



Series 800: Quality Management

Policy Name Contract Monitoring Procedures

Policy Number 802

Origination Date 11/1/2013

Revision Date: 7/1/2018

Policy It is the policy of Communities Connected *for Kids* to conduct monitoring of client services provided by each network provider. The contract monitoring encompasses administrative and programmatic standards expected to be met by the network providers according to the Communities Connected *for Kids* Standard Contract, its attachments, Florida Statutes (F.S.), Florida Administrative Code (F.A.C.), federal regulations and Communities Connected *for Kids* policy.

Procedure

Contract Monitoring of Network Providers

1. All contracts and/or agreements with network providers specify the roles of Communities Connected *for Kids* staff in contract oversight and monitoring.
2. Communities Connected *for Kids* will conduct formal contract monitoring to ensure compliance with all contract terms in accordance with the Client Services Monitoring Manual.
3. Communities Connected *for Kids* will continually evaluate providers in the network through analysis of performance outcomes, satisfaction survey data, and other data reports.
4. When possible and to reduce duplicate effort, Communities Connected *for Kids* will coordinate monitoring efforts with other funding entities.

Please refer to the *Client Services Monitoring Manual* for a complete guide of monitoring activities and procedures.

Approved: _____

A handwritten signature in blue ink, appearing to read "Carol DeLoach", is written over a horizontal line.

Carol DeLoach, CEO

July 1, 2018