

**Early Learning Coalition of Broward County, Inc.**  
*Annual Review and Assessment Instrument 2009-2010*

Monitoring Report

**Contract: FCI-RR-10-ELC1 Resource and Referral and Family Education and Supports**  
*Family Central, Inc.*

**Monitors for Early Learning Coalition (ELC)**

Leticia Strasser, Early Care and Education Program Specialist  
Jessica Novak, Early Care and Education Program Specialist  
Andrea Braynon, Chief Financial Officer  
Sandra Martinez, Accounting and HR Manager

**Family Central, Inc. (FCI) Representatives**

Khalil Zeinieh, Vice President, Broward Operations  
Ilene Gevirtz, Director of Resource & Referral  
Phyllis Eluett, Data Tech, Resource and Referral  
Carol Wasserman, Vice President of Voluntary Pre-kindergarten (VPK) and Special Projects  
Ainsworth Geddes, Chief Financial Officer

The monitoring process reflected in this report began on February 26, 2010, with secret shopper calls and was completed on December 28, 2010. The Coalition Monitors completed a comprehensive monitoring review, which included an administrative review of the agencies policies and procedures, a fiscal review of the accounting records and supporting documentation, as well as a review of the programmatic services as reflected in the performance objectives of the **Resource and Referral and Family Education and Supports** services in contract FCI-RR-10-ELC1. **This report includes monitoring results of this contract.**

In addition to examining documentation related to performance objectives, Coalition Monitors searched the Enhanced Field System (EFS) and Single Point of Entry (SPE) waiting list databases (State of Florida required software) for pertinent back-up information, conducted three (3) secret shopper phone calls and reviewed results of two (2) AWI secret shopper calls to assess services from the customer point of view; and conducted interviews with the Director of Resource and Referral, a Resource and Referral Counselor, the Data Tech for Resource and Referral, and the Vice President of the Voluntary Pre-kindergarten program (VPK).

Prior to the monitoring visits, the Coalition staff identified children and providers who participated in the Voluntary Pre-kindergarten (VPK) program, as well as all school readiness children and the corresponding providers who serve these children, contained in the EFS data base for the period July 1, 2009 – June 30, 2010. The EFS data was used to randomly select 142 VPK children files, 103 VPK provider files, 142 files representing children receiving financial assistance from school readiness funds and the 109 early care and education provider files where these children received early learning opportunities. Of the 142 clients in receipt of school readiness funds, 115 children (81%) were between the ages of birth to five and attended 91 of the selected providers (83%), and 27 children (19%) were school-age and attended 25 of the selected providers, with seven (7) of the early care and education providers serving school-age children also served children birth to school-age; these children and their corresponding providers along with the 142 VPK children and the providers they attended were tracked through the Coalition’s early care and education system; **36 of the children between the ages of birth and school-age were enrolled for the first time during FY 2009-2010 and an additional 20 children received additional R&R services in 2009-2010; these clients as well the 91 early care and education providers and an additional 103 VPK providers were chosen for review in this monitoring and tracked through the Resource and Referral component of the Coalition’s early care and education system.**

#### **Administrative Review Summary:**

Agency policies, corporate documents, insurance, document protocols, and incident reporting documents were all *reviewed and found to be in order and to meet required specifications with exception noted below:*

#### **Findings:**

- Page 5, Section 1.H. of the Standard Contract, entitled Sponsorship/Public Announcements, paragraph 3 has not been completely followed:
  - “3. If the sponsorship reference is in any written format, the words “Early Learning Coalition of Broward County, Inc.” and “State of Florida, Agency for Workforce Innovation” shall appear in the same size letters or type as the name of the CONTRACTOR. When issuing statements, press releases, requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with state or federal funds, all CONTRACTORS receiving state or federal funds, shall clearly state (1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program. For purposes of complying with this section, the percentage and dollar amount of federal funds are those shown on Exhibit A to this Contract.”

#### **Corrective Action:**

***In order to ensure that this objective is met for 2010 – 2011 contract year, the ELC 1 Service Provider shall submit to Coalition staff by January 17, 2011, protocol that directs ELC 1 staff when issuing a statement, press release, request for proposal, bid solicitation, and other documents describing projects or programs funded in whole or in part under this contract, to clearly state:***

***1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program as indicated in Exhibit A of the contract.***

Examples of such statements are as follows:

- "Sponsorship by Early Learning Coalition of \_\_\_\_\_ and State of Florida, Agency for Workforce Innovation. \$ amount (\_\_\_%) Federal Funds, \$ amount (\_\_\_%) State Funds, [if necessary: \$ amount (\_\_\_%) local funds."
- "The *Service Provider* announces a special quality initiative for providers to receive books. Ninety percent of this initiative is funded through CCDF federal dollars in the amount of \$\_\_\_\_\_ and ten percent of this initiative is funded through *something else* in the amount of \$\_\_\_\_\_."

#### **Fiscal Review Summary:**

- ***Accounting Policies and Procedures* were reviewed and found to be in order and to meet required specifications.**
- ***General Ledger* testing indicated a 100% compliance rate related to the review of expenses and appropriate classification of transactions.**
- ***Payroll Records* testing indicated a 100% compliance rate related to the payroll records and personnel files examined.** As a part of the fiscal review the actual salary costs are compared to the approved budget salary amount. In the sampling, there were no significant variances in the annual budget versus actual comparison. The annual budget total for one staff salary was 2% above the budgeted amount. (This observation should be considering when negotiating salary, fringe and attrition for the purposes of discussing staffing levels for the budget.)

#### **Programmatic Review Summary:**

This contract focuses on services provided by the ELC 1 Service Provider for early care and education resource and referral consumer education services, Voluntary Pre-kindergarten outreach and awareness services, social service linkages for families, and early care and education provider recruitment. ***Coalition staff and Service Providers continue to share a common obstacle with regards to the inability of the multiple and various technologies currently employed by the Broward ECE system to accurately pull aggregate data for the purpose of validating or accounting for performance outcomes within and across services. ELC and Service Provider staff will continue to work collaboratively to address the issues during the 2010-2011 fiscal year.***

#### **Results and Highlights:**

- **Contract # FCI-RR-10-ELC1 has thirty-seven (37) performance outcomes and five (5) programmatic deliverables.**

- 89% of the performance outcomes (33) were achieved and 9% require adjustments to improve reporting for accountability in the 2010-2011 contract year; two (2) of the programmatic deliverables (40%) were met and the remaining three (3) service deliverables which estimated numbers of resource and referral contacts, families served monthly by Service Coordinators, and providers licensed/recruited during the year were not attained.
- 33% of the families that called for resource and referral services requested child care referrals to assist them in locating care that would meet their needs in their community. (5,519/16,632)
- 81% of the families (13,456) that called for resource and referral services received consumer education packets guiding them to be better consumers as they selected quality child care for their children.
- 67% of the families (11,173) that called for resource and referral services sought screening for financial assistance; of these families, 48% (5,347) were deemed preliminarily eligible at the time of the contact; 6% fewer families called for screening services than in FY 2008-2009 and 10% fewer were deemed preliminarily eligible at the time of contact.
- Thirteen percent (13%) more families, who were not eligible for financial assistance, received resource and referral services during FY2009-2010 than during FY2007-2008.
- 85% of the families who received resource and referral services and were eligible for financial assistance, were prepared with a provider selected when they arrived at the ELC 2 Service Provider to have eligibility for service determined; an increase of 1% from the previous year.
- 11% of the families (2,147) receiving a family needs assessment were referred to services by both the R&R counselors and/or the Service Coordinators; 77% of those families were linked to services, exceeding the objective by 2%.
- 9,800 pieces of literature about VPK were distributed throughout Broward County.
- 84% of clients surveyed could identify at least three (3) quality indicators.
- 96% of providers surveyed, using ELC 1 services, reported overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access.
- The availability of child care for infants and school-age children, as well as evening and overnight care was slightly reduced with a reduction in the number of Family Child Care Home facilities; however, weekend care availability increased by 5% over the previous year due to the addition of Child Care Center facilities.
- 90% of the VPK parents surveyed selected they had heard about VPK through VPK outreach activities connected to word-of-mouth and internet advertising opportunities (Child Care Providers, Early Learning Coalition, FCI, Family, Friend, Public School, VPK and Internet).
- In order to improve reporting for accountability in the 2010-2011 contract year, the Coalition is requiring the ELC 1 Service Provider to:
  - Notify the Coalition staff and ELC 2 staff when providers with Service Agreements do not submit information within 30 days from the date the 6 month update request was mailed to the provider; and

- In order to improve the delivery of Resource and Referral and Family Education and Supports Services during the 2010-2011 contract year, the Coalition is requiring the ELC 1 Service Provider to:
  - Submit to the Coalition staff the analysis that identifies how customers requesting a call back or who leave a message would receive a follow-up within 48-hours (as identified during Procurement), considering the variability of call volume at various times during the year and the steps necessary to achieve that commitment.

Early Learning Coalition of Broward County, Inc.  
*Administrative Specification Annual Review and Assessment Instrument*  
 2009-2010

Contract Annual Review

**Contract: FCI-RR-10-ELC1: Resource and Referral and Family Education and Supports**

A. FEDERAL LAW REQUIREMENTS	ELC REVIEW
1. Does the Agency have a written Drug-Free Workplace Policy? <b>Policy revised June 30, 2008 on “SOP and Policy” compact disk and in Employee Handbook revised 03/2009.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are Equal Employment Opportunity, Worker’s Compensation, Family Leave Act, and other mandated or relevant posters conspicuously displayed by the agency? <b>Five-in-one posters are posted on the fourth floor outside the Human Resource Department, including laws regarding FMLA, EEOC, Minimum Wage, Child Labor, and Polygraph. Additional information regarding Worker’s Compensation, Unemployment Opportunities, Florida Discrimination, and USERRA are posted on the 4<sup>th</sup> Floor outside the Human Resource Department. The five-in-one poster is also in the lunch room on the first floor.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency have a written Non- Discrimination and Harassment Free Workplace Policy? <b>Equal Opportunity Policy revised July 30, 2008; Appropriate Conduct Policy, Policy Against Harassment and Complaint Procedure revised March 10, 2004 on “SOP and Policy” compact disk and in Employee Handbook revised 03/2009.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u> Agency Federal Law Requirements were reviewed and found to be in order and to meet required specifications.</b>	
B. CORPORATE DOCUMENTS	ELC REVIEW
1. Does the Agency have an Accounting Policy and Procedures Manual? <b>Policies and SOP compact disk, finance</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

<b>subfolder includes finance policies and procedures.</b>	
2. Are the Agency's By-laws available for review? <b>Amended &amp; Restated Bylaws reviewed; effective January 1, 2010.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Are the Agency's Articles of Incorporation available for review? <b>Articles of Incorporation reviewed; dated June, 1997.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Is there an Organizational Chart available that reflects the current organization of the Agency and provides clearly delineated chain-of-command? <b>Organizational Chart, revised January 2010.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Is there an audit on File? <b>Audit by Daszkal Bolton LLP dated June 30, 2009 and 2008.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u> Agency Corporate Documents were reviewed and found to be in order and to meet required specifications.</b>	
<b>C. SPONSORSHIP/PUBLIC ANNOUNCEMENTS</b>	<b>ELC REVIEW</b>
1. Does the Agency have sponsorship materials, financed wholly or in part by state funds (including any funds through ELC) that are in accordance with the requirements outlined in the contracts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. In publicizing, advertising, or describing the sponsorship of the program, does Contractor state: "Sponsored by (Contractor's Name) and The Early Learning Coalition of Broward County, Inc." and the "State of Florida, Agency for Workforce Innovation"?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Do written materials include "The Early Learning Coalition of Broward County" and "Agency for Workforce Innovation, Office of Early Learning" in the same size letters or type as the name as the Contractor?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. When using statements, press releases (ALERT is a press release) , requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with state or federal funds, all awardees receiving state or federal funds, shall clearly state (1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program. Does the Contractor comply?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b><u>ELC review comments:</u> Interviewed Community Affairs Coordinator for clarification of sponsorship requirements outlined in the contact. Reviewed Resource and Referral (ELC 1) brochure; statement of (1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program on any agency-wide or contract written materials were not included in the document.</b>	
<b><u>Corrective Action:</u> In order to ensure that this objective is met for 2010 – 2011 contract year, the ELC 1 Service Provider shall submit to Coalition staff by January 17, 2011, protocol that directs ELC 1 staff when issuing a statement, press release, request for proposal, bid solicitation, and other documents describing projects or programs funded in whole or in part under this contract, to clearly state 1) the</b>	

*percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program as indicated in Exhibit A of the contract.*

**Service Provider plan to meet compliance (HOW) Explain:** *Please see attached protocol that directs all staff funded by ELC to clearly state 1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program as indicated in Exhibit A of the contract.*

<b>D. STAFFING</b>	<b>ELC REVIEW</b>
1. Did the Contractor maintain sufficient and qualified staff to deliver the agreed upon services required by the Contract and specifically set forth in <b>Exhibit B</b> ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Do names of personnel match positions listed in the budget?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Did the Contractor ensure that staffing patterns and staff qualifications are sufficient to provide the services described within the contract, including backup plans when turnover occurs, with the capacity to provide services in English, Spanish, Portuguese, and Creole? <b>Of the 5 files reviewed: 1 spoke English, 3 Spanish, and 1 Creole/French/Spanish</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Did the Contractor provide and/or ensure continuous quality improvement training to 100% of its staff? <b>“Performance and Quality Improvement (PQI)” file on “SOP and Policy” compact disk includes all agency continuous quality improvement policies including the requirement for training for all staff.</b> <b>Of the 5 files reviewed, all 5 staff files included documentation of PQI training.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Has the Contractor or its agent notified WorkForce One of all entry level employment opportunities associated with this Contract which require a high school education or less? The Contractor or its agent employs a person who was referred by the Work Force One office, the Contractor shall notify the Coalition. <b>Interview with Human resource Director, stated all entry level positions requiring a high school diploma or less are posted with Workforce One. No one from Workforce One was hired this year.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**ELC review comments:** Reviewed Exhibit B, form B; all staffing documentation was *reviewed and found to be in order and to meet required specifications.*

<b>E. BACKGROUND SCREENING</b>	<b>ELC REVIEW</b>
1. Did the Contractor’s personnel and volunteers, who as part of their duties and responsibilities, spend forty hours or more per month in early care and education program(s) submit to a local and state criminal records check within ten days of employment in accordance with Section 435.03(1), Florida Statutes? <b>Reviewed “Pre-Employment screening Procedures,” revised May 2009, Human Resources Protocol.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**ELC review comments:** Background screenings (submitted in accordance with Section 435.01(1) Florida Statutes) were *reviewed*

