interoffice memorandum

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| to: | Elizabeth Ritter, Commissioner, State Department on Aging  Joette Katz, Commissioner, Department of Children & Families  Scott Semple, Commissioner, Department of Correction  Jordan A. Scheff, Acting Commissioner, Department of Developmental Services  Linda Goodman, Acting Commissioner, Office of Early Childhood  Evonne Klein, Commissioner, Department of Housing  Dr. Miriam Delphin-Rittmon, Commissioner, Department of Mental Health & Addiction Services  Dr. Raul Pino, Commissioner, Department of Public Health  Amy Porter, Commissioner, Department of Rehabilitation Services  Roderick Bremby, Commissioner, Department of Social Services |
| from: | Benjamin Barnes, Secretary |
| subject: | Contractor Evaluations - Health & Human Service Purchase of Service (POS) ContractS and Personal Service Agreements (PSA) |
| date: | February 14, 2017 |
| cc: | Robert Dakers, Office Policy and Management  Valerie Clark, Office Policy and Management  Suzanne Cooney, Department of Mental Health & Addiction Services Maria Kastenhuber, Department of Children & Families  Mike Lettieri, Department of Correction Peter Mason, Department of Developmental Services Ann Simeone, Department of Social Services Megan Sopelak, Central Contracts Unit  Bruce Wallen, Department of Public Health |
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Connecticut General Statues (CGS) [4-217](https://www.cga.ct.gov/current/pub/chap_055a.htm#sec_4-217), charges OPM with creating standards and procedures for state agencies to follow in entering into health and human services purchase of service (POS) contracts and personal service agreements (PSA). [CGS 4-217](https://www.cga.ct.gov/current/pub/chap_055a.htm#sec_4-217) states that such standards include provisions state requiring State agencies to systemically monitor and evaluate POS and PSA contractor performance.

In this regard, OPM’s [Procurement Standards](http://www.ct.gov/opm/lib/opm/Procurment_Standards__12-5-14.pdf), indicated that not later than 60 days after a contractor has completed work on a contract, an agency must prepare a written evaluation of the contractor’s performance. Currently an agency must submit a paper form to OPM’s Executive Finance Officer to an email box.

To improve this process, OPM staff has created an online [shared database](http://spopm.ct.gov/Finance/pos/Lists/POS%20Contracts/AllItems.aspx), utilizing Sharepoint, to enter the required evaluations of POS and PSA contracts. The intent of this shared tool is to ensure the evaluations are being entered and that the information about contractors can be shared within and between state agencies. This form should be completed as part of the closeout process for POS contracts and should be shared with providers.

We also know that a number of POS agencies have report cards, quality assurance reports and other tools to measure and report on the ongoing performance of POS providers*. In regard to providers for which your agency completes such reports, OPM would consider the submittal of these reports in lieu of the form. Please contact Valerie Clark* [*valerie.clark@ct.gov*](mailto:valerie.clark@ct.gov) *of my office in this regard.*

OPM is creating a database identifying when contracts will be expiring using POS and PSA Annual Reports which is provided to the State Legislature on a yearly basis.

We have attached the instructions for this new policy change and [this](http://spopm.ct.gov/Finance/pos/Lists/POS%20Contracts/AllItems.aspx) is the Sharepoint tool to share with appropriate members of you staff. If you or your staff have any questions, please feel free to contact Valerie Clark of my staff at 860-418-6313.