

Operations Communiqué #10-02 CCIS Operational Performance Standards Monitoring for Program Year 2009 – 2010

Title: CCIS Operational Performance Standards Monitoring for Program Year 2009 – 2010

Date: February 22, 2010

Category: Informational

Priority: Medium

Action Required: Yes, see “Discussion” and “Next Steps”.

Response Required: None

Purpose:

The purpose of this communiqué is to provide further details of the Child Care Information Services (CCISs) Operational Performance Standards monitoring process for Program Year 2009 – 2010, including the specific PELICAN-Child Care Works (CCW) reports and report frequency subsidy coordinators will utilize for monitoring purposes.

Discussion:

CCIS Monitoring began January 2010 and will continue through June 2010 and is divided into two review sections: Operational Performance Standards Monitoring and Compliance Performance Standards Monitoring. In the past, the CCIS Parent Survey was one of the primary tools used to gauge operational performance. With the elimination of the CCIS Parent Survey OCDEL redesigned the process for operational monitoring and the methods for data collection in these areas. The rationale for changes to the Operational Performance Standards is:

1. To better reflect OCDEL expectations for CCIS operational performance.
2. To simplify the rating system for the Operational Performance Standards.

The Operational Performance Standards are in three categories:

1. Customer Service Standards, which consist of two standards that encompass all customer service and resource and referral services that the CCIS agency provides to the public.
2. Caseload Management Standards, which consist of three standards that encompass all functions that the CCIS completes regarding caseload management of their agency.
3. Administrative Management Standards, which consist of three standards that include all functions that the CCIS completes regarding the financial and administrative management of their agency.

The Operational Standards will be monitored by the respective subsidy coordinator throughout the review period utilizing several methods. The methods include, but aren't limited to PELICAN report generation, Inbox monitoring, staff interviews, ongoing interaction with the CCIS agency, and information obtained through other OCDEL and DPW sources.

Throughout the review period, subsidy coordinators will rely upon specific reports generated from PELICAN-CCW, a review of Inboxes and certain system screens to measure CCIS performance. This communiqué identifies the reports, screens and Inboxes coordinators will use and the frequency each will be reviewed. It is strongly recommended that every CCIS internally review these sources with the same frequency or establish an alternative plan of review with the subsidy coordinator. Subsidy coordinators, at their discretion, may require direct reporting from individual CCISs on one or more of the reports or data elements. Whether CCIS-directed or coordinator-directed, the expectation is that operational monitoring be a proactive process that improves the performance of the CCIS and thereby overall performance at a statewide level.

Below you will find the Operational Performance Monitoring Grid that outlines the reports, data elements and frequencies for monitoring subsidy coordinators will observe. The CCIS should use this information to develop a plan to begin self monitoring as soon as possible.

Operations Communiqué #10-02 CCIS Operational Performance Standards Monitoring for Program Year 2009 – 2010

Performance Standard	Report/Search	Frequency
Customer Service Standard 1 & 2 <ul style="list-style-type: none"> Monitor R & R activity in PELICAN-CCW 	RE 809 Resource and Referral Summary Report	No less than every other month
Caseload Standard 1 <ul style="list-style-type: none"> Monitor cases in suspended status more than 90 days without Adverse Actions Monitor cases in authorized status more than 30 days without Adverse Actions 	Obligated Funds Search and/or Enrollment Status Report RE 318	No less than two times per month
Caseload Standard 2 <ul style="list-style-type: none"> Monitor re-determination cases that are past due without Adverse Actions 	Re-de Due Report RE 501	Monthly – around the 15 th of each month
	Re-de Data Warehouse Report (Coordinator only report)	Monthly – around the 20 th of each month
	Re-de Inbox Search	No less than monthly
Caseload Standard 3 <ul style="list-style-type: none"> Monitor the CIS Inboxes, the Update boxes and the Application Inboxes to ensure timely processing 	CIS Inbox Search	No less than monthly
	CIS Update Box Search	No less than monthly
	Application Inbox Search	No less than monthly
Administrative Standard 1 <ul style="list-style-type: none"> Monitor the waiting lists, encumbrances and provider invoices to ensure maximum use of service allocations as prescribed by OCDEL 	Enrollment/Attrition Management Report RE 30	As deemed necessary
	Encumbrance Report RE 101	No less than two times per month or more frequently if deemed necessary
	Pending Invoice Search	Monthly
	Pending Invoice Search Report RE 704	Monthly
Administrative Standard 2 <ul style="list-style-type: none"> Monitor the utilization and expenditures of the Family Support Services allocations as prescribed by OCDEL 	FSS Expenditure Screen	Quarterly
General Review	Budget Revisions	Per Budget Revision
General Review	Budget Review Tool	Annually or as deemed necessary
General Review	Grant Review Tool	Annually or as deemed necessary

Next Steps:

1. Review this information with appropriate staff.
2. Develop a plan for Operational Monitoring either internally or with your coordinator.
3. Direct questions to the assigned Subsidy Coordinator.

Obsolete