

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

Monitoring Report
Contract: FCI-QIS-10-ELC 3 Quality Improvement Supports
Family Central, Inc.

Monitors for Early Learning Coalition of Broward County, Inc. (ELC)

Lisa Feeney, Senior Early Care and Education Program Specialist
Andrea Braynon, Chief Financial Officer
Sandra Martinez, Accounting and HR Manager

Family Central, Inc. (FCI) Representatives

Yanick Goutier, Early Care and Education (ECE) Director

The monitoring process reflected in this report began on June 28, 2010, the last month of the third year of implementing the Early Learning Coalition of Broward County's Early Care and Education System, and was completed on December 3, 2010. The Coalition monitors completed a comprehensive monitoring review, which included an administrative review of the agency's 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 **Quality Improvement Supports** services in contract FCI-QIS-10-ELC3. **This report includes monitoring results of this contract.**

In addition to examining documentation related to performance objectives, the Coalition monitors interviewed the Director of Early Care and Education Services and completed three (3) secret shopper calls to assess service delivery from the customer's point of view.

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 files for 109 early care and education providers where these children received early learning opportunities. Of the 142 files, 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; seven (7) of the early care and education providers serving school-age children also served children birth to school-age children; these children and their corresponding providers

along with 9 of the providers receiving a Quality Rating, were tracked through the Coalition’s early care and education system. Of the 153 combined early care and education providers (**QRS and Providers serving children receiving financial assistance from School Readiness funds**) selected for review and eligible for ELC 3 services, 34 of the early care and education providers (22%) where these children attended, participated in the Quality Improvement Supports (QIS) system (focused technical assistance [TA] and coaching services, including inclusion technical assistance and/or training, and accreditation technical assistance), from this ELC 3 service provider during the 2009-2010 contract year and were chosen for review in this monitoring. Five (5) Family Child Care Homes in QRIS and inclusion technical assistance and/or training and 29 early care and education center-based providers participated in Quality Improvement Supports (QIS): coaching (20), inclusion-only (1), Positive Behavior Supports (PBS) only (3), and/or accreditation (4); one (1) early care and education center-based providers participated in coaching services and began receiving PBS supports during the contract year. Additionally, 10 of the 34 early care and education provider sites, employed 16 teachers, who received scholarships: college credit (2 teachers), in-service (20 teachers), and/or CDA (20 teachers); four (4) teachers received mentoring from this ELC 3 service provider: eleven (11) teachers completed their CDA course work.

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 3 Service Provider shall submit to Coalition staff by January 17, 2011, protocol that directs ELC 3 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 cost are compared to the approved budget salary amount. In the sampling, there were adjustments for changes in staffing to actual salaries.

Programmatic Review Summary:

This contract focuses on early care and education quality improvement supports provided by FCI-ELC 3 Service Provider for early learning providers in the ELC of Broward County, Inc.’s quality initiatives including technical assistance, scholarships, resource library and training needs analysis and calendar. *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-10-ELC3 has 32 performance specification outcomes, seven (7) contract responsibilities, and ten (10) program deliverables.**
- **100% of the performance outcomes were achieved; two (2) performance outcomes were substantially met, one related to access of the Training Calendar and the other related to a lower percentage of providers (primarily family child care homes), achieving**

75% of their goals through focused TA services than expected. Adjustments have been made to ensure that these objectives are met for the 2010-2011 contract year; 100% of the Contract Responsibilities were met; and 90% of the Program Deliverables were met in 2009-2010; one (1) program deliverable related to the number of family child care providers willing to participate in the Quality Counts system to receive technical assistance and coaching was not met and adjustments were made to ensure this deliverable is met for the 2010-2011 contract year.

- **140 unduplicated child care sites (119 centers and 21 family child care homes) were served in the FCI technical assistance for quality improvement project.**
- **100% of 128 providers (114 centers, 16 family child care homes) received technical assistance and developed Quality Improvement Plans (QIPs) using Environment Ratings from the ELC 4 Service Provider. (Six (6) centers and seven (7) homes withdrew from TA within the first two (2) months of the program year before QIPs were developed; two (2) centers returned and received Positive Behavioral Support focused TA.)**
- **Twenty-one (21) centers (19% of the total served) received technical assistance to complete an accreditation and developed Quality Improvement Plans (QIPs) using the accrediting agency's protocol and criteria; 100% achieved accreditation.**
- **79% of the 129 community early care and education providers who received technical assistance (102 providers: 97 centers [86%] and 5 homes [31%]), showed a measurable increase in each of the pertinent areas identified in their technical assistance Quality Improvement Plans (demonstrated by meeting at least 75% of their established quality improvement goals).**
- **Fifty (50) of the 119 center based providers (42%) received a post-test assessment in FY2009-2010 using the Environmental Rating Scales according to the 5 star rating protocol; thirty-nine (39) providers (78%) showed an increase in their ERS scores; and eleven (11) providers (22%) showed a decrease in their ERS scores.**
- **96% of the providers served with TA during the 2009-2010 contract year who received a rating according to the 5 star rating protocol received 3 Stars or above. (50 providers received a rating in FY2009-2010 according to the 5 star rating protocol: five (5) received 5+ Stars' two (2) received 5 Stars; eleven (11) received 4+ Stars; four (4) received 4 Stars; fourteen (14) received 3+, twelve (12) received 3 Stars; one (1) received 2+ Stars and one (1) received 1 Star.)**
- **89% of the centers and 31% of the family child care homes served through TA received mini grants; 105 of 118 centers and 5 of 16 homes who created Quality Improvement Plans received mini grants by achieving 90% or more of their quality improvement goals.**
- **The Positive Behavior Support (PBS) technical assistance program pilot produced significant results in 15 centers:**
 - **10% staff turn-over:** Of the fifteen (15) schools served, before PBS implementation the Teacher's turn over rate was 40%. After three (3) months of PBS implementation in the schools served the rate of teacher turn over **decreased to a 10%.**
 - **0% child expulsions:** A total of 982 children were served in PBS in nine months; before PBS implementation, the number of children expulsions in the fifteen schools was of 4%. After PBS the percentage **decreased to 0%.**

- **90% of the parents were satisfied** with the six parents groups that met for seven (7) sessions and requested additional classes be made available.
- **100% teaching practices enhanced**: All 159 employees reported that the program enhanced the effectiveness of their work.
- **97% of staff from each provider site who received quality improvement training, as part of their Quality Improvement Plan, demonstrated a measurable increase in their knowledge in each pertinent subject area, on pre and post tests.**
- **99% of staff who receive quality improvement training as part of their early care and education program's technical assistance Quality Improvement Plan reported two (2) or more ways in which they would use the knowledge provided in training to enhance the effectiveness of their work.**
- **449 Scholarships (\$227,769) were awarded to 342 practitioners to assist them in meeting educational requirements; these practitioners worked at 123 different early care and education sites in 2009-2010, including four (4) family child care homes:**
 - **One hundred sixty-seven (167) scholarships (\$186,375) were awarded to assist practitioners to gain the National Child Development Credential:**
 - **One hundred fifty-one (151) National Child Development Associate (CDA) credential scholarships were granted to practitioners working at 67 early care and education sites in 2009-2010;**
 - **Two (2) National-CDA application fee scholarships were awarded to two (2) individuals at two (2) sites; and**
 - **Fourteen (14) scholarships were awarded for 'observations' of practitioners working at three (3) early care and education sites.**
 - **One hundred twelve (112) scholarships (\$26,375) were awarded for college credit courses to assist practitioners to obtain credentials (ECE degree, Directors Credential or VPK Director credential):**
 - **Eighty-seven (87) college course scholarships were granted to 33 degree seeking practitioners at 27 centers and two (2) family child care homes;**
 - **Twenty-three (23) college course scholarships were granted to 23 non-degree seeking practitioners at 15 centers and two (2) family child care homes; and**
 - **Two (2) college course scholarships were awarded for those with degrees.**
 - **170 in-service scholarships (\$15,019) were granted to practitioners at 36 centers.**
- **Sixty-six (66) CDA scholarship recipients received mentoring from their technical assistant FCI coach or BCPS mentor with 94% of those recipients either completing or remaining in the program/course in which they were enrolled. (47 students completed; 16 students are still attending classes; three (3) students withdrew before completing).**
- **2,053 unduplicated patrons used the Early Care and Education Resource Library services during 2009-2010; an increase of 1,294 patrons over the 2008-2009 contract year.**

- 261 preschool age children attended parent/child educational workshops in the Resource Library to experience quality early childhood educational programming.
- The Procurement activities allow for improvement of the delivery of Quality Improvement Supports in the 2010-2011 contract year by requiring the ELC 3 Service Provider (FCI) to:
 - Adjust the number and type of services provided to family child care homes receiving QIS technical assistance on an annual basis.

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

Contract Annual Review

Contract: FCI-QIS-10-ELC3: Quality Improvement Supports

A. FEDERAL LAW REQUIREMENTS	ELC REVIEW
1. Does the Agency have a written Drug-Free Workplace Policy? Policy revised June 30, 2008 on “SOP and Policy” compact disk and in Employee Handbook revised 03/2009.	<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? 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 4th Floor outside the Human Resource Department. The five-in-one poster is also in the lunch room on the first floor.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency have a written Non- Discrimination and Harassment Free Workplace Policy? 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u> Agency Federal Law Requirements were reviewed and found to be in order and to meet required specifications.	
B. CORPORATE DOCUMENTS	ELC REVIEW

1. Does the Agency have an Accounting Policy and Procedures Manual? Policies and SOP compact disk, finance subfolder includes finance policies and procedures.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are the Agency's By-laws available for review? Amended & Restated Bylaws reviewed; effective January 1, 2010.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Are the Agency's Articles of Incorporation available for review? Articles of Incorporation reviewed; dated June, 1997.	<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? Organizational Chart, revised January 2010.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Is there an audit on File? Audit by Daszkal Bolton LLP dated June 30, 2009 and 2008.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u> Agency Corporate Documents were reviewed and found to be in order and to meet required specifications.	
C. SPONSORSHIP/PUBLIC ANNOUNCEMENTS	ELC REVIEW
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 checked="" 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
<u>ELC review comments:</u> Interviewed Community Affairs Coordinator for clarification of sponsorship requirements outlined in contacts, ELC 1, 2, 3, and 5. Reviewed three Resource Library (ELC 3) program flyers and the Resource and Referral (ELC 1) brochure; did not find statement of (1) the percentage of the total cost of the program or project which will be financed with federal money, or (2) the dollar amount of federal funds for the project or program on any agency-wide or contract written materials.	
<u>Corrective Action:</u> In order to ensure that this objective is met for 2010 – 2011 contract year, the ELC 3 Service Provider shall submit to Coalition staff by January 15, 2011, protocol that directs ELC 3 staff to meet the 2010-2011 contract requirements for	

Sponsorship/Public Announcements including when issuing a statement, press release (ALERT is a 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 according to the information provided 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.

