



**ANNOUNCEMENT: S-06 #11
CHILD DEVELOPMENT OFFICE
COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE**

ISSUE DATE: October 2, 2006

SUBJECT:	Child Care Information Services Performance Standards for 2006 – 2007
TO:	Child Care Information Services Agencies
FROM:	Harriet Dichter Deputy Secretary, Office of Child Development

Harriet Dichter

PURPOSE

This announcement is being issued to:

1. Advise the Child Care Information Services (CCIS) agencies of the 2006 – 2007 CCIS Performance Standards monitoring process which begins October 2006 and concludes June 2007.
2. Announce that monitoring for Program Year 2006 – 2007 will be conducted solely by the Office of Child Development (OCD), the Bureau of Subsidized Child Care Services, the Division of Field Operations through site visits at every agency.
3. Advise the CCIS of new requirements for sample selection, error rates, and performance ratings for Compliance, Caseload Management and Funds Management.
4. Release the EXCEL Monitoring Document and instructions that will be used by OCD for CCIS preliminary review.
5. Inform the CCIS that the EXCEL Monitoring Document may be used on a voluntary basis by the agency to self-assess and gather information for internal evaluative purposes.

BACKGROUND

OCD Announcement S-05 #10 “Child Care Information Services Performance Standards for 2005 – 2006” implemented Performance Standards and annual monitoring for the CCISs. Data for Program Year 2005 – 2006 showed that the majority of the CCISs were providing service across all review categories and standards in commendable fashion. OCD canvassed the CCISs about experiences with the self-assessment process for 2005 – 2006 and suggestions for improvements, many of which have been incorporated in the 2006 – 2007 process.

In preparation for monitoring this program year, OCD issued:

- Operations Communique #06-07 “Preparation for the 2006 - 2007 CCIS Performance Standards Monitoring and Self Assessment Process” prescribed file retention guidelines and required use of the Application Log.
- OCD Announcement S-06#08 “The Parent Survey” implemented required use of Form CD-122 Parent Survey for the CCIS at the face-to-face interview and optional use at other times at the discretion of the CCIS. This reinforced compliance with Customer Service, Performance Standard #4 “The agency routinely solicits and evaluates feedback on consumer satisfaction with CCIS services.”

DISCUSSION

Attached to this announcement are:

- 2006 – 2007 CCIS Performance Standards
- CCIS Performance Standards 2006 – 2007 EXCEL Monitoring Document
- CCIS Performance Standards 2006 – 2007 Instructions for the EXCEL Monitoring Document
- CCIS Performance Standards 2006 – 2007 Family Case File and Invoice Sample Selection

Performance Standards for the CCIS remain unchanged. However, samples for Compliance and Caseload Management and error rates for Compliance have been modified to reflect increased requirements for commendable ratings.

SAMPLES

- 5% of the agency's active Low Income and Former TANF cases, with a minimum of 20 and a maximum of 100 case files per agency. The sample will include at least one case file from each employee's caseload.
- 3% of provider invoices, with a minimum of 5 and a maximum of 20 invoices. The sample will be drawn from all fiscal caseloads.

ERROR RATES

There will be an error rate established for the Compliance Standards ratings:

- 0% - Commendable
- 1% to 10% - Satisfactory
- Greater than 10% - Needs improvement

MONITORING and TIMELINE

The Division of Field Operations will conduct monitoring visits at each CCIS agency for Program Year 2006 – 2007. Subsidy Coordinators will schedule site visits beginning October 2006 and ending May 2007. During monitoring, OCD staff will:

- Review case files, provider invoices and office procedures.
- Conduct entrance and exit interviews with the CCIS directors.
- Review the Performance Standards established by OCD.
- Establish corrective actions plans as appropriate.
- Provide written findings, acknowledgements and recommendations.

CCIS agencies may use the EXCEL Monitoring Document to self-assess on a voluntary basis. However, findings obtained by the agency opting to self-assess will not be sought by OCD. The CCIS may use the information for internal evaluative purposes.

Program Year 2006 – 2007 will not be a “hold harmless” year. If indicated, the Subsidy Coordinator will work with the CCIS to develop a corrective action plan and timeframe, to re-train staff and offer other technical support, and conduct follow-up monitoring as appropriate.

NEXT STEPS

1. Read and distribute to staff.