## JWB 4 C's of Collaborative Monitoring

<u>Purpose:</u> 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.

<u>Goal</u>: 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.

<u>Tiered Monitoring Assessment</u>: 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.

Monitoring Category	<u>Definition</u>	Activities
Complimentary	Programs that self- identify     areas of improvement and	Program Self-     Assessment / Study
Score- 84% and above	areas of improvement and take the actions needed to implement adjustments.  Programs can also fall into this category if they have external monitoring bodies, evidence-based models, and/or strong internal quality assurance processes.  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	Assessment/Study  File review Personnel Interviews/surveys  JWB Monitoring Observations Review program self-assessments Quarterly Provider meetings Abbreviated site visits Can conduct other monitoring activities if needed Quarterly data checks  Jean Conduct of Selfmonitoring, last year JWB Classic, unless otherwise indicated Annual Financial Monitoring
*Traditional annual PMR	turnover, lapse, allocation amount.	

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Classic	Programs that require	Monitoring ongoing
*Traditional annual PMR	support in identifying areas of improvement, and with guidance can implement adjustments.  • Programs can also fall into this category due to the nature of the service, the population served, and/or could benefit from traditional monitoring.  • 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.	throughout the year  JWB Monitoring Observations File reviews Staff, participant, partner interviews Personnel file review Quarterly Provider meetings As needed technical assistance meetings Quarterly Data Checks Annual Financial Monitoring
Concentrated  Score- 33-58%  *Traditional annual PMR	<ul> <li>Programs with areas of concern and/or areas of contractual non-compliance identified during classic monitoring that need indepth technical assistance and support.</li> <li>New program implementations fall into this category until the first contract renewal when they are reassessed.</li> </ul>	<ul> <li>Classic monitoring plus,         <ul> <li>Intentional program &amp; agency capacity building</li> <li>Provider Meetings at a minimum once per month</li> <li>Monthly data checks</li> <li>More frequent or enhanced program monitoring activities</li> <li>Increased technical assistance</li> </ul> </li> <li>Letter of Non Compliance and/or Performance Improvement Plan, if applicable, with a list of requirements that need to be addressed</li> <li>Annual Financial Monitoring</li> </ul>

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## **Corrective Action** Programs with identified • Establish a Performance concerns and/or areas of Improvement Plan or contractual non-compliance Corrective Action Plan that are placed on a outlining performance Performance Improvement Plan concerns and the expected or Corrective Action plan. The standards of performance, plan will identify specific as well as needed action strategies and actions to resolve items the areas of concern within a • Limited technical assistance given timeframe. due to previously concentrated efforts in the identified areas • Provider Meetings at a minimum once per month or more frequently as determined by the **Corrective Action Plan** • Monthly Data Checks or more regularly as determined by the **Corrective Action Plan** • Monthly progress reporting to the board

• Annual Financial Monitoring

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\*Traditional annual PMR

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