

PERFORMANCE MONITORING

102.1 GENERAL POLICY & REGULATION

102.2 DEFINITIONS & ACRONYMS

102.3 GOALS & OBJECTIVES

102.4 COMPLIANCE STANDARDS MONITORING

102.4.1 Compliance Review Process

102.4.2 Compliance Plan of Correction (POC)

102.4.3 Compliance Monitoring Tool

102.5 OPERATIONAL OBJECTIVES MONITORING

102.5.1 Customer Service Objectives

102.5.2 Caseload Management Objectives

102.5.3 Administrative Management Objectives

102.5.4 Operational Review Process

102.5.5 Operational POC

102.5.6 Operations Monitoring Tool

102.5.7 Operational Monitoring Grid

102.6 UPDATED INFORMATION & ADDITIONAL RESOURCES

102.6.1 Announcements

102.6.2 Updates

102.6.3 Communiqués

102.6.4 Additional Resources

102.7 TRAINING GUIDE

102.7.1 Goals

102.7.2 Objectives

102.7.3 Section Checkpoint Questions

102.7.3.1 Questions – 102.1 – General Policy & Regulation

102.7.3.2 Questions – 102.4 – Compliance Standards Monitoring

102.7.3.3 Questions – 102.4.1 – Compliance Review Process

102.7.3.4 Questions – 102.4.2 – Compliance POC

102.7.3.5 Questions – 102.4.3 – Compliance Monitoring Tool

102.7.3.6 Questions – 102.5 – Operational Objectives Monitoring

102.7.3.7 Questions – 102.5.1 – Customer Service Objectives

102.7.3.8 Questions – 102.5.2 – Caseload Management Objectives

102.7.3.9 Questions – 102.5.3 – Administrative Management Objectives

102.7.3.10 Questions – 102.5.4 – Operational Review Process

102.7.3.11 Questions – 102.5.5 – Operational POC

PERFORMANCE MONITORING

	102.7.3.12	Questions – 102.5.6 –Operations Monitoring Tool
102.7.4		Section Checkpoint Answers
	102.7.4.1	Answers – 102.1 – General Policy & Regulation
	102.7.4.2	Answers – 102.4 –Compliance Standards Monitoring
	102.7.4.3	Answers – 102.4.1 –Compliance Review Process
	102.7.4.4	Answers – 102.4.2 –Compliance POC
	102.7.4.5	Answers – 102.4.3 –Compliance Monitoring Tool
	102.7.4.6	Answers – 102.5 –Operational Objectives Monitoring
	102.7.4.7	Answers – 102.5.1 –Customer Service Objectives
	102.7.4.8	Answers – 102.5.2 –Caseload Management Objectives
	102.7.4.9	Answers – 102.5.3 –Administrative Management Objectives
	102.7.4.10	Answers – 102.5.4 –Operational Review Process
	102.7.4.11	Answers – 102.5.5 –Operational POC
	102.7.4.12	Answers – 102.5.6 –Operations Monitoring Tool

CCIS PERFORMANCE MONITORING

102.1 GENERAL POLICY & REGULATION

The Office of Child Development and Early Learning (OCDEL), the Bureau of Subsidized Child Care Services has established Performance Standards and Objectives for the Child Care Information Services (CCIS) agencies. Performance standards and objectives were created by OCDEL to outline the expectations for the CCIS agencies to adhere to the regulations, policy and procedures associated with managing the subsidized child care program. The Performance Standards and Objectives are based on the Child Care Bureau (CCB) of the Federal Administration for Children and Families requirements of the Improper Payments Information Act of 2002 and Pennsylvania's Regulations and Policies.

There are two areas of Performance Monitoring; Compliance Standards and Operational Objectives. Each area is monitored by the CCIS agency's respective OCDEL Subsidy Coordinator throughout each program year. Ratings are determined through various review methods which include on-site case reviews, staff interviews, system monitoring of data and reports in Pennsylvania's Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW), ongoing interaction with the CCIS agencies and information obtained through other OCDEL and the Department of Public Welfare (DPW) resources.

[Return to Table of Contents](#)

[See Manual Section "102.7.3.1 – Questions – 102.1 – General Policy & Regulation"](#)

102.2 DEFINITIONS AND ACRONYMS

See manual section "[101 – Definitions and Acronyms](#)" for a complete, alphabetical listing of definitions and an alphabetical table of acronyms.

