

**APPENDIX 1 – CCIS PERFORMANCE STANDARDS FOR PROGRAM YEAR 2007 – 2008**

**CUSTOMER SERVICE PERFORMANCE STANDARDS**

**CUSTOMER SERVICE STANDARD**

**1. The agency provides hours of access appropriate to the public's needs.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates an 80% or better YTD positive response rate on the Parent Survey question #1 "The CCIS is open on days and times that meet my needs."

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey question #1.

**Sources of Review:**

- OCDEL Parent Survey Report

**CUSTOMER SERVICE STANDARD**

**2. The agency provides comprehensive information on all agency services including the eligibility rules and application process for the subsidy program.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates:

- An 80% or better YTD positive response rate on the Parent Survey question #3 "When I need to call the CCIS about subsidized child care or to report changes in my circumstances, I know what number to call and who to contact." **and**
- An 80% or better YTD positive response rate on the Parent Survey question #6 "The CCIS staff clearly explained the many ways to verify information and provide documentation, including a temporary self-statement and CCIS phone calls to sources of my information." **and**
- An 80% or better YTD positive response rate on the Parent Survey question #7 "The CCIS explained Pre K Counts, Head Start and other types of early education and school age services in my community and I understand the choices available to my child."

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey questions # 3, 6 & 7

**Sources of Review:**

- OCDEL Parent Survey Report

**CUSTOMER SERVICE STANDARD**

**3. The agency provides timely response to all inquiries.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates:

- An 80% or better YTD positive response rate on the Parent Survey question # 4 "The CCIS returns my phone calls within 2 days." **and**
- An 80% or better YTD positive response rate on the Parent Survey question # 5 "The CCIS staff answers my questions clearly."

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey questions #4 & 5.

**Sources of Review:**  
 • OCDEL Parent Survey Report

**CUSTOMER SERVICE STANDARD**

**4. The agency routinely solicits and evaluates feedback on consumer satisfaction with CCIS services.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency:

- a) Demonstrates an 80% or better YTD rate of return of the OCDEL Parent Survey. **and**
- b) Timely submits the quarterly Parent Survey Report to OCDEL.

**Commendable:** The agency demonstrates a 90% or better YTD return rate of the OCDEL Parent Survey **and** timely submits the quarterly Parent Survey Report to OCDEL.

**Sources of Review:**  
 • OCDEL Parent Survey Report  
 • Coordinator Documentation

**CUSTOMER SERVICE STANDARD**

**5. The agency interacts with parents, providers, and other members of the public in a courteous and professional manner.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency:

- a) Demonstrates an 80% or better YTD positive response rate on the Parent Survey question #2 “The CCIS staff is polite, courteous and respectful.” **and**
- b) Responds promptly to complaints from parents or providers as identified by OCDEL.

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey question #2 **and** responds promptly to complaints from parents or providers as identified by OCDEL.

**Sources of Review:**  
 • OCDEL Parent Survey Report  
 • Coordinator Documentation

**RESOURCE AND REFERRAL PERFORMANCE STANDARDS**

**RESOURCE AND REFERRAL STANDARD**

**1. The agency provides comprehensive and consistent Resource and Referral services.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates:

- a) An 80% or better YTD positive response rate on the Parent Survey question #8 “The CCIS staff talked to me about finding a healthy and safe place to leave my children while I work.” **and**
- b) An 80% or better YTD positive response rate on the Parent Survey question # 9 “The CCIS staff explained to me how quality child care can help my child get ready for school and gave me information about Keystone STARS quality rating system.” **and**
- c) An 80% or better YTD positive response rate on the Parent Survey question # 10 “The CCIS discussed Early Intervention Services for my child who is less than six