<i>and found to be in order and to meet required specifications.</i>		
<b>F. KEY PERSONNEL/PERSONNEL POLICIES</b>		<b>ELC REVIEW</b>
1. Does the Agency have written Personnel Policies? <b>Reviewed FCI Employee Handbook, revised March 2009 and the SOP and Policy compact disk including all agency Personnel Policies.</b>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Where are personnel folders located? <b>Human Resources Department, 4<sup>th</sup> Floor</b>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Select a random number of personnel files and verify that each file contains the following:		
a. Job descriptions		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Qualification documentation		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Evaluations		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Security Agreement including: Non-Disclosure, data security and confidentiality agreement		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Number of randomly selected personnel files: <b>Five (5) personnel files were randomly selected for review.</b>		
5. Number of said files containing above mentioned criteria: <b>Five (5) personnel files were reviewed and contained the above mentioned required documents.</b>		
6. Where are the employee records located? <b>Human Resources Department, 4<sup>th</sup> Floor</b>		
7. Are employee records securely stored? <b>In a locked room within the Human Resources suite on the 4<sup>th</sup> floor.</b>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u> Agency Personnel Policies and five (5) personnel files were reviewed and found to be in order and to meet required specifications.</b>		
<b>G. INSURANCE</b>		<b>ELC REVIEW</b>
1. Review the Agency's ACORD Form to determine which policies are in place. <b><u>ACORD 25 06/22/10</u></b>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Where are the Agency Insurance Policies located? <b>Agency Policies located: Administrative Office on Fourth Floor.</b>		
3. Did the Contractor submit one Continuation of Operations Plan (COOP) to the Coalition's Contract Manager upon execution of the Contract? The COOP shall include the Contractor's plans to continue operations during unforeseen circumstances whether natural or man-made disasters, local emergencies, or other emergency situations requiring significant changes in operation. The plan shall include pre-disaster planning, including but not limited to record protections, alternative service accommodations, supplies, and a recovery plan that would allow the Contractor to continue functioning as per the executed Contract in the event of an actual disaster. <b><u>On file at ELC</u></b>		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Worker's Compensation; minimum Liability limits of \$100,000 per accident, \$100,000 per	Expiration Date:	Amount:

person, and \$500,000 policy aggregate <b>Each accident \$500,000; each employee \$500,000; policy limit \$500,000</b>	<u>7/1/11</u>	<u>\$500,000</u>
5. Unemployment Compensation Insurance: reporting and contributions up-to-date payments	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
6. General Liability: The CONTRACTOR shall maintain adequate liability insurance coverage on a comprehensive basis and hold such liability insurance at all times during the existence of this Contract and any renewal(s) and extension(s) of it. By execution of this Contract, unless it is a state agency or subdivision as defined by subsection 768.28(2), Florida Statutes, and as may be amended from time to time, the CONTRACTOR will provide its self-insurance letter to the COALITION prior to the execution of the Agreement. A self-insurance program established and operating under the laws of the State of Florida may provide such coverage.	Expiration Date:  <u>7/1/11</u>	Amount: <b><u>\$3,000,000</u></b> <b><u>general</u></b> <b><u>aggregate</u></b>
7. Professional Liability:	Expiration Date: <u>7/1/11</u>	Amount: <b><u>\$1,000,000</u></b>
8. Property:	Expiration Date: <u>7/1/11</u>	Amount: <b><u>\$10,359,600</u></b>
9. Automobile Liability:	Expiration Date: <u>7/1/11</u>	Amount: <b><u>\$1,000,000</u></b>
<b><u>ELC review comments:</u> Agency Insurance documents were reviewed and found to be in order and to meet required specifications.</b>		
<b>H. CONFIDENTIAL INFORMATION AND SECURITY OBLIGATIONS</b>		<b>ELC REVIEW</b>
1. Does the Agency have policies to safeguard client confidentiality? <b>Reviewed “Confidentiality Policy”, revised July 29, 2008 on SOP and Policies compact disk, Human Resource subfolder.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2. Does the Agency have protocols to protect computer based documents and records? <b>Reviewed “Security of Information” policy dated May 8, 2009 on SOP and Policies compact disk in Information Systems subfolder.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
3. Do only the appropriate staff members have access to computerized records? <b>Reviewed “Use of Communication Systems and Company Equipment” policy revised September 1, 2008 on SOP and Policies compact disk in Information Systems subfolder.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4. Does the Agency have a system for the maintenance of files? <b>Reviewed “Information Management and Use” policy dated May 28, 2009 on SOP and Policies compact disk in Information Systems subfolder.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b><u>ELC review comments:</u> Agency Confidential Information and Security Obligations documents were reviewed and found to be in</b>		

<i>order and to meet required specifications.</i>	
<b>I. INCIDENT REPORTING</b>	<b>ELC REVIEW</b>
1. Are Child Abuse Reports made to the authorities? <b>“Abuse and Neglect Reporting” policy dated May 16, 2000 on SOP and Policies compact disk, Human Resource subfolder and on Pg 39 in Employee Handbook.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Is knowledge of any abuse or alleged abuse or any serious injury or death by a child while in care reported to the Coalition?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>ELC review comments:</b> “Abuse and Neglect Reporting” policy dated May 16, 2000 on SOP and Policies compact disk, Human Resource subfolder and on Pg 39 in Employee Handbook was revised August, 2010 to include the statement: “knowledge of serious injury or death by a child while in care is reported to the Early Learning Coalition”; the revised policy is found to be in order and to meet required specifications.	
<i>No Action at this time: The ELC 1 Service Provider has already made appropriate adjustments during the Coalition’s monitoring review; the “Abuse and Neglect Reporting” policy was updated and evidence was provided to the Coalition.</i>	
<b><u>Service Provider response (if desired):</u></b>	

*Fiscal Performance Specification Annual Review and Assessment Instrument 2009-2010*

**Contract: FCI-RR-10-ELC1: Resource and Referral and Family Education and Supports**

<i>Fiscal Performance Specification Annual Review and Assessment Instrument 2009-2010</i>	
<b>A. AUDITS AND RECORDS</b>	<b>ELC REVIEW</b>
1. Does the Contractor maintain books, records and documents including electronic storage media and electronic records, in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all revenues and expenditures of funds provide by the COALITION under this contract?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the Contractor ensure that accounting records reflect the separation of all programs/activities it administers or for which it receives funding?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does a clear audit trail exist showing the benefit received from each expenditure as it relates to the applicable program/activity?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	

B. EFFECTIVE USE OF FUNDS	ELC REVIEW
1. Does the Chart of Accounts support proper allocation by having revenue and expense categories properly identified by program?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the Chart of Accounts have an unallowable cost code to properly identify unallowable costs?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	
C. INVOICING	ELC REVIEW
1. Are invoices submitted on a timely basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are payments made to subcontractors within seven (7) working days after receipt of full or partial payments from the Coalition?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency maintain an Agency-wide budget by funding source and expenditure category?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the Agency have an accounting system to properly account for ELC related transactions (revenues and expenses)? <b>Microsoft Great Plains Accounting</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Select a random number of invoices submitted to ELC and test to determine the following:	
a. Does the invoice accurately detail the number of units, description, unit cost, and total?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Do the attendance records and other required documentation flow through to the invoice correctly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Is the invoice approved by authorized staff/management?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Does the invoice reflect third party payments?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
f. Are procedures established and implemented to eliminate duplicate billing?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Number of invoices randomly selected: <b>Fifteen (15) SR transactions and five (5) VPK transactions were sampled for the months of October 2009 and April 2010</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Number of invoices meeting the above criteria: <b>The twenty met the criteria.</b>	
<b><u>ELC review comments:</u></b>	
D. INDIRECT COSTS	ELC REVIEW
1. Review and document the Agency's Cost Allocation Methodology. <b>The Cost Allocation Plan was received</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Is the cost allocation methodology in writing and is it representative of the allocation used? <b>The plan is being utilized as presented.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

<u>ELC review comments:</u>	
<b>E. BANK</b>	<b>ELC REVIEW</b>
1. Are bank statements reconciled monthly? <b>Bank statements are reconciled monthly</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are the bank statements reconciled by a person other than the person who receipts and disburses funds?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the immediate supervisor review the reconciliation? <b>Yes, the statements are prepared by the Accounting Manager and approved the CFO, demonstrating an appropriate separation of duties.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are adjustments properly documented and explained? <b>Adjustments were not included in the monthly statements selected.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Does the subrecipient receive advances?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. If they received advances, are the funds in an interest bearing account? <b>The funds were in an interest bearing account before February 2009 however because of the uninsured fund balances, the account was changed to a non-interest bearing account for 100% FDIC coverage.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Select 3 random months and verify above transactions: <b>Three months were selected and reviewed.</b>	
8. What three months were randomly selected? <b>The month of August 2009, November 2009 and March 2010</b>	
9. Number of months meeting above transactions: <b>The three months met the above criteria except the funds were transferred into a non-interest bearing account for the 100% FDIC insured coverage February 2009.</b>	
<u>ELC review comments:</u>	
<b>F. DELIVERABLES - REPORTS</b>	<b>ELC REVIEW</b>
1. Did the Contractor submit to the Coalition on a quarterly basis a statement of actual up-to-date and complete revenue/expenditures, by category, within 30 calendar days following the end of the reporting period? <b>Actual-to-Date expenditures are reviewed monthly</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Did the actual up-to-date and complete revenue/expenditure report submitted follow the same format as the Contractor's approved budget and include all listed line items? <b>Reports are submitted in listing the detailed line item information.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Did the report contain a detailed explanation of variances from the approved budget? <b>Yes, variances are reviewed in detail on a monthly basis.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
<b>G. ASSIGNMENTS AND SUBCONTRACTS</b>	<b>ELC REVIEW</b>

Perform only if there are sub-contracts in place being paid for direct services with funding covered by this monitoring visit.	
1. Are sub-contracts allowed under this funding? Some funding sources do not allow the use of sub-contracts to deliver direct services. <b>Hispanic Unity</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the subcontractor have a contract?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Are the payments to the subcontractors in line with the contract? <b>Subcontracted services were not rendered under this contract during this time period, therefore there were no payments generated.</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> NA
4. Does the contract specify a match budget for the subcontractor?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> NA
<b><u>ELC review comments:</u></b>	
<b>H. STAFFING</b>	
<b>ELC REVIEW</b>	
1. Does staff, including management, document their work hours through a time sheet or punch clock? Agency policies require non-exempt utilize a time punch clock and exempt utilize a time sheet	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Do names of personnel match positions listed in the budget?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	
<b>I. PAYROLL RECORDS</b>	
<b>ELC REVIEW</b>	
1. Does staff, including management, document their work hours through a time sheet or punch clock? <b>Agency policies require non-exempt staff utilize a time punch clock and exempt staff utilize a time sheet</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are time records signed by both the employee and the supervisor? <b>The randomly sampled identified payroll records were both signed by the employee and supervisor.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Review sample of Payroll journals to ensure that they include:	
a. Staff name	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Position	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Salary	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Hours worked	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
e. Payroll period <b>October 2, 2009 and April 2, 2010 were the selected pay periods.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

f. Deductions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Number of payroll journals reviewed: <b>There were three (3) selections reviewed.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Number of said journals that included the above criteria:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. For a sample of employees charged to the program, review that positions match the budget approved by the funding agency, Do they match? <b>The actual expenditures charged to the program did match the budget within reasonable variance.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. For a sample of employees charged to the program, review that recorded time worked matches time paid as reflected in the Payroll journal. Do they match? <b>The recorded times worked by the selected employees did match the times paid.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Review the distribution of fiscal duties (i.e. who approves the expense, who cuts the check, who mails the payment). Is the distribution of duties adequate to safeguard assets? <b>Fiscal operations described in the Internal Working Papers</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	
<b>J. NONEXPENDABLE PROPERTY</b>	<b>ELC REVIEW</b>
1. Has the Inventory of Non-expendable Property been submitted for 2009-2010?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Is a list of property with a useful life greater than one year on file and submitted at the end of the year?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the list of property include: property tag identification number, description of item(s); physical location, name, make or manufacturer, year and/or model; manufacturer's serial number(s); date of acquisition and the current condition of the item?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Perform the following only if the Agency has been funded by ELC, in current or prior funding cycles, for fixed assets such as computers or equipment. This test includes fixed price contracts where rates were based on calculations that included capital expenditures.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Perform a physical inventory of a sample of ELC program assets drawn from the fixed assets register provided by ELC. Do they agree? Note any discrepancies.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Are program fixed assets being used in accordance with the funding intent?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Do asset additions and/or disposal procedures follow ELC's Fixed Asset policy/procedures?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Were fixed assets purchased within the contract period in which they were approved / funded?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	

K. PERFORMANCE BOND	ELC REVIEW
1. Has the Performance Bond in the amount of \$450,000 or an Irrevocable Standby letter of credit been submitted to the Coalition?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	

***Program Performance Specification Annual Review and Assessment Instrument 2009-2010***

**Contract: FCI-RR-10-ELC1 Resource and Referral and Family Education and Supports**

**A. MAJOR PROGRAM GOALS**

ELC1 2009-2010 Resource and Referral and Family Education and Supports:

1. To increase parents'/guardians' and community agencies'/groups' knowledge about the components of successful school readiness for children and the importance of parents'/guardians' role in achieving that, and the ways in which to access and use Resource and Referral services, by outreach and education to those groups.
2. To increase parents'/guardians' ability to be well informed consumers in selecting settings for their children that are likely to enhance their children's learning, school readiness, and subsequent success in school and in life by serving as a central, clear, accurate, and accessible source of consumer information about early care and education and school-age care choices, availability, quality indicators, and direct service provider status.
3. To increase parents'/guardians' knowledge about their potential eligibility for, and to provide smooth access to, financial assistance for School Readiness services by serving as the single point of entry for the preliminary screening of a family's potential eligibility for financial assistance for school readiness services and maintaining the unified waiting list for said services, and by keeping parents informed of their eligibility/application status as applicable.
4. To increase parents'/guardians' knowledge about their potential eligibility for Voluntary Prekindergarten services and to provide active referral to eligibility services for said program.
5. To increase parents'/guardians' ability to be successful in their role as their children's first teacher by providing relevant linkages to programming and/or by providing direct programming to enhance families' knowledge and stability, and by linking families and providers with, and/or providing, additional needed family supports.
6. To ensure and support a wide variety of parental choice in early care and education settings by tracking the availability of early care and

education and school-age programs which meet the needs of the clients and working to maintain and recruit providers to fulfill unmet needs and encouraging their potential participation in School Readiness and the Voluntary Prekindergarten program.

**Service Provider Directions:**  
**Please fill in shaded sections using “track changes” tool.**  
**Do not write in any other area.**

**B. BRIEF PROVIDER SUMMARY OF ELC 1 SERVICES & HIGHLIGHTS**

**1. R&R/Wait List/Screened to Eligibility:**

*During the fiscal year, 29,739 families (and 16,632 unduplicated families) were served by R&R counselors either in person or via telephone at no cost to the families. The R&R Counselors gave child care referrals to 5,519 families. Included in this total were a record amount of military families (26 for the fiscal year) served by providing enhanced referral services. 11,173 families were pre-screened to determine eligibility for financially assisted child care, and of those pre-screened, 5,347 were found to be eligible and placed on the unified wait list for financially assisted child care.*

*During the fiscal year, 15,823 consumer education packets were given/sent to families requesting R&R services. R&R Counselors made 3,476 enrollment appointments which facilitated the enrollment process and provided a smooth transition process from ELC 1 to ELC 2 by ensuring that clients had a provider selected and accurate documentation when they came to their enrollment appointments.*

*The R&R department is currently fully staffed, but one counselor is still in training. All current staff who has taken the AWI –OEL Child Care Resource and Referral Network Evaluation has received a Level 2 – the highest level possible to achieve. One counselor has taken the evaluation, but has not yet received her results. The R&R Counselors received an average score of 100 points out of 110 points on their State mandated fourth quarter assessment (staff observation). One of the R&R counselors continues to attend American Sign Language classes at Broward College in order to improve her skills.*

*The R&R department developed an online referral intake process that was placed on the Family Central website. This process allows families to request child care referrals by providing information on an intake form about their individual needs. The intake form is then submitted to the R&R department, and a counselor fulfills the family’s request based on those needs, by entering the family’s information into the EFS database and generating computerized referrals. The family has a choice of receiving the referrals by email, mail, or fax, and the consumer education information can be emailed, mailed, or downloaded from the Family Central website. This process was started on June 17 and 102 forms were received by June 30.*

*The R&R department also developed an online wait list update process which went “live” on the FCI website on May 14, 2010. This process allows families to update their information online without having to call the wait list update hotline. The family receives an email confirmation once they have filled out the online form. The form is automatically submitted to the R&R department and the family’s information is updated*

accordingly in SPE/UWL. In the month of June, 95 update forms were received.

## **2. Needs Assessment:**

*The year-end total of clients willing to participate in a social service needs assessment was 19,790. The total number of clients referred to services by the R&R Counselors for the year was 811. Of those, 323 were successfully linked to services. Unfortunately many of the clients did not follow through on contacting the agencies for assistance or we were not able to reach them to determine if they had been successfully linked. In addition, the R&R Counselors referred a total of 494 clients to the Service Coordinators during the contract year.*

*The Service Coordinators served a total of 1,501 clients during the fiscal year which includes the clients referred by R&R Counselors and those referred by other departments within FCI. Of those, 1,336 were referred to community resources and 1,322 made successful linkages. The Service Coordinators worked with a total of 51 child care providers during the year. Of those providers served, 50 were successfully linked to services.*

*754 children received school supplies generously donated by various businesses and organizations.*

*67 families were adopted for Thanksgiving by private adopters and/or organizations. 163 families submitted by FCI staff and 151 families submitted by providers received food baskets and gift cards from Family Central. In addition, 171 individual families received gifts for the holidays from private adopters and/or organizations and 64 families received gifts and gift cards from donations received at FCI. 34 providers received holiday gifts for the financially assisted children in their care, 4 providers were adopted for the holiday, and 11 child care providers attended parties at which some received gifts. Additionally, the FCI Service Coordinators linked 99 families to the Salvation Army for holiday assistance.*

## **3. Food and Shelter Needs:**

*FCI maintains a food pantry and clothing closet for clients in need of those resources. 203 families received food from FCI's food pantry this fiscal year and 279 received clothing from FCI's clothing closet. 128 families received diapers and/or wipes. A relationship was established with a local church that participated in a food drive that resulted in several hundred bags of food being donated to FCI.*

## **4. Developmental Screening:**

*The R&R staff referred income eligible clients to the Family Support Services Department for developmental screening. During the fiscal year, the R&R Counselors offered 7,087 income eligible non-school age children the opportunity to link to ELC 5 for Developmental Screening Assessments. All parents/guardians of children with special needs, regardless of income, are referred to the Florida Directory of Early Childhood Services and/or FDLRS. During the fiscal year, of those families requesting child care referrals, 83 families of children with special needs were referred to the Florida Directory of Early Childhood Services and/or FDLRS.*

## **5. Other Resources:**

*R&R Counselors educated all parents/guardians on the important role they play in their child's school readiness and ways in which they could support school readiness at home. Counselors informed 384 families about Florida First Start and HIPYPY programs which support the*

parent's/guardian's role as their child's first teacher. Each family received in their information packet a copy of "Welcome to the World: An Overview of Your Growing Child, Grow to 5" published by the Florida Department of Education. This publication includes an explanation of key school readiness elements and contains activities that promote parental involvement. In order to promote family literacy, families also received a fact sheet from the Family Literacy Organization giving "Ten Tips on How to Bring Up a Book Lover."

