



# Early Learning Evolution

APHSA  
August 2007



# 2000 The Start

## DYSFUNCTIONAL

- Antiquated IT
- Manual Reporting
- Everyone “doing their own thing”
- No Controls



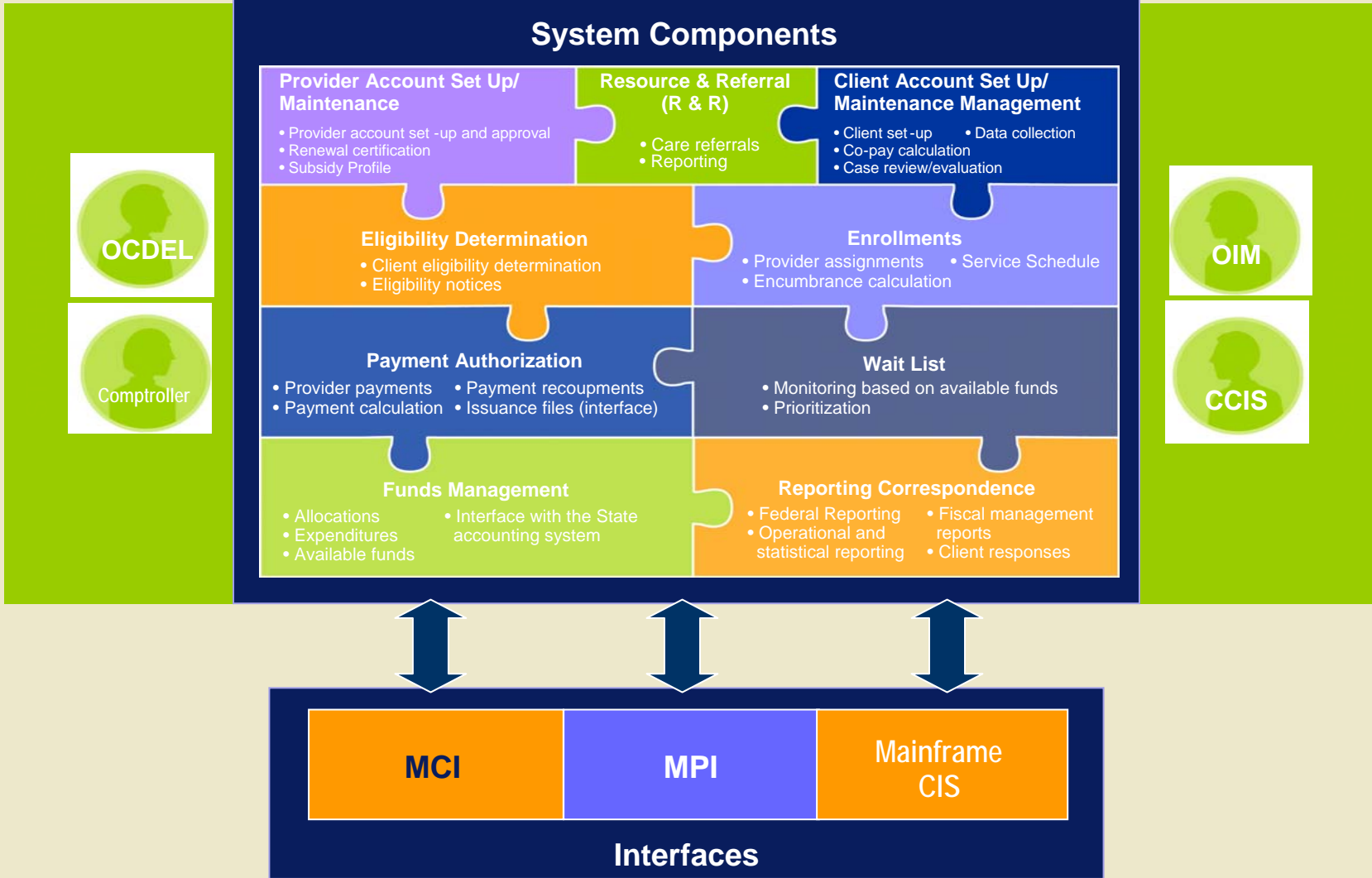
2000



Technology  
Business Processes  
Service Delivery  
Business Partners  
Controls  
Reporting

