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DIVISION OF FINANCE & ADMINISTRATIVE SERVICES
3705 MISSOURI BLVD, 2ND FLOOR, JEFFERSON CITY, MO 65109
WW.DSS.MO.GOV

Agency Name
Address
City, State, Zip

Dear: [\[Insert Name\(s\)\]](#)

On [\[Date\]](#), Department of Social Services, Office of Workforce and Community Initiatives, Operations Team staff will be on-site at [\[Agency Name\]](#) located at [\[Address\]](#) to conduct a review of the Alternatives to Abortion contract in accordance with Federal and State monitoring requirements.

Prior to our visit, we will schedule an entrance meeting via WebEx to review the monitoring process, schedule, and objectives. We encourage all leadership staff to attend the meeting.

To gain a complete understanding of the agency and its work, we have included questionnaires to distribute to one (1) Program Manager, two (2) Program Staff, three (3) Program Participants, and two (2) Community Partners. Please return the items identified in the attachments for review to FSD.E&TMonitoring@dss.mo.gov by [\[Date\]](#).

We will conclude the review with a formal Exit Conference via WebEx with Leadership to share preliminary results of the contract performance and compliance review. You will have an opportunity to correct any misinterpretations, as well as provide additional documentation to support findings and conclusions from the visit.

Please contact me with any questions or concerns. We look forward to meeting you and your team.

Thank you,

[\[Specialist Name\]](#)

[\[Title\]](#)

[\[Email address\]](#)

[\[Phone number\]](#)

DSS-Office of Workforce and Community Initiatives

Cc: Katie Strobel, A2A Program Coordinator
Kim Dowd, A2A Program Coordinator
Dione Pashia, Performance Program Coordinator
Jennifer Heimericks, Assistant Deputy Director
Justin Logan, Operations Manager

AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES
TDD / TTY: 800-735-2966
RELAY MISSOURI: 711

Missouri Department of Social Services is an Equal Opportunity Employer/Program.



Monitoring Review-Guidance for Preparation

*** PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE SUBMITTING FILES***

The Monitoring team will review the provided services documented in the A2A system, participant case files, marketing and training materials, along with your agencies policies and procedures for compliance within the requirements identified in the contract and manual. Prepare each participant case file and other requested materials according to the instructions provided below.

Return all documentation to FSD.E&Tmonitoring@dss.mo.gov

Within the E-mail subject line please reference your agency name/Pre-Apprenticeship Training Program.

Participant Case Files and Submission:

- * Organize the original case files
- * Email the complete file for the specified review period individually for each participant in a single correspondence, using required encryption. (Case files must be emailed individually, shared by a zip file if necessary).
- * Zip files may be necessary for larger files. If using zip files, email separate files for each participant
- * For proper encryption, DO NOT include participant information in the email subject line. DO include the participant's full name and date of birth in the body of the email
- * Ensure all supporting documentation for the review period are contained in each emailed case file

Supporting documents may include:

- Outreach Plan
- Proof of eligibility.
- Initial Client Risk and Needs Assessment and Domestic Abuse Screening.
- Individualized Care Plan.
- Case management notes.
- Documentation of Prenatal Parent Education and Parenting Skills.
- Prenatal depression screening
- Post-Partum Depression screening
- Other documentation to support activities, services, referrals, etc. (entered into the A2A Database)

NOTE: Do Not send printouts from the A2A Database

Program Review:

Your agency received a list of documents/materials required for the monitoring.

* Organize the requested documents in order as listed on the Documents Needed for Contract Monitoring.

Note the page numbers policies are found and email those documents collectively, if possible.

*Manuals or guides requested for review must be emailed individually, shared by a zip file if necessary. Email only an overview of extensive manuals or training guides.

- * Verify signage and marketing materials displayed in your facility by photo. (Only necessary if undergoing a desk review).
- * If any documents are accessible online, such as your agency policies, trainings, or manuals, provide a link to this information in lieu of email. A note should be included if any of the online information differs from your currently used materials.

Questionnaires:

- * The questionnaires provided are in an Adobe pdf format and are easily returnable via email. Each questionnaire has a submit button that should be selected after the document has been completed.

A2A PROGRAM DOCUMENTS NEEDED FOR CONTRACT MONITORING

Please email items to FSD.E&TMonitoring@dss.mo.gov

Maintain all documents as needed

- 1) Office availability
 - a) Emergent office closure policy
 - b) Office locations: (*shall include*)
 - (1) Office Name
 - (2) Address
 - (3) Phone number
 - (4) Hours of operations
- 2) Organizational chart
 - a) Staff member list, Title, Date of Hire, Term Date (if applicable) and Office Location
- 3) Sample of Orientation and/or Assessment forms used for A2A Participants
- 4) Program printed materials given to participants
- 5) A2A Training Manual and/or materials given to new employees
- 6) Listing of current community partners/employers participants are referred to for activities or assistance.
- 7) Case file review listing for FY2023.
- 8) Ten (10) internally reviewed cases reviewed by leadership (please provide the actual reviews)

Note page where policy is found within the manual.

- * E-Verify (3.9.4)
- * Steven's Amendment (3.17.3)
- * Automated System Requirements/Technology Safeguards (2.6.2)
- * Employee Background Checks (2.12.4)
- * HIPAA (3.18.1)
- * Documentation Record Retention (2.5)



A2A Case File Listing

Provide a listing of twenty A2A participants for the specified review time period. Submit case files along with all supporting documentation for the period specified below via email to: FSD.E&TMonitoring@dss.mo.gov

Agency/Contractor:

Review Period:

	DOB	Last Name	First Name
1)			
2)			
3)			
4)			
5)			
6)			
7)			
8)			
9)			
10)			
11)			