[Return to Table of Contents](#)

102.3 GOALS & OBJECTIVES

See Manual Section "[102.7.1 – Goals](#)" and Manual Section "[102.7.2 – Objectives](#)"

[Return to Table of Contents](#)

CCIS PERFORMANCE MONITORING

102.4 COMPLIANCE STANDARDS MONITORING

There are twelve Performance Standards for Compliance for the CCIS agencies to follow when assessing and determining eligibility for the Subsidized Child Care Program. They are:

1. Timeliness
2. Priority Groups
3. Parent/Caretaker (p/c) Requirements
4. Residence
5. Work/Education/Training Guidelines
6. Child Age/Citizenship
7. Hours of Care
8. Eligible Provider
9. Provider Requirements
10. Income Calculations
11. Meets FPIG Guidelines
12. Subsidy Payments

The Compliance Standards are monitored through on-site case reviews at each of the CCIS agencies by the OCDEL Subsidy Coordinator. Each standard addresses the key areas of case reviews and incorporates the Federal Improper Payment Review requirements into its process. The Federal Improper Payment Review is conducted on a three year cycle beginning with FY 2007/2008.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.2 – Questions – 102.4 – Compliance Standards Monitoring”](#)

102.4.1 Compliance Review Process

The following are the compliance review process criteria:

1. The number of compliance case reviews will be a total of 10 cases per CCIS grantee with the exception of the Philadelphia agencies and Allegheny North/South where 20 cases per site will be reviewed.

NOTE: The total number of review cases may change to meet the needs of the program.

2. The identified cases for review will be from the prior fiscal year beginning in October and concluding the following September.

CCIS PERFORMANCE MONITORING

3. The compliance review cases will be identified by using the Federal Improper Payment Review sample process.
4. The respective Subsidy Coordinator will conduct reviews throughout the current fiscal year.
5. A compliance monitoring tool will be used to record the results of the compliance case reviews.
- 6. The ratings for the Compliance Performance Standards will be:**
 - a. Needs Improvement**
 - b. Meets Standard**
7. The overall ratings for compliance will be determined based on the number of standards (review elements), not the number of cases, marked wrong.
8. The total number of standards or review elements marked wrong across all standards/elements will be translated into a percentage, with the over-all ratings for compliance being assigned as follows:
 - a. Greater than 10% marked wrong = Needs Improvement**
 - b. 10% or less marked wrong = Meets Standard**

[Return to Table of Contents](#)

[See Manual Section “102.7.3.3 – Questions – 102.4.1 – Compliance Review Process”](#)

102.4.2 Compliance Plan of Correction (POC)

Compliance Standards that result in a “Needs Improvement” will be subject to a **POC** which will be completed with the CCIS agency after the Subsidy Coordinator completes the on-site review. The POC will identify steps that the CCIS must take in order to bring the CCIS agency into compliance with any identified standard.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.4 – Questions – 102.4.2 – Compliance Plan of Correction \(POC\)”](#)

CCIS PERFORMANCE MONITORING

102.4.3 Compliance Monitoring Tool

The **Compliance Monitoring Tool** is an Excel spreadsheet specifically developed for Subsidy Coordinators to document the results of the case reviews. The **Compliance Monitoring Tool** has formulas in place that will provide an objective rating for each CCIS agency based on the Subsidy Coordinators assessment of case files and entry into the spreadsheet.

The CCIS agencies should use the **Compliance Monitoring Tool** for its own internal review of cases to ensure adherence to the Compliance Performance Standards.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.5 – Questions – 102.4.3 – Compliance Monitoring Tool”](#)

102.5 OPERATIONAL OBJECTIVES MONITORING

The Performance Objectives for Operations consists of three areas with eight specific standards for the CCIS agencies to follow for the implementation of the Subsidized Child Care Program in its respective county. The three areas are as follows:

1. **Customer Service Objectives** consist of two objectives that encompass all customer service and Resource and Referral (R&R) services that the CCIS agency provides to the public.
 - a. Provides comprehensive information on all agency services, provides a timely response to all inquiries, and resolves complaints in a timely and professional manner.
 - b. Provides comprehensive and consistent parent education, information and R&R services.
2. **Caseload Management Objectives** consist of three objectives which include all functions that the CCIS completes regarding caseload management of its agency.
 - a. Processes case actions for suspended and authorized cases within established timeframes.
 - b. Processes case actions for redeterminations within established timeframes.
 - c. Processes and manages information in inboxes and update boxes within established timeframes.
3. **Administrative Management Objectives** consist of three objectives which include all functions that the CCIS completes regarding the financial and administrative management of its agency.
 - a. Manages service allocations to maximize expenditures, available funds and encumbrances.

