

CCAC/Service Provider Performance Meetings Guidelines and Template

Guidelines

1. A one-on-one meeting should occur at least once a year and as often as quarterly, as appropriate.
2. A request for agenda items should be made three weeks in advance.
3. The agenda should be circulated one week in advance, and should be accompanied by the documentation that will be referred to in the meeting, unless reports are already available to both parties. Information readily available to both parties should not be requested for re-submission or in a new format.
4. Once documentation is shared, the parties can agree that an agenda item is redundant. For example, there may not be any market share and volume issues to discuss.

Sample Agenda

[CCAC LOGO]

CCAC/Service Provider Performance Meeting

Agency Name:

Planned Meeting Date and Time:

Location (Teleconference #)

1. Introductions
2. Confirmation of Agenda
3. Contract Performance Review
 - a. Confirmation of Quarterly Report Accuracy
 - b. Positive Reports and Compliments
 - c. Performance Standards Met and Not met
 - d. Contract Requirements Met and Not Met
4. Market Share, Volume and/or Staffing Review
5. Reducing Risk and Increasing Safety
6. CCAC Initiatives/Updates/ Changes/ Requests
7. SP Initiatives/Updates/ Changes/ Requests
8. Joint Initiatives
9. Confirmation of Action Items