


2626 MONITORING SERVICE PROVIDERS	
Chapter: Provider Management	Section: Monitoring
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 92-20 Approved: Effective Date: June 15, 1992 Scheduled Review Date: _____ DCYF Director
	Related Statute(s): RSA 170-G Related Admin Rule(s): He-C 6352 Related Federal Regulation(s): _____

Purpose

To establish procedures for monitoring and evaluating DCYF service providers. This process does not duplicate the efforts of other regulatory agencies, yet allows DCYF to comprehensively evaluate services.

Policy

- I. Depending on the category of the service, monitoring and evaluating services may be conducted by State Office representatives from the Bureau of Community Services (BCS), Bureau of Children (BOC), Bureau of Administrative Services (BAS), the Bureau of Residential Services (BRS), the Fiscal Unit, and other staff as necessary. Specific tasks and responsibilities may be assigned at the time of review.
- II. Service providers are monitored at random and when field staff request a review of a specific service provider.
- III. Service providers who have contracts with DCYF are monitored each year.
- IV. Service providers are required by the certification for payment rules (He C 6352) to submit to DCYF a self evaluation prior to reapplying for certification.
- V. The above representatives comprise the monitoring team and evaluate services in the following areas:
 - A. Determining the needs of DCYF children and families,
 - B. Assessing the need for services,
 - C. Assessing compliance with administrative rules, DCYF procedures, and contractual requirements,
 - D. Assessing strengths and needs,
 - E. Providing assistance in problem areas, and
 - F. Assessing quality of service.
- VI. A service evaluation is completed following the review and includes:
 - A. A description of the service,

- B. Exemplary practice and non compliance issues,
- C. The observations and findings of the team members, and
- D. Specific actions for certification for payment compliance.

Procedures

- I. The Bureau of Community Services' representative is responsible for:
 - A. Coordinating the evaluation team and the review with the provider,
 - B. Being a liaison for DCYF with the service provider,
 - C. Interviewing service providers and other staff, as necessary,
 - D. Reviewing written and verbal contacts with DCYF,
 - E. Assessing services' strengths and needs, and
 - F. Providing assistance to other team members.
- II. The Bureau of Children representative is responsible for:
 - A. Participating in the review,
 - B. Interviewing service providers and other staff,
 - C. Contacting field staff to obtain information about their experiences with the service provider.
 - D. Reviewing and evaluating intake and case planning information, and
 - E. Providing a brief, written service assessment, which emphasizes the strengths and needs based upon information obtained.
- III. The Bureau of Residential Services' representative may:
 - A. Participate in the review,
 - B. Interview service providers and other staff,
 - C. Review and evaluate the service provider's intake and case planning information, and
 - D. Provide a brief, written service assessment, which emphasizes the strengths and needs based upon information obtained.
- IV. The Fiscal Unit's representative is responsible for:
 - A. Participating in the review,
 - B. Reviewing financial practices,
 - C. Resolving budgetary issues,

- D. Evaluating contract compliance, and
 - E. Providing a brief, written service assessment.
- V. The Bureau of Administrative Services' representative is responsible for:
- A. Participating in the review,
 - B. Reviewing billing and record keeping practices,
 - C. Providing technical assistance concerning the Children's Information System, and
 - D. Providing a brief, written service assessment.