

(Date)

Dear (CCIS Director),

During Program Year 2011-2012, the Office of Child Development and Early Learning (OCDEL) monitored the Child Care Information Services (CCIS) of _____ to evaluate agency compliance with the 2011-2012 Performance Standards which were outlined in Operations Communiqué #11-03.

This letter defines the possible ratings and summarizes the individual CCIS Performance Standard Ratings for Program Year 2011-2012 in the following four key areas; Customer Service, Compliance, Caseload Management, and Administrative Management.

Customer Service Standards were rated through various documentation and interaction with the CCIS agency and OCDEL. The customer service rating scale is as follows:

- **Needs Improvement** means the agency did not meet the standards for Satisfactory Performance.
- **Satisfactory** means the agency demonstrated Satisfactory Performance by providing timely and comprehensive customer service to the public.
- **Commendable** means the agency meets the Satisfactory Performance Standards and provides additional resources for all agency and OCDEL services and works to improve future services.

Compliance Standards were rated through a case record review process which was conducted by OCDEL in _____ (month and year). Ratings for each Compliance Standard and an over-all rating for Compliance was determined using an EXCEL Monitoring Tool. The completed final EXCEL Monitoring Tool will be provided via e-mail to you. The Compliance rating scale is as follows:

- **Needs Improvement** means the agency demonstrated an error rate of greater than 40% on the specified standard(s).
- **Satisfactory** means the agency demonstrated an error rate of 21% to 40% on the specified standard(s).
- **Commendable** means the agency demonstrates an error rate of 20% or less on a specified standard(s).

Caseload Management Standards were rated by the review of the CCIS's management of case actions. The Caseload Management rating scale is as follows:

- **Needs Improvement** means the agency did not meet the standards for Satisfactory Performance.
- **Satisfactory** means the agency demonstrated Satisfactory Performance by managing caseloads within appropriate timeframes.
- **Commendable** means the agency meets the Satisfactory Performance Standards and rarely needs OCDEL intervention with regards to caseload management.

Administrative Management Standards were rated by the review of the CCIS's management of the Family Support Services (FSS), Service Allocations and the timely submission of expenditure reports and other fiscal information. The Funds Management rating scale is as follows:

- **Needs Improvement** means the agency did not meet the standards for Satisfactory Performance.
- **Satisfactory** means the agency managed their service allocations, FSS expenditures, and submitted financial reports timely.
- **Commendable** means the agency meets the Satisfactory Performance Standards and manages their agency without OCDEL intervention throughout the fiscal year.

During the 2011-2012 Program Year the CCIS of _____ received the following ratings for the key Performance Standard areas. Plan of Correction(s) was/were developed for ratings that resulted in a Needs Improvement and is/are attached to this final letter.

Performance Standard:	Rating:
Customer Service	
Compliance (Over All)	
1. Performance for processing Eligibility Forms	
2. Performance for determining Priority Group Assessment	
3. Performance for determining Head of Household Qualification	
4. Performance for determining Residency	
5. Performance for assessing Household Members Work Requirement	
6. Performance for determining Qualifying Children	
7. Performance for determining Qualifying Child Care Schedule	
8. Performance for determining Qualifying Child Care Provider	
9. Performance for validating Child Care Provider Requirements	
10. Performance for determining Family Income	
11. Performance for determining Income Eligibility	
12. Performance for determining Payment Amount Authorized	
Caseload Management	
Administrative Management	

(Additional Comments regarding the specific CCIS from Subsidy Coordinator)

Thank you for your time and efforts while participating in the Performance Standards monitoring process for Program Year 2011-2012.

Sincerely,

(Name)

Subsidy Coordinator
Office of Child Development & Early Learning
Bureau of Subsidized Child Care Services
Division of Field Operations

Robyn Arva, Division Chief
Office of Child Development & Early Learning
Bureau of Subsidized Child Care Services
Division of Field Operations

cc: Robert Frein, Director