

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<b>A. CUSTOMER SERVICE</b>			
<p>1. The grantee provide hours of access appropriate to the public's needs.</p> <p><u>Step 1</u></p> <p>Reviewer: Go to the Performance Standards Rating Review Questionnaire for guidance on how to proceed with the questions to establish a performance rating.</p> <p><u>Step 2</u></p> <p>Responses to questions a) through c) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the <u>satisfactory</u> rating is met.</p> <p><u>Step 3</u></p> <p>Responses to questions d) and e) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the <u>commendable</u> rating is met.</p>	<p>( ) Grant/Work Statement                  ( ) Agency procedures                  ( ) Agency staff Interviews                  ( ) Agency reception area                  ( ) Local information directories                  ( ) Other; specify:</p>	<p>( ) <b>NEEDS IMPROVEMENT</b> – The grantee does not meet one or more of the components for satisfactory performance</p> <p>( ) <b>SATISFACTORY</b> – Satisfactory performance is met when the agency provides:</p> <p>a. Hours of access Monday through Friday 8:30 A. M. to 5:00P.M. <u>or</u></p> <p>b. Hours of access that provide appropriate public access and alternative coverage, a plan for which is outlined in writing and that are pre-approved by OCD <u>and</u></p> <p>c. Coverage at the primary toll-free telephone number for the agency Monday through Friday 8:30 A.M. to 5:00 P.M.</p> <p>( ) <b>COMMENDABLE</b> – The grantee meets a or b and c under satisfactory performance <u>and</u>:</p> <p>d. Provides supplemental hours of access based on demand <u>and</u>;</p> <p>e. Periodically evaluates demand and re-evaluates hours of service to the public.</p>	<p>Use the Comments Section if :</p> <ul style="list-style-type: none"> <li>• you want to further justify the rationale for the performance rating</li> <li>• you have questions about any of the performance standards</li> <li>• you have questions about any policy or procedure</li> </ul>
<p>2. The grantee provides comprehensive information on all grantee services, including the eligibility rules and application process for the subsidy program, with parents, providers, and other members of the public.</p> <p><u>Step 1</u></p> <p>Reviewer: Go to the Performance Standards Rating Review Questionnaire for guidance on how to proceed with the questions to establish a performance rating.</p> <p><u>Step 2</u></p> <p>Responses to questions a) and b) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the satisfactory performance rating is met. .</p> <p><u>Step 3</u></p>	<p>( ) Grant/Work Statement                  ( ) Agency procedures and reports                  ( ) Agency staff interviews                  ( ) Agency reception area                  ( ) Local information                  ( ) Other; specify:</p>	<p>( ) <b>NEEDS IMPROVEMENT</b> – The grantee does not meet one or more of the components for satisfactory performance.</p> <p>( ) <b>SATISFACTORY</b> – Satisfactory performance is met when the agency:</p> <p>a. Provides brochures and other information to every parent, provider, or other member of the public contacting the grantee <u>and</u></p> <p>b. Displays current information about grantee services in the reception area and other places of public access.</p> <p>( ) <b>COMMENDABLE</b> – The grantee meets a and b, under satisfactory performance <u>and</u>:</p> <p>c. Provides additional access to the public through the Internet or newsletter <u>or</u></p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>Responses to questions c) through e) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</p>		<p>d. Provides additional access to the public through co-located services <u>or</u> e. Partners with other social service agencies in community events.</p>	
