

Program Monitoring Review Form

Contract Management Team

Montgomery County Department of Health & Human Services

Using the RFP, the contract, and a site visit, complete this form and distribute. A contract review should be conducted at least annually, and more frequently, if necessary. Also, complete only those sections of this form that are appropriate.

Enter text in the shaded portion of each cell. For Yes or No and compliance response cells, simply click on the appropriate cell box. If the form will not let you enter a response in the response cell than: click on the VIEW icon in upper left hand corner of your screen; click on TOOLBARS; click on forms; a row of 10 options will appear on your screen; click on the PROTECT FORM lock icon

Contractor Name: Centro Familia	Contractor Contact Person: Pilar Torres Erica Serrano
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Contractor Address: 35 University Blvd. East, Silver Spring, MD 20901	Tel. #: 301-754-1801
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Program Name: Strengthening Family Child Care in Low Income Latino Communities	Contract Funding Amount: \$72,000
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Brief Description of Services: Home Visits, curriculum support and mentoring to improve the quality of care in family child care homes

Date of last review: 1/18/06	Date of this review: 1/17/07	Contract #: 3644012066AA
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<p>Report any unresolved monitoring issues and corrective actions from the last site visit or report submission; give the date of last monitoring visit; explain contractor’s failure to comply with corrective action requests.</p> <ul style="list-style-type: none"> • Progress report due on January 1, 2007. • Budget for additional funding has been requested 9/18, 9/28, 10/19, 10/24, 11/6, 12/7, 12/8, and 1/3. Received budget 1/16/07; Revised budget submitted on 1/17/07.
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ASSESSMENT OF PERFORMANCE PER CONTRACT SCOPE OF SERVICES

CMT/Monitoring: 1- 03

NOTE: Specific contract scope of services may be cut and pasted into the Contract Requirements Column below.

<u>Contract Requirements</u> (Scope of service requirements from contract)	<u>Item(s) Reviewed</u>	<u>Compliance</u> * Full * Partial * Not * N/A	<u>Supporting Comments</u>
1. The Contractor must conduct monthly visits and/or provide technical assistance to at least fifteen (15) child care providers with limited English proficiency using the Listos Para la Escuela curriculum.	List of 15 providers Sample of home visit records	F	Discussed situation with 2 foster care children cared for by one provider
2. Each of the 15 should receive a minimum of six visits.	Report for July-Dec	P	Most have had 2-3 visits to date this year.
3. The Contractor must submit to the County a roster of the names and addresses of all participants in the home based network.	List of providers	F	Updating list monthly.
4. The Contractor must provide all child care providers and potential providers participating in sponsored activities with information regarding start up funding, training, technical assistance, and support services which are available to them through the Montgomery Child Care Resource and Referral Center, the Department of Health and Human Services, and other community resources.	Visit reports-sample	F	Discussed other available resources. Some (3) providers also receive help from Early Head Start. Discussed licensing problems with one provider/ Early Head Start working on it..

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Contract Requirements (Scope of service requirements from contract)	Item(s) Reviewed	Compliance * Full * Partial * Not * N/A	Supporting Comments
5. The Contractor must employ a qualified early childhood specialist to provide curriculum support, modeling and mentoring.	Rossana's resume	F	Report documents recent training. Rossana is qualified as Senior Staff.
6. Providers will create portfolios for children and follow MMSR guidelines.	Documented in Monthly Reports, pictures	F	Last training to be scheduled in June – providers share portfolios.
7. The Contractor must include input from the MCCR&RC staff, to avoid duplication of efforts.	Discussed	F	Discussed SIDS training with Jennifer Arnaiz, Receives frequent email.
8. The Contractor must document referrals made to other early education and support services.	Monthly Reports	F	
9. The contractor must complete reports twice yearly documenting number and ages of children enrolled in the network, percentage of children reaching developmental guidelines, and numbers of caregivers following MMSR.	Report for July-Dec.	P	In process. 16 children have had ECOR/others _____ scale Raw material not yet converted to percentages Discussed information for final report due in July.
10. The Contractor must document that each child served has made measurable progress using a standardized tool approved by the contract monitor.	Report Home Visit Records	F	(see above)

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Contract Requirements (Scope of service requirements from contract)	Item(s) Reviewed	Compliance * Full * Partial * Not * N/A	Supporting Comments
11. Contractor must plan and implement at least 4 group trainings for network participants yearly.	Notebook with curriculum	P	2 trainings conducted this year so far – approved for credit by OCC. -Observations -Portfolios
12. Providers attending trainings must be given training credits approved through the Office of Child Care Licensing to support the Maryland Child Care Credential.	Certificate of approval Sign ins	F	
13. The Contractor must continue its involvement with Latino Child Care providers in a professional organization.	Reviewed Meeting Sign ins	F	Meetings usually attended by 20-35 members.
14. The Contractor must ensure that the professional organization of child care providers meets at least six times throughout the term of the Contract.	Dates of meetings	F	Reminded Erica about provider opening on Commission on Child Care
15. Any written materials that describe services under this Contract must give credit to the Montgomery County Department of Health and Human Services as a sponsoring agency.	Draft of new brochure	F	Discussed wording
16. The contractor must participate on request in studies relating to Medicaid eligible work.	NA	NA	

