

STANDARD	REQUIRED PERFORMANCE	BASIS	COORDINATOR ACTIONS	MONITORING FREQUENCY	SAMPLE SIZE	PERFORMANCE RATINGS
<b>A. CUSTOMER SERVICE</b>						
<p>1. The grantee provides hours of access appropriate to the public's needs.</p>	<p>The grantee establishes and maintains procedures that support:</p> <ul style="list-style-type: none"> <li>a) Hours of access Monday through Friday 8:30 A.M. to 5:00 P.M. <u>or</u></li> <li>b) Hours of access that provide appropriate public access and alternative coverage, that are pre-approved by OCD <u>and</u></li> <li>c) Coverage at the primary toll-free telephone number for the agency Monday through Friday 8:30 A.M. to 5:00 P.M.</li> </ul>	<p>Grant/Work Statement Section II (2)</p> <p>General practice as declared at training sessions and during technical assistance and reinforced by the subsidy coordinator.</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• Agency procedures</li> <li>• Parent Survey data</li> <li>• CCIS self-assessment data.</li> </ul> <p>Interview grantee staff.</p> <p>Inspect:</p> <ul style="list-style-type: none"> <li>• Grantee reception area</li> <li>• Local information directories</li> <li>• Other points of access to grantee information.</li> </ul>	<p>Annually</p>	<ul style="list-style-type: none"> <li>• Information from all available sources for the review period.</li> </ul>	<p>COMMENDABLE – The grantee meets a or b and c under required performance <u>and</u>:</p> <ul style="list-style-type: none"> <li>• Provides supplemental hours of access based on demand <u>or</u></li> <li>• Has procedures in place to periodically measure that demand and re-evaluate hours of service to the public.</li> </ul> <p>SATISFACTORY – The grantee meets a or b and c under required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.</p>
<p>2. The grantee provides comprehensive information on all grantee services, including the eligibility rules and application process for the subsidy program, with parents, providers, and other members of the public.</p>	<p>The grantee establishes and maintains procedures that support the ability to:</p> <ul style="list-style-type: none"> <li>a) Provide information to every parent, provider, or other member of the public contacting the grantee.</li> <li>b) Display current information about grantee services in the reception area and other places of public access.</li> <li>c) Include information on grantee services and business rules with all applications for the subsidy program and provider agreements.</li> </ul>	<p>Grant/Work Statement Section II, Part I, Item 2</p> <p>General practice as declared at training sessions and during technical assistance and reinforced by the subsidy coordinator.</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• Agency procedures and reports</li> <li>• Parent Survey data</li> <li>• CCIS self-assessment data.</li> </ul> <p>Interview grantee staff.</p> <p>Inspect:</p> <ul style="list-style-type: none"> <li>• Grantee reception area.</li> <li>• Local information directories.</li> <li>• Other points of access to grantee information.</li> </ul>	<p>Annually</p>	<ul style="list-style-type: none"> <li>• Information from all available sources for the review period.</li> </ul>	<p>COMMENDABLE – The grantee meets a, b, and c under required performance <u>and</u>:</p> <ul style="list-style-type: none"> <li>• Provides additional access to the public through co-located services <u>or</u></li> <li>• Participates in parent grantee and/or other community events.</li> </ul> <p>SATISFACTORY – The grantee meets a, b, and c under required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.</p>

