

Policy and Procedure Milwaukee County Housing Division	Date Issued 09/21/2015	Policy Number HOUSING 107	Page 1
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1. POLICY:

It is the policy of the Housing Division that providers considered for, or continuation of, Fee for Service agreements or Purchase of Service contracts with Milwaukee County demonstrate a high level of performance. The goal of this policy and procedure is to promote fairness and consistency in the performance evaluation of agencies and encourage improvement in the agency's performance to meet the required standards. These performance standards include the provider's compliance with the Milwaukee County Fee for Service agreement, Milwaukee County Purchase of Service Contract, Housing Division Service Descriptions, and the Housing Division Policies and Procedures.

2. PROCEDURE:

- A. In order to ensure providers are demonstrating a high level of performance, the Housing Division Quality Assurance Department will proceed with the following progression of interventions to manage any quality concerns or findings for a provider in regard to their performance:
1. Written or verbal communication with the provider.
 2. On-site Technical Assistance at the provider location.
 3. Suspension of new referrals for the provider.
 4. Requesting submission of a Corrective Action Plan by the provider.
 5. Implementation of Conditional Status for the provider for a set time period.
 6. Suspension of the provider for a set time period.
 7. Termination of the provider's fee for service agreement or purchase of service contract with Milwaukee County.
- B. Providers that are suspended from new referrals or put on a corrective action plan 2 or more times during a 12 month time period may not have their agreement/contract renewed for the following year.
- C. Milwaukee County Housing Division reserves the right to develop Provider Performance Measures that reflect service recipient satisfaction, complaints against providers, compliance with Fee for Service agreements, Purchase of Service contracts, and/or policies and procedures, and Service Recipient outcomes. Furthermore, the Housing Division reserve the right to publish and distribute Provider Performance scores to Service Recipients, families/guardians, Care Coordinators/Care Management/Support and Service Coordinators/Case Managers/Recovery Support Coordinators, and other attentive and affected audiences, and will encourage the consideration of performance history in the selection of Providers.
- D. Based upon the severity of non-compliance, the Milwaukee County Housing Division has the discretion to proceed to a higher level of intervention without following the progression of interventions as noted in A. above.
- E. Provider agrees to provide a response to requests from Purchaser or submit required data and/or information and/or required notification(s) per Agreement to Purchaser or the Purchaser's authorized agents, or in the form or format, by the timeline specified by the Purchaser or its agents. If the Provider fails to submit required response, data and/or information to the Purchaser or the Purchaser's authorized agents, or fails to submit such data or information in the required form or format, by the deadline specified by the Purchaser or its authorized agents, the Purchaser may immediately impose liquidated damages in the amount of \$75 per day for each day beyond the deadline that the Provider fails to submit the response or data or fails to submit the response/data in the required form or format,

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such liquidated damages to be deducted from the Provider's payments, unless a prior extension (before deadline) has been approved by Purchaser or Purchaser's agents.

Reviewed & Approved by: *Stacey L. Bielski*
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