

Operations Communique #06-01 CCIS Performance Standards 2005 - 2006 Self-Assessment

PURPOSE

- To distribute the instructions, forms and timeline for CCIS Performance Standards 2005 – 2006 Self-Assessment.
- To remind the CCIS of the teleconferences scheduled March 22nd to March 24th to review this information.
- To commence the period of CCIS self-assessment.

BACKGROUND

OCD Announcement S-5 #10 Child Care Information Services Performance Standards for 2005 – 2006, issued November 22, 2005 released Performance Standards for Program Year 2005 – 2006 to the Child Care Information Services (CCISs).

The Office of Child Development (OCD) is implementing the standards to insure that:

- Parents and providers participating in the child care subsidy program receive comprehensive service delivered in a courteous, professional, and timely manner.
- Program funds are accurately and timely managed to create maximum opportunity for eligible families to participate in the subsidy program.
- Parents seeking resource and referral services learn the impact of child care choice on the early development and school readiness of their children.

By implementing a pilot for performance standards and evaluation, OCD intends to:

- Establish a method to determine the degree to which program funds are correctly administered,
- Obtain a baseline of existing performance levels in designated areas for consideration in the development of future performance standards and requirements,
- Identify best practices as well as areas of training need and
- Provide useful feedback and technical support to the agency.

DISCUSSION

Enclosed are the CCIS Performance Standards for 2005 – 2006, the timeline and the following self-assessment materials:

- General Review Guide
- Performance Rating Review Questionnaire
- Individual Review Worksheets (4) to monitor standards for:
 - Compliance/Applications
 - Compliance/Re-Determinations
 - Compliance/Former TANF Transfers and Initial Re-Determinations
 - Caseload and Funds Management
- Rating Review Summary

The CCIS will also receive, under independent cover from the assigned coordinator, an EXCEL list that identifies re-determinations completed by the CCIS December 2005. This list is being made available to the CCIS to enable identification of a review sample for Performance Standard C3, Compliance Re-Determinations. It should be noted that the Performance Standards enclosed in this email are a revision, for purposes of clarity only, to the Standards that were issued with OCD Announcement S-5 #10.

These documents are being provided as “read only”. **The CCIS should open and print the documents in the order of inclusion in the email for the teleconference.** During the teleconference, OCD will:

- Discuss the basis and background for self-assessment.
- Do walk-throughs of the self-assessment materials, including an explanation of the rating system.
- Confirm the timeline.

The teleconference schedule is:

CCIS	Date	Time	Phone Number	Pass Code
Bucks, Chester, Delaware, Montgomery, Philadelphia	03-22-06	10:30 A.M. to 12:00 P.M.	1-866-224-4890 or 433-9020	4619#
Adams/Franklin/Fulton, Bedford, Cumberland/Dauphin/Perry, Juniata, Lancaster, Lebanon, Somerset, York	03-22-06	3:15 P.M. to 4:45 P.M.	1-866-224-4890 or 433-9020	5829#
Blair, Cambria, Centre, Clinton/Lycoming, Columbia, Huntingdon, Montour, Northumberland, Snyder/Mifflin/Union	03-23-06	9:30 A.M. to 11:00 A.M.	1-866-224-4890 or 433-9020	4914#
Berks, Carbon, Lackawanna, Lehigh, Pike, Schuylkill, Susquehanna/Wayne	03-23-06	1:00 P.M. to 2:30 P.M.	1-866-224-4890 or 433-9020	5599#
Bradford, Sullivan, Luzerne, Monroe, Northampton, Tioga, Wyoming	03-23-06	3:00 P.M. to 4:30 P.M.	1-866-224-4890 or 433-9020	7265#
Butler, Clarion/Jefferson, Erie, Fayette, Greene, Indiana, Warren/Forest, Washington, Westmoreland	03-24-06	9:30 A.M. to 11:00 A.M.	1-866-224-4890 or 433-9020	9834#
Alleghenies, Armstrong, Beaver, Clearfield, Crawford, Lawrence, Mercer, Northern Tier, Venango	03-24-06	1:00 P.M. to 2:30 P.M.	1-866-224-4890 or 433-9020	3188#

NEXT STEPS

1. Participate in the teleconference and have the enclosed materials available.
2. Carefully review all of the materials prior to beginning self-assessment.
3. Share this information with all CCIS staff participating in self-assessment.
4. Direct questions about the Standards and self-assessment to the subsidy coordinator.

OBSOLETE