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<p>3. The grantee provides timely response to all inquiries.</p>	<p>The grantee establishes and maintains procedures that support:</p> <ul style="list-style-type: none"> <li>a) Tracking the receipt of and the response to inquiries from parents, providers, and other members of the public.</li> <li>b) The requirement to provide responses to voice messages, emails, and other requests from the public within two work days of receipt.</li> <li>c) The requirement to provide appropriate written response to correspondence and other forms of written requests within two weeks of receipt.</li> </ul>	<p>Grant/Work Statement Section II (2)</p> <p>General practice as declared at training sessions and during technical assistance and reinforced by the subsidy coordinator.</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• Agency procedures, logs and reports</li> <li>• Parent Survey data</li> <li>• CCIS self-assessment data.</li> </ul> <p>Interview grantee staff.</p>	<p>Annually</p>	<ul style="list-style-type: none"> <li>• Information from all available sources for the review period.</li> </ul>	<p>COMMENDABLE – The grantee meets a, b, and c under required performance with no exceptions as monitored by OCD.</p> <p>SATISFACTORY – The grantee meets a, b, and c under required performance with no more than two exceptions as monitored by OCD.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.</p>
<p>4. The grantee routinely solicits and evaluates feedback on consumer satisfaction with CCIS services.</p>	<p>The grantee establishes and maintains procedures that support:</p> <ul style="list-style-type: none"> <li>a) The requirement to offer every parent participating in the subsidy program an opportunity to provide feedback.</li> <li>b) Utilization of parent surveys that incorporate questions approved by OCD and intended to elicit consumer satisfaction with agency services, understanding of the subsidy program, and knowledge gain on the importance of quality child care.</li> <li>c) A response rate on parent surveys valid</li> </ul>	<p>General practice as declared at training sessions and during technical assistance and reinforced by the subsidy coordinator.</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• Agency procedures and reports</li> <li>• Parent Survey data</li> <li>• CCIS self-assessment data.</li> <li>• Other sources of information.</li> </ul> <p>Interview grantee director and staff.</p>	<p>Annually</p>	<ul style="list-style-type: none"> <li>• Information from all available sources for the review period.</li> </ul>	<p>COMMENDABLE – The grantee meets a, b, c, and d under required performance <u>and</u>:</p> <ul style="list-style-type: none"> <li>• Affords multiple channels of access <u>and</u></li> <li>• Utilizes compiled results to create/revise the agency service model and procedures.</li> </ul> <p>SATISFACTORY – The grantee meets a, b, c, and d under required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.</p>

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	<p>enough to yield results from which conclusions can be made and from which decision to make changes to grantee services can be made with some confidence.</p> <p>d) The periodic evaluation of parent feedback.</p>					
<p>5. The grantee interacts with parents, providers, and other members of the public in a courteous and professional manner.</p>	<p>The grantee establishes and maintains procedures that support:</p> <p>a) A philosophy of quality service delivery.</p> <p>b) Tracking the receipt of and the response to comments and/or complaints from parents, providers, and other members of the public.</p> <p>c) The requirement to provide timely response and resolution to parents, providers, and other members of the public.</p> <p>d) The requirement to respond promptly and precisely to directives issued by OCD when a documented complaint from a parent, a provider, or other member of the public is found to have merit.</p>	<p>General practice as declared at training sessions and during technical assistance and reinforced by the subsidy coordinator.</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• Agency procedures, logs and reports</li> <li>• Parent Survey data</li> <li>• CCIS self-assessment data</li> <li>• Legislative inquires, OCD Nets, other email, and documented telephone contacts</li> <li>• Other sources of information.</li> </ul> <p>Interview grantee director and staff.</p>	<p>Ongoing throughout the program year</p>	<ul style="list-style-type: none"> <li>• Information from all available sources.</li> </ul>	<p>COMMENDABLE – The grantee meets a, b, c, and d under required performance with no documented complaints found to have merit, as monitored by OCD <u>and</u>:</p> <ul style="list-style-type: none"> <li>• Offers training for the professional development of responsible staff <u>and</u></li> <li>• Offers a formal process by which parents, providers, and other members of the public may submit comments and/or questions.</li> </ul> <p>SATISFACTORY – The grantee meets a, b, c, and d under required performance with no documented complaints found to have merit, as monitored by OCD.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.</p>
<p><b>B. RESOURCE AND REFERRAL</b></p>						
<p>1. The grantee provides comprehensive and consistent resource and referral services to parents, providers, and other members of the public.</p>	<p>The grantee establishes and maintains procedures that support the requirement to:</p> <p>a) Educate every parent seeking resource and referral services why quality child care matters</p>	<p>Handout "General Expectations", Statewide Meeting February 2005</p> <p>Handout "Quality Child Care",</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• Grantee's employment policy and education</li> </ul>	<p>Ongoing/Monthly</p>	<ul style="list-style-type: none"> <li>• Information from all available sources on resource and referral contacts.</li> </ul>	<p>COMMENDABLE – The grantee meets a and b under required performance <u>and</u>:</p> <ul style="list-style-type: none"> <li>• Provides information on other programs that support the development of young children, such as WIC, CHIP, and EPSDT <u>and</u></li> </ul>