<p>years of age.”</p> <p><b>Commendable:</b> The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey questions # 8, 9 &amp; 10.</p>
<p><b>Sources of Review:</b></p> <ul style="list-style-type: none"> <li>OCDEL Parent Survey Report</li> </ul>
<p><b>RESOURCE AND REFERRAL STANDARD</b></p> <p><b>2. The agency utilizes PELICAN as the primary tool for providing Resource and Referral services.</b></p>
<p><b>Performance Ratings:</b></p>
<p><b>Needs Improvement:</b> The agency does not meet the standards for Satisfactory Performance.</p> <p><b>Satisfactory:</b> The agency utilizes the R &amp; R Reports available in PELICAN including the Client Assistance Log and Counter Log.</p> <p><b>Commendable:</b> The agency meets satisfactory performance <b>and</b> consistently refers parents to Head Start, Pre-K Counts and Early Intervention Services.</p>
<p><b>Sources of Review:</b></p> <ul style="list-style-type: none"> <li>PELICAN R &amp; R Reports</li> </ul>
<p><b>COMPLIANCE PERFORMANCE STANDARDS</b></p>
<p><b>COMPLIANCE STANDARD</b></p> <p><b>1. The agency processes all applications for subsidy within the timeframes established by OCDEL.</b></p>
<p><b>Performance Ratings:</b></p>
<p><b>Needs Improvement:</b> The agency does not meet the standards for Satisfactory Performance.</p> <p><b>Satisfactory:</b> The agency demonstrates an overall error rate of <b>10% or less</b> on application case reviews.</p> <p><b>Commendable:</b> The agency demonstrates an overall error rate of <b>5% or less</b> on application case reviews.</p>
<p><b>Sources of Review:</b></p> <ul style="list-style-type: none"> <li>Case Reviews</li> </ul>
<p><b>COMPLIANCE STANDARD</b></p> <p><b>2. The agency processes Former TANF cases within the timeframes and accuracy standards established by OCDEL.</b></p>
<p><b>Performance Ratings:</b></p>
<p><b>Needs Improvement:</b> The agency does not meet the standard for Satisfactory Performance.</p> <p><b>Satisfactory:</b> The agency demonstrates an overall error rate <b>10% or less</b> on Former TANF case reviews.</p> <p><b>Commendable:</b> The agency demonstrates an overall error rate of <b>5% or less</b> on Former TANF case reviews.</p>
<p><b>Sources of Review:</b></p> <ul style="list-style-type: none"> <li>Case Reviews</li> </ul>
<p><b>COMPLIANCE STANDARD</b></p> <p><b>3. The agency processes re-determinations in the timeframes established by OCDEL.</b></p>
<p><b>Performance Ratings:</b></p>

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates an overall error rate of **10% or less** on re-determination case reviews and has no more than three unexplained instances of past due re-determinations each month during the program year.

**Commendable:** The agency demonstrates an overall error rate of **5% or less, and** has no unexplained instances of past due re-determinations each month during the program year.

**Sources of Review:**

- PELICANRE 501 Report
- Case Reviews

**COMPLIANCE STANDARD**

**4. The agency processes all applications and re-determinations using the verification requirements established by OCDEFS.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates an overall error rate of **10% or less** with the verification requirements for both the application and re-determination case reviews.

**Commendable:** The agency demonstrates an overall error rate of **5% or less** with the verification requirements for both the application and re-determination case reviews.

**Sources of Review:**

- Case Reviews

**COMPLIANCE STANDARD**

**5. The agency correctly determines family size and composition during the application and re-determination processes.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates an overall error rate of **10% or less** determining family size and composition for both the application and re-determination case reviews.

**Commendable:** The agency demonstrates an overall error rate of **5% or less** determining family size and composition for both the application and re-determination case reviews.

**Sources of Review:**

- Case Reviews

**COMPLIANCE STANDARD**

**6. The agency determines and correctly calculates income during the application and re-determination processes.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates an overall error rate of **10% or less** determining and calculating income for both application and re-determination case reviews.

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**Commendable:** The agency demonstrates an overall error rate of **5% or less** determining and calculating income for both application and re-determination case reviews.

**Sources of Review:**

- Case Reviews

**COMPLIANCE STANDARD**

**7. The agency correctly evaluates the work requirement during the application and re-determination processes.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates an overall error rate of **10% or less** evaluating work requirement for both application and re-determination case reviews.

**Commendable:** The agency demonstrates an overall error rate of **5% or less** evaluating work requirement for both application and re-determination case reviews.

**Sources of Review:**

- Case Reviews

**CASELOAD MANAGEMENT PERFORMANCE STANDARDS**

**CASELOAD MANAGEMENT STANDARD**

**1. The agency processes all complete Attendance Invoices within the timeframes established by OCDEL.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency demonstrates an overall error rate of **10% or less** for attendance invoices being paid within the timeframes established by OCDEL.

