

# CONTRACTS 1.0

## Contract Monitoring and Evaluation -- 1.23

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**Date** December 31, 1998

**Issued:**

**Date Last** March 23, 2011

**Revised:**

**Signature:**



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### **POLICY**

The Bureau of Health Services shall evaluate contract services pursuant to its role as administrator of public funds via the contracting process; its legislated mandate to be the state agency and authority for certain public health services; and, its responsibility to citizens of the state to provide a public health service delivery system which is integrated/coordinated, continuous, accessible, accountable, and flexible, and which provides the highest level quality of care available.

### **APPLICABILITY**

This policy applies to all contracts.

### **PURPOSE**

Ensure the provision of quality public health services and programs meeting applicable state and federal guidelines.

### **PROCEDURE**

Program and fiscal evaluation provide a support function with objectives as follows:

1. To assess and improve program process (what is done) and program outcome (impact of services on clients),

2. To determine if funded contractors meet accountability demands, i.e., funding and contractual requirements, and
3. To provide key decision makers with information about programs and their performance which facilitates decision-making regarding planning, developing, and continued funding of services.

The following steps have been outlined to assist in achieving the stated objectives:

1. Scheduling Site Visits
  - a. Program and fiscal evaluation staff shall site visit contract agencies for program and fiscal compliance, with subsequent follow-up site visit(s) as necessary to assure implementation of corrective action. Where possible, program and fiscal evaluation staff shall coordinate their efforts to minimize interruptions to the contractor.
  - b. A site visit schedule shall be developed by program and fiscal staff that indicates which contracts will be monitored for the FY. A quarterly report that addresses non-compliance with program monitoring schedule will be submitted to the Office of the Director of the Bureau of Health Services.
  - c. Site visit frequency and schedule shall be based on written risk assessment criteria established by program and fiscal staff.
2. Site Visit Procedures
  1. Fiscal evaluation shall include review of quarterly financial reports and supporting documentation.
  2. Program evaluation shall include review of Scopes of Services for attainment using program specific tools of measurement developed by the program.
  3. Program evaluation staff shall review policies and procedures, governing body structure and functioning, program philosophies, and goals and objectives as applicable.
  4. Program evaluation staff shall conduct interviews with directors and other key program staff regarding the program's service delivery.
  5. Entrance and exit conferences shall be conducted with key contractor staff.
3. Documentation of Site Visits
  - . Findings from site visits shall be documented in a written report to the contractor and distributed internally to appropriate Bureau of Health Services staff. Significant deficiencies shall be reported to the Department's Office of Audit and Investigation.
  - a. Contractors failing to meet the Bureau's contract requirements and/or standards for both service delivery and fiscal management shall be required to submit "corrective action plans" which are monitored by the evaluation staff. Monitoring corrective actions may result in a follow-up site visit to the contractor to assure that implementation has resulted in the required improvements.

**OFFICE OF PRIMARY RESPONSIBILITY**

Office of the Director, Bureau of Health Services, (615)741-7305