CCIS PERFORMANCE MONITORING

- b. Timely and accurately manages Family Support Services (FSS) expenditures.
- c. Timely and accurately submits reports and other requested information.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.6 – Questions – 102.5 – Operational Objectives Monitoring”](#)

102.5.1 Customer Service Objectives

The Subsidy Coordinator will document **ALL** legislative inquiries, OCDNET (OCDEL’s email inbox to receive messages from the public via DPW’s website) and CCW Helpline issues that are significant to the overall performance of the CCIS agency. If the Subsidy Coordinator receives an inquiry from a p/c, provider, legislator, an OCDNET or the CCW Helpline regarding a specific CCIS, the Subsidy Coordinator will investigate and document the event and final result on an **Operations Monitoring Tool** under the appropriate Performance Objectives Worksheet (i.e., Customer Service 1 TAB or Customer Service 2 TAB).

The Subsidy Coordinator may utilize an informal staff questionnaire to obtain agency information on how the CCIS performs providing customer services to the public and evaluate if its performance meets OCDEL’s expectations.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.7 – Questions – 102.5.1 – Customer Service Standards”](#)

102.5.2 Caseload Management Objectives

The caseload management objectives include three areas of review; obligated funds, redeterminations, and the PELICAN CCW inboxes.

The Subsidy Coordinator will review their respective CCIS agency’s obligated funds either through searching the Obligated Funds Summary or the Enrollment Status Report RE 318.

The Subsidy Coordinator will determine if any case is in suspended or authorized status beyond the acceptable OCDEL timeframes; 43 days for authorized cases and 103 days for suspended cases (timeframes include the Adverse Action period). If a case is beyond the acceptable timeframes, the Subsidy Coordinator will review PELICAN CCW to determine if the appropriate action is being taken by the CCIS. If there appears to be no action on the case, the Subsidy Coordinator will reach out to the CCIS for an explanation as to why the case is in the status beyond the appropriate timeframe.

CCIS PERFORMANCE MONITORING

The Subsidy Coordinator will document all cases that were beyond the acceptable timeframes without an appropriate explanation that impacts the overall performance of the CCIS agency. Appropriate explanations include waiting for a named R/N provider to complete FBI clearances, system issues with an associated Program Change Request (PCR) awaiting implementation, appeal cases and other non-worker error reasons. The Subsidy Coordinator will document the cases in an **Operations Monitoring Tool** under the appropriate Performance Objectives Worksheet (i.e., Caseload Management Objective 1 TAB).

The Subsidy Coordinator will review redeterminations to ensure case actions for the redeterminations are processed within the timeframes established by OCDEL. Sources of review include monthly searches of the Redetermination Inbox, monthly generation of the RE501 Redetermination Due Report, and a cumulative redetermination report from the Data Warehouse.

The Subsidy Coordinator will also review PELICAN CCW inboxes to ensure information is processed within the timeframes established by OCDEL. Sources of review include at least quarterly reviews of the CIS Inbox, CIS Update Inbox, and Application Inbox.

For more information on processing applications and redeterminations, please see manual section “404 – Low Income.”

For more information on managing the CIS Inbox and Update Inbox, please see manual section “400 – TANF.”

The Subsidy Coordinator will use the Operations Monitoring Tool to document all redeterminations, applications, and updates that were processed beyond acceptable timeframes.

The Subsidy Coordinator may utilize an informal staff questionnaire to obtain agency information on how the CCIS performs managing caseloads and evaluate if its performance meets OCDEL’s expectations.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.8 – Questions – 102.5.2 – Caseload Management Objectives”](#)

102.5.3 Administrative Management Objectives

The Subsidy Coordinators will monitor each of their respective CCIS agencies’ management of its service allocations through PELICAN CCW encumbrance reports or real time review of encumbrances, waiting lists through the Enrollment/Attrition Report (RE302) and pending invoice search or the Pending Invoice Report (RE 704).