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	b) Process all applications within 10 calendar days following verification of all factors of eligibility. c) Establish appropriate plans with applicants for the timely submission of necessary follow up verification. d) Offer applicants, as appropriate, the ability to reschedule the required face-to-face interview if a hardship exists. e) Determine all applications eligible or ineligible within 30 calendar days of receipt.		<ul style="list-style-type: none"> <li>Case records</li> <li>CCIS self-assessment data.</li> </ul> Interview agency director and staff.		not to exceed 15 cases. <ul style="list-style-type: none"> <li>The sample will be randomly selected and will include applications from all casebads.</li> </ul>	supervisory case reviews to gauge agency accuracy and/or to identify areas of training need. <ul style="list-style-type: none"> <li>Offers training for the professional development of responsible staff</li> </ul> SATISFACTORY – The grantee meets a, b, c, d, e, and f under required performance.  NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.
2. The grantee processes all applications for subsidy using the verification requirements established by OCD.	The grantee establishes and maintains procedures that support the requirement that applicants must be: <ol style="list-style-type: none"> <li>Informed about the methods of verification available.</li> <li>Permitted to utilize self-declaration, self-certification, and collateral contact as appropriate.</li> </ol>	55 Pa. Code <ul style="list-style-type: none"> <li>3041.122</li> <li>3041.123</li> <li>3041.124</li> <li>3041.126</li> </ul>	Review: <ul style="list-style-type: none"> <li>Grant/Work Statement</li> <li>CCMIS</li> <li>Agency procedures and reports</li> <li>Case records</li> <li>CCIS self-assessment data.</li> </ul> Interview agency director and staff.	Annually	<ul style="list-style-type: none"> <li>Ten percent of all applications received during the review period, not to exceed 15 applications.</li> <li>The sample will be randomly selected and will include applications from all casebads.</li> </ul>	COMMENDABLE – The grantee meets a and b under required performance and: <ul style="list-style-type: none"> <li>Routinely conducts managerial reviews of application logs and reports on application processing activity for the agency.</li> <li>Routinely conducts comprehensive supervisory case reviews to gauge agency accuracy and/or to identify areas of training need.</li> <li>Offers training for the professional development of responsible staff</li> </ul> SATISFACTORY – The grantee meets a and b under required performance.  NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.
3. The grantee processes all applications for subsidy within the accuracy standards established by	The grantee establishes and maintains procedures that support the requirement to maintain an error rate not in	Pa. Code <ul style="list-style-type: none"> <li>3014.31</li> <li>3041.41</li> </ul>	Review: <ul style="list-style-type: none"> <li>Grant/Work Statement</li> <li>CCMIS</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Ten percent of all Fund A applications received during</li> </ul>	COMMENDABLE – The grantee meets the standard for required performance and: <ul style="list-style-type: none"> <li>Routinely conducts comprehensive</li> </ul>