<p>3. The grantee provides timely response to all inquiries.</p> <p><u>Step 1</u> Reviewer: Go to the Performance Standards Rating Review Questionnaire for guidance on how to proceed with the questions to establish a performance rating.</p> <p><u>Step 2</u> Responses to questions a) and b) for this standard on the Performance Standards Rating Review Questionnaire can assist you determining if the satisfactory rating is met. If the responses to these questions are NO, then the performance rating is <u>needs improvement</u>.</p> <p><u>Step 3</u> Response to question c) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</p>	<p>( ) Grant/Work Statement ( ) Agency procedures, logs and reports ( ) Agency staff interviews ( ) Other; specify:</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet one or more of the components standards for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency:</p> <p>a. Responds to voice messages, emails, and other requests from the public within two work days of receipt <u>and</u> b. Provides appropriate written response to correspondence and other forms of written requests within two weeks of receipt.</p> <p>( ) COMMENDABLE – The grantee meets a and b under satisfactory performance with no exceptions as monitored by OCD.</p>	
<p>4. The grantee routinely solicits and evaluates feedback on consumer satisfaction with CCIS services.</p> <p><u>This standard will be implemented in March 2006. Therefore everyone receives a satisfactory rating for this standard.</u></p> <p><u>Step 1</u> Responses to questions c), d) and e) can assist you in determining if the commendable rating is met for this standard.</p>	<p>( ) Grant/Work Statement ( ) Agency procedures and reports ( ) Parent Survey data ( ) Agency staff interviews ( ) Other; specify:</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet one or more of the components for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency:</p> <p>a. Offers every parent participating in the subsidy program ,through the use of the parent survey from the Office of Child Development(OCD), an opportunity to provide feedback and on consumer satisfaction and knowledge about agency services, the subsidy program, and quality child care <u>and</u> b. Periodically evaluates parent feedback</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
		when rating agency performance while considering changes in business practices and service modules.  <input type="checkbox"/> COMMENDABLE – The grantee meets a and b under satisfactory performance and: c. Has its own supplemental survey ; <u>and</u> d. Permits each parent to submit feedback in multiple ways, both through the OCD survey and their own survey ; <u>and</u> e. Utilizes compiled results to create/revise the agency service model and procedures.	
<p>5. The grantee interacts with parents, providers, and other members of the public in a courteous and professional manner.</p> <p><u>Step 1</u> Reviewer: Go to the Performance Standards Rating Review Questionnaire for guidance on how to proceed with the questions to establish a performance rating.</p> <p><u>Step 2</u> Responses to questions a) and b) for this standard on the Performance Standards Questionnaire can assist you in determining if the satisfactory rating is met.</p> <p><u>Step 3</u> Responses to questions c) and d) for this standard on the Performance Standard Questionnaire can assist you in determining if the commendable rating is met..</p>	<input type="checkbox"/> Grant/Work Statement <input type="checkbox"/> Agency procedures, logs, and reports <input type="checkbox"/> Parent Survey data <input type="checkbox"/> Legislative inquires, OCD Nets, other email, and documented telephone contacts <input type="checkbox"/> Agency staff interviews <input type="checkbox"/> Other; specify:	<input type="checkbox"/> NEEDS IMPROVEMENT – The grantee does not meet one or more of the components for satisfactory performance.  <input type="checkbox"/> SATISFACTORY –Satisfactory performance is met when the agency: a. Provides courteous and timely response for resolution to parents, providers, and other members of the public <u>and</u> b. Responds 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.  <input type="checkbox"/> COMMENDABLE – The grantee meets a and b under satisfactory performance with no documented complaints found to have merit, as monitored by OCD <u>and</u> : c. Offers a formal process by which parents, providers, and other members of the public may submit comments and/or questions <u>or</u> d. maintains written procedures on a parent grievance process.	
