



Tennessee Department of Children's Services **Community Services Quality Team Protocol**

Supplemental to DCS Policy: [3.27, Fiscal Administrative Process for the Implementation of New Programs and Services or Changes to Existing Programs and Services.](#)

The Office of Continuous Quality Improvement evaluates and facilitates responses to concerns raised about delegated authority providers that fall outside the scope of Tennessee Department of Children's Services residential/performance-based contracts. Community Service Quality Team (CSQT) is comprised of various DCS divisions that review service providers through the Delegated Authority (DA). The Provider Quality Team (PQT) serves as the response team for CSQT. The purpose of this protocol is to explain the monitoring process for addressing concerns associated with these service providers.

1. All referrals to CSQT are reviewed by PQT within 72 hours of receipt of the referral. PQT assesses the funding source and DA status of the service provider named in the referral. Regarding service providers for which DCS is not identified as the funding source and/or the service provider was not approved through a DA, these referrals are transferred to the appropriate subject matter expert.
2. Service providers approved by a DA owner are reviewed by PQT. PQT reviews the DA service provider approval status, service descriptions, and service criteria documentation to determine if the service provider meets qualifications. PQT attempts to resolve all concerns of service providers approved by a DA by engaging the service provider and regional DCS staff.
3. PQT facilitates partnership meetings with both DCS regional staff and DA service providers. PQT assists regional DCS staff in conveying concerns and identifying action steps, and at times, completing action steps. PQT may recommend action steps and develop a Provider Performance Improvement Plan (PPIP), if necessary, to resolve the concern(s). The recommended action steps are communicated to the service provider.
4. PQT maintains spreadsheets that include case specific data and review outcomes, as well as dates and PPIP information, if necessary. The aforementioned data is reviewed by PQT on a quarterly or annually basis.
5. The CSQT meets bi-monthly, but is available to meet monthly or more frequently, if needed, to review and discuss CSQT referrals and concerns.

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Supplemental to: DCS Policy 3.27

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