Legacy Systems  
Disparate  
Barriers  
Autonomous  
Limited  
Non-Existent

# Department's Vision



# Stakeholders

## Types of users

**978 staff in 59  
CCISs that serve all  
67 counties in PA**



**7,000 staff in 97  
County Assistance  
Offices**



**156 DPW staff in  
4 Regional  
Certification Offices**



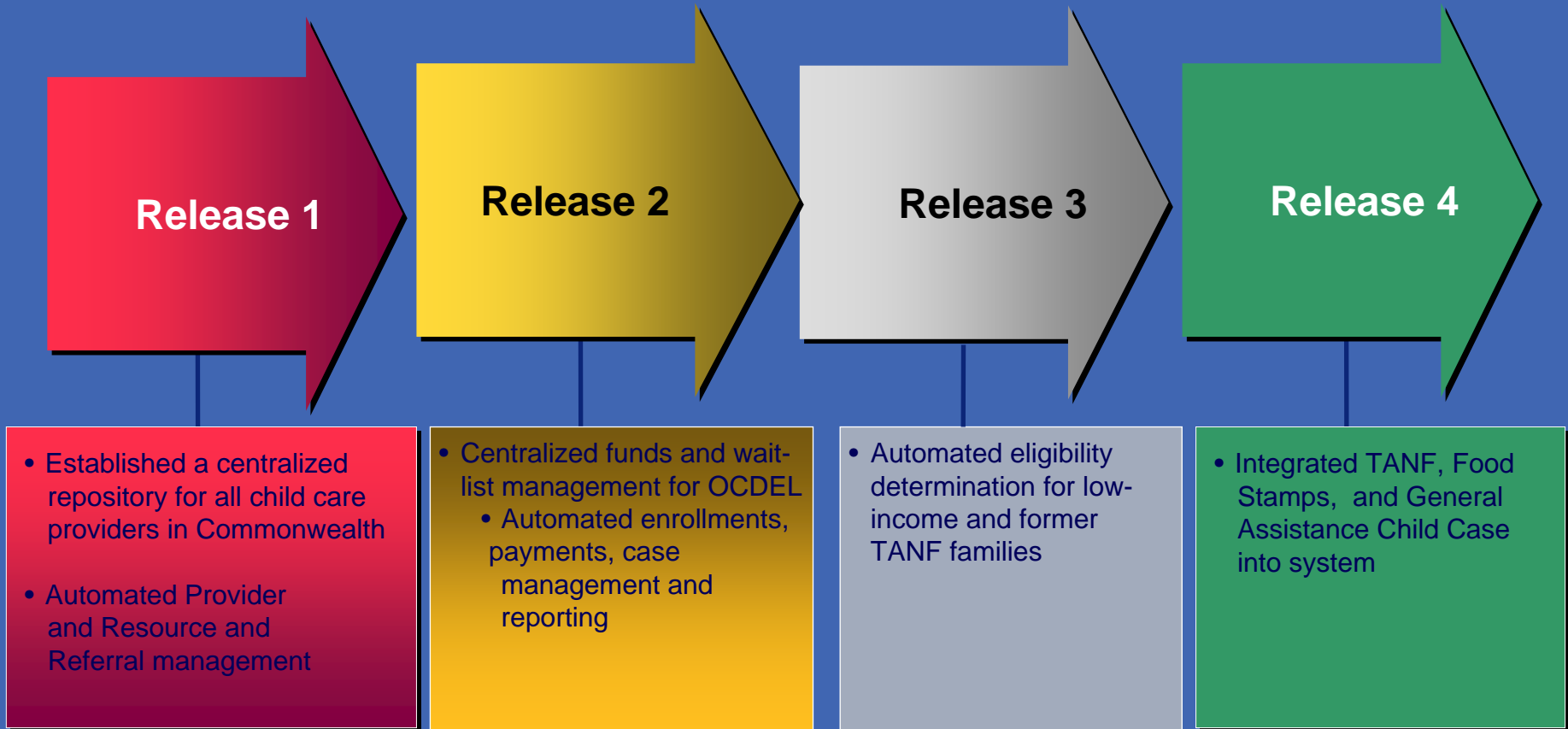
**Approximately 30,000  
parents use Child Care  
Resource and Referral  
services each year**



