

Tips for Supportive Monitoring Practices

The Office of Population Affairs (OPA) holds Title X grantees accountable for the quality, cost, accessibility, acceptability, reporting, and performance of subrecipients' grant-funded activities. By building trusting, collaborative partnerships with subrecipients and providing supportive monitoring, grantees can ensure successful Title X program management for their networks.

Providing Supportive Monitoring

Monitoring is the process of ensuring that subrecipients understand, comply with, and demonstrate their adherence to Title X program requirements.

Formal site visits are the cornerstone of monitoring. Most grantees conduct site visits—in which they perform administrative, clinical, and fiscal reviews—with each subrecipient agency at least once every project period. Site visits are most productive when grantees establish trust with their subrecipients.

To conduct a site visit in a supportive manner, a grantee can:

- Be available for questions from the subrecipient before, during, and after the site visit
- Avoid comparing the site visit to an audit for Medicare, Medicaid, or hospital, which agencies often view as punitive in nature; rather, describe it as a time to identify opportunities for improvement
- Encourage the subrecipient to rectify small issues during the visit
- Discuss all issues with the subrecipient during the site visit so that the final site visit report contains no surprises
- Use resources in the FPNTC's [Planning and Conducting Title X Site Visits: A Toolkit for Family Planning Providers](#)

To monitor subrecipients, grantees can also review grantee-specific deliverables such as funding applications, annual progress reports, monthly or quarterly fiscal reports, Family Planning Annual Report (FPAR), and other data reports. If grantees' review surfaces areas for improvement, it's important that they provide feedback to subrecipients in a collaborative, not punitive, manner.

Building Strong, Collaborative Partnerships

To build strong, collaborative partnerships and support subrecipient agencies throughout the project period, grantees can:

- Acknowledge, celebrate, and reward good performance
- Communicate clearly, frequently, and collaboratively
- Develop a clear and detailed subrecipient contract
- Know the subrecipient's unique financial, administrative, and organizational challenges
- Get to know the subrecipient staff and identify family planning champions
- Help staff identify needs and provide resources and technical assistance to meet those needs
- Suggest several strategies for complying with Title X requirements that the subrecipient can choose from
- Conduct periodic informal visits or virtual meetings with subrecipients to offer support and strengthen collaboration

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