

MONITORING SUMMARY

CCIS: _____
 Rating Review Period: _____

Date Completed: _____

Compliance Cases to Review		Caseload Provider Invoices to Review	
Total Active # of Cases:		Total Active # of Invoices:	
Cases to Review:	20	Invoices to Review:	5
Total # of Caseload Employees:		Total # of Fiscal Employees:	
Cases to Review per Employee:	#DIV/0!	Invoices to Review per Employee:	#DIV/0!

Compliance Eligibility Review Results	
Total Number of Cases Reviewed:	0
Number of Cases marked "NO":	0
Error Rate:	#DIV/0!

Primary Area Rating Results			
Customer Service Standard 1:		Funds Management Standard 1:	
Customer Service Standard 2:		Funds Management Standard 2:	
Customer Service Standard 3:		Funds Management Standard 3:	
Customer Service Standard 4:		Funds Management Standard 4:	
Customer Service Standard 5:		Funds Management Standard 5:	
Resource and Referral Standard 1:		Caseload Management Standard 1:	
Resource and Referral Standard 2:		Caseload Management Standard 2:	
Compliance Standard 1:		Total Primary Area Ratings	
Compliance Standard 2:		Customer Service	Needs Improvement
Compliance Standard 3:		Resource and Referral	Needs Improvement
Compliance Standard 4:		Compliance	Needs Improvement
Compliance Standard 5:		Funds Management	Needs Improvement
Compliance Standard 6:		Caseload Management	Needs Improvement
Compliance Standard 7:			
		OVERALL AGENCY RATING:	Needs Improvement

APPLICATION WORKSHEET

Review Period: _____ 0 _____

CCIS: 0

CCMIS County/Record NO:

APPLICATION DATA						
#1	What date was the Application received and date/stamped?					
#2	Was the application date entered into CCMIS correctly?					
#3	Did the App., upon receipt, have all necessary information to verify eligibility? IF YES, GO TO #10					
MISSING INFO						
#4	If NO, Was a Missing Info Letter sent to parent/caretaker?					
#5	What date was the missing info letter sent and entered into CCMIS?					
#6	Was the Missing Verification received timely? IF NO, GO TO #8					
#7	If YES, what date was the missing information received? GO TO #10					
#8	If NO, was the case found ineligible within 30 days of Application received date? IF NO, GO TO #9					
#9	Was the Ineligible Confirmation Notice sent & entered into CCMIS correctly & timely? GO TO #48					
FAMILY COMPOSITION						
#10	Was the family size and composition determined correctly?					
#11	Was the family size and composition entered into CCMIS correctly?					
EARNED INCOME						
#12	What kind of Earned Income is reported for this family? IF EXCEPT, WAS CHOSEN, GO TO #13					
#13	Was only the appropriate countable income used in determining eligibility?					
#14	Was the Earned Income calculated correctly?					
#15	Was the income information entered into CCMIS correctly?					
#16	What type of Verification was used to verify Earned Income?					
#17	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?					
#18	If Employer Form or Pay Verification used, was the information entered into CCMIS correctly?					
#19	If Collateral Contact used, was contact documented in CCMIS case comments?					
PROSPECTIVE EMPLOYMENT						
#20	Was the Earned Income based on Prospective Employment? IF NO, GO TO #13					
#21	If YES, did the P/C submit actual pay verification within 10 days of receipt of income?					
#22	Was the prospective employment income entered into CCMIS correctly?					
OTHER INCOME						
#23	Is there "Other Income" reported for this case? IF NO, GO TO #31					
#24	If YES, What kind of "Other Income" is reported for this family?					
#25	If YES, What type of Verification was used to verify Other Income?					
#26	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?					
#27	If Written Verif. was used to verify "other income" was the income entered into CCMIS correctly?					
#28	If Collateral Contact used, was contact documented in CCMIS case comments?					
#29	Was "Other Income" calculated correctly?					
#30	Was "Other Income" information entered into CCMIS correctly?					
DEDUCTIONS						
#31	Does the P/C have any applicable deductions? IF NO, GO TO #35					
#32	What type of deduction was reported?					
#33	If YES, Were the deductions calculated correctly?					
#34	If YES, Were the deductions entered into CCMIS correctly?					

