



	<p>Develop operating standards and performance measures for M &amp; P.</p> <p>Address the recommendations from the Audit of the Community Futures Program (Grant Thornton 2003) and consider their applicability to all types of service delivery partners.</p>	<ul style="list-style-type: none"> <li>○ Monitoring activities must be documented to provide a record in the event of client disagreements or staff turnover, and to formally assess the effectiveness of such activities.</li> </ul> <p>Review current regional practices to involve M &amp; P in the review of contribution agreements (e.g. buddy system, project review committees.)</p> <p>Incorporate the review process formally into the procedures for both project and M &amp; P officers.</p> <p>Consideration should be given to:</p> <ul style="list-style-type: none"> <li>➤ Rely on external auditors to provide assurance that service delivery partners are complying with the terms and conditions as is required.</li> <li>➤ Standardizing performance reporting from service delivery partners, and verifying the accuracy and reasonableness of information submitted.</li> </ul> <p>Identify regional best practices and identify potential process weaknesses.</p> <p>Develop metrics, standards and measures to manage the performance of M &amp; P,</p>	<p>Estimated Completion Date: December 2004</p>
Documented Procedures - developed as review evolves. Intranet site populated with forms and procedures	Develop and maintain standard policies and procedures for M & P across all regions.	<p>Distribute policies and procedures along with supporting forms and tools using a central intranet site to ensure that they are current &amp; consistent across all regions.</p> <p>Policies and procedures must reflect central agency regulations and guidelines.</p>	<p>Programs &amp; IMT</p> <p>Estimated Completion Date: March 2005</p>
Headquarters Role	Review the structure of M & P, staffing levels and mix	<p>Dedicate a headquarters resource to the M &amp; P function.</p> <ul style="list-style-type: none"> <li>➤ At a minimum, the central role should be responsible for:</li> </ul>	Programs

