



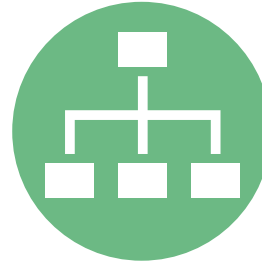
COMPONENTS OF THE NEW PROCESS

Partnership Between Certification Specialists and Providers



LOGISTICS:

- Virtual Planning Meeting
- Schedules, Consent Forms, Focus Groups and Conversations
- Electronic Document Submission



VISITS:

- Evidence-Gathering
- Conversations/Focus Groups
- Visits to Service Locations
- Closing Meeting



PLANS:

- Strategize Alignment Plans with Certification Specialists during Closing Meeting
- Resources
- Submit Plans
- Work on Plans



ACTIVITY SCHEDULE (90-Days Prior to Visit)

90 Days Prior: Planning Meeting

1

- Certification Specialist contacts provider to set up virtual planning meeting.
- Virtual Planning meeting occurs, finalizing dates for onsite Certification Review during meeting.

60 Days Prior: Finalize Visit Schedule

2

- The Certification Specialist sends the Provider the Draft Visit Schedule to ask for the final edits.

30 Days Prior: Document Sharing

3

- Provider will share requested documents 30 days before the visit, if able to share electronically.
- Office of Quality Assurance draws the sample of sites and people chosen for reviews.



ACTIVITY SCHEDULE (CERTIFICATION COMPONENTS)

Document Review:

4

- Random selection of people's records
- Organizational document review of policy, assessments, minutes, personnel records, trainings, education for people, etc.

Conversations:

5

- Conversations with provider leadership
- Focus Groups or conversations with People Receiving Services
- Focus Groups or conversations with Staff

Visits:

6

- Selection of places where people are receiving services based on Office of Quality Assurance sample



ACTIVITY SCHEDULE (CERTIFICATION COMPONENTS)

Closing Meeting:

7

- Final Day of Review
- Certification Specialist presents Draft Results
- Provider and Certification Specialist strategize Plans for Alignment
- Approximately: 3 Hours

Plans for Alignment:

8

- Within 5 business days of the Closing Meeting, the provider submits Plans for Alignment and the Certification Specialist submits draft report to OC for approval.
- OC provides approval within 10 business days of receipt.

Final Alignment:

9

- The provider will submit proof of Alignment within 30 or 60 days of OC's approval of Plans.
- OC will accept the proof or request additional proof.



ACTIVITY SCHEDULE (CERTIFICATION COMPONENTS)

Final Report:

10

Once all evidence is accepted by ADMH Office of Certification, the Office of Certification Administration will send an updated Final Certification Report indicating that the Provider has received a 2-Year Certification Term.



SAMPLE ONSITE SCHEDULE

	Monday, 11/4/24 Document Review	Tuesday, 11/5/24 Conversations	Wednesday, 11/6/24 Site Visits	Thursday, 11/7/24 Closing Meeting
9AM-9:30AM	Certification Specialist reviews schedule, logistics, and expectations with the provider.	Certification Specialist meets with providers staff to debrief from the first day and discuss logistics for today's schedule.	Certification Specialist meets with providers staff to debrief from the second day and discuss logistics for today's schedule.	
9:30AM-12PM	Certification Specialist reviews requested documents, policies, training records, personnel records, and records of people receiving services.	Staff Conversation/Focus Group (6-10 people from a variety of service with varying tenure. NO SUPERVISORS please).	Certification Specialist will be going to different sites to conduct Site Visits.	Closing Meeting, Presentation of Draft Certification Report, Strategize Plan(s) for Alignment (if Applicable)
12P-1P	Break	Break	Break	
1P-3P	Certification Specialist reviews requested documents, policies, training records, personnel records, and records of people receiving services.	Person Receiving Services Conversation/Focus Group (6-10 people if it is a Focus Group)	Certification Specialist will be going to different sites to conduct Site Visits.	
3P-5P	Certification Staff will meet with provider leadership to discuss any findings from the Document Review. These are preliminary findings.		If needed, the Certification Specialist will meet with provider leadership to discuss any preliminary findings from the site visits.	



KEY DOCUMENTS



Electronic Document Sharing

- Prior to the review, the Certification Specialist and provider will set up a cloud-based document sharing folder.
- Office of Certification has set up a Microsoft Team
- Electronic document sharing may reduce the time needed for onsite documentation review during the Certification Review



Certification Resources

- The ADMH-DDD Certification Guide
- Conversations/Focus Group Questions
- Informed Consent for People Receiving Services for Conversations or Focus Groups
- The Certification Tool Workbook (Excel Worksheet, the Certification Report, Plans for Alignment, Record Review, Site Visits, TOAs).

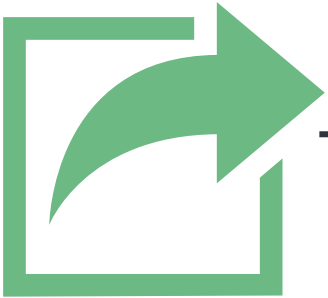


RECORD REVIEW



Certification Specialists

- The Office of Certification will inform providers of the people whose records have been selected a month prior to the Review.
- A representative sample is drawn and people are selected.



Provider

- Works with Certification Specialist to share information electronically or onsite.
- Ensures the Certification Specialist has access to all necessary documents.



CONVERSATIONS (FOCUS GROUPS) – PEOPLE SUPPORTED



Certification Specialists

- Works with provider to schedule virtual or onsite
- Selects people from list of those currently receiving services
- Explores how best to communicate with the person



Provider

- Obtains Informed Consent
- Works with Certification Specialist to plan conversations and effectively schedule



CONVERSATIONS (FOCUS GROUPS) – PROVIDER STAFF



Certification Specialists

- Works with provider to schedule virtual or onsite visit
- Shares with provider whether it will be a Focus Group or conversation



Provider

- Works with Certification Specialist to schedule virtual or onsite visit
- Ensures that a good sample of provider staff is involved



VISITS



Certification Specialists

- Review Requirements from Workbook to verify that Sites comply with Requirements
- Identify sites and lets Provider know during scheduling



Provider

- Works with Certification Specialist to schedule onsite visit
- Ensures that the provider has all logistics if needed



PLANS FOR ALIGNMENT

Plans for Alignment (60 Days)

- Provider will receive an 80% or above to achieve a 2-Year Certification
- Required for performance requirements **not** found in alignment
- Designed to bring provider into alignment with all performance indicators that are under 80%
- Certification Specialist provides support/TA as needed

IMMEDIATE Plans for Action (30 Days)

- There are some performance requirements that require immediate plans of action if found **not** in alignment.
- These will show on the Certification Tool
- The provider will not be granted certification if ANY 30-Day requirement is out of alignment



CERTIFICATION GUIDE

Certification Guide

- Certification Process
- Timelines
- Conversation Guides
- Scoring
- Appeal Process