R&R Counselors provided written and oral information on the earned income tax credit during each interview. Families were encouraged to file tax returns so as to receive the benefit of deducting child care expenses from their earned income. R&R Counselors linked families with community volunteers who could help them to complete necessary forms. Additionally, staff supplied every customer with a resource list that details community supports that can provide needed and appropriate assistance. The list is updated at a minimum annually (last updated January 2010) and checked for accuracy.

#### **6. Public Awareness:**

R&R staff attended 14 outreach events in order to inform community members about R&R services and the components of the early learning system. A total of 471 community members were educated. In addition, staff presented early learning information to 4,073 participants at the WorkForce One orientations (1,562 of those opted to receive additional R&R services) that were conducted twice per week at 3 sites throughout the county.

#### **7. Resource Development:**

The Resource Developer provided technical assistance to a total of 259 unduplicated prospective providers (42 of those requested onsite visits), supporting 18 to the achievement of licensure. Of those 18, eleven (11) were located in areas of need as determined by needs assessments that were conducted on a quarterly and annual basis. The Resource Developer called existing providers in areas where additional services were needed such as evening and weekend care. Three (3) providers agreed to add or were thinking of adding evening care to their programs and 2 providers agreed to add or were thinking of adding infant care. A provider with whom the Resource Developer worked with through the family child care licensing process has now attended the child care facility licensing orientation to explore the option of opening up a child care facility. This provider initially started out as a parent whose child was in a family child care home. The Resource developer was able to get current information from the Spanish Family Child Care Association to make available to providers who prefer materials and information in Spanish. Additionally, the Resource Developer paired up a prospective provider looking to gain more knowledge of family child care with a licensed family child care provider. In order to "learn the ropes", this prospective provider volunteered her services to the licensed provider. And through additional discussion with the Resource Developer, that same family child care provider who is interested in learning more about opening a child care facility also gained a contact with an existing facility to mentor her. The Resource Developer forwarded webinar training information to a licensed family child care provider who planned to share the information with other providers as well as attend it. That same provider passed along the ordinance changes to the Resource Developer who included those changes in the Provider Insider Newsletter and posted it on the Family Central website. Another licensed provider passed along information that a long time provider had passed away. The Resource Developer, in turn, passed that information along to the appropriate Family Central departments. During a speaking engagement at a story time group, a mother inquired about donating items to Family Central. The VPK outreach specialist, along with the Resource Developer, coordinated

with her to pick up these goods at a subsequent speaking engagement. At another time the Resource Developer and the VPK and Early Education departments at Family Central worked together to offer assistance to a provider who had called the Resource Developer looking to improve the quality of her center. Finally, through the relationship that the Resource Developer has established with the Hallandale Beach library during regular speaking engagements, several all-day outreach engagements were scheduled.

The Resource Developer spoke about provider recruitment and resource and referral services at 64 speaking engagements. She distributed 889 brochures (recruitment and R&R) at these speaking engagements. Additionally, 6,625 brochures containing family child care recruitment information and 6,625 containing R&R information were distributed to 49 family-oriented businesses and organizations throughout Broward County. The Resource Developer distributed a total of 463 recruitment (start-up) packets to prospective family child care providers and child care centers during the fiscal year which contained FCI and recruitment brochures as well.

**VOLUNTARY PREKINDERGARTEN (VPK):**

**1. Community Outreach:**

The 2009/2010 fiscal year has been an eventful year for VPK community outreach. Many steps were taken to increase VPK awareness throughout Broward County with special attention given to targeted zip codes based on research. Ten (10) advertisements were run in the Sun-Sentinel newspaper which advertised the VPK Community Registration Sites each month in the Community section. Twenty-nine (29) third parties were given VPK information in order to provide the public with information about VPK to share with clients and/or community. In total, more than 9,800 pieces of literature were distributed about VPK throughout Broward County. Thirty-seven (37) VPK presentations were given, many in collaboration with Family Central's Resource Developer. The VPK Outreach Specialist participated in ten (10) visibility events to promote VPK.

Additionally, several other projects have been implemented including free ads being placed on various websites and newsletters, such as Craigslist.org and SunSentinal.com, marketing letters sent to non-VPK Providers, billboards placed on I-95, postcards sent to families of four-year-olds, posters being printed and distributed to VPK providers and to targeted locations throughout the county, and business card magnets produced to hand out to promote VPK. Due to the Community Outreach Specialist's outreach activities, there was a 4% increase in the number of Certificates of Eligibility issued during fiscal year 2009-2010 over the previous fiscal year 2008-2009. 16,682 Certificates of Eligibility were issued during fiscal year 2008-2009. 17,393 Certificates of Eligibility were issued during fiscal year 2009-2010.

**C. CLIENTS TO BE SERVED**

General Description	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	As verified by
1. <b>Target number of unduplicated families</b> to be served on an annual basis by resource and referral counselors is <b><u>15,000</u></b> families.	<b><u>16,632</u></b>	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	<b>Monthly R&amp;R Counselor Logs</b>

2. <b>Actual number</b> of families who <b>received referrals</b> in 2009-2010.	<u>5,519</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>EFS Database</b>
3. <b>Actual number</b> of families who were <b>pre-screened</b> to determine eligibility for financially assisted child care in 2009-2010.	<u>11,173</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>LACE Database</b>
4. <b>Actual number</b> of pre-screened families who were <b>found to be eligible</b> and placed on unified wait list for financially assisted child care in 2009-2010.	<u>5,347</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
5. <b>Target number</b> of <b>resource and referral contacts</b> to be served on an annual basis by resource and referral counselors is <b>33,000</b> contacts.	<u>29,739</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met  <i>Note: R&amp;R department served clients at a rate of 1.78 times rather than the expected 2.2 times during the contract year.</i>	<b>LACE Database</b>
6. The <b>average number</b> of <b>families</b> to be served on a monthly basis by Service Coordinators is <b>140</b> families.	<u>125</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met  <i>Note: During the first six months of the contract year an average of 178 families were seen per month and an average of 73 families the second half of the contract year. Procurement activities purchased one Service Coordinator for the 2010-2011 Contract Year to serve 70 families per month.</i>	<b>Service Coordinator Monthly Tracking Logs</b>
7. Number of <b>families offered Developmental Screenings</b> for their children and an opportunity to link	<u>7,087</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>SPE Database and EFS</b>

to ELC 5.			<b>Database</b>
8. Number of children with special needs referred to FDLRS.	<u>83</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
9. <b>Target number of Providers</b> to be served annually by the Service Coordinators is <u>50</u> providers.	<u>51</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<b>Service Coordinator Monthly Tracking Logs</b>
10. <b>Target number</b> for Providers to become licensed is <u>35</u> providers for this Contract term. Recruited and supported = 100 providers: b. face-to-face = 65 providers; and c. telephone = 35 providers.	<u>11a. 18</u> <u>11b. 42</u> <u>11c. 217</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met <i>Note: The Resource Developer provided more telephone support than face to face assistance.</i>	<b>Resource Developer Monthly Logs and Monthly Licensing Statistical Report</b>
11. Number of consumer education packets sent to families requesting Resource & Referral Services.	<u>15,823</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Monthly Counselor Logs</b>
12. Number of enrollment appointments for families on the wait-list made by Resource & Referral Counselors for 2009-2010.	<u>3,476* includes Protective Service Children and Waiting List clients</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>LACE Database, Key Data Reports</b>

**D. SCHEDULE AND DESCRIPTION OF DELIVERABLES**

<b>1. Task List - General</b>	<b>ELC Review</b> <i>Results validated?</i>	<b>As verified by</b>
<b>Did the Contractor recruit new early care and education Providers in areas of unmet needs, based on a quarterly needs assessment as well as quarterly discussions with resource and referral counselors regarding their interviews with families in which the demand does not meet the supply?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Quarterly Needs Assessment Reports</b>

**Service provider annual review:** Briefly describe how you recruited new early care and education providers in 2009-2010 in areas of unmet

needs. *The Resource Developer recruited new providers this past fiscal year by dropping off recruitment brochures in areas of need as targeted by the quarterly and annual needs assessments and the formal analysis of those assessments, and by conducting speaking engagements in areas throughout the county where community members might be interested in becoming providers such as Mommy and Me classes, library story times, etc. The Resource Developer also called existing providers to encourage them to add services that were needed in their areas such as infant, school age, evening, weekend, and overnight care. The Resource Developer performed these activities by focusing on a different quadrant of the county each quarter.*

**Documents to be ready for ELC on-site annual review:** 1) Recruitment Plan; 2) Needs Assessment Quarter reports and back-up; 3) Annual Formal Needs Analysis Report; and 4) Names and addresses of potential providers recruited and supported to licensure (including dates of contact and assistance provided).

**ELC review comments:** Reviewed quarterly needs assessment reports, list of seventy-seven (77) potential providers, and annual formal needs analysis report for fiscal year 2009-2010 which included a recruitment plan for 2009-2010. Demographic information and data identifying key trends and future projections along with activities conducted for recruitment was reviewed. Additionally, requests for childcare along with types of care needed in the identified service area zip codes were available. *All documents and data results reported were reviewed and validated.*

### E. SERVICE LOCATION AND SUPPLIES

SERVICE TIMES	ELC Review	As verified by
Were all services available Monday through Friday, excluding holidays, during normal operating hours, which are: from 8:00 a.m. – 6:00 p.m. and on evenings and Saturdays as customer and program needs may require?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	On-site visits to FCI, out-posting sites and work schedules
Does the Contractor provide outreach services by co-locating and/or out-posting at related agencies as needed, at hours and locations that meet the needs of families and providers in Broward County?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

**Service provider annual review:** Briefly describe how you provided outreach services by out-posting in 2009-2010 *Resource and Referral counselors outposted at three (3) WorkForce One sites twice per week in order to provide R&R services to WorkForce One clients.*

**Documents to be ready for ELC on-site annual review:** Sample department daily work schedule at main office and calendar dates of services and times available at various outreach sites for 2009-2010.

**ELC review comments:** Three (3) R&R Counselors are out-posted at Workforce One sites twice weekly. R&R Counselors did not provide services at Hispanic Unity as planned;

Does the Contractor maintain a message and/or beeper system to handle emergencies?	ELC Review	As verified by

		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Secret Shopper Activities</b>
<p><b>Service provider annual review:</b> Briefly explain your message/beeper system for emergencies. <i>Families can call the Resource and Referral Hotline and leave a message 24 hours per day, 7 days per week. Staff is available to answer the phone queue and return calls Monday-Friday 7:30 am-6:00 pm. If a client calls and needs immediate assistance (during business hours) and does not get a “live” person, the client can press “0” and speak with an operator who will ensure that the client speaks to a staff person. All R&amp;R managers and the R&amp;R director have cell phones and can be reached 24/7 for emergency purposes.</i></p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> None. To be verified by secret shopper activities and observation while on site for review.</p>			
<p><b>ELC review comments:</b> Two (2) of the secret shopper activities that occurred during the fiscal year to access the contractor’s maintenance of a message and/or beeper system to handle emergencies:</p> <ul style="list-style-type: none"> <li>On 2/26/10, ELC staff made an emergency call to ELC 1’s main phone line; operator choice was selected from the menu and a request to speak to a Manager right away (emergency follow-up on customer childcare needs); operator transferred the call to the R&amp;R Manager, whose voice mailbox received the call; a message was left and returned the same business day.</li> <li>ELC 1 staff handles emergency requests from the Coalition on a regular basis via internet activity: <ul style="list-style-type: none"> <li>A client case was served on 7/15/10. An email was sent at 9:46 AM to the R&amp;R Director requesting immediate client assistance. ELC staff received an email response the same day at 6:13 PM that the client had been contacted and assessed for services.</li> </ul> </li> </ul>			
<b>F. PERFORMANCE SPECIFICATIONS</b>			
<b>CORE COMPONENT OBJECTIVES (OUTCOMES AND OUTPUTS) – GENERAL</b>			
<p><b>1. 75% of families who received educational information on early learning and parental involvement through Resource and Referral shall report two (2) or more ways in which they used the educational information to enhance their child’s school readiness.</b></p>	<b>FCI Reported Results</b>	<b>ELC Review</b>	<b>Action needed?</b>
	<b>Actual <u>Number</u> Served</b>	<i>Results validated?</i>	
	1.a. Total number of families surveyed: <u>857</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	1.b. Total number of families who received the educational information : (this is surveyed based on the number of clients who read the consumer education information): <u>652</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
1.c. Total number of families reporting two	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

	or more ways in which they used the educational information: <u>610</u>		
	1.c. Percent achieved: <u>94%</u>	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	
<p><b>Service provider annual review:</b> Briefly provide information on survey methodology, challenges/success with achieving outcome. <i>The above statistics were based on conducting surveys all families served from June 2009 to May 2010 as follow-up occurs a month after clients receive services: 11% of those receiving child care referrals and 5% of those placed on the wait list only; Surveys were conducted by phone by the R&amp;R staff.</i></p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> Provide copies of surveys/roll-up report/back-up that reveals collected data for report.</p>			
<p><b>ELC review comments:</b> Reviewed Survey Monkey Survey. Reviewed survey annual roll-up report of customer satisfaction tally sheets for documentation that parents were able to report two or more ways they used the educational information they received on early learning and parental involvement. A total of 857 families were surveyed. A total of 652 respondents (76%) reported reading the educational information; 610 of these respondents (94%) reported two ways in which they used the educational information. <b><i>All documents and data results were reviewed and validated.</i></b></p>			
<p><b>2. 100% of providers (centers and family child care homes), upon entry into the Resource and Referral database and semi-annually following entry, shall receive (in person or by mail) written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care.</b></p>	<p><b>FCI Reported Results</b> <b>Actual <u>Number</u> Served</b></p>	<p><b>ELC Review</b> <i>Results validated?</i></p>	<p><b>Action needed?</b></p>
	<p>2.a. Total number of providers in database: <u>1,435</u></p>	<p><input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b></p>	<p><b>100%</b> <b>91/91</b> <b>N=91</b></p>
	<p>2.b. Total number of providers packets mailed: Upon entry into database: <u>69</u> Semi-annually: <u>1,609 packets and 1,371 newsletters = 2,980</u></p>	<p><input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b></p>	
	<p>2.c. Percent Achieved: <u>100%</u></p>	<p><input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b></p>	
<p><b>Service provider annual review:</b> Briefly describe the process for provider packets mail-outs and report the number of providers in the data base; Number of provider packets mailed upon entry into the R&amp;R database and semi-annually following entry, along with any successes/challenges to achieving this outcome. <i>New providers are mailed informational packets within two weeks of being entered into the R&amp;R database. Existing providers receive either a provider packet or an updated provider newsletter semi-annually. A log is kept of all provider packets mailed and a history note is placed in EFS. A copy of the mailing list is kept on file for all newsletters mailed.</i></p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> 1) Copies of provider mail-out log; 2) Protocol for semi-annual mailing of written</p>			

information; 3) Copy of Newsletter; and 4) up-date dates for ELC randomly selected Provider case files.

