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>	<u>Activities</u>
Complimentary	Programs that self- identify	Program Self-
	areas of improvement and	Assessment/Study
Score- 2.5-3	take the actions needed to	File review
	implement adjustments.	Personnel
	 Programs can also fall into 	Interviews/surveys
	this category if they have	 JWB Monitoring
	external monitoring bodies,	 Observations
	evidence-based models,	Review program self-
	and/or strong internal quality	assessments
	assurance processes.	 Quarterly Provider
	Other factors include:	meetings
	timeliness and accuracy of	 Abbreviated site visits
	document submittals,	Can conduct other
	licensing reports, program	monitoring activities if needed
	administration, alignment	
	with methodology, quality of	Quarterly data checks
	service delivery, nature of	 3-year cycle: 2 years of self- monitoring, last year JWB
	service, prior monitoring	Classic, unless otherwise
	concerns, targeted service levels, data	indicated
*Shortened annual Program	entry/quality/timeliness,	Annual Financial Monitoring
Monitoring Report (PMR) on yr	performance measures, staff	,g
1 & 2. Traditional annual PMR	turnover, lapse, allocation	
on yr 3	amount.	

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Classic Score- 1.75-2.49	 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 	 Monitoring ongoing throughout the year JWB Monitoring Observations File reviews Staff, participant, partner interviews Personnel file review
*Traditional annual PMR	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.	 Quarterly Provider meetings As needed technical assistance meetings Quarterly Data Checks Annual Financial Monitoring
*Traditional annual PMR	 Programs with areas of concern and/or areas of contractual non-compliance identified during classic monitoring that need indepth technical assistance and support. New program implementations fall into this category until the first contract renewal when they are reassessed. 	 Classic monitoring plus, 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
*Traditional annual PMR		Annual Financial Monitoring

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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 *Traditional annual PMR

• Annual Financial Monitoring

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