



**Annual Evaluation of the DCF  
Lead Administrative Coordinator  
FISCAL YEAR 2010-2011**

Department of Children and Families  
Contracted Client Services

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# 2011 Annual Evaluation of DCF Lead Administrative Coordinator

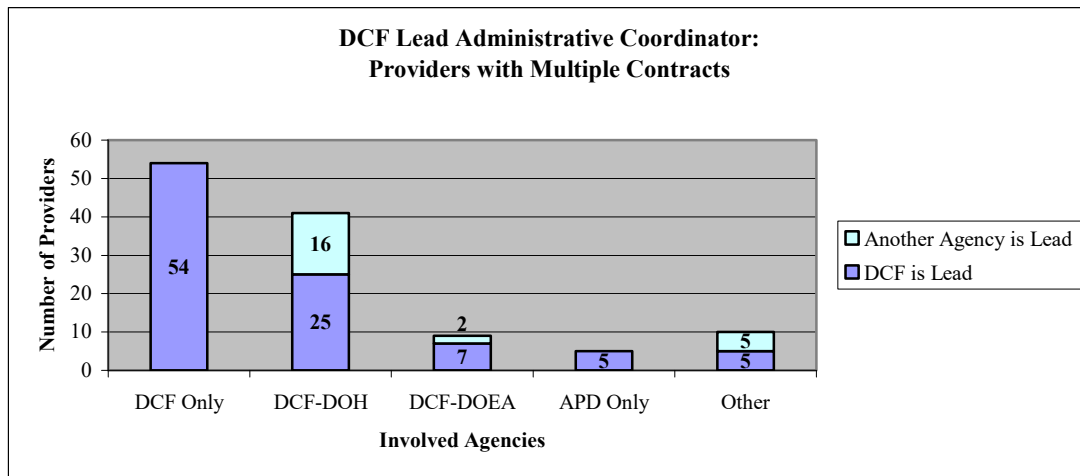
## Background

In 2010, s. 287.0575, F.S., was created. It required a variety of actions designed to introduce coordination of monitoring activities among health and human services agencies that have contracts with common providers of service, and improve efficiency of monitoring as a result. In addition, coordination is required within the agencies when the agency has more than one contract with a given provider.

DCF established a centralized contract monitoring function in 2005. It performs administrative, programmatic, and fiscal monitoring for all DCF contracts. Under interagency agreement, DCF provides the same contract monitoring services for APD contracts. This centralization created an environment within DCF and APD where provider monitoring for both agencies was already coordinated for providers with more than one contract.

In implementing the new law, DCF identified the monitoring function's Chief as the agency's Lead Administrative Coordinator. This individual also fulfills the Lead Administrative Coordinator responsibilities for APD.

Since passage of the law, 119 providers have submitted lists of multiple health and human services contracts to DCF and APD that made the providers eligible for coordinated monitoring services.



## **Annual Evaluation**

The DCF Lead Administrative Coordinator has met expectations in establishing coordinated systems, improving efficiency, and reducing redundant monitoring activities for state agencies and service providers.

- Ms. Dusenbury established relationships with her colleagues in other agencies. She initiated face-to-face meetings when necessary to come to consensus with her colleagues.
- She developed a data system for tracking the eligible providers and can quickly provide reliable information about the providers she is responsible for. All information is maintained in electronic format so it can easily be shared within DCF and with other agencies via email.
- She has deployed information to all monitoring staff within DCF and regularly checks the schedule to ensure coordinated systems are used for the applicable providers.
- Ms. Dusenbury advocated for reducing burden on providers to the greatest extent possible by identifying only the minimum documents required by the specific agencies who share a particular provider, instead of applying a generic list of all possible documents for every provider.
- The providers who DCF does not share with DOH or DOEA are not asked to produce documents annually, as this improves efficiency for the provider. Providers only have to produce documents in a year when that provider is monitored on-site by DCF.
- Ms. Dusenbury is flexible with providers in allowing the provider to submit information and documents in any manner the service provider chooses. Providers have submitted documents by email, mail, and by providing web links.
- Ms. Dusenbury has performed the workload associated with the legislation without requiring additional resources. Email has been utilized to the greatest extent possible to reduce mailing costs.

Overall, Ms. Dusenbury has met expectations in her performance as the DCF Designated Lead Administrative Coordinator.