



COMMUNITY SERVICES AGENCY

Kathryn M. Harwell
Director

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BOARD OF SUPERVISORS

2018 JUN 15 P 1:47

TO: Liz King
Clerk of the Board of Supervisors

FROM: Kasey Houck
CSA Contracts Administration Manager

DATE: May 31, 2018

RE: Correspondence Letter

Attached is the correspondence letter for the FY 2017-2018 Self-Evaluation Report of the Child Care and Development Alternate Payment Programs Stage 2 and Stage 3 Contracts. We would like this to be added to the June 26, 2017 Board of Supervisors Agenda.

If you have any questions regarding the attached document, please call me at 558-2849.

Thank you.



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May 18, 2018

To the Stanislaus County Board of Supervisors
Modesto, California

In accordance with the California Department of Education (CDE) requirement, the Community Services Agency (CSA) submitted an annual self-evaluation of the Child Care and Development Alternate Payment Programs Stage 2 and Stage 3 Contracts on June 1, 2018. California Code of Regulations, Title 5, section 18279 requires the self-evaluation be presented to the governing Board of Supervisors. The Fiscal year 2017-18 self-evaluation report is attached for your review and records.

The self-evaluation included a review of 60 randomly selected Child Care case files. There were no findings in the areas of Family Eligibility Requirement, Child Need Requirement Verification, Recording and Reporting Attendance, Correct Fee Assessed, Inventory Records, Alternative Payment Policies, Annual Evaluation Plan, Staff Development Plan, or Compliance with Due Process, therefore no corrective action was needed.

The self-evaluation recognizes the Agency's ongoing commitment to improve and utilize best business practices. This information is intended solely for use by the Stanislaus County Board of Supervisors, the Chief Executive Office, and CSA management.


Kathryn M. Harwell
Director

**Program Self-Evaluation Process
Fiscal Year 2017-18**

Contractor Legal Name: (Full Spelling of Legal Name only; no acronyms or site names)

Stanislaus County Community Services Agency

Four-Digit Vendor Number:

2250

Contract Type(s): (CSPP, CCTR, CHAN, CFCC, CMIG, CRRP, CAPP, C2AP, C3AP, CMAP)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CSPP	CCTR	CHAN	CFCC	CMIG	CRRP	CAPP	C2AP	C3AP	CMAP

Age Group(s):

<input checked="" type="checkbox"/> Infant/Toddler	<input checked="" type="checkbox"/> Preschool	<input checked="" type="checkbox"/> School Age
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Program Director Name (as listed in the Child Development Management Information System):

Kathryn Harwell

Program Director Phone Number:

(209) 558-2500

Program Director E-mail:

HarwellK@stancounty.com

Check each box verifying the collection, analysis, and integration of each assessment data toward ongoing program improvement for all applicable contract types.

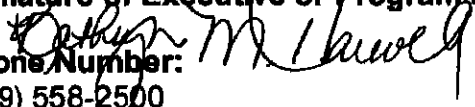
- Program Review Instrument FY 2017-18 – All Contract Types:
<https://www.cde.ca.gov/ta/cr/documents/eesos1718.pdf>
- Desired Results Parent Survey – All Contract Types
<https://www.cde.ca.gov/sp/cd/ci/documents/parentsurvey.doc>
- Age Appropriate Environment Rating Scales – Center-based/CFCC Contract Types:
<http://www.ersi.info/ecers.html>
- Desired Results Developmental Profile and DRDPtech Reports – Center-based/CFCC Contracts Types:
<https://www.desiredresults.us/drdp-forms>

Statement of Completion: I certify that all documents required as a part of the PSE have been completed and are available for review and/or submittal upon request.

Name of Executive or Program Director as listed in the Child Development Management Information System:

Kathryn Harwell

Signature of Executive or Program Director listed above:



Phone Number:

(209) 558-2500

Date: 5/24/18

Scan and submit the signed PSE, all four (4) pages, together including additional pages, to FY1718PSE@CDE.CA.GOV using the fiscal year and the contractor's legal name in the subject line (example: 17-18 XYZ School District).

Summary of Program Self-Evaluation Fiscal Year 2017-18

**Using a narrative format, summarize the staff and board member participation in the PSE process:
Answers are not limited to space provided. Attach additional sheets as necessary.**

The Community Services Agency's (CSA) Child Care program Family Services Supervisor scheduled specific dates to pull C2AP and C3AP contract cases for review. Dates were also identified to conduct the reviews and analyze the results. The Parent Surveys were mailed to families no later than April 10, 2018. The supervisor pulled sixty (60) randomly selected cases for the PSE beginning May 1, 2018. The selected cases were thoroughly reviewed and the Parent Survey results compiled and analyzed by May 18, 2018. The Program Manager and the Family Services Supervisor will meet in June to address any areas in the self-evaluation and survey results identified as needing improvement and/or having room for improvement, and adjust goals and objectives accordingly.

