



Monitoring Policy

On a monthly basis, you will receive a telephone call from independent monitors in Harrisburg, PA. When they call, they will ask you questions about the work your staff is doing with your child and your satisfaction with that work. They will consult the paperwork that YAP staff submit when they ask you about activities. If these staff are unable to reach you via phone after two tries, they will send you a letter with a self-addressed, stamped return envelope.

It is important to us that you feel comfortable to provide this information so that we can work with our staff to provide you with the best services possible. If you have concerns about negative ramifications from staff by sharing your thoughts, please let us know when you speak to our monitors, or you can let your Program Director know at any point in time.