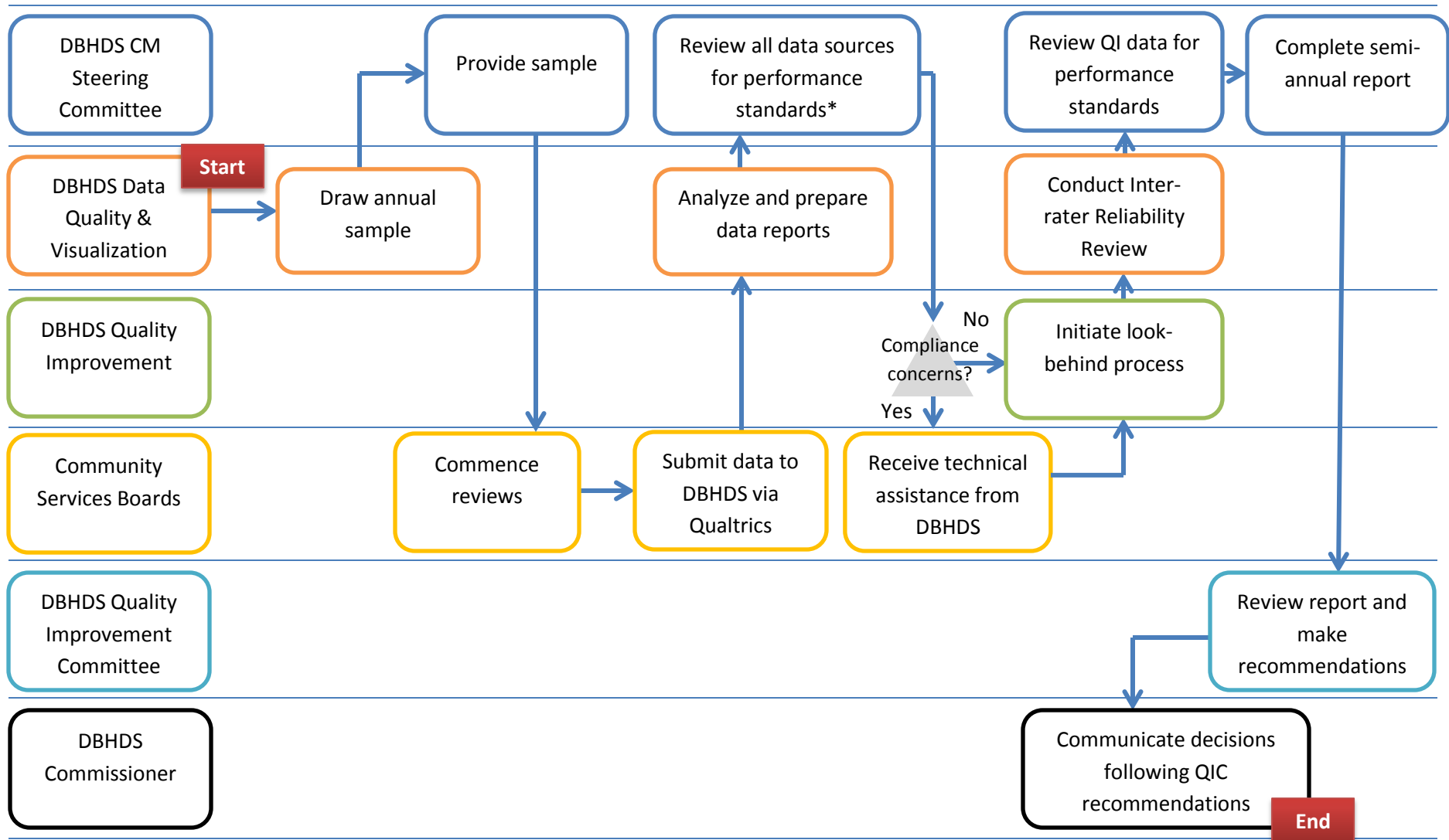


Case Management Performance Improvement Process 7.30.19



***Data sources used in determining performance:**

- Support Coordination Quality Review
- Regional Support Teams
- Medicaid Quality Management
- Office of Licensing
- Waiver Management System
- Community Consumer Submissions (CCS3)