D. STAFFING	ELC REVIEW
1. Did the Contractor maintain sufficient and qualified staff to deliver the agreed upon services required by the Contract and specifically set forth in Exhibit 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? Of 6 files reviewed, 4 employees speak English only, 1 speaks Spanish, and 1 French/Creole.	<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? “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. All 6 staff files included documentation of PQI training.	<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 requires 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. Interview with Human resource Director, Jennifer Taylor, 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ELC review comments: Reviewed Exhibit B, form B; Staffing support was reviewed and found to be in order and to meet required specifications.	

E. BACKGROUND SCREENING	ELC REVIEW
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? Reviewed “Pre-Employment screening	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Procedures,” revised May 2009, Human Resources Protocol.	
ELC review comments: Of the 6 personnel files reviewed, employees spend, as part of their duties and responsibilities, forty hours or more per month in early care and education programs. Background screenings (submitted in accordance with Section 435.01(1) Florida Statutes) were reviewed and found to be in order and to meet required specifications.	
F. KEY PERSONNEL/PERSONNEL POLICIES	ELC REVIEW
1. Does the Agency have written Personnel Policies? Reviewed FCI Employee Handbook, revised March 2009 and the SOP and Policy compact disk including all agency Personnel Policies.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Where are personnel folders located? Human Resources Department, 4th Floor	<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: Six (6) personnel files were randomly selected for review.	
5. Number of said files containing above mentioned criteria: All six (6) files were reviewed and contained the above mentioned criteria.	
6. Where are the employee records located? Human Resources Department, 4th Floor	
7. Are employee records securely stored? In a locked room within the Human Resources suite on the 4th floor.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ELC review comments: Agency Personnel Policies and six personnel files were reviewed and found to be in order and to meet required specifications.	
G. INSURANCE	ELC REVIEW
1. Review the Agency’s ACORD Form to determine which policies are in place. <u>ACORD 25 06/22/10</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Where are the Agency Insurance Policies located? Agency Policies located: Administrative Office on Fourth Floor.	
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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

continue functioning as per the executed Contract in the event of an actual disaster. <u>On file at ELC</u>		
4. Worker's Compensation; minimum Liability limits of \$100,000 per accident, \$100,000 per person, and \$500,000 policy aggregate. Each accident \$500,000; each employee \$500,000; policy limit \$500,000	Expiration Date: <u>7/1/11</u>	Amount: <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: <u>\$3,000,000</u> <u>general</u> <u>aggregate</u>
7. Professional Liability:	Expiration Date: <u>7/1/11</u>	Amount: <u>\$1,000,000</u>
8. Property:	Expiration Date: <u>7/1/11</u>	Amount: <u>\$10,359,600</u>
9. Automobile Liability:	Expiration Date: <u>7/1/11</u>	Amount: <u>\$1,000,000</u>
<u>ELC review comments:</u> Agency Insurance documents were reviewed and found to be in order and to meet required specifications.		
H. CONFIDENTIAL INFORMATION AND SECURITY OBLIGATIONS		ELC REVIEW
1. Does the Agency have policies to safeguard client confidentiality? Reviewed "Confidentiality Policy", revised July 29, 2008 on SOP and Policies compact disk, Human Resource subfolder.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2. Does the Agency have protocols to protect computer based documents and records? Reviewed "Security of Information" policy dated May 8, 2009 on SOP and Policies compact disk in Information Systems subfolder.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
3. Do only the appropriate staff members have access to computerized records? Reviewed "Use of Communication Systems and Company Equipment" policy revised September 1, 2008 on SOP and Policies compact disk in Information Systems subfolder.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4. Does the Agency have a system for the maintenance of files? Reviewed "Information Management and Use"	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

policy dated May 28, 2009 on SOP and Policies compact disk in Information Systems subfolder.	
<u>ELC review comments:</u> Agency Confidential Information and Security Obligations documents were <i>reviewed and found to be in order and to meet required specifications.</i>	
I. INCIDENT REPORTING	ELC REVIEW
1. Are Child Abuse Reports made to the authorities? “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.	<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
<u>ELC review comments:</u> “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 <i>found to be in order and to meet required specifications.</i>	

Fiscal Performance Specification Annual Review and Assessment Instrument 2009-2010

Contract: FCI-QIS-10-ELC3: Quality Improvement Supports

A. AUDITS AND RECORDS	ELC REVIEW
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
<u>ELC review comments:</u>	
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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

program?	
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
<u>ELC review comments:</u>	
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)? Microsoft Great Plains Accounting	<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: Eight (8) SR transactions were sampled for the months of October 2009 and April 2010	
7. Number of invoices meeting the above criteria: The eight (8) met the criteria.	
<u>ELC review comments:</u>	
D. INDIRECT COSTS	ELC REVIEW
1. Review and document the Agency's Cost Allocation Methodology. The Cost Allocation Plan was received	<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? The plan is being utilized as presented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
E. BANK	ELC REVIEW

1. Are bank statements reconciled monthly? Bank statements are reconciled monthly	<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? Yes, the statements are prepared by the Accounting Manager and approved the CFO, demonstrating an appropriate separation of duties.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are adjustments properly documented and explained? Adjustments were not included in the monthly statements selected.	<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? 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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Select 3 random months and verify above transactions: Three months were selected and reviewed.	
8. What three months were randomly selected? The month of August 2009, November 2009 and March 2010	
9. Number of months meeting above transactions: 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.	
<u>ELC review comments:</u>	
F. DELIVERABLES – REPORTS	ELC REVIEW
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? Actual-to-Date expenditures are reviewed monthly	<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? Reports are submitted in listing the detailed line item information.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Did the report contain a detailed explanation of variances from the approved budget? Yes, variances are reviewed in detail on a monthly basis.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
G. ASSIGNMENTS AND SUBCONTRACTS	ELC REVIEW
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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> N/A
2. Does the subcontractor have a contract?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
3. Are the payments to the subcontractors in line with the contract?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
4. Does the contract specify a match budget for the subcontractor?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
<u>ELC review comments:</u> no subcontractors were paid by this contract during this time period	
H. STAFFING	
ELC REVIEW	
1. Does staff, including management, document their work hours through a time sheet or punch clock? Agency policies require non-exempt staff utilize a time punch clock and exempt staff 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
<u>ELC review comments:</u>	
I. PAYROLL RECORDS	
ELC REVIEW	
1. Does staff, including management, document their work hours through a time sheet or punch clock? Agency policies require non-exempt staff utilize a time punch clock and exempt staff utilize a time sheet	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are time records signed by both the employee and the supervisor? The randomly sampled identified payroll records were both signed by the employee and supervisor.	<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: October 2, 2009 and April 2, 2010 were the selected pay periods.	<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: There were two (2) selections reviewed.	<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? The actual expenditures charged to the program did match the budget within reasonable variance.	<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? The recorded times worked by the selected employees did match the times paid.	<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? Fiscal operations described in the Internal Working Papers	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
J. NONEXPENDABLE PROPERTY	ELC REVIEW
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
<u>ELC review comments:</u>	
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

ELC review comments:

Program Performance Specification Annual Review and Assessment Instrument 2009-2010

Contract: FCI-QIS-10-ELC3 Quality Improvement Supports

A. MAJOR PROGRAM GOALS

ELC 3 2009-2010 FCI Quality Improvement Supports

1. Increase the quality of services delivered by direct child care service providers by being a central and accessible source of information on and providing access to coordinated quality improvement supports, providing targeted technical assistance and training in areas that are linked to positive child outcomes. Targeted areas for technical assistance and/or training shall include: Florida Performance Standards for under school-age children, Florida Voluntary Pre-kindergarten Education Standards, Quality Rating, Infant/Toddler, Inclusion, Family Involvement, Cultural Sensitivity, and Developmentally Appropriate Curricula (inclusive of Character Development). Additional areas may include but are not limited to: Accreditation, General Business related technical assistance, and focused collaborative projects.
2. Increase the quality of services delivered by direct service providers by being a central and accessible source of information with access to resources to support learning linked to positive child outcomes.

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

B. SERVICE PROVIDER BRIEF SUMMARY OF ELC 3 (FCI) SERVICES & HIGHLIGHTS

1. **Quality Improvement Planning and Coaching:**
(a) QRIS: During the 09-10 fiscal year, 109 child care centers and 21 family child care homes received technical assistance (TA) from Family Central Coaches. A total of 2,816 units (7,040 hours) were provided to these centers and 548 units (822 hours) were provided to the family child care homes. The TA services were tailored to meet the specific needs of each facility by targeting the areas identified in the ERS report as needing improvement. A Quality Improvement Plan (QIP) was developed in conjunction with each participating provider (center or home). The QIP was based upon the ERS report and it was implemented during the year by setting goals and benchmarks for each area of improvement.

21 centers received technical assistance to work toward achieving accreditation and 21 completed the accreditation process and received their Gold Seal from the State of Florida.

(b) Group Professional Development: 56 centers requested and received group professional development. This service was provided on site or by clustering centers within a geographical location. The topics for the training sessions were informed by the QRS reports, coaches' observations, and directors' requests and tailored to meet the professional development needs of the teachers. The Coaches provided 74 on site training sessions for a total of 135.50 hours to 579 teachers and directors.

(c) CDA Mentoring: 92 CDA scholarship recipients were offered mentoring. 66 of them accepted the service and 26 denied it. The Coaches provided mentoring to these **66** CDA candidates in their assigned QIS centers.

(d) Inclusion: **49** centers received TA and **22** centers received training, for a total of 71 duplicated, **62** unduplicated centers to receive inclusion support; and **42** family child care homes received inclusion training only.

A total of 236 units (590 hours) were provided to these sites.

(e) Positive Behavior Support: From October 1, 2009, Positive Behavioral Support (PBS) has come to live at Family Central, Inc. Based on PBS recommended structure and our various years of experience addressing the social-emotional needs of child care centers, children, teachers and parents, our team designed a program that meets the expectations of the Early Learning Coalition of Broward County, Inc. (ELC) and the Children's Services Council of Broward (CSC), as well as the needs of the schools.

During the nine (9) months of implementation, 15 centers were offered over 5,268 hours of technical assistance. The PBS coaches developed nurturing and positive parenting classes which included topics and hands on activities focused on enhancing parent-child relationships, understanding the developmental milestones in children, developing appropriate skills to support children's healthy social and emotional development, and reduce challenging behaviors. Six parents groups of 7 sessions each were completed.

Coaches and center's staff worked together in developing and implementing approaches to create settings of high quality early education environments and to promote caregiver interactions, as these are directly associated with the reduction of challenging behaviors in young children. The implementation of PBS teaching procedures have demonstrated effectiveness in developing children's skills to learn better, communicate and interact successfully with others.

Some outcomes to highlighted are:

- **Staff rate of turn over:** Of the fifteen (15) schools served, before PBS implementation the Teacher's turn over rate was 40%. After three (3) months of PBS implementation in the schools served the rate of teacher turn over **decreased to a 10%**.
- **Children expulsions:** A total of 982 children were served in PBS in nine months; before PBS implementation, the number of children expulsions in the fifteen schools was of 4%. After PBS the percentage **decreased to 0%**.
- **90% of parents reported** satisfaction with services and requested for more classes to be added to those already scheduled.
- A total of **5,268.3 hours of Technical Assistance, Training and Coaching** were provided from January 2010 through May 2010.
- **PBS Training Sessions.** A total of 28 coaches and 5 admin staff participated in intensive trainings on the PBS approach and the various issues that may impact school social emotional environment.