APPLICATION WORKSHEET

Review Period: 0

CCIS: 0

		CCMIS County/Record NO:				
TRAINING/EDUCATION						
#35	Does the P/C participate in a training or education program? IF NO, GO TO #38					
#36	If YES, Was appropriate verification in file?					
#37	If YES, Was the training or education information entered into CCMIS correctly?					
PARENT/CARETAKER DISABILITY						
#38	Is there a disabled P/C in the family? IF NO, GO TO #41					
#39	If YES, was verification in file that indicates inability to work and care for children					
#40	Is the inability to work entered into CCMIS correctly?					
WORK REQUIREMENT						
#41	Did the family meet the work/training requirement of 20 hours?					
FACE TO FACE						
#42	What date was the Face to Face completed? IF NO FACE TO FACE COMPLETED, GO TO #46					
#43	Was this date entered into CCMIS correctly?					
#44	Did the Face to Face occur within 30 days of P/C being notified? IF YES, GO TO #46					
#45	If NO, Did the parent claim hardship and given an additional 30 days to complete face to face?					
CO-PAY						
#46	Was the Co-pay determined correctly based on the eligibility information?					
#47	Was the Co-pay correctly assessed and entered into CCMIS accurately					
ELIGIBILITY RUN						
#48	What date was eligibility run in CCMIS?					
FINAL RESULTS - DO NOT ENTER BELOW THIS LINE- AUTOMATIC CALCULATIONS						
#49	Was eligibility determined correctly?					
#50	Was Application Processed Timely?					
#51	Were all verification requirements used in the Application process correctly?					
#52	Was the family size and composition determined correctly for the Application process?					
#53	Was income calculated correctly in the Application process?					
#54	Was the work requirement correctly evaluated for the Application process?					

RE-DETERMINATION WORKSHEET

Review Period: _____ 0 _____

CCIS: 0

CCMIS County/Record NO:					
RE-DETERMINATION DATA					
#1	What date was the Re-determination due?				
#2	What date was the Re-determination received & date/stamped? LEAVE BLANK IF NOT REC'D				
#3	Was the Re-determination received by the due date? IF YES, GO TO # 6				
#4	If NO, was an AA sent to the parent on the day after the re-de was due?				
#5	Was re-de information received before AA expired? IF NO, GO TO #48				
#6	Did the Re-de form, upon receipt, have any changes indicated on the form? IF YES, GO TO # 8				
#7	If No, did the P/C submit pay verification with Re-de? IF NO, GO TO #9 IF YES, GO TO #14				
#8	Did the P/C submit verification for all identified changes or pay verification? IF YES, GO TO #14				
MISSING INFO					
#9	If NO, Was a Missing Info Letter sent to the P/C?				
#10	Was the Missing Verification received by the re-de due date?				
#11	If YES, what date was the missing information received?				
#12	If NO, was an AA sent to the P/C on the day after the re-de was due?				
#13	Was the missing information received before AA expired? IF NO, GO TO #48 IF YES, GO TO #14				
FAMILY COMPOSITION					
#14	Was the family size and composition determined correctly?				
#15	Was the family size and composition entered into CCMIS correctly?				
EARNED INCOME					
#16	What kind of Earned Income is reported for this family? IF EX- WAS CHOSEN, GO TO # 17				
#17	Was only the appropriate countable income used in determining eligibility?				
#18	Was the Earned Income calculated correctly?				
#19	Was the income information entered into CCMIS correctly?				
#20	What type of Verification was used to verify Earned Income?				
#21	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?				
#22	If Employer Form or Pay Verification used was the income entered into CCMIS correctly?				
#23	If Collateral Contact used, was contact documented in CCMIS case comments?				
PROSPECTIVE EMPLOYMENT					
#24	Was the Earned Income based on Prospective Employment? IF NO, GO TO # 27				
#25	If YES, did the P/C submit actual pay verification within 10 days of receipt of income?				
#26	Was the prospective employment entered into CCMIS correctly?				
OTHER INCOME					
#27	Is there "Other Income" reported for this case? IF NO, GO TO #35				
#28	If YES, What kind of "Other Income" is reported for this family?				
#29	If YES, What type of Verification was used to verify Other Income?				
#30	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?				
#31	If Written Verification was used to verify "other income" was the income entered into CCMIS				
#32	If Collateral Contact used, was contact documented in CCMIS case comments?				
#33	Was "Other Income" calculated correctly?				
#34	Was "Other Income" entered into CCMIS correctly?				
DEDUCTIONS					
#35	Does the P/C have any applicable deductions? IF NO, GO TO #39				
#36	If YES, what type of deduction was reported?				
#37	If Yes, were the deductions calculated correctly?				
#38	If Yes, were the deductions entered into CCMIS correctly?				

