

Resource & Referral – Manual Chapter 200
Revisions Chart

Pages	Section/Subsection	Revision
Page 3	200.4 OCDEL Responsibilities	Added COMPASS to the list of data systems provided to deliver R&R services.
Page 3	200.4 OCDEL Responsibilities	Added the link to where all the publications can be found on the intranet. Because of the need to login, the link will no longer take the user to the actual document.
	200.4 OCDEL Responsibilities	Removed publication “Who’s Taking Care of Your Child” (PUB 497) which is no longer in use.
	200.4 OCDEL Responsibilities	Removed “monitoring the CCIS agency’s R&R and customer service activities to ensure compliance through performance standard evaluation” as this is no longer part of the Performance Standards.
	200.4 OCDEL Responsibilities	Removed “providing technical assistance to the CCIS to sustain or improve the quality of R&R services” as this is no longer part the Performance Standards.
	200.5 CCIS Responsibilities	Removed “maintain, at a minimum, satisfactory ratings in R&R and Customer Service Performance Standards”, as this is no longer a part of the Performance Standards.
Page 4	200.5 CCIS Responsibilities	Changed “Use PELICAN CCW” to “Use COMPASS” to gather and record information on family requests and referrals for child care.
Page 5	200.5 CCIS Responsibilities	The link to the article “AFSME Indicators of Quality Child Care” was removed, as it could no longer be found.
Page 6	200.5 CCIS Responsibilities	Use PELICAN CCW for collecting all provider R&R profile information as outlined in Manual Section “200.9-Data Collection and Management” was changed to “200.9-R&R Profile Summary”.
	200.5 CCIS Responsibilities	Removed “conduct consumer (follow-up) surveys regarding R&R services given”, as this is no longer required.
	200.5 CCIS Responsibilities	Removed “cooperate with the county’s community engagement group for early education and care”, as these groups no longer exist in every county.
Page 6	200.6 Regulated Provider Complaints	Added “the person who has seen the suspected abuse or who received the complaint must call ChildLine immediately”.
Page 7	200.6 Regulated Provider Complaints	Added “when Certification takes a negative action against a provider, such as “Refuse to Renew” or “Revocation,” the provider may not close until all appeals are exhausted. COMPASS search results will indicate a provider has a revoked license status with a red triangle indicator. When generating a referral, the CCIS should not include providers that are R&R Inactive or that have a red triangle indicator. Other language concerning negative sanctions was removed.
	200.7 Requirements	Removed “maintain at least a satisfactory rating in R&R and Customer Service Performance Standards”, as this is no longer part of Performance Standards.
	200.7 Requirements	Removed “conduct a minimum of 20% random sample of families who have received a referral within a given month, to provide follow-up assistance and support”, as this is no longer required.
	200.7 Requirements	Removed “Keystone Babies” as an OCDEL program that the CCIS agencies must maintain information on, as the program no longer exists.

