

EXHIBIT (Insert section)

PERFORMANCE INDICATORS AND OBJECTIVES

The performance of the Provider, as well as compliance with contract standards, shall be monitored on an ongoing basis by a representative(s) of the Payor in conjunction with the Provider. The representative shall be available to communicate with the Provider on any contractual issue. Also, the Payor's CEO, or designee, shall assign a support coordinator who shall maintain regular contacts with the Provider and the consumer as noted in the consumer's Person-Centered Plan.

Quality and Competency Monitoring of the provider shall occur minimally on an annual basis. The areas of monitoring may include any or all of the following. This listing is not intended to be all-inclusive.

- Quality Improvement (Staff knowledge of organization, Staff knowledge of PCP's, Customer Satisfaction Surveys, Consumer opportunity for suggesting improvements.)
- Recipient Rights (Posters, forms, booklets, and rules available as required; Agreements to follow CMHA-CEI policies and procedures in place; Recipient Rights reports, including Incident Reports and Complaints and trends.)
- Management of Information (Confidentiality of records; timely submission of bills and documentation as required or requested.)
- Management of Human Resources (Systems for ensuring staff competency are in place; Background checks completed as required.)
- Safety/Infection Control (First Aid kit and other equipment is accessible and functioning properly; Proper infection control procedures are followed.)
- Medications (Medications are stored, managed, and administered properly.)
- Resident Treatment (Consumers are treated with respect and are afforded choices; There is a choice of activities for consumers—both in and out of home; General personal care and supports and services are provided acceptably, with sensitivity, and according to the consumer's Person-Centered Plan.)
- Resident Funds and Valuables (Funds and valuables are maintained accurately and according to licensing and contractual requirements, and according to generally acceptable practices.)
- Clinical Record Review
- Facility Policy and Procedure Review
- Facility Tour
- Interviews with Staff
- Interviews with Consumers/Families
- Interviews with Payor's Staff who are familiar with the Facility's Services
- Licensing/Certification Reviews
- Observation of Care
- Medicaid Claims Verification
- Compliance with General Terms of the Contract
- Incident Reporting consistent with CMHA-CEI [Incident Reporting Procedure 3.3.07](#). Incidents shall be report to the Payor within prescribed timelines and through use of CMHA-CEI's incident reporting web portal.
- Staff Training requirements consistent with CMHA-CEI [Training for All Staff Procedure 2.1.08I](#) and other trainings as required by the Payor or State licensing or certification agency. Required trainings are as follows:

CMHA-CEI Training Grid For B - Contract Residential Direct Care Workers

I = Required initially (at hire)
A = Required initially and annually
2 = Required initially and every 2 years
3 = Required initially and every 3 years

Training	Initial Requirements	Training Frequency
Recipient Rights Orientation (in person or via Zoom, through any CMH or online through Improving MI Practices)	30 days of hire	I
Recipient Rights Refresher	N/A	A
**CPR & First Aid - Classroom	30 days of hire or prior to working alone, whichever comes first.	2
Blood Borne Pathogens/ Infection Control	30 days of hire	A
HIPAA Privacy & Security	30 days of hire	A
Person-Centered Planning	30 days of hire	A
**Basic Health & Medications - Classroom[#]	90 days of hire or prior to administering medication, whichever comes first.	2
**Culture of Gentleness - Classroom[#]	As available	I
Corporate Compliance	90 days of hire	A
Cultural Competency & Diversity [#]	90 days of hire	A
De-escalation Skills	90 days of hire	I
Environmental Safety [#]	90 days of hire	3
Limited English Proficiency (LEP)	90 days of hire	A
Trauma Informed Care	90 days of hire	I
Individual Plan of Service (IPOS) and applicable ancillary plan(s) training for each CMHA-CEI individual living in the home	Prior to providing service to that individual	Annually, or as plan is updated

****Classroom trainings are taken through CMHA-CEI's Training Unit (except Recipient Rights Orientation).**

[#]CMHA-CEI's standard goes above what Mid-State Health Network requires.

Registration for classroom trainings, training PowerPoints, and NEW online test links can be found in the [Training section](#) of the CMHA-CEI website. You can also visit the CMHA-CEI [Event Calendar](#) to find the Zoom Recipient Rights Orientation schedule and registration links. **Previous versions of paper-based tests will no longer be accepted as of 02/01/2026.** All previously paper-based tests can be accessed online using [Classroom Clipboard](#). The access code for all tests is: training **Staff must print or screenshot the results page at the end of the test as proof of completion. Classroom Clipboard does not retain training records.** B-Contract Residential providers will track training completion and due dates and will provide proof upon request from CMHA-CEI. CMHA-CEI will notify B-Contract Residential providers of any changes in training formats or versions.

Improving MI Practices trainings can be completed using the information in the How-To guide attached. Be sure to take the correct approved training by referring to the list included.

Questions on Training Requirements can be sent to your Quality Advisor (QCSRR-QA@ceicmh.org) or to the training unit (training@ceicmh.org)

How to Register an Individual the Improving MI Practices (IMP) Website

Great news! There is now an additional training resource that we are able to offer our providers. Improving MI Practices is online training platform that can be accessed at www.improvingmipractices.com. Improving MI Practices offers training alternatives for required trainings. You will find links below.

Simply follow these simple steps to create an individual account with Improving MI Practices and to access the trainings:

For an individual account

1. Go to [IMP website](#) to create a new account
2. Click on the icon “**Create an Account**” and follow the instructions for register your account.
3. Once the registration is complete and account is active, follow the instructions to set up the rest of the account, and then search for the appropriate class using the search bar.
4. To find a course, click on the  icon and type the name into the search bar, click on the course name, then click on "Take This Course." Upon course completion, a printable certificate is available. Below are the equivalent course names that you can click on as well.

CMHA-CEI Courses	Equivalent Course Offered by Improving MI Practices
Blood Borne Pathogens/ Infection Control	Infection Control for Direct Care Workers OR Infection Control & Standard
Corporate & Regulatory Compliance	Corporate Compliance
Cultural Competency & Diversity	Cultural Competence
De-Escalation Skills	Crisis Prevention
Environmental Safety	Emergency Preparedness
HIPAA Privacy & Security	HIPAA Essentials
Limited English Proficiency	Limited English Proficiency
Person Centered Planning	Person Centered Planning with Children, Adults & Families
Recipient Rights Orientation OR Refresher	Intro to Recipient Rights AND Recipient Rights Process
Trauma Informed Care	Creating Cultures of Trauma-Informed Care

Helpful Information

- Use the “search” function on the main page to type in the above course names. Be sure to take the correct courses; failure to do so may result in non-compliance and/or a requirement for staff to retake the training.
- For tutorial videos on how to register/log in, menu navigation, course set up and other related topics [click here](#).
- Sign-Up Confirmation or Password Resets – if you do not receive your confirmation, please check your junk/spam e-mail settings. If this does not resolve the issue, we suggest reaching out to your IT department (if applicable) to check email controls.