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OCD.	excess of 1% of the review sample. Areas of review include: <ul style="list-style-type: none"> <li>a) Work requirement</li> <li>b) Family size</li> <li>c) Income</li> </ul>	<ul style="list-style-type: none"> <li>• 3041.43</li> </ul>	<ul style="list-style-type: none"> <li>• Agency procedures and reports</li> <li>• Case records</li> <li>• CCIS self-assessment data.</li> </ul> Interview agency director and staff.		the review period, not to exceed 15 applications. <ul style="list-style-type: none"> <li>• Ten percent of all Fund C transfers processed during the review period, not to exceed 15 cases.</li> <li>• The sample will be randomly selected and will include applications from all caseloads.</li> </ul>	supervisory case reviews to gauge agency accuracy and/or to identify areas of training need. <ul style="list-style-type: none"> <li>• Offers training for the professional development of responsible staff.</li> </ul> SATISFACTORY – The grantee meets the standard for required performance.  NEEDS IMPROVEMENT – The grantee does not meet the standard for required performance. See F, Corrective Action Plan.
D. CASELOAD MANAGEMENT						
1. The grantee processes all complete provider invoices within the timeframes established by OCD. (Cross reference E, 3 Funds Management)	The grantee establishes and maintains procedures that support the requirement to: <ul style="list-style-type: none"> <li>a) Issue payment to providers complying with agency requirements by the 20<sup>th</sup> of the calendar month.</li> <li>b) Maintain an error rate not in excess of 1% of the review sample.</li> <li>c) Establish procedures with providers for the timely submission of necessary follow-up information.</li> </ul>	Grant/Work Statement Section III a & b	Review: <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• CCMIS</li> <li>• Agency procedures and reports</li> <li>• Provider agreements/case records</li> <li>• CCIS self-assessment data.</li> </ul> Interview agency director and staff.	Annually	<ul style="list-style-type: none"> <li>• Ten percent of all invoices received from regulated providers during the review period, not to exceed 15 cases.</li> <li>• The sample will be randomly selected and will include cases from all caseloads.</li> </ul>	COMMENDABLE – The grantee meets a, b, and c under required performance and: <ul style="list-style-type: none"> <li>• Offers multiple channels of access to providers for the submission of information.</li> <li>• Issues periodic information and updates on the agency’s business rules for the provider community.</li> </ul> SATISFACTORY – The grantee meets a, b, and c under required performance.  NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.

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<p>2. The grantee processes re-determinations within the accuracy standards and timeframes established by OCD.</p>	<p>The grantee establishes and maintains procedures that support the requirement to maintain an error rate not in excess of 1% of the review sample.</p>	<p>55 Pa. Code</p> <ul style="list-style-type: none"> <li>• 3041.130</li> <li>• 3041.131</li> </ul>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• CCMIS</li> <li>• Agency procedures and reports</li> <li>• Case records</li> <li>• CCIS self-assessment data.</li> </ul> <p>Interview agency director and staff.</p>	<p>Annually</p>	<ul style="list-style-type: none"> <li>• Ten percent of all Fund A re-determinations due during the review period, not to exceed 15 cases.</li> <li>• Ten percent of all Fund C re-determinations due during the review period, not to exceed 15 cases.</li> <li>• The sample will be randomly selected and will include cases from all caseloads.</li> </ul>	<p>COMMENDABLE – The grantee meets the standard for required performance and:</p> <ul style="list-style-type: none"> <li>• Routinely conducts comprehensive supervisory case reviews to gauge agency accuracy and/or to identify areas of training need.</li> <li>• Offers training for the professional development of responsible staff</li> </ul> <p>SATISFACTORY – The grantee meets the standard for required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet the standard for required performance. See F, Corrective Action Plan.</p>
<p>3. The grantee reviews and processes case actions for case, enrollment, payment and provider alerts within the accuracy standards and timeframes established by OCD. (Cross reference E, 2 Funds Management)</p>	<p>The grantee establishes and maintains procedures that support the requirement to maintain an error rate not in excess of 1% of the review sample.</p>	<p>Grant/Work Statement Section I, VI</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grant/Work Statement</li> <li>• CCMIS</li> <li>• Case records</li> <li>• Agency procedures and reports</li> <li>• Parent Survey data</li> </ul> <p>Interview agency director and staff.</p>	<p>Annually</p>	<ul style="list-style-type: none"> <li>• Ten percent of all alerts due during the review period, not to exceed 15 alerts.</li> <li>• The sample will be randomly selected and will include alerts from all caseloads.</li> </ul>	<p>COMMENDABLE – The grantee meets the standard for required performance and:</p> <ul style="list-style-type: none"> <li>• Routinely conducts comprehensive supervisory case reviews to gauge agency accuracy and/or to identify areas of training need.</li> <li>• Offers training for the professional development of responsible staff</li> </ul> <p>SATISFACTORY – The grantee meets the standard for required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet the standard for required performance. See F, Corrective Action Plan.</p>

