

FY05-06 Standard Monitoring Feedback Survey Summary of Contractor Results*

Number of Contractors Surveyed: 66

Number of Completed Surveys Received: 50

Response Rate: 76%

Respondent Breakdown by Assigned Lead Department: DCYF (26%), DPH (36%), HSA (36%)

Profile of Respondents

More than 40% of respondents learned about the new standardized contract monitoring process through the last year's City workshop, while most others (35%) were informed by City department staff.

Preparation

Among the respondents who received a site visit, 93% consider that they had enough time to prepare.

Standard Monitoring Form

More than 95% of respondents state the content of the form was "reasonable" in terms of items reviewed.

Site Visit Experience

- 4 out of 5 site visits were a day long maximum; 50% were ½-day long.
- More than 70% of respondents were very satisfied or somewhat satisfied with the City's performance in 6 out of 7 areas related to the monitoring process. However, only 67% of respondents reported satisfaction with the coordination of the site visit with multiple City staff.

Coordination of Fiscal and Program Monitoring

- 70% of respondents reported that experiencing the Fiscal and Compliance review and the Program review on the same day is not too overwhelming.
- Over 40% consider that these reviews should take place either on the same day (42%) or within 2-3 weeks (44%).

Important Success Factors

93% of respondents consider "Clarity of definition of the elements to be monitored" as the most important factor along with 3 other factors, agreed on by over 80% of respondents:

- Advance notice of site visit (at least 10 days)
- Reasonable deadline for agency response to findings (30 days)
- Coordinated visits among multiple departments

Training / Resources

Respondents rated Compliance Guidelines (Sunshine Ordinance, HIPAA, ADA) as the most needed topic (64.4%). Other topics included but were not limited to: City Contracts-FAQ (53.3%), Fiscal Guidelines (46.7%), Cultural Competency Guidelines (35.6%) and Subcontractor Oversight (31.1%).

Making the Process Easier

The following were the most frequent comments and suggestions provided by respondents:

- Improve communication and coordination among City departments to save time and increase efficiency and flow of the process.
- Expand the process to other departments (such as Mayor's Office).
- Make sure that times and schedules are respected (notice prior to site visit).
- Ask regularly for contractors' input.

** NOTE: Some calculations were derived by removing "N/A" responses from the raw data and/or clustering responses by level of agreement or satisfaction.*