<b>B. RESOURCE AND REFERRAL</b>			
1. The grantee provides consistent resource and referral services to parents, providers,	<input type="checkbox"/> Grant/Work Statement <input type="checkbox"/> CCMIS Report #808 (809)	<input type="checkbox"/> NEEDS IMPROVEMENT – The grantee does not meet the standard for satisfactory	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>and other members of the public.</p> <p><u>Step 1</u> Reviewer: Go to the Performance Standards Rating Review Questionnaire for guidance on how to proceed with the questions to establish a performance rating.</p> <p><u>Step 2</u> Responses to Questions a) and b) for the standard on the Performance Standard Questionnaire can assist you in determining if the satisfactory rating is met.</p> <p><u>Step 3</u> Responses to the questions c) through h) for this standard on the Performance Standard Questionnaire can assist you in determining if the commendable rating is met.</p>	<p><input type="checkbox"/> OCD Subsidy Reports</p> <p><input type="checkbox"/> Agency procedures for use of other resourced, including related websites/software</p> <p><input type="checkbox"/> Agency staff interviews</p>	<p>performance.</p> <p><input type="checkbox"/> SATISFACTORY – Satisfactory performance is met when the agency:</p> <ul style="list-style-type: none"> <li>a. Provides that each parent receives service appropriate for his or her needs; <u>and</u>,</li> <li>b. Provides every parent with information on Keystone Stars.</li> </ul> <p><input type="checkbox"/> COMMENDABLE – The grantee meets the standard for satisfactory performance <u>and</u>:</p> <ul style="list-style-type: none"> <li>c. Provides information on Head Start and Pre-Kindergarten as appropriate and based on the age of the child <u>and</u></li> <li>d. Provides information on Early Intervention as appropriate for children ages 0 to 5 years <u>and</u></li> <li>e. Provides information to parents on the impact of child care on early learning and why quality matters <u>and</u></li> <li>f. Provides information on other programs that support the development of young children, such as WIC, CHIP, and EPSDT <u>or</u></li> <li>g. Provides additional access to the public through co-located services <u>or</u></li> <li>h. Partners with other social service agencies in community events.</li> </ul>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>2. The grantee utilizes CCMIS as the primary tool for providing resource and referral services.</p> <p><u>Step 1</u> Reviewer: Go to the Performance Standards Rating Review Questionnaire for guidance on how to proceed with the questions to establish a performance rating</p> <p><u>Step 2</u> Responses to questions a) and b) for this standard on the Performance Standards Rating Review Questionnaire will assist you in determining if the satisfactory rating is met.</p> <p><u>Step 3</u> Responses to questions c) and d) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining whether the commendable rating is met.</p>	<p>( ) Grant/Work Statement ( ) CCMIS Report #808 (809) ( ) OCD Subsidy Reports ( ) Agency procedures for use of other resourced, including related websites/software ( ) Agency staff interviews</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet one or more of the components for satisfactory performance</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency:</p> <ul style="list-style-type: none"> <li>a. Utilizes CCMIS on a regular basis as the primary tool for the delivery and tracking of resource and referral services and</li> <li>b. Trains and develops staff on the use of CCMIS for delivering resource and referral services, including random and custom searches</li> </ul> <p>( ) COMMENDABLE – The grantee meets a and b under satisfactory performance and:</p> <ul style="list-style-type: none"> <li>c. Participates in training for the professional development of responsible staff and</li> <li>d. Utilizes the Resource &amp; Referral subsystem of CCMIS in additional ways to facilitate serving families, evaluating data, and other agency purposes.</li> </ul>	
<b>C. COMPLIANCE</b>			
<p>1. The grantee processes all applications for subsidy within the timeframes established by OCD.</p> <p><u>Step 1</u> <b>Reviewer:</b> <b>Tally information below from all worksheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>- Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p><u>Step 2</u></p>	<p>( ) Grant/Work Statement ( ) Agency procedures and reports ( ) Application logs ( ) CCMIS ( ) Case records ( ) Review Forms</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet one or more of the components for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency:</p> <ul style="list-style-type: none"> <li>a. Reviews all applications upon receipt to evaluate need for additional information and</li> <li>b. Process all applications within 10 calendar days if all eligibility factors are verified and</li> <li>c. Sends a “Need Verification “ letter to parents if all eligibility factors are not verified for the timely submission of</li> </ul>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>Responses to questions a) through d) for the standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</p> <p><u>Step 3</u> <b>Performance Rating Determination;</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50% error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to questions a) through d) = Commendable</p>		<p>necessary follow up verification <u>and</u></p> <p>d. Determines all applications eligible or ineligible within 30 calendar days of receipt .