



**RPMI PROFESSIONAL CURRICULUM FRAMEWORK**

# Monitoring and Evaluation Officer Certificate Program (MEO-CP)

*Aligned with DDS, CMS, HCBS Quality, Compliance Monitoring, Performance Oversight, and Human Services Quality Improvement Standards*

Credential Awarded	RPMI Certified Monitoring and Evaluation Officer (RCMEO)
Issuing Institution	Residential Program Management Institute (RPMI)
	48 Contact Hours (Standard Institutional Track)
Delivery Model	Blended LMS-based certificate with applied monitoring exercises

*Catalog-Ready Institutional Curriculum Document*



## Formal Course Description

The Monitoring and Evaluation Officer Certificate Program prepares quality and oversight professionals to assess, validate, monitor, and improve service delivery within DDS-oriented and CMS-informed residential and home and community-based service environments. The curriculum is designed for staff whose responsibilities include reviewing program performance, documentation quality, person-centered implementation, rights protections, compliance practices, incident trends, quality indicators, and corrective action systems. The program combines regulatory literacy, methodological discipline, evidence review, and quality improvement practice so that learners can conduct structured monitoring activities and produce clear, defensible findings that strengthen organizational readiness and service quality.

## Program Profile

<b>Program Type</b>	<b>Specialized quality, compliance, and performance oversight certificate program for human services monitoring and evaluation personnel</b>
<b>Instructional Level</b>	Intermediate to advanced professional workforce development for QA, compliance, and monitoring personnel
<b>Target Audience</b>	Monitoring and Evaluation Officers, QA staff, compliance coordinators, program review specialists, quality improvement staff, and internal auditors
<b>Platform</b>	SCORM-compliant learning management system including Moodle-based deployment
<b>Assessment Methods</b>	Module quizzes, applied review exercises, monitoring simulations, report-writing tasks, and final examination
<b>Primary Use Cases</b>	Internal quality monitoring, audit readiness, performance oversight, corrective action follow-up, and HCBS-oriented service evaluation

## Program Goals

- Apply structured monitoring methodologies to assess service delivery, documentation, compliance, and quality performance.
- Evaluate whether residential and HCBS services reflect person-centered, rights-based, and community-integrated practices.
- Review service records and operational evidence for completeness, accuracy, integrity, and regulatory relevance.
- Analyze incidents, trends, and quality indicators to identify risks, weaknesses, and improvement priorities.
- Develop monitoring reports, findings summaries, and corrective action recommendations that are clear, objective, and actionable.
- Support continuous quality improvement through evidence-based review, follow-up, and organizational learning.

## Core Competency Domains

**Regulatory and Quality Frameworks:** DDS, CMS, and HCBS quality environment; person-centered standards; service accountability principles.

**Monitoring and Evaluation Methodology:** Structured review methods, sampling, site review protocols, observation, interviews, and evidence collection.

**Documentation, Record Review, and Data Integrity:** Assessment of progress notes, incident records, plans, and supporting evidence for quality and compliance significance.

**Person-Centered Quality and Rights Oversight:** Evaluation of dignity, autonomy, privacy, choice, inclusion, and rights implementation across service settings.

**Incident, Risk, and Corrective Action Analysis:** Use of incident data, trend review, root cause logic, and follow-up tracking to reduce recurrence and improve systems.

**Performance Measurement, Reporting, and Quality Improvement:** Indicators, dashboards, monitoring summaries, recommendation writing, and improvement follow-through.

**Ethics, Objectivity, and Professional Communication:** Confidentiality, neutrality, evaluator credibility, and disciplined stakeholder communication.

## Credit and Contact Hour Table

**Recommended Total Contact Hours:** 44 to 60 hours **Standard Institutional Track:** 48 hours

Module	Title	Hours
1	Foundations of Monitoring and Evaluation in Human Services	5
2	DDS, CMS, HCBS, and Person-Centered Quality Frameworks	7
3	Monitoring Methodologies, Site Review, and Evidence Collection	7
4	Documentation Review, Record Integrity, and Compliance Validation	7
5	Incident Analysis, Risk Monitoring, and Corrective Action Tracking	7
6	Performance Measurement, Data Analysis, and Reporting	7
7	Quality Improvement Systems and Organizational Learning	5
8	Ethics, Objectivity, and Professional Practice in Evaluation	3

## Module 1. Foundations of Monitoring and Evaluation in Human Services

**Contact Hours:** 5

Introduces the function of monitoring and evaluation within human services organizations and clarifies the role of the Monitoring and Evaluation Officer in relation to quality assurance, compliance, supervision, and operational leadership.