RE-DETERMINATION WORKSHEET

Review Period: _____ 0 _____

CCIS: 0

		CCMIS County/Record NO:				
TRAINING/EDUCATION						
#39	Does the P/C participate in a training or education program? IF NO, GO TO #42					
#40	If YES, Was appropriate verification in file?					
#41	If YES, was a training or education information entered into CCMIS correctly?					
PARENT/CARETAKER DISABILITY						
#42	Is there a disabled P/C in the family? IF NO, GO TO #45					
#43	If YES, was verification in the file that indicates inability to work and care for children?					
#44	Is the inability to work entered into CCMIS correctly?					
WORK REQUIREMENT						
#45	Did the family meet the work/training requirement of 20 hours?					
CO-PAY						
#46	Was the Co-pay determined correctly based on the eligibility information?					
#47	Was the Co-pay correctly assessed and entered into CCMIS accurately?					
RE-DETERMINATION RUN						
#48	What date was re-determination run in CCMIS?					
FINAL RESULTS - DO NOT ENTER BELOW THIS LINE - AUTOMATIC CALCULATIONS						
#49	Was eligibility determined correctly?					
#50	Was Re-determination Processed Timely?					
#51	Were all verification requirements used in Re-determination process correctly?					
#52	Was the family size and income determined correctly for the Re-determination process?					
#53	Was income calculated correctly in the Re-determination process?					
#54	Was the work requirement correctly evaluated for the Re-determination process?					

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FORMER TANF TRANSFER WORKSHEET

Review Period: _____ 0 _____

CCIS: 0 _____

FORMER TANF TRANSFER DATA		CCMIS County/Record NO:			
#1	What date did TANF close in CIS?				
#2	What date did the CCIS send the TANF transfer letter?				
#3	Did the TANF P/C contact the CCIS? IF NO, GO TO # 43				
#4	If YES, What date did the TANF P/C contact the CCIS?				
#5	Was this date within 60 days of TANF closing? IF YES, GO TO #7				
#6	If NO, was it from 60 to 183 days of TANF closing? IF YES, GO TO #7 // IF NO, GO TO #43				
EARNED INCOME					
#7	What kind of Earned Income is reported for this family?				
#8	Was this earned income entered into CCMIS correctly?				
#9	What type of Verification was used to verify Earned Income?				
#10	If Self-Certified, was form completed with no changes from transfer & entered into CCMIS?				
#11	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?				
#12	If Employer Form or Pay Verification used was the income entered into CCMIS correctly?				
#13	If Collateral Contact used, was contact documented in CCMIS case comments?				
PROSPECTIVE INCOME					
#14	Is this Earned Income based on Prospective Employment? IF NO, GO TO #17				
#15	If YES, did the P/C submit actual pay verification within 10 days of receipt of income?				
#16	Was the prospective employment entered into CCMIS correctly?				
OTHER INCOME					
#17	Is there "Other Income" reported for this case? IF NO, GO TO # 26				
#18	If YES, What kind of Other Income is reported for this family?				
#19	If YES, What type of Verification was used to verify Other Income?				
#20	If Self-Certified, was form completed with no changes from transfer & entered into CCMIS?				
#21	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?				
#22	If Employer Form or Pay Verification used was the income entered into CCMIS correctly?				
#23	If Collateral Contact used, was contact documented in CCMIS case comments?				
#24	Was "Other Income" calculated correctly?				
#25	Was "Other Income" entered into CCMIS correctly?				
DEDUCTIONS					
#26	Does the P/C have any applicable deductions? IF NO, GO TO # 30				
#27	If YES, what type of deduction was reported?				
#28	If Yes, were the deductions calculated correctly?				
#29	If Yes, were the deductions entered into CCMIS correctly?				
TRAINING/EDUCATION					
#30	Does the P/C participate in training or an education program? IF NO, GO TO #33				
#31	If YES, was appropriate verification in file?				
#32	If YES, Was the training or education information entered into CCMIS correctly?				
PARENT/CARETAKER DISABILITY					
#33	Is there a disabled P/C in the family? IF NO, GO TO # 36				
#34	If YES, was verification in file that indicates inability to work and care for children				
#35	Is the inability to work entered in CCMIS correctly?				
WORK REQUIREMENT					
#36	Did the family meet the work/training requirement of 20 hours?				

