

Program Monitoring

The Department of Human Services Office of Community Services (OCS) is the County's public office responsible for providing Allegheny County residents with a coordinated, community-focused system of high quality and cost-effective services, programs and opportunities that enable low-income and vulnerable individuals and families to become more self-sufficient.

OCS Organization

Bureau of Family and Community Services
Bureau of Employment and Training Services
Bureau of Homeless Services
Bureau of Outreach and Prevention Services

Standards

OCS program regulations and standards are defined by the PA Departments of Labor and Industry, Education, Community and Economic Development, Agriculture and Human Services and the U.S. Dept. of Housing and Urban Development.

Tools and Approach

When conducting on-site, program-monitoring visits, OCS Bureaus utilize individualized monitoring forms and checklists appropriate 1) to evaluate the full scope of work the provider is expected to perform and 2) to show compliance with the appropriate State or Federal agency.

Important Aspects of Monitoring

Reviewing Current Program

- Ensure program is in compliance with regulations and requirements
- Ensure service documentation is in compliance with requirements
- Ensure performance standards are being met
- Ensure health and physical safety of program site
- Ensure program is treating participants with respect
- Ensure program is connecting participants to needed services
- Ensure program is of high quality

Program Quality Improvement

- Improve compliance with regulations and requirements
- Improve accountability of program
- Improve quality and safety of living space
- Improve quality of services

- Improve self-sufficiency of participants
- Improve participant retention
- Improve collaboration and service coordination

DHS/Provider Relations

- Maintain effective working relationships with programs
- Provide technical assistance
- Consistency in monitoring
- Demonstrating patience and understanding
- Position DHS for positive review by outside auditors/monitors