

OST OPERATIONS FAQ SHEET- News You Can Use

Administrative Review

The administrative review provides an opportunity to assess the contract and compliance performance of OST programs funded by PHMC. There are no financial implications for the review findings. Egregious findings will be referred for additional auditing and may impact contract status. The administrative review will include review of staff and child files, attendance records, program expenses, and required site documents and organizational contract forms. PHMC will also be reviewing data found in the Cityspan DHS Participant Compliance Report – All Enrolled report to ensure participant data and required uploads and consents are present.

Client Information

The following information must be present in each youth's file and be available for Contract Specialist review during site visits or as part of the administrative review.

- Program Application
- Means Test Worksheet (MTW)
- DHS Emergency Contact/Parental Consent Form
- Child Health Report Form (immunization records alone are not sufficient)
- OST Consent Form (needed within 30 days of enrollment; youth cannot participate in program(s) until received if not filed within the grace period)
- School District of Philadelphia Student ID number (needed within 30 days of enrollment - required for public and charter school students only)
- Attendance

Site and Organizational Information

Providers should have the following documentation in place for the organization and the site:

- PA DHS Certificate of Compliance - required for all sites serving elementary and middle school models
- Emergency Preparedness Plan
- Health and Safety Plan (may be included in the Emergency Management Plan)
- Nonprofit Documentation: Federal 501(c)(3) letter designation the organization as a not-for-profit organization
- Incident Reporting Policy and/or procedure

Staff Records

Providers will need to provide the following documents from every staff file for review:

- Health Assessment
- TB test results (new staff)
- Staff Clearances and Verifications
- Criminal Record Clearance (must be uploaded into the Cityspan staff profile)
- Child Abuse Clearance (must be uploaded into the Cityspan staff profile)
- FBI Clearance (must be uploaded into the Cityspan staff profile)
- National Sex Offender Registry (NSOR) Verification (Applicable to PA DHS Certified sites. **NEW THIS YEAR:** Providers are now able to upload the NSOR into the Cityspan staff profile)
- Signed Confidentiality Form
- Mandated Reporter Training Completion Certificate

Attendance

All providers are required to use the sign-in/out sheet generated by Cityspan. The required Sign-In/Out procedure is as follows:

Sign-In: All children in 3rd grade and above must sign themselves into the program each day with their full name and time of arrival.

Sign-Out: All children and/or their parents and/or caregivers must sign themselves/their children out each day with their full name and time of dismissal.

Staff may not sign out on behalf of children or their parents or caregivers. This documentation ensures that attendance is reliable and accurate. Attendance data entered into Cityspan must match the information recorded on a daily sign-in/out sheet. OST programs operating under this SOP are also required to enter daily attendance information into Cityspan each day by 8:00 p.m. Providers must adequately support this daily activity; this may include identifying technology solutions, identifying specific staff responsible for this activity, budgeting for staff hours, and ensuring the security and integrity of both paper and on-line data.

Corrective Action Process

If at any time during the program year a provider is not operating OST programming in compliance with these standard operating procedures, then the provider may be required to take corrective action. Of particular note is that providers are expected to meet all Performance Indicators in enrollment, attendance and dosage.

Step 1: A program that is found to be out of compliance with attendance, reporting, staffing, or any other components of this SOP will be contacted in writing by PHMC. The communication will identify the issue and any immediate steps that can be taken to address the issue.

Step 2: The program will begin a corrective action period the duration of which will depend on the type of compliance issue identified and the seriousness of the issue. Both organizational and program leadership may be required to meet with PHMC to identify action steps, benchmarks of progress, and timeframes for completion. The corrective action period will include timeframes for action steps and due dates to meet benchmarks.

Step 3: If the program does not complete action steps or meet required benchmarks of progress within the agreed upon timeframes, PHMC may undertake any of the following: modify payment terms, reduce the amount of award, convert to a conditional agreement and/or terminate the contract.

