2005 – 2006
CCIS Performance Standards
Rating Review Questionnaire

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A. Customer Service **Standard 1 – Hours of Access**

SATISFACTORY RATING QUESTIONS

a) Is the agency open from 8:30 am to 5:00 pm? YES NO
If YES, go to (d).
If NO, continue.

b) Do agency hours provide appropriate public access and alternate coverage and was written plan pre-approved by OCD?
YES NO

NOTE: Attach a copy of the written submission.

c) If the agency is not open until 5:00 P.M., is there coverage at the primary or an alternate telephone number to access a live person until 5:00 P.M.?
YES NO

COMMENDABLE RATING QUESTIONS

d) Does the agency demonstrate that it offers hours in addition to 8:30 am to 5:00 pm to assist the public either at its own location or another location?

OR YES NO

e) Can the agency demonstrate that it has taken steps in the past year to offer agency service hours to the public in order to meet demand? YES NO

If YES, describe: _____
_____
_____

INFORMATION GATHERING QUESTIONS

f) Is there "drop-off" capability for documents from parents and providers until 5:00 P.M.?
YES NO

NOTES: _____
_____
_____

A. Customer Service **Standard 2 – Comprehensive Information**

SATISFACTORY RATING QUESTIONS

a) Does the agency provider information and brochures issued by the Department in the reception area? YES NO

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b) If YES, Please list the information that is displayed in the reception area.

_____
_____
_____
_____
_____.

COMMENDABLE RATING QUESTIONS

c) Does the agency provide access to information in other ways (newsletters, website)?

YES NO

If YES, list and explain: _____
_____
_____

d) Does the agency provide any additional access to the public through co-located services?

YES NO

If YES, list and explain: _____
_____
_____

e) Does the agency join with other social service agencies for any community events?

YES NO

If YES, list and explain: _____
_____
_____

NOTES: _____
_____
_____

INFORMATION GATHERING QUESTIONS

f) Does the agency have written procedures or policies in place for the mailing/distributing of subsidy applications and provider agreements?

YES NO

g) If YES, do the procedures allow for the inclusion of brochures and related materials with applications for the subsidy program?

YES NO

h) Do the flyers or brochures contain the agency's contact information?

YES NO

i) Does agency staff provide information consistent with agency procedures?

YES NO

NOTES: _____
_____
_____

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A. Customer Service **Standard 3 – Response to Inquiries**

SATISFACTORY RATING QUESTIONS

a) Does the agency respond to voice mail within 2 working days?
YES NO

b) Does the agency respond to written inquiries within 2 weeks?
YES NO

COMMENDABLE RATING QUESTIONS

c) Are there any instances throughout the past year where OCD had to contact the agency regarding an untimely response?
YES NO

If YES, what was the instance? _____

_____

INFORMATION GATHERING QUESTIONS

d) Does the agency have written procedures for responding to inquiries?
YES NO

If YES, attach a copy.

e) If YES, Do the procedures allow for the tracking of inquiries and responses?
YES NO

If YES:

What information is gathered? _____

Is the response time recorded? YES NO

How long are the tracking records maintained? _____

A. Customer Service **Standard 4 – Parent Feedback**

*** All CCISs will be YES for a & b for the 2005 – 2006 Review**

SATISFACTORY RATING QUESTIONS

a) Offers every parent participating in the Subsidy Program through the OCD Parent Survey an opportunity to provide feedback, consumer satisfaction and knowledge about subsidy program. YES

b) Periodically evaluates parent feedback and rates agency performance while considering changes in business practices and service modules. YES

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COMMENDABLE RATING QUESTIONS

c) Does the agency provide its own supplemental parent survey?

YES NO

If YES, attach a copy of the survey.

d) Does the agency provide multiply ways for parents to complete a survey?

YES NO

If YES, explain: _____

_____

e) Does the agency utilize parent feedback in defining service delivery?

YES NO

If YES, explain how: _____

_____

Obtain a sample survey and any agency reports compiling parent feedback and attach them to this review form.

NOTES: _____

_____

_____

A. Customer Service **Standard 5 – Public Interaction**

SATISFACTORY RATING QUESTIONS

a) Does the agency staff provide a timely and courteous response to the public, parents and providers?