**On average, between 900 - 1,200 users  
login to the system each day.**

# Implementation Strategy

The system was implemented in four releases



# Technology Enabled Operation

System Enforced Policies

child care management information system

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Client Search | Enrollment Search | CIS Inbox | Update Inbox

Eligibility Detail

Family Composition

Child Care Program: Low income

Individual Number	Individual	Date of Birth
700343952	TAS, MNC	6/7/1971
700343953	ABC, CDE	7/7/2007

Income Result

Family Size	Adjusted Annual Income	%FPIG	FPIG Income	Income Unit	Income Test Result
2	\$20,640.00	151%	\$13,690.00	200%	Pass

Income Summary

Parent/Caretaker	Source	Amount(Annual)
Employment Income		
TAS, MNC	GHNNDJC	+\$20,640.00
Gross Employment Income		+\$20,640.00
Self-Employment Income		
Gross Self-Employment Income		+\$0.00
Other Income		
Gross Other Income		+\$0.00
Income Deductions		
Total Income Deductions		\$0.00
Total Adjusted Medical Deduction		+\$0.00
Gross Annual Income		+\$20,640.00
Calculated Annual Deductions		\$0.00
Adjusted Annual Income		+\$20,640.00

## Redetermination Summary Form

Please make any corrections to printed information by writing the correct information in the gray row directly underneath the information you need to correct. See the example below. If you need to add additional family members, please add their information in the extra two rows at the end of each section. If you need to remove a family member, please cross out their information.

Last Name	First Name	MI	Sfx	Relationship to you	Sex	DOB	SSN	Citizen? Yes No	Race	Ethnicity

### Demographic Information

Last Name	First Name	MI	Sfx	Relationship to you	Sex	DOB	SSN	Citizen? Yes No	Race	Ethnicity

Standardized Business Processes

System Supported Controls

Automated Reporting

child care management information system

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Report Inbox | R&R | Provider | Case | Payments | Funds | Comptroller | HQ

Reports Home

REMINDER: Report results will normally be available the next business day. Reports are scheduled to run over night. When the report has completed, you will be able to retrieve it from the report inbox screen.

Description	
Report Inbox	GO
R&R Reports	GO
Provider Reports	GO
Case Reports	GO
Payment Reports	GO
Funding Reports	GO
Comptroller Reports	GO
HQ Reports	GO

User ID: pwr01s-usr

child care management information system

Home | R&R | Provider | Case | Payments | Reports | Correspondence | Administration

Invoices | Payments | Providers | Case | CCIS Invoices | YTD Payments | CAMIS Invoices

Invoice Authorize Detail

Invoice ID	Provider Name	Provider ID	Status	Service Period	Funding	Funding Fiscal Year
860927	ABC Day Care	S113037451-1	Payment Requested	February 2007	State	2006-07

Individual Number	CO/Record #	Child Name	Care Level	Payee Type	Unit	Qty	Amount	Total
700341502	22/7723485	SMITH, JUNIOR	INF	Provider	FT	3	\$21.00	\$63.00
					Copy	1	\$(20.00)	\$(20.00)
							Enrollment SubTotal:	\$43.00
700341506	22/7723485	SMITH, KATE	OSA	Provider	PT	3	\$15.80	\$47.40
							Enrollment SubTotal:	\$47.40
<b>Enrollment Total:</b>								<b>\$90.40</b>
<b>Invoice Total:</b>								<b>\$90.40</b>
<a href="#">Provider Payment Line Item</a>								\$90.40

