

CCIS PERFORMANCE STANDARDS FOR PROGRAM YEAR 2011 – 2012

CUSTOMER SERVICE PERFORMANCE STANDARDS

CUSTOMER SERVICE STANDARD

1. The agency provides comprehensive information on all agency services, provides timely response to all inquiries, and resolves complaints in a timely and professional manner.

Performance Ratings:

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

Satisfactory: The agency provides the required basic information on all agency services, timely responds to inquiries and resolves complaints in a timely and professional manner and has procedures in place to support these practices.

Commendable: The agency meets the Satisfactory Performance Rating **and** provides additional resources on all agency services, always responds to inquiries and complaints timely and consistently works to improve services.

Sources of Review:

- Coordinator Documentation
- Provider/Client Inquiries
- Legislative Inquiries
- OCDNET
- CCW Helpline
- CCIS Staff
- Grant Work Plan

CUSTOMER SERVICE STANDARD

2. The agency provides comprehensive and consistent Parent Education, Information and Resource & Referral services regarding all OCDEL programs.

Performance Ratings:

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

Satisfactory: The agency provides consistent and required basic Parent Education, Information and Resource & Referral services for all OCDEL programs and has procedures in place to support these practices.

Commendable: The agency meets the Satisfactory Performance Rating **and** provides additional resources and services for all OCDEL programs and consistently works to improve future services.

Sources of Review:

- Coordinator Documentation
- CCW Helpline
- OCDNET
- CCIS Staff
- RE 809 R&R Summary
- Grant Work Plan

COMPLIANCE PERFORMANCE STANDARDS

COMPLIANCE STANDARD

1. The agency maintains and processes eligibility forms for all (Low Income, Former TANF, and TANF) subsidy clients accurately and timely.

Performance Ratings:

Needs Improvement: The agency demonstrates an overall error rate of **greater than 40%** on processing and maintaining eligibility forms.

Satisfactory: The agency demonstrates an overall error rate of **21% to 40%** on processing and maintaining eligibility forms.

Commendable: The agency demonstrates an overall error rate of **20% or less** on processing and maintaining eligibility forms.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

2. The agency utilizes the correct regulations for all priority groups (TANF, Former TANF and Special Needs) and processes those cases correctly.

Performance Ratings:

Needs Improvement: The agency demonstrates an overall error rate of **greater than 40%** on processing all priority group cases.

Satisfactory: The agency demonstrates an overall error rate of **21% to 40%** on processing all priority group cases.

Commendable: The agency demonstrates an overall error rate of **20% or less** on processing all priority group cases.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

3. The agency determines that the parent/caretaker is meeting the eligible definition of parent/caretaker.

Performance Ratings:

Needs Improvement: The agency demonstrates an overall error rate of **greater than 40%** in determining an eligible parent/caretaker correctly.

Satisfactory: The agency demonstrates an overall error rate of **21% to 40%** in determining an eligible parent/caretaker correctly.

Commendable: The agency demonstrates an overall error rate of **20% or less** in determining an eligible parent/caretaker correctly.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

4. The agency determines that the parent/caretaker resides in Pennsylvania and in the county of application.

Performance Ratings:

Needs Improvement: The agency demonstrates an overall error rate of **greater than 40%** serving families from their county of application.

Satisfactory: The agency demonstrates an overall error rate of **21% to 40%** serving families from their county of application.

Commendable: The agency demonstrates an overall error rate of **20% or less** serving families from their county of application.

Sources of Review:

- Case Reviews

Obsolete

COMPLIANCE STANDARD

5. The agency determines that the parent/caretaker(s) meet the work/education/training requirement based on their documented circumstances and eligibility criteria.

Performance Ratings:

- Needs Improvement:** The agency demonstrates an overall error rate of **greater than 40%** in determining the work/education/training requirements for subsidy families.
- Satisfactory:** The agency demonstrates an overall error rate of **21% to 40%** in determining the work/education/training requirements for subsidy families.
- Commendable:** The agency demonstrates an overall error rate of **20% or less** in determining the work/education/training requirements for subsidy families.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

6. The agency determines that the child(ren) receiving child care is/are qualified based on the regulations for age and citizenship.

