

Using Performance Measures to Monitor Core Functions

NYS Office of Children and Family
Services

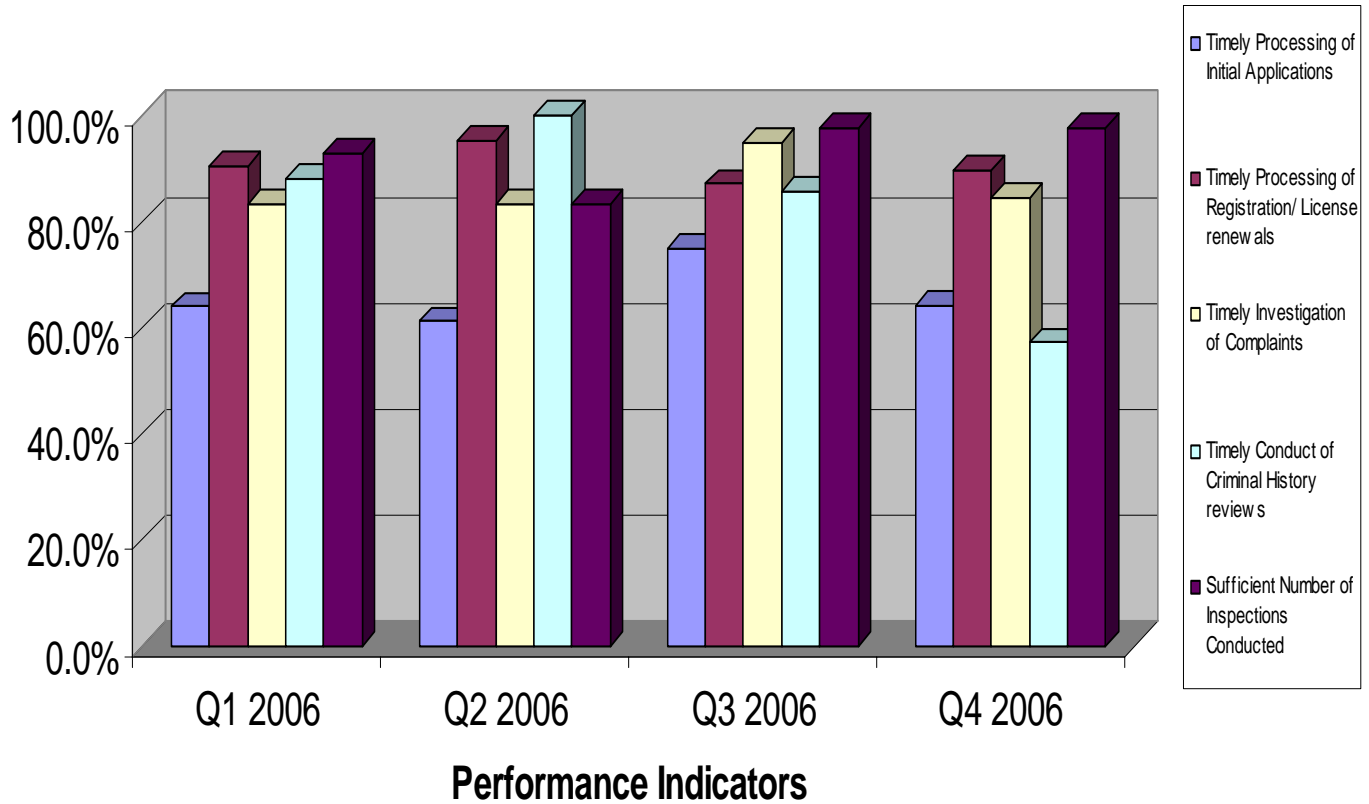
Suzanne Zafonte Sennett

- Child care was an “Early Adaptor” in relation to performance based monitoring and contracting.
- All major functions have been restructured based on measurable performance indicators :
 - **Oversight of Licensing and Registration function**
 - **Child Care Resource and Referral Services**
 - **Competency Based Training**
 - **Other Grant programs**

Oversight of Licensing and Registration function:

