

Subcontractor Monitoring Policy & Procedure



It shall be the policy of the Homeless Coalition of Hillsborough County to ensure the quality of services provided to the clients receiving homeless services from subcontractors, as well as to ensure that each subcontractor complies with all HC contract requirements and any other funders contract requirements. HC is also committed to the identification of best practices throughout the network and communicate them to all coalition members in order to increase the quality of all services to the homeless population.

Purpose

The purpose of this policy is to document the guidelines for subcontract compliance monitoring.

Procedure

1. All subcontractors will be monitored annually for contract compliance.
2. All new subcontractors will be monitored for quality improvement and contract compliance within the first 90 days of subcontract execution. Preferably, monthly meetings will be conducted to evaluate the progress of the contract.
3. Quarterly quality improvement monitoring will continue, however, the emphasis will be on a subcontractor programs that have outstanding corrective action issues, non-compliance with outcome measures or other concerns identified by HC.
4. The tentative schedule for annual monitoring will be developed and submitted to HC and contract funders within 45 days of contract execution.
5. Monitoring tools specific to the program will be developed throughout the year with input from the subcontractor staff and HC.
6. After the monitoring, HC will develop a report for each program that is monitored. As needed written performance improvement plans will be requested.
7. Completing of the performance improvement responses will be reviewed and tracked by HC.
8. A performance review summary will be developed for each program that is monitored. The review summary will be sent to the funders contract manager within 30 days of the completion of the monitoring.
9. Outstanding performance improvement issues will continue to be monitored by HC. A report on the continued lack of compliance will be submitted to the subcontractor's Executive Director and, as needed to the HC Board of Directors for further action.
10. All monitoring reports, correspondence and performance improvement request/responses will be filed at the HC administrative offices.
11. Results of the quality improvement monitoring visits will be discussed with the Board of Directors, with an emphasis on the development and sharing of best practices throughout the coalition.

12. Annually, a HC Monitoring Report will be developed. This report summarizes the monitoring visits, identifies opportunities for improvement. The report is approved by the HC Board of Directors and is utilized for planning purposes. The report is also provided to the funders contract manager.

John Darby, President

Date: September 21, 2004