

## **POLICY 311**

## **SERVICE PROVIDER MONITORING**

The Agency will ensure adequate performance of Service Providers through monitoring and evaluation of contracted services and programs. All Service Providers will receive programmatic monitoring, regardless of the funding source. The Agency will utilize the following guidelines in monitoring and evaluating Service Providers:

### **PROCEDURE A SCOPE**

1. The Agency will develop and follow a schedule for monitoring all Title III grants and contracts, and where appropriate, state and locally funded grants and contracts. The Service Provider will be given at least thirty days' notice of the monitor visit. The monitoring visit will be on a mutually agreeable date and will be confirmed by formal letter containing a copy of the monitor tool that will be used during the visit. Any changes to the scheduled monitor date will be documented in writing.
2. The Agency will monitor every Service Provider every year. Service Providers may be evaluated on-site using the current monitor tool, service taxonomy, and service specifications and/or a desk review that includes evaluation of data reporting, funding requests, strategic plans, attendance at required training and any other items pertinent to the process.
3. The Agency will review and comment, as necessary, on all fiscal and programmatic reports from each contractor as part of the monitoring process.
4. The Agency will assure Service Provider adherence to Quality Assurance service standards on all grants and contracts where appropriate.

### **PROCEDURE B MONITORING TOOL**

1. The Agency will develop monitoring/assessment documents to be used for the monitoring activity. The Service Provider will be provided with a copy of the tool to be used at least 30 days prior to the monitoring visit.
2. The tool shall address, at a minimum:

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- a. compliance with:
    - i. the Older Americans Act (OAA) and its regulations;
    - ii. the Ohio Department of Aging (ODA) Policies and Procedures;
    - iii. EEO/504;
    - iv. 45 CFR, Part 74;
    - v. OMB Circular A-102; and
    - vi. Unit of Service Verification.
  - b. performance goals and achievements;
  - c. client documentation and reporting;
  - d. training;
  - e. client donations;
  - f. compliance with Agency Policies and Procedures;
  - g. unmet client need issues;
  - h. adherence to taxonomy; and
  - i. quality assurance.
3. Due to safety issues inherent in Agency-funded Nutrition Services, the Agency's Nutrition Department will issue a separate nutrition Service Provider monitoring tool for use in monitoring of food service procedures for procuring, producing, handling, serving and delivering food.