

## CLBC MONITORING FRAMEWORK - agencies

	COMPONENT TO BE MONITORED	MONITORING OBJECTIVES	REPORTING FREQUENCY	MONITORING MECHANISMS	VALIDATION
CONTRACT	service levels	ensure that service levels are delivered	annually	self-report	review of reports and random audit
	management information	ensure that services are being delivered according to the contract	quarterly, semi-annually, annually (according to service type)		
		ensure that CLBC is able to effectively respond to exceptional situations	within 5 days of occurrence		
SERVICE	service standards	ensure that services are delivered according to appropriate service standards		on-site visit	review of reports (including CIR and complaint analysis)
		1) accredited agencies - prescribed by CARF, COA, CQL	annually / tri-annually (determined by accrediting body)		accreditation report quality improvement plan annual conformance to quality report
		2) unaccredited agencies - prescribed by CLBC	annually / tri-annually (determined by CLBC)		<i>Standards Compliance Checklist</i>
		3) home sharing providers - prescribed by CLBC	annually		<i>Health and Safety Checklist Monitoring Tool</i>
	outcomes	ensure that funded services make a positive difference in the lives of individuals and families	annually	self-report	review of reports
		1) accredited agencies			agency outcomes management report agency satisfaction survey results
		2) unaccredited agencies			agency outcomes management report <i>Quality of Life Survey</i> results
		3) home sharing providers			<i>Quality of Life Report Quality of Life Survey</i> results
AGENCY	past performance and future directions	ensure that CLBC has a positive working relationship with the service provider	tri-annually (or as required)	developmental review	review of resource file (roll-up report), feedback from CLBC staff, and agency-generated reports
		ensure the service provider is maintaining effective and efficient operations			
		ensure the service provider is operating according to CLBC vision			