**ELC review comments:** Reviewed provider list by vacancy dates of providers active in the database. Reviewed the ‘Provider Packet’ containing written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements and the *Family Central Provider Insider* containing updates to relevant policies, procedures and training requirements. Reviewed copies of mailing labels of Providers who were sent written information. Interview with Director of R&R revealed a change in frequency of mailing Provider Packets to Providers from semiannual upon receipt of update information, to annual with the *Provider Insider* distributed twice a year.

1,435 providers, inclusive of 69 new providers received one Provider Packet during the year; some providers received two (2) Provider packets due to the change in distribution of information prior to the beginning of January/February 2010. Those child care providers (1371) operating in Broward in April 2010 received the *Provider Insider*. ***All documents and data results reported were reviewed and validated.***

Reviewed sample of ninety one (91) provider files for evidence that they received, upon entry into the Resource and Referral database and semi-annually, (in person or by mail) written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care:

- Ninety-one (91) providers (100%) received information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care:
  - Eight-nine (89) providers received information twice during the fiscal year; and
  - One (1) provider was new and received one (1) new provider information packet during the fiscal year.
  - One (1) provider closed and only received on packet during the fiscal year.

	<b>FCI Provided Documents include evidence of:</b>	<b>ELC Review Results validated?</b>	<b>As verified by</b>
<b>Contractor Responsibility:</b> Does the Contractor provide written information to all centers and family child care home-based providers upon entry into the child care resource and referral database and at least semi-annually at minimum?	a. Orientation to and information about the early learning service system and the availability of technical assistance and other supports for their work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>All information verified by Review of New Provider update packet, provider update packet and family</b>
	b. Information on the elements of early learning and resources to support the inclusion of all aspects of early learning, including the importance of parental involvement in their work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	c. References to developmentally	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	appropriate, research-based methods and materials.		<b>child care home packet material.</b>
	d. Information as to the value of the Florida VPK Education Standards, Florida Performance Standards for children, birth to school age, and access to a copy of the books for their settings, as necessary.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	e. Relevant policies, procedures and training requirements for child care.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	f. The mechanism for providing updated information to the child care resource and referral database.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	g. The mechanism for accessing information about and linkage to other child/family service supports in the community, including information on methods and mechanisms for successful linkage to community resources.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	h. Information about the USDA Food Program.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	i. Information about professional associations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	j. Information on grants and other available assistance/resources.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Service provider annual review:</b> Briefly describe how this information is provided to providers. <i>This information is mailed to all existing providers on a semi-annual basis in either a provider packet or an updated provider newsletter. New providers receive a provider packet with this information within two weeks of being entered into the R&amp;R database. Information such as the provider handbook and the provider newsletter is provided on the Family Central website as well.</i>			
<b>Documents to be ready for ELC on-site annual review:</b> 1) Copies of new provider packet; 2) Provider update packet; and 3) Family child care home information packet.			
<b>ELC review comments:</b> Reviewed new provider packet, provider update packet, and family child care home information packet. <i>All</i>			

*documents and data results were reviewed and validated.*

3. 100% of new and potential providers of child care services shall be offered technical assistance and written information about initiating new child care services, zoning, and program and budget development and other requested assistance that will maximize their ability to serve the children of their working parent employees in their community.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	3.a. Number of new and potential childcare providers: (licensing #) <u>532</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	3.b. Number of new and potential childcare provides offered technical assistance, etc.: <u>532</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	3.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe how new and potential providers are offered TA. *Potential providers are given/mailed a start-up packet with the information and offered the assistance of the Resource Developer to help them through the licensing process. Newly licensed providers are sent a packet of information as well and called by the designated R&R staff to explain the Resource and Referral service and any additional early learning services that would be helpful.*

**Documents to be ready for ELC on-site annual review:** 1) Protocol for service delivery; 2) Supporting documentation identifying providers (names and addresses) were offered TA; 3) Written information about initiating new childcare services, zoning, and program and budget development; and 4) ELC randomly selected provider cases representing new providers – review electronic file, history notes.

**ELC review comments:** Reviewed monthly new provider packet mail-out log and monthly Resource Developer reports detailing the number of centers and family child care homes that were offered technical assistance and written information about initiating new child care services. A total of 532 new and potential childcare providers (100%) new (463) and potential childcare providers (69) were offered written information about initiating new child care services. *All documents and data results were reviewed and validated.*

4. 100% of Early Care and Education Service Provider data maintained in the database shall be updated a minimum of weekly, as provider information is received, and the entire database shall be checked for accuracy a minimum of once per month.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	4.a. Total number of providers in database: <u>1,435</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100%</b> <b>91/91</b>
	4.b. Total number of providers updated and checked for accuracy: <u>1,435</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>N=91</b>
	4.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes see row</i>

**Service provider annual review:** Briefly describe the process/protocol for database updates and any successes/challenges with achieving this outcome. *R&R staff receives an ACT database from Broward County Child Care Licensing and Enforcement via e-mail at the beginning of each month and it is used to reconcile the CCR&R database to ensure all the legally operating providers are included in the CCR&R database. It also includes updated information such as address, phone number, hours, capacity, etc. This reconciliation is always completed within one week of having received the data from the licensing office. In addition, all providers are mailed semi-annually a provider update survey which they are requested to fill out and return to the R&R department. This survey contains all the fields that need to be updated in the database as per State regulations. In addition, at any time, providers can call the designated R&R staff and update their information in the CCR&R database. Furthermore, the State created a report that showed which providers needed to be updated within a specific timeframe and based on the report that was pulled at the end of June, all providers had been updated within the mandated timeframe.*

**Documents to be ready for ELC on-site annual review:** 1) Monthly copy of Broward County Child Care Licensing and Enforcement ACT List; 2) Protocol for service delivery; 3) ELC randomly selected provider case files; and 4) Survey data and database update log.

**ELC review comments:** Reviewed monthly database reports for fiscal year detailing the number of Child Care Centers and Family Child Care Homes updated; reviewed provider vacancy date report, indicating which providers needed updating; provider update logs and copies of emails as evidence that the Child Care Licensing Master (ACT) list was received from Broward County Licensing and Enforcement section and used to update the EFS data base. ***All documents and data results reported were reviewed and validated.***

Reviewed a sample of 91 provider files:

- Ninety one (91) provider files were viewed in the EFS database which had been updated and matched to the ACT list (Broward County Child Care Licensing and Enforcement list) for June 2010 from Broward County; 100% of the demographic information in EFS matched the ACT document.
- Ninety one (91) provider files were reviewed in the EFS database for complete EFS provider related fields; 100% of the information was completed.

*NOTE: 14% of the provider files (13) reviewed did not submit update information to ELC 1 within a 6 month period, regardless of repeated follow-up by ELC 1 staff. Coalition required ELC 1 to make an adjustment to the provider updating process in 2009-2010, by notifying the ELC 2 Service Provider and Coalition staff of any providers who held a Service Agreement and did not return update information within 30 days of the ELC 1 request. This process was not instituted.*

***Adjustment Required: In order to ensure that the intent of this objective is met for the 2010-2011 contract year, the ELC 1 Service Provider shall notify the Coalition staff and ELC 2 staff when providers with Service Agreements do not submit information within 30 days from the date the 6 month update request was mailed to the provider.***

***Service Provider plan to meet compliance (HOW) Explain: First and foremost, FCI understands and agrees with the importance of having the most current and accurate child care information available for families. Unfortunately, the original request to notify the ELC of child care***

providers who were late or did not submit their updates was not instituted because it was not practical or possible with one staff person assigned to this activity. With over 1,100 child care providers who are updated on different dates (based on when they are originally input into the system) and many other ELC required data input, collection and reporting responsibilities, FCI staff did not have the ability to provide updates of each provider that did not respond timely on an ongoing basis. It is important to note that a second data technician was requested during the recent ITN process because of required and excessive data collection and reporting but was not funded by the ELC. In order to ensure that this objective is met for the 2010-2011 contract year, FCI proposes a meeting with ELC to discuss current resources and the provider update collection and data input process. Another possibility for consideration is that a list of all child care provider updates requested and received during each quarter be provided to the ELC as an addendum to the ELC1 Quarterly Report.

**ELC Note:** *The Coalition welcomes a meeting with the Service Provider to review the provider update and data collection process related to this objective in order for this objective to be met for the 2010-2011 contract year. The intent of the adjustment required is to allow the ELC 1 Service Provider communicating with the ELC 2 Service provider the ability to hold the childcare provider with a service agreement accountable to submit timely updates to ELC 1 staff therefore, reducing the unnecessary repeated follow-up in order to make the most efficient use of counselor time.*

5. 100% of families served by Resource and Referral by telephone, at community presentations, and/or in-person counseling shall be offered information about early learning, the important role of parents/guardians in their children’s early learning, early learning/family resources available in the community, including quality of care indicators, community resources, health and safety issues, developmentally appropriate curricula, and guidance on employing these standards for selection of child care.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	5.a. Total number of families served: <u>16,632 unduplicated clients served by telephone or in-person counseling</u> and <u>2,511 participants served at community presentations</u> (who did not opt to receive further R&R services) = <u>19,143</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	5.b. Total number of families offered educational information: <u>21,510</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** (1) Briefly describe how parents are offered information about early learning, the important role of parents/guardians, etc. (2) How is this documented? (3) Report any successes/challenges with achieving this outcome. *All families who called or came in requesting R&R services were offered educational information both verbally (in person or by telephone) and in writing through a comprehensive consumer education packet. Each time a consumer education packet was offered the R&R counselors tracked on their logs whether the packet was actually sent/given to the family or refused by the family. In addition, the R&R manager tracks the number of clients who*

*attend WFO orientations and are offered consumer education information. This is done based on manually counting the forms filled out by clients and collected by the staff at the WFO sites.*

**Documents to be ready for ELC on-site annual review:** 1) Consumer Education Packet; 2) Monthly client tracking/mail logs; 3) Protocol for service delivery; and 4) ELC staff conducted Secret Shopper Activity.

**ELC review comments:** Reviewed consumer education packet for evidence of information about early learning, the important role of parents/guardians in their children’s early learning, early learning/family resources available in the community, including quality of care indicators, community resources, health and safety issues, developmentally appropriate curricula, and guidance on employing these standards for selection of child care. Reviewed monthly client tracking log for evidence that consumer education packets were offered to families. During the contract year, a total of 21,510 families were offered educational information; 3,176 of these clients (1%) refused the consumer information packet. Those not offered educational information were repeat callers who had been offered the educational information due to receipt of services in a recent prior period.

- AWI/OEL Secret Shopper Call conducted on 5/10/10 involving a 4 year old child receiving therapy for a speech delay. During the call, the R&R specialist did not offer information about financial assistance, the VPK program or other community services. However, the required information was included in the informational packet that was received. AWI/OEL’s assessment received a score of 86 out of 100. Corrective action has been identified to provide training and technical assistance to the CCR&R specialist conducting the secret shopper call to ensure callers receive complete CCR&R services to a parent, regardless of socio-economic status or individual circumstances.
- AWI/OEL Secret Shopper Call conducted on 5/26/10 involving a client relocating to Broward with a toddler with possible speech delay. During the call, the R&R Specialist offered information about financial assistance, licensing, early learning opportunities, community resources (including those for possible speech delays), and WorkForce One job opportunity services; a social service needs assessment was conducted and child care referrals were emailed to the client along with required documents. AWI/OEL’s assessment received a score of 105 out of 100, receiving bonus points for a high level of customer service at the end of the day.
- Secret Shopper activities conducted on 6/29/10 email response offered information about early learning, the important role of parents/guardians in their children’s early learning, early learning/family resources available in the community, including quality of care indicators, community resources, health and safety issues, developmentally appropriate curricula, and guidance on employing these standards for selection of child care.

*All documents and data results reported were reviewed and validated.*

<b>Contractor Responsibility:</b> Provide families (as appropriate) written materials including, at minimum.	<b>FCI Provided Documents include evidence of:</b>	<b>ELC Review Results validated?</b>	<b>As verified by</b>
	a. Information on accessing Broward County Child Care Licensing data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	b. An explanation of the Coalition and the Early Care and Education Service system including providers' training profiles, accreditation, and information concerning providers' participation in the Early Care and Education Service System and its initiatives.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Validated by review of consumer education packet material.</b>
	c. An explanation of key early learning elements for their children and materials promoting parental involvement in children's early learning.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	d. Access to an up-to-date community resource list.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	e. A checklist for selecting quality child care.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	f. Identification of all accredited child care settings in the list of options.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	g. Any required disclaimers and explanations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Service provider annual review:</b> Briefly describe how this information is provided to families. <i>This information is provided in a consumer education packet that is mailed or emailed to client based on the client's preferences and much of the information can also be accessed on the FCI website.</i>			
<b>Documents to be ready for ELC on-site annual review:</b> Copies of materials listed above (a-g).			
<b>ELC review comments:</b> Reviewed consumer education packet material containing a child care handbook, a quality checklist for evaluating early learning programs, community resources, VPK information, Family Guide for selecting quality early learning programs, Earned income tax information, developmentally appropriate curricula information and parenting information. <i>All documents and data results reported were reviewed and validated.</i>			
<ul style="list-style-type: none"> <li>Secret Shopper activity conducted on 6/29/10 included receipt of an education packet that included all of the information a. through g. above.</li> </ul>			
<b>6. 85% of families who have received information on quality indicators in child care shall demonstrate the ability to</b>	<b>FCI Reported Results</b>	<b>ELC Review</b>	<b>Action needed?</b>
	<b>Actual <u>Number</u> Served</b>	<b>Results validated?</b>	
	6.a. Total number of families surveyed: <u>857</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

<b>distinguish licensed/legal care from illegal care and shall demonstrate the ability to identify three (3) items that constitute quality in child care.</b>	6.b. Total number of families reporting being able to distinguish licensed/legal care from illegal care and demonstrating the ability to identify 3 items that constitute quality in child care (did not track it separately, but rather as one objective as requested by the Coalition):  <p style="text-align: center;"><u>719</u></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>
	6.c. Percent achieved: <u>84%</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe survey methodology and any successes/challenges with achieving this outcome. *The above statistics were based on conducting surveys of 10% of all families receiving child care referrals and 5% of those placed on the waiting list only. Surveys were conducted by phone by the R&R staff. This outcome was reported differently this fiscal year based on the intent of the outcome and conversations with the ELC regarding that intent. This affected the percent achieved as we have met the objective in the previous five years.*

**Documents to be ready for ELC on-site annual review:** 1) Copy of Survey; 2) Protocol; 3) Survey Summary/roll-up report; and 4) Back-up that reveals collected data for report.

**ELC review comments:** Reviewed Survey on Survey Monkey. Reviewed customer satisfaction annual roll-up report for documentation that families served were able to distinguish licensed/legal care for illegal care *and* were able to identify three (3) items that constitute quality in childcare. Survey results indicated 857 families receiving referrals were surveyed.

- 719 families (84%) stated they were able to distinguish licensed/legal care from illegal care and were able to report at least three (3) items that constitute quality in childcare

*All documents and data results reported were reviewed and validated.*

**Corrective Action:** *In order to ensure this objective is met for the 2010 – 2011 fiscal year, the Service Provider shall submit to the Coalition by January 17, 2011, the agenda and date for an R&R staff training session to discuss improved service delivery to enhance parents’ ability to distinguish licensed/legal care from illegal care and demonstrate the ability to identify three (3) items that constitute quality in child care.*

**Service Provider plan to meet compliance (HOW) Explain:** *This agenda has already been created and training will take place at the next R&R staff meeting on January 26, 2011 (agenda attached). ELC 1 staff have been previously trained on this topic and their observations and AWI assessments reflect the fact that they already share this information with families. In addition, ELC 1 gives this information verbally during the interview based on a very detailed phone script, we send it in writing and it is accessible on Family Central’s website. Research has shown that low levels of literacy, varying cultural expectations and the distraction of children present in the interview can inhibit the retention of*

information that is communicated. To this end we have created a one-pager in basic language depicting the five most important steps in choosing quality child care. It is copied onto neon green paper and placed in the packet in the preferred language of the family (Spanish, Creole, Portuguese or English). A copy of this document is attached for reference.

	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>7. 75% of families served by Resource and Referral, who have selected a provider, shall report using two or more specific items that constitute quality care in their selection of a provider.</b>	7.a. Total number of families surveyed (number who have selected a provider): <u>417</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	7.b. Total number of families reporting using 2 or more specific items that constitute quality in care in their selection of a provider: <u>403</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	7.c. Percent achieved: <u>97%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe survey methodology and any successes/challenges with achieving the outcome. *The above statistics were based on conducting surveys of 10% of all families receiving child care referrals and 5% of those placed on the wait list only. Surveys were conducted by phone by the R&R staff.*

**Documents to be ready for ELC on-site annual review:** 1) Copies of Survey; 2) Survey Summary/roll-up report; and 4) Back-up that reveals collected data for report.

