

**APPENDIX 1 – CCIS PERFORMANCE STANDARDS FOR PROGRAM YEAR 2008– 2009**

**CUSTOMER SERVICE PERFORMANCE STANDARDS**

**CUSTOMER SERVICE STANDARD**

**1. The agency provides hours of access appropriate to the public's needs.**

**Performance Ratings:**

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

**Satisfactory:** The agency demonstrates an 80% or better YTD positive response rate on the Parent Survey question #1 "The CCIS is open on days and times that meet my needs."

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey question #1

**Sources of Review:**

- OCDEL Parent Survey Report

**CUSTOMER SERVICE STANDARD**

**2. The agency provides comprehensive information on all agency services including the eligibility rules and application process for the subsidy program.**

**Performance Ratings:**

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

**Satisfactory:** The agency demonstrates:

- An 80% or better YTD positive response rate on the Parent Survey question #3 "When I need to call the CCIS about subsidized child care or to report changes in my circumstances, I know what number to call and who to contact." **and**
- An 80% or better YTD positive response rate on the Parent Survey question #6 "The CCIS staff clearly explained the many ways to verify information and provide documentation, including a temporary self-statement and CCIS phone calls to sources of my information." **and**
- An 80% or better YTD positive response rate on the Parent Survey question #7 "The CCIS explained Pre K Counts, Head Start and other types of early education and school age services in my community and I understand the choices available to my child."

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey questions # 3, 6 & 7

**Sources of Review:**

- OCDEL Parent Survey Report

**CUSTOMER SERVICE STANDARD**

**3. The agency provides timely response to all inquiries.**

**Performance Ratings:**

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

**Satisfactory:** The agency demonstrates:

- An 80% or better YTD positive response rate on the Parent Survey question # 4 "The CCIS returns my phone calls within 2 days." **and**
- An 80% or better YTD positive response rate on the Parent Survey question # 5 "The CCIS staff answers my questions clearly."

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey questions #4 & 5.

**Sources of Review:**

- OCDEL Parent Survey Report

**CUSTOMER SERVICE STANDARD**

**4. The agency routinely solicits and evaluates feedback on consumer satisfaction with CCIS services.**

**Performance Ratings:**

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

**Satisfactory:** The agency:

- a) Demonstrates an 80% or better YTD rate of return of the OCDEL Parent Survey. **and**
- b) Timely submits the quarterly Parent Survey Report to OCDEL.

**Commendable:** The agency demonstrates a 90% or better YTD return rate of the OCDEL Parent Survey **and** timely submits the quarterly Parent Survey Report to OCDEL.

**Sources of Review:**

- OCDEL Parent Survey Report
- Coordinator Documentation

**CUSTOMER SERVICE STANDARD**

**5. The agency interacts with parents, providers, and other members of the public in a courteous and professional manner.**

**Performance Ratings:**

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

**Satisfactory:** The agency:

- a) Demonstrates an 80% or better YTD positive response rate on the Parent Survey question #2 “The CCIS staff is polite, courteous and respectful.” **and**
- b) Responds promptly to complaints from parents or providers as identified by OCDEL.

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on Parent Survey question #2 **and** responds promptly to complaints from parents or providers as identified by OCDEL.

**Sources of Review:**

- OCDEL Parent Survey Report
- Coordinator Documentation

**PARENT COUNSELING / INFORMATION / RESOURCE AND REFERRAL PERFORMANCE STANDARDS**

**PARENT COUNSELING/INFO/RESOURCE AND REFERRAL STANDARDS**

**1. The agency provides comprehensive and consistent Parent Counseling, Information & Resource and Referral services.**

**Performance Ratings:**

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

**Satisfactory:** The agency demonstrates:

- a) An 80% or better YTD positive response rate on the Parent Survey question #8 “The CCIS staff talked to me about finding a healthy and safe place to leave my children while I work.” **and**
- b) An 80% or better YTD positive response rate on the Parent Survey question # 9 “The CCIS staff explained to me how quality child care can help my child get ready for school and gave me information about Keystone STARS quality rating system.” **and**
- c) An 80% or better YTD positive response rate on the Parent Survey question # 10 “The CCIS discussed Early Intervention Services for my child who is less than six years of age.”

**Commendable:** The agency demonstrates a 90% or better YTD positive response rate on the Parent Survey questions # 8, 9 & 10.

**Sources of Review:**  
 • OCDEL Parent Survey Report

**PARENT COUNSELING/INFO/RESOURCE AND REFERRAL STANDARD**

**2. The agency utilizes PELICAN as the primary tool for providing Parent Counseling, Information & Resource and Referral services.**

**Performance Ratings:**

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

**Satisfactory:** The agency utilizes the R & R Reports available in PELICAN including the Client Assistance Log and Contact Log.

