

Office of Child Development and Early Learning
 Bureau of Subsidized Child Care Services
 Performance Standards for the Child Care Information Services (CCIS) Agencies
 Results for Program Year 2008-2009

Performance Standard	Percentage of CCISs Needing Improvement	Percentage of CCISs Meeting Satisfactory Requirements	Percentage of CCISs Meeting Commendable Requirements
Customer Service			
1. Provides hours of access that meets the public's needs.	0.00%	0.00%	100.00%
2. Provides comprehensive information.	0.00%	3.39%	96.61%
3. Provides timely response to inquiries.	0.00%	5.08%	94.92%
4. Solicits and evaluates feedback on consumer satisfaction.	0.00%	6.78%	93.22%
5. Interacts in a courteous and professional manner.	0.00%	0.00%	100.00%
Average Percentage of CCISs for this rating	0.00%	3.05%	96.95%
Resource and Referral			
1. Provides comprehensive and consistent resource and referral services.	0.00%	5.08%	94.92%
2. Utilizes the Child Care Management Information System (PELICAN CCW) as the primary tool for resource and referral.	0.00%	0.00%	100.00%
Average Percentage of CCISs for this rating	0.00%	2.54%	97.46%
Compliance			
1. Processes applications timely.	5.08%	5.08%	89.83%
2. Processes all priority groups correctly	0.00%	0.00%	100.00%
3. Determines parent/caretaker correctly	0.00%	0.00%	100.00%
4. Determines residency correctly	0.00%	1.69%	98.31%
5. Determines work/training/education requirements correctly.	0.00%	0.00%	100.00%
6. Determines age and citizenship correctly.	0.00%	0.00%	100.00%
7. Determines hours of need for care correctly.	0.00%	6.78%	93.22%
8. Determines care is being provided by eligible and legally operating providers.	0.00%	0.00%	100.00%
9. Pays providers rates in accordance with the MCCA rate scale.	0.00%	0.00%	100.00%
10. Determines Income eligibility correctly.	5.08%	8.47%	86.44%
11. Determines household income and family size are within the FPIG guidelines.	0.00%	0.00%	100.00%
12. Determines the subsidy payment and co-pay are correct based on family size and income.	0.00%	6.78%	89.83%
Average Percentage of CCISs for this rating	1.13%	2.40%	96.47%
Caseload Management			
1. Processes invoices timely.	0.00%	1.69%	98.31%
2. Processes case actions timely.	0.00%	6.78%	93.22%
Average Percentage of CCISs for this rating	0.00%	4.25%	95.75%
Funds Management			
1. Maximizes the use of funds to serve children on the waiting list by monitoring obligated funds.	0.00%	11.86%	88.14%
2. Maximizes the use of funds to serve children on the waiting list by monitoring outstanding invoices.	0.00%	6.78%	93.22%
3. Maximizes the use of funds to serve children by monitoring overbooking encumbrance amounts.	0.00%	1.69%	98.31%
4. Timely and correctly reports Family Support Services expenditures in PELICAN CCW.	0.00%	0.00%	100.00%
5. Timely and correctly submits budget revisions and other financial reports as requested.	0.00%	1.69%	98.31%
Average Percentage of CCISs for this rating	0.00%	4.40%	95.60%
Payment Error Rate for Compliance			
Total amount authorized for all cases reviewed		\$134,747.40	
Total amount authorized for all cases reviewed		\$4,080.05	
Payment error rate for all cases reviewed		3.03%	