Invoice and Expense Report Due Dates

Report for services/expenses incurred in	Due
Invoices	10 th of the month (September -June); 15 th of the month (July)
Expense reports	10 th of the month (October, January, April); 15 th of the month (July)

Please note that the 21-business day processing time for payment does not begin until PHMC receives an approvable invoice and, for the quarterly dates, both an invoice and a complete and approvable expense report from the provider. PHMC reserves the right to modify the invoicing and expense reporting process in order to support providers and financial oversight of the OST program.

Means Test Worksheets (MTWs)

- The Means Test Worksheets (MTW) must be completed by staff in Cityspan for every child participating in any OST program prior to enrollment.
- The MTW form itself is never provided to parents to complete and must not be a form within the provider's application.
- Collection of MTW data is essential and payment will be withheld if MTW data is not completed for each participant and entered into Cityspan.
- The Cityspan report will flag Records with missing MTW data or if the dates have not been updated within the communicated timeframe.

Frequency: Completed prior to enrollment in each term--summer and school year.

Note: These are not required for EDEY Specialized providers.

Model Adherence Waiver

Programs are to serve youth according to the grade levels by model described earlier in this document. With PHMC approval, programs are allowed to enroll a number of youth, up to 10% of their slot level, outside of the model's grade range detailed below. Youth more than one grade level outside of the model are not permitted to enroll. To request authorization, providers must submit a Model Adherence Waiver Form via <https://www.cognitofoms.com/PHMC1/ModelAdherenceWaiverRequest>. By submitting the waiver, the agency agrees to the following about the youth for whom the waiver is requested.

- 6th graders may be allowed into elementary programs
- 5th graders may be allowed into middle programs
- 8th graders may be allowed into high programs

Program Locator

The City of Philadelphia maintains the OST program locator which is populated with activity information providers enter and maintain in Cityspan. The OST Program Locator assists families, caregivers, and youth in locating Out of School Time (OST) programs to match interests, focus areas, age and grade level, time, availability, budget, and transportation requirements. The program locator pulls data from the activity set up, so to ensure families have real-time data regarding program availability, providers will need to make sure the information entered in the above modules is up to date. The program locator must include a link to an active online application. Additionally, PHMC will notify providers of any timelines and due dates to ensure that the program locator is updated prior to City-wide program launch announcements.

ServiceNow: Cityspan's Help Desk System

If you run into any Cityspan based issues, please submit a ticket via the [Service Now helpdesk](#) platform. You can also access Service Now (USS) by clicking the link under the "Log In" button on the Cityspan login page. Please use this link to report issues related to Cityspan (some examples include: not being able to access organizational staff data, addition or removal of staff as well as identifying site/org/fiscal access), receiving error messages, attendance reporting issues) In order to use Service Now (USS), you must have an account set-up. Register [here](#) if you do not already have an account.

Site Closure Requests

Providers may schedule planned program closures no more than 5 times throughout the school year. These closures must be submitted to PHMC 60 days in advance of the closure via

<https://www.cognitofrms.com/PHMC1/ClosureRequestAndNotificationForm2>

Providers may not close due to staffing shortages. Providers should have contingency plans in place to support OST programming when site staff are on vacation or out sick. In the event of an unplanned closure, providers should notify PHMC via

<https://www.cognitofrms.com/PHMC1/ClosureRequestAndNotificationForm2>

Staff Updates via Cognito

New Staff?! Changes to existing staff?! Staff changes/updates are reported via Cognito. If a staff member is no longer with your organization or a new staff member is being added or transferred into a new role within OST, please complete the following process below so that we can ensure the correct contact information is present at PHMC and shared with all OST staff.

Use this link to report staffing changes when they occur: <https://www.cognitofrms.com/PHMC1/OSTProviderStaffUpdates> PHMC will ensure that these changes are communicated to relevant team members and distribution and contact lists are updated accordingly. Providers are still required to ensure that updates are made in Cityspan and that staff listed in expense reports is accurate. This applies to any staff we interface with that fall into any of the following categories:

- Executive director
- Senior leadership
- Fiscal
- Compliance
- Site Directors or site leadership
- Contract signatory personnel