



- **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 2010-2011 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.

| <b>Performance Standard:</b>                                    | <b>Rating:</b> |
|-----------------------------------------------------------------|----------------|
| <b>Customer Service</b>                                         |                |
| <b>Compliance (Over All)</b>                                    |                |
| 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       |                |
| <b>Caseload Management</b>                                      |                |
| <b>Administrative Management</b>                                |                |

**(Additional Comment 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 2010 – 2011.

Sincerely,

**(Name)**

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

cc: Robert Frein  
 Robyn Arva \_\_\_\_\_