</p> <p>( ) COMMENDABLE – The grantee meets a, b, c, and d under satisfactory performance <u>and</u>:</p> <p>e. Maintains a tracking system for applications <u>and</u></p> <p>f. Routinely conducts managerial reviews of application logs and reports on application processing activity for the agency.</p>	
<p>2. The grantee processes Former TANF Transfers and initial re-determinations within the timeframes and accuracy standards established by OCD.</p> <p><u>Step 1</u> A. Former TANF Transfers <b>Reviewer:</b></p> <p><b>If there were transfers received, tally information below from all worksheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>- Error rate:</b> _____</p> <p>B. Former TANF Initial Re-determinations; <b>Reviewer:</b></p> <p><b>If there were initial re-determinations completed, tally information below from all worksheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p>	<p>( ) Grant/Work Statement</p> <p>( ) Agency procedures and reports</p> <p>( ) Re-Determination Alerts</p> <p>( ) CCMIS</p> <p>( ) Case records</p> <p>( ) Review forms</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet one or more of the components for satisfactory performance.</p> <p>( ) SATISFACTORY–</p> <p>A. Satisfactory performance is met when Former TANF transfers are:</p> <p>a. Authorized during the 183 days after TANF has ended <u>and</u></p> <p>b. Scheduled for a face-to-face interview within 30 days after TANF ends. requirements</p> <p>B. Satisfactory performance is met when Former TANF initial re-determinations are:</p> <p>c. Not completed before Day 184 after TANF has ended unless there are exceptions.</p> <p>( ) COMMENDABLE – The grantee meets a., b., and c. under satisfactory performance <u>and</u>:</p> <p>d. Maintains a tracking system for Fund C Transfers <u>and</u></p> <p>e. Routinely conducts comprehensive supervisory case reviews of the Fund C Transfers and initial re-</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p><b>- Error rate:</b> _____</p> <p><u>Step 2</u> Responses to questions a) through d) for the standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met for both the TANF transfer cases and the initial re-determination cases.</p> <p><u>Step 3</u> <b>Performance Rating Determination:</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to questions a) through d) = Commendable</p>		<p>determinations using the results to gauge agency accuracy and/or to identify areas of training need.</p>	
<p>3. The grantee processes re-determinations in the timeframes established by OCD.</p> <p><u>Step 1</u> <b>Reviewer:</b> <b>If there were no re-determinations completed during the review month then indicate N/A below.</b></p> <p><b>If there were re-determinations completed, tally information below from all work sheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>-Error rate:</b> _____</p> <p><b>N/A</b></p> <p><u>Step 2</u> Responses to questions a) through d) for this standard on the Performance Standards</p>	<p><input type="checkbox"/> Grant/Work Statement</p> <p><input type="checkbox"/> Agency procedures and reports</p> <p><input type="checkbox"/> Re-Determination Alerts</p> <p><input type="checkbox"/> CCMIS</p> <p><input type="checkbox"/> Case records</p>	<p><input type="checkbox"/> <b>NEEDS IMPROVEMENT</b> – The grantee does not meet the component s for satisfactory performance.</p> <p><input type="checkbox"/> <b>SATISFACTORY</b> – Satisfactory performance is met when the agency:</p> <ul style="list-style-type: none"> <li>a. Sends the re-determination packet no earlier than six weeks unless there is an exception.</li> <li>b. Uses appropriate verification to process the re-determination.</li> <li>c. Completes re-determinations within 6 months</li> </ul> <p><input type="checkbox"/> <b>COMMENDABLE</b> – The grantee meets the standard for satisfactory performance <u>and:</u></p> <ul style="list-style-type: none"> <li>d. Maintains a tracking system for re-determinations <u>and:</u></li> <li>e. Routinely conducts comprehensive supervisory case reviews and uses the results to gauge agency accuracy</li> </ul>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>Questionnaire can assist you in determining if the commendable rating is met.</p> <p><u>Step 3</u> <b>Performance Rating Determination;</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to questions a) through d) = Commendable</p>		<p>and/or to identify areas of training need.</p>	
