

**Allegheny County Department of Human Services/Office of Behavioral Health  
Bureau of Drug and Alcohol Services**

**Program Monitoring**

The Department of Human Services Office of Behavioral Health (OBH) is the County's public office responsible for providing Allegheny County residents who have mental illness and/or substance use disorders with a coordinated, community-focused system of high quality and cost-effective services, programs and opportunities.

**OBH Organization**

Bureau of Drug and Alcohol Services  
Bureau of Child and Adolescent Mental Health Services  
Bureau of Adult Mental Health Services

**Standards**

OBH program regulations and standards are defined by the Pa. Department of Human Services, Office of Mental Health & Substance Abuse Services (OMHSAS); and the Pa. Department of Health, Department of Drug and Alcohol Programs (DDAP).

**Tools and Approach**

The Pa. Department of Health, Single County Authority (SCA) Provider Monitoring Tool is used by the Bureau of Drug and Alcohol Services Contract for Monitors to guide the process.

The OBH Bureau of Drug and Alcohol Services contracts with 35 agencies to provide a full continuum of drug and alcohol services. These include school-based services, community-based services, and a continuum of treatment services from out-patient, non-hospital-based to in-patient, hospital-based.

The Drug and Alcohol Contract Monitoring Staff are assigned to multiple drug and alcohol services provider agencies. They will utilize the aforementioned tool for determining contract compliance

Drug and alcohol services providers are required to have an annual, announced, on-site review. In addition, a subsequent on-site review(s) may be conducted, as needed, based on consumer complaints, repeated findings, and/or county/state Department of Health recommendations.

Providers are sent 30-day notification (via email and /or US mail) of the scheduled date, time and documentation required during the on-site review at their facility. These site visits may extend over a period of one to 10 days depending on the size of the organization and the documentation to be reviewed.

An introductory interview is conducted by the Contract Monitors with the executive director of the facility and the appropriate provider staff at the beginning of the on-site review.

Providers are required to

- schedule staff availability during the on-site review,
- compile and make available all requested documentation, including By-Laws, meeting minutes and organization charts, and program-specific evaluations
- when appropriate, produce client records randomly selected by the Contract Monitor.

An exit interview is conducted by the Contract Monitors with the appropriate provider staff at completion of the on-site review. During this interview, findings are discussed, recommendations are made and a time limit of 30 days is given for submitting a corrective plan of action for non-compliances. Technical assistance is offered and provided as requested.

As a follow-up to the on-site review, a letter confirming the on-site review, as well as the completed monitoring tool, resultant findings and required corrective action measures, are sent to the provider. Findings are also recorded in the SCA-Provider Monitoring Report (SPMR) data base.

The provider is required to complete the corrective actions measure form, which details the provider's plan to remedy non-compliance issues, and return it to their Contract Monitor within 30 days.

## **Important Aspects of Program Monitoring**

### **Reviewing Current Program**

Contract Monitors review

- How the agency is adhering to their contract regarding compliance with county and state requirements;
- Correspondence from DDAP and the Department of Health Division of Program Licensure to verify continuity and compliance.
- All aspects of the agency to comply with the SCA Provider Monitoring Tool

All D&A providers undergo an Administrative Review of

Fiscal considerations

Policies and procedures (including manuals)

Agencies that provide Case Management Service are also reviewed, *if applicable*, in all aspects of

Cost-reimbursement

Expense reimbursements

Fixed assets acquisition, maintenance, disposal

Case management services;

Screening process;

Assessment process;

Assessment of pregnant women and injection drug users

Confidentiality policy  
Intensive Case Management (ICM);  
HIV/Early Intervention services  
Case file reviews of  
    Screening and assessment of an adolescent  
    Screening and assessment of an adult  
    Intensive case management

Agencies that provide Treatment Service are also reviewed, *if applicable*, in all aspects of  
    Cost-reimbursement  
        Expense reimbursements  
        Fixed assets acquisition, maintenance, disposal  
    Treatment services  
    Treatment for pregnant women and injection drug users  
    HIV/Early Intervention services  
    Charitable Choice Provider Requirements

Agencies that provide Prevention Service are also reviewed, *if applicable*, in all aspects of  
    Cost-reimbursement  
        Expense reimbursements  
        Fixed assets acquisition, maintenance, disposal  
        Prevention processes

General intervention services are not a requirement from the Department of Drug and Alcohol Programs, however, these services are monitored in accordance with Allegheny County contract.

### **Program Quality Improvement**

Preview previous Findings and Corrective Actions taken from prior site visits  
Make additional recommendations, if necessary

### **DHS/Provider Relations**

An integral part of this process is the technical assistance that is available at anytime it is requested. Also, we do a regular follow-up visit usually within six months. This provides assistance throughout the fiscal year and is conducive to a positive working relationship with the Drug and Alcohol Providers.