




**STATE OF CONNECTICUT  
Department of Mental Health and Addiction Services**

**Commissioner’s Policy Statement and Implementing Procedures**

<b>SUBJECT</b>	Monitoring DMHAS’ Behavioral Health Contractors Performance
<b>P &amp; P NUMBER</b>	Chapter 1—Administration, Organization and Management
<b>APPROVED</b>	 <span style="float: right;">11/1/18</span> <hr/> Miriam Delphin-Rittmon, Ph.D., Commissioner <span style="float: right;">Date:</span>
<b>EFFECTIVE DATE</b>	11/1/2018
<b>REVISED</b>	
<b>REFERENCES</b>	
<b>FORMS AND ATTACHMENTS</b>	

**Statement of Purpose:** The purpose of this policy is to ensure oversight of the Department of Mental Health and Addiction Services’ (DMHAS) behavioral health contractors’ performance.

**Policy:** The Department of Mental Health and Addiction Services (DMHAS) will monitor services and supports delivered through contracts to ensure compliance with contract terms, and federal and state requirements.

**Procedures:** The Department, through the state operated Local Mental Health Authorities (LMHA’s), and the identified divisions as outlined in this policy, shall conduct regular reviews of its behavioral health contractors, to ensure compliance with contract terms and expectations, and federal and state requirements.

Within the Department there are several divisions with responsibilities for conducting activities that provide oversight of the services purchased by DMHAS. These divisions include: Audit, Contracts, Forensic Services, Young Adult Services, Evidence Based Practices, Prevention and Health Promotion, Statewide Services, Evaluation, Quality Management and Improvement, Managed Services and Community Services.

Each of the identified divisions, and the state operated LMHAs, are responsible for formulating oversight and monitoring priorities, and conducting reviews, including on-site monitoring visits, of services provided to ensure that the Contractor is in compliance with the DMHAS contract terms and expectations, and federal and state requirements.

Oversight activities shall be conducted in order to:

- Ensure appropriate allocation and expenditures of federal and state funds;
- Ensure access to and delivery of quality, strength-based services that meet the identified

needs of consumers at the appropriate level of care, in respectful and culturally competent, collaborative environments that promote and support recovery and provide continuity of services;

- Monitor compliance with federal grant requirements, including block grant funding, contractual requirements, and federal regulations by methadone clinics;
- Identify emerging promising practices and facilitate replication;
- Assure statewide consistency within levels of care and service modalities across the DMHAS behavioral health care system, and monitor and analyze statewide trends and service delivery issues.