<p>4. The grantee processes all applications and re-determinations using the verification requirements established by OCD.</p> <p><u>Step 1</u> Applications <b>Reviewer:</b> <b>Tally information below from all work sheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p>Re-determinations <b>Reviewer:</b> <b>Tally information below from all worksheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>- Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p><u>Step 2</u></p>	<p><input type="checkbox"/> Grant/Work Statement</p> <p><input type="checkbox"/> Agency procedures and reports</p> <p><input type="checkbox"/> CCMIS</p> <p><input type="checkbox"/> Case records</p> <p><input type="checkbox"/> Review Forms</p>	<p><input type="checkbox"/> <b>NEEDS IMPROVEMENT</b> – The grantee does not meet one or more of the components for satisfactory performance.</p> <p><input type="checkbox"/> <b>SATISFACTORY</b> – Satisfactory performance is met when the agency:</p> <p>a. Informs all applicants about the methods of verification available <u>and</u>:</p> <p>b. Utilizes self-declaration, self-certification, collateral contact, the Employment Verification form, and other forms of documentation, as appropriate, for verifying factors of eligibility</p> <p><input type="checkbox"/> <b>COMMENDABLE</b> – The grantee meets a. and b. under satisfactory performance <u>and</u>:</p> <p>c. Routinely conducts comprehensive supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need.</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>Note; To complete the performance rating for this standard you must use the results from applications and re-determinations that you recorded on the worksheets.</p> <p>Responses to questions to questions a) and b) for the standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the satisfactory rating is met.</p> <p>Response to question c) for the standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</p> <p><u>Step 3</u> <b>Performance Rating Determination;</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate plus “YES” responses to questions a) and b) = Satisfactory</p> <p>Satisfactory + “Yes” responses to question c) = Commendable</p>			
<p>5. The grantee correctly determines family size and income during the application and re-determination processes.</p> <p><u>Step 1</u> Applications <b>Reviewer:</b> <b>Tally information below from all work sheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>Error rate:</b> _____</p> <p><b>N/A</b> _____</p>	<p><input type="checkbox"/> Grant/Work Statement</p> <p><input type="checkbox"/> Agency procedures and reports</p> <p><input type="checkbox"/> CCMIS</p> <p><input type="checkbox"/> Case records</p>	<p><input type="checkbox"/> <b>NEEDS IMPROVEMENT</b> – The grantee does not meet the component for satisfactory performance. .</p> <p><input type="checkbox"/> <b>SATISFACTORY</b> – Satisfactory performance is met when the agency:</p> <p style="padding-left: 20px;">a.. Includes all individuals described in the definition of ‘family’ at 55 Pa. Code 3041.3</p> <p style="padding-left: 20px;">b. Includes all countable income for the family</p> <p><input type="checkbox"/> <b>COMMENDABLE</b> – The grantee meets the standard for satisfactory performance <u>and</u>:</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>Re-determinations <b>Reviewer:</b> <b>Tally information below from each review form.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked "NO"</b> _____</p> <p><b>- Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p><u>Step 2</u> Note; To complete the performance rating for this standard you must use the results from applications and re-determinations that you recorded on the worksheets.</p> <p>Response to question a) for the standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</p> <p><u>Step 3</u> <b>Performance Rating Determination;</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate = Satisfactory</p> <p>Satisfactory + "Yes" responses to question a) = Commendable</p>		<p>c. Routinely conducts comprehensive supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need.</p>	
