

### JWB 4 C's of Collaborative Monitoring

**Purpose:** The 4C's of collaborative monitoring is designed to strengthen a program's administrative and service delivery components. It sets up a continuum of program monitoring that is tailored and based on a variety of criteria including performance, programming type, services, population, and finance.

**Goal:** The goal is to provide comprehensive support to programs to achieve self-sufficiency in the management of their own program quality by building their internal capacity. It enhances the program’s accountability to their own work while recognizing programs who demonstrate strong internal practices resulting in the need for minimal support. This reiterates JWB’s commitment to continuous quality improvement.

**Tiered Monitoring Assessment:** Completed annually for ALL programs (July-September)

- C category determined by overall score on assessment.
- C category communicated to programs in October via the External Monitoring Plan.

<b><u>Monitoring Category</u></b>	<b><u>Definition</u></b>	<b><u>Activities</u></b>
<p><b>Complimentary</b></p> <p>Score- 84% and above</p>         <p>*Shortened annual Program Monitoring Report (PMR) on yr 1 &amp; 2. Traditional annual PMR on yr 3</p>	<ul style="list-style-type: none"> <li>• Programs that self- identify areas of improvement and take the actions needed to implement adjustments.</li> <li>• Programs can also fall into this category if they have external monitoring bodies, evidence-based models, and/or strong internal quality assurance processes.</li> <li>• Other factors include: timeliness and accuracy of document submittals, licensing reports, program administration, alignment with methodology, quality of service delivery, nature of service, prior monitoring concerns, targeted service levels, data entry/quality/timeliness, performance measures, staff turnover, lapse, allocation amount.</li> </ul>	<ul style="list-style-type: none"> <li>• Program Self-Assessment/Study               <ul style="list-style-type: none"> <li>○ File review</li> <li>○ Personnel</li> <li>○ Interviews/surveys</li> </ul> </li> <li>• JWB Monitoring               <ul style="list-style-type: none"> <li>○ Observations</li> <li>○ Review program self-assessments</li> <li>○ Quarterly Provider meetings</li> <li>○ Abbreviated site visits</li> <li>○ Can conduct other monitoring activities if needed</li> <li>○ Quarterly data checks</li> </ul> </li> <li>• 3-year cycle: 2 years of self-monitoring, last year JWB Classic, unless otherwise indicated</li> <li>• Annual Financial Monitoring</li> </ul>





