

## Items Needed for a Monitoring Review

When preparing documentation, please remember the following:

- Links to information is acceptable in lieu of a hard copy
- If a request is not applicable to your site, please be prepared with statements regarding why it is not applicable.

### Required Attendees:

- Executive Director
- Chief Financial Officer
- Program Administrator

### Optional Attendees:

- Subject Matter Experts (i.e. Regional Manager(s), Vocational Rehabilitation Supervisor(s), Vocational Rehabilitation Coordinator(s))

### Program Monitoring

- 30 - QA - 02B Program Monitoring Review Guide (currently in draft form)
- Record of staff credentials
- Record of staff's participation in and opportunities for training
- Record of outreach and maintenance of relationships with community resources and referral sources
- Program policies & procedures for the provision of services
- Site's policies & procedures for staff employed by contract
- Current professional licenses/certificates, etcetera for staff
- Marketing materials
- Documentation of input from consumers, public, RSC regarding service delivery system (i.e. meeting minutes from public forums, notes from RSC meetings, satisfaction surveys.)
- Use of solicited information to improve service delivery system.
- Example report(s) from your Management Information System (MIS) used in evaluating performance standard for the provision of services.
- Example report(s) from your MIS used in identifying all services rendered.

### Fiscal:

- Accounting policies and procedure documents
- Time and effort reporting (PARs, semi-annual certifications, timesheets, etc.)
- Payroll cost documentation for costs charged on your most recently paid invoice (i.e. November invoices for the contractors with January monitoring dates)
- Supporting documentation for other administrative costs charged on your most recently paid invoice

### Information collected/reviewed previous to visit:

- Case documentation
- Contractual compliance (i.e. deliverables, staffing levels, accreditation)
- Participation with RSC training programs/meetings
- Quarterly Reports
- Fiscal Reports

Prior to the on-site review, the review team will inform the Program Administrator if the Fiscal Review will occur concurrently with the Program Review.