**Section 2030.810 Site Visits**

a) The Department shall monitor performance under the award document and shall conduct periodic visits to each provider. The frequency of visits shall be determined by the nature, size, and complexity of the fund supported activity, and other appropriate factors by which the Department determines that on-site review is required to monitor provider performance. The site visit is for the purpose of evaluating performance under the award document. It shall focus on:

1) actual accomplishment of and/or progress towards goals and objectives established by the award document for the term of review;

2) reasons why established goals and objectives were not met;

3) quality and effectiveness of services provided during the term of review, including effectiveness of community networks;

4) ensurance that time schedules and projected work units by time periods are being met; and

5) compliance with award document conditions.

b) Providers shall make available to representatives of the Department all financial records, client attendance and/or service records, and case records and other documentation related to the award activities.

(Source: Amended at 24 Ill. Reg. 18099, effective November 30, 2000)