On June 26, 2018, the Stanislaus County Board of Supervisors will be presented a copy of the Community Services Agency's Fiscal Year 17/18 C2AP and C3AP Program Self-Evaluation.

1. Provide a summary of the program areas that did not meet standards and a list of tasks needed to improve those areas. **Answers are not limited to space provided. Attach additional sheets as necessary.**

N/A

2. Provide a summary of areas that met standards and a summary of procedures for ongoing monitoring to ensure that those areas continue to meet standards. **Answers are not limited to space provided. Attach additional sheets as necessary.**

EES-02: Family Eligibility Requirements

Families with children enrolled in the program meets eligibility requirements. A family data file has been established for each family containing a completed application along with required supporting documentation. Eligibility is verified within 30 days of a change and re-certifications are completed at intervals not exceeding 12 months and completed at least once per contract period.

EES-03: Child Need Requirement Verification

Families with children enrolled in the program meets need requirements. Need documentation is present in all family data files along with required completed application, application supplemental forms, and need documentation supporting the certified hours of child care that correspond to the need of the parent/caretaker. Need is verified within 30 days of a change and re-certifications are completed at intervals not exceeding 12 months and completed at least once per contract period.

EES-04: Recording and Reporting Attendance

Each file has a form signed by the parent/provider acknowledging receipt of our parent and provider handbook and instructions on how to access the parent and provider handbook. Our parent and provider handbook contains information on the program's attendance, recording and reporting attendance policies and procedures, and is available in hard copy format and is also available for access on-line. Each file has completed child sign in/out records consistent with the certified hours of need, and reimbursement is based on service hours which are broadly consistent with the certified hours of need. Reimbursement for variable schedules using license-exempt providers is based on actual days and hours of attendance up to the maximum certified hours.

EES-05: Correct Fee Assessed

Family Fee assessments were made for each family required to have a Family Fee in accordance with the current Family Fee Schedule issued by CDE. Family data files for families assessed with a family fee contain corresponding family fee receipts. Each file has a form signed by the parent/provider acknowledging receipt of our parent and provider handbook and instructions on how to access the parent and provider handbook. Our parent and provider handbook contains information on family fee collection policies and procedures, and is available in hard copy format and is also available for access on-line.

EES-06: Inventory Records

Stanislaus County Community Services Agency (CSA) maintains a database of all equipment purchased with an acquisition cost of more than \$500 per unit. The direct cost methodology is used when equipment is purchased. Each piece of equipment is assigned a bar code and entered into CSA's database. The database contains type of equipment, model, serial number, funding source, acquisition date, cost, location, current location and transfer, replacement, or disposition of obsolete or unusable equipment. CSA conducts an annual inventory and when a piece of equipment is moved. CSA, through Stanislaus County General Services Agency, has a procurement procedure in place that prohibits conflict of interest and ensures a competitive bid process.

EES-07: Alternative Payment (AP) Policies

Each file has a form signed by the parent/provider acknowledging receipt of our parent and provider handbook and instructions on how to access the parent and provider handbook. Our parent and provider handbook contains information regarding alternative payment policies and procedures,

regulations, including the basis for provider participation, scheduled provider payments, informed parental choice, parents' rights and responsibilities, and provider grievance procedures, and is available in hard copy format and is also available for access on-line.

EES-09: Annual Evaluation Plan

The program has an annual evaluation plan that addresses areas needing and/or with potential room for improvement identified during the self-evaluation.

EES-11: Staff Development Program

The program engages staff in staff development activities. Training and team building activities are built into weekly staff meetings and events designed to introduce new program information, refresh staff's knowledge of program policies, procedures, expectations, and promote teamwork amongst staff.

EES-15: Compliance with Due Process

Each file has a form signed by the parent/provider acknowledging receipt of our parent and provider handbook and instructions on how to access the parent and provider handbook. Our parent and provider handbook contains information regarding parents' responsibility to comply with program rules, notice of action requirements, and parental appeals procedure, and is available in hard copy and is available for access n line. Notices of action were issued when appropriate and copies are in each file.

Summary of procedures for ongoing monitoring:

The Family Services Supervisor and the lead worker complete random case reviews when customers inquire about their cases. Monthly reviews are conducted on randomly pulled cases for each case manager. The Accounting Supervisor also conducts random reviews of accounting staff's work to check for reimbursement calculation accuracy, and to ensure all accounting staff is following correct procedures for provider reimbursement calculation.

Case managers are provided various reports, and use case review tools to assist them in reviewing cases, and prompt them to take appropriate action, and obtain documentation needed to substantiate eligibility and need determinations. Completed case review tools and reports are submitted to the supervisor for a supervisor/lead worker level review.

Weekly staff meetings, as well as quarterly and annual all staff meetings are held which provide a venue for information sharing, training and team building activities.