### Key Topics

- Definitions of monitoring, evaluation, quality assurance, and quality improvement
- Differences between direct supervision, compliance review, and evaluation
- Oversight functions in residential and HCBS service settings
- Evidence-based review, accountability, and systems thinking

## Learning Objectives

- Define monitoring and evaluation within a human services context.
- Distinguish monitoring functions from direct supervision and general administration.
- Explain the purpose of internal oversight in residential and HCBS settings.
- Describe the core responsibilities of Monitoring and Evaluation Officers.

## Assessment

Module quiz plus role differentiation exercise.

## Module 2. DDS, CMS, HCBS, and Person-Centered Quality Frameworks

Contact Hours: 7

Provides the regulatory and quality context required for effective monitoring work, with emphasis on person-centered service principles, rights protections, HCBS quality expectations, and DDS-oriented service accountability structures.

## Key Topics

- Regulatory literacy for monitoring personnel
- Person-centered service delivery as a review standard
- Rights protection, dignity, choice, autonomy, and community integration
- Least restrictive service environments and abuse prevention monitoring
- Translating standards into observable review criteria

## Learning Objectives

- Explain the quality and compliance principles that shape DDS- and CMS-aligned service oversight.
- Identify person-centered and rights-based expectations relevant to monitoring work.
- Recognize observable indicators of dignity, autonomy, and community inclusion.
- Evaluate whether service environments align with rights protection and person-centered expectations.

## Assessment

Module quiz plus standards-to-indicators mapping exercise.

## Module 3. Monitoring Methodologies, Site Review, and Evidence Collection

**Contact Hours:** 7

Develops practical monitoring skills related to structured review methods, evidence gathering, site observation, interview techniques, and review consistency.

### Key Topics

- Review planning, criteria, and sampling approaches
- Site visit preparation and observation techniques
- Interviews with staff, supervisors, and stakeholders
- Triangulation of findings across records, interviews, and observation
- Monitoring tools, checklists, and reliability concepts

### Learning Objectives

- Prepare and conduct structured monitoring reviews.
- Use interviews, observations, and documentation to gather evidence.
- Distinguish strong evidence from weak or incomplete evidence.
- Document findings in a methodical and supportable manner.

### Assessment

Module quiz, site review simulation, and evidence classification exercise.

## Module 4. Documentation Review, Record Integrity, and Compliance Validation

**Contact Hours:** 7

Prepares learners to review service documentation, service plans, incident records, and related materials for timeliness, quality, accuracy, consistency, and compliance relevance.

### Key Topics

- Reviewing progress notes and service records
- Assessing timeliness, completeness, and internal consistency
- Matching documented services to required supports
- Record discrepancies, gaps, red flags, and incident report review
- Confidentiality and documentation scoring tools

### Learning Objectives

- Review documentation for quality, integrity, and compliance significance.
- Identify inconsistencies between records, services, and expected supports.
- Detect common documentation weaknesses and red flags.
- Use structured tools to evaluate record quality systematically.

## Assessment

Module quiz, record review exercise, and documentation discrepancy case.

## Module 5. Incident Analysis, Risk Monitoring, and Corrective Action Tracking

**Contact Hours:** 7

Focuses on the use of incidents and risk information as part of quality oversight, including pattern recognition, root cause reasoning, corrective action development, and follow-up tracking.

### Key Topics

- Incident types, patterns, and severity review
- Trend identification and recurrence analysis
- Root cause analysis concepts
- Corrective action planning and follow-up
- Risk monitoring across programs and preventive action

### Learning Objectives

- Analyze incidents for pattern, significance, and follow-up implications.
- Identify recurring risks and systemic concerns.
- Evaluate whether corrective actions are appropriate and complete.
- Support organizations in using incident data to reduce future risk.

## Assessment

Module quiz, incident trend analysis exercise, and corrective action review case.

## Module 6. Performance Measurement, Data Analysis, and Reporting

**Contact Hours:** 7

Builds learner competency in the use of indicators, dashboards, summary data, and performance reporting to support evidence-based oversight and leadership decision-making.