<p>6. The grantee correctly calculates income during the application and re-determination processes.</p> <p><u>Step 1</u> Applications <b>Reviewer:</b> <b>If the applications received reflected no income deductions or prospective employment then indicate N/A below .</b></p>	<p>( ) Grant/Work Statement ( ) Agency procedures and reports ( ) CCMIS ( ) Case records</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet one or more of the components for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency : a. Correctly calculated income using appropriate income deductions.</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p><b>If the applications received reflected income deductions or prospective employment, tally information below from all work sheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked "NO"</b> _____</p> <p><b>Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p>Re-determinations <b>Reviewer:</b> <b>If the re-determinations reflected no income deductions or prospective employment, then indicate N/A below.</b></p> <p><b>If there were re-determinations that reflected income deductions or prospective employment, tally information below from all work sheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked "NO"</b> _____</p> <p><b>Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p><u>Step 2</u> Note; To complete the performance rating for this standard you must use the results from applications and re-determinations that you recorded on the worksheets.</p> <p>Response to question a) for the standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</p> <p><u>Step 3</u> <b>Performance Rating Determination;</b></p>		<p>b. If appropriate, correctly processed prospective employment.</p> <p>( ) <b>COMMENDABLE</b> – The grantee meets a and b under satisfactory performance <u>and</u>:</p> <p>c. Routinely conducts managerial and/or supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need.</p>	

OBSOLETE

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to question a) = Commendable</p>			
<p>7. The grantee correctly evaluates the work requirement during the application and re-determination processes.</p> <p><u>Step 1</u> Applications <b>Reviewer:</b> <b>Tally information below from all work sheets.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p>Re-determinations <b>Reviewer:</b> <b>Tally information below from each review form.</b></p> <p><b>Number of cases reviewed:</b> _____</p> <p><b>Number of cases marked “NO”</b> _____</p> <p><b>- Error rate:</b> _____</p> <p><b>N/A</b> _____</p> <p><u>Step 2</u> Note; To complete the performance rating for this standard you must use the results from applications and re-determinations.</p> <p>Response to question a) for the standard on</p>	<p>( ) Grant/Work Statement ( ) Agency procedures and reports ( ) CCMIS ( ) Case records</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet one or more of the components for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency only authorizes, either at initial application or at re-determination, subsidy for parents meeting the work requirement as follows:</p> <ul style="list-style-type: none"> <li>a. Working a minimum average of 20 hours per week <u>or</u></li> <li>b. Working at least 10 hours per week and attending training 10 hours per week <u>or</u></li> <li>c. Under 22 years of age and attending high school <u>or</u></li> <li>d. Under 18 years of age, without a high school diploma or general educational development diploma, and enrolled full time in high school.</li> </ul> <p>( ) COMMENDABLE – The grantee meets a., b., c., or d. under satisfactory performance <u>and:</u></p> <ul style="list-style-type: none"> <li>e. Routinely conducts managerial and/or supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need.</li> </ul>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</p> <p><u>Step 3</u> <b>Performance Rating Determination;</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to question a) = Commendable</p>			
<b>D. CASELOAD MANAGEMENT</b>			
<p>1. The grantee processes all complete Attendance Invoices within the timeframes established by OCD.</p> <p><u>Step 1</u> Tally the information below from all worksheets.</p> <p><b>Number of invoices reviewed:</b> _____</p> <p><b>Number of invoices marked “NO”:</b> _____</p> <p><b>Error rate:</b> _____</p> <p><u>Step 2</u> <b>Response to question a) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</b></p> <p><u>Step 3</u> <b>Performance Rating Determination;</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to question a)</p>	<ul style="list-style-type: none"> <li>( ) Grant/Work Statement</li> <li>( ) Agency procedures and reports</li> <li>( ) CCNIS-Provider Invoice Received Date</li> <li>( ) Provider Attendance Invoice –hardcopy with time and date stamp</li> <li>( ) Provider Agreements/case records</li> </ul>	<ul style="list-style-type: none"> <li>( ) <b>NEEDS IMPROVEMENT</b> – The grantee does not meet the component for satisfactory performance.</li> <li>( ) <b>SATISFACTORY</b> – Satisfactory performance is met when the agency:                             <ul style="list-style-type: none"> <li>a. Issues payments by the 20<sup>th</sup> of the month to providers who submit complete attendance invoices by the 5<sup>th</sup> of the calendar month.</li> </ul> </li> <li>( ) <b>COMMENDABLE</b> – The grantee meets the standard for satisfactory performance <u>and</u>:                             <ul style="list-style-type: none"> <li>b. Issues periodic information and updates on the agency’s business rules for the provider community.</li> </ul> </li> </ul>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