Performance Ratings:

- Needs Improvement:** The agency demonstrates an overall error rate of **greater than 40%** in serving qualified child(ren) based on their age and citizenship.
- Satisfactory:** The agency demonstrates an overall error rate of **21% to 40%** in serving qualified child(ren) based on their age and citizenship.
- Commendable:** The agency demonstrates an overall error rate of **20% or less** in serving qualified child(ren) based on their age and citizenship.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

7. The agency determines that the hours of care provided to the child(ren) are based on the parent/caretaker(s) work/education/training hours and their documented need for care.

Performance Ratings:

- Needs Improvement:** The agency demonstrates an overall error rate of **greater than 40%** of providing hours of care that are based on the work/education/training hours and their documented need for care.
- Satisfactory:** The agency demonstrates an overall error rate of **21% to 40%** of providing hours of care that are based on work/education/training hours and their documented need for care.
- Commendable:** The agency demonstrates an overall error rate of **20% or less** of providing hours of care that are based on work/education/training hours and their documented need for care.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

8. The agency determines that child care services are provided by a center based, group home, family child care provider, relative/neighbor provider or in-home care provider that is legally operating and eligible to receive child care subsidies.

Performance Ratings:

- Needs Improvement:** The agency demonstrates an overall error rate of **greater than 40%** in determining a provider is operating legally and eligible for child care subsidies.
- Satisfactory:** The agency demonstrates an overall error rate of **21% to 40%** in determining a provider is operating legally and eligible for child care subsidies.
- Commendable:** The agency demonstrates an overall error rate of **20% or less** in determining a provider is operating legally and eligible for child care subsidies.

Sources of Review:

- Provider Agreement Review

- PELICAN

COMPLIANCE STANDARD

9. The agency assures that all child care providers meet the regulatory requirements and are paid rates according to their specified county's MCCA rate scale and the rates are entered into the data base system correctly and paid timely.

Performance Ratings:

Needs Improvement:	The agency demonstrates an overall error rate of greater than 40% ensuring that all child care providers meet regulatory requirements and are paid accurate rates according to the MCCA approved rates.
Satisfactory:	The agency demonstrates an overall error rate of 21% to 40% ensuring that all child care providers meet regulatory requirements and are paid accurate rates according to the MCCA approved rates.
Commendable:	The agency demonstrates an overall error rate or 20% or less ensuring that all child care providers meet regulatory requirements and are paid accurate rates according to the MCCA approved rates.

Sources of Review:

- MCCA Guidelines
- Attendance Invoices

COMPLIANCE STANDARD

10. The agency utilizes the correct income calculations and determines eligibility correctly based on all the verification provided by the parent/caretaker.

Performance Ratings:

Needs Improvement:	The agency demonstrates an error rate of greater than 40% in calculating correct income calculations and determines eligibility correctly based on all documented verification.
Satisfactory:	The agency demonstrates an overall error rate of 21% to 40% in calculating correct income calculations and determines eligibility correctly based on all documented verification.
Commendable:	The agency demonstrates an overall error rate of 20% or less in calculating correct income calculations and determines eligibility correctly based on all documented verification.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

11. The agency determines that the household income meets the state's family gross income within the specified FPIG guidelines.

Performance Ratings:

Needs Improvement:	The agency demonstrates an overall error rate of greater than 40% in determining that the household income meets the state's family gross income within the specified FPIG guidelines.
Satisfactory:	The agency demonstrates an overall error rate of 21% to 40% in determining that the household income meets the state's family gross income within the specified FPIG guidelines.
Commendable:	The agency demonstrates an overall error rate of 20% or less in determining that the household income meets the state's family gross income within the specified FPIG guidelines.

Sources of Review:

- Case Reviews

COMPLIANCE STANDARD

12. The agency determines the amount of subsidy payment authorized is based on income, family size, the MCCA payment rate schedule and assesses the correct co-pay.

Performance Ratings:

Needs Improvement:	The agency demonstrates an overall error rate of greater than 40% in determining the amount of subsidy payment authorized is based on documented income, family size, the MCCA payment rate schedule and assessed the correct co-pay.
Satisfactory:	The agency demonstrates an overall error rate of 21% to 40% in determining the amount of subsidy payment authorized is based on documented income, family size, the MCCA payment rate schedule and assessed the correct co-pay.
Commendable:	The agency demonstrates an overall error rate of 20% or less in determining the amount of subsidy payment authorized is based on documented income, family size, the MCCA payment rate schedule and assessed the correct co-pay.

