

Madawaska Valley

Association For

Community Living

**POLICY: MONITORING OF OPERATION PERFORMANCE**

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**CATEGORY: GOVERNANCE**

Policy Statement:

Rather than checking on the past, the Board intends to concentrate the majority of its time on shaping a positive future for M.V.A.C.L. and the people it supports.

1. The board will track operational performance in such a way as to have:

* 1. Systematic assurance of policy compliance, and
  2. A clear and accurate account of results achieved through its investment in services and operations.

1. Monitoring will occur in one, or a combination of three ways:
   1. Internal Reports: Periodic reports from the Executive Director (based on

financial and program evaluation data).

* 1. External Auditing: Auditors, licensing inspectors, program review teams or other external assessors shall be retained to answer specific monitoring questions.
  2. Direct Inspection: The Board may commission task forces to monitor/review the implementation of specific policies.

The Executive Director will “walk through”/review the implementation of the designated policy with members of the monitoring task force. Monitoring task forces will have only the authority to assess whether or not a policy is being implemented and report this assessment to the Board. Task forces will not have the authority to determine how policy should be implemented nor to direct staff to do anything.

1. When a policy is adopted by the Board, the motion approving the policy shall indicate the frequency and the method of monitoring.
2. A plan for monitoring shall be established as part of the Board’s annual plan of work.
3. The Board shall create, or cause to be created, clear outcome-oriented statements for all M.V.A.C. L.’s services, projects and operations. An evaluation plan will be an integral component of all services, projects and operations. Responsibility for conducting evaluation activities and producing concise evaluation reports will be assigned by the Board.
4. The Board will summarize and report on the “value added” through its investment in services, projects and operations, at least annually to the Association’s membership and key stakeholders.