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Contract Checklist - Legend: F = Full Compliance; P = Partial Compliance; N = Not in Compliance; NA = Not Applicable				
A. Contractor Staff	F	P	N	NA
1. There are appropriate and sufficient staff to meet requirements of Scope of Services (Including bilingual staff where applicable.) <i>EXAMPLES: review of timesheets, position descriptions, etc.</i>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Contractor has handled staff vacancies promptly? <i>EXAMPLE: recruitment ads.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
3. If required, each staff member is appropriately licensed or certified to perform duties as required by Scope of Services. <i>EXAMPLE: review credentials.</i>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Contractor keeps appropriate documents on file for employees? (EEO declarations, criminal background checks, etc.) <i>EXAMPLE: review sample of personnel records or ask for copies of pertinent documents.</i>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Contractor has a customer grievance policy - handled informally at this time. Discussed: not yet complete written policy.	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Statistics and Reports	F	P	N	NA
1. Is the contractor providing reports at the intervals specified in the contract?	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. If applicable, does statistical report data match the information provided in the invoice?	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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C. Client Case or Medical Files (Review the contract for the specific requirements for developing and maintaining client/patient records.)	F	P	N	NA
1. Are service or treatment plans current and on file?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
2. Does the appropriate staff assign and supervise all cases?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
3. Are administrative, professional and/or medical protocols in place to ensure that quality service standards are met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
4. Is the Contractor in compliance with HIPAA Standards for Privacy of Individually Identifiable Health Information (the Privacy Rule)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X

D. Questions for the Contract Monitor	Yes	No	N/A
1. Are any changes (amendments) pending to the Scope of Services? Additional \$50,500 Budget will be revised: expected today	X	<input type="checkbox"/>	<input type="checkbox"/>
2. To your knowledge, is the contractor in violation of any federal, state, or local laws, regulations or policies regarding the delivery of services? <i>Explain.</i>	<input type="checkbox"/>	X	<input type="checkbox"/>
3. Are there indications that customers are satisfied with services? <i>Example: Client satisfaction surveys.</i>	X	<input type="checkbox"/>	<input type="checkbox"/>
4. Is the contractor substantially meeting all of the contractual outcome and service quality performance measures?	X	<input type="checkbox"/>	<input type="checkbox"/>

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E. Contractor Payments and Financial Monitoring	Yes	No	N/A
NOTE: Use the <u>Contractor Financial Management Monitoring Form</u> for more detailed review of contractor's financial management and attach it to the <u>Program Monitoring Review Form</u>			
1. Are invoices reviewed for content and accuracy? By whom? Beth Molesworth	X	<input type="checkbox"/>	<input type="checkbox"/>
2. Are invoices submitted in accordance with the provisions of the contract and is supporting documentation (such as time sheets) attached to invoices?	X	<input type="checkbox"/>	<input type="checkbox"/>
3. Have payments been made against the correct purchase order? Are the budget appropriations recorded in the appropriate expenditure account and are the expenditures charged against the correct account?	X	<input type="checkbox"/>	<input type="checkbox"/>
4. Are expenditures in line with approved budget? (Any variance over 10% requires a budget modification.)	X	<input type="checkbox"/>	<input type="checkbox"/>
5. Is the contract's expenditure pattern sufficient to insure utilization of all contract funds? If not, how much lapse funding is anticipated? Conversely, is the contractor overspending? How much and why?	X	<input type="checkbox"/>	<input type="checkbox"/>
6. If budget has changed, has County received and approved an amended budget? Received budget 1/17/07	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Compliance Rating
1. a. Is the contractor generally in <u>full</u> or <u>substantial</u> compliance with provisions of the scope of services? Yes X No <input type="checkbox"/>
b. State any areas where the contractor made improvements in program administration or services delivery. Record keeping and documentation has greatly improved.
2. a. If the contractor is not generally in full or substantial compliance, what are the program monitor's corrective action recommendations?
b. When will the contractor submit a corrective action plan(s)?
NOTE: Forward copies of all written corrective actions to the CMT which will be placed in the original contractor's file

The vendor should be directed to submit a Corrective Action Plan addressing each deficiency. Consult the CMT for assistance in developing recommendations to resolve disputes or determine contract termination/modification options. Please remember that any changes in scope, terms or conditions require contractual amendments.

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SIGNATURES		
Contractor Representative (optional)	_____ Printed Name	_____ Date
Program Monitor	_____ Printed Name	_____ Phone
Program Monitor	_____ Signature	_____ Date
Program Unit Manager	_____ Signature	_____ Date
Service Area Chief	_____ Signature	_____ Date

{Service Area Chief signature required once annually or more often if there are serious compliance problems}

Send Original to: * CMT * Copy to Contractor * Copy to Unit Manager * Retain Copy

S/Molesworth/Program Monitoring Review form CENTRO FAM. 1-9-07.doc