Clarification for Policy and Procedure 3500:

**Content monitoring**: Ongoing monitoring conducted by direct service staff and management staff to determine what needs to be done. For example: monitoring to ensure children are on a schedule of well child care.

**Systems monitoring**: Periodic monitoring conducted by management staff and/or Quality Assurance staff to determine what has been done and the status of a system. For example: monitoring to determine if policies and procedures are implemented to obtain health screenings and exams, document health data in ChildPlus® and to provide support so that any follow up treatments needed are completed.