FORMER TANF TRANSFER WORKSHEET

Review Period: _____ 0 _____

CCIS: 0 _____

CCMIS County/Record NO:					
FACE TO FACE					
#37	What date was the Face to Face completed? IF NO, FACE TO FACE GO TO # 41				
#38	Was this date entered into CCMIS correctly?				
#39	Did the Face to Face occur within 30 days of the transfer letter or parent contacting CCIS?				
#40	If NO, Did the parent claim hardship and given an additional 30 days to complete face to face?				
CO-PAY					
#41	Was the Co-pay determined correctly based on the eligibility determination?				
#42	Was the Co-pay correctly assessed and entered into CCMIS accurately?				
ELIGIBILITY RUN					
#43	What date was TANF transfer's eligibility run in CCMIS?				
FINAL RESULTS - DO NOT ENTER BELOW THIS LINE - AUTOMATIC CALCULATIONS					
#44	Was eligibility determined correctly?				
#45	Was the Former TANF eligibility processed timely and correctly?				

OBSOLETE

FOR

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OBSOLETE

FORMER TANF INITIAL RE-DETERMINATION WORKSHEET

Review Period: _____ 0 _____

CCIS: 0

CCMIS County/Record NO:					
TANF INFO					
#1	What date did TANF close in CIS?				
RE-DETERMINATION DATA					
#2	What date was the Former TANF Initial Re-determination due?				
#3	What date was the Re-determination received and date/stamped?				
#4	Was the Re-determination received by the due date? IF YES, GO TO # 6				
#5	If NO, was an AA sent to the parent on the day after the re-de was due?				
#6	Did the Re-de, upon receipt, have any changes indicated on the form? IF YES, GO TO # 8				
#7	If No, did the P/C submit pay verification with Re-de? IF YES, GO TO # 13 IF NO, GO TO # 9				
#8	Did the P/C submit verification for all identified changes? IF YES, GO TO # 13 IF NO, GO TO #9				
MISSING INFO					
#9	If NO, Was a Missing Info Letter sent to P/C?				
#10	Was the Missing Verification received by the re-de due date?				
#11	If YES, what date was the missing information received?				
#12	If NO, was an AA sent to the parent on the day after the re-de was due?				
#13	Was the missing info received before AA expired? IF NO, GO TO #48; IF YES, GO TO #14				
FAMILY COMPOSITION					
#14	Was the family size and composition determined correctly?				
#15	Was the family size and composition entered into CCMIS correctly?				
EARNED INCOME					
#16	What kind of Earned Income is reported for this family? IF EX WAS CHOSEN, GO TO #26				
#17	Was only the appropriate countable income used in determining eligibility?				
#18	Was the Earned Income calculated correctly?				
#19	Was the income information entered into CCMIS correctly?				
#20	What type of Verification was used to verify Earned Income?				
#21	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?				
#22	If Employer Form or Pay Verification used was the income entered into CCMIS correctly?				
#23	If Collateral Contact used, was contact documented in CCMIS case comments?				
PROSPECTIVE EMPLOYMENT					
#24	Was the Earned Income based on Prospective Employment? IF NO, GO TO # 26				
#25	If YES, did the P/C submit actual pay verification within 10 days of receipt of income?				
#26	Was the prospective employment entered into CCMIS correctly?				
OTHER INCOME					
#27	Is there "Other Income" reported for this case? IF NO, GO TO #34				
#28	If YES, What kind of "Other Income" is reported for this family?				
#29	If YES, What type of Verification was used to verify Other Income?				
#30	If Self-Declare used, was form completed in file and follow-up verification received within 30 days?				
#31	If Written Verification was used was the income entered into CCMIS correctly?				
#32	If Collateral Contact used, was contact documented in CCMIS case comments?				
#33	Was "Other Income" calculated correctly?				
#34	Was "Other Income" entered into CCMIS correctly?				
DEDUCTIONS					
#35	Does the P/C have any applicable deductions? IF NO, GO TO #38				
#36	If YES, what type of deduction was reported?				
#37	If Yes, were the deductions calculated correctly?				
#38	If Yes, were the deductions entered into CCMIS correctly?				

