to identify joint training opportunities to be implemented – ongoing - 2018

Milestone 3: Develop identified training to be implemented – ongoing – 2018

Milestone 4: Quality assurance to provide on-site review of this process – ongoing – 2018

Objective 2: Encourage clients exhibiting high risk behaviors to be tested for HIV/AIDS.

Milestone 1: Review Continuation Applications to ensure providers have processes to identify the high risk behaviors and plans for linkages to services to address the behaviors – ongoing - 2018

Milestone 2: Work with Department staff of HIV to identify joint training opportunities to be implemented – ongoing - 2018

Milestone 3: Develop identified training to be implemented – ongoing - 2018

Milestone 4: Quality assurance to provide on-site review of this process – ongoing – 2018

Objective 3: To provide counseling or refer to appropriate agencies with respect to HIV/AIDS.

Milestone 1: Review Continuation Applications to ensure providers have processes to identify the high risk behaviors and plans for linkages to services to address the behaviors – ongoing – 2018

Milestone 2: Work with Department staff of HIV to identify joint training opportunities to be implemented in – ongoing - 2018

Milestone 3: Develop identified training to be implemented – ongoing – 2018

Milestone 4: Quality assurance to provide on-site review of this process – ongoing - 2018

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Goal 7 – Tobacco Compliance

To maintain or improve the current Synar Rate for merchants selling tobacco to underage individuals in Montana.

Objective 1: Continue providing the Reward and Reminder environmental program at the current level of merchant stops.

Milestone 1: Contract services to implement Reward and Reminder in every county – ongoing - 2018

Milestone 2: Monitor monthly and address identified issues with Tobacco Merchants – ongoing - 2018

Objective 2: Continue providing State Tobacco Compliance Checks as needed.

Milestone 1: Contract services to implement compliance checks in every licensed tobacco retailer – ongoing - 2018

Milestone 2: Monitor monthly and address identified issues with Tobacco Merchants – ongoing - 2018

Milestone 3: Provide follow up training with tobacco merchants who have failed a State Tobacco Compliance Check – ongoing - 2018

Objective 3: Provide the merchant education program - “Let’s Control It” a minimum of 4 times in each designated prevention specialist region.

Milestone 1: Ensure prevention plans include a quarterly training of the environmental merchant education program “Let’s Control it” – ongoing - 2018

Milestone 2: Ensure training data is entered into the Minimum Data Set through data reviews, training and technical assistance – ongoing - 2018

Milestone 3: Monitor activities and reporting to ensure services will provide outcome based measures – ongoing - 2018

Goal 8 – Pregnant Women Preferences

To ensure that pregnant women be given treatment on demand.

Objective 1: Pregnant women will receive priority admission to the state approved programs.

Milestone 1: Implement monthly contact with all providers to record waiting list and capacity issues – ongoing - 2018

Milestone 2: Develop follow-up and technical assistance procedures to address any concerns from quality assurance review – ongoing - 2018

Milestone 3: Implement performance measures for interim services with identified changes – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

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- Objective 2:** Women will be provided interim services immediately and be admitted into appropriate services within 48 hours.
- Milestone 1:** Implement a “walk through review” as part of quality assurance reviews – 2015
 - Milestone 2:** Develop follow-up and technical assistance procedures to address any concerns from quality assurance review – ongoing - 2018
 - Milestone 3:** Implement performance measures with changes – ongoing - 2018
 - Milestone 4:** Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018
- Objective 3:** State approved programs will be required to develop outreach strategies and coordinate services with other agencies.
- Milestone 1:** Implement County Plan outreach reporting – 2016
 - Milestone 2:** Develop follow-up and technical assistance procedures to address any concerns from annual review – ongoing - 2018
 - Milestone 3:** Implement performance measures for partnership with identified changes – ongoing - 2018
 - Milestone 4:** Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018
- Objective 4:** The State will develop a task force to improve education, outreach and increase access and the number served for both community based providers and MCDC.
- Milestone 1:** Review training needs in the current system 2016
 - Milestone 2:** Develop identified training to be implemented in – ongoing - 2018
 - Milestone 3:** Implement performance measures based upon identified training needs and training provided – ongoing - 2018
 - Milestone 4:** Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

Goal 9 – Process for Referring

To improve the process used for referring individuals to the appropriate treatment modality that best meets the individual’s needs.