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Page 11	200.8 Consumer Education	The CHIP Brochure was added as material that should be provided at both face-to-face meetings and when mailing information. A link to the brochure was added.
Page 11	200.8 Consumer Education	Provide a list of referrals, based on the needs and preferences of the family, generated by “PELICAN CCW” only was changed to “COMPASS” only.
Page 11	200.8 Consumer Education	“If a family need cannot be met, enter the information in the client assistance log for local planning purposes” was removed as the client assistance log is no longer maintained.
Pages 12	200.9 R&R Profile Summary	The section title, “Provider Database was changed to “R&R Profile Summary”.
Page 12 – 16	200.9 R&R Profile Summary	All references to the PELICAN CCW Provider Database has been changed to R&R Profile Summary.
Page 12 – 20	200.9 R&R Profile Summary	A screen shot of the R&R Profile Summary page and information regarding each associated page was added.
Page 12 – 20	200.9 R&R Profile Summary	The procedures for entering comments in a provider file was removed.
Page 21	200.9 R&R Profile Summary	Changed that a reminder for providers to review their provider profile will be sent out with the “annual mailing for closure requests” instead of the “Market Rate Survey”.
	200.9 R&R Profile Summary	Removed “the Provider Profile Inbox contains incoming Managed Updates as submitted online by providers, requiring CCIS action to approve or reject the updates. Managed Updates are Accreditation and Service Schedule updates. The CCIS must approve or reject the managed updates within 5 business days”, as these are no longer managed updates that need approval.
Page 21	200.9 R&R Profile Summary	A note was added stating that the PSS brochure and the Provider Survey should still be sent to the provider, even if the provider is not accepting subsidy and does not sign an agreement.
	200.10 Contact Log	This section was removed because the contact log no longer needs to be completed.
	200.11 Client Assistance Log	This section was removed because the client assistance log is no longer needs to be completed.
Pages 22 – 41	200.10 COMPASS Referrals	The title of this chapter was changed from 200.12 Referral to 200.10 COMPASS Referrals. Added information about how to initiate a provider search using the enhancements.
	200.10 COMPASS Referrals	Removed “in an effort to best assist families, the CCIS must first determine the primary reason for the call and then provide information and services tailored to meet that need”.
Pages 22	200.10 COMPASS Referrals	Added “the general public is able to complete the same search for child care providers through COMPASS as the CCIS. The CCIS should encourage clients to use COMPASS to complete their own search, if they have access to a computer and internet. If a client is not able to complete a search on their own through COMPASS, the CCIS should complete a search for the client for referral purposes”.
Page 42	200.10 COMPASS Referrals	Assure that all referrals sent to the client result from “PELICAN CCW” was changed to “COMPASS”.
Page 42	200.10 COMPASS Referrals	“PELICAN CCW” is only as efficient as staff skill...was changed to “COMPASS”.
Page 42	200.10 COMPASS Referrals	Advise clients that “PELICAN CCW” is generating specific and unbiased referrals was changed to “COMPASS”.

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Page 42	200.10 COMPASS Referrals	The statement regarding search results was changed to “provide the search results which will have a maximum of 60 providers from the available set of providers. Search results are displayed across five pages, with each page consisting of 12 providers. If available, the first six providers displayed on each page consist of STARS rated providers which are sorted from highest to lowest”.
Page 42	200.10 COMPASS Referrals	The “PELICAN CCW-generated” Provider Referral containing the OCDEL child care disclaimer...was changed to the COMPASS-generated” Provider Referral.
	Referral Search	This section was removed from the new chapter, as it explains how to complete a referral search in PELICAN CCW.
	Conducting a Provider Search in COMPASS by Provider Name	This section was removed, as the link to the PowerPoint giving step-by-step instructions was added.
	Conducting a Provider Search in COMPASS by Program	This section was removed, as the link to the PowerPoint giving step-by-step instructions was added.
	Generating a Referral for a New Client	This section was removed, as the link to the PowerPoint giving step-by-step instructions was added.
	Generating a Referral for an Existing Client	This section was removed, as the link to the PowerPoint giving step-by-step instructions was added.
	Follow-Up Contacts	This section was removed as it is no longer required.
	Transfer to Another CCIS	This section was removed since R&R information will no longer be recorded in PELICAN CCW.
Page 43	200.11 Reports	Most of the reports described in the original chapter have been retired. Therefore much of the language in section has been removed. Three reports remain: Provider Mailing Labels (RE801), Referral History (RE803) and Provider Profile Report (RE212). A more detailed description of each report was added. Also, “for additional information, please see Chapter 600 Reports” was added.
Page 43	200.12 Cooperation & Coordination Efforts	The subsection “Local Community Engagement Groups” was removed from this section.
Page 43 – 44	200.12 Cooperation & Coordination Efforts	The subsection Regional Keys & County Assistance Offices (CAO) was broken into two subsections: 200.12.2 Regional Keys and 200.12.3 County Assistance Offices (CAO).
Page 46	200.14 Training Guide	Subsection 200.14.3 Objectives - To reinforce OCDEL’s referral policy that specifies that R&R services are available to all families (regardless of income), outlines the referral process and requires the use of “PELICAN CCW”...was changed to “COMPASS”.
Page 46	200.14 Training Guide	Subsection 200.14.3 Objectives – To ensure the CCIS understands how to use “PELICAN CCW” to gather and record information on family requests...was changed to “COMPASS”.
Page 47	200.14 Training Guide	“To ensure the CCIS informs families that a child care provider search can be completed through COMPASS” was added to 200.14.2 Objectives.
Page 47 – 60	Questions & Answers	Modified to reflect the changes. Changes are indicated by bold, red font.