FORMER TANF INITIAL RE-DETERMINATION WORKSHEET

Review Period: _____ 0 _____

CCIS: 0

		CCMIS County/Record NO:				
TRAINING/EDUCATION						
#39	Does the P/C participate in a training or education program? IF NO, GO TO #41					
#40	If YES, Was appropriate verification in file?					
#41	If YES, was a training or education information entered into CCMIS correctly?					
PARENT/CARETAKER DISABILITY						
#42	Is there a disabled P/C in the family? IF NO, GO TO #44					
#43	If YES, was verification in the file that indicates inability to work and care for children?					
#44	If the inability to work entered into CCMIS correctly?					
WORK REQUIREMENT						
#45	Did the family meet the work/training requirement of 20 hours?					
CO-PAY						
#46	Was the Co-pay determined correctly based on the eligibility information?					
#47	Was the Co-pay correctly assessed and entered into CCMIS accurately?					
RE-DETERMINATION RUN						
#48	What date was re-determination run in CCMIS?					
FINAL RESULTS - DO NOT ENTER BELOW THIS LINE - AUTOMATIC CALCULATIONS						
#48	Was eligibility determined correctly?					
#49	Was the Former TANF eligibility processed timely and correctly?					

OBSOLETE

FOR

CCIS:

TRAIN												
#39												
#40												
#41												
PAREI												
#42												
#43												
#44												
WORK												
#45												
CO-PA												
#46												
#47												
RE-DE												
#48												
FINAL												
#48												
#49												

OBSOLETE

FOR

CCIS:

TRAIN												
#39												
#40												
#41												
PAREI												
#42												
#43												
#44												
WORK												
#45												
CO-PA												
#46												
#47												
RE-DE												
#48												
FINAL												
#48												
#49												

OBSOLETE

FOR

CCIS:

TRAIN												
#39												
#40												
#41												
PAREI												
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#43												
#44												
WORK												
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CO-PA												
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RE-DE												
#48												
FINAL												
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OBSOLETE

FOR

CCIS:

TRAIN												
#39												
#40												
#41												
PAREI												
#42												
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#44												
WORK												
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CO-PA												
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RE-DE												
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FINAL												
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OBSOLETE

FOR

CCIS:

TRAIN												
#39												
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#41												
PAREI												
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#44												
WORK												
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OBSOLETE

FOR

CCIS:

TRAIN												
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#41												
PAREI												
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RE-DE												
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OBSOLETE

FOR

CCIS:

TRAIN												
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PAREI												
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WORK												
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RE-DE												
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OBSOLETE

FOR

CCIS:

TRAIN											
#39											
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#41											
PAREI											
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WORK											
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CO-PA											
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#47											
RE-DE											
#48											
FINAL											
#48											
#49											

OBSOLETE

CASELOAD MANAGEMENT WORKSHEET

Review Period: _____ 0 _____

CCIS: 0

		CCMIS Invoice Number:				
#1	Was the Attendance Invoice signed by the provider?					
#2	Based on the date stamped was the attendance invoice received by the 5th of the month?					
#3	If YES, was the check issued to the provider by the 20th of the month?					
FINAL RESULTS - DO NOT ENTER BELOW THIS LINE - AUTOMATIC CALCULATIONS						
#4	Was the provider payment issued timely?					

OBSOLETE

CAS

CCIS:

#1												
#2												
#3												
FINAL												
#4												

OBSOLETE

CAS

CCIS:

#1												
#2												
#3												
FINAL												
#4												

OBSOLETE

CAS

CCIS:

#1	
#2	
#3	
FINAL	
#4	

OBSOLETE

Customer Service Standards

CUSTOMER SERVICE STANDARD #1

The Grantee/Agency provides hours of access appropriate to the public's need.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency provides hours of access Monday through Friday 8:30 a.m. to 5:00 p.m. or	
B. The agency provides hours of access which provides appropriate public access and alternative coverage, a plan for which is outlined in writing and pre-approved by OCD and,	
C. The agency provides coverage at the primary toll-free telephone number for the agency Monday through Friday 8:30 a.m. to 5:00 p.m.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A or B & C and,	
D. The agency provides supplemental hours of access based on demand or,	
E. The agency periodically evaluates demand and re-evaluates hours of service to the public.	
TOTAL PERFORMANCE STANDARD #1 RATING	
COMMENTS	