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<b>E. FUNDS MANAGEMENT</b>						
<p>1. The grantee maximizes the use of funds to serve children on the wait list by maintaining the overbooking amount established by OCD.</p>	<p>The grantee establishes and maintains procedures that support the accurate, timely management of the overbooking amount with limited intervention from OCD, as defined by OCD, needed.</p>	<p>CCMIS Monitoring Guide issued November 2004.</p> <p>Emails to CCISs:</p> <ul style="list-style-type: none"> <li>08/05 RE: Overbooking</li> <li>10/05 RE: Overbooking</li> </ul>	<p>Review CCMIS Encumbrance Reports</p>	<p>Ongoing/Weekly</p> <p>Annually</p>	<ul style="list-style-type: none"> <li>Encumbrance reports for the review period.</li> <li>Aggregate data on agency performance.</li> </ul>	<p>COMMENDABLE – The grantee meets the standard for required performance and:</p> <ul style="list-style-type: none"> <li>Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility.</li> <li>Routinely conducts managerial reviews of encumbrance levels.</li> </ul> <p>SATISFACTORY – The grantee meets the standard for required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet the standard for required performance. See F, Corrective Action Plan.</p>
<p>2. The grantee maximizes the use of funds to serve children on the wait list by reviewing and processing case actions for case and enrollment alerts within the timeframes established by OCD. (Cross reference D, 3 Caseload Management)</p>	<p>The grantee establishes and maintains procedures that support the requirement to maintain an error rate not in excess of 1% of the review sample for:</p> <ul style="list-style-type: none"> <li>No more than 30 days for children in pre-enrolled, authorized, or notified status.</li> <li>No more than 90 days for children in suspended status.</li> </ul>	<p>CCMIS Monitoring Guide issued November 2004.</p> <p>Email to CCISs</p> <ul style="list-style-type: none"> <li>7/05 RE: Obligated Funds</li> </ul>	<p>Review CCMIS Obligated Funds</p>	<p>Ongoing/Weekly</p> <p>Ongoing/Monthly</p> <p>Annually</p>	<ul style="list-style-type: none"> <li>Obligated Funds reports for the review period.</li> <li>All cases containing children in pre-enrolled, authorized, notified or suspended status.</li> <li>Ten percent of all cases containing children in pre-enrolled, authorized, or notified status during the review period, not to exceed 15 cases.</li> <li>Ten percent of all cases containing children in</li> </ul>	<p>COMMENDABLE – The grantee meets the standards for required performance without OCD intervention and:</p> <ul style="list-style-type: none"> <li>Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility.</li> <li>Routinely conducts managerial reviews of obligated funds.</li> </ul> <p>SATISFACTORY – The grantee meets the standards for required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet one or more of the standards for required performance. See F, Corrective Action Plan.</p>

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					suspended status during the review period, not to exceed 15 cases. <ul style="list-style-type: none"> <li>The sample will be randomly selected and will include cases from all caseloads.</li> </ul>	
3. The grantee maximizes the use of funds to serve children on the wait list by reviewing and processing case actions for provider invoices within the timeframes established by OCD. (Cross reference D,1 Caseload Management)	The grantee establishes and maintains procedures that support the requirement to maintain an error rate not in excess of 1% of the review sample for: <ul style="list-style-type: none"> <li>No more than 60 days for provider invoices in process.</li> </ul>	CCMIS Monitoring Guide issued November 2004.  Email to CCISs 7/05 RE: Obligated Funds	Review: <ul style="list-style-type: none"> <li>CCMIS Obligated Funds</li> <li>CCMIS Alerts</li> </ul>	Ongoing, Weekly  Monthly  Annually	Obligated Funds reports for the review period. <ul style="list-style-type: none"> <li>All alerts for providers with invoices in process.</li> <li>Ten percent of all alerts for providers with invoices in process during the review period, not to exceed 15 cases.</li> <li>The sample will be randomly selected and will include cases from all caseloads.</li> <li>Aggregate data on agency performance.</li> </ul>	COMMENDABLE – The grantee meets the standard for required performance without OCD intervention and: <ul style="list-style-type: none"> <li>Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility.</li> <li>Routinely conducts managerial reviews of obligated funds and alerts.</li> </ul> SATISFACTORY – The grantee meets the standard for required performance.  NEEDS IMPROVEMENT – The grantee does not meet the standard for required performance. See F, Corrective Action Plan.

