

## Revision to April 2020 Virtual Monitoring Process

(Effective May 1, 2020 and will remain in place until changes are deemed necessary.)

Keep in mind, the purpose of virtual monitoring is to come as close to the real face to face experience as possible. This is how the management team determined guidelines. With that in mind, we have determined guidelines to best assist you and hopefully create a positive experience.

### Selection of Agencies to monitor Virtual Monitoring:

1. You are seeking more exemplary, high producing agencies
2. Total dollar amount of the grant is less important. We want you to consider risk. High risk should not be a candidate for virtual monitoring.
3. An agency is not eligible if:
  - a. This is the agency or project director's first year
  - b. Has a history of poor performance
  - c. Virtual monitoring cannot be done from their office. These cannot be conducted from their homes due to requirements of the monitoring report.
4. Preference is for agencies that do not require a visual check of equipment (capital purchases from perpetual inventory tracked for 3 years and/or small equipment purchased in the current year)
5. If you select a project with small equipment or capital purchases, there must be a discussion with the agency in advance of scheduling to ensure that the project director has the technical resources in place. If not, they are not a candidate for virtual monitoring.
  - a. Visual inspection requires one or some combination of the following:
    - i. Camera on their laptop or tablet so they can show the item to be inspected
    - ii. Camera on cell phone so they can Zoom, FaceTime, Skype, etc. to the item to be inspected
  - b. You will screen shot the item and attach to your report. The pic will need to be clearly showing any required serial numbers, state tag, etc. **In the event you cannot clearly see the information, it is acceptable to have the individual take a pic of the item and text or email to you. You will attach your screen shot and the pic sent by the agency.**
  - c. The agency is not allowed to simply email you a pic of the item/items since this does not reflect the spirit of the on-site visit.
6. We are relaxing the 2 week minimum advance notice only if you have a relationship with the agency where you sense they are comfortable with being prepared sooner. However, if they need two weeks, please allow it.
7. You will provide all regular resources in advance of the visit as normal
8. During the visit, remember:

- a. Random sampling selection of OT will be made at the time of the visit, not emailed in advance.
- b. It is possible that monitoring visits will take longer than a face to face visit with the requirements. The goal is not necessarily a fast virtual monitoring. Quality is the goal.
- c. If an agency doesn't have all items ready, work with them but place a deadline on when it is to be submitted to you.
- d. You are always welcome to call a member of management if questions arise during the visit.