**Vendor/Provider Meeting Monitoring Agenda**

**Presenter: Edward Sims, ORR RRI**

**Friday, July 23, 2021**

* ORR annual site review process:

Site reviews are currently being conducted “virtually,” via MS Teams apps. The ORR Reviewer will contact the Vendor to schedule a convenient date/time to conduct the site review visit. Please respond promptly to ORR’s request to schedule the annual site review visit. ORR has a set amount of days to conduct the site reviews. The RRIs have expressed difficulty with Providers/Vendors responding to their requests. Please **update** your contact information if there are any changes. The Reviewer may request photos and other documents be submitted, prior to the date of the review.

* Questions/what to look for during site review:

-Where certain documents are located in the facility-posters, Rights booklet, MHC etc?

-If there are any restrictions/limitations for any recipient? If yes, included in IPOS?

-Do recipients/staff know how to file a complaint?

-Where is confidential information stored & is it locked/password-protected?

-Are there any health or safety violations?

-Are there any contraband items posted?

-Any new staff hired since the last SR?

-If yes, did the staff attended NHRRT within 30 days of their hire date?

-Is the staff’s NHRRT 2 years old or older? If yes, requires ARRT evidence also

* Corrective Action Plan-If required, Vendors have **ten** business days to submit CAP response:
1. NHRRT face-to-face required within 30-days of hire MMHC mandate (Mike will detail, just mention)-if no, **non-compliant** for that FY
2. Annual RR Training via Detroit Wayne Connect
3. MHWIN Update-Banner (training)
4. (Staff information-record current-ORR Trainer)
5. Environmental walk-through (Virtual-photos, viewed via MS Teams App)
6. Repeat non-compliance? Submit to Contract Manager
7. Email Address/Contact Information (update for Vendors/Providers)
8. Site review documents & signature page #4 of site review tool request-will be emailed and received via USPS mail to Vendors
* Provide contact information re: questions for monitoring (email/phone number)

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