



State of Louisiana

Division of Administration
TANF Executive Office of Oversight and Evaluation

TANF Initiatives Monitoring Plan Directions and Standards*

#TI01-02 Revised October 29, 2002

As a recipient of Temporary Assistance to Needy Families (TANF) funds, you are expected to perform on-going monitoring of your progress—including services performed through the use of contractors/subcontractors—towards meeting the stated goals and objectives of the services you are providing. This information will assist you in planning activities throughout the contract year, including the development of procedures you will use to address poor performance, or unexpected issues that may present themselves during the contract year. Completion of this plan will also enable you to work closely with the TANF Office of Oversight and Evaluation in the event your program monitoring needs enhancement to ensure you are successful in providing quality services. You have probably addressed many of these issues during your program-planning phase. If not, this will be a prime opportunity for you to do so.

Directions for Completing Form

- ✓ TANF Initiative partners must complete the attached *TANF Monitoring Plan* form. You may respond in the space provided, as a separate attachment, or electronically. You should provide specifics. Avoid using generalities such as; *contractors shall be monitored to ensure program compliance.*
- ✓ Provide contact information for the staff person or contractor responsible for monitoring contract compliance, to include the following: e-mail addresses, phone number, fax number, and physical address.
- ✓ Indicate in your plan how you will inform your contractors of all applicable TANF requirements. Do you send letters or provide training? How are you assured that contractors understand these elements and will operate their programs according these requirements?
- ✓ Address how you will obtain reporting or performance information from your contractors. Describe the submission of the reports (i.e. online reporting system, manual reporting system). How often will you receive reports—are they tied to reimbursement? Remember, your contractors are helping you to meet the performance measures submitted in your MOU agreement. How will you ensure that your contractors understand the reporting requirements and measures (i.e. performance indicators to be tracked, achievement of established targets tied to reimbursement) as established in their contractual agreements?
- ✓ Identify the elements or components of the site visit evaluation that the contract monitor will employ to determine contract compliance. Provide specific details regarding the criteria to be used to determine contract compliance (i.e. documentation properly filed, attendance records vs. actual participants onsite). The evaluation criteria should build on those best practices or nationally recognized standards of evaluation relative your area of service delivery. If you are currently utilizing or have developed a monitoring tool please provide a description of this tool. Feel free to include the monitoring tool as an attachment.
- ✓ You may want to consider elements that capture the strengths and weaknesses of the program in addition to offering recommendations for improvement. This will allow you to monitor a contractor's compliance with these suggestions to improve their program and ultimately your performance. You should be monitoring sites according to the elements contained within their contract. In addition, you should also take into account those qualitative elements that will drive performance. For example, if computers or curriculums have been purchased, how are these elements observed being utilized? Do staff and participants seem to be functioning with an understanding of the program the way that it is reflected in their contract?
- ✓ Briefly address your schedule for monitoring (i.e. monthly or quarterly). How frequently will each site be monitored? You are encouraged to conduct unannounced visits so you can actively observe a "typical day". Conducting on-site visits is also a requirement in your MOU. Describe how the visit will be structured. For example, will the monitor meet with program staff and program participants?

- ✓ What type of reporting tool will be used to provide feedback to your providers regarding site visit findings?
- ✓ Identify specific actions or measures (i.e. written notification, reduction in reimbursement, suspension of program activity) you will employ to address poor performance. How will you ensure that your contractors understand the terms and condition of such corrective action?
- ✓ Do not be afraid to confront problems with corrective compliance. No project or program succeeds without some level of trial and error. Dealing with these issues before they become problematic can enable the long-term viability of your program and help to ensure that issues are dealt with before getting out of hand. This also allows the Office of Oversight and Evaluation to understand your established procedure for internal correction prior to making any policy or funding recommendation.
- ✓ Submit completed, signed original copy to the TANF Office of Oversight and Evaluation. Electronic Copies must include signatures. **Failure to submit monitoring plan can delay reimbursement requests. Monitoring Plan must be submitted no later than November 1, 2002.**