**ELC review comments:** Reviewed Survey on Survey Monkey. Reviewed customer satisfaction annual roll-up report for survey results. Survey results of 857 families receiving referrals indicated: 417 respondents (49%) had selected a provider:

- 403 families (97%) reported using two or more specific items that constitute quality care in their selection of a provider.

*All documents and data results reported were reviewed and validated.*

	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>8. 100% of families who have sought assistance with child care options by telephone and/or in-person counseling shall have been given and 80% will report having received information on their right to choose their provider setting and location and of their right to unlimited access to their child</b>	8.a. Total number of families seeking/given child care options: <u>5,519</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	8.b. Total number of families surveyed: <u>621</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	8.c. Total number of families reporting	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

<b>in that setting and location during care hours.</b>	receipt of information on their right to choose provider setting, location and their right to unlimited access to their children in that setting/location: <u>534</u>		
	8.d. Percent Achieved: <u>86%</u>	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	
<b>Service provider annual review:</b> Briefly describe survey methodology and any successes/challenges with achieving the outcome. <i>The above statistics were based on conducting surveys of 10% of all families receiving child care referrals. Surveys were conducted by phone by the R&amp;R staff. Consistently throughout the year 10-15% of clients did not recall whether or not they had received this information.</i>			
<b>Documents to be ready for ELC on-site annual review:</b> 1) Copies of Survey; 2) Survey Summary/roll-up report; and 4) Back-up that reveals collected data for report.			
<b>ELC review comments:</b> Reviewed Survey on Survey Monkey. Reviewed customer satisfaction annual roll-up report for survey results. Survey Monkey results indicated 534 respondents (86%) of the 621 families surveyed stated they received the Client Rights and Responsibilities information which informs them of their right to choose their provider setting and location and their right to unlimited access to their child in that setting/location during care hours. <i>All documents and data results reported were reviewed and validated.</i>			
<b>9. 100% of families who have sought assistance with child care options by telephone and/or in-person counseling shall receive a randomly generated computer printout of requested child care referrals from zip codes within two miles from home or work (between 5 and 10 referrals based on parent/guardian request and local availability).</b>	<b>FCI Reported Results</b> <b>Actual <u>Number</u> Served</b>	<b>ELC Review</b> <i>Results validated?</i>	<b>Action needed?</b>
	9.a. Total number of families requesting/receiving childcare referrals: <u>5,820 (includes updates)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100%</b> <b>26/26</b> <b>N=26</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	9.b. Total number requesting and receiving between 5-10 referrals: <u>2,981 (includes updates)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	9.c. Total number receiving less than 5 referrals due to request and/or local availability: <u>492 (includes updates)</u>		
	9.d. Total number receiving more than 10 referrals due to request: <u>2,347 (includes updates)</u>		
9. e. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>		

Service provider annual review: Briefly describe process by which this information is captured/documented; the average number of referrals given and any successes/challenges with achieving the outcome. *This information is gathered from an Impromptu report pulled from EFS. The average number of referrals given per family is approximately 10. Based on last fiscal year's monitoring, the R&R counselors were instructed as of February 24, 2010 to give between 5 and 10 referrals unless the parent requested additional referrals or 5 providers did not exist that met the family's needs. In the cases where the counselors gave either more than 10 or less than 5 referrals they were instructed to make a history note in EFS justifying the reason why they did so. Database reviews demonstrated that this was occurring on a regular basis.*

**Documents to be ready for ELC on-site annual review and other documents reviewed by ELC for annual review:** 1) Protocol for providing referrals to customers; 2) ELC randomly selected client file data; and 2) EFS Impromptu report for 2009-2010 clients receiving referrals.

**ELC review comments:** Reviewed EFS impromptu reports which showed 5,820 families received computer generated referrals (670 families requested referrals more than once). Requests for referrals revealed 2,981 families (51%) received between 5 and 10 referrals when they called; 492 families (1%) received less than 5 referrals due to request and/or local availability; and 2,347 families (40%) received more than 10 referrals. *All documents and data results reported were reviewed and validated.*

Reviewed one hundred fifteen(115) files for families who used R&R services in 2009-2010 for evidence that parents needing referrals, received a computer generated copy of their requested child care referrals from zip codes within two miles from home or work (between 5 and 10 referrals) based on request and local availability.

Reviewed thirty-one (31) clients files that indicated those initially enrolled during the year and/or used R&R services:

- Twenty-six (26) clients (84%) requested and received referral services:
  - Ten (10) clients (40%) received between 5-10 referrals based on parent/guardian request and local availability; and
  - Eleven (11) clients (42%) received more than 10 referrals based on parent/guardian request and local availability; and
  - Five (5) clients (19%) received less than five (5) referrals due to parent/guardian request and local availability.
- Three (3) clients (10%) did not need referrals when they contacted R&R;
- One (1) clients (3%) were a recipient of CCEP provider business funded care and did not need referrals; and
- One (1) Work Force clients (3%) did not contact R&R.

10. 100% of families who request screening for potential eligibility for financial assistance for school readiness services shall be offered that screening within 48 hours and the results within 24 business hours of	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	10.a.Total number of families surveyed who requested to be screened for financial assistance eligibility: <u>209</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes see row</i>

<b>providing the necessary information, verbally, to the Service Provider as demonstrated by a contact specific call log with follow up documentation.</b>	10.b. Total number of families offered a screening within 48 hours: <u>64</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>below for details.</i>
	10.c. Total number of families who reported receiving screening results within 24 business hours: <u>209</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	10.d. Percent Achieved: <u>31% / 100%</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	
<b>Contractor Responsibility:</b> Provide support and assistance to parents who have emergency child care needs and immediately link with the Service Provider of <i>Eligibility Determination, Application Processing, Slot Management and Provider Payment</i> (ELC 2) for securing care and financial assistance.			
<b>Service Provider Annual Review:</b> Briefly describe the process by which this information is captured/documented/tracked and any successes/challenges with achieving the outcome. <i>These results were based on auditing a sample of call logs from 3 days per month per quarter (total of 36 days). Only calls that required a call back were reviewed. Any calls that were answered by the “live” phone queue would have met this objective by 100%. The challenges that we face in meeting this objective are: the large volume of calls that are received during certain times of the year (i.e. back to school, enrollment periods, end of school year); the State mandate that all protective service clients must be served within ten days of receipt of a referral (this resulted in more staff being assigned to schedule PS appointments); turnover of staff and the length of time it takes to successfully train a counselor; and the initiation of the online child care referral process (which led to clients using the service who might not have ordinarily called). Based on statistical analysis, it appeared that the majority of calls were returned within 3 days which is what is mandated by the State.</i>			
<b>Documents to be ready for ELC on-site annual review:</b> 1) Contact specific call log and follow-up documentation; 2) other supporting documentation; and 3) ELC conducted Secret Shopper activity.			

**ELC review comments:** Reviewed Survey Monkey customer satisfaction annual roll-up report for survey results based on R&R Counselor Logs of those who received call backs as opposed to those who received immediate assistance; and conducted two (2) secret shopper calls for evidence of service delivery time. Survey results of 209 families, indicated 64 respondents (31%) were offered a screening for financial assistance within 48 hours and 209 respondents (100%), once contacted, reported receiving the results of a financial screening within 24 hours. ***All documents and data results reported were reviewed and validated.***

Additionally, secret shopper activity occurred as follows:

- 3/9/10 phone call made where message was left at 10:08 AM; initial call back regarding financial assistance received Saturday, 3/13/10 at 11:57 AM was missed by Secret shopper. Call back occurred in more than three business days or 72 hours later.
- 3/15/10 phone call made to R&R staff person that had called on 3/13/10, at 9:00 AM and message was left. R&R Staff returned call to secret shopper on 3/17/10 at 5:12 PM; call back occurred within 56 hours. Secret shopper did not return the call.
- 6/29/10 Single Point of Entry (SPE) application completed. Call back received 7/6/10 at 5:36 PM via email; more than three (3) business days or 72 hours later.

***Corrective Action:*** *In order to meet the intent of this objective to provide quality customer service, the ELC 1 Service Provider shall propose by January 17, 2011, an adjustment to this objective for the 2011-2012 Contract year that meets State CCR&R requirements and an appropriate valid measurement for same.*

***Service Provider plan to meet compliance (HOW) Explain:*** *Suggested adjustment: 100% of families who request screening for potential eligibility for financial assistance for school readiness services shall be offered that screening within 3 (three) business days and the results within 2 (two) business days of providing the necessary information, verbally, to the Service Provider as demonstrated by a contact specific call log with follow up documentation.*

*Please note that In March, May and June of 2010 (when secret shopper calls were placed) there were 16 R&R counselors – not a full contracted staff of 17. By the close of the fiscal year, these 16 counselors had served a total of 16,632 unduplicated families or 1,039 families apiece. Procurement choices presented to the Coalition Board in May 2010 reflect 17 counselors serving a caseload of 941 unduplicated families; As of November 2010, 16 R&R counselors have seen a total of 8,168 unduplicated families or 510 families each. The State CCR&R requirements based on Rule 60BB-9.300 states that each CCR&R agency shall provide CCR&R services “without cost to the individual requesting services within three (3) business days of the individual’s request for services. FCI recognizes that a 48 hour return of calls is a best practice which is why the original proposal reflected a staffing model of 18 counselors, 2 data techs and 2 service coordinators. The current funded staffing model is 17 counselors, 1 data tech and 1 service coordinator. In addition, ELC 1 was in the process of cross-training one of the service coordinators to handle R&R calls, but then the second coordinator position was cut from the budget. In addition, at least a small percentage of turnover is to be expected and to retain the high quality of service it is necessary to spend 2-3 months to train a new staff person. This training requires time on the part of the management team, drawing them away from their daily responsibilities. During times of high volume we do offer and at times mandate overtime.*

**ELC note:** *The Coalition appreciates the suggested adjustment to this objective and will consider this change to the objective during the contract renewal process.*

	<b>FCI Reported Results</b> <b>Actual <u>Number Served</u></b>	<b>ELC Review</b> <i>Results validated?</i>	<b>Action needed?</b>
<p><b>11. 100% of customers who are scheduled for a first appointment with the <i>Eligibility Determination, Application Processing, Slot Management and Provider Payment (ELC 2) Service Provider shall be offered Resource and Referral services.</i></b></p>	<p>11.a. Total number of customers scheduled for appointments with ELC 2 service provider: <b><u>6,760</u></b></p> <p>Referrals: _____            BSO/ChildNet: _____            WorkForce One: _____            Waiting List: _____</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Waiting List &amp; PS: <u>3,476</u>            Enrolled Children:            Income Eligible: 1,581            BSO/ChildNet: 1,525 WF            One: <u>1,050</u>  <i>No shows: 1,230</i>            Total number: <b><u>4,156</u></b>  <b><u>enrolled children + no</u></b>  <b><u>shows less than total</u></b>  <b><u>number families</u></b>  <b><u>scheduled for</u></b>  <b><u>appointments</u></b>(<i>data according to Key Data Reports, numbers reported and validated earlier in this document, and ELC 2 contract monitoring</i>)</p> <p><b><i>FCI Reported results cannot be validated.</i></b></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If yes see row below for details.</i></p>
	<p>11.b. Total number of customers offered Resource and Referral Services:  <b><u>6,760</u></b></p> <p>Referrals: _____            BSO/ChildNet _____            WorkForce One: _____</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><b><i>FCI Reported results cannot be validated.</i></b></p>	

	Waiting List: _____		
	11.c. Percent Achieved: <b><u>100%</u></b>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe appointment setting process and any successes/challenges with achieving the outcome. *The number of appointments were not tracked separately by funding group, but do include all the billing categories. When there is funding available to enroll children from the wait list, families receive a call or letter instructing them to call R&R for an enrollment appointment. Once they call the R&R appointment hotline and leave a message, a counselor returns their call, re-screens them to make sure they are still eligible, offers R&R services, lets them know what documentation to bring and schedules the appointment. For protective service clients, once the referral arrives at FCI, a designated R&R counselor contacts the family, offers R&R services, tells them what documentation to bring and schedules the appointment. For WFO clients, although WorkForce staff schedule the actual appointments, R&R staff are present at all orientations and offer R&R information to all participants. A form is filled out by each WFO participant either requesting an appointment for further R&R services or declining services based on the fact that they already have a provider chosen (they must also have a second provider chosen as a back-up). These forms are kept on file by both the R&R and EDE departments.*

**Documents to be ready for ELC on-site annual review:** 1) Supporting documentation; 2) Monthly database tally sheets; 3) ELC 2 Comparison documentation; 4) ELC randomly selected client files – EFS data evidence.

**ELC review comments:** Reviewed monthly LACE database tally sheets of appointments scheduled.

LACE database summary tally sheets identified a total of 6,760 customers were scheduled for appointments with the *Eligibility Determination, Application Processing, Slot Management and Provider Payment* (ELC 2) Service Provider and 100% of the clients were offered R&R services.

Reviewed one hundred fifteen (115) files:

- **Thirty-six client files** were **newly enrolled** during the contract year and were scheduled for a first appointment, the balance (79) were clients continuing enrollment:
  - Twenty-three (23) clients (64%) were scheduled for an appointment with the *Eligibility Determination, Application Processing, Slot Management and Provider Payment* (ELC 2) Service Provider and made contact with R&R for individualized service; and
  - Four (4) clients (11%) received Resource and Referral Services in June just prior to the beginning of the fiscal year and their enrollment date; and
  - Three (3) clients (10%) did not need referrals when they contacted R&R;
  - One (1) clients was a WFO clients who received R&R services during orientation, but declined personalized referral services from Service Provider; the appointments for these clients were scheduled through the WFO staff directly to ELC 2 staff; and
  - Five (5) clients were employees of a business participating in the CCEP program.
- Twenty (20) additional clients (100%) requested and received Resource and Referral Services during the fiscal year.

**NOTE:** All reported data cannot be validated across ELC 1 and ELC 2 contracts. According to FY2008-2009 Annual Review Corrective Action,

beginning January 2010, data captured from Workforce One, BSO/ChildNet, Referrals and Waitlist appointments were expected to be reported in the objective above.

