

Plan of Correction

1. POC Identification					
CCIS:			Date:		
Director:			Coordinator:		
2. Performance Standard – Category and Standard (Underline and Bold the Standard that needs a POC)					
A. Customer Service:	Standard #1	Standard #2	Standard #3	Standard #4	Standard #5
	Hours of Access	Comprehensive Information	Inquiries	Parent Feedback	Professional Interaction
B. R & R/Parent Counseling & Information	Standard #1	Standard #2			
	Comprehensive and Consistent	PELICAN			
C. Compliance	Standard #1	Standard #2	Standard #3	Standard #4	Standard #5
	Timeliness	Priority Groups	Parent/Caretaker	Residence	Work/Ed/Training
	Standard #6	Standard #7	Standard #8	Standard #9	Standard #10
	Child Age/Citizenship	Hours of Care	Eligible Provider	Provider Requirements	Income Calculations
D. Caseload Management	Standard #1	Standard #2			
	Attendance invoices	Suspended enrollments			
E. Funds Management	Standard #1	Standard #2	Standard #3	Standard #4	
	Authorizing from the waiting list	Overdue invoices	Overbooking	FSS	
3. Performance Standard – Rating Description (Describe the details of the “Needs Improvement” rating.)					
4. Plan of Correction – CCIS (Narrate what steps the CCIS will take to make a “Satisfactory” rating for the identified Performance Standard.)					

