

## ***Review Activities***

The Contractor conducts the on-site monitoring review at the provider site or municipality's main place of business. If a provider does not have a facility site, the review may be conducted at a neutral site or virtually, at the discretion of the Department. All activities on the agenda will be completed. These include: entrance and exit interviews with the EI Official or Manager (municipality), or Agency Director (agency provider) or individual provider; staff interviews; review of children's records; observation of facility; and review of policy/procedure manuals/materials, personnel files, and fiscal documentation. The Contractor completes the review using monitoring tools and enters monitoring findings into an EI monitoring data system.

During the review, if the Contractor identifies a health and safety finding that poses an immediate danger to children and/or their families receiving services, the monitoring contractor contacts the Department during the monitoring review or immediately following the review, for direction on what technical assistance should be provided to the provider.

The Contractor team is responsible for presenting general preliminary determinations of State regulatory deficiencies or areas needing improvement during the exit interview. Information presented during the exit interview should be compiled by the monitoring team before the exit interview. The monitoring team conducts the exit interview with provider/municipal staff and presents the findings that may appear in the monitoring report. The monitoring team explains next steps in the monitoring process, that a monitoring report will be issued and that a Corrective Action Plan may need to be developed.

During the exit interview, the Contractor also reports to the provider any finding identified as a health and safety issue that has the potential to create imminent danger to children and/or their families receiving services. The monitoring team explains that this issue will require immediate remediation and that an Immediate Remediation Corrective Action Plan will need to be developed.

## ***Post Review Monitoring Protocol***

### **Report Release**

Within 30 calendar days of the last day of the monitoring review for each provider/municipality, the Contractor will:

- complete drafts of all provider and municipal monitoring reports which identify regulatory violations and areas that need improvement;
- send draft provider monitoring reports with serious health and safety findings, or other unusual practice findings to the Early Intervention Program, for review and approval before release.

Within 45 calendar days of the last day of the visit, the Contractor will release provider monitoring reports to the provider. At no time should monitoring reports be issued later than 90 days after the date of the on-site review.

The Contractor will exchange reports with the Department that contain draft report comments, questions, or statements for the Department to address and approve prior to release by the Contractor.

All draft and final reports will be housed in the Contractor's monitoring data application, which must be accessible to designated Early Intervention Program staff.

Upon release of provider monitoring reports, the Contractor will send a copy of the report, with a Department-approved letter, to each municipality identified in the provider's service catchment and any Early Intervention agency in contract with the provider. If the review determined no findings, the

## Attachment E: COMPREHENSIVE MONITORING TOOL PROTOCOL

provider/municipality is informed that there are no findings; if they wish, they may provide comments that will become part of the record. Thirty days from the date the monitoring report was sent to the provider, the report and any comments will be considered final and may be subject to the Freedom of Information Law. A copy of this letter is sent to each municipality identified in the provider's service catchment and any Early Intervention agency in contract with the provider.

If a Corrective Action Plan (CAP) is required as a result of findings identified during the review, the report will contain Department-approved instructions for providers and municipalities to complete and return their CAP and any comments to the Contractor.

Copies of any letters exchanged with the provider or municipality are sent to the Department.

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