Department of Public Health and Human Services	SECTION: INTRODUCTION
WoRC GUIDELINES MANUAL	**SUBJECT:** Monitor Reviews

►WoRC MONITOR REVIEWS:
Federal TANF participation requirements have increased the importance of participant compliance. Services are contracted under the Department of Public Health and Human Services. Contractors are the front line of service; it is critical that they meet the expectations set forth by the contract.

WoRC monitors review reports and system data on a regular basis. Program reviews are conducted to identify and act on strengths and weaknesses of individual programs and related training issues to improve contractor accountability regarding contract, policy, and performance requirements. The program review is a tool to assist in improving the program, both from a program management/contractor standpoint and a participant standpoint. Monitoring also provides immediate and on-going technical assistance in both oral and written format. WoRC monitors are seen as the connection between Central Office staff and contractors. They also carry the responsibility of insuring that information is communicated both directions. The results of program reviews are used in making policy decisions or clarifications and in planning group training sessions.

►GENERAL RULE:
ALL WoRC programs will have a standard on-site/desk review twice per year, approximately every six months. A tentative schedule is developed each July with the understanding that meetings, weather, WoRC monitors, and operator personal schedules will likely cause adjustments throughout the year. Following the review, the Department will supply the Contractor with a written summary of all findings and recommendations resulting from the review.

PRIOR TO THE REVIEW:
To thoroughly prepare, the WoRC monitor will:

1. Send a letter to the Operator and County Director 2 to 4 weeks in advance of the review date notifying them of the up-coming review and listing any specific needs for the review. (A telephone call may precede this letter of notification to be sure the planned date works for the operator.);
2. Review the WoRC contract as needed;
3. Review past written reports for any on-going issues;
4. Review any TEAMS or other reports available; and
5. Contact the County Director either at this time or at the time of the review to see if there are any current issues that he/she would like addressed.

►ON-SITE REVIEW:

The WoRC monitor will, at a minimum, review a random selection (10%) of participant case files for policy compliance, general procedures including enrollment, good cause and accountability measures, and cumulative enrollment and performance records. The WoRC monitor will communicate with the County Director or a representative at some point during the review.

Case files will be reviewed using the attached form located at the end of this section. General procedures, verifications of scheduled activities and supportive services will be reviewed through case files, in-house forms, and interviews of WoRC management and line staff, and a review of TEAMS screens.

Enrollment and performance records will be reviewed in hard copy and verified with TEAMS screens and available TEAMS reports. Current participation rates will be generated from the available records.

Throughout the review process, the WoRC monitor, on an informal basis, with case managers and management staff, will:

- Provide evaluative information and technical assistance
- Identify best practices that should be continued
- Identify areas that need improvement.

This information will also be included in the exit meeting discussion and in the written report.

EXIT INTERVIEW:

The on-site review will close with an exit meeting that presents the opportunity for questions and discussion of the preliminary findings of the review. Any/all staff members of the WoRC program and the County Director or a county representative will be invited to attend.