

**2200 University Ave West STE 240**

**St. Paul, MN 55114**

**SSB Contractor Monitoring Protocol Checklist**

**Administrative/Fiscal**

**Name of Contractor:**

**Contact Name and Telephone #:**

**Date(s) of Monitoring:**

**Lead Monitor and Team Names:**

**Administrative (applicable to ALL vendors)**

| **Fiscal and Administrative (Lead monitor will pull a random sample of cases for review)** | | | |
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| **Area Reviewed** | **Met requirement**  **Yes No** | | **Findings/Strengths/Recommendations** |
| The CRP contract states that the Contractor shall not bill the state for an amount greater than the fees authorized in the contract and work authorization. This means that the services provided and fees are consistent with the WORK authorization, and the Contractor only bills for services actually provided.  **\*\*Review consumer records or other for determination.** |  |  |  |
| The CRP contract requires that the Contractor bills for services only for the authorized time period.  **\*\*Review consumer records; review other, if any, fee schedules; other** |  |  |  |
| The CRP contract states that for travel that exceeds 3 hours travel time (one way), resulting in an overnight stay, hotel, and food allowances will be charged consistent with the [Commissioner’s Plan Chapter 15 State Travel Expense Policy](http://www.mmb.state.mn.us/doc/comp/contract/CommissionersPlan.pdf) .  \*\*Review consumer records; other |  |  |  |
| The CRP contract states that irrespective of funding source, the Contractor cannot bill travel time or mileage from their home base to the training site for more than one consumer when training two or more consumers who live in the same location or in close proximity. In the case of training two or more consumers who live in the same location or close proximity, mileage and travel time must be billed equitably among the WORK authorizations. The total billing for travel time or mileage of multiple consumers served in the same trip irrespective of proximity or funding source may not exceed the total actual travel time and mileage for the whole trip.  Travel reimbursement is included when billing for services under a WORK Authorization. Contractors billing for travel time and mileage must also submit a monthly travel log that includes by date: consumer’s name; WORK Authorization number, hours served; travel time; and mileage billed.  **\*\*Review consumer records; contractor travel logs, other** |  |  |  |
| The CRP contract states that for services valued in excess of $50,000, Contractor has implemented the federal E-Verify program for all newly hired employees in the United States who will perform work on behalf of the State.  **\*\*Review E-verify documentation of enrollment; documentation of use, other** |  |  |  |

| **Policies and Procedures** | | | |
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| **Area Reviewed** | **Met requirement**  **Yes No** | | **Findings/Strengths/Recommendations** |
| The CRP contract states that the Contractor, upon signing an agreement and at the request of SSB, will provide SSB a copy of their policies and procedures, including those concerning: consumer appeals; non-discrimination; accessibility, including sign language interpreters; health and safety; and emergency procedures.  **\*\* Review were policies received? Are they complete? other** |  |  |  |
| The CRP contract states that the Contractor will provide SSB a copy of any changes in its policies and procedures within 30 days of any such change.  **\*\*Interview Contractor-were any policies changed? other** |  |  |  |

| **Insurance** | | | |
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| **Area Reviewed** | **Met requirement**  **Yes No** | | **Findings/Strengths/Recommendations** |
| The CRP contract states that the Contractor shall not commence work under the contract until they have obtained all the insurance required and the State of Minnesota has approved such insurance. Contractor shall maintain such insurance in force and effect throughout the term of the contract.  **\*\*Review Certificate of Insurance, other** |  |  |  |

| **Training** | | | |
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| **Area Reviewed** | **Met requirement**  **Yes No** | | **Findings/Strengths/Recommendations** |
| The contract requires all Contractor staff doing job placement with consumers of SSB to attend a training session in placement-related issues specific to employment of people who are blind, visually impaired or deafblind. New Contractor staff doing job placement with consumers of SSB must attend a training session within six months of their start date.  \*\*Review training lists, interviews, other |  |  |  |

| **Communication** | | | |
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| **Area Reviewed** | **Met requirement**  **Yes No** | | **Findings/Strengths/Recommendations** |
| The CRP contract requires the Contractor to advise the SSB Direct Service Staff if a change in services appears to be needed to meet the goal in the consumer’s IPE or service plan.  **\*\*Review consumer file, Contractor records, interviews, other** |  |  |  |
| The CRP contract requires the Contractor to notify the SSB Direct Service Staff immediately of events that adversely impact training. This notification is in addition to any made by the consumer to the SSB Direct Service Staff.  **\*\*Review consumer file, Contractor records, interviews, other** |  |  |  |

| **Reports** | | | |
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| **Area Reviewed** | **Met requirement**  **Yes No** | | **Findings/Strengths/Recommendations** |
| [Minnesota Rules 3325.0470 Subp. 7](https://www.revisor.mn.gov/rules/?id=3325.0470) requires community rehabilitation programs to provide timely written reports as required by SSB concerning the progress of eligible individuals in the development of self-confidence, the performance of activities of daily living, and the use of rehabilitation technology, if applicable. Monthly progress reports for adjustment to blindness services will be provided to the SSB Direct Service Staff within 10 business days of the end of each month.  **\*\*Review consumer files, Contractor records, interviews, other** |  |  |  |
| The CRP contract requires that a final report, including recommendations, be provided to the SSB Direct Service Staff within 10 business days of program completion.  **\*\*Review consumer files, Contractor records, interviews, other** |  |  |  |
| [Minnesota Rules 3325.0470 Subp. 7](https://www.revisor.mn.gov/rules/?id=3325.0470) and the CRP contract require that reports will include: attendance and punctuality (number of classes: scheduled; attended; and times tardy); progress made towards goals - written in measurable/objective terms; and additional pertinent information, including consumer progress in the development of self-confidence, the performance of activities of daily living, and the use of rehabilitation technology, if applicable.  **\*\*Review consumer files, Contractor records, interviews, other** |  |  |  |
| The contract requires that monthly progress reports for job-related and placement services will be provided to the SSB Direct Service Staff which detail the job development activities of that month within 10 days of the end of each month. These activities must comply with the written plan for placement for reimbursement to occur. Reports must include: the name of the business contacted; person contacted and their title; method of contact (phone, email, in person, by letter); reason for the contact; results of the contact and next steps; outcome (e.g. interview offered, internship, OJT, etc.)  **\*\*Review consumer files, Contractor records, other** |  |  |  |

| **Outcomes, Achievements and Best Practices** | | | |
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| **Area Reviewed** | **Met requirement**  **Yes No** | | **Findings/Strengths/Recommendations** |
| The CRP contract states that the SSB Direct Service Staff’s initial referral letter and subsequent refinements will set the minimal expectations for each consumer’s anticipated outcomes. The Contractor’s curriculum will be considered in the establishment of expectations and the development of the initial referral letter.  Have customers receiving services from this Contractor met the minimal expectations for anticipated outcomes contained in the initial referral letter and any subsequent refinements?  **\*\*Review consumer files, Contractor records, other** |  |  |  |
| State Services for the Blind periodically administers an Adjustment to Blindness Customer Satisfaction Questionnaire to customers. The intent is to gain information about customer satisfaction that will help other customers make an informed choice when selecting Adjustment to Blindness vendors for themselves and to help Adjustment to Blindness vendors make changes to improve their services. Are customers satisfied with this Contractor?  **\*\*Review Adjustment to Blindness Customer Satisfaction Questionnaire results**  State Services for the Blind is interested in achievements of the Contractor, and any best practices that improve outcomes for blind, deafblind, and visually impaired customers. Describe any achievements and best practices of the Contractor. |  |  |  |