The Encumbrance/Attrition Report (302) is the report that the Subsidy Coordinator will request to review their respective agencies’

CCIS PERFORMANCE MONITORING

encumbrances, overbooking and balances for each funding stream. This report gives encumbrances for the day the report was requested.

The Subsidy Coordinator should conduct pending invoice searches through PELICAN CCW or through the Pending Invoice Report (RE704) to identify provider attendance invoices that are in the “Need Invoice,” “Have Invoice” and “Calculated” status that are outstanding for more than 60 days beyond the service period.

The Subsidy Coordinators may utilize the informal staff questionnaire to obtain agency information on how the CCIS performs managing service allocations and evaluate if its performance meets OCDEL’s expectations.

The Subsidy Coordinator will monitor each of their respective CCIS agencies’ FSS expenditures through PELICAN CCW FSS screens, through the submission of Budget Revisions and Budget Reviews.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.9 – Questions – 102.5.3 – Administrative Management Objectives](#)

102.5.4 Operational Review Process

The following are the operational review process criteria:

1. The Subsidy Coordinators will monitor their respective CCIS agencies throughout the fiscal year. The Subsidy Coordinator will utilize the information set forth in [Manual Section “102.5.7 – Operational Monitoring Grid](#) to evaluate their agencies.
2. An Operations Monitoring Tool will be used to record the results of monitoring throughout the year.
3. The ratings for the Operational Performance Objectives will be “Needs Improvement” and “Meets Objective.”

[Return to Table of Contents](#)

[See Manual Section “102.7.3.10 – Questions – 102.5.4 – Operational Review Process”](#)

102.5.5 Operational POC

Operational Objectives that result in a “Needs Improvement” will be subject to a POC. A POC for an operational objective may be developed at any time during the monitoring year or after the review period. The POC will identify steps that the CCIS needs to take in order to bring the CCIS agency into compliance with any identified objective.

CCIS PERFORMANCE MONITORING

[Return to Table of Contents](#)

[See Manual Section “102.7.3.11 – Questions – 102.5.5 – Operational POC”](#)

102.5.6 Operations Monitoring Tool

The **Operations Monitoring Tool** is the instrument developed for Subsidy Coordinators to document areas of concern and the results of their ongoing monitoring.

The CCIS should use the information set forth in **Manual Section “102.5.7 – Operational Monitoring Grid** to develop an internal plan to self-monitor its agency to ensure adherence to the Operational Performance Objectives. CCIS agencies can utilize the **Operations Monitoring Tool** to document its own findings and be prepared to respond to any inquiries.

[Return to Table of Contents](#)

[See Manual Section “102.7.3.12 – Questions – 102.5.6 – Operations Monitoring Tool”](#)

PERFORMANCE MONITORING

102.5.7 Operational Monitoring Grid

The following Monitoring Grid outlines the reports, data elements and frequencies for monitoring that the Subsidy Coordinators will observe.

Performance Objective	Report/Search	Frequency
Customer Service Objective 1 & 2 <ul style="list-style-type: none"> Monitor R&R activity in PELICAN 	RE 809 – Resource and Referral Summary Report	Semi-Annually
Caseload Management Objective 1 <ul style="list-style-type: none"> Monitor cases in suspended status more than 90 days without Adverse Actions Monitor cases in authorized status more than 30 days without Adverse Actions 	Obligated Funds Search and/or Enrollment Status Report RE 318	Monthly
Caseload Management Objective 2 <ul style="list-style-type: none"> Monitor redetermination cases that are past due without Adverse Actions 	Rede Due Report RE 501	Monthly – 16 th
	Rede Data Warehouse Report (Coordinator only report)	Monthly – 20 th
	Rede Inbox Search	Monthly
Caseload Management Objective 3 <ul style="list-style-type: none"> Monitor the CIS Inboxes, the Update boxes and the Application Inboxes to ensure timely processing 	CIS Inbox Search	Quarterly or as deemed necessary
	CIS Update Box Search	Quarterly or as deemed necessary
	Application Inbox Search	Quarterly or as deemed necessary
Administrative Management Objective 1 <ul style="list-style-type: none"> Monitor the waiting lists, encumbrances and provider invoices to ensure maximum use of service allocations as prescribed by OCDEL 	Enrollment/Attrition Management Report RE 302	As deemed necessary
	Encumbrance Report RE 101	Monthly
	Pending Invoice Search	Monthly
	Pending Invoice Search Report RE 704	Monthly
Administrative Management Objective 2 <ul style="list-style-type: none"> Monitor the utilization and expenditures of the Family Support Services allocations as prescribed by OCDEL 	FSS Expenditure Screen	Quarterly
	Budget Revisions	Per Budget Revision
	Budget Review Tool	Annually or as deemed necessary
	Grant Review Tool	Annually or as deemed necessary

