OPERATIONS MONITORING SUMMARY

CCIS:		**Coordinator:**	
Review Period:	**July 2010-June 2011**	**Date Completed:**	

Rating Results

Customer Service		**Caseload Management**	
Customer Service Standard 1:		Caseload Management Standard 1:	
Customer Service Standard 2:		Caseload Management Standard 2:	
		Caseload Management Standard 3:	

Administrative Management	
Administrative Management Standard 1:	
Administrative Management Standard 2:	
Administrative Management Standard 3:	

Overall Rating Results

Customer Service:	**Needs Improvement**
Caseload Management:	**Needs Improvement**
Administrative Management:	**Needs Improvement**
LEP Rating:	

Ratings will be either Satisfactory or Needs Improvement for all Operations Standards

Obsolete