

X (A). MONITORING AND AUDITS

GOAL: Continue to maintain and update as necessary the monitoring policy, tool and findings report to reflect updates to business processes within clinic operations and Crossroads. External and internal monitoring tools will be maintained and updated as necessary for compatibility with Crossroads as well as modernized service delivery models. State Agency (SA) Program Integrity Coordinator will provide training to local agency directors and/or designated staff regarding revised monitoring tools and business processes.

METHODOLOGY: Until such time that the pending change request and tickets are resolved related to the Monitoring and Analysis section within Crossroads, West Virginia will not have the capability to complete monitoring within the Crossroads application. The SA will continue to provide training to Local Agency Directors on revised paper monitoring tools and the working functions of the Monitoring and Analysis section of Crossroads.

The revised monitoring tools are used to increase effectiveness of the monitoring process, both internal and external. Even though the Monitoring and Analysis section of Crossroads is not fully functioning, the web-based aspect of the program still will increase flexibility and provide opportunities to complete major portions of chart reviews prior to onsite visits, thereby reducing disruption of clinic flow created by the monitoring visits.

EVALUATION: The evaluation process will consist of a review of local agency internal monitoring reports, and the number of written monitoring findings and responses. External reports will also be evaluated on an ongoing basis to determine alterations in monitoring processes. Overall evaluation will be more efficient once the Monitoring and Analysis section of CrossRoads is implemented. Once implementation of this system an evaluation of current and future fiscal year monitoring will be accessible in one area to provide an analysis of each Local Agency Monitoring S.W.A.T. (strengths, weaknesses, opportunities, and threats).

STATUS: The Program Integrity Coordinator position was vacant from April 28, 2023 through March 25, 2024. Although a draft internal and external monitoring tool was introduced for Local Agency comment in February 2023, the policy and tool revisions stalled because of this position vacancy as well as focus on service delivery redesign in response to extended waivers through September 2026.

The Program Integrity Coordinator is currently learning the system and will be knowledgeable in all aspects of Internal and External

monitoring within the monitoring and analysis process in Crossroads and share this knowledge with SA and LA staff. Monitoring to catch up FFY2024 will be conducted in FFY2025 with the current full tool within policy and procedure. This will allow the new personnel to revise the tool to accommodate hybrid service delivery as well as Crossroads business processes.

Priority will be placed to utilize the Monitoring and Analysis section of Crossroads for efficient tracking and reporting of monitoring, but prior to this transition, the monitoring policy, tool and findings report will be updated to reflect business processes within WV's service delivery redesign framework supported by federal waivers available through September 30, 2026. External and internal paper monitoring tools will be maintained while the new Program Integrity Coordinator catches up monitoring from FY2024 resulting from State Agency position vacancies. Through this experience Chapter 9 policy updates as well as monitoring tools and report revisions will begin, and updated as necessary for compatibility with Crossroads. State Agency (SA) Program Integrity Coordinator will provide training to local agency directors (LA) and/or designated staff regarding any alterations in business processes.

This goal is ongoing for FY 2025 for Chapter 9 policy updates as well as monitoring tools and report revisions.