- All regional offices receive a monthly and quarterly “report card” on each of the key functions related to the licensing/ registration; monitoring, inspection and renewal of regulated providers. An acceptable Bureau Standard has been set for each measure. Key measures assessed monthly:
 - Timelines of the processing of new applications to become a day care provider
 - Timeliness of the initiation of all complaints and criminal history background checks
 - Timeliness of the issuance of inspection reports
 - Timeliness of the processing of license/ registration renewals
 - In addition, a statistically significant sample of case files is drawn each quarter for a qualitative review of the thoroughness and accuracy of case work in each of the areas listed above.
- The Quarterly statistical and qualitative reviews drive reimbursement for the over 35 registration subcontracts in place to augment state staffing in this area.

% of Registration Contractors Meeting Performance Standard



Child Care Resource and Referral Services

- OCFS joined with the NYS Child Care Coordinating Council to conduct a comprehensive assessment of the total cost of conducting certain key functions.
- These unit costs became the basis of reimbursement for CCR&R contract activities including:
 - Assistance to parents in locating child care
 - Technical assistance to providers
 - Health care consultancy services to providers
 - Enrollment and Monitoring of Legally Exempt Child Care providers

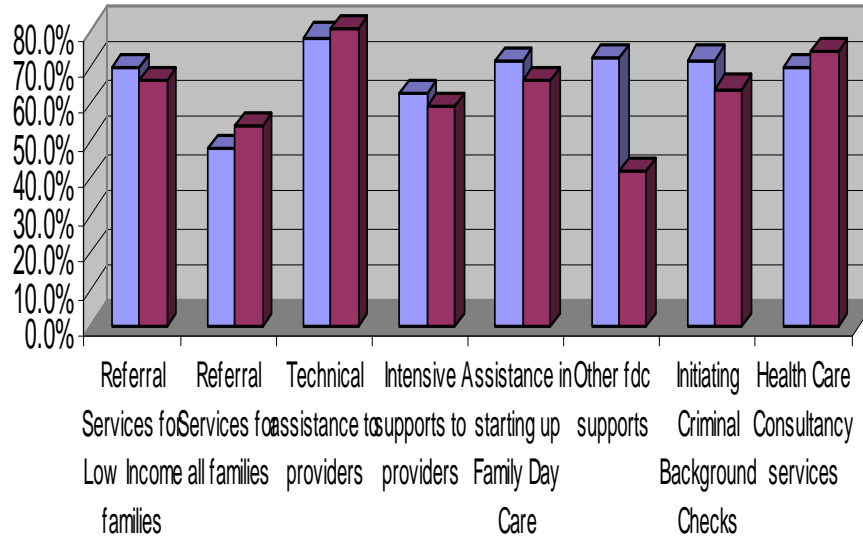
CCR&Rs and OCFS use regional and county data to establish county specific goals and milestones for service provision.

CCR&R reimbursement is driven by specific target and milestone attainment.

OCFS contracted with the New York State Child Care Coordinating Council to adapt and expand national work that was underway to create best practice standards and a best practice certification for CCR&Rs.

All CCR&Rs are required to obtain and maintain Best Practice certification as a condition of their CCR&R contact with OCFS

Percentage Of CCRRs Fully Meeting Performance Goal



■ 2005-06
■ 2006-07 to date

Performance Goal

Competency Based Training

- Related to performance based efforts is the establishment of measurable, observable competencies for individuals.
- As a prerequisite to becoming a family day care provider, the applicant must not only participate in a required training program, they must also successfully demonstrate a series of core competencies related to health and safety of children. These competencies range from diapering and hand washing to successfully interpreting core regulatory standards
- As a prerequisite to administering medication in a day care setting, a more advanced set of health and safety competencies must be demonstrated.

Other Grant programs

- All grants through Quality Initiatives are performance Based
- Start up funds are reimbursed to awardees based on the actual number of regulated “slots” developed. The “value” of slots for different age groups was based on detailed analysis of actual start up costs adjusted by relative shortages. (For example, Infant slots have a “premium attached to their reimbursement)
- The availability of start up and health and safety grants across regions is allocated based on relative need for additional care across the state