

PROGRAM OPERATIONS-Community Follow-up Program

MNPOCFP2002 Revised 2/08/2002

File #: _____ Agency: _____ Date of Visit: _____

	Yes	P	No	N/A	Comments
Program Administration					
Organizational chart is available for review					
There are clear lines of responsibility and accountability for the administrative, fiscal, and client services aspects of the program; including clear lines of supervision.					
Administrative oversight of the CFP is regular and supportive					

	Yes	P	No	N/A	Comments
Program Operations					
Resumes are on file and staff meet CFP qualifications					
There is an appropriate level of staff for the caseload					
Training/staff development meets requirements					
Program has adequate space/supplies to perform work plan services					
Client records are maintained in a secured space					
CFP Policy and Procedure Manual is developed					
CFP Manual is operationalized and a copy is available at each site					

	Yes	P	No	N/A	Comments
Quality Assurance					
QA plan meets AIDS Institute requirements					
QA plan requirements have been implemented					
When necessary, corrective actions are requested and follow-up occurs					
The program uses consumer surveys to assess client satisfaction					
Client record QA reviews and client data are incorporated into improving care and outcomes for clients					
Client data is used for planning purposes					

Data Management					
A designated individual is responsible for quarterly data reports					
Quality data reports are submitted as directed					
Quality data reports are submitted in a timely manner					
URS has been implemented					
URS extracts are submitted regularly every month					
Billing					
Automated billing has occurred					
Billing tracking process in place					
Billing occurs on a timely schedule					
Process for follow-up of pended and denied claims is adequate and timely					
Provider identifies the following reoccurring billing problems:					
Fiscal					
Adequate accounting procedures are in place for the CFP					
Procedures are in place to ensure that revenues and expenditures for CMC are kept separate from other contracts/sources of funds					
Ongoing communication between program, billing, and fiscal is occurring					
Quarterly fiscal reports are submitted as directed					
Quarterly fiscal reports are submitted in a timely manner					
Cost reports are submitted as directed					
Cost reports are submitted in a timely manner					

Key: Yes=compliance with standard P=progress/needs improvement
 No=does not meet standard N/A=not applicable or unclear