**Commendable:** The agency meets satisfactory performance and has a positive response rate of 80% or better to the CCIS Parent Survey, Question #7.

**Sources of Review:**  
 • PELICAN R & R Reports  
 • OCDEL Parent Survey Report

**COMPLIANCE PERFORMANCE STANDARDS**

**COMPLIANCE STANDARD**

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

**Performance Ratings:**

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

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

**Commendable:** The agency demonstrates an 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 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 a parent/caretaker.**

**Performance Ratings:**

**Needs Improvement:** The agency demonstrates an 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 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

**COMPLIANCE STANDARD**

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

**Performance Ratings:**

**Needs Improvement:** The agency demonstrates an 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 are qualified based on the regulations for age and citizenship.**

**Performance Ratings:**

**Needs Improvement:** The agency demonstrates an 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**

OFFICE OF CHILD DEVELOPMENT AND EARLY LEARNING  
 Bureau of Subsidized Child Care Services  
 CCIS Performance Standards and Grant Compliance 2008 – 2009

<b>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.</b>	
<b>Performance Ratings:</b>	
<b>Needs Improvement:</b>	The agency demonstrates an error rate of greater than <b>40%</b> of providing hours of care that are based on work/education/training hours and their need for care.
<b>Satisfactory:</b>	The agency demonstrates an overall error rate of <b>21% to 40% or less</b> of providing hours of care that are based on work/education/training hours and their need for care.
<b>Commendable:</b>	The agency demonstrates an overall error rate of <b>20% or less</b> of providing hours of care that are based on work/education/training hours and their need for care.
<b>Sources of Review:</b>	
<ul style="list-style-type: none"> <li>Case Reviews</li> </ul>	
<b>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.</b>	
<b>Performance Ratings</b>	
<b>Needs Improvement:</b>	The agency demonstrates an error rate of greater than <b>40%</b> in determining a provider is operating legally and eligible for child care subsidies.
<b>Satisfactory:</b>	The agency demonstrates an overall error rate of <b>21% to 40% or less</b> in determining a provider is operating legally and eligible for child care subsidies.
<b>Commendable:</b>	The agency demonstrates an overall error rate of <b>20% or less</b> in determining a provider is operating legally and eligible for child care subsidies.
<b>Sources of Review:</b>	
<ul style="list-style-type: none"> <li>Case Reviews</li> </ul>	
<b>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.</b>	
<b>Performance Ratings</b>	
<b>Needs Improvement:</b>	The agency demonstrates an error rate of greater than <b>40%</b> ensuring that all child care providers meet regulatory requirements and are paid accurate rates according to the MCCA approved rates.
<b>Satisfactory:</b>	The agency demonstrates an overall error rate of <b>21% to 40% or less</b> ensuring that all child care providers meet regulatory requirements and are paid accurate rates according to the MCCA approved rates.
<b>Commendable:</b>	The agency demonstrates an overall error rate of <b>20% or less</b> ensuring that all child care providers meet regulatory requirements and are paid accurate rates according to the MCCA approved rates.
<b>Sources of Review:</b>	
<ul style="list-style-type: none"> <li>Case Reviews</li> </ul>	
<b>10. The agency utilizes the correct income calculations and determines eligibility correctly based on all the verification provided by the parent/caretaker.</b>	
<b>Performance Ratings</b>	
<b>Needs Improvement:</b>	The agency demonstrates an error rate of greater than <b>40%</b> in calculating correct income calculations and determines eligibility correctly based on all verification.
<b>Satisfactory:</b>	The agency demonstrates an overall error rate of <b>21% to 40% or less</b> in calculating correct income calculations and determines eligibility correctly based on all verification.
<b>Commendable:</b>	The agency demonstrates an overall error rate of <b>20% or less</b> in calculating correct income calculations and determines eligibility correctly based on all verification.
<b>Sources of Review:</b>	
<ul style="list-style-type: none"> <li>Case Reviews</li> </ul>	
<b>11. The agency determines that the household income meets the state's family gross income within the specified FPIG guidelines.</b>	

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

**Sources of Review**

- Case Reviews

**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.**

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

**Sources of Review:**

- Case Reviews

**CASELOAD/PROVIDER MANAGEMENT PERFORMANCE STANDARDS**

**CASELOAD MANAGEMENT STANDARD**

**1. The agency processes all complete Attendance Invoices within the timeframes established by OCDEL.**

<b>Performance Ratings:</b>	
<b>Needs Improvement:</b>	The agency shows a pattern of lateness by routinely having invoices pending more than 60 days.
<b>Satisfactory:</b>	The agency does not show a pattern of lateness by routinely having pending invoices in less than 60 days.
<b>Commendable:</b>	The agency has no months with invoices pending more than 60 days.