= Commendable			
<p>2. The grantee processes case actions for cases in obligated funds within the timeframes established by OCD.</p> <p><u>Step 1</u></p> <p><b>If there were no suspensions during the review month, indicate N/A below.</b>  <b>If there were suspensions during the review month tally the results below from all worksheets.</b></p> <p>- Number of CCMIS cases reviewed: _____</p> <p>- Number of CCMIS cases marked “NO”: _____</p> <p>- Error rate: _____</p> <p>N/A _____</p> <p><u>Step 2</u></p> <p><b>Response to question a) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</b></p> <p><u>Step 3</u></p> <p><b>Performance Rating Determination:</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>Less than 50%r error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to question a) = Commendable</p>	<p>( ) Grant/Work Statement</p> <p>( ) Agency procedures and reports</p> <p>( ) CCMIS</p> <p>( ) Case records</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet the component for satisfactory performance.</p> <p>( ) SATISFACTORY –Satisfactory performance is met when the agency:</p> <p>a. Takes case action for suspended cases in obligated funds no later than 90 days after the suspension was imposed.</p> <p>( ) COMMENDABLE – The grantee meets the standard for satisfactory performance <u>and</u>:</p> <p>b. Routinely monitors obligated funds and releases those funds by taking appropriate case and/or enrollment actions.</p>	
<b>FUNDS MANAGEMENT</b>			
1. The grantee maximizes the use of funds to	( ) CCMIS Waiting Lists	( ) NEEDS IMPROVEMENT – The grantee	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>serve children on the waiting list by processing case actions within the timeframes established by OCD.</p> <p><u>Step 1</u></p> <p><b>If there were no results from the closed waiting list report for the review month enter N/A below:</b>  <b>If there are results from the closed waiting list report, tally the results below from all worksheets:</b>                      - Number of samples reviewed: _____                      - Number of samples marked “NO”: _____                      - Error rate: _____                      N/A _____</p> <p><u>Step 2</u></p> <p><b>Response to question a) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</b></p> <p><u>Step 3</u></p> <p>Performance Rating Determination :</p> <p>50% or greater error rate = Needs Improvement</p> <p>No error rate = Satisfactory</p> <p>Satisfactory + “Yes” responses to question a) = Commendable</p>	<p>( ) CCMIS Enrollment Status history                      ( ) CCMIS Correspondence                      ( ) Other; specify:</p>	<p>does not meet the standard for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency:</p> <p>a. Takes appropriate, timely case action for children in authorized and pre-enrolled status to insure “notified” status of no more than 43 days.</p> <p>( ) COMMENDABLE – The grantee meets the standard for satisfactory performance without OCD intervention and:</p> <p>b. Is pro-active in their management of the waiting list by working with families prior to notification to insure that eligibility and provider requirements are met.</p>	
<p>2. The grantee maximizes the use of funds to serve children on the waiting list by reviewing and processing case actions for provider</p>	<p>( ) CCMIS – Live Invoice Search                      ( ) Other; specify:</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet the component for satisfactory performance.</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>invoices within the timeframes established by OCD.</p> <p><u>Step 1</u></p> <p><b>If there are no invoices beyond 60 days enter N/A below.</b>  <b>If there are invoices beyond 60 days, tally the results below from the worksheets.</b></p> <p>- Number of cases reviewed: _____</p> <p>- Number of cases marked "NO": _____</p> <p>- Error rate: _____</p> <p>N/A _____</p> <p><u>Step 2</u></p> <p><b>Response to question a) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</b></p> <p><u>Step 3</u></p> <p><b>Performance Rating Determination:</b></p> <p>50% or greater error rate = Needs Improvement</p> <p>N/A = Satisfactory</p> <p>No Error Rate = Satisfactory</p> <p>Satisfactory + response to question a) = Commendable</p>		<p>( ) SATISFACTORY – Satisfactory performance is met when the agency:</p> <p>a. Takes appropriate, timely case action for providers with Attendance Invoices to assure that there are none outstanding greater than 60 days</p> <p>( ) COMMENDABLE – The grantee meets the standard for satisfactory performance without OCD intervention <u>and</u>:</p> <p>b. Routinely reviews enrollments associated with providers with outstanding invoices by either requesting the Pending Invoice Extract or monitors outstanding invoices in CCMIS to ensure that all invoices are handled appropriately and timely..</p>	
