



**ANNOUNCEMENT: S-5 #10
CHILD DEVELOPMENT OFFICE
COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE**

ISSUE DATE: November 22, 2005

SUBJECT:	Child Care Information Services Performance Standards for 2005 – 2006
TO:	Directors, Child Care Information Services
FROM:	Harriet Dichter Deputy Secretary, Office of Child Development

Harriet Dichter

PURPOSE:

To announce that the Office of Child Development (OCD) is establishing 2005 – 2006 as a pilot year for:

- Performance standards for the Child Care Information Services (CCIS) agencies contracted to provide child care subsidy and resource and referral services for the Department of Public Welfare.
- Agency monitoring and performance evaluation.

BACKGROUND:

The Office of Child Development (OCD) is committed to insuring that:

- Parents and providers participating in the child care subsidy program receive comprehensive service delivered in a courteous, professional, and timely manner.
- Program funds are accurately and timely managed to create maximum opportunity for eligible families to participate in the subsidy program.
- Parents seeking resource and referral services learn the impact of child care choice on the early development and school readiness of their children.

By implementing a pilot for performance standards and evaluation, the OCD intends to:

- Establish a method to determine the degree to which program funds are correctly administered,
- Obtain a baseline of existing performance levels in designated areas for consideration in the development of future performance standards and requirements,
- Identify best practices as well as areas of training need and
- Provide useful feedback and technical support to the agency.

DISCUSSION:

The performance standards are grouped into five primary areas:

- Customer Service
- Resource and Referral

- Compliance
- Caseload Management
- Funds Management

Attachment 1 to this Announcement “CCIS Performance Standards 2005 – 2006” outlines the specific standards under each primary area, corresponding performance requirements, bases for the requirement, actions of the subsidy coordinator, monitoring frequencies, sample sizes, and performance ratings.

The OCD will conduct monitoring for the pilot year during January, February and March 2006. The review will focus on activities, case actions, and reporting during the review period of December 2005. Performance monitoring will be conducted through either a pre-arranged site visit by the assigned subsidy coordinator or through a self-assessment completed by the agency and facilitated by the assigned coordinator. The monitoring will review compliance with program requirements; will assess existing CCIS organizational and service models; and will provide opportunity to identify best practices and the need for additional training, technical assistance, or written directives.

During 2005 – 2006, if it is determined as a result of the monitoring review that an agency needs to improve performance in one or more areas, the assigned subsidy coordinator will provide technical assistance and will conduct follow-up monitoring as long as necessary to insure that standards for required performance are met and maintained.

During subsequent years, if it is determined as a result of a monitoring review that an agency needs to improve performance in one or more areas, the Corrective Action Plan outlined in Section F of Attachment 1 will be implemented and will remain in place as long as necessary to insure that standards for required performance are met and maintained.

All findings from monitoring reviews will be compiled and presented to the CCIS and the parent agency in written reports that become part of the grantee’s long-term performance record maintained by the OCD.

NEXT STEPS:

- 1) Regional teleconferences are scheduled to provide additional information and opportunity to ask questions to the CCISs. Attachment 2 to this Announcement provides the dates, times, and details of the teleconferences. CCIS Directors or their designees are strongly encouraged to participate.
- 2) **Questions about the Performance Standards must be submitted in advance of the teleconferences to afford the OCD opportunity to research and prepare the responses. Therefore, CCISs must submit their questions to the subsidy coordinator by close of business December 2, 2005.**
- 3) Questions about this Announcement may be directed to the subsidy coordinator or to the OCD, Bureau of Subsidized Child Care Services, the Division of Field Operations 717-787-8691.