**Corrective Action:** *In order to validate whether the data reported for this objective is met or not, the Service Provider shall provide by January 17, 2011, back-up data which includes the number of referrals from Workforce One, the number of referrals from BSO/ChildNet clients, and the number of clients enrolled from the Waiting List, to authenticate the reported results for FY2009 - 2010. Additionally, the Service Provider shall submit by January 17, 2011, a plan to track and report the billing groups identified above for FY2010 – 2011 (July 1, 2010-June 30, 2011).*

**Service Provider plan to meet compliance (HOW) Explain:** *There were two errors in the ELC 2 Key Data submitted in FY2009-2010 which have complicated the closure of this objective. These errors were located in **Line 117: Number of No-Shows for Eligibility Appointments**. There is a summation error for the Quarter One total in Column I117. The number reported was 468 and was apparently entered by key-stroke. When the Excel sum function is utilized, the **correct answer is 487**. The second error occurred in May 2010 with human error. The number reported was 106, the correct number should have been **51**, as stated in the Appointment Summary Backup Log (see attached). Therefore, there were 1,230 NO-Shows for Eligibility Appointments Made in 09/10.*

*ELC 1 reports the correct number of 6,760 appointments made in 2009-2010. This represents the successfully attended 5,530 initial-client appointments recorded by ELC 2 **plus** the 1,230 No Shows for Eligibility Appointments. The corrected 13<sup>th</sup> month Key Data will be submitted with this report.*

*It is fair to note that eligibility enrollments cannot be correlated with appointments; there is not a 1:1 relationship. The number of new enrollments will never match the number of initial appointments as one appointment may result in enrollment of multiple children. The number cited in the Coalition results above appears to come from Enrollments as listed in Key Data.*

*Additionally, the key data that ELC 1 reports in Line 45 (Families scheduled for appointments with ELC2) does not reflect initial appointments only, nor has it in the previous years. It represents all appointments that ELC 1 schedules for clients with ELC 2. ELC 1 formally requests the Coalition to review its Key Data tracking form and update and/or further clarify which specific data it needs for FY 10/11 and beyond.*

*ELC 1 will submit all requested information by January 18, 2011 under separate cover. FCI is closed in observance of Martin Luther King, Jr Day on January 17, 2011.*

*With regard to tracking the numbers referred from WorkForce One, the numbers referred from ChildNet and BSO and the numbers enrolled from the wait list from July 1, 2010 through the end of the year, FCI respectfully requests a meeting with the ELC to once again go over information system and operational limitations and challenges that have prevented us from providing this information accurately and consistently in the past..*

**ELC note:** *The Coalition welcomes a meeting with the Service Provider to review the intent of this objective and determine how the Service Provider can reasonably substantiate/track the number of customers who are scheduled for an appointment with ELC 2 for eligibility service and will review the requested information upon receipt prior to this discussion.*

	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>12. 85% of families who are scheduled for a first appointment with the <i>Eligibility Determination, Application Processing, Slot Management and Provider Payment (ELC 2) Service Provider shall come to that first appointment with a valid provider selection.</i></b>	12.a. Total number of families scheduled for a first appointment with ELC 2: <u>6,760</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <i>FCI Reported results cannot be validated.</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <i>If <u>yes</u> see row below for details.</i>
	12.b. Total number of families showing up for their first appointment with ELC 2: <u>5,530 (82%)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	12.c. Total number of No Shows to Eligibility Appointments; <u>1,230</u>		
	12.d. Total number of families who came with a valid provider selection: <u>4,718</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	12.e. Percent Achieved: <u>85%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p><b>Service provider annual review:</b> Briefly describe how this outcome is tracked/documented and any challenges/successes with achieving the outcome. <i>There is a Daily Tracking Log that is completed by all counselors for all appointments scheduled. Families that showed for appointment and had a provider chosen were checked by the EDE counselor under the column "Provider Chosen." These numbers are tallied on a monthly basis, and reported on a quarterly basis. There is success in achieving the outcome, in that the numbers reported are very reliable; however, the challenge is that all the logs have to be manually counted.</i></p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> 1) Supporting documentation (scheduling log, opt out forms, corresponding appointment logs, ELC2 summary tally report); and 2) Protocol or MOU with ELC 2.</p>			
<p><b>ELC review comments:</b> Reviewed ELC 2 quarterly summary tally report created from manually generated logs for the number of families scheduled for their first appointment and those coming with a valid provider selected. Reviewed Key Data Report for the year-to-date new enrollments from BSO, Child Net, WFO, and income eligible related billing groups.</p> <p>The ELC 2 manual summary report indicated 6,670 appointments were scheduled for which 5,530 clients (82%) showed for the appointment and <b>4,718 (85%) came with a valid provider selected.</b></p> <p><b>59% more clients</b>, scheduled for an appointment during 2009-2010, <b>showed up for their appointment with a valid provider selection</b> as opposed to 2008-2009; however, 8% fewer clients than in FY2007-2008.</p> <p><i>NOTE: Some reported data cannot be validated across ELC 1 and ELC 2 contracts.</i></p>			

<b>13. 100% of families with children under school age who are served by ELC 1 (inclusive of those on the Unified Waitlist for School Readiness services) will be informed about the Voluntary Prekindergarten program and 100% of families with potentially eligible children will be given information on how to access the registration process for this service.</b>	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
	13.a. Total number of families inquiring about VPK: <u>799</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	13.b. Total number of families informed about VPK: <u>15,823 packets given/sent informing families about VPK</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	13.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<b>Service provider annual review:</b> Briefly describe any successes/challenges with achieving the outcome. <i>We provide VPK information (including how to access the registration process) to all families requesting R&amp;R services, not just those who have age appropriate children. The total number of families inquiring about VPK does not include families who received child care referrals as those families receive VPK information as part of the referral process and are not tracked separately</i>			
<b>Documents to be ready for ELC on-site annual review:</b> 1) Supporting documentation; 2) Tally Sheet Reports for R&R Counselors by type of calls received; and 3) ELC conducted Secret Shopper activity.			
<b>ELC review comments:</b> Reviewed Tally Sheet Reports for R&R Counselors by type of calls received. Report showed 799 VPK calls were handled by R&R Counselors. All of these callers, including callers for other information, received a packet (a total of 15,823 packets given/sent) of consumer education material containing VPK information. <i>All documents and data results reported were reviewed and validated.</i>			
<b>14. A Voluntary Prekindergarten Provider database shall be maintained and updated a minimum of weekly, as provider information is received, and checked for accuracy a minimum of twice a month.</b>	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
	14.a. Total number of VPK providers in the database: <u>School Year 09-10 – 473 active</u> <u>Summer 10- 105 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100%</b> <b>103/103</b> <b>N=103</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	14.b. Total number of VPK providers updated: <u>486</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<b>Service provider annual review:</b> Briefly describe the process by which the VPK provider database is maintained and updated along with any successes/challenges with achieving the outcome. <i>The VPK Registrars provide documentation to the VPK Provider Liaison when a child care center's/school's information is updated. The Provider Liaison inputs information regarding teacher changes, classroom additions, etc. into EFS when informed. When a new VPK Provider Profile is to be printed, an updated provider list is generated based on the addition or deletion of new</i>			

*VPK Providers and changes to VPK Providers' status, i.e. from provisional to approved. This process enables the database to be maintained and updated successfully.*

**Documents to be ready for ELC on-site annual review:** 1) VPK provider update protocol; 2) update logs; and 3) ELC randomly selected VPK case files – EFS electronic file review.

**ELC review comments:** ELC review comments: Reviewed CCR&R EFS database for evidence that VPK provider information is maintained and updated a minimum of weekly, as provider information is received, and checked for accuracy a minimum of twice a month.

Reviewed EFS database information for 103 VPK providers:

- A total of 103 VPK provider (100%) information was maintained and updated a minimum of weekly, as provider information is received, and checked for accuracy a minimum of twice a month.

*All documents and data results reported were reviewed and validated.*

<b>15. 100% of additions, errors or changes to First Call for Help (211) information that are discovered or reported to ELC 1 will be transmitted to 211 electronically and follow-up will occur to ensure that the change has been made in accordance with the updated First Call for Help linkage agreement.</b>	<b>ELC Review</b> <i>Results validated?</i>	<b>Action needed?</b>
	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> <i>If yes see row below for details.</i>

**Service provider annual review:** Briefly describe the process by which additions, errors and changes to the First Call for Help (211) information are identified and any success/challenges with achieving the outcome. *There were no errors/changes to First Call for Help information, but had there been they would have been transmitted to the 211 program director electronically and the website would have been reviewed to ensure that the change had been made in accordance with the First Call for Help linkage agreement.*

**Documents to be ready for ELC on-site annual review:** 1) Copy of linkage agreement with First Call for Help (211); and 2) Records of implementation of linkage agreement activities.

**ELC review comments:** Reviewed Linkage Agreement with First Call for Help who maintains the 211 data base and the community resource guide that the ELC 1 Service Provider maintains for updates. ELC 1 staff *did not identify* additions, errors or changes that needed to occur to the First Call for Help information during the fiscal year 2009 – 2010.

**Action Required:** *In order to meet the intent of this objective, ELC 1 shall provide the Coalition by January 17, 2011, the protocol used by ELC 1 staff that identifies the process followed to ensure that the First Call for Help (211) information used to assist families with community services and supports is updated and checked for accuracy.*

**Service Provider plan to meet compliance (HOW) Explain:** *The process has been formally added to an existing protocol, but the process has been in place since 2009 and counselors were informed and reminded of this process both by email and in a staff meeting. The protocol shall be shared with the Coalition once the internal approval process is complete.*

**ELC note:** *The Coalition will review requested protocol upon completion of FCI's internal approval process.*

<p><b>16. One (1) needs assessment each quarter shall be conducted which analyzes data collected on unmet demand in the range and/or supply of child care options in the community; an annual needs analysis report including a provider recruitment and development plan and benchmarks to be measured shall be developed which shall align with quarterly needs assessment and other relevant needs data.</b></p>	<p><b>ELC Review</b> <i>Results validated?</i></p>	<p><b>Action needed?</b></p>
	<p><input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b></p>	<p><input type="checkbox"/> <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <i>If yes see row below for details.</i></p>

**Service provider annual review:** Briefly describe the needs assessment process and any success/challenges with achieving the outcome. *Quarterly and annual needs assessments are conducted via a database report that shows how many providers (centers and homes) exist in each zip code and provide various services such as evening, overnight, weekend, infant and school age care. Those numbers are compared to the number of clients requesting those services in those zip codes. Based on these assessments and input from the staff, an annual formal analysis is completed in order to create a recruitment plan that will direct the Resource Developer in her efforts. The Resource Developer based her recruitment efforts on the formal analysis of the 2008-09 fiscal year, the quarterly assessments conducted in 2009-10, and the State mandated 2009-10 public awareness/outreach plan.*

**Documents to be ready for ELC on-site annual review:** 1) Quarterly needs assessment; 2) Annual Formal Needs Analysis; 3) Provider Recruitment Plan; and 4) Measured benchmarks that align with quarterly needs assessment and other relevant needs data.

**ELC review comments:** Reviewed quarterly and annual needs assessment reports and a formal analysis for fiscal year 2009-2010 with data collected on unmet demand in the range and/or supply of childcare options in the community, including a provider recruitment and development plan and benchmarks to be measured for 2009-2010.

The 2009-2010 annual formal needs assessment report included demographic information and data identifying key trends and future projections of Broward County's growth and development along with activities conducted for recruitment of childcare in areas of need. Additionally, requests for childcare, types of care requested by service area zip codes were included. During the fiscal year, 259 providers received technical assistance and of those, 18 became licensed (17 family childcare homes and 1 center). These facilities provided childcare services in identified areas of need.

**The availability of child care for infants and school-age children, as well as evening and overnight care was slightly reduced with a reduction in the number of Family Child Care Home facilities; however, weekend care availability was increased by 5% over the previous year.**

**The availability of child care for infants and school-age children, as well as evening and weekend care was slightly increased with the addition of Child Care Center facilities since the previous year.**

<b>17. 100% of the waiting list names shall be</b>	<b>FCI Reported Results</b>	<b>ELC Review</b>	<b>Action needed?</b>
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<b>validated every six (6) months, with those families on the waiting list informed of their eligibility/application status as applicable.</b>	<b>Actual <u>Number Served</u></b>	<i>Results validated?</i>	
	17.a. Total number of families eligible for updating to remain on waitlist: <u>21,271</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	17.b. Total number of families validated (total number of updates + terminated from waitlist): <u>16,876 + 4,395 = 21,271</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
17.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		

**Service provider annual review:** Briefly describe the process by which waiting list names are validated and any successes/challenges with achieving the outcome. *Each month the data tech generates from SPE/UWL letters for those families who are due to update on the wait list (if they have not updated within the last 6 months). These letters get sent out at the beginning of the month, and those clients who have not updated by the end of the month get terminated through an auto-termination process that is conducted by R&R staff. Clients calling to update may call the R&R wait list update line, the R&R hotline, the original counselor who placed them on the wait list, or use the online update form on the FCI website which was operational as of May, 2010.*

**Documents to be ready for ELC on-site annual review:** 1) Protocol of service delivery; 2) Monthly waiting list re-determination data pulls for update letters; 3) SPE auto termination pages; 4) Monthly tally sheets for each R&R Counselor; and/or other supporting documentation.

**ELC review comments:** Reviewed monthly waiting list re-determination data pulls for update letters to be sent to families who were due for six (6) month updates, and matched SPE auto termination pages which captured the monthly waiting list updating process. Reviewed monthly tally sheets for each R&R counselor detailing the number of waiting list status calls received.

A total of 21,271 updates were made to the waiting list during the contract year:

- 6,222 clients (29%) called the update line; and
- 10,654 clients (50%) called R&R counselors directly to update their waiting list status; and
- 4,395 clients (21%) were terminated as a result of not responding within the 6 month period.

Only 9,860 clients (46%) needed to receive a reminder letter during the contract year, requesting they update their status on the waiting list (an increase of 2% from the prior period); 45% of these clients were terminated.

*All documents and data results reported were reviewed and validated.*

<b>18. 75% of the participants in community presentation activities shall demonstrate an increased understanding of the components of successful school readiness and of the availability of Resource and Referral services</b>	<b>FCI Reported Results Actual <u>Number Served</u></b>	<b>ELC Review <i>Results validated?</i></b>	<b>Action needed?</b>
	18.a. Total number of participants at community presentations: <u>4,544 (includes <b>WFO orientations as well as outreach</b>)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

to the community.	<u>events conducted during the fiscal year</u> ]4073+471]		If <u>yes</u> see row below for details.
	18.b. Total number of participants pre-tested: <u>395</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	18.c. Total number of participants post-tested: <u>395</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	18.d. Total number of participants demonstrating an increased understanding of the components of successful school readiness and the availability of R&R: <u>336</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	18.e. Percent achieved: <u>85%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p><b>Service provider annual review:</b> Briefly describe the process by which participants are pre/post tested at community presentations and any successes/challenges with achieving the outcome. <i>R&amp;R staff presents pre-tests to the participants at the WFO orientations, has them fill them out, then presents early learning educational information to the participants, and then has them fill out post-tests. Results are tabulated on a quarterly basis; there are 6 orientations per week and pre and post-tests are administered to participants at 2 sites per week. In addition, R&amp;R staff conducted 14 outreach events throughout Broward County to educate community members, but the events did not lend themselves to pre-post tests being administered</i></p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> 1) List of community presentation activities conducted by Community Affairs Coordinator and R&amp;R staff, including dates and numbers of participants attended; 2) Copy of survey used to determine increased understanding; 3) Summary Survey roll-up report and back-up that supports roll-up data; and 4) other supporting documents if appropriate.</p>			
<p><b>ELC review comments:</b> Reviewed pre/post-test annual tally sheet and copies of pre/post-test for participants in WFO orientations. Manual tally sheets revealed a total of 4,544 participants attended orientations/outreach events; with 4,073 of those participants attended WF orientations and 471 attended community events. A sample of WF orientation participants (4,073) were surveyed to determine if they could <b>demonstrate an increased understanding of the components of successful school readiness and of the availability of Resource and Referral services to the community after attending the R&amp;R presentation.</b> Manual tally sheets revealed a total of 395 participants who attended WF orientations were surveyed at 2 WF sites per week a total of 56 orientations:</p> <ul style="list-style-type: none"> <li>• 395 participants (100%) completed pre and post-tests evaluations before and after the orientation presentation; and</li> <li>• 336 participants (85%) demonstrated an increased understanding of the components of successful school readiness and the availability of R&amp;R.</li> </ul>			

*All documents and data results reported were reviewed and validated.*

	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>19. 65% of families registering for the Voluntary Prekindergarten program shall report that they heard about the Voluntary Prekindergarten program from one or more of the funded outreach activities.</b>	19.a. Total number of families registering for the VPK Program: <b><u>16,114</u></b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>16,787 families identified through EFS report.</b> <b>FCI Reported results cannot be validated.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	19.b. Total number of families reporting they heard about VPK via one of the <i>funded outreach activities</i> : <b><u>10,597</u></b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>11,016 families picked one or more of the ELC funded options according to EFS data report.</b> <b>FCI Reported results cannot be validated.</b>	
	19.c. Percent Achieved: <b><u>66%</u></b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe the process by which the data is tracked/captured and any successes/challenges with achieving the outcome. *Every parent/guardian completes a Parent/Guardian Information form as part of the application process. One part of the second page is a question asking how the parent/guardian heard about VPK. The parent/guardian can check off one or more of the listed choices or put another reason stating how they heard about VPK. The choices listed correlate to the different advertising strategies used for VPK outreach. This information is input into EFS using codes that have been correlated to the answers that could be selected on the Parent/Guardian Information form. \*The numbers reflected are slightly different than the actual number of certificates issued due to the fact that parents were able to check off more than one way that they heard about VPK. Per agreement with the ELC, the category of "other" was removed for calculation purposes as we were not able to determine if the responses in this category should be counted toward FCI's outreach efforts. This reduced the numbers of responses but the responses counted reflect a more accurate picture. A report is pulled from EFS quarterly so that the effectiveness of each outreach strategy can be determined. The data is analyzed and extrapolated to determine percents for each item listed. This information is compiled into the quarterly report. \* The list was updated in February to reflect current outreach activities. Shopping carts were removed from the list of choices from which parents could select regarding how they heard about VPK as we were no longer using this strategy. Flyers/Posters and VPK Staff were added to the list of choices from which parents could select regarding how they heard about VPK as these were new activities identified as ways to learn about VPK.*

*Challenges include the validity of the responses. Registrars have reported that sometimes parents check the first thing that comes to mind and don't check all the ways that they heard about VPK.*

Referred By	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4		FISCAL YEAR TOTAL		
	Number Recorded	Percent	Number Recorded	Percent	Number Recorded	Percent	Number Recorded	Percent			
Billboard	162	3%	18	3%	156	2%	97	2%	433	2%	
Childcare Provider	1544	31%	184	28%	2783	30%	1791	36%	6302	30%	
ELC	80	2%	16	2%	255	3%	124	2%	475	2%	
FCI	371	7%	67	10%	761	8%	444	8%	1635	8%	
Family	574	11%	89	13%	899	10%	581	10%	2276	11%	
Flyer/Poster	0	0%	0	0%	311	3%	188	3%	499	2%	
Friend	908	18%	121	18%	2212	24%	1300	22%	4553	22%	
Internet	220	4%	26	4%	566	6%	262	5%	1060	5%	
Newspaper	96	2%	13	2%	221	2%	109	2%	439	2%	
Public School	407	8%	48	7%	603	6%	452	8%	1510	7%	
Postcard	42	1%	3	0%	126	1%	40	1%	211	1%	
Radio	97	2%	10	1%	216	2%	105	3%	327	2%	
VPK Staff	0	0%	0	0%	182	2%	173	3%	319	2%	
Television	176	3%	21	3%	15	0%	0	0%	226	1%	
VPK Program	376	7%	52	8%	101	1%	0	0%	529	3%	
Totals:	Non- FCI	1738	34%	247	37%	3381	36%	2005	35%	7371	35%
	FCI	3315	66%	421	63%	6026	64%	3661	65%	13423	65%
	Total	5053	100%	668	100%	9407	100%	5666	100%	20794	100%

**Documents to be ready for ELC on-site annual review:** 1) ELC randomly selected VPK Case files reviewed; 2) Provide copies of parents/guardian information forms; and 3) EFS Impromptu report – parents with specific funded outreach activity history code.

