FFY2011 Full Monitoring Tool

The *Full Monitoring Tool* is used by EAP Field Monitors to conduct assessments of Energy Assistance Program (EAP) Service Providers. The information is completed by the Service Provider’s EAP Coordinators and Department of Commerce (DOC) Field Representative.

Service Provider Information

1. Service Provider Name:
2. Service Provider EAP ID Number:
3. Field Representative:
4. Executive Director:
5. EAP Coordinator:
6. Fiscal Director:
7. Other Relevant EAP Staff:
8. Dates of Initial Monitoring Visit:
9. Date(s) and reason of any other on-site visit(s):

**Control Environment**

1. How did your staffing plan work this year?

1. Describe issues or challenges with your staffing plan; include any planned changes?

1. Has the SP had an approved (by DOC) equipment purchase(s) in the last two program years?

Yes  No

1. Have the requested items been purchased?

Yes  No

1. If yes, what was purchased and how much was paid?

1. Is the equipment being used by EAP staff as expected?

Yes  No

1. Any comments, observations or recommendations relating to equipment purchases?

On the day of the visit Field Representative will be inspecting equipment purchased with LIHEAP funds.

**Control Activities**

**Application Processing**

On the day of the visit run the Key Performance Indicator (KPI) Report from the eHEAT Dashboard and provide it for review with the Fields Representative.

1. Are target numbers for Weekly Application Certification Targets (WACT) being achieved?

Yes  No

1. If not, describe why they are not being met and efforts being made to meet them?

1. Any comments, observations or recommendations relating to application processing activities?

**Eligibility**

1. Describe issues or challenges with income verification or eligibility determination

1. Describe issues or challenges with verifiable SSN or authorized alternative documents

1. Describe areas needing further training and technical assistance.

1. Any comments, observations or recommendations relating to eligibility activities?

**Vendors**

1. Describe vendor issues that have not already been reported to DOC.

1. Any comments, observations or recommendations relating to vendor management activities?

**Payments**

1. Describe challenges with making payments.

1. Any comments, observations or recommendations relating to payment activities?

**Refunds**

1. Describe challenges with processing refunds.

1. Any comments, observations or recommendations relating to refund activities?

**Crisis/EB/EBA/Assurance 16**

1. How many households did you serve with Crisis Services?

1. How many households did you serve with A16 Services?

1. Are 18 or 48 hour timelines being met in emergency or life-threatening situations?

Yes  No

1. If no, describe why they are not being met and efforts made to correct?

1. Any comments, observations or recommendations relating to crisis or Assurance 16 activities?

**Energy Related Repair (ERR)**

1. Are 18 or 48 hour timelines being met in emergency or life-threatening situations for furnace emergencies?

Yes  No

1. If no, describe why they are not being met and efforts made to correct?

1. Describe any issues regarding verification of home ownership for households receiving ERR services.

1. If you are over your average what are your plans to meet the average?

1. Any comments, observations or recommendations relating to ERR activities?

**Funding and Cash**

On the day of the visit the Field Representative will request two months of payroll records. Include in the records all payroll charges to EAP Admin and A16 funds for each employee. A copy of your most recent agency audit will be requested if it has not already been submitted to DOC.

1. Has the FFY 2009 Agency Audit program been completed?

Yes  No

1. Were there any agency audit findings? If yes describe:

1. How many staff members are paid with EAP administrative funds?

1. How many staff members are paid with EAP Assurance 16 funds?

1. Is staff using eHEAT to document time used for Assurance 16 activities?

Yes  No

1. Any comments, observations or recommendations relating to funding and cash activities?

**Appeals/Incidents**

1. Do you have any in-progress appeals or incidents?

Yes  No

1. If yes, explain the current status

1. Do you have appeals or incidents not yet reported to DOC?

Yes  No

1. If yes, explain the appeal or incident and the current status

1. Any comments, observations or recommendations relating to appeals, complaints or errors?

**Information & Communication**

**Outreach**

1. Describe any new outreach, community partnerships or leveraging efforts tried this year.

1. Any comments, observations or recommendations relating to outreach, coordination and customer service activities?

**Reporting**

1. Has the agency submitted any reports late this year?

Yes  No

1. If yes, describe why and what efforts are being made to correct the reason for the lateness?

1. Any comments, observations or recommendations related to reporting activities?

**ROFW**

On the day of the visit provide documentation of ROFW donations received and a ROFW household file with payment records.

1. How much ROFW funds have been raised to date?

1. Have matching dollars been requested?

Yes  No

1. Any comments, observations or recommendations relating to ROFW activities?

**Leveraging**

1. What are you doing to increase or improve your leveraging activities?

1. Do you track your leveraging activities as you go through the year (For reservations: this should include CITGO funds)?

1. What do you do to encourage and support your vendors in reporting their leveraging activities?

1. Any comments, observations or recommendations relating to leveraging activities?

**Monitoring**

1. Describe activities and frequency of your SP’s self-monitoring activities. Include self monitoring activities that examine EAP processes including quality control, staff performance and response to findings and recommendations?

1. How can DOC improve technical and administrative support services?

1. Do you have any topic suggestions for FFY2012 training next August?

1. Any comments, observations or recommendations relating to monitoring activities?

1. Any questions comments, observations or recommendations relating to any EAP activities?