CUSTOMER SERVICE STANDARD #2

The Grantee/Agency 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.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The Agency provides brochures and other information to every parent, provider, or other member of the public contacting the agency and,	
B. The agency displays current information about agency services in the reception area and other places of public access.	
COMMENDABLE - The grantee meets the satisfactory performance standards A & B and,	
C. The agency provides additional access to the public through the Internet or newsletter or,	
D. The agency provides additional access to the public through co-located services or,	
E. The agency partners with other social service agencies in community events.	
TOTAL PERFORMANCE STANDARD #2 RATING	
COMMENTS	

OBSOLETE

Customer Service Standards

CUSTOMER SERVICE STANDARD #3

The Grantee/Agency provides timely response to all inquiries.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency responds to voice messages, e-mails, and other requests from the public within two work days of receipt and,	
B. The agency provides appropriate written response to correspondence and other forms of written requests within two weeks of receipt.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A & B and,	
C. OCD had no exceptions with the agency through monitoring regarding satisfactory performance.	
TOTAL PERFORMANCE STANDARD # 3 RATING	
COMMENTS	

CUSTOMER SERVICE STANDARD #4

The Grantee/Agency routinely solicits and evaluates feedback on consumer satisfaction with CCIS services.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency offers every parent participating in the subsidy program, through the use of the parent survey from OCD, an opportunity to provide feedback on consumer satisfaction, knowledge about agency services; including the subsidy program, and quality child care and,	
B. The agency periodically evaluates parent feedback when rating agency performance while considering changes in business practices and service models.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A & B and,	
C. The agency has its own supplemental survey and,	
D. The agency permits each parent to submit feedback in multiple ways, both through the OCD survey and their own survey and,	
E. The agency utilizes compiled results to create/revise the agency service model and procedures.	
TOTAL PERFORMANCE STANDARD #4 RATING	
COMMENTS	

Customer Service Standards

CUSTOMER SERVICE STANDARD #5

The Grantee/Agency interacts with parents, providers, and other members of the public in a courteous and professional manner.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency provides courteous and timely responses and resolutions to parents, providers, and other members of the public and,	
B. The agency responds 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.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A & B and,	
C. The agency offers a formal process by which parents, providers, and other members of the public may submit comments and/or questions	
D. The agency maintains written procedures on a parent grievance process.	
TOTAL PERFORMANCE STANDARD #5 RATING	
COMMENTS	

OBSOLETE

Resource and Referral Standards

RESOURCE & REFERRAL STANDARD #1

The Grantee/Agency provides comprehensive and consistent Resource and Referral Services to parents, providers, and other members of the public.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency provides each parent appropriate services for his or her needs and,	
B. Provides every parent with information on Keystone Stars.	
COMMENDABLE - The Grantee/Agency meets the standard for satisfactory performance A	
C. The agency provides information on Head Start and Pre-Kindergarten programs as appropriate and based on the age of the child and,	
D. The agency provides information on Early Intervention as appropriate for children ages 0 to 5 years and,	
E. The agency provides information to parents on the impact of child care on early learning and why quality matters and,	
F. The agency provides information on other programs that support the development of young children, such as WIC, CHIP, and EPSDT or,	
G. The agency provides additional access to the public through co-location services or,	
H. The agency partners with other social service agencies in community events.	
TOTAL PERFORMANCE STANDARD #1 RATING:	
COMMENTS	

RESOURCE & REFERRAL STANDARD #2

The Grantee/Agency utilizes CCMIS as the primary tool for providing Resource and Referral Services.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency utilizes CCMIS on a regular basis as the primary tool for the delivery and tracking of resource and referral services and,	
B. The agency trains the development of staff on the use of CCMIS for delivering resource and referral services, including random and custom searches.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A & B and,	
C. The agency has responsible staff participate in training for their professional development and,	
D. The agency utilizes the Resource and Referral subsystem of CCMIS in additional ways to facilitate serving families, evaluating data, and for other agency purposes.	
TOTAL PERFORMANCE STANDARD #2 RATING:	
COMMENTS	

Compliance Standards

COMPLIANCE STANDARD #1

The Grantee/Agency processes all Applications for subsidy within the timeframes established by OCD.