Sources of Review:

- Case Reviews

CASELOAD MANAGEMENT PERFORMANCE STANDARDS

CASELOAD MANAGEMENT STANDARD

1. The agency processes case actions for suspended and authorized cases within the timeframes established by OCDEL.

Performance Ratings:

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

Satisfactory: The agency processes their suspended enrollments and authorized cases within the timeframes established by OCDEL, documents any explanations clearly in case comments and has procedures in place to support these practices.

Commendable: The agency meets the Satisfactory Performance Rating and OCDEL rarely needs to contact the agency to address suspended enrollments and authorized cases that are beyond the established timeframes without explanation.

Sources of Review:

- Obligated Funds for Suspended Enrollments
- Obligated Funds for Authorized Cases
- CCIS Staff
- RE 318 Enrollment Status Report
- Grant Work Plan

CASELOAD MANAGEMENT STANDARD

2. The agency processes case actions for redeterminations within the timeframes established by OCDEL.

Performance Ratings:

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

Satisfactory: The agency processes redetermination cases within the timeframes established by OCDEL with **less than 10%** error rate, documents any exceptions clearly in case comments and has procedures in place to support these practices.

Commendable: The agency processes redetermination cases within the timeframes established by OCDEL with **less than 5%** error rate, documents any exceptions clearly in case comments and has procedures in place to support these practices.

Sources of Review:

- RE 501 Redetermination Due Report
- Data Warehouse Report
- CCIS Staff
- Redetermination Inbox
- Grant Work Plan

CASELOAD MANAGEMENT STANDARD

3. The agency processes and manages information received in their inboxes and update inboxes within the timeframe established by OCDEL.

Performance Ratings:

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

Satisfactory: The agency consistently reviews all information received in their inboxes and update boxes within the timeframes established by OCDEL, documents any explanations clearly in case comments and has procedures in place to support these practices.

Commendable: The agency meets the Satisfactory Performance Rating and always processes the Inbox and Update box information without OCDEL intervention.

Sources of Review:

- CIS Inboxes of PELICAN CCW
- CIS Update Boxes of PELICAN CCW
- Application Inbox
- CCIS Staff
- Grant Work Plan

ADMINISTRATIVE MANAGEMENT PERFORMANCE STANDARDS

ADMINISTRATIVE MANAGEMENT STANDARD

1. The agency manages their service allocations in a manner that maximizes expenditures, available funds and encumbrances.

Performance Ratings:

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

Satisfactory: The agency consistently manages their service allocation through proactive monitoring and utilization and has procedures in place to support these practices.

Commendable: The agency meets the Satisfactory Performance Rating and manages their service allocation without OCDEL intervention throughout the fiscal year.

Sources of Review:

- Obligated Funds Review
- RE 101 Encumbrance Report and Review
- RE 704 Pending Invoice Extra Report
- Provider Invoices Search
- CCIS Staff
- Grant Work Plan

ADMINISTRATIVE MANAGEMENT STANDARD

2. The agency timely and accurately manages Family Support Services Expenditures.

Performance Ratings:

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

Satisfactory: The agency consistently maintains FSS budget that are appropriate based on personnel and operational needs, meets OCDEL deadlines for submission of Budget Revisions and Riders, enters FSS expenditures timely and has procedures in place to support these practices.

Commendable: The agency meets the Satisfactory Performance Rating and manages their FSS budgets and expenditures without OCDEL intervention throughout the fiscal year.

Sources of Review:

- FSS Expenditures of PELICAN CCW
- Budget Revisions
- Grant Review
- CCIS Staff

ADMINISTRATIVE MANAGEMENT STANDARD

3. The agency timely and accurately submits reports and other financial information as requested by OCDEL.

Performance Ratings:

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

Satisfactory: The agency consistently submits accurate financial reports by the established deadlines. The types of reports include: Grant/Rider, Budget Revisions, Re-Cap, OCDEL Reports and other financial/informational requests from OCDEL and has procedures in place to support these practices. The agency follows all OCDEL policies and procedures.

Commendable: The agency meets the Satisfactory Performance Rating and manages all aspects of the Subsidized Child Care Program without OCDEL intervention throughout the fiscal year.

Sources of Review:

- Coordinator Documentation
- CCIS Staff

Obsolete