

**Operations Communiqué #12-05: CCIS Performance Standards and Objectives – Monitoring Process for Program Year 2012-13**

**This is a message from the Bureau of Subsidized Child Care Services**

**Title:** CCIS Performance Standards and Objectives - Monitoring Process for Program Year 2012-13

**Date:** September 26, 2012

**Priority:** **HIGH**

**Category:** Informational

**Action Required:** Yes, see Discussion and Next Steps

**Response Required:** None

**Purpose:**

The purpose of this communiqué is to explain the Child Care Information Services (CCIS) Performance Standards and Objectives monitoring process for Program Year 2012-13.

**Background:**

The Office of Child Development and Early Learning (OCDEL) and the Bureau of Subsidized Child Care Services established Performance Standards for the Child Care Information Services (CCIS) agencies in October 2005. Performance Standards were created by OCDEL to outline the expectations for the CCIS agencies to adhere to the regulations, policy and procedures associated with managing the subsidized child care program. The Performance Standards are based on the requirements of the Improper Payments Information Act of 2002, issued by the Federal Administration for Children and Families Child Care Bureau (CCB), and Pennsylvania's Regulations and Policies.

**Discussion:**

CCIS monitoring began July 2012 and will continue through June 2013. As a result of discussions with the Department of Public Welfare's (DPW) Office of Administration, the 2012-13 monitoring will be divided into two review areas; Operations Performance Objectives and Compliance Performance Standards. The Operations Performance Objectives are comprised of the objectives for Customer Service, Caseload Management and Administrative Management. The Compliance Performance Standards are comprised of two standards that reflect the CCB's federal requirements for program compliance.

The following documents are attached to this communiqué:

- CCIS Performance Standards and Objectives 2012 – 2013
- CCIS Performance Standards and Objectives 2012 – 2013 Scheduling Letter
- CCIS Performance Standards and Objectives 2012 – 2013 Plan of Correction

Please refer to these documents while reviewing the following information.

Operations Performance Objectives

There are three categories of Operations Performance Objectives:

- 1) Customer Service which includes Resource and Referral
- 2) Caseload Management
- 3) Administrative Management which includes fiscal/funds management

The ratings for the Operations Performance Objectives will be "Meets Objective" or "Needs Improvement." An Operations Monitoring Tool will be used by Subsidy Coordinators to gather information throughout the monitoring timeframe and standardize the documentation of CCIS ratings.

### Compliance Performance Standards

Subsidy Coordinators will complete an on-site case review. The rating system is unchanged from the 2011-12 program year.

The Compliance Review Process will include the following guidelines:

- 1) The number of compliance case reviews will be a maximum of 10 cases per CCIS grantee, including Philadelphia and Allegheny CCIS agencies.
- 2) The identified cases for review will be from October 2011 through September 2012.
- 3) Prior to the on-site compliance review the respective Subsidy Coordinator will send the list of cases to be reviewed, with instructions on how to prepare the files. CCIS agencies should not make any corrections to the review cases prior to the Coordinator's review. CCIS staff may make notes and be prepared to discuss with the Subsidy Coordinator areas of those cases that warrant explanations.
- 4) The respective Subsidy Coordinator will begin to conduct their on-site compliance reviews from November 2012 and will continue through March 2013.
- 5) The ratings for the Compliance Performance Standards will continue to be "Needs Improvement," "Satisfactory" and "Commendable." All case review results will be discussed in detail during the Coordinator's exit conference.

### Plan of Correction (POC)

The Plan of Correction document will be completed for any standard that results in a "Needs Improvement" Rating. The POC for Compliance Standards will be completed after the Subsidy Coordinator completes the on-site review. The POC for Operations will be completed as needed or after the review period of June 2013.

### **Next Steps:**

1. Review the information with appropriate staff.
2. Review the attached documents with appropriate staff.
3. Direct questions to the assigned Subsidy Coordinator.