Application

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency reviews all applications upon receipt to evaluate need for additional information and,	
B. The agency processes all applications within 10 calendar days if all eligibility factors are verified and,	
C. The agency sends a "Need Information" letter to parent if all eligible factors are not verified for the timely submission of necessary follow up verification and,	
D. The agency determines all applications eligible or ineligible in CCMIS within 30 calendar days of receipt.	
COMMENDABLE - The grantee meets the satisfactory performance standards A, B, C, & D and,	
E. The agency maintains a tracking system for applications and,	
F. The agency routinely conducts managerial reviews of application logs and reports on the application process for the agency.	
TOTAL PERFORMANCE STANDARD #1 RATING	
COMMENTS	

Compliance Standards

COMPLIANCE STANDARD #2

The Grantee/Agency processes Former TANF Transfers and Initial Re-determinations within the timeframes and accuracy standards established by OCD.

Former TANF

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

Former TANF Initial Re-determination

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency Authorizes TANF transfers during the 180 days after TANF has ended and ,	
B. The agency Schedules face to face interview within 30 days after TANF ends requirements and ,	
C. The agency's Former TANF initial re-determinations are completed on/after Day 184 of TANFending unless there are exceptions.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A, B, & C and,	
D. The agency maintains a tracking system for Fund C transfers and ,	
E. The agency routinely conducts comprehensive supervisory case reviews of the Fund C Transfers and Initial re-determinations using the results to gauge agency accuracy and/or to identify areas of training need.	
TOTAL PERFORMANCE STANDARD #2 RATING	
COMMENTS	

OBSOLETE

Compliance Standards

COMPLIANCE STANDARD #3

The Grantee/Agency processes Re-determinations in the timeframes established by OCD.

Re-determination

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency sends the re-determination packet no earlier than six weeks prior to due date unless there is an valid exception and,	
B. The agency uses appropriate verification to process the re-determination and,	
C. The agency completes re-determinations within 6 months.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A, B, & C	
D. The agency maintains a tracking system for re-determinations and,	
E. The agency routinely conducts comprehensive supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need.	
TOTAL PERFORMANCE STANDARD #3 RATING	
COMMENTS	

Compliance Standards

COMPLIANCE STANDARD #4

The Grantee/Agency processes all Applications and Re-determinations using the verification requirements established by OCD.

Application

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

Re-determination

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency informs all applicants about the different methods of verification and,	
B. The agency utilizes self-declaration, self-certification, collateral contact, the Employment Verification Form, and the methods of documentation, as appropriate, for verifying factors of eligibility.	
COMMENDABLE - The grantee meets the satisfactory performance standards A & B and,	
C. The agency routinely conducts comprehensive supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need	
TOTAL PERFORMANCE STANDARD #4 RATING	
COMMENTS	

Compliance Standards

COMPLIANCE STANDARD #5

The Grantee/Agency correctly determines family size and income during the Application and Re-determination processes.

Application

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

Re-determination

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency includes all individuals described in the definition of "family" in 55 Pa. Code 3041.3 and,	
B. The agency includes all countable income for the family.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A & B and,	
C. The agency routinely conducts comprehensive supervisory case reviews and uses the results to gain agency accuracy and/or to identify areas of training need.	
TOTAL PERFORMANCE STANDARD #5 RATING	
COMMENTS	

Compliance Standards

COMPLIANCE STANDARD #6

The Grantee/Agency correctly calculates income during the Application and Re-determination processes.

Application

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

Re-determination

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency correctly calculates income using appropriate income deductions and,	
B. The agency, if appropriate, correctly processes prospective employment income.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A & B and,	
C. The agency routinely conducts comprehensive supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need.	
TOTAL PERFORMANCE STANDARD #6 RATING	
COMMENTS	

Compliance Standards

COMPLIANCE STANDARD #7

The Grantee/Agency correctly evaluates the work requirement during the Application and Re-determination processes.

Application

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

Re-determination

Number of Cases Reviewed:	0
Number of cases marked "NO":	0
Error Rate:	#DIV/0!
Rating for File Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency only subsidizes P/C who meet the requirement of working a minimum average of 20 hours per week or,	
B. The agency only subsidizes P/C who Work at least 10 hours per week and attend training 10 hours per week or,	
C. The agency only subsidizes P/C who are under 22 years of age and attending high school or,	
D. The agency only subsidizes P/C who are under 18 years of age, without a high school diploma or GED diploma, and enrolled full time in high school.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A or B or C or D and,	
E. The agency routinely conducts comprehensive supervisory case reviews and uses the results to gauge agency accuracy and/or to identify areas of training need.	
TOTAL PERFORMANCE STANDARD #7 RATING	
COMMENTS	

Caseload Management Standards

CASELOAD MANAGEMENT STANDARD #1

The Grantee/Agency processes all complete Attendance Invoices within the timeframes established by OCD.