**ELC review comments:** Reviewed quarterly VPK parent referral data and parent history codes as entered into the EFS database. A total of 16,787 families registered their children for VPK and completed surveys (every VPK application has the survey question regarding how parents heard about the VPK program); 11,016 families (66%) selected one or more of the funded outreach activities when asked how they heard about the VPK program. **90% of the responses identified were outreach activities connected to word-of-mouth and internet advertising opportunities.**

*NOTE: The Service Provider manually tracks the data related to this objective; the FCI Reported data for this objective cannot be validated against EFS data report.*

**Adjustment Required:** *Service Provider shall implement procedures to use the EFS report parameters provided by the Coalition to extract the data input during the course of the year and continue to use history codes to record the type of outreach activity identified by the parent.*

**Service Provider plan to meet compliance (HOW) Explain:** *A discrepancy for ELC 1 Outcome #19 for 09-10 was identified between the EFS report developed by the ELC and the EFS report developed by FCI for the data describing how parents reported they heard about the VPK program for 09-10. ELC 2 has done an extensive review of manual data and data input into EFS and has run a number of reports. There remains some discrepancy in the two reports. At this time ELC 2 is submitting the numbers below obtained by running a report for unique families who selected one of the funded activities for 09-10.*

*Family Central continues to work with IT staff from the ELC to come to agreement on the parameters of the report that will be used to extract the data input during the course of the year using history codes to record the type of outreach activity identified by the parent.*

19. 65% of families registering for the Voluntary Prekindergarten program shall report that they heard about the Voluntary Prekindergarten program from one or more of the funded outreach activities.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?
	19.a. Total number of families registering for the VPK Program: 16,114 unique families	Yes No
	19.b. Total number of families reporting they heard about VPK via one of the funded outreach activities: 10,597	Yes No
	19.c. Percent Achieved: <u>66%</u>	Met Not Met

20. 100% of families served shall be offered a family needs screening, with a target participation rate of 50% of families served by ELC 1 receiving a screening.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	20.a. Total number of families offered a Family Needs Screening: <u>20,402</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	20.b. Total number of families screened: <u>19,790</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	20.c. Percent achieved: <u>97%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe the process by which families are offered and received a family needs screening and any successes/challenges with achieving the outcome. *Every family who calls or walks in requesting R&R services is offered a needs assessment to determine if they have unmet social service needs other than child care. Although the counselors were instructed to place a history code in EFS*

whenever they offer a needs assessment, database reviews indicated that not all staff were doing this on a regular basis. As with any new process, it will take time before it becomes an ingrained habit. Management continues to remind staff to include this code when offering needs assessments. Additionally, only initial clients are offered a formal needs assessment. For example, if a client is calling to check their status on the wait list they would not necessarily be offered a needs assessment. Furthermore, the counselors' logs will indicate that all initial clients were offered a needs assessment.

**Documents to be ready for ELC on-site annual review:** 1) Copy of Family Needs Screen; 2) EFS Impromptu report identifying the number of families who contracted R&R and those who received a family needs screening for the period beginning May 1, 2010 (EFS/CCR&R history code of NA); and 3) monthly social service needs assessment tracking logs for R&R Counselors for earlier period.

**ELC review comments:** Reviewed monthly social service needs assessment tracking logs for R&R Counselors for the fiscal year. A total of 16,632 families (100%) were offered a family needs screening; and many families participated more than once for 20,402 family needs screenings offered; 19,790 screenings (97%) were completed. Manual compilation of this information is unable to reveal the number of different families that participate in the needs screen, or how many times a particular family participates. *All documents and data results reported were reviewed and validated.*

21. 75% of families with unmet family needs who have completed a screening shall be successfully and actively linked to, or provided, one or more services and supports that enhance children's social, emotional, physical, cognitive and behavioral development towards early learning.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	21.a. Total number of families with unmet needs completing the screening (referred to services): <u>2,147</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	21.b. Total number of families linked to one or more supports: <u>1,645</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	21.c. Percent Achieved: <u>77%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe the process by which families are referred/linked to social service supports in the community and any trends associated with unmet needs along with any successes/challenges with achieving the outcome. *After being referred to services, all families are followed up on by either the R&R counselors or the Service Coordinators by phone to determine if they were able to make a successful linkage.*

**Documents to be ready for ELC on-site annual review:** 1) Copies of monthly social service needs assessment tracking logs of Social Service Coordinators; and 2) Supporting evidence that families referred by R&R counselors are linked to services.

**ELC review comments:** Reviewed monthly social service needs assessment tracking logs of Social Service Coordinators for documentation that families with unmet needs were successfully linked to, or provided one or more services and supports. During the contract year, a total of 2,147 families were referred to services and 1,645 families (77%) were successfully and/or actively linked (had and kept appointments) to or provided

one or more services and supports that enhanced children’s social, emotional, physical, cognitive and behavioral development towards early learning. *All documents and data results reported were reviewed and validated.*

	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>22. 75% of those families linked to or provided one or more services and supports shall report and demonstrate an increase in their ability to support their child’s school readiness and increase in family stability.</b>	22.a. Total number of families linked to services or provided one or more supports (actually helped by agencies): <u>1,348</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	22.b. Total number of families demonstrating an increase in their ability to support their child’s school readiness and family stability: <u>1,290</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	22.c. Percent Achieved: <u>96%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe the process by which the data is captured/tracked and any successes/challenges with achieving the outcome. *R&R staff follows up on each family who is referred to social service supports and the family is called and asked if they were helped by the agency(s) referred to them and how this help assisted them in increasing their ability to support their child’s school readiness and increase their family’s stability.*

**Documents to be ready for ELC on-site annual review:** 1) Tracking and/or Referral logs and documentation that families reported and increase in their ability to support their child’s school readiness and increase family stability; and 2) Summary of completed results/roll-up report.

**ELC review comments:** Reviewed monthly summaries of social service needs assessment tacking logs of Social Service Coordinators for evidence that families linked to or provided one or more services and supports, reported and demonstrated an increase in their ability to support their child’s school readiness and increase in family stability.

During the contract year, 1,645 families were linked to or provided one or more services and supports; 1,348 families (82%) reported being helped by the agencies:

- 1,290 families (96%) linked to or provided one or more services and supports, reported and demonstrated that the services and supports received increased their ability to support their child’s school readiness and improved their family stability.

*All documents and data results reported were reviewed and validated.*

<b>23. 75% of providers using the linkages service shall report successful linkages made</b>	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
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<b>as a result of this service and shall report that these linkages strengthened their ability to support children’s school readiness and to support family stability.</b>	23.a. Total number of providers surveyed using the linkage service: <u>151</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	23c. Total number reporting successful linkages: <u>134</u> Total number reporting that it improved their ability to support children’s school readiness and support family stability: <u>124</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	23.c. Percent Achieved: <u>82%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<b>Service provider annual review:</b> Briefly describe the survey methodology and any success/challenges with achieving the outcome. <i>All providers are mailed surveys annually and asked if they had referred families with unmet social service needs, and if so were they successfully linked to services. If this was the case, they are asked if this strengthened the family’s ability to support children’s school</i>			
<b>Documents to be ready for ELC on-site annual review:</b> 1) Copy of Survey; 2) Completed surveys; and 3) Summary of survey results roll-up report.			
<b>ELC review comments:</b> Reviewed the annual provider survey roll-up report for the fiscal year. A total of 134 providers (92%) of 151 providers, reported making successful linkages and 124 providers (82%) reported that the successful linkages made as a result of this service strengthened their ability to support children’s school readiness and family stability. <i>All documents and data results reported were reviewed and validated.</i>			
<b>24. Five (5) formal linkage agreements, at a minimum, shall be completed with major agencies and organizations which provide family strengthening services and supports which enhance early learning, allowing the provision of aggregate data concerning the linkage of clients to those agencies from the Contractor.</b>	<b>FCI Reported Results</b> <b>Actual <u>Number</u> Served</b>	<b>ELC Review</b> <i>Results validated?</i>	<b>Action needed?</b>
	24.a. Number of formal linkage agreements attempted: <u>7</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	24.b. Number of formal linkage agreements completed: <u>6</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<b>Service provider annual review:</b> Note the organization with whom linkage agreements were executed and any successes/challenges with achieving this outcome. <i>Broward County Health Department (KidCare Outreach); ChildNet; Workforce One; First Call for Help; Broward County Human Services Division (Child Care Licensing and Enforcement Section); and the Children’s Diagnostic &amp; Treatment Center, Inc. We were unable to execute an agreement with Hispanic Unity.</i>			
<b>Documents to be ready for ELC on-site annual review:</b> Provide copies of linkage agreements.			

**ELC review comments:** Reviewed linkage agreements with Broward County Health Department (KidCare Outreach); ChildNet; Workforce One; First Call for Help; Broward County Human Services Division (Child Care Licensing and Enforcement Section); and the Children’s Diagnostic & Treatment Center, Inc. *All documents and data results were reviewed and validated.*

	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review <i>Results validated?</i></b>	<b>Action needed?</b>
<b>25. 90% of families served shall report satisfaction with services, including cultural competency/sensitivity, sensitivity of services to special needs, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of hours and location of services</b>	28.a. Total number of families surveyed: <u>857</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details</i>
	28.b. Total number of families reporting satisfaction with:		
	<input type="checkbox"/> Cultural Competency/sensitivity: <u>843/855 = 99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Sensitivity of services to special needs: <u>337/337 = 100% (survey question was added beginning 3<sup>rd</sup> quarter based on the monitoring response for fiscal year 2008-09)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Customer friendliness: <u>845/857 = 99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Usefulness of services provided: <u>836/856 = 98%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Efficiency of service: <u>837/852 = 98%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Convenience of hours and location of services: <u>829/854 = 97%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	28.c. Percent achieved: Overall satisfaction was <u>98%</u> (4527/4611)	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe method for gathering satisfaction data and any successes/challenges in delivering this service. *The above statistics were based on conducting surveys of 10% of all families receiving child care referrals and 5% of those placed on the wait list only. Surveys were conducted by phone by the R&R staff. Clients do not answer every question on the survey which is why there are fewer responses for some questions than there were surveys completed.*

**Documents to be ready for ELC on-site annual review:** 1) Blank Satisfaction Survey; 2) Satisfaction Surveys from families; and 3) Summary of analyzed results tallied for individual categories.

**ELC review comments:** Reviewed annual roll-up of the quarterly customer satisfaction tally sheets including cultural competency/sensitivity, customer-friendliness, and usefulness of services provided, efficiency of service, and hours and location of services.

A total of 857 families who used Resource and Referral services were randomly selected and responded to the survey; on average, 98% of survey responses (754.5 surveys/768.5 surveys) indicated that families receiving child care referrals and those on the waiting list reported overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of hours and location of services. *All documents and data results reported were reviewed and validated.*

	<b>FCI Reported Results Actual Number Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>26. 85% of providers using ELC 1 services shall report overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access.</b>	26.a. Total number of providers surveyed: <u>405</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details</i>
	26.b. Total number of providers reporting satisfaction with:		
	○ Cultural Competency/sensitivity: <u>298/305 = 98%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ Customer friendliness: <u>310/317 = 98%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ Usefulness of services provided: <u>303/314 = 96%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ Efficiency of service: <u>292/308 = 95%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ Convenience of hours and location of services: <u>292/311 = 94%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	26.c. Percent achieved: 1495/1555 = <u>96%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe method for gathering satisfaction data and any successes/challenges in delivering this service. *All providers are mailed a survey annually. Providers do not answer every question on the survey which is why there are fewer responses than there were surveys completed.*

**Documents to be ready for ELC on-site annual review:** 1) Blank Satisfaction Survey; 2) Satisfaction Surveys from providers; and 3) Summary

of analyzed results tallied for individual categories.

**ELC review comments:** Reviewed provider (Survey Monkey) annual roll-up report of overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access.

- 405 providers were surveyed and 317 surveys were returned (78%); survey results indicated that on average, **96% of survey responses** (299 surveys/311 surveys) **indicated that providers were satisfied with services**, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access.

*All documents and data results reported were reviewed and validated.*

<b>27. 100% of the policies and procedures shall ensure the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure as identified in the Standard Levels of Service (Exhibit D), Chapter 411, Chapter 402, and Chapter 1002, Florida Statutes.</b>	<b>ELC Review</b>	<b>Action needed?</b>
	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	<input type="checkbox"/> <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <i>If yes see row below for details.</i>

**Service provider annual review:** Briefly describe the process by which confidentiality is ensured and any successes/challenges with achieving the outcome. *All clients are informed that any information they give R&R staff will be kept confidential. All client files are kept in locked file cabinets in the staff's offices or in a locked file room. All files not needed onsite are sent to secure storage off site. All sensitive client information that does not need to be retained is placed in locked recycled boxes for secure shredding.*

**Documents to be ready for ELC on-site annual review:** FCI Confidentiality Policies and Procedure.

**ELC review comments:** Reviewed Family Central's Confidentiality Policy, Confidentiality of Records Policy and Resource and Referral Confidentiality Policy on handling calls. Policies are sufficient. Reviewed FCI Department Protocol "Confidentiality" (Human Resources-Broward) revised 7/29/08 which ensures the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure as identified in the CCR&R Program requirements (Exhibit E), Chapter 411 and Chapter 1002, Florida Statutes. Policies are sufficient. *All documents were reviewed and validated.*

<b>28. 100% of parent/guardian and child care provider telephone calls shall be answered by the fourth ring and 100% of customer telephone calls which are placed on hold shall hold for no more than two (2) minutes before caller being given the option to continue to hold or to request a call-back within 48 business hours and 90% of customers who leave messages will receive follow-up within two (2) business days, (48-</b>	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
	28.a. Percent of telephone calls answered by fourth ring: <u>100%</u>	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b> <i>If yes see row below for details.</i>
	28.b. Percent of customer phone calls placed on hold holding for no more than 2 minutes: <u>100%</u>	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	
	28.c. Percent of customers receiving call-back within two (2) business days (48	<input type="checkbox"/> <b>Met</b> <input checked="" type="checkbox"/> <b>Not Met</b>	

