

Monitoring Packages Based on Size and Scope of Contract

The parameters for each contract size are meant only as guidelines for developing contract monitoring approach. Of course, any additional programmatic or regulatory requirements need to be incorporated.

Package A: Contracts Under \$20,000

1. Desk review:
 - a. Periodic review of expenditure to actuals
 - b. Periodic review of enrollment, activity levels or customer flow
2. On site:
 - a. One visit
 - b. Half day
 - c. No later than 1/3 of the way through the contract
 - d. Mix of case review and/or observation as appropriate

Package B: Contracts between \$20,000 and \$100,000

1. Desk review:
 - a. Periodic review of expenditure to actuals
 - b. Periodic review of enrollment, activity levels or customer flow
 - c. Quarterly monitoring of key process and intermediate outcome measures (including customer satisfaction when appropriate) displayed as necessary to identify patterns of activity
 - d. Telephone contacts to discuss key measures
2. On site:
 - a. Minimum of two visits (one early and one as part of contract renewal process)
 - b. Full day visits
 - c. Structured interviewing of clients and staff
 - d. Random sampling of customer records
 - e. Work process observation

Package C: Contracts over \$100,000

1. Desk review:
 - a. Periodic review of expenditure to actuals
 - b. Periodic review of enrollment, activity levels or customer flow
 - c. Quarterly monitoring of key process and intermediate outcome measures (including customer satisfaction when appropriate) displayed as necessary to identify patterns of activity
 - d. Telephone contacts to discuss key measures
 - e. Telephone “mystery shopping” or telephone interviewing of customers, vendor, or partners staff
2. On site:
 - a. Minimum of two visits (one early and one as part of contract renewal process)
 - b. Full day visits
 - c. Periodic face-to-face review of performance reports (half day or less)
 - d. Structured interviewing of clients and staff
 - e. Random sampling of customer records
 - f. Work process observation
 - g. Review of current continuous improvement activities
 - h. Problem solving review sessions to promote continuous improvement as well as site visit reports to both vendor and administration