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<p>4. The grantee timely and correctly reports monthly Family Services Support Expenditures in CCMIS within the timeframes established by OCD.</p>	<p>The grantee establishes and maintains procedures that support the requirement that recording and reporting of FSS expenditures for the prior calendar month no later than the 20<sup>th</sup> of the current calendar month in CCMIS with limited intervention from OCD, as defined by OCD, needed.</p>	<p>Email to CCISs: 10/05 RE: FSS Expenditures in CCMIS</p>	<p>Review:</p> <ul style="list-style-type: none"> <li>• CCMIS FSS Expenditures Report</li> <li>• OCD Reports</li> </ul>	<p>Ongoing/Monthly</p> <p>Annually</p>	<ul style="list-style-type: none"> <li>• FSS Expenditures reports for the review period.</li> <li>• Aggregate data on agency performance.</li> </ul>	<p>COMMENDABLE – The grantee meets the standards for required performance without OCD intervention <u>and</u>:</p> <ul style="list-style-type: none"> <li>• Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility.</li> <li>• Routinely conducts managerial reviews of FSS Expenditures.</li> </ul> <p>SATISFACTORY – The grantee meets the standards for required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet the standards for required performance. See F, Corrective Action Plan.</p>
<p>5. The grantee submits reports and other financial information as requested within the timeframes established by OCD.</p>	<p>The grantee establishes procedures that support the requirement that financial reports for the agency are submitted by the established deadline with limited intervention from OCD, as defined by OCD, needed. Reports include:</p> <ul style="list-style-type: none"> <li>• Budget Revisions</li> <li>• Re-Capture Report</li> <li>• Other data requests as identified by OCD</li> </ul>	<p>CCMIS Monitoring Guide issued November 2004.</p> <p>Emails to CCISs</p> <ul style="list-style-type: none"> <li>• RE: Budget Revisions</li> <li>• RE: Re-Cap</li> </ul>	<p>Review:</p> <ul style="list-style-type: none"> <li>• Grantee records</li> <li>• Budget revisions</li> <li>• OCD reports</li> <li>• Agency procedures and reports</li> </ul> <p>Interview agency director and staff.</p>	<p>Ongoing throughout the program year.</p>	<ul style="list-style-type: none"> <li>• Information from all available sources.</li> </ul>	<p>COMMENDABLE – The grantee meets the standards for required performance without OCD intervention <u>and</u>:</p> <ul style="list-style-type: none"> <li>• Maintains procedures that afford alternative coverage in the absence of staff with primary responsibility.</li> <li>• Routinely conducts managerial reviews of procedures for budget revisions, re-cap, and other financial reports.</li> </ul> <p>SATISFACTORY – The grantee meets the standards for required performance.</p> <p>NEEDS IMPROVEMENT – The grantee does not meet the standards for required performance. See F, Corrective Action Plan.</p>

**F. CORRECTIVE ACTION PLAN**Corrective Action Plan (CAP)

Within one month of the exit interview,

- The grantee will:
  - Establish and implement procedures, approved by OCD, to correct performance standard(s) rated "Needs Improvement".
  - Evaluate agency performance for the CAP period.
- OCD will:
  - Issue written notification to the parent agency and the grantee of the initiation of the CAP period.
  - Provide technical support.
  - Monitor grantee performance.

Within three months of the exit interview, if the standard(s) for required performance is not met,

- The grantee will:
  - Establish and implement revised procedures, approved by OCD, to correct performance standards rated "Needs Improvement".
  - Continue to evaluate agency performance for the extended CAP period.
- OCD will:
  - Extend the CAP period by three months.
  - Issue written notification to the parent agency and the grantee of the extension of the CAP period.
  - Continue to provide technical support.
  - Continue to monitor grantee performance.

Within six months of the exit interview, if the standard(s) for required performance is not met,

- The grantee will:
  - Establish and implement revised procedures, approved by OCD, to correct performance standards rated "Needs Improvement".
  - Continue to evaluate agency performance for the extended CAP period.
- OCD will:
  - Extend the CAP period by three months.
  - Issue written notification to the parent agency and the grantee of the extension of the CAP period.
  - Continue to provide technical support.
  - Continue to monitor grantee performance.
  - Evaluate imposing fiscal sanctions and/or continuing the grant.