- 2. Scholarship Administration:** A total of 869 applications were received and processed by the Scholarship Coordinator for the 4 types of scholarships. 435 scholarships were awarded during the year for a total of \$223,304.89. The administration and distribution of these funds were challenging. Many follow up phone calls and mailings were necessary to obtain back up documentation from the applicants to complete the processing of their applications. It has been as challenging to track the recipients to complete a satisfaction survey and submit proof of completion of CDA course.
- (a) **CDA Course:** 276 applications were received and **151** CDA scholarships were awarded for a total of \$180,825.55.
- (b) **College Credit:** 159 applications were received and **112** scholarships were awarded for a total of \$26,375.00.
- (c) **In-Service:** 427 applications were received **170** scholarships were awarded for a total of \$15,019.00.
- (d) **CDA-N Application:** 7 applications were received and **2** scholarships were awarded for a total of \$650.00.
- 3. Resource Library:** 9,614 visits were made by 2,053 unduplicated patrons who borrowed 14,495 items. 260 unduplicated children attended the preschool classes provided by the resource library staff.
- (a) **Resource Mobile:** 560 patrons used the services of the resource mobile. A total of 79 visits were provided to centers throughout the County.
- (b) **Arts and Crafts:** 136 unduplicated children attended the 8 series of art and craft with their caregivers.
- (c) **Story time:** 98 unduplicated children attended the 43 sessions of story time with their caregivers.
- (d) **Music for Children with Special Needs:** A total of 35 weekly sessions were provided during the fiscal year and 27 unduplicated children attended with their caregivers.
- 4. Professional Development Needs and Calendar:** An electronic training calendar available on the FCI website was updated every 2 weeks and a paper calendar was mailed to all legally operating sites every quarter. The calendar was also linked with the Children Services Council training website for additional access to providers seeking training.

C. CLIENTS TO BE SERVED

General Description	FCI Results Actual <u>Number</u> Served	ELC Review	As verified by
<p>1. The minimum number of child care centers to receive technical assistance on an annual basis is 94 child care centers in QRIS. Amendment #1: October 1, 2009 to include PBS centers: “The minimum number of child care centers to receive technical assistance on an annual basis is <u>109</u></p>	<p>QIS TA Centers: <u>109 QIS and 15 PBS</u> (five centers graduated to participation in PBS focused TA); <u>4 centers received emergency assistance</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>List of centers served by FCI in 2009-2010. 109 QIS, ten (10) additional PBS centers</p>

<i>child care centers in QRIS.”</i>			(five centers were in both programs within the 2009-2010 year), and four (4) centers received 2-3 visits for emergency needs.
2. The minimum number of different child care centers to receive training, coaching, and intervention to facilitate positive behavior and empower teachers and parents to effectively foster their children’s social-emotional growth and development is 15.	PBS TA Centers: <u>15</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	List of 15 centers served by FCI in 2009-2010.
Contractor Responsibility: Recruit participating PBS centers through a targeted application process.			
Service provider annual review: Briefly describe recruitment process targeting PBS application centers and describe any successes and/or challenges during this process. <i>The PBS recruitment process was conducted in accordance with the contract requirement. Centers that rated a 3 Star or higher in QRS and no longer receiving QIS technical assistance were contacted and invited to apply for the program. 15 centers were chosen based upon the priority set forth in the recruitment protocol that was submitted and approved by the ELC.</i>			
Documents to be ready for ELC on-site annual review: List of QIS centers and PBS Providers including addresses for FY 2009-2010.			
ELC review comments: As of July 1, 2009, the only providers counted and reported as receiving QIS TA services were those with an executed ELC 2 Service Agreement, a completed QRS pre-assessment or full Rating, a signed ELC 3 Provider Agreement, and a Quality Improvement Plan completed by the assigned Coach. PBS TA centers were chosen from those who had participated in QRS and were no longer receiving QIS technical assistance. Four centers requested emergency assistance where two or three visits were received. 119 child care centers and 16 family child care homes had an ELC 2 Service Agreement, a completed QRS pre-assessment or full Rating, a signed ELC 3 Provider Agreement, and a Quality Improvement Plan.			
3. The minimum number of family child care homes to receive technical assistance on an annual basis is 34 Family Child Care homes in QRIS.	TA Homes: <u>21</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	List of 21 FCCH providers served by FCI in

			2009-2010.
<p><i>No Action at this time: The ELC 3 Service Provider has already made an adjustment to ensure that this deliverable is met for the 2010-2011 contract year. During the 2009-2010 contract year, ELC 3-FCI met with QRIS community partners to discuss, plan and strategize the technical assistance needs of family child care homes to ensure that a minimum of 34 Family Child Care Homes participate in QRIS-Quality Counts quality improvement technical assistance. The following was submitted and accepted by the Broward ELC Board and is now included in the 2010-2011 ELC 3 contract: “100% of quality improvement planning and coaching for Family Child Care Homes shall implement a relationship-building model of technical assistance focusing on either business practices or accreditation for up to nine (9) months and then refer to ELC 4-1 for FCCERS assessment after which, up to 18 months of additional quality improvement planning and technical assistance may be offered before a Full Star Rating.” With this adjustment in service model and revised number of FCCH to be served in 2010-2011, it is anticipated that the minimum number of 30 FCCH will be served by FCI ELC 3 in the 2010-2011 year.</i></p>			
<p><u>Service Provider response (if desired):</u></p>			
<p>4. The minimum number of different child care centers to receive technical assistance and training annually by the Inclusion Specialist is 60.</p>	<p>TA: <u>49</u> Training: <u>22</u> Total sites: <u>62 unduplicated.</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>List of 49 centers who received technical assistance and list of 22 centers that received training by inclusion specialist; a total of 62 unduplicated centers were served.</p>
<p>5. The minimum number of different family child care homes to receive technical assistance and/or training annually by the Inclusion Specialist is 20.</p>	<p>TA: <u>0</u> Training: <u>42</u> Total: <u>42 unduplicated.</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>List of 0 FCCH who received technical assistance and</p>

			list of 42 FCCH who received training by inclusion specialist; a total of 42 unduplicated centers were served.
6. Approximately 2,000 providers and parents to receive materials from the Early Care and Education Resource Library, including a resource mobile for material distribution.	Unduplicated number of patrons who borrowed materials in 2009-2010: <u>2,053</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	List of 2,053 unduplicated library patrons who borrowed materials in 2009-2010
7. 145 scholarships for applicants who enroll in and agree to complete 120 hours of formal early childhood education coursework offered by a State approved educational institution and leading to completion and/or application of a CDA National credential.	Number: <u>151</u> \$ Amount paid: <u>\$186,375.00*</u> <i>* Funds include 2008-2009 expenses held by the Council for Professional recognition for National CDA candidates for completion of the credential in 2009-2010.</i>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	List of recipients, addresses, work sites, application dates, training organizations, and amount granted.
8. 70 scholarships for applicants who enroll in Early Care and Education courses and agree to complete (3) credit hours of pre-approved college courses: 1. Two (2) college courses (up to six (6) credits) per semester for any student who is enrolled in an ECE program leading to a degree at	Number: <u>112</u> 1. Number: <u>87</u> Two (2) college courses 2. Number: <u>23</u> One (1) college level ECE course 3. Number: <u>2</u> Two (2) college courses, out-of-field	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	For each level of college – credit scholarship 1, 2 or 3: List of 112 recipients, addresses, work sites (including

<p>an accredited college or university; or</p> <p>2. One (1) college level ECE course (up to three (3) credits), every five (5) years, for a non-degree seeking individual; or</p> <p>3. Two (2) college level ECE courses (up to six credits), for any student who holds a four year degree out of field.</p>	<p>\$ Amount paid: <u>\$26,375.33</u></p>		<p>address), application dates, training organization(s), type, number and amount granted; 25 recipients received more than 1 college course scholarship.</p>
<p>9. 150 scholarships for applicants who enroll in and complete up to 10 hours of non-credit in-service workshops.</p>	<p>Number: <u>170</u></p> <p>\$ Amount paid: <u>\$15,019.00</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>List of 170 scholarship recipients, addresses, work sites (including address), application dates, training organization(s), type, number, and amount granted.</p>
<p>D. SCHEDULE AND DESCRIPTION OF DELIVERABLES</p>			
<p>1. TASK LIST (GENERAL) Positive Behavior Support (PBS)</p>			
<p>Did the Contractor coordinate training in the research based Positive Behavior Support approach for all coaches and mentors working in the Quality Improvement Support (ELC 3) system funded by the Coalition in conjunction with the Coalition and the Children’s Services Council of Broward County?</p>	<p>ELC Review <i>Results validated?</i></p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>As verified by</p> <p>Agenda’s and attendance for appropriate PBS</p>	

			training sessions.
<p>Service provider annual review: Briefly describe coordination efforts for PBS training for all coaches and mentors in the ELC 3 system.</p> <p><i>Training has been a great priority for the ELC 3 team. PBS and School Readiness Coaches and Mentors had participated in intensive trainings on the PBS approach and the various issues that may impact the schools social emotional environment. The ELC 3 leadership team had conducted regular meetings to ensure proper planning and process development for the implementation of PBS. In addition the trainings listed below were offered to the ELC 3 team:</i></p> <ul style="list-style-type: none"> • <i>Conscious Discipline, October 29 and 30; November 5, 2009 (All FCI Coaches)</i> • <i>Positive Behavior Support, November 11 to the 13, 2009 (All Coaches and Mentors)</i> • <i>Positive Behavior Support, December 16 and 17, 2009 (All Coaches and Mentors)</i> • <i>Coaches received a two day training on Child Abuse and Neglect (PBS Coaches)</i> • <i>Coaches will receive additional TPOT training to show them how to accurately score the data.</i> • <i>Training on how to work with families affected by Substance Abuse, Domestic Violence and mental Health was conducted on April 16, 2010.</i> • <i>Trainings in family systems on May 15th, 2010</i> • <i>Training on Play Therapy June 2010</i> 			
<p>Documents to be ready for ELC on-site annual review: 1) Dates of Training Sessions; and 2) Sign-in attendance sheets from Training Sessions.</p>			
<p>ELC review comments: Reviewed dates of training sessions and sign-in attendance sheets from PBS Training Sessions. A total of 28 coaches/mentors and 5 admin staff were trained.</p> <ul style="list-style-type: none"> • One (1) C-QuELL coach, 12 FCI QIS TA Coaches, six (6) PBS coaches, and five (5) admin staff (3 managers and 2 directors) attended three 2-day trainings: Conscious Discipline, October 29 and 30; November 5, 2009 (All FCI Coaches); Positive Behavior Support trainings: November 11 to the 13, 2009 and December 16 and 17, 2009 (All Coaches and Mentors). • An additional nine (9) SBBC QIS TA coaches attended the Positive Behavior Support trainings on November 11 to the 13, 2009 and December 16 and 17, 2009. 			
<p>Contractor Responsibility: Engage families through family activities and hold family training sessions for up to 300 families. (PBS)</p>	<p>FCI Reported Results Actual <u>Number Served</u></p>	<p>ELC Review <i>Results validated?</i></p>	<p>As verified by</p>
	<p>Number of families engaged in family activities: <u>174 parents and 253 children for a total of 427 unduplicated participants</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>List of 174 parents and attendance sheets for those participating in</p>

