

EXHIBIT F – PERFORMANCE MEASURES

Contractor	Yolo County Children’s Alliance
Objective	To jointly administer, with the County, CalWORKs Stage One child care services in order to meet the obligations as mandated in CalWORKs legislation to provide a seamless system of services as clients move between Stages One, Two, and Three.
Input Quantity	<ul style="list-style-type: none"> • Number of families served for whom child care payments were made • Total child care expenditures • Number of children transferred to Stage Two • Number of referrals given
Input Quality	<ul style="list-style-type: none"> • 100% of parents served will be mailed referral information within 24 hours of the initial request. • 100% of parents served receive an appointment with child care subsidy staff and initial services within 7 days of the initial request.
Output Quality	<ul style="list-style-type: none"> • Survey of CalWORKs clients who received services will be sent to clients to determine customer service satisfaction ratings (one time during the year). (Examples, courteousness of vendor case manager and satisfaction with response times.) • 75% of parents surveyed are satisfied with the services received as determined by a rating of good or above.
Output Quality	<ul style="list-style-type: none"> • Upon receipt of invoice of services from the provider, the contractor will issue payment to the provider no later than 10 business days.
Output Quality	<ul style="list-style-type: none"> • Once the contractor receives a referral from the CalWORKS Employment Services Case Manager, the contractor will respond back to the Case Manager with the status of the referral no later than three (3) business days.

Contractor shall submit performance measure reports on a quarterly basis as follows:

Quarterly Period	Report Due Dates
January-March	April 15th
April-June	July 15th
July-September	October 15
October-December	January 15 th