YES NO

b) Does the agency respond promptly and precisely to directives issued by OCD when a documented complaint from a parent, a provider or other member of the public is found to have merit?

YES NO N/A

COMMENDABLE RATING QUESTIONS

c) Does the agency offer a formal process by which the general public can offer comments or questions?

YES NO

If YES, explain: _____

_____

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d) Does the agency maintain written procedures on a parent grievance process?

YES NO

If YES, attach a copy of the written procedures.

INFORMATION GATHERING QUESTIONS

e) Does the agency have written procedures for staff on how to interact with the public?

YES NO

If YES, go to (g) & (h)

f) If NO, How does the agency educate staff on interacting with the public? _____

_____

_____

g) Do agency procedures include a customer service standard for the agency?

YES NO

h) How does management follow up to ensure that staff adhered to the customer service standard?

_____

_____

_____

Attach a copy of the agency's customer service statement or procedures if applicable.

B. Resource and Referral Standard 1 – Consistent Services

SATISFACTORY RATING QUESTIONS

a) Does the agency have procedures that enable the provision of R/R services appropriate to the parent's need?

YES NO

b) Does the agency provide information on Keystone STARS to every parent?

YES NO

COMMENDABLE RATING QUESTIONS

c) Does the agency provide information on Head Start and Pre-K as appropriate?

YES NO

d) Does the agency provide information on Early Intervention as appropriate?

YES NO

e) Does the agency provide parents with the information on the impact of child care on early learning and child care quality?

YES NO

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f) Does the agency provide information that supports the development of young children such as WIC, CHIP and EPSDT?

YES NO

OR

g) Does the agency provide access to the public through co-located services; such as, CAP, Career Link, CAO, etc.?

YES NO

OR

h) Does the agency join with other social service agencies in community events?

YES NO

INFORMATION GATHERING QUESTIONS

i) List other quality information shared with parents: _____

_____

_____

_____

_____

_____

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B. Resource and Referral Standard 2 – CCMIS

SATISFACTORY RATING QUESTIONS

a) Does the agency use CCMIS as the primary tool for providing resource and referral services?

YES NO

If YES, does the agency utilize the "Total Referral Report " and the "Child Care Planning Report " for assessing Resource and Referral Activity?

YES NO

b) Does the agency train staff to conduct random and custom searches?

YES NO

COMMENDABLE RATING QUESTIONS

c) Does the agency participate in or offer professional development for the parent counseling staff?

YES NO

d) Does the agency use CCMIS Resource and Referral information to enhance serving families or provide information to other social service agencies?

YES NO

Go to the Rating Review Summary and record these results under Customer Service and Resource and Referral.

C. Compliance Standard 1 – Applications

COMMENDABLE RATING QUESTIONS

a) Does the agency track applications? YES NO

b) If YES,
1) What tool is used? (Examples: CCMIS "Track Date" function, EXCEL, ACCESS, logs)

_____

_____

2) What information is gathered about each application? (Examples: date received, name of applicant, status, date approved) _____

_____

Attach a copy of the agency's tracking tool.

c) Does agency conduct managerial reviews of the application process?
YES NO

d) Is the managerial review followed up with a report?
YES NO

C. Compliance Standard 2 – Former TANF Transfers and Initial Re-determinations

COMMENDABLE RATING QUESTIONS

a) Does the agency track Fund C Transfers? YES NO
b) If YES
1) What tool is used? (Examples: CCMIS "Track Date" function, EXCEL, ACCESS, logs).

_____

_____

2) What information is gathered about each application? (Examples: date received, name of applicant, status, date approved) _____

_____

Attach a copy of the agency's tracking tool for TANF transfers.

c) Does the agency conduct managerial reviews for Fund C transfers and initial re- determinations activities?
YES NO

d) Does the agency use the results of the review to assess agency accuracy or plan training?
YES NO

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C. Compliance **Standard 3 – Re-determinations**

COMMENDABLE RATING QUESTIONS

a) Does the agency maintain a tracking system for re-determinations?

YES NO

b) If YES

1) What tool is used? (Examples: CCMIS "Track Date" function, EXCEL, ACCESS, logs)

_____

_____

2) What information is gathered about each re-determination? (Examples: date received, name of applicant, status, date approved) _____

_____

Attach a copy of the agency's tracking tool for re-determinations.

c) Does the agency conduct any managerial reviews regarding the re-determination process?

