**Tennessee Virtual Monitoring Policy**

Good afternoon,

The management team is most appreciative of your willingness to pilot test virtual monitoring. We are in uncharted territory and your quick response has allowed us to review your feedback, review the monitoring reports, discuss, and make a decision.

We are unanimously approving the expansion of virtual monitoring through the end of April. As we receive new information, we will determine in the coming weeks if this should be extended into May.

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. Through this pilot, we have determined those 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 these monitorings.
3. Those not eligible:
   1. The agency or project director’s first year
   2. History of performing poorly
   3. If 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 go with an project with equipment, there must be a discussion in advance of scheduling with the agency to ensure that the project director has the resources in place t. If not, they are not be a candidate for virtual monitoring.
   1. Visual inspection requires one or some combination of the following:
      1. Camera on their laptop or tablet so they can show the item to be inspected
      2. Camera on cell phone so they can Zoom, FaceTime, Skype, etc. to the item to be inspected
   2. 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.
   3. The agency is not allowed to simply email you a pic of the item/items. 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

During the Visit

1. Random sampling selection of OT will be made at the time of the visit, not emailed in advance.

2. 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. It is the quality.

3. 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.

4. You are always welcome to call a member of management if questions arise during the visit.