

**COMMUNITY MENTAL HEALTH  
Newaygo County**

**QUALITY AND COMPETENCY MONITORING**

**Provider Agency**

Date of Review: 9.20.16

Reviewer Name: Cindy Ingersoll

Provider Name Moore Living Type of Service: CLS and SIP staffing

Address.

City/Zip Lansing MI is main office

Phone: Local contact Melissa Quinlan at 231-689-0022 or on her Cell phone 231-343-8303

Melissa Quinlan <[Melissa@moorelivingconnections.org](mailto:Melissa@moorelivingconnections.org)>

**RATING: 1 = Meets Standard 2=Partially Meets Standard 3 = Does Not Meet Standard**

*(If Provider receives any ratings of 2. Partially meets Standard or 3. Does Not Meet Standard, a written plan of correction is required within 30 days and a re-assessment may occur.)*

	<b>LICENSURE and PRIVILEGING</b>	<b>RATING</b>
1	Professional license/registration/certification current.	1
2	Professional license/registration/certification free from disciplinary actions and complaints.	<b>1</b>
3	Medicaid Enrolled Provider (for Children's Waiver)	1
Comments:		

	<b>INSURANCE</b>	<b>RATING</b>
1	Professional Liability insurance current.	1
2	Workers' compensation insurance current.	<b>1</b>
Comments:		

	<b>TRAINING</b>	<b>RATING</b>
1	Recipient Rights - Basic Training (within 30-days of contract start)	1
2	Person Centered Planning	<b>1</b>
3	Limited English Proficiency	1
4	Cultural Diversity	<b>1</b>
5	Compliance Plan	1
6	Electronic Information Management/Security	1
	Other: (list)	
Comments:		

	<b>PERFORMANCE: check (√) what documentation and reporting was reviewed, and attach documents</b>	<b>√</b>
1	Peer Reviews	1
2	Accreditation Survey Reports/Plans of Correction	1
3	Medicaid Sanction Listing- no findings	1
4	Customer Satisfaction- interview of clinicians and supervisor	1
5	Recipient Rights Reports- no investigations were conducted	1
6	Service Authorization/Utilization Management Reports- services provided with appropriate authorizations	1
7	Medical Record Review-	1
8	Medicaid Claims Verification Reports	1
9	Compliance Reports- no reports received regarding their services.	1
10	Quality Improvement Reports	1
11	Leadership/Administrative Reports	1
12	Human Resources Reports/Staff Competency Reports	1
		1

13	Observation of service provision-verbal reports received from supervisor	
	Other: (list)	
<p>Comments: Staff, participants and family are very impressed and please with their services. They continue to grow and meet the changing needs of their community.</p>		
<b>REVIEWER COMMENTS and RECOMMENDATIONS</b>		
	<p>Moore Living provides staffing to the Men’s SIP and CLS services in group and individual. There have been no complaints about quality or training of staff. NCMH staff work closely with providers to assure implementation and adaptation as needed of PCP documents.</p> <p>There are issues with finding providers. Often persons complete training only to find a “better” position not involving care giving. This is a challenge across the state. Moore Living remains excellent to work with.</p>	
	<b>Provider recommended for continued contract:</b> <input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>	
<p>Reviewer Signature: <u>Cindy Ingersoll</u>                      Date: <u>9.20.16</u></p>		

C: Evaluation Office  
 Contract Administration Office

Independent/Agency  
 7/21/03