

## MONITORING TOOL – Example

Item to be Monitored	Person Responsible
<b>Contract Reference i.e. Section Number</b> Description of the performance criteria to be monitored (description may be shorthand the point of this table is to provide a list and assign responsibilities. You can refer back to the contract for a more detailed description of the criteria.)	

Example:

Item to be Monitored	Person Responsible
<b>7.1.4</b> Minimum of 1 time per week pick up and delivery	<i>Jane Doe</i>
<b>7.1.5</b> Response to Agency staff questions within 3 working days	<i>John Smith and Jane Doe</i>
<b>7.3.1a</b> Establish rates within 15 working days of receipt of complete F & S report, with initial review completed within 5 working days of the initial receipt of the report. (We need to make sure they are charging us only once per financial and statistical report.)	<i>Alice Brown</i>
<b>7.3.1b</b> Conducts requested on-site audits. Submits report within 10 working days of completion of audit. (We need to make sure they are letting us know, in writing, when the audit was initiated and completed.)	<i>Bob Jones</i>
<b>7.3.1f</b> Report of financial and statistical reports not processed within the required 15 working days time frame.	<i>Alice Brown</i>
<b>7.3.1g</b> Consultation	<i>Bob Jones</i> is to set up log on our computer system. Each person on the Agency's team is to enter information about consultation provided / requested under this section.
<b>7.3.1h</b> Submission of quarterly report – October 31, 2001; January 31, 2002; April 30, 2002; July 31, 2002	<i>Jane Doe</i> is to date stamp the report, give it to <i>Alice Brown</i> , then file it in the notebook that includes the contract, PO/PV/s and any correspondence regarding the contract performance.  <i>Alice Brown, Bob Jones, and John</i>

	<i>Smith</i> will meet quarterly the week after the quarterly reports are due to review and discuss contract performance.
<b>7.3.1k</b> Review of audit reports. Submits report of review within 10 working days of receipt of the report from Agency.	<p><i>Jane Doe</i> will set up a log for tracking the time frames for review and reporting.</p> <p><i>Alice Brown</i> will review the log quarterly.</p> <p>Note: <i>John Smith</i> is to enforce completion of information on the audits.</p>