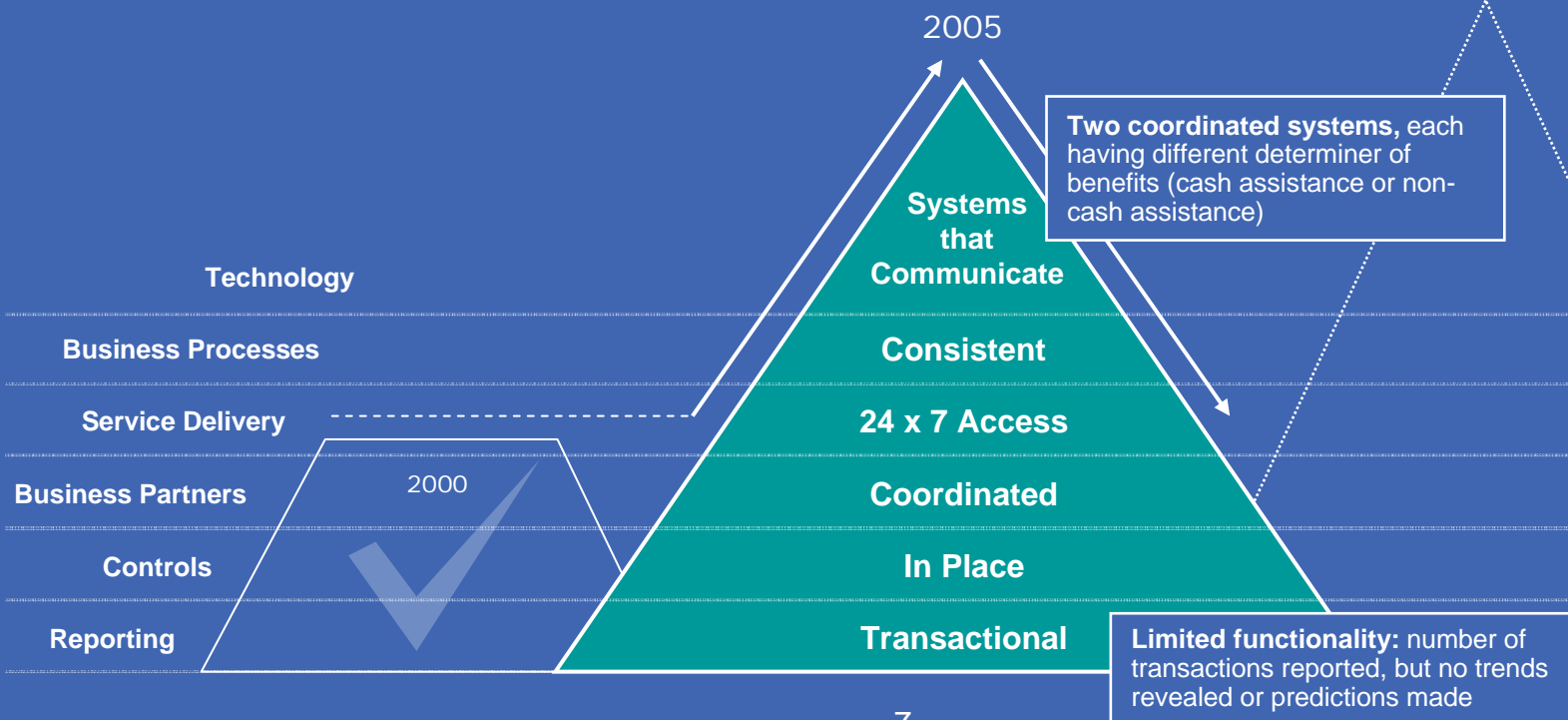
PREVIOUS

# 2005 Major Initiatives



## OPERATIONAL

- Web Based System for CCISs
- Revised Regulations
- Standardized Reports



# Objectives of Unification

- Single, fully coordinated subsidized child care system (PA's Child Care Works)
- Provide parent counseling on available quality child care services to ALL families
- A “single face” to families and providers in a “single place”
- A consistent application of policies, notification, and business practices
- Reduction in manual and/or redundant processes within and across offices
- Reduction in time and effort for the creation of Federal, Statewide, Local, and Management reports

# System Statistics

CCMIS Data	Total
Cases	75,000
Clients	250,000
Enrollments	150,000
Providers	110,000
Correspondences	6 Million per year
Child Care Funding	\$550 Million per year

# Technology Supported Unification and BI Reporting

Unified System

Available Funds Summary

As of Date	Fiscal Year
7/27/2007	FY 2007-08

Available Funds

County	Funding Agency	Funding Source	Funding Program	Funding Type	Current Service Allocation	Available Funds
Armstrong	Commonwealth	Low Income (Fund A)	Low Income (Fund A) - Regular	Base	\$1,007,610.00	\$14,695.75
Armstrong	Commonwealth	Former TANF (Fund C)	Former TANF (Fund C) - Regular	Base	\$311,765.00	\$25,078.61
Armstrong	Commonwealth	TANF Training	TANF Training - Regular	Base	\$30,378.00	(\$12,781.65)
Armstrong	Commonwealth	TANF Work Support - Training	TANF Work Support - Training - Regular	Base	\$4,000.00	(\$6,440.00)
Armstrong	Commonwealth	TANF Working	TANF Working - Regular	Base	\$45,066.00	\$23,474.51
Armstrong	Commonwealth	TANF Work Support - Working	TANF Work Support - Working - Regular	Base	\$4,000.00	\$1,709.60
Armstrong	Commonwealth	TANF State MOE	TANF State MOE - Regular	Base	\$4,851.00	\$4,851.00
Armstrong	Commonwealth	Food Stamps	Food Stamps - Regular	Base	\$25,418.00	(\$32,990.02)