### Key Topics

- Selecting meaningful indicators and key performance measures
- Basic quantitative interpretation for quality staff
- Trend analysis and dashboard concepts
- Turning data into findings and recommendations
- Writing monitoring reports and presenting findings to leadership

## Learning Objectives

- Identify meaningful indicators for service quality, compliance, and risk.
- Interpret trends and data patterns relevant to program review.
- Prepare structured findings and concise performance summaries.
- Write monitoring reports that are objective, clear, and actionable.

## Assessment

Module quiz, KPI selection activity, and findings report writing exercise.

## Module 7. Quality Improvement Systems and Organizational Learning

**Contact Hours:** 5

Connects monitoring work to improvement by showing how review findings inform corrective strategies, quality planning, organizational learning, and continuous improvement.

## Key Topics

- Monitoring versus improvement functions
- Quality improvement principles in human services
- Prioritizing recommendations and improvement planning
- Monitoring the effectiveness of change
- Building a culture of quality and accountability

## Learning Objectives

- Explain how monitoring findings support quality improvement.
- Translate review findings into prioritized recommendations.
- Contribute to improvement planning and follow-up processes.
- Evaluate whether changes are producing meaningful improvement.

## Assessment

Module quiz, improvement plan critique, and quality recommendation exercise.

## Module 8. Ethics, Objectivity, and Professional Practice in Evaluation

**Contact Hours:** 3

Addresses the ethical and professional dimensions of monitoring and evaluation work, including neutrality, confidentiality, objectivity, conflict management, and the communication of sensitive findings.

## Key Topics

- Ethics in monitoring and evaluation
- Objectivity, neutrality, and evaluator credibility
- Confidentiality and information sensitivity

- Managing bias, pressure, and conflicts of interest
- Communicating difficult findings and escalating urgent concerns

### Learning Objectives

- Demonstrate ethical and objective practice in evaluation work.
- Protect sensitive information appropriately.
- Recognize and manage bias, pressure, or conflict-of-interest risks.
- Communicate difficult findings clearly and professionally.

### Assessment

Module quiz and ethics/objectivity scenario.

### Assessment Framework

**Formative Assessment:** Module quizzes, file review exercises, evidence validation activities, monitoring scenarios, incident trend analysis tasks, and report-writing practice.

**Summative Assessment:** Comprehensive final examination plus a multi-domain monitoring and evaluation case study requiring findings, analysis, and recommendation writing.

**Recommended Passing Threshold:** 70 percent minimum per module and 75 percent cumulative program score.

**Optional Applied Validation:** Supervisor-reviewed monitoring portfolio, mock site review, documentation audit exercise, findings presentation, or corrective action tracking project.

### Certification Requirements

- Complete all required modules and assigned review activities.
- Achieve passing scores on all required assessments.
- Pass the final examination.
- Earn a cumulative score of at least 75 percent.
- Meet participation expectations for any facilitated or instructor-led components.

### Quality and Compliance Alignment

This curriculum is designed to support organizational readiness in person-centered quality monitoring, rights protection oversight, documentation and record review, incident trend analysis, corrective action tracking, performance reporting, continuous quality improvement, and evidence-based compliance validation within DDS- and CMS-oriented service systems.

### Suggested Implementation Models

**New Monitoring Officer Onboarding Model:** Completion within the first 60 days of assignment to a monitoring or evaluation role.

**Quality and Compliance Development Model:** Completion by QA, compliance, or quality improvement staff seeking formalized monitoring competency.

**Cross-Functional Oversight Model:** Completion by managers or directors who also hold review, audit, or performance oversight responsibilities.

**Annual Reinforcement Model:** Selected modules assigned annually based on audit findings, documentation trends, corrective action patterns, or quality review priorities.

## Catalog Summary

<b>Program</b>	Monitoring and Evaluation Officer Certificate Program
<b>Credential</b>	RPMI Certified Monitoring and Evaluation Officer (RCMEO)
<b>Audience</b>	Monitoring, QA, compliance, audit, and quality improvement personnel
<b>Length</b>	48 hours recommended
<b>Assessment</b>	Quizzes, review exercises, case analysis, reporting assignments, and final examination
<b>Primary Focus</b>	Monitoring methodology, record review, incident analysis, KPI reporting, HCBS quality oversight, corrective action, and improvement systems