			family activities.
	Number of Family training Sessions held: <u>15 classes at 6 classes per training session for a total 90 sessions</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	List of 90 Family Training Sessions.
E. PERFORMANCE SPECIFICATIONS			
CORE COMPONENT OBJECTIVES (OUTCOMES AND OUTPUTS) – GENERAL			
Quality Improvement Planning and Coaching			
	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
1. 100% of quality improvement planning and coaching shall utilize provider-specific data from the <i>Quality Assurance</i> (ELC 4) Service Provider as an organizing mechanism, as demonstrated on each provider’s Quality Improvement Plan.	1. a. Number of providers (centers plus homes) served: <u>140 unduplicated (five centers graduated to participation in PBS focused TA)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 30/30 N=30 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	1. b. Number of Environment Rating Scales (ERS) received from ELC 4 for the above providers: <u>139 (118 C, 21 H)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	1. c. Number of Quality Improvement Plans built from ERS for same providers: <u>139 (118 C, 21H)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	1.d. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<u>Contractor Responsibility:</u> Follow the COALITION’s approved prioritization and rationale for technical assistance and training support, which can be used to focus available resources. Priorities may include, but are not limited, to the following: (a) Providers who have current, signed Coalition approved Service Agreements to serve children whose families receive school readiness funds; and (b) Providers who serve children birth to school age, with particular emphasis on those providers serving children from birth through three years old; and (c) Providers who have the greatest demonstrated, measurable need for training, technical assistance, and related supports as indicated by the Environment Rating Scales; and/or (d) Providers who are located in zip codes that can be deemed at-risk from available statistical data.			
Service provider annual review: 1) Attach a brief summary that describes the <u>process</u> by which focused individual quality improvement planning and coaching utilizes provider-specific data from the <i>Quality Assurance</i> (ELC 4) Service Provider as an organizing mechanism, in each provider’s technical assistance Quality Improvement Plan; 2) Attach a Quality Improvement Plan template; and 3) Describe the process			

for managing technical assistance by priority.

(1) The Coaches reviewed the ERS pre assessment report received from the ELC 4 Provider to extract the data that will inform the Quality Improvement Plan. A meeting is then scheduled with the center director or family child care home (FCCH) provider to review the findings of the report. The Coach prioritized the areas that need improvement in collaboration with the provider. The Quality Improvement Plan is then developed and implemented throughout the year. The Coach also used the report as a guide to provide on-site group professional development training for teachers and directors. The whole process is completed and implemented in partnership with the center director and the FCCH provider.

2) A template of the Quality Improvement Plan is attached. (See Attachment 1).

(3) Priority was set in accordance to the requirement of the ELC 3 Contract. Therefore, priority was given to providers participating in ELC 4 and that demonstrated greatest needs according to the ERS report.

Documents to be ready for ELC on-site annual review: 1) ELC randomly selected provider files - Quality Improvement Plans (in files). 2) Quality Improvement Plan template; 3) Coaches' weekly schedules from 2009-2010; 4) Technical assistance priority policy; and 5) List of participating providers with ECERS scores noted.

ELC review comments: Reviewed Quality Improvement Plan template and Policy for Prioritizing Technical Assistance. Reviewed list of 140 providers served (119 unduplicated centers, 21 FCCH) indicating 139 providers (100%) had used provider-specific data from the Quality Assurance (ELC 4-1) Service Provider as an organizing mechanism in each provider's technical assistance Quality Improvement Plan; one provider had dropped out of the program before the QIP was developed. *All documents and data results reported were reviewed and validated.*

Reviewed 30 provider files (28 centers [24 QIS, 2 PBS and 2 both QIS and PBS] and 2 family child care homes) for observation records signed/dated by teachers and coaches which captured the number of units of technical assistance/coaching, support and training provided by each coach to participating child care centers or family child care homes (21%) who received QIS technical assistance through this contract for evidence of provider-specific data from the Quality Assurance (ELC 4-1) service provider used as an organizing mechanism in each provider's technical assistance Quality Improvement Plan:

- **Thirty (30) provider files (100%) showed evidence of provider-specific data from the Quality Assurance (ELC 4-1) service provider used as an organizing mechanism in each provider's technical assistance Quality Improvement Plan:**
 - Twelve (12) center-based provider files (40%) indicated the provider had received either a pre-assessment 18 months prior or a full assessment 36 months prior and received a full 5 Star Assessments in 2009-2010;
 - Three (3) center-based provider files (10%) indicated the provider had received a full star rating in FY 2006-2007, received TA for 36 months, and did not follow-through on receiving a full 5 Star Assessment.
 - Six (6) center-based provider files (20%) indicated the provider had received a full 5 Star Assessment in 2008-2009 and continued in TA during 2009-2010; three (3) providers left TA with two (2) of these providers returning to participate in Positive Behavior Support (PBS) TA.

- Three (3) center-based provider files (10%) indicated the providers had received a pre-assessment and were participating in 18 months of TA during the FY 2009-2010;
- Three (3) center-based provider files (10%) indicated the providers received a full 4 Star Assessment in FY 2006-2007 and were to receive the full 5 Star Assessment before the beginning of the contract year; two of these providers withdrew during 2009-2010, the third continued in PBS TA services.
- One (1) center-based provider file (3%) indicated the provider received a pre-assessment in 2007 and was to receive the full 5 Star Assessment before the beginning of the contract year; this provider continued in PBS TA services.
- Two (2) Family Child Care Home files (7%) indicated the providers had received a pre-assessment in FY 2007-2008; one (1) withdrew from the program within the first month and the one (1) continued in TA during FY 2009-2010.

<u>Contractor Responsibility:</u> Provide approximately 18.5 monthly units of technical assistance/coaching, support and training by each coach to participating child care centers; and approximately 17.5 monthly units of technical assistance/coaching, support, and training by each coach to participating family child care homes on subjects directly related to providing quality services and positive child outcomes and organized around Quality Improvement Plans built on Environmental Rating Scale results.	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	As verified by
	a. Number of child care centers per coach: <u>10 to 13</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	A spreadsheet and file review with each coach and provider and number of monthly units spent at each.
	b. Number of units per month/per coach/per center: <u>2.4 (average)</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
	c. Number of FCCH per coach: <u>10 homes and 1 center</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	d. Number of units per month/per coach/per FCCH: <u>2.09 (average)</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service provider annual review: Briefly describe any successes and/or challenges to providing these services.

Challenges: *The lack of pre-assessed sites was a challenge in providing services to FCCH providers, as per contract all sites needed to be pre-assessed before entering technical assistance. During the fiscal year, several meetings were held with the ELC 4 Service Provider and the ELC Contract Manager to brainstorm and come up with a feasible solution to resolve the issue.*

Documents to be ready for ELC on-site annual review: 1) Center-specific documentation reflecting number of units provided to each centers/homes by each coach; and 2) ELC randomly selected provider client files.

ELC review comments: Reviewed summary spreadsheet for documentation of the total units provided by coaches at each provider site. Each QIS/ACC coach averaged a total of two (2.4) units of technical assistance per month, per center or two (2) units per home; each PBS coach averaged 29.5 units per month, per center. ***All documents and data results reported were reviewed and validated.***

Reviewed **30** provider files (28 centers [24 QIS, 2 PBS and 2 both QIS and PBS] and 2 homes) for observation records signed/dated by teachers and coaches which captured the number of units of technical assistance/coaching, support and training provided by each coach to

participating child care centers or homes.

- Thirty (30) provider files (100%) contained such observation records and noted monthly units of technical assistance provided; three (3) provider files indicated the providers (two child care centers and one family child care home) had withdrawn from the program within the first two months of the program year.

<i>Contractor Responsibility:</i> Advertise Quality Improvement matching or mini-grant opportunities as part of the Quality Improvement process and award matching or mini-grants to centers and homes upon reaching Quality Improvement Plan goals and benchmarks, with funding from the Coalition provided under this Contract.	FCI Reported Results Actual Number Served	ELC Review <i>Results validated?</i>	As verified by
	a. Number of centers receiving matching or mini-grants: <u>90 + 15 PBS = 105</u> <u>(2 centers received mini-grants from their participation in QIS and PBS)</u> b. Number of homes receiving matching or mini-grants: <u>10</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	A spreadsheet and file review of spending and purchase orders matching each provider.

Service provider annual review: Please briefly describe any successes and/or challenges to providing these services.
We encountered some challenges in granting incentives to the FCCH providers as many of them do not have the means to purchase the materials and be reimbursed with the mini-grant. Some providers (homes and centers) were not able to utilize their incentive even though they met the 90% required goal; 1 center and 5 homes did not use their incentives at all and 18 centers and 4 homes used only a partial amount of their incentives.

Documents to be ready for ELC on-site annual review: 1) Advertising material for matching or mini-grants; 2) ELC randomly selected provider file review; and 3) Documentation of matching or mini-grant awards for selected providers or documentation of declined opportunity for matching or mini-grants.

ELC review comments: Reviewed “ELC 3 Quality Improvement Supports Information for 2009-2010” booklet which was mailed once at the beginning of the contract year to all legally operating providers in Broward County; page 1, #3 states “Financial Assistance with Materials upon meeting goals.” Reviewed ELC 3 FCI spreadsheet of provider spending for evidence of expenditure and purchase orders identifying participation and receipt of matching and/or mini grants. ***All documents and data results reported were reviewed and validated.***

Reviewed 27 provider files (26 centers [22 QIS, 2 PBS and 2 both QIS and PBS] and 1 home) for evidence of expenditure reports and purchase orders identifying participation and receipt of matching &/or mini grants:

- Twenty-one (21) providers (78%) reached Quality Improvement Plan goals and benchmarks to participate in the grant opportunity:
 - Thirteen (13) QIS only providers (72%) received grants to purchase supplies for their programs;
 - Three (3) centers (75%) participating in Accreditation TA received grants to purchase supplies for their programs;

- Four (4) PBS TA centers (100%) received grants to purchase supplies for their programs; and
- One (1) family child care home received a grant to purchase supplies for their program.
- Five (5) centers (1 QIS and 1 ACC) (19%) had not sufficiently reached Quality Improvement Plan benchmarks to participate in the grant; and
- One (1) QIS center (4%) withdrew from the program in the third quarter of the contract year.

	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
2. 75% of providers who receive quality improvement assistance coaching shall show a measurable increase in each pertinent areas identified in their technical assistance Quality Improvement Plan, as demonstrated by meeting at least 75% of their benchmarks.	2.a. Unduplicated number of providers who received focused TA: <u>129</u> <u>113 centers; (101 QIS + 12 PBS)</u> <u>16 homes</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	74% 20/27 N=27 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	2.b. Number of providers who met 75% or more of their benchmarks: <u>102</u> <u>Centers: 97 (85 QIS + 12 PBS)</u> <u>Homes: 5 of 16</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	2.c. Percent achieved: <u>79%</u> <u>Centers: 86%; Homes: 31%</u>	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met	

Service provider annual review: Briefly describe any successes and/or challenges to providing these services. *As reported during the year, there were many challenges in working with the family child care home providers. One of the challenges is the achievement of goals that were set by the coaches in partnership with child care provider owners, directors, and teachers at the beginning of the year. Many providers were unable to meet these goals because of various reasons from the inability to purchase necessary materials to improve their environment to the lack of motivation to participate in quality rating in spite of the efforts of the coaches.*

Documents to be ready for ELC on-site annual review: 1) A spreadsheet listing each provider (home and center), each pertinent subject area of the improvement plan, list benchmarks created in each area at that provider site, which benchmarks and how many were achieved in each area, and the percentage achieved by each provider; and 2) Results from ELC randomly selected provider files.