<b>hours) of initial contact.</b>	business days): $\frac{255}{847} = 30\%$		
<p><b>Service provider annual review:</b> Briefly describe any successes or challenges in delivering this service. <i>Based on the operation of the phone system, 100% of parent/guardian and child care provider telephone calls are answered by the fourth ring and 100% of customer telephone calls which are placed on hold do not hold for more than 2 minutes before caller is given the option to continue to hold or to request a call-back within 48 business hours. The results in 28.c. were based on auditing a sample of call logs from three days per month each quarter for a total of 36 days. Only calls that required a call back were reviewed. The challenges that we face in meeting this objective are: the large volume of calls that come in at certain times of the year (i.e. back to school, enrollment periods, end of school year); the State mandate that all protective service clients must be served within ten days of receipt of a referral (this resulted in more staff being assigned to schedule PS appointments); turnover of staff and the length of time it takes to successfully train a counselor; and the initiation of the online child care referral process (which led to clients using the service who might not have ordinarily called). Based on statistical analysis, it appeared that the majority of calls were returned within 3 days which is what is mandated by the State.</i></p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> 1) Provide copy of phone system protocol/features; 2) customer message logs and a call back logs and EFS case files; 3) Parent Survey Results; and 4) ELC Secret Shopper Calls.</p>			
<p><b>ELC review comments:</b> Reviewed Counselor telephone logs indicating that 30% of the 847 clients who left messages, received a follow-up phone call within two (2) business days. <i>All documents and data results reported were reviewed and validated.</i></p> <ul style="list-style-type: none"> <li>• 6/29/10 Single Point of Entry (SPE) application completed. Call back received 7/6/10 at 5:36 PM via email; more than three (3) business days or 72 hours later.</li> <li>• 3/9/10 phone call made where message was left at 10:08 AM; initial call back regarding financial assistance received 3/13/10 at 11:57 AM was missed by ELC Staff. Subsequent call back to R&amp;R staff on 3/15/10 at 9:00 AM where message was left. Additional messages left on 3/17/10 at 5:12 PM. R&amp;R Staff returned call on 3/17/10 at 5:12 PM. As of 3/17/10, no call back was returned.</li> <li>• 5/5/10 phone call made by AWI staff: message was left at 3:30 PM; call returned at 10:51AM on 5/10/10 (52 hrs later) and message was left to call the Counselor back; Secret Shopper returned call on 5/10/10 at 11:25AM and left a message; call was returned at 1:10PM.</li> </ul>			
<p><b>Corrective Action:</b> <i>In order to ensure that the intent of this customer service objective is met for the 2011-2012 contract year, the ELC 1 Service Provider shall submit to the Coalition, by January 17, 2011, the analysis that identifies how they determined during procurement that customers requesting a call back or who leave a message would receive a follow-up within 48-hours, considering the variability of call volume at various times during the year and the steps necessary to achieve that commitment.</i></p>			
<p><b>Service Provider plan to meet compliance (HOW) Explain:</b> <i>FCI recognizes that a 48 hour return of calls is a best practice which is why the original Proposal reflects a staffing model of 18 counselors, 2 data techs and 2 service coordinators. The current staffing model is 17 counselors, 1 data tech and 1 service coordinator. In addition, ELC 1 was in the process of cross-training one of the service coordinators to handle R&amp;R calls, but then the second service coordinator position was cut from the budget. Additionally, at least a small percentage of turnover is to be expected with ELC 1 and to retain the high quality of service it is necessary to spend 2-3 months training a new staff person. This intensive</i></p>			

training requires time on the part of the management team, drawing them away from their responsibilities. During times of high volume ELC 1 offers and at times mandates overtime. The FCI Reply to the 2010 Invitation to Negotiate for ELC 1 reflects a staffing pattern of 18 R&R counselors, 2 data technicians and 2 service coordinators (among others) to serve 16,000 unduplicated families = 888 unduplicated families per counselor with the intent that one service coordinator would be cross-trained to step in when needed.

**ELC note:** The agreed upon staffing model to meet this objective, resulting from the 2010 Invitation to Negotiate for ELC 1, included 17 R&R Counselors, 2 Data Technicians and 1 Service Coordinator to serve 29,100 contacts/16,000 families. The Coalition recognizes ELC 1's high level of customer service and the challenges presented during times of high call volume, as well as the fact that a greater number of families may contact ELC 1 staff for services than are anticipated by the contract. The Coalition appreciates the opportunity to review the analysis used during procurement discussion that determined FCI's ability to meet this objective with the proposed and agreed to staffing pattern.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
<b>29. 100% of clients shall be proactively informed of complaint procedures, leading to formal, established grievance procedures.</b>	29.a. Total number of parents given childcare referrals and/or placed on the waitlist: <b><u>9,855</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	29.b. Total number of parents receiving referrals or placed on waitlist that were mailed information which included complaint procedures: <b><u>11,047</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	29.c. Total number of childcare providers and the number mailed provider packets which included information on complaint procedures: <b><u>1,435 providers in database and packets containing this information were mailed to 1,609 existing providers and 69 new providers</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	29.d. Percent Achieved: <b><u>100%</u></b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe any successes or challenges in delivering this service. *Each parent who is placed on the wait list or who receives child care referrals is sent/given a Client Rights and Responsibilities form and a cover letter that informs them as to the procedures to follow if they have a grievance with the services they have or have not received. All new providers and existing providers (annually) are mailed a cover letter with their packets that explains how they can begin a grievance process. The reason the percentage might be*

more than 100% for clients is because clients are sent the Client Rights and Responsibilities form and cover letter each time they receive child care referrals. Therefore if they receive updated referrals they would get another form and cover letter. The reason more than 1,435 providers received a cover letter is because this was the first fiscal year that we piloted sending either a complete provider packet or an updated provider newsletter semi-annually, and some providers were accidentally sent two provider packets during the year, and therefore received two cover letters with this information.

**Documents to be ready for ELC on-site annual review:** 1) A blank copy of documentation that parents/guardians and child care providers receive that proactively informs them of complaint procedures leading to formal, established grievance procedures.; 2) ELC randomly selected Client Files for review for signed Terms and Conditions forms and selected provider files for signed Service Agreements; and 3) Survey roll-up report or other supporting documentation.

**ELC review comments:** Reviewed letters that are mailed to parents who receive referrals or are placed on the waiting list; Reviewed letter mailed to existing and new providers and the *Client Rights and Responsibilities* document that is mailed to all clients. All letters include the statement “if you have any comments or concerns regarding services you received from the Resource and Referral Department of Family Central or would like a copy of Family Central’s formal grievance procedures, please feel free to contact the Director of the department,” name and phone number included. The Client Rights and Responsibilities document explains the process further and gives the client the right to appeal and file a formal grievance. It also provides the number to call to start the grievance process and mentions any disputes or disagreements can be submitted to the Coalition.

Reviewed monthly tracking logs detailing the number of Client Rights and Responsibility forms sent to clients totaling 11,047. Reviewed provider database mail-out log for 1,609 packets sent to existing providers and 69 packets to new providers. ***All documents and data results reported were reviewed and validated.***

	<b>FCI Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>30. 100% of complaints or observations concerning potential abuse, neglect, or abandonment shall be reported to the Florida Department of Children and Families and the Coalition shall be notified of said reports, within the applicable confidentiality regulations.</b>	32.a. Number of complaints received: <u>23</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details</i>
	32.b. Number of complaints reported to FLDCF: <u>23</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	32.c. Number of complaints reported to Coalition: <u>23</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	32.d. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Comment if needed.

**Documents to be ready for ELC on-site annual review:** 1) Protocol for tracking/recording complaints/observations; and 2) Copies of complaints/observations received by ELC 1 staff and documentation showing each have been reported to DCF.

**ELC review comments:** Reviewed Service Provider Abuse/Neglect Complaint Logs for the fiscal year and emails to ELC staff of each report made to the Department of Children and Families for evidence of complaints or observations concerning potential abuse, neglect, or abandonment reported to the Florida Department of Children and Families, including notification of said reports (within the applicable confidentiality regulations) to the Coalition.

A total of 23 complaints were received and reported to DCF and the Coalition. *All documents and data results reported were reviewed and validated.*

31. 100% of complaints received or observations made, concerning potential child care licensing violations shall be tracked and reported to Broward County Child Care Licensing and Enforcement and feedback on the outcome shall be documented.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	31.a. Number of complaints received: <u>24</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details</i>
	31.b. Number of complaints reported to BCCCL: <u>24</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	31.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

**Service provider annual review:** Briefly describe any successes/challenges with achieving this outcome. NA

**Documents to be ready for ELC on-site annual review:** 1) Protocol for tracking/recording complaints/observations; and 2) ELC 1 Complaint Log with copies of complaints/observations received and documented licensing violations have been reported to BCCCLE and feedback recorded.

**ELC review comments:** Reviewed Service Provider Complaint Log and supporting documentation of feedback on outcomes. A total of 24 complaints were reviewed with feedback from Childcare Licensing and Enforcement Section on 100% of the cases reported. *All documents and data results reported were reviewed and validated.*

32. 100% of other concerns about providers shall be referred to the service Provider(s) providing Eligibility Determination, Application Processing, Slot Management, and Provider Payment (ELC 2) and/or Quality Improvement Supports (ELC 3), and/or Quality Assurance (ELC 4) and/or Child Screening and Assessment (ELC 5) as appropriate, and/or shall be addressed through the provision of training and technical assistance through the Contractor,	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	32.a. Total number of complaints concerning providers received: <u>0</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	32.b. Total number of Providers referred to the ELC 2, ELC 3 and ELC 4 Service providers as appropriate with feedback on outcomes documented: <u>0</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	32.c. Percent Achieved: <u>N/A</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

and feedback on the outcomes shall be documented.			
<b>Service provider annual review:</b> Comment if needed.			
<b>Documents to be ready for ELC on-site annual review:</b> 1) Provider concerns/complaint log; 2) Supporting documentation for referral and feedback on outcomes; and 3) Policy and Procedures for tracking/recording concerns/complaints.			
<b>ELC review comments:</b> Reviewed Service Provider Complaint Log and supporting documentation for referral and feedback on outcomes. There were no other concerns about providers referred to the Service Provider(s) providing <i>Eligibility Determination, Application Processing, Slot Management, and Provider Payment</i> (ELC 2) and/or <i>Quality Improvement Supports</i> (ELC 3), and/or <i>Quality Assurance</i> (ELC 4), and/or <i>Child Screening and Assessment</i> (ELC 5). <i>All documents and data results reported were reviewed and validated.</i>			
<b>33. 100% of required data shall be collected, input, and tracked in accordance with State of Florida and Coalition standards and requirements and reports including monthly key data and report requests made by the Coalition, shall be delivered complete and on time.</b>	<b>ELC Review</b>		<b>Action needed?</b>
	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>		<input type="checkbox"/> <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <i>If yes see row below for details.</i>
<b>Service provider annual review:</b> Comment if needed.			
<b>Documents to be ready for ELC on-site annual review: Note:</b> ELC will review its own Contract Obligations Checklist for evidence of monthly, quarterly and annual reports, as well as any requested ad hoc data/reports delivered complete and on time.			
<b>ELC review comments:</b> Reviewed Coalition’s ELC 1 Contract Obligations Checklist to confirm reports were delivered by contractual commitment dates. The ELC 1 Contract Obligations Checklist revealed that 100% of required data was collected, input, and tracked in accordance with the state and local standards and requirements and reports were delivered complete and on time. 100% of reports were provided in a timely manner.  Reviewed emails of reports due and sent to the State CCR&R Network office and ELC. Twelve (12) monthly Key Data reports, three (3) quarterly reports, one (1) annual report; six (6) monthly CCR&R State Network reports, four (4) quarterly CCR&R State Network reports; two (2) VPK reports (VPK Outreach and Awareness report and the Status report due 1/20/10) for a total of 28 reports. Reviewed the contract due dates for various monthly, quarterly and annual reports.  Twenty-eight (28) reports were due to the Coalition; 100% of the required monthly, quarterly, annual and ad hoc data reports were submitted complete and on time in accordance with state and local standards and requirements.			
<b>34. 100% of invoices submitted to the Coalition for processing shall be submitted on time</b>	<b>ELC Review</b>		<b>Action needed?</b>

<p>and shall accurately meet the requirements of the approved cost allocation plan and contractual budget.</p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If <i>yes</i> see row below for details.</p>
<p><b>Service provider annual review:</b> Comment if needed.</p>		
<p><b>Documents to be ready for ELC on-site annual review:</b> ELC fiscal department will review invoices submitted for timely submission.</p>		
<p><b>ELC review comments:</b> Reviewed invoice submission log from the ELC fiscal department. All invoices were submitted on time and accurately met the requirements of the approved cost allocation plan.</p>		
<p><b>35. 100% of formal service linkage agreements and procedures, that are approved by the Coalition, with all Early Care and Education System Providers and pertinent community partners shall be developed and reduced to writing within thirty (30) days after the date of execution of this Contract, in order to coordinate services and prevent duplication, and shall be implemented, followed, and revised as needed. This paragraph shall be inclusive of the link to Broward County Childcare Licensing and Enforcement regarding communication about any change in status of, or critical incident with, any childcare provider. Linkage agreements shall be actively implemented and maintained throughout the service year.</b></p>	<p><b>ELC Review</b></p> <p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p><b>Action needed?</b></p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If <i>yes</i> see row below for details.</p>
<p><b>Service provider annual review:</b> Note the organization with whom linkage agreements were executed and any successes/challenges with achieving the outcome. <i>Broward County Health Department (KidCare Outreach); ChildNet; Workforce One; First Call for Help; Broward County Human Services Division (Child Care Licensing and Enforcement Section); and the Children’s Diagnostic &amp; Treatment Center, Inc. We were unable to execute an agreement with Hispanic Unity.</i></p>		
<p><b>Documents to be ready for ELC on-site annual review:</b> Copies of all executed formal linkage agreements for 2009-2010.</p>		
<p><b>ELC review comments:</b> Reviewed copies of all linkage agreements. Six agreement letters were developed within 30 days from the date of execution of the contract with the Coalition. <i>All documents and data results reported were reviewed and validated.</i></p> <p>Reviewed six (6) linkage agreements: Reviewed one (1) Linkage Agreement with <i>Broward County Health Department (KidCare Outreach)</i>, dated <b>July 20, 2009</b> and signed September 11, 2009; one (1) Linkage Agreement with Child Net, <b>developed July 27, 2009</b>, dated October 2, 2009, and signed October 7, 2009; one (1) Linkage Agreement with WorkForce One, dated <b>July 20, 2009</b> and signed September 29, 2009; one (1) Linkage Agreement with <i>First Call for Help</i>, dated <b>July 20, 2009</b> and signed August 10, 2009; one (1) Memorandum of Agreement with Broward County Child Care Licensing and Enforcement, dated <b>July 30, 2009</b> and signed August 10, 2009; and one (1) Linkage Agreement with <i>the Children’s Diagnostic &amp; Treatment Center, Inc.</i>, dated <b>July 20, 2009</b> and signed November 10, 2009. The ELC 1 contract was fully executed on June 30, 2009.</p>		

<b>36. 100% participation in monthly Early Care and Education system coordination team meetings shall occur by a representative of the Service Provider and all services shall be actively and successfully coordinated with system partners and with the Coalition.</b>	<b>ELC Review</b>	<b>Action needed?</b>
	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	<input type="checkbox"/> <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <i>If <u>yes</u> see row below for details.</i>
<b>Contractor Responsibility:</b> The Contractor shall participate in associations; attend the Coalition’s annual meetings; participate in community collaborative groups; and attend Coalitions’ in-service training sessions to the greatest extent possible and consistent with funding, program description and design.		
<b>Service provider annual review:</b> Please submit a list of associations and community collaborate groups that ELC 1 participated in 2009-2010 <i>We participated in the Broward County Coordinating Board for Transportation Disadvantaged Services, Family Self Sufficiency Program Coordinating Committee (Broward County Housing Authority), Teen Parent Advisory Board (Broward School Board), Florida Kidcare Advisory Board (Broward County Health Department), and the Change Control Board (AWI)</i>		
<b>Documents to be ready for ELC on-site annual review:</b> ELC will review its monthly sign-in sheets for attendance at system coordination team meetings along with meeting agendas and any other attendance documentation.		
<b>ELC review comments:</b> Reviewed contract obligation log and system coordination team meeting attendance records. The ELC 1 Service Provider attended all monthly system coordinator team meetings and/or had a representative in attendance; eleven (11) meetings (100%) were attended by ELC 1 staff.		
<b>37. The CONTRACTOR’S forecasts, trend analyses and budget management shall results in fiscal year budgets that are balanced, with no deficit spending and with no significant surplus of funds that have been contracted for services.</b>	<b>ELC Review</b>	<b>Action needed?</b>
	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	<input type="checkbox"/> <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <i>If <u>yes</u> see row below for details.</i>
<b>Service provider annual review:</b> Comment if needed.		
<b>Documents to be ready for ELC on-site annual review:</b> ELC fiscal department will review budgets for deficit spending and significant surplus of funds.		
<b>ELC review comments:</b> Reviewed contract budget and amendments in comparison to the actual expenditures for fiscal year 2009-2010. Budget Management Objectives were met.		