<p>3. The grantee maximizes the use of funds to serve children on the waiting list by maintaining the overbooking amount established by OCD.</p> <p><u>Step 1</u></p>	<p>( ) CC MIS Encumbrance Reports</p> <p>( ) Other; specify:</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet the component for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency:</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p><b>Response to question a) on the Performance Standards Rating Review Questionnaire will assist you in determining if the commendable rating is met</b></p> <p><b>Responses to questions b) and c) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</b></p> <p><u>Step 2</u></p> <p><b>Performance Rating Determination:</b>                      A “NO “ response to question a) = Needs Improvement                      A “YES” response to question a) = Satisfactory                      Satisfactory + a YES response to questions b) and c) = Commendable =</p>		<p>a. Establishes and maintains procedures that support the accurate, timely management of the overbooking amount.</p> <p>( ) COMMENDABLE – The grantee meets the standard for satisfactory performance <u>and</u>:</p> <p>b. Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility <u>and</u></p> <p>c. Routinely conducts managerial reviews of overbooking/ encumbrance levels.</p>	
<p>4. The grantee timely and correctly reports monthly Family Services Support Expenditures in CCMIS as satisfactory by OCD.</p> <p><u>Step 1</u></p> <p><b>Responses to question a) from the Performance Standards Rating Review Questionnaire can assist you in determining if the satisfactory rating is met.</b></p> <p><b>Responses to questions b and c) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</b></p> <p><u>Step 2</u></p> <p>Performance Standards Rating Review Questionnaire :                      A “NO “ response to question a) = Needs Improvement</p>	<p>( ) CCMIS FSS Expenditures Reports                      ( ) Grantee records                      ( ) OCD reports                      ( ) Agency procedures and reports                      ( ) Agency staff interviews                      ( ) Other; specify:</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet the component for satisfactory performance.</p> <p>( ) SATISFACTORY – Satisfactory performance is met when the agency :</p> <p>a. Maintains procedures that support the requirement to record FSS expenditures for the prior calendar month no later than the 20<sup>th</sup> of the current calendar month in CCMIS.</p> <p>( ) COMMENDABLE – The grantee meets the standard for satisfactory performance without OCD intervention <u>and</u>:</p> <p>b. Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility <u>and</u></p> <p>c. Reviews FSS Expenditures and uses results to optimize agency operations.</p>	

STANDARD	SOURCES REVIEWED (Check all that apply)	PERFORMANCE RATINGS (Check one)	COMMENTS
<p>A "YES" response to question a) = Satisfactory Satisfactory + a YES response to questions b) and c) = Commendable</p>			
<p>5. The grantee timely and correctly submits reports and other financial information as satisfactory by OCD.</p> <p><u>Step 1</u> <b>Responses to question a) from the Performance Standards Rating Review Questionnaire can assist you in determining if the satisfactory rating is met.</b></p> <p><b>Responses to questions b and c) for this standard on the Performance Standards Rating Review Questionnaire can assist you in determining if the commendable rating is met.</b></p> <p><u>Step 2</u> Performance Standards Rating Review Questionnaire : A "NO " response to question a) = Needs Improvement A "YES" response to question a) = Satisfactory Satisfactory + a "YES "response to questions b) and c) = Commendable</p>	<p>( ) Grantee records ( ) Budget revisions ( ) OCD reports ( ) Agency procedures and reports ( ) Agency staff interviews ( ) Other; specify:</p>	<p>( ) NEEDS IMPROVEMENT – The grantee does not meet the component for satisfactory performance.</p> <p>( ) SATISFACTORY –Satisfactory performance is met when the agency:</p> <p>a. Maintains procedures that support the requirement to submit financial reports by the established deadline. Reports include:</p> <ul style="list-style-type: none"> <li>• .Budgets</li> <li>• .Budget Revisions</li> <li>• .Re-Capture Report</li> <li>• Other data requests as identified by OCD</li> </ul> <p>( ) COMMENDABLE – The grantee meets the standards for satisfactory performance without OCD intervention <u>and</u>:</p> <p>b. Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility <u>and</u></p> <p>c. Routinely conducts managerial reviews of budgets, budget revisions, re-cap, and other financial reports and uses the results to optimize agency operations.</p>	<p>Please explain your commendable rating</p>