ELC review comments: Reviewed summary data of 140 sites (119 centers and 21 homes) identifying dates for goals set, goals achieved, and percentage met. **129** providers (113 centers and 16 family child care homes) set goals and **102 providers (79%) met 75% or more of those goals.** (Of the 129 providers, fifteen (15) were PBS sites during the year)

Reviewed 27 provider files (26 centers [22 QIS, 2 PBS and 2 both QIS and PBS] and 1 home) for evidence that each provider participated in and received quality improvement assistance coaching showed a measurable increase in each of the pertinent areas identified in their technical assistance Quality Improvement Plan, as demonstrated by meeting at least 75% of their benchmarks:

- Twenty (20) provider files (74%) indicated the providers reached at least 75% of their TA goals:
 - Eighteen (18) QIS providers (72%) reached at least 75% of their TA goals;
 - Three (3) centers (75%) participating in Accreditation TA reached at least 75% of their TA goals;
 - Two (2) PBS TA centers (100%) reached at least 75% of their TA goals; and
- One (1) family child care home reached 47% of their TA goals.
- Five (5) centers (4 QIS and 1 ACC) (19%) did not reach at least 75% of their TA goals; and
- One (1) QIS center (4%) withdrew from the program in the third quarter of the contract year.

No Action at this time: The Coalition procurement activities have revised the expectation of this objective for the 2010-2011 contract year. The following was submitted and accepted by the Broward ELC Board and is now included in the 2010-2011 ELC 3 contract: “100% of quality improvement planning and coaching for Family Child Care Homes (FCCH) shall implement a relationship-building model of technical assistance focusing on either business practices or accreditation for up to nine (9) months and then refer to ELC 4-1 for FCCERS assessment after which, up to 18 months of additional quality improvement planning and technical assistance may be offered before a Full Star Rating is conducted.” With this adjustment to the service model and number of FCCH to be served in 2010-2011, it is anticipated that the FCCH outcomes will be met in the 2010-2011 year.

Service Provider response (if desired):

	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
3. 75% of staff from each provider site who receives quality improvement training, as part of their Quality Improvement Plan, shall demonstrate a measurable increase in their knowledge in each pertinent subject area, on pre and post tests.	3.a. Number of provider sites who received training as part of QIP: providers with QIPs: <u>98; 15 PBS</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	83% 150/180 N=180
	3.b. Number of staff from each provider sites who received training as part of their QIP: <u>579; 159 PBS</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.c. Number of staff who showed a	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	measurable increase in each pertinent area measured by pre and post test: <u>563;</u> <u>159 PBS</u>		
	3.b. Percent of staff from each site that achieved measureable increase: <u>97%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Contractor Responsibility: Train 120 Teachers in the Positive Behavior Support approach through models such as I Can Problem Solve and others that promote Social and Emotional Competence in Infants and Young Children.			
Service provider annual review: Comment if needed. <i>A total of 159 teachers received PBS training and 579 received QIS training during the year for a total of 738 teachers.</i>			
Documents to be ready for ELC on-site annual review: 1) List of provider sites that identified training as part of their QIP; 2) List of staff from each of these provider sites that attended trainings; 3) List of teachers by provider site that attended each training, scores on pre and post tests, and results indicating increase or decrease in knowledge in each pertinent subject area. 4) Copy of pre and post test; 4) Completed pre and post tests for staff from each provider site; and 5) Results from ELC randomly selected provider files.			
ELC review comments: Reviewed a list of 74 trainings provided at 56 centers for evidence that providers received training as part of technical assistance Quality Improvement Plan and the pre/post test scores of attendees for an increase in knowledge in each of the 27 different pertinent subject areas. <i>All documents and data results reported were reviewed and validated.</i>			
Reviewed 27 provider files (26 centers [22 QIS, 3 PBS and 1 both QIS and PBS] and 1 home) for evidence that providers who received training as part of their technical assistance Quality Improvement Plan, showed a measurable increase in their knowledge in each pertinent subject area, as measured by attendee pre and post test:			
<ul style="list-style-type: none"> • Nine (9) provider files (33%) indicated that the providers (7 centers and 1 home) did not require training as part of their technical assistance Quality Improvement Plan. • Eighteen (18) center-based providers (67%) received training as part of their technical assistance Quality Improvement Plan at one or more of 20 trainings in 15 pertinent subject areas. <ul style="list-style-type: none"> • One hundred eighty (180) teachers attended the 20 center based trainings: <ul style="list-style-type: none"> • One hundred fifty (150) teachers (83%) showed a measurable increase in their knowledge in each pertinent subject area, as measured by attendee pre and post test; and • Thirty (30) teachers (17%) did not show a measurable increase in their knowledge. 			
4. 75% of staff who receive quality improvement training as part of their early care and education	FCI Reported Results	ELC Review	Action needed?

program’s technical assistance Quality Improvement Plan shall report two or more ways in which they shall use the knowledge provided in training to enhance the effectiveness of their work.	Actual <u>Number</u> Served	<i>Results validated?</i>	
	4.a. Number of providers who receive training as part of TA: <i>QIS: 579 teachers; PBS: 159 teachers</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	81% 146/180 N=180
	4.b. Number of said providers reporting two (2) or more ways they use the knowledge: <i>QIS: 574 teachers; PBS 155 teachers</i>	<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>
	4.c. Percent Achieved: <u>99%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service provider annual review: Briefly describe any successes and/or challenges to providing these services. <i>NA</i>			
Documents to be ready for ELC on-site annual review: 1) List of provider sites with trainings identified as part of their Quality Improvement Plan; 2) List of staff from each of these provider sites that attended trainings; 3) Analyzed list of staff by provider site (those sites with training identified as part of their QIP) that attended each training and identification of those teachers who indicated two or more ways in which they shall use the knowledge provided in training to enhance the effectiveness of their work; 4) Results from ELC randomly selected provider files; and 5) Completed surveys of staff from each provider site, who attended trainings from selected sites indicating how many reported two or more ways in which they would use the knowledge provided in training to enhance the effectiveness of their work.			
<u>ELC review comments:</u> Reviewed ELC 3 database records of trainings for evidence of 738 teachers’ attendance from 113 (98 QIS/15PBS) center-based providers who received training as part of their technical assistance Quality Improvement Plan and reported two or more ways in which they would use the knowledge provided in training to enhance the effectiveness of their work. <i>All documents and data results reported were reviewed and validated.</i> Reviewed 17 provider files of providers who received training as part of their technical assistance Quality Improvement Plan for evidence that staff reported two (2) or more ways in which they used the knowledge provided in training to enhance the effectiveness of their work: <ul style="list-style-type: none"> • Seventeen (17) provider files contained training evaluations of 180 early care and education personnel who attended training as part of the technical assistance Quality Improvement Plan: • One hundred forty-six (146) early care and education personnel (81%) reported two (2) or more ways in which they would use the knowledge provided in the training to enhance the effectiveness of their work. 			
5. 100% of all employees in sites receiving quality improvement assistance pursuant to this contract	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?

(who received scholarships to enroll in coursework to complete the National CDA credential) shall be offered mentoring services during technical assistance visits to support the employee with application of their coursework in their classroom, as measured by offer letters, with declines indicated, signed by each CDA scholarship recipient at each TA site.	5.a. Number of CDA scholarship recipients at ELC 3-FCI TA sites: <u>92</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 37/37 N=37 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	5.b. Number of said recipients offered mentoring services during 2009-2010 contact period: <u>92</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: Briefly describe how mentoring is offered and any successes and/or challenges to providing these services. <i>All CDA scholarship recipients working in a QIS site are offered mentoring by the coach assigned to the site. Recipients signed a letter to accept or decline mentoring and the letter is kept on file.</i>			
Documents to be ready for ELC on-site annual review: 1) A spreadsheet listing CDA scholarship recipients by provider site; 2) Documentation that reflects CDA scholarship recipients were offered mentoring services; and 3) ELC randomly selected provider files.			
ELC review comments: Reviewed ELC 3 documentation spreadsheet with 92 CDA scholarship recipients at ELC 3 FCI TA sites indicating which were offered mentorship and letter of offer. All documents and data results reported were reviewed and validated. <i>Note: Of the 92 CDA scholarship recipients offered mentorship at FCI TA sites; 66 recipients (72%) accepted and received mentoring and 26 recipients (28%) declined the service.</i> Reviewed 49 files of CDA scholarship recipients for evidence of employees working at centers receiving technical assistance from this ELC 3 Service Provider who had been granted CDA scholarships: <ul style="list-style-type: none"> • Thirty seven (37) recipients (76%) were employed at provider sites receiving coaching/technical assistance services and all (100%) were offered mentoring services: <ul style="list-style-type: none"> • Twenty (20) recipients (54%) indicated interest in mentoring services; and • Seventeen (17) recipients (46%) declined mentoring services. • Twelve (12) recipients (24%) at 6 sites were not employed at provider sites receiving coaching/technical assistance services; 			
6. 80% of CDA students, who receive mentoring services during technical assistance visits, shall show a measurable increase in their knowledge by reporting two or more ways in which they applied the knowledge and techniques provided in	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action Required?
	6.a. Number of CDA scholarship Recipients mentored: <u>66</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 20/20

mentoring to enhance their classroom work.	6.b Number of CDA scholarship recipient students showing increase in knowledge by reporting two or more ways: <u>66</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	N=20 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	6.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If yes see row below for details.</i>
Service provider annual review: Briefly describe any successes and/or challenges to providing these services. <i>NA</i>			
Documents to be ready for ELC on-site annual review: 1) A spreadsheet listing CDA Scholarship recipients mentored who reported two or more ways in which they used the knowledge provided in mentoring to enhance their coursework; 2) Back-up documentation that reflects outcome results; and 3) ELC randomly selected provide files.			
<p><u>ELC review comments:</u> Reviewed ELC 3 database records of CDA Mentoring for evidence of 66 students who received training as part of their technical assistance Quality Improvement Plan and reported two or more ways in which they applied the knowledge and techniques provided in mentoring to enhance their classroom work. <i>All documents and data results reported were reviewed and validated.</i></p> <p>Reviewed Nine (9) center-based provider files indicated (20) CDA students who received mentoring services during technical assistance visits showed a measurable increase in their knowledge by reporting two or more ways in which they applied the knowledge and techniques provided in mentoring to enhance their classroom work:</p> <ul style="list-style-type: none"> • 20 CDA student files (100%) showed a measurable increase in their knowledge by reporting two or more ways in which they applied the knowledge and techniques provided in mentoring to enhance their classroom work. 			
7. 80% of CDA students, who receive mentoring services during technical assistance visits, shall complete coursework to obtain the National CDA credential, shall complete the course component in which they are enrolled and/or retain enrollment in the program through National CDA certification.	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action Required?
	7.a. Number CDA scholarship recipient students who received mentoring: <u>66</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 20/20 N=20
	7.b. Number of said recipients completing course component in which they were enrolled and/or retaining enrollment: <u>47 completed - 16 are still attending classes – 3 dropped</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	7.c. Number of said recipients who retain enrollment through National CDA	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If yes see row below for details.</i>