YES NO

d) Does the agency use the results of the review to assess agency accuracy or plan training?

YES NO

C. Compliance **Standard 4 – Verification Requirements**

SATISFACTORY RATING QUESTIONS

a) Does the agency staff inform all applicants and recipients about the different methods of verification?

YES NO

Explain How:

_____

_____

_____

_____.

b) Is there evidence in the case reviews or agency procedures that the agency uses all methods of verification?

YES NO

COMMENDABLE RATING QUESTIONS

c) Does the agency conduct case reviews to assess agency accuracy and training needs on methods of verification?

YES NO

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C. Compliance **Standard 5 – Family Size and Income**

COMMENDABLE RATING QUESTIONS

a) Does the agency conduct case reviews to assess agency accuracy and identify training needs on determining family size and income?

YES NO

C. Compliance **Standard 6 – Income**

COMMENDABLE RATING QUESTIONS

a) Does the agency conduct case reviews to assess agency accuracy and identify training needs on calculating income correctly?

YES NO

C. Compliance **Standard 7 – Work Requirement**

COMMENDABLE RATING QUESTIONS

a) Does the agency conduct case reviews to assess agency accuracy and identify training needs on evaluating work requirements?

YES NO

INFORMATION GATHERING QUESTIONS

a) How does the agency track future expected changes to a parent's work, education or training schedule? _____

_____

_____

_____

_____

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D. Caseload Management **Standard 1 – Attendance Invoices**

COMMENDABLE RATING QUESTIONS

a) Does the agency issue periodic information and updates about the agency's business rules to the provider community?

YES NO

D. Caseload Management Standard 2 – Obligated Funds

COMMENDABLE RATING QUESTIONS

a) Does the agency show evidence that on a regular basis that it, routinely monitors obligated funds and takes appropriate case actions to release available funds?
YES NO

E. Funds Management Standard 1 – Waiting List Management/Case Actions

COMMENDABLE RATING QUESTIONS

a) Does the agency take pro-active steps working with families, prior to the official notification, that funds are available to ensure timely enrollments? YES NO

F. Funds Management Standard 2 – Waiting List Management/Provider Invoices

COMMENDABLE RATING QUESTIONS

a) Does the agency demonstrate that it routinely either uses the Pending Invoice Extract Report or CCMIS searches to identify outstanding invoices?
YES NO

E. Funds Management Standard 3 – Waiting List Management/Overbooking

SATISFACTORY RATING QUESTIONS

a) Does the agency maintain procedures that support appropriate management of the overbooking amount?
YES NO

COMMENDABLE RATING QUESTIONS

b) Does the agency demonstrate that it has backup staff to maintain the encumbrance amounts as prescribed by OCD?
YES NO

c) Does the agency demonstrate that it routinely conducts managerial reviews of obligated funds and encumbrance levels? YES NO

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E. Funds Management Standard 4 – FSS Expenditures Reports

SATISFACTORY RATING QUESTIONS

a) Does the agency routinely enter their FSS expenditures into CCMIS by the 20th of the calendar month?

YES NO

If NO, enter the number of times FSS expenditures were not entered in CCMIS by the 20th of the calendar month: _____

COMMENDABLE RATING QUESTIONS

b) Does the agency demonstrate that it has back up staff to enter the FSS expenditures into CCMIS by the 20th of the month?

YES NO

c) Does the agency review FSS expenditures and use the results to optimize agency operations?

YES NO

If YES, explain in the Comments section of the Rating Review Summary how the agency uses the results to optimize operations.

E. Funds Management Standard 5 – Other Reports

SATISFACTORY RATING QUESTIONS

a) Does the agency submit reports to the subsidy coordinator and OCD by the established deadlines? YES NO

If NO, enter the number of times a report or other request was not submitted by the deadline: _____

COMMENDABLE RATING QUESTIONS

b) Does the agency demonstrate that it has backup staff to ensure that financial reports are submitted timely?

YES NO

c) Does the agency routinely conduct managerial reviews of budget, budget revisions and other financial reports and uses the results to optimize agency operations?

YES NO

If YES, explain in the Comments section of the Rating Review Summary how the agency uses the results to optimize operations.

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