

## OPERATIONS MONITORING SUMMARY

CCIS:

Coordinator:

Review Period:

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:	<b>Needs Improvement</b>
Caseload Management:	<b>Needs Improvement</b>
Administrative Management:	<b>Needs Improvement</b>
LEP Rating:	

Performance Ratings will be either Commendable, Satisfactory or Needs Improvement. The LEP Rating will be Satisfactory or Needs Improvement.