SUN Service System Update on Response to Auditor's Report

July 12, 2013

SUN **SERVICE SYSTEM**

Building a Brighter Future for Kids and their Families

Auditor's Recommendations: Council & Staff

COORDINATING COUNCIL

▸ **Continue to Examine Equity**

▸ **Continue to develop guidelines prior to significant changes**

▸ **Clarify roles and responsibilities**

▸ **Consult with broader community**

SUN MANAGEMENT/STAFF

▸ **Growth of the System adds workload**

▸ **Consider long-term contractor monitoring and evaluation**

▸ **SUN should validate its data**

▸ **Increased use of data could add value to the programs**

SUN SERVICE SYSTEM

Building a Brighter Future for Kids and their Families

SUN Service System Performance Monitoring

OUTPUTS & OUTCOMES

Monitoring of Required Outputs & Outcomes - Quarterly

◦ Quarterly reports are run by Data Team and reviewed by Program Specialists. Findings are emailed to contractors with areas noted for special attention.

◦ Areas where there are issues arising across agencies are discussed at bi-monthly meetings with agency program supervisors.

Contract Output, Outcome and Spending - Annual

◦ Annual contract performance review is conducted by contractor of all outputs, outcomes, spending, and reporting. Formal letter sent with findings and required follow up actions. Actions are then tracked by Program Specialists.

Annual Analysis of Educational Outcomes & Surveys

◦ Educational data is gathered and analyzed in Fall

◦ Outcomes are shared with agencies, districts, and individual schools in late Fall. Findings are incorporated into program monitoring and annual output and outcome review

SUN Service System

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SUN Service System Performance Monitoring

PROGRAM MONITORING

Program Expectations & Quality - Annual

- ◦ In-depth program monitoring conducted annually on each program. Agencies are monitored for bi-annually for most programs (anti-poverty is annual).
- ◦ Monitoring reviews all contractual expectations, looks at both compliance and quality, reviews files (as applicable), and follows up on output and outcome areas.
- ◦ A monitoring report with a compliance rating and findings is sent to agencies. Depending on findings, the agency may have to respond with a plan for addressing issues.

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Longitudinal Monitoring of Contractor Performance

- ◦ New structure created in 2013 to make cross-year performance easier to track