

**ATTACHMENT A TEMPLATE
Milestones and Timeframes**

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ARR Section Number: 4

Milestones	Baseline Data (where applicable)	Timeframe for Achieving Milestone: Begin* and end dates	Comments
<p>Measure consumer satisfaction with the PCP process and the resulting plans and develop quality improvement efforts as a result</p>	<p>N/A</p>	<p>10/01/09 to 09/30/2014 (to occur annually)</p>	<p>Satisfaction Surveys as well as other methods (ie: PCP reviews, progress notes, etc.) will be utilized and the results will be reviewed and analyzed by the Affiliation SD/PCP Workgroup and the Affiliation QI Workgroup. QI plans will be developed from the results of the analysis and consumer feedback.</p>
<p>Provide training on the elements of Person Centered Planning and SD for staff, consumers, providers, and families</p>	<p>N/A</p>	<p>10/01/09 to 09/30/2014 (to occur annually)</p>	<p>Training will be offered a minimum of annually and clinical CMHSP staff will be required to attend annually...PIHP will keep up-to-date training resources and monitor that training occurs during annual PIHP site review</p>
<p>The PIHP will maintain trained Independent Facilitators and will provide consumers with information about the options and how to access them.</p> <p>Baseline data for the entire Affiliation: 0 consumers choose to utilize an IF in FY 08</p> <p>Goal: Each CMHSP within the Affiliation will increase the number utilizing an IF by 3 consumers each year for the next 5 years.</p>	<p>N/A</p>	<p>10/01/09 to 09/30/2014</p>	<p>Currently we have not utilized any of our trained IF's within the Affiliation. This option is made available during the PCP planning process and education is provided regarding it, but consumers and families have not chosen to use it.</p> <p>Current options for independent facilitators will be made available to consumers and families. Facilitators will be required</p>

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			to obtain the appropriate PCP and facilitation trainings. The PIHP will monitor the availability of IF's.
Consumers and advocates will review Affiliation policies, procedures, and practice guidelines that relate to PCP and SD	N/A	06/01/09 to 09/30/2014	The Affiliation Consumer Advisory Council as well as other stakeholder groups will offer guidance to ensure consumer oriented processes and provide input on Affiliation policies, and procedures
Contracts with qualified Fiscal Intermediaries (at least one per CMHSP) will be maintained and performance will be evaluated at least annually. Baseline Data: 498 consumers utilized the services of an FI Affiliation wide in FY 08 Goal: Each CMHSP within the Affiliation will increase the use of FI's by 4% each year over the next 5 years.	N/A	10/01/09 to 09/30/2014	Each CMHSP within the Affiliation will maintain a current contract with at least one qualified FI and make these arrangements available to consumers. The Affiliation SD/PCP Workgroup will monitor that FI's are made available and will review the results of performance evaluations completed by each CMHSP. Consumers tend to only choose to utilize FI's when hiring their own staffing. At this time, our numbers using an FI are limited as consumers/families often tell us they are satisfied with services and providers and do not want the responsibility.
Each CMHSP will have current SD budget forms and provide education to consumers on how to complete	N/A	06/01/09 to 09/30/2014	Each CMHSP will provide copies of the current budget forms to the PIHP. Forms will be reviewed by the Affiliation SD/PCP workgroup.
Each CMHSP will make available current costs of provided services	N/A	06/01/09 to 09/30/2014	Each CMHSP will ensure that costs are kept current. Costs are reviewed as needed by the Affiliation CFO

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			workgroup and the Affiliation SD/PCP Workgroup.
Written SD agreements will be completed for each person entering into a SD arrangement	N/A	10/01/09 to 09/30/2014	Agreements which outline the consumer and CMHSP responsibilities will be completed. The agreements being used will be reviewed by the Affiliation SD/PCP Workgroup.
Each CMHSP will have a process in place that outlines how the consumer will select service providers external to the CMHSP when requested	N/A	10/01/09	The CMHSP's will ensure that consumers are able to select providers that are qualified and available. The process being used by each CMHSP to ensure that consumers can choose qualified providers will be reviewed by the Affiliation SD/PCP Workgroup.
Complete information on SD options will be made available to all adult consumers served	N/A	10/01/09 to 09/30/2014	Each CMHSP will ensure that all adult consumers receive information on all elements of SD at intake and again at least annually during the PCP process. The PIHP will review the educational materials provided to consumers during the annual PIHP review and the Affiliation SD/PCP Workgroup will review the information provided and offer guidance.
Each CMHSP will show an increase in the total number of consumers completing an individual budget Baseline Data: 480 consumers Affiliation wide have an individual budget Goal: Each CMHSP within the Affiliation will increase the number of consumers having individual budgets by 4% each		10/01/09 to 09/30/2014	Completion of an individual budget is voluntary and often when the option is offered, the response is that they are satisfied with services/supports and do not want to complete any other paperwork or participate in any other options than what they are have already done during the PCP. Also many of the consumers

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year over the next 5 years.			who have an individual budget included in the baseline data are for respite services.

* At least some of the quality improvement activities must begin June 1, 2009. The plan must be in implementation no later than October 1, 2009.