Program Management Reporting

Number of Enrollments as values	Infant (0-12 mos.)	Young Toddler (13-24 mos.)	Older Toddler (25-36 mos.)	Preschool (37 mos.-K)	Young School-Age (1st-3rd gr.)	Older School-Age (4th gr.-13 yrs.)	Adult	Unknown	Care Level
2005	17,095	28,570	32,561	107,477	63,726	42,678	3,412	1,501	271,790
2006	21,885	31,060	34,496	84,054	51,500	34,812	1,537	973	216,197
2007	17,530	26,066	28,529	77,207	40,645	27,190	971	285	203,650
<b>Time</b>	<b>45,088</b>	<b>68,550</b>	<b>75,842</b>	<b>202,714</b>	<b>115,780</b>	<b>75,517</b>	<b>5,899</b>	<b>2,626</b>	<b>502,422</b>

Trend Analysis Reporting

Report Run Date: Jul 26, 2007

Children	Food Stamps - Regular		Former TANF (Fund C) - Regular		Low Income (Fund A) - Regular		TANF State MOE - Regular		TANF Training - Regular		TANF Work Support - Training - Regular		TANF Work Support - Working - Regular		TANF Working - Regular	
	Children	Enrollments	Children	Enrollments	Children	Enrollments	Children	Enrollments	Children	Enrollments	Children	Enrollments	Children	Enrollments	Children	Enrollments
Adams	1	1	13	15	71	71	3	3	12	12	1	1	2	2	1	1
Allegheny	122	124	545	558	447	453	14	14	299	301	40	40	38	39	545	558
Armstrong	4	4	24	24	65	66			6	6	2	2	3	3	2	2
Beaver	17	17	47	49	43	43	2	2	24	24	10	10	4	4	39	39
Bedford	1	1	7	7	26	26			3	3	3	3	3	3	1	1
Berks	44	44	124	129	178	179	10	10	111	111	14	14	13	13	41	45
Blair	5	5	20	20	113	113	5	5	12	12	1	1	2	2	7	7
Bradford	2	2	6	6	20	20			6	6	7	7	2	2	4	4
Bucks	10	10	103	106	204	207	1	1	27	27	14	14	1	1	15	19
Butler	6	6	31	31	92	94	3	3	2	2	1	1	2	2	7	7
Cambridia	18	20	36	37	71	72	3	3	26	26	8	8	7	7	15	15
Cameron	3	3	3	3	3	3			1	1					4	4
Carbon	8	8	3	3	47	50			2	2	1	1			1	1
Centre	2	2	17	20	93	94	1	2	5	5	2	2	4	4	9	10
Chester	23	23	48	48	170	170			13	13	4	4	8	8	26	26
Clarion	3	3	3	3	25	26			3	3	3	3	1	1	3	3
Clearfield	8	8	7	7	27	27			4	4	7	7	1	1	3	3
Clinton	2	2	15	15	37	37			1	1	2	2			4	4
Columbia	1	1	14	14	44	44			1	1	2	2	2	2	11	11
Crawford	17	17	33	35	60	64			6	6	2	2	6	6	8	8

# 2007 Major Initiatives



## STRATEGIC

- **Unified System** - includes all clients receiving all child care services
- **PA's Quality Initiative, Keystone STARS**- Quality rating of Child Care providers
- **Business Intelligence Reporting** - enables trend reporting, dashboards
- **Client and Provider Self Service** – provides greater access to services



# Technology Facilitates Business Objectives

On Line Access

**COMPASS**  
Commonwealth of Pennsylvania Access to Social Services

Services:

- Healthcare
  - Medicaid
  - CHIP
  - adult/Basic
- Cash Assistance
- Child Care Services
- Food Stamps
- Energy Assistance
- School Meals
- Home and Community Based Services
- Long Term Care