- Objective 1:** Ensure treatment services and the one year monitoring is available for the correctional population in community based programs.
- Milestone 1:** Review Continuation Applications to ensure providers have processes to identify the correctional populations as a high priority and have plans for linkages to services to address the behaviors - ongoing - 2018
 - Milestone 2:** Work with Department of Corrections to identify joint training opportunities to be implemented – ongoing - 2018
 - Milestone 3:** Quality assurance to provide on-site review of this process – ongoing - 2018

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- Objective 2:** Design and implement regularly scheduled training events to support appropriate diagnosis, placement and treatment for all levels on the continuum of care.
- Milestone 1:** Review current system 2015
 - Milestone 2:** Propose changes with identified training to be implemented – ongoing - 2018
 - Milestone 3:** Implement performance measures with changes – ongoing - 2018
 - Milestone 4:** Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018
- Objective 3:** Design and implement a quality management process for providers to use in reviewing patient placement and services provided.
- Milestone 1:** Review current system - 2015
 - Milestone 2:** Implement NIATx throughout all providers – ongoing - 2018
 - Milestone 3:** Propose changes with identified training to be implemented – ongoing – 2018
 - Milestone 4:** Implement performance measures with changes – ongoing - 2018
 - Milestone 5:** Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018
- Objective 4:** Montana Chemical Dependency Center through collaboration with referral sources will ensure placement standards are met and appropriate utilization of services is maintained.
- Milestone 1:** Review current system - 2015
 - Milestone 2:** Propose changes with integration of MCDC - – ongoing - 2018
 - Milestone 3:** Receive approval for changes and perform necessary paperwork for changes – ongoing - 2018
 - Milestone 4:** Implement performance measures with changes – ongoing - 2018
 - Milestone 5:** Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018

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Goal 10 – Continuing Education

To make available or provide continuing education for Licensed Addiction Counselors and those individuals providing treatment and prevention services.

Objective 1: Continue all phases of the counselor certification program, including compliance with continuing education requirements.

Milestone 1: Monitor workforce development and other student/intern programs through the State Approved program to received feedback and identified needs – ongoing - 2018

Milestone 2: Work with the Central Rockies Addiction Technology to develop training plans to address training issues within programs – ongoing - 2018

Objective 2: To encourage and support statewide training for treatment and prevention program personnel through qualified organizations and service providers.

Milestone 1: Monitor contractor input and needs through the State Approved programs to develop training sessions – ongoing - 2018

Milestone 2: Work with the Central Rockies Addiction Technology and other training agencies to develop training plans to address training issues within programs – ongoing - 2018

Objective 3: Continue to support Prime For Life (PFL) evidence based programing for DUI and MIP through continuing updates and training as changes occur in both Montana Law and treatment.

Milestone 1: Continue advanced/continuing education of PFL – ongoing - 2018

Milestone 2: Continue Fidelity coding – ongoing - 2018

Milestone 3: Implement ongoing training based upon issues found in fidelity coding – ongoing - 2018

Milestone 4: Implement performance measures with changes – ongoing - 2018

Milestone 5: Implement necessary changes based upon quality assurance and performance measures – ongoing - 2018

Objective 4: Implement a consistent training event(s) for ASAM (both initial training, advance training and continued follow-up technical assistance)

Milestone 1: Implement a beginning and advanced training in three cities with follow up booster sessions – ongoing - 2018

Milestone 2: Develop and implement ongoing training for ASAM – ongoing - 2018

Milestone 3: Work with the Central Rockies Addiction Technology and other training agencies to develop training plans to address training issues within programs – ongoing - 2018

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Goal 11 – Coordinated Services

To coordinate prevention activities and treatment services with the provision of other appropriate services.

Objective 1: Coordinate with other social service agencies to ensure a coordinated statewide planning effort for alcohol and other drug treatment services.

