

Agency Requirements

300-10

Agency Requirements

Introduction To participate as an Adolescent Family Life Program (AFLP) provider, an agency must be a non-profit entity. The agency must also adhere to the contractual obligations of the agreement entered into with the Maternal, Child, and Adolescent Health (MCAH) Division to provide AFLP services.

Agency Mandated Reporting Requirements Each agency shall have procedures in place that clearly define mandatory reporting requirements for the protection of clients.

All reportable incidents, such as, abuse and violence related incidents, covered by these requirements, shall be reported to the appropriate local agency.

Training on mandatory reporting shall be provided to all staff at orientation and updated as required by law. The training shall cover the reporting procedures as dictated by current Federal and State law and regulations and include the following:

- Issues of sexual, physical, emotional, and psychological abuse of children
- Dependent adult abuse
- Domestic or relationship violence
- Access to local systems that address abuse issues

Agency Incident Reports Each agency will notify the State MCAH Division of any unusual incidents or occurrences that may impair or compromise the agency's capacity to deliver services to clients. Notification should include the nature of the reportable incident and a proposed plan for the continuation of services.

The AFLP Program Director will notify the state MCAH Division Program Consultant and Contract Manager at the earliest opportunity following the occurrence of the incident by telephone and in writing.

Occurrences or incidents requiring possible MCAH Division intervention may include, but are not limited to, the following:

- Damage to the program site such as fire or other destruction
- Inappropriate or unprofessional behavior by a case manager or other staff to the extent that services are impacted

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- Legal action against the agency

Non-Compliant Agency

When an agency is determined to be non-compliant with contract requirements, the agency will receive written notification from the State MCAH Division requesting a Corrective Action Plan (CAP) and the MCAH Division may withhold payment of invoices.

The CAP will be reviewed by the PC and discussed with MCAH Division management. If the CAP is accepted, the agency will be notified and payment of invoices will be made in a timely manner.

If the CAP is not accepted by the MCAH Division:

- The Division will identify those areas requiring revision
- The agency will revise the CAP to include the resolution of the identified issues and resubmit their plan
- Payment of the invoices may be delayed until a CAP is approved

Contract Requirement Waiver Request

An agency may request a waiver of an AFLP contract requirement by submitting to their PC and Contract Manager (CM) the following information:

- The nature of the proposal including the circumstances that warrant the waiver
- Rationale/justification for the proposal and objectives to be accomplished during the waiver period
- How the waiver will improve/benefit the circumstance/individual
- The anticipated timeline for the waiver period
- The impact on the program

An agency will follow these processes when requesting a waiver:

- The initial request may be submitted by email or fax with formal correspondence to follow
- Copies of all correspondence must be kept in agency files
- Any personal confidential information (PCI) must be security protected when sent for approval and electronically transmitted PCI will be encrypted for security

All waiver requests will be considered on a case by case basis and approval will be dependent upon the unique circumstances.