

<p>Classic</p> <p>Score- 1.75-2.49</p>	<ul style="list-style-type: none"> • Programs that require 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 	<ul style="list-style-type: none"> • Monitoring ongoing throughout the year • JWB Monitoring <ul style="list-style-type: none"> ○ Observations ○ File reviews ○ Staff, participant, partner interviews ○ Personnel file review
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<p>*Traditional annual PMR</p>	<p>population served, and/or could benefit from traditional monitoring.</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> ○ Quarterly Provider meetings ○ As needed technical assistance meetings ○ Quarterly Data Checks • Annual Financial Monitoring
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<p>Concentrated</p> <p>Score- 1-1.74</p> <p>*Traditional annual PMR</p>	<ul style="list-style-type: none"> • Programs with areas of concern and/or areas of contractual non-compliance identified during classic monitoring that need in-depth technical assistance and support. • New program implementations fall into this category until the first contract renewal when they are reassessed. 	<ul style="list-style-type: none"> • Classic monitoring plus, <ul style="list-style-type: none"> ○ Intentional program & agency capacity building ○ Provider Meetings at a minimum once per month ○ Monthly data checks ○ More frequent or enhanced program monitoring activities ○ Increased technical assistance • Letter of Clarification and/or Performance Improvement Plan, if applicable, with a list of requirements that need to be addressed • Annual Financial Monitoring
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