**Commendable:** The agency demonstrates an overall error rate of **5% or less** for attendance invoices being paid within the timeframes established by OCDEL.

**Sources of Review:**

- Provider Invoice Review

**CASELOAD MANAGEMENT STANDARD**

**2. The agency processes case actions for cases in obligation funds within the timeframes established by OCDEL.**

**Performance Ratings:**

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency takes appropriate action for suspended enrollments no later than 103 days after the suspension was imposed and documents information in case comments when suspended enrollments exceed 103 days, with **no more than three** unexplained exceptions.

**Commendable:** The agency meets satisfactory performance with **no** unexplained exceptions.

**Sources of Review:**

- Review of Obligated Funds Summary for Fund A cases in PELICAN.

## FUNDS MANAGEMENT PERFORMANCE STANDARDS

### FUNDS MANAGEMENT STANDARD

**1. The agency maximizes the use of funds to serve children on the waiting list by processing case actions for children in authorized/notified status within the timeframes established by OCDEL.**

#### Performance Ratings:

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** Performance is met when the agency takes appropriate case action for children in authorized/notified status for more than 43 days **and** documents in case comments why cases remain in authorized/notified status, with **no more than three** unexplained exceptions.

**Commendable:** The agency meets Satisfactory Performance with **no** unexplained exceptions.

#### Sources of Review:

- Review of Obligated Funds Summary for Fund A cases in PELICAN.

### FUNDS MANAGEMENT STANDARD

**2. The agency maximizes the use of funds to serve children on the waiting list by processing Attendance Invoices within the timeframes established by OCDEL.**

#### Performance Ratings:

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** Performance is met when the agency takes appropriate timely action with provider's attendance invoices to ensure there are no outstanding invoices greater than 60 days **and** documents the information in case comments when attendance invoices are outstanding more than 60 days with **no more than three** unexplained exceptions.

**Commendable:** The agency meets Satisfactory performance with **no** unexplained exceptions.

#### Sources of Review:

- Invoice Search in PELICAN.

### FUNDS MANAGEMENT STANDARD

**3. The agency maximizes the use of funds to serve children on the waiting list by appropriately managing agency service allocations.**

#### Performance Ratings:

**Needs Improvement:** The agency does not meet the standards for Satisfactory Performance.

**Satisfactory:** The agency appropriately manages their service allocation with **no more than six** instances of re-direction by OCDEL.

**Commendable:** The agency meets Satisfactory Performance with **no more than three** instances of re-direction by OCDEL.

#### Sources of Review:

- PELICAN RE101/Encumbrance Data

<b>FUNDS MANAGEMENT STANDARD</b>
<b>4. The agency timely and correctly manages Family Support Services Expenditures in PELICAN.</b>
<b>Performance Ratings:</b>
<p><b>Needs Improvement:</b> The agency does not meet the standards for Satisfactory Performance.</p> <p><b>Satisfactory:</b> The agency manages the FSS expenditures in PELICAN with <b>no more than three</b> instances of re-direction by OCDEL.</p> <p><b>Commendable:</b> The agency meets Satisfactory Performance with <b>no</b> instances of re-direction by OCDEL.</p>
<p><b>Sources of Review:</b></p> <ul style="list-style-type: none"> <li>• PELICAN FSS Data</li> </ul>
<b>FUNDS MANAGEMENT STANDARD</b>
<b>5. The agency timely and correctly submits reports and other financial information as requested by OCDEL.</b>
<b>Performance Ratings:</b>
<p><b>Needs Improvement:</b> The agency does not meet the standards for Satisfactory Performance.</p> <p><b>Satisfactory:</b> The agency submits financial reports, by the established deadline, with <b>limited intervention</b> from OCDEL. The types of reports include: Budgets and Budget Revisions, Re-Cap and Reports, other financial data requests from OCDEL.</p> <p><b>Commendable:</b> The agency meets all Satisfactory Performances with <b>no</b> intervention from OCDEL.</p>
<p><b>Sources of Review:</b></p> <ul style="list-style-type: none"> <li>• Coordinator Documentation</li> </ul>

OBSOLETE