

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.

[illegible]