Number of Invoices Reviewed:	0
Number of Invoices marked "NO":	0
Error Rate:	#DIV/0!
Rating for Invoice Review:	#DIV/0!

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency issues payments by the 20th of the month to providers who submit complete attendance invoices by the 5th of the calendar month.	
COMMENDABLE - The grantee meets the satisfactory performance standards A and,	
B. Issues periodic information and updates on the agency's business rules for the provider community.	
TOTAL PERFORMANCE STANDARD #1 RATING:	
COMMENTS	

CASELOAD MANAGEMENT STANDARD #2

The Grantee/Agency processes case actions for cases in obligated funds within the timeframes established by OCD.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency takes case actions for suspended cases in obligated funds no later than 90 days after the suspension was imposed.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A and,	
B. The agency routinely monitors obligated funds and releases those funds by taking appropriate case and/or enrollment actions.	
TOTAL PERFORMANCE STANDARD #2 RATING:	
COMMENTS	

Funds Management Standards

FUNDS MANAGEMENT STANDARD #1

The Grantee/Agency maximizes the use of funds to serve children on the waiting list by processing case actions within the timeframes established by OCD.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency takes appropriate, timely case action for children in authorized and pre-enrolled status to insure "notified" status of no more than 43 days.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A and,	
B. The agency is pro-active in their management of the waiting list by working with families prior to notification to insure that eligibility and provider requirements are met.	
TOTAL PERFORMANCE STANDARD #1 RATING:	
COMMENTS	

FUNDS MANAGEMENT STANDARD #2

The Grantee/Agency maximizes the use of funds to serve children on the waiting list by reviewing and processing case actions for provider invoices within the timeframes established by OCD.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency takes appropriate, timely case action for providers with Attendance Invoices to ensure that there are no outstanding invoices greater than 60 days.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A and,	
B. Routinely reviews enrollments associated with providers with outstanding invoices by either requesting the Pending Invoice Extract or monitors outstanding invoices in CCMIS to ensure that all invoices are handled appropriately and timely.	
TOTAL PERFORMANCE STANDARD #2 RATING:	
COMMENTS	

Funds Management Standards

FUNDS MANAGEMENT STANDARD # 3

The Grantee/Agency maximizes the use of funds to serve children on the waiting list by maintaining the overbooking amount established by OCD.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency establishes and maintains procedures that support the accurate, timely management of the overbooking amount.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A and,	
B. The agency maintains procedures that afford alternative coverage in the absence of staff and primary responsibility and,	
C. The agency routinely conducts managerial reviews of overbooking/encumbrance levels.	
TOTAL PERFORMANCE STANDARD #3 RATING:	
COMMENTS	

FUNDS MANAGEMENT STANDARD #4

The Grantee/Agency timely and correctly reports monthly Family Services Support Expenditures in CCMIS as satisfactory by OCD.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency maintains procedures that support the requirement to record FSS expenditures for the prior calendar month no later than the 20th of the current calendar month in CCMIS.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A and,	
B. The agency maintains procedures that afford alternative coverage in the absence of staff with primary responsibility and,	
C. The agency reviews FSS Expenditures and uses the results to optimize agency operations.	
TOTAL PERFORMANCE STANDARD #4 RATING:	
COMMENTS	

Funds Management Standards

FUNDS MANAGEMENT STANDARD #5

The Grantee/Agency timely and correctly submits reports and other financial information as satisfactory by OCD.

PERFORMANCE RATING	Meets Rating
NEEDS IMPROVEMENT - The Grantee/Agency does not meet satisfactory performance standard.	
SATISFACTORY - Satisfactory performance is met when the agency:	
A. The agency maintains procedures that support the requirement to submit financial reports by the established deadline. Reports include; Budgets, Budget Revisions, Re-Capture Reports, Other data request as identified by OCD.	
COMMENDABLE - The Grantee/Agency meets the satisfactory performance standards A and,	
B. The agency maintains procedures that afford alternative coverage in the absence of staff with primary responsibility and,	
C. The agent routinely conducts managerial reviews of budgets, budget revisions, re-cap, and other financial reports and uses the results to optimize agency operations.	
TOTAL PERFORMANCE STANDARD #5 RATING:	
COMMENTS	

OBSOLETE