Milestone 1: Attend scheduled meetings of identified partners to provide input and support – ongoing - 2018

Milestone 2: Integrate proposed services and partnerships into the appropriate areas within Block Grant requirements – ongoing - 2018

Objective 2: Coordinate prevention activities and treatment services.

Milestone 1: Work with Federal Project Officer on a consistency basis to ensure coordination of national level activities are communicated and information is received to be provided to contractors and partners – ongoing – 2018

Milestone 2: Provide examples and technical assistance to communities on how services can be integrated to meet the needs of those being served – ongoing - 2018

Objective 3: Support prevention and treatment activities in local communities and encourage local cooperative efforts to improve coordination of prevention and treatment activities.

Milestone 1: Implement monthly contact with all providers to record cooperative efforts needs and issues – ongoing - 2018

Milestone 2: Develop follow-up and technical assistance procedures to address any concerns from quality assurance review – ongoing - 2018

Milestone 3: Implement performance measures for those services where partnerships are identified to track progress – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

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Goal 12 – Assessment of Needs

Continue to assess the alcohol and other drug treatment service needs of Montana and determine specific strategies to meet identified needs.

Objective 1: Continue to implement a statewide needs assessment instruments to support the determination of prevention and treatment needs throughout Montana.

Milestone 1: Sustain epidemiological workgroup – ongoing - 2018

Milestone 2: Review training in the current system – ongoing - 2018

Milestone 3: Develop identified training to be implemented – ongoing - 2018

Milestone 4: Implement performance measures based upon identified training needs and training provided – ongoing - 2018

Milestone 5: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

Objective 2: Continue to support the epidemiological workgroup to review, update, analyze and prioritize consumption and consequence focused outcomes for ATOD.

Milestone 1: Sustain epidemiological workgroup – ongoing - 2018

Milestone 2: Develop process to identify gaps in data – ongoing - 2018

Milestone 3: Develop list of identified gaps in data to be reviewed for possible collections through partnerships – ongoing - 2018

Milestone 4: Implement performance measures based upon data needs and identification – ongoing - 2018

Milestone 5: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

Goal 13 – Peer Review

To develop an integrated system of peer review to ensure individuals receiving individualized services at the appropriate treatment modality.

Objective 1: Ensure each state approved facility receives an on-site review from Quality Assurance to review case records and treatment services.

Milestone 1: Implement a “walk through review” as part of quality assurance reviews – 2015

Milestone 2: Develop follow-up and technical assistance procedures to address any concerns from quality assurance review – ongoing - 2018

Milestone 3: Implement performance measures with changes – ongoing - 2018

Milestone 4: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

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Objective 2: Ensure each state approved facility is implementing a peer review by someone outside of their facility minimally once a year but will encourage each facility to have a regularly schedule process for peer reviews.

Milestone 1: Continue County Plan Peer Review reporting – ongoing - 2018

Milestone 2: Develop follow-up and technical assistance procedures to address any concerns from annual review – ongoing - 2018

Milestone 3: Implement monthly contact with all providers to record any Peer Review Activity to ensure they are addressing efficacy, appropriateness and quality of services provided – ongoing - 2018

Milestone 4: Implement performance measures for partnership with identified changes – ongoing - 2018

Milestone 5: Implement ongoing necessary changes based upon quality assurance and performance measures – ongoing - 2018

Goal 14 – Confidentiality

To ensure the confidentiality of client records are maintained.

Objective 1: The Quality Assurance Division (QAD) will review the state approved programs policies, procedures and practice in maintaining the confidentiality of client records.

Milestone 1: Quality Assurance Division will visit each state approved program on-site a minimum of one time a year to monitor and review confidentiality procedures – ongoing - 2018

Milestone 2: Monthly contact with State Approved programs will be implemented to discuss issues found at the on-site review and how programs are progressing in their corrective action – ongoing - 2018

Milestone 3: Provider/Bureau communications will be monitored for confidentiality issues and addressed as identified – ongoing - 2018

Objective 2: Provide technical assistance on confidentiality as needed.

Milestone 1: Identify technical assistance needs through monthly contact, on-site visits, and regular communications and provide one-on-one training as identified – ongoing - 2018