En Español:

Other Languages:

Screen or Apply Finish or Check Application Status

View My Current Benefits

I Get Services Now

I Want More Information

Community Partner Information

View Information on Health and Social Services

Access Community Partner Information

Site Map | Browser Compatibility | ADA Compliance | FAQs | Confidentiality Statement

Quality Keystone STARS Ratings

COMMONWEALTH OF PENNSYLVANIA  
**Child Care WORKS**

CCIS of Dauphin County  
110 N. 26th Street  
Client Name: Tina Winslow

Harrisburg, PA 17103-1801  
(717) 233-8454

Referral Date: 02/23/2007

Providers included in this referral:

Provider Name	Phone	Type	Address	Keystone STARS Quality Rating
KINDERCARE LEARNING CENTERS, INC. KINDERCARE LEARNING 1716	(717) 728-1720	Day Care Center	730 WERTZVILLE RD ENOLA, PA 17025-2037	★★★★
KINDERCARE LEARNING CENTERS, INC. KINDERCARE LEARNING 732	(717) 761-6934	Day Care Center	3715 KOHLER PL CAMP HILL, PA 17011-2755	★★★★
CUMBERLAND COUNTY CUMBERLAND COUNTY LNG CTR	(717) 348-0431	Day Care Center	CLAREMONT NURSING & REHAB CENTER CARLSLE, PA 17013	★★★★
MESSIAH COLLEGE MESSIAH COLLEGE E.L.C.	(717) 691-6085	Day Care Center	1 COLLEGE AVE BOX 3021 GRANTHAM, PA 17027-9795	★★★★

## CCMIS Management Summary/Dashboard

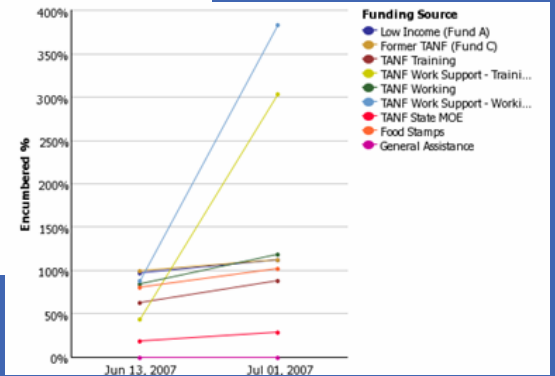
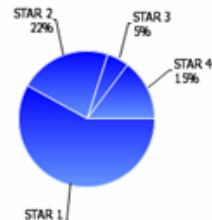
### Statewide Summary of Providers by Provider Type

County:

Provider Type	STAR 1	STAR 2	STAR 3	STAR 4	NSR	Total
Center	1,055	496	132	344	2,462	4,489
Group	195	55	5	19	646	920
Family	353	56	11	43	3,343	3,803
Relative/Neighbor	0	0	0	0	18,961	18,961
<b>Total</b>	<b>1,603</b>	<b>607</b>	<b>148</b>	<b>406</b>	<b>25,412</b>	<b>27,476</b>

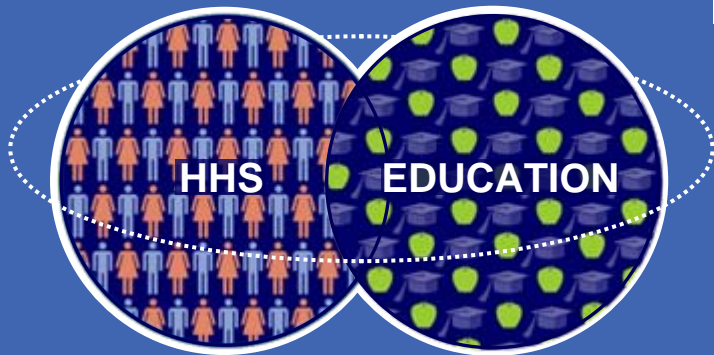
\*These statistics do not include all certified providers