**Sources of Review:**

- On-Site Provider Invoice Review
- Pending Invoice Extract Report
- Invoice Search by Invoice Status

**CASELOAD MANAGEMENT STANDARD**

**2. The agency processes case actions for cases in obligated funds within the timeframes established by OCDEL.**

<b>Performance Ratings:</b>	
<b>Needs Improvement:</b>	The agency does not meet the standards for Satisfactory Performance.
<b>Satisfactory:</b>	The agency takes appropriate action for suspended enrollments no later than 103 days after the suspension was imposed and documents information in case comments when suspended enrollments exceed 103 days, with <b>no more than three</b> unexplained exceptions.

**Commendable:** The agency meets satisfactory performance with **no** unexplained exceptions.

**Sources of Review:**

- Review of Obligated Funds Summary in PELICAN.

**FUNDS MANAGEMENT PERFORMANCE STANDARDS**

**FUNDS MANAGEMENT STANDARD**

**1. The agency maximizes the use of funds to serve children on the waiting list by processing case actions for children in authorized/notified status within the timeframes established by OCDEL.**

**Performance Ratings:**

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

**Satisfactory:** Performance is met when the agency takes appropriate case action for children in authorized/notified status for more than 43 days **and** documents in case comments why cases remain in authorized/notified status, with **no more than three** unexplained exceptions.

**Commendable:** The agency meets Satisfactory Performance with **no** unexplained exceptions.

**Sources of Review:**

- Review of Obligated Funds Summary for Fund A cases in PELICAN.

**FUNDS MANAGEMENT STANDARD**

**2. The agency maximizes the use of funds to serve children on the waiting list by processing Attendance Invoices within the timeframes established by OCDEL.**

**Performance Ratings:**

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

**Satisfactory:** Performance is met when the agency takes appropriate timely action with provider's attendance invoices to ensure there are no outstanding invoices greater than 60 days **and** documents the information in case comments when attendance invoices are outstanding more than 60 days with **no more than three** unexplained exceptions.

**Commendable:** The agency meets Satisfactory performances with **no** unexplained exceptions.

**Sources of Review:**

- Invoice Search in PELICAN.

**FUNDS MANAGEMENT STANDARD**

**3. The agency maximizes the use of funds to serve children on the waiting list by appropriately managing agency service allocations.**

**Performance Ratings:**

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

**Satisfactory:** The agency appropriately manages their service allocation with **no more than six** instances of re-direction by OCDEL.

**Commendable:** The agency meets Satisfactory Performance with **no more than three** instances of re-direction by OCDEL.

**Sources of Review:**

- PELICAN RE101/Encumbrance Data

**FUNDS MANAGEMENT STANDARD**

**4. The agency timely and correctly manages Family Support Services Expenditures in PELICAN.**

OFFICE OF CHILD DEVELOPMENT AND EARLY LEARNING  
 Bureau of Subsidized Child Care Services  
 CCIS Performance Standards and Grant Compliance 2008 – 2009

<b>Performance Ratings:</b>	
<b>Needs Improvement:</b>	The agency shows a pattern of lateness by routinely missing deadlines to enter FSS expenditures into PELICAN.
<b>Satisfactory:</b>	The agency does not show a pattern of lateness for entering FSS expenditures into PELICAN.
<b>Commendable:</b>	The agency routinely enters FSS expenditures into PELICAN by the deadline.
<b>Sources of Review:</b>	
<ul style="list-style-type: none"> <li>• PELICAN FSS Budget Summary</li> </ul>	
<b>FUNDS MANAGEMENT STANDARD</b>	
<b>5. The agency timely and correctly submits reports and other financial information as requested by OCDEL.</b>	
<b>Performance Ratings:</b>	
<b>Needs Improvement:</b>	The agency does not meet the standards for Satisfactory Performance.
<b>Satisfactory:</b>	The agency submits financial reports, by the established deadline, with <b>limited intervention</b> from OCDEL. The types of reports include: Budgets and Budget Revisions, Re-Cap and Reports, other financial data requests from OCDEL.
<b>Commendable:</b>	The agency meets all Satisfactory Performances with <b>no</b> intervention from OCDEL.
<b>Sources of Review:</b>	
<ul style="list-style-type: none"> <li>• Coordinator Documentation</li> </ul>	

OBSOLETE