	certification: On-going		
	7.d. Percent Achieved: 94% [63 (47 completed + 16 still attending)/66 scholarships]	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service provider annual review: Briefly describe any successes and/or challenges to providing these services. <i>NA</i>			
Documents to be ready for ELC on-site annual review: 1) A spreadsheet listing CDA Scholarship recipients by provider site, who received mentoring, the course component they were enrolled in to obtain the National CDA credential, the date the course component was completed and/or evidence that continued enrollment exists, and the date the CDA student received CDA National certification; and 2) ELC randomly selected provider/teacher files.			
ELC review comments: Reviewed spreadsheet listing CDA Scholarship recipients who received mentoring, by provider site, the course component they were enrolled, the date the course component was completed and/or evidence that continued enrollment exists, and the date the CDA student received CDA National certification; and ELC randomly selected provider/teacher files. <i>All documents and data results reported were reviewed and validated.</i>			
Review of 20 CDA scholarship recipient files who participated in mentoring services for evidence of completion of the course component in which they were enrolled and/or retain enrollment in the program through National CDA certification: <ul style="list-style-type: none"> 20 students (100%) completed the CDA component in which they were enrolled and/or retained enrollment in the program through National CDA certification. 			
8. 100% of matching or mini-grant opportunities shall be advertised as incentives and granted as a part of participating centers' and homes' Quality Improvement Plans upon meeting 90% of their quality improvement plan goals and benchmarks.	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action Required?
	8.a. Number of matching or mini grants advertised: <u>119 centers; 16 homes</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>
	8.b. Number of matching or mini grants granted: <u>105 centers ; 10 homes</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	8.c. Percentage Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service provider annual review: Briefly describe the process for advertising matching or mini-grant opportunities any successes/challenges to provide this service. <i>Mini-grant opportunities are advertized through the Provider Agreement that all participating QIS sites are required to sign at the beginning of the fiscal year. The coaches continue to remind providers throughout the year of this opportunity as the providers worked toward meeting their goals listed in their QIP.</i>			

Documents to be ready for ELC on-site annual review: 1) Protocol for advertising Mini-grants; 2) Copies of Mini-grant advertisements (flyers, provider agreement, etc.); 3) List of providers with those identified who were granted matching or mini-grants as part of Quality Improvement Plans; and 4) ELC randomly selected provider files.

ELC review comments: Reviewed “ELC 3 Quality Improvement Supports Information for 2009-2010” booklet which was mailed once at the beginning of the contract year to all legally operating providers in Broward County; page 1, #3 states “Financial Assistance with Materials upon meeting goals.” Reviewed ELC 3 FCI spreadsheet of provider spending for evidence of expenditure and purchase orders identifying participation and receipt of matching and/or mini grants. *All documents and data results reported were reviewed and validated.*

RESOURCE LIBRARY related Objectives and Responsibilities:

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results Validated?	Action needed?
1. 90% of the members who use the Resource Library, including a resource mobile, and/or its materials shall be able to identify two ways in which materials and resources shall be used to further knowledge of how to prepare children for school.	1.a. Unduplicated number of patrons who used the library: <u>2,053</u>	☒ Yes ☐ No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	1.b. Number who identified 2 or more ways: <u>584</u>	☒ Yes ☐ No	
	1.c. Percent Achieved: <u>100%</u>	☒ Met ☐ Not Met	

Service provider annual review: Briefly describe the process for collecting outcome results from Resource Library Members and any successes and/or challenges to obtaining this information and/or providing services. *A random sample of the library patrons was selected to participate in this survey during one of their visits to the library. At the end of the year the completed surveys are analyzed and summarize to get the percentage. FCI conducted several drives to recruit new patrons and increased the number to unduplicated visitors to the library this year.*

Documents to be ready for ELC on-site annual review: 1) Description of Resource Library Member; 2) Protocol for gathering outcome data; 3) List and number of Resource Library Members for FY2009-2010; 4) List and number of library members who used the Resource Library during FY 2009-2010; 5) Copy of survey; and 6) Summary of knowledge survey results and back-up documentation.

ELC review comments: Reviewed list of 2,053 unduplicated patrons who used the library during 2009-2010 (an increase of 1,294 patrons over the 2008-2009 contract year); copies of 584 surveys (28%) with summary results indicating that all (100%) of the 584 patrons were able to identify two or more ways in which materials and resources would be used to further knowledge of how to prepare children for school. *All documents and data results reported were reviewed and validated.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results Validated?	As verified by

<p>Contractor Responsibilities: Make available a Resource Library that shall give approximately 2,000 patrons the opportunity to view and borrow developmentally appropriate materials and resources. Offer story-time to preschool children, offer one weekly session of music for children with special needs, and offer eight 6 week sessions of arts and crafts for approximately 100 preschool children.</p>	a. Unduplicated number of library patrons: <u>5,068</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>List of library patrons and sign-in sheets from parent/child workshops.</p>
	b. Number of story times offered: <u>43</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	c. Number of weekly music for SN: <u>35</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	d. Number of 6-week arts and crafts sessions: <u>8</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	e. Number of preschoolers attending: <u>261 unduplicated preschoolers</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<p>Service provider annual review: Briefly describe any successes and/or challenges to providing these services. <i>NA</i></p>			
<p>Documents to be ready for ELC on-site annual review: 1) List and number of Resource Library Members for FY2009-2010; 2) List and number of library members (patrons) who used the Resource Library during FY 2009-2010; and 3) List of Resource Library Member who participated in workshops – list member by type of workshop(s) and identify number of sessions each member participated in; and 4) Sign-in sheets from parent/child workshops.</p>			
<p>ELC review comments: Reviewed list of 2,053 library patrons documenting that the service provider made available a Resource Library that gave over 2,000 patrons the opportunity to view and borrow developmentally appropriate materials and resources. Reviewed sign-in sheets from parent/child workshops documenting that service provider offered story-time to preschool children, offered weekly sessions of music for children with special needs, and offered eight - 6 week sessions of arts and crafts for over 100 preschool children. <i>All documents and data results reported were reviewed and validated.</i></p>			
<p><u>Professional Development Needs and Calendar</u></p>			
<p>1. One (1) annual formal analysis of data collected on Broward County’s Early Care and Education professional development training needs shall be documented by a training plan developed in conjunction with other community partners to ensure that the appropriate range and availability of training/technical assistance available in Broward County is consistent with the assessed needs in order to assess and plan for the availability to meet those training needs and avoid duplication of training/technical assistance.</p>	<p>ELC Review</p>		<p>Action needed?</p>
	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>		<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i></p>
<p>Service provider annual review: Briefly describe the process for completing one (1) annual formal analysis of data collected on training needs and gaps and developing one (1) corollary early education and care training plan in conjunction with other community partners. Also describe how the training plan was used to determine prioritization and rationale for technical assistance and training. <i>During the 3rd quarter a survey is mailed to all legally operating providers (1,055) in the County to collect information on the providers’ needs for training. 154 surveys were returned and the analysis of the returned survey was tabulated and a summary of the community training needs was developed.</i></p>			

All providers of training and community partners were invited to attend a meeting on May 19, 2010 to address these needs and fill in the gaps in order to develop the corollary training plan. Once completed, the plan will be used in conjunction with the ERS report to help the Coaches guide their TA and training for the providers involved in QIS.

Documents to be ready for ELC on-site annual review: (1) One annual formal analysis of data collected on training needs and gaps. (2) One corollary early education and care training plan.

ELC review comments: Reviewed one annual formal analysis of data collected on training needs and gaps and one corollary early care and education training plan. *All documents and data results reported were reviewed and validated.*

2. One (1) electronic Early Care and Education professional development calendar, updated every two (2) weeks at a minimum, and one (1) paper Early Care and Education professional development calendar is updated and mailed quarterly to all legally operating providers in the ELC 1 database. The calendar shall be developed, maintained and made easily accessible to providers, in coordination and conjunction with other community partners and shall:

- a. **Include ECE training and professional development opportunities proactively sought from various ECE system associates; and**
- b. **Link to the CSC training calendar; and**
- c. **Correlate training opportunities with the training needs identified in the most recent annual formal analysis of Broward County’s professional training plan.**

ELC Review Results Validated?	Action needed?
a. <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>
b. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
c. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service provider annual review: Briefly describe the process for providing the professional development calendar and any successes and/or challenges in delivering this service.

- (1) *The electronic training calendar is updated at least every 2 weeks as required by contract. A paper calendar is mailed quarterly to all legally operating providers.*
- (2) *At the beginning of the year a flyer describing this service was mailed to all training providers and legally operating providers. Training Providers send their training information by email to update the calendar.*
- (3) *Coaches used the data provided in the ERS report to inform their group professional development.*

Challenges:

Since ELC 3 is not a training provider, the identified gaps and needs are addressed based on the availability of training by training providers. If available, the specific training sessions that address these needs and gaps are advertised in the calendar.

Documents to be ready for ELC on-site annual review: 1) View on-line and paper training calendar; 2) Information on scheduled updates; and 3) Interview Training calendar coordinator to determine: (a) how information is sought and received from community on trainings (documentation as available); and (b) how gaps or needs identified to Contractor by child care providers are taken into account and (c) how

aggregate provider data from *Quality Assurance* (ELC 4) Service Provider is analyzed for training needs and gaps.

ELC review comments: Reviewed the Electronic Training calendar, inclusive of community professional development opportunities for Early Care and Education providers at www.familycentral.org and at <http://training1.cscbroward.org> and information on scheduled updates; how information is sought and received from the community on training sessions; how gaps and needs are identified; and how aggregate provider data from *Quality Assurance* (ELC 4) Service Provider is analyzed for training needs and gaps. ***All documents and data results reported were reviewed and validated.***

	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
3. 50% of all legally operating child care providers in the ELC 1 database shall report use of and satisfaction with the established means of accessing information regarding coordinated and comprehensive professional development opportunities.	a. Number of all legally operating providers in ELC 1 data base: <u>1,055 (3rd quarter)</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>
	b. Number of surveys returned: <u>154</u>		
	c. Number reporting use of and satisfaction with <u>accessing information</u> regarding coordinated and comprehensive professional development opportunities: <u>115</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	d. Percent Achieved: <u>75%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service provider annual review: Briefly describe the process for surveying legally operating child care providers and any successes and/or challenges in obtaining achieving this outcome. *1055 surveys were mailed during the 3rd quarter to collect this information. 154 surveys were returned and the analysis of the returned surveys was tabulated.*

Documents to be ready for ELC on-site annual review: 1) Distribution Protocol/Process; 2) Copy of survey used to collect specific data.