Reporting of Critical Program Measures

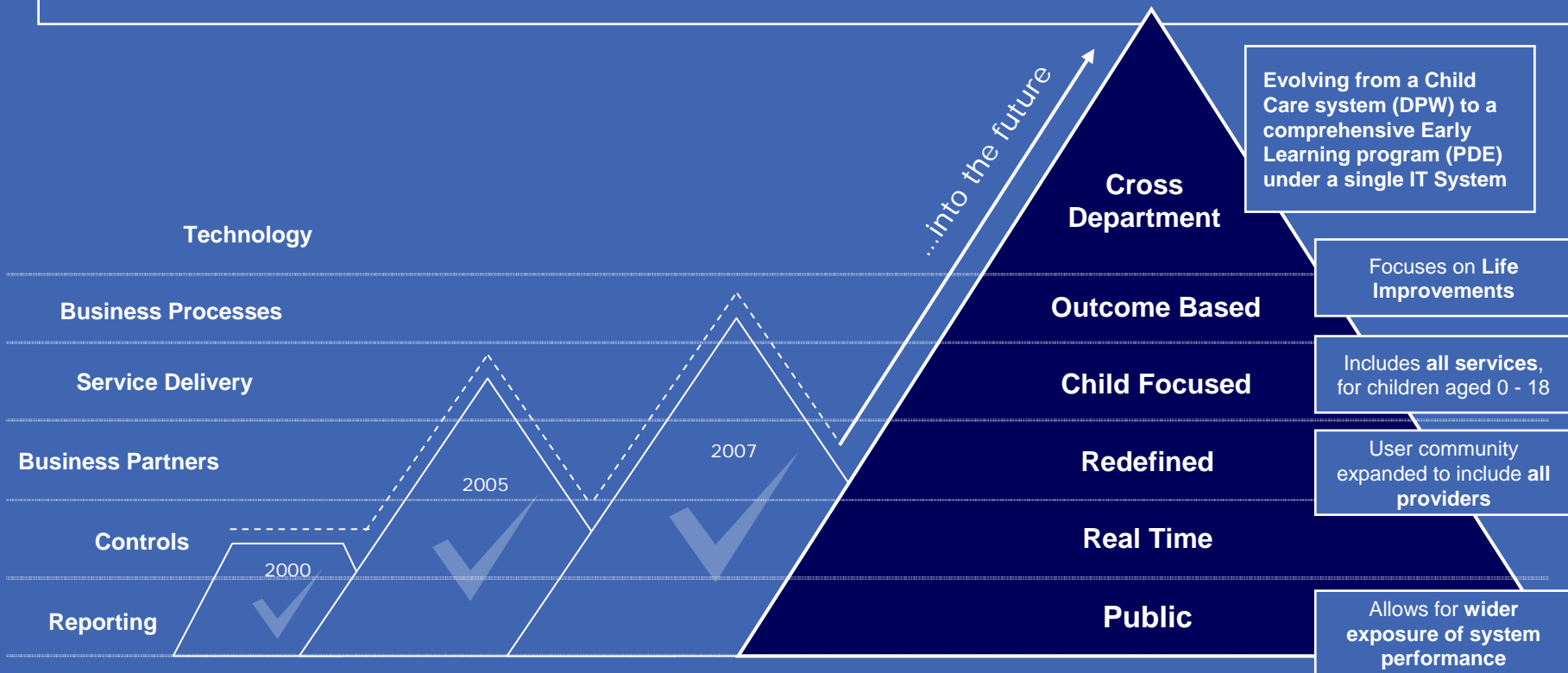


# The Future Major Initiatives

## STRATEGIC & MULTI-DISCIPLINARY



- **Early Learning Network** - includes programs for ages 0 through school aged
- **Incorporation of PA's Pre-K Counts Program** - creating seamless program coverage, from pre-school through school
- **Integration with NCLB (No Child Left Behind) DW** - measuring progress across all programs
- **Provider Licensing and Early Intervention**



## Lessons Learned

“The whole is greater than the sum of the parts”

- Find willing advisors and participants

Technology is an *Enabler*

- Let the business and policy drive the system

Lessons in Governance

- Strong project governance structure helps you manage project redirections
- Engaging your stakeholders early and often

Go with the Political Flow

- Changes in administrations can mean changes in project priorities so plan to be flexible

You know you're doing well when.....

# A Name to Reflect a New Vision



# PELICAN

*Pennsylvania's Enterprise to Link Information  
for Children Across Networks*



**PELICAN**  
*Child Care*



**PELICAN**  
*Provider Certification*



**PELICAN**  
*Early Learning*