[Return to Table of Contents](#)

PERFORMANCE MONITORING

102.6 UPDATED INFORMATION & ADDITIONAL RESOURCES

This section contains a listing of updated information distributed following issuance of this manual section via Announcements, Updates and Communiqués, as well as additional resources available to the CCIS.

102.6.1 Announcements

DATE ISSUED	ANNOUNCEMENT NUMBER	TITLE

[Return to Table of Contents](#)

PERFORMANCE MONITORING

102.6.2 Updates

DATE ISSUED	UPDATE NUMBER	TITLE

[Return to Table of Contents](#)

PERFORMANCE MONITORING

102.7 TRAINING GUIDE

This section contains information pertinent to training the CCIS Performance Monitoring Manual Section. The following subsections contain the goals and objectives of the manual section, as well as helpful question and answer checkpoints.

102.7.1 Goals

The information in this section contains the goals with regard to compliance with performance standards and objectives monitoring. The following are the goals of this manual section:

1. To understand, as well as efficiently and effectively train CCIS staff regarding the performance standards and objectives monitoring process.
2. To increase the level of compliance with performance standards and objectives monitoring.

[Return to Manual Section “102. 3 – Goals & Objectives”](#)

102.7.2 Objectives

The information in this section contains the objectives with regard to compliance with Performance Standards and Objectives Monitoring. The following are the objectives of this manual section:

1. To list the two areas of Performance Monitoring.
2. To list the twelve Compliance Performance Standards.
3. To understand, as well as efficiently and effectively train CCIS staff regarding the compliance review process.
4. To understand and effectively explain the compliance monitoring tools to CCIS staff how they relate to levels of compliance with performance standards monitoring.
5. To describe the criteria associated with the “Customer Service,” “Caseload Management” and “Administrative Management” Objectives.
6. To comply with any Plan of Correction established by the Subsidy Coordinator.

[Return to Manual Section “102. 3 – Goals & Objectives”](#)

[Return to Manual Section “102.4 – Compliance Standards Monitoring”](#)

PERFORMANCE MONITORING

102.7.3 Section Checkpoint Questions

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services developed the following questions as a checkpoint to ensure comprehension of the information presented within this manual section. Upon review of the information within this section, CCIS staff should be able to answer all of the questions listed below.

102.7.3.1 Questions – 102.1 – General Policy & Regulation

1. TRUE or FALSE. Performance standards and objectives were created by OCDEL to outline the expectations for the CCIS agencies to adhere to the regulations, policy and procedures associated with managing the subsidized child care program.

2. List the two areas of Performance Monitoring.
 - _____
 - _____

3. Ratings are determined through various review methods which include which of the following?
 - a. On-site case reviews
 - b. Staff interviews
 - c. System monitoring of data and reports in PELICAN CCW
 - d. Ongoing interaction with the CCIS
 - e. Information obtained through other OCDEL and DPW resources
 - f. All of the above

[Return to Table of Contents](#)

[Return to Manual Section “102.1 – General Policy & Regulation”](#)

[See Answers](#)

PERFORMANCE MONITORING

102.7.3.2 Questions– 102.4 – Compliance Standards Monitoring

4. Which of the following are included in the twelve Performance Standards for Compliance?
 - a. Timeliness
 - b. Priority Groups
 - c. P/C Requirements
 - d. Residence
 - e. Work/Education/Training Guidelines
 - f. Child Age/Citizenship
 - g. Hours of Care
 - h. Eligible Provider
 - i. Provider Requirements
 - j. Income Calculations
 - k. Meets FPIG Guidelines
 - l. Subsidy Payments
 - m. Enrollment Funding Program Mapping
 - n. All of the above.
 - o. (a) through (l) above.