ELC review comments: Reviewed Provider Satisfaction Survey and question #7: “I am satisfied with the convenience of accessing information regarding coordinated and comprehensive professional development training and technical assistance.” Reviewed documentation that 1,055 providers were mailed Training Needs surveys during 3rd quarter and 154 surveys (15%) were returned. The returned surveys were tabulated and revealed 115 respondents (75%) were satisfied with accessing information regarding training and TA. ***All documents and data results reported were reviewed and validated.***

SCHOLARSHIP Administration

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
1. 100% of available scholarships shall be publicized to all legally operating child care providers in Broward County.	1.a. Number of legally operating providers: <u>1,200 (1st quarter)</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. Number notified: <u>1,200</u>		
	1.c. Date(s) Notified: <u>7/27/09</u>		
	1.d. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service provider annual review: Briefly describe how available scholarships are publicized to all legally operating child care providers in Broward County. <i>NA</i>			
Documents to be ready for ELC on-site annual review: 1) Protocol for publicizing Scholarships; and 2) Copy of notification			
ELC review comments: Reviewed protocol for publicizing scholarships; and copy of notification dated 7/27/09. <i>All documents and data results reported were reviewed and validated.</i>			
2. 100% of available scholarships shall be granted to eligible students based on Coalition approved criteria that all course work is offered by accredited training institutions and/or local, state or national approved organizations.		ELC Review	Action needed?
		<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	100% 148/148 N=148 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
Service provider annual review: Briefly describe any successes and/or challenges to providing these services. <i>NA</i>			
Documents to be ready for ELC on-site annual review: 1) List of scholarship recipients and type of scholarship received; 2) List of scholarship organizations and associated accredited training institutions and/or local, state or national approved organizations.			
ELC review comments: Reviewed list of scholarship recipients, type of scholarship received and scholarship organizations and associated accredited training institutions and/or local, state, or national approved organizations to ensure that all course work was offered by accredited training institutions and/or local, state, or national approved organizations. <i>All documents and data results reported were reviewed and</i>			

validated.

Reviewed 148 scholarship files (49 CDA, 37 College Credit, 62 in-service) revealed coursework offered by six (6) accredited training institutions and/or local, state, or national approved organizations: Family Central Training Academy; Jose Maria Vargas University; South Florida Literacy Institute; Nova Southeastern University; Broward College; Kaplan University; all (100%) of course work paid for with scholarship dollars was offered by accredited training institutions and/or local, state, or national approved organizations.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
3. 100% of all scholarships will be provided to employees of Broward County Child Care Centers and Family Child Care Homes with priority given to recipients which have current, signed Coalition approved Service Agreements to serve children who receive financial assistance from school readiness funds and/or provide a Voluntary Prekindergarten (VPK) program, and also participate in the Broward Quality Rating and Improvement System (QRIS).	3.a.Total number of all scholarships (CDA, college and in-service) granted: <u>449</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>
	3.b. Number granted to recipients employed by sites with a current, signed Coalition approved Service Agreement to serve children who receive financial assistance from school readiness funds: <u>436</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	3.c. Number granted to recipients employed by a VPK only program: <u>8</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	3.d. Number granted to recipients in sites participating in ELC 4: Quality Assurance Services: <u>[353]19 dropped =334</u> <i>SR program sites: 114</i> <i>VPK only program sites: 5</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	3.e. Percent of all scholarships granted to participants at QRIS sites: <u>78%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	3.f. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Explain briefly prioritization process and implementation. *Upon receipt of an application the applicant's center is compared to the database of sites serving children receiving assistance from school readiness funds. If the site is listed a second comparison is done with the list providers participating in QRIS. Applicants in the QRIS list are given priority until the beginning of the 3rd*

quarter when all applications are processed until funds are exhausted.

Documents to be ready for ELC on-site annual review: 1) List of Scholarship Recipients (names and addresses) and the providers (names and addresses) that employed the 2009-2010 recipients; 2) List by Provider site (including addresses) with employed scholarship recipient (names and addresses) – indicating whether the site had a 2009-2010 Service Agreement to serve children who receive financial assistance from school readiness funds and/or provide a Voluntary Prekindergarten (VPK) program, &/or participated as a QRS site (*as applicable*); and 3) ELC randomly selected provider sites reviewed.

ELC review comments: Reviewed list of 449 recipients employed by sites serving children in Broward County.

- Four hundred forty-nine (449) recipients (**100%**) were awarded scholarships according to the Coalition’s Scholarship Policy approved by the Coalition Board in August 2009:
 - Three-hundred and fifty-three (353) recipients (79%) were employed by priority sites serving children birth to school-age receiving financial assistance from School Readiness funds and/or provide a VPK program and also participated in QRIS by the end of the contract year.
 - Sixty-three (63) recipients (14%) were employed by sites serving children birth to school-age receiving financial assistance from School Readiness funds and provide a VPK program and received awards after January 1, 2010;
 - Twenty-two (22) recipients (5%) were employed by sites serving children birth to school-age receiving financial assistance from School Readiness funds only and received awards after January 1, 2010;
 - Three (3) recipients (.6%) were employed by afterschool sites serving school-age children receiving financial assistance from School Readiness funds and received awards after January 1, 2010;
 - Four (4) recipients (.7%) were employed by sites that provided a VPK program only and received awards after January 1, 2010; and
 - Four (4) recipients (.7%) were employed by sites that did not serve children receiving financial assistance from School Readiness funds and/or provide a VPK program, or participated in QRIS and received awards after January 1, 2010.

4. 100% of college credit scholarships shall be awarded in accordance with Coalition approved criteria.	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
Recipients may receive college credit scholarship funds for up to: (a) Two (2) college courses (up to six (6) credits) per semester for any student who is enrolled in an ECE program leading to a degree at an accredited college or university; or	Number of college credit scholarships granted: <u>112</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 37/37 N=37
	Number (a): <u>87</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Number (b): <u>23</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

(b) One (1) college level ECE course (up to three (3) credits), every five (5) years, for a non-degree seeking individual; or (c) Two (2) college level ECE courses (up to six credits), for any student who holds a four year degree out of field.	Number (c): <u>2</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>
	Percent awarded in accordance with COALITION approved criteria: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service Provider annual review: Briefly describe any successes and/or challenges to providing these services.			
Documents to be ready for ELC on-site annual review: 1) List of Scholarship Recipients (names and addresses), institution planned to attend, and course(s) recipient was awarded a scholarship for; and 2) ELC randomly selected recipient scholarship file.			
<u>ELC review comments:</u> Reviewed list of Scholarship Recipients (names and addresses), institution planned to attend, and course(s) recipient was awarded a scholarship. <i>All documents and data results reported were reviewed and validated.</i> Reviewed 21 ELC randomly selected College Credit scholarship recipient files from 14 child care centers and four (4) family child care homes; 37 scholarships were awarded: (a) Eleven (11) recipients received scholarships for college courses as students who were enrolled in an ECE program leading to a degree at an accredited college or university; eight (8) recipients received scholarships for more than one course; and (b) Ten (10) recipients received a scholarship for one (1) college level ECE course (up to three (3) credits) needed, every five (5) years, as a non-degree seeking individual; and (c) No (0) recipient received a scholarships for college level ECE courses as a student who held a four year degree out of field. <i>100% of college credit scholarships were awarded in accordance with Coalition approved criteria.</i>			
5. 100% of in-service workshop scholarships shall be granted to eligible students based on Coalition approved criteria that each participant shall not receive scholarship funds for more than ten (10) hours of in-service workshops annually.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	5.a. Number of in-service scholarships granted: <u>170</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 62/62 N=62
	5.b. Number of recipients receiving 10 hrs or less of in-service scholarship: <u>170</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	5.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If <u>yes</u> see row below for details.</i>

Service Provider annual review: Briefly describe any successes and/or challenges to providing these services. NA

Documents to be ready for ELC on-site annual review: 1) List of Scholarship Recipients (names and addresses), institution expected to attend, workshop(s) and number of hours recipient was granted a scholarship for, and other supporting information/documentation; and 2) ELC randomly selected recipient scholarship file.

ELC review comments: Reviewed list of Scholarship Recipients (names and addresses), institution planned to attend, and course(s) recipient was awarded a scholarship. *All documents and data results reported were reviewed and validated.*

Reviewed (62) ELC randomly selected in-service scholarship recipient files from eight (8) provider sites in the selected sample.

- Sixty-one (61) in-service workshop scholarship recipients (98%) were granted scholarships for ten (10) hours of in-service workshops.
- One (1) in-service workshop scholarship recipient (2%) was granted a scholarship for three (3) hours of in-service workshops.
- *100% of in-service workshop scholarships were granted to eligible students based on Coalition approved criteria that each participant shall not receive scholarship funds for more than ten (10) hours of in-service workshops annually.*

	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
<p>6. 90% of college credit scholarship recipients shall complete the course they enroll in as measured by scholarship recipient course outcomes.</p>	<p>Number of college-credit recipients: <u>112</u> Number college credit recipients who completed course: <u>112</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>100% 37/37 N=37 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i></p>

Service Provider annual review: Briefly describe any successes and/or challenges to providing these services. NA

Documents to be ready for ELC on-site annual review: 1) Recipient list identified in Outcome #4 including identification of the course outcome; and 2) ELC randomly selected recipient scholarship file.

ELC review comments: Reviewed list of Scholarship Recipients (names and addresses), institution planned to attend, and course(s) recipient was awarded a scholarship. *All documents and data results reported were reviewed and validated.*

Reviewed 37 ELC randomly selected College Credit scholarship recipient files from 15 child care centers and three (3) family child care homes in the selected sample:

- Thirty-seven (37) college credit scholarship recipients (100%) completed the courses in which they were enrolled and received the full scholarship amount.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
7. 90% of in-service workshop scholarship recipients shall complete the course they enroll in as measured by scholarship recipient course outcomes.	Number of In-service recipients: <u>170</u> Number of in-service recipients who completed workshop: <u>170</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	100% 62/62 N=62 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes see row below for details.</i>
Service Provider annual review: Briefly describe any successes and/or challenges to providing these services. NA			
Documents to be ready for ELC on-site annual review: 1) Recipient list identified in Outcome #5 including identification of the workshop outcome; and 2) ELC randomly selected recipient scholarship file.			
ELC review comments: Reviewed list of Scholarship Recipients (names and addresses), institution planned to attend, and course(s) recipient was awarded a scholarship. Reviewed (62) ELC randomly selected in-service workshop scholarship recipient files from eight (8) provider sites in the selected sample: <ul style="list-style-type: none"> Sixty-two (62) in-service workshop scholarship recipients (100%) completed the course in which they were enrolled. 			
	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
8. 80% of students who receive scholarships to complete coursework to obtain the National CDA credential shall complete the course component in which they are enrolled and/or retain enrollment in the program through National CDA certification.	8.a. Number of CDA scholarships awarded: <u>151</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. Number who complete the course component in which they are enrolled: <u>100 completed (3 with funds from 2008-2009; 47 are still attending; 7 dropped)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	8.c. Number who retain enrollment in the program through National CDA certification: <u>On-going</u>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No FCI Reported results cannot be validated.	
	8.d. Percent Achieved: <u>95% (147 of 154)</u> completed the course component in which they are enrolled and/or retain	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

	enrollment in the program through National CDA certification)						
Service Provider annual review: Briefly describe any successes and/or challenges to providing these services.							
Documents to be ready for ELC on-site annual review: 1) List of students who received scholarships (include addresses) identifying those who completed the course component in which they are enrolled and/or evidence that they retained enrollment in the program through National CDA certification; 2) CDA scholarship and mentoring recipient summary/status.							
ELC review comments: Reviewed list of students who received CDA scholarships identifying those who completed the course component in which they are enrolled and/or evidence that they retained enrollment in the program through National CDA certification. <i>All documents and data results reported were reviewed and validated.</i> <i>Note: The Service Provider was unable to track whether a scholarship recipient attained their National Child Development Credential.</i>							
<u>Overall Contract Administration</u>							
1. 85% of providers served shall report overall satisfaction with services delivered through each of the components of this Contract (Quality Improvement Assistance, Library Services, Training Calendar Services and Scholarship Administration Services), including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access with Quality Improvement Supports services.*		QIA 119	LS 106	Training Calendar	SA 102	ELC Review Results validated? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Action needed?
	Cc/s	92%	99%	0	97%		
	c/f	91%	99%	0	97%	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	us	91%	99%	0	97%		
	es	91%	99%	0	97%		
	qis	90%	99%	74%	97%		
Service Provider annual review: Briefly describe method for gathering satisfaction data and any successes and/or challenges in delivering this service. <u>Quality Improvement Assistance:</u> <i>During the 3rd quarter a survey is mailed to all participating providers to collect this information. The returned surveys are tabulated to compile a summary of the provider's satisfaction with the services provided. Many of the providers wrote positive comments about the delivery of the services. A list of their written statements is compiled and will be available for the on-site annual review. In addition to answering the questions listed on the survey, ELC 3 received many written statements via emails and letters from many providers throughout the year expressing their satisfaction with the services that they received from the coaches, the library, and the professional development scholarship coordinator. Some of these testimonials were shared with the ELC staff during the year and they are compiled and will be available for review during the on-site annual review.</i> <u>Library Services:</u> <i>Surveys are distributed from the beginning of the year to all patrons who visit the library on a Tuesday.</i>							

Training Calendar Services: *It is not feasible to survey the recipients of the training calendars for some of the required items since the service is mostly available on line. The information regarding convenient and access of services is collected via the training needs assessment and the result is posted above. **

Documents to be ready for ELC on-site annual review: (1) Copies of survey sent out to clients of EACH of the 4 different services delivered through this contract: Quality Improvement Assistance, Library Services, Training Calendar Services, and Scholarship Administration Services; (2) Summary of analyzed survey results tallies for each service delivery; (3) Copies of completed surveys. 1) Blank Satisfaction Survey; 2) Satisfaction Surveys from families; and 3) Summary of analyzed results tallied for individual categories.

ELC review comments: Reviewed Satisfaction Survey summary and back up documentation for quality improvement supports, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access. A total of 327 providers who used the Quality Improvement Support services during the contract year responded to the Satisfaction Survey. On average, over 90% of providers receiving **Quality Improvement Assistance, Library Services, and Scholarship Administration Services** indicated overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access of services. **Training Calendar Services** regarding convenient and access of services was collected via the training needs assessment and 74% reported satisfaction with this service. ***All documents and data results reported were reviewed and validated.***

No Action at this time: *Overall satisfaction with the Training Calendar Services was collected via the training needs assessment and 74% reported satisfaction with this service. Coalition procurement activities no longer provide for Training Calendar Services through this contract.*

Service Provider response if desired:

<p>2. 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 and Chapter 1002, Florida Statutes.</p>	<p>ELC Review <i>Results validated?</i></p>	<p>Action needed?</p>
	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i></p>

Service Provider annual review: Briefly describe the process by which confidentiality is ensured and any successes/challenges with achieving the outcome. *The privacy and confidentiality of all customers is maintained at all times and information security instructions provided by FCI policies and procedure on confidentiality are followed by all ECE staff.*

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

ELC review comments: Reviewed FCI Department Protocol “Confidentiality of Records” revised 7/29/08 referencing 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 D), Chapter 411 and Chapter 1002, Florida Statutes and ensures the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure. Policies are sufficient. *All documents were reviewed and validated.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
3. 100% of client 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-hours) of initial contact as demonstrated by mystery shoppers.	17. Total number of ELC 3 phone calls: <u>all</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.a. Percent of ELC 3 telephone calls answered by fourth ring: <u>all</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
	17.b. Percent of ELC 3 customer phone calls placed on hold holding for no more than 2 minutes: <u>0</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
	17.c. Percent of ELC 3 customers receiving call-back within 48 hour business days: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service provider annual review: Briefly describe any successes or challenges in delivering this service.

Documents to be ready for ELC on-site annual review: 1) Provider telephone reports for Department; 2) Provider Survey Results if applicable; and 3) ELC Secret Shopper Call.

ELC review comments: Telephone calls made to FCI-ELC 3 Service Provider by Coalition staff occurred many times during the fiscal year. The calls were immediately answered by an automatic system which states if you'd like to speak to the person, press #. Once pound is pressed, the Service Provider picks up the call immediately, if available, if not the call is forwarded to voice mail. FCI phone system is programmed to ensure compliance with this outcome.

Conducted three (3) calls:

- 10/03/09 - Call made at 10:30 a.m. to Contract Director. Pressed #, picked up on first ring.
- 1/27/10 - Call made at 3 p.m. to inclusion warm line. Message played introducing warm line and directing caller to press # if you are a provider needing inclusion assistance; Pressed #, more specific warm line services information played and invited caller to leave name and number and Inclusion Specialist will call you back; left message; Inclusion Specialist called back the next day.
- 4/14/10 - Call made at 2:00 p.m. to Contract Director; Pressed #, left message; Director returned call in 3 minutes.

4. 100% of complaints received, or observations made, concerning potential child care licensing violations shall be tracked and reported to Broward County Child Care Licensing Enforcement and feedback on the outcome shall be documented.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	4.a. Number of complaints received by ELC 3: <u>13</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>
	4.b. Number of complaints reported by ELC 3 to BCCCL: <u>13</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	4.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 3 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 for evidence of complaints or observations concerning potential child care licensing violations tracked and reported to Broward County Child Care Licensing, and any supporting documentation of feedback received on complaints. A total of 13 complaints were reviewed with feedback from Child Care Licensing and Enforcement on 13 cases (100%) was received. <i>All documents and data results reported were reviewed and validated.</i>			
5. 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.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results Validated?</i>	Action needed?
	5.a. Number of complaints received by ELC 3: <u>6</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>
	5.b. Number of complaints reported by ELC 3 to FLDCF: <u>6</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5. c Number of complaints reported to the Coalition: <u>6</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.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 3 staff and documentation showing each have been reported to DCF.			
ELC review comments: Reviewed ELC 3 Child Abuse Complaint Log 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 six (6) reports were recorded in the Child Abuse Complaint Log indicating complaints or observations concerning potential abuse, neglect, or abandonment were reported to the Florida Department of Children and Families and the Coalition. *All documents and data results reported were reviewed and validated.*

6. 100% of other concerns about providers shall be referred to the Service Provider(s) providing Resource and Referral and Family Education and Supports (ELC 1), Eligibility Determination, Application Processing, Slot Management, and Provider Payment (ELC 2) and/or Quality Assurance (ELC 4) as appropriate, and/or shall be addressed through the provision of training and technical assistance through the Service Provider, and feedback on the outcomes shall be documented.	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
	6.a. Number of provider complaints received by ELC 3: <u>13</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>
	6.b. Number of said complaints referred to appropriate Service Provider: <u>13</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	6.b. Number of said complaints addressed through training and TA: <u>13</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
6.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		

Service provider annual review: Comment if needed. NA

Documents to be ready for ELC on-site annual review: 1) Provider concerns/complaint log; 2) Supporting documentation for referral and feedback on outcomes; and 3) Policy and Procedures for tracking/recording concerns/complaints.

ELC review comments: Reviewed Service provider complaint log and supporting documentation for referral and feedback on outcomes. There were 13 other concerns about providers referred to ECE System Service Providers. *All documents and FCI data results were reviewed and validated.*

7. 100% of required data shall be collected, input, and tracked in accordance with State of Florida and Coalition standards and requirements and reports, including any ad hoc data and report requests made by the Coalition, shall be delivered complete and on time	ELC Review	Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>

Contractor Deliverable: The contractor shall satisfy all federal, state, local and the Coalition’s reporting requirements as specified in this contract and specifically set forth in **Exhibit E**.

Service Provider annual review: Comment if needed. NA

Documents to be ready for ELC on-site annual review: **Note:** 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.

ELC review comments: Reviewed Coalition’s FCI-ELC 3 Contract Obligations Checklist to confirm reports were delivered by contractual commitment dates. Reviewed emails for report arrival dates.

FCI-ELC 3 Contract Obligations Checklist revealed that 100% of required data was collected, input and tracked in accordance with state and local standards and requirements and reports were delivered complete and on time. 100% of reports were provided in a timely manner.

Twenty (20) 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:

Twelve (12) monthly Key Data reports; three (3) quarterly ELC reports; four (4) Quarterly AWI Inclusion Reports; and one (1) annual report; for a total of 20 reports were submitted on time to the Coalition.

8. 100% of invoices submitted to the Coalition for processing shall be submitted on time and shall accurately meet the requirements of the approved cost allocation plan and contractual budget.	ELC Review	Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>

Service provider annual review: Comment if needed. NA

Documents to be ready for ELC on-site annual review: ELC fiscal department will review invoices submitted for timely submission.

ELC review comments: 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.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
9. 100% of clients shall be proactively informed of complaint procedures, leading to formal, established grievance procedures.	9.a. Number of child care providers served: <u>140</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 29/29 N=29
	9.b. Number of said providers receiving written complaint procedures: <u>145; five (5) providers received the information a second time when they joined PBS</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	9.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If <u>yes</u> see row below for details.</i>

Service provider annual review: Briefly describe any successes or challenges in delivering this service. NA

Documents to be ready for ELC on-site annual review: 1) A blank copy of documentation that child care providers receive that proactively informs them of complaint procedures leading to formal, established grievance procedures; and 2) ELC randomly selected provider files for evidence of notification of complaint procedures, leading to formal, established grievance procedures.

ELC review comments: Reviewed ELC 3 complaint procedures attached to the ELC 3-FCI QRIS Provider Agreement. Reviewed list of 140 (109 QIS Centers, 21 FCCH; 10 PBS) child care providers served by FCI-ELC 3 in 2009-2010. Six (6) QIS centers withdrew from TA before signing an agreement (left within first month of service). *All documents and data results reported were reviewed and validated.*

Reviewed 30 provider files for evidence of notification of complaint procedures, leading to formal, established grievance procedures.

- One (1) QIS center and (1) FCCH withdrew from TA within the first two months of the contract year, before signing an agreement; and
- Twenty nine (29) provider files (100%) had a signed QRIS agreement with complaint and grievance procedures attached.

10. 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, in order to coordinate services and prevent duplication, and reduced to writing within thirty (30) days after the date of execution of this Contract and shall be implemented, followed