[**Return to Table of Contents**](#)

[**Return to Manual Section “102.4 – Compliance Standards Monitoring”**](#)

[**See Answers**](#)

PERFORMANCE MONITORING

102.7.3.3 Questions– 102.4.1 – Compliance Review Process

5. TRUE or FALSE. The number of compliance case reviews will be a total of 10 cases per CCIS grantee.

6. **TRUE or FALSE. The ratings for the compliance standards are Meets Standard and Needs Improvement.**

7. TRUE or FALSE. The overall ratings for compliance will be determined based on the number of cases marked wrong.

8. Match the appropriate percentage with the associated rating.

Percentage Marked Wrong	Rating
0 – 10 %	Needs Improvement
>10%	Meets Standard

[Return to Table of Contents](#)

[Return to Manual Section “102.4.1 – Compliance Review Process”](#)

[See Answers](#)

PERFORMANCE MONITORING

102.7.3.4 Questions– 102.4.2 – Compliance Plan of Correction (POC)

9. TRUE or FALSE. Compliance Standards that result in a “Needs Improvement” will be subject to a POC which will be completed with the CCIS agency after the Subsidy Coordinator completes the on-site review.

10. TRUE or FALSE. The POC will identify steps that the CCIS must take in order to bring the CCIS agency into compliance with any identified standard.

[Return to Table of Contents](#)

[Return to Manual Section “102.4.2 – Compliance POC”](#)

[See Answers](#)

102.7.3.5 Questions– 102.4.3 – Compliance Monitoring Tool

11. TRUE or FALSE. The CCIS agencies should use the Compliance Monitoring Tool for its own internal reviews of cases to ensure adherence to the Compliance Performance Standards.

[Return to Table of Contents](#)

[Return to Manual Section “102.4.3 – Compliance Monitoring Tool”](#)

[See Answers](#)

PERFORMANCE MONITORING

102.7.3.6 Questions– 102.5 – Operational Objectives Monitoring

12. The Performance Objectives for Operations consist of three areas with how many standards?

13. Which of the following are considered a Customer Service Objective?

- a. Provides comprehensive information on all agency services, timely inquiries and resolves complaints.
- b. Provides comprehensive and consistent parent education, information and R&R services.
- c. None of the above
- d. (a) and (b) above

14. “Processes and manages information in inboxes and update inboxes within established timeframes” is considered which type of Operational Objective?

- a. Administrative Management
- b. Customer Service
- c. Caseload Management

15. TRUE or FALSE. “Timely and accurately submits reports and other requested information” is considered an Administrative Management Objective.

[Return to Table of Contents](#)

PERFORMANCE MONITORING

[Return to Manual Section “102.5 – Operational Objectives Monitoring”](#)

[See Answers](#)

102.7.3.7 Questions– 102.5.1 – Customer Service Objectives

16. TRUE or FALSE. If the Subsidy Coordinator receives an inquiry from a p/c, provider, legislator, an OCDNET or the CCW Helpline regarding a specific CCIS, the Subsidy Coordinator will investigate and document the event and final result on the Operational Monitoring Tool under the appropriate Performance Objectives Worksheet.

[Return to Table of Contents](#)

[Return to Manual Section “102.5.1 – Customer Service Objectives”](#)

[See Answers](#)

102.7.3.8 Questions– 102.5.2 – Caseload Management Objectives

17. TRUE or FALSE. The Subsidy Coordinator will document all cases that were beyond the acceptable timeframes without an appropriate explanation that impacts the overall performance of the CCIS agency.

18. What will the Subsidy Coordinator utilize to obtain agency information on how the CCIS performs managing caseloads and evaluate if its performance meets OCDEL’s expectations?

PERFORMANCE MONITORING

[Return to Table of Contents](#)

[Return to Manual Section “102.5.2 – Caseload Management Objectives”](#)

[See Answers](#)

102.7.3.9 Questions– 102.5.3 – Administrative Management Objectives

19. TRUE or FALSE. The Subsidy Coordinator will monitor each of their respective CCIS agencies’ FSS expenditures through PELICAN CCW FSS screens, through the submission of Budget Revisions and Budget Reviews.

[Return to Table of Contents](#)

[Return to Manual Section “102.5.3 – Administrative Management Objectives”](#)

[See Answers](#)

102.7.3.10 Questions– 102.5.4 – Operational Review Process

20. TRUE or FALSE. An Operations Monitoring Tool will be used to record the results of monitoring throughout the year.

[Return to Table of Contents](#)

[Return to Manual Section “102.5.4 – Operational Review Process”](#)

[See Answers](#)

PERFORMANCE MONITORING

102.7.3.11 Questions– 102.5.5 – Operational POC

21. TRUE or FALSE. Operational objectives that result in a “Needs Improvement” will be subject to a POC, which will be completed with the CCIS agency after the review year or as deemed necessary.

[Return to Table of Contents](#)

[Return to Manual Section “102.5.5 – Operational POC”](#)

[See Answers](#)

102.7.3.12 Questions– 102.5.6 – Operations Monitoring Tool

22. TRUE or FALSE. The CCIS should use the information set forth in the Operational Monitoring Grid to develop an internal plan to self-monitor its agency to ensure adherence to the Operational Performance Objectives.

[Return to Table of Contents](#)

[Return to Manual Section “102.5.6 – Operations Monitoring Tool”](#)

[See Answers](#)

PERFORMANCE MONITORING

102.7.4 Section Checkpoint Answers

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services provided the answers to all of the questions asked in Manual Section “102.7.3 – Section Checkpoint Questions.”

102.7.4.1 Answers – 102.1 – General Policy & Regulation

1. TRUE
2. Compliance Standards and Operational Objectives
3. f. – All of the above

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.1 – General Policy & Regulation”](#)

[Return to Manual Section “102.2 – Definitions & Acronyms”](#)

102.7.4.2 Answers – 102.4 – Compliance Standards Monitoring

4. o. – (a) through (l) above

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.4 – Compliance Standards Monitoring”](#)

[Return to Manual Section “102.4.1 – Compliance Review Process”](#)

PERFORMANCE MONITORING

102.7.4.3 Answers – 102.4.1 – Compliance Review Process

5. TRUE

6. TRUE

7. FALSE. The overall ratings will be determined based on the number of standards, not cases, marked wrong.

8. See below

Percentage Marked Wrong	Rating
0 – 10 %	Needs Improvement
>10%	Meets Standard

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.4.1 – Compliance Review Process”](#)

[Return to Manual Section “102.4.2 – Compliance POC”](#)

102.7.4.4 Answers – 102.4.2 – Compliance POC

9. TRUE

10. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

PERFORMANCE MONITORING

[Return to Manual Section “102.4.2 – Compliance POC”](#)

[Return to Manual Section “102.4.3 – Compliance Monitoring Tool”](#)

102.7.4.5 Answers – 102.4.3 – Compliance Monitoring Tool

11. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.4.3 – Compliance Monitoring Tool”](#)

[Return to Manual Section “102.5 – Operational Objectives Monitoring”](#)

102.7.4.6 Answers – 102.5 – Operational Objectives Monitoring

12. 8

13. d. – (a) and (b) above

14. c. – Caseload Management

15. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

PERFORMANCE MONITORING

[Return to Manual Section “102.5 – Operational Objectives Monitoring”](#)

[Return to Manual Section “102.5.1 – Customer Service Objectives”](#)

102.7.4.7 Answers – 102.5.1 – Customer Service Objectives

16. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.5.1 – Customer Service Objectives”](#)

[Return to Manual Section “102.5.2 – Caseload Management Objectives”](#)

102.7.4.8 Answers – 102.5.2 – Caseload Management Objectives

17. TRUE

18. Informal Staff Questionnaire

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.5.2 – Caseload Management Objectives”](#)

[Return to Manual Section “102.5.3 – Administrative Management Objectives”](#)

PERFORMANCE MONITORING

102.7.4.9 Answers – 102.5.3 – Administrative Management Objectives

19. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.5.3 – Administrative Management Objectives”](#)

[Return to Manual Section “102.5.4 –Operational Review Process”](#)

102.7.4.10 Answers – 102.5.4 – Operational Review Process

20. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.5.4 – Operational Review Process”](#)

[Return to Manual Section “102.5.5 –Operational POC”](#)

102.7.4.11 Answers – 102.5.5 – Operational POC

21. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

PERFORMANCE MONITORING

[Return to Manual Section “102.5.5 – Operational POC”](#)

[Return to Manual Section “102.5.6 –Operations Monitoring Tool”](#)

102.7.4.12 Answers – 102.5.6 – Operations Monitoring Tool

22. TRUE

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “102.5.6 – Operations Monitoring Tool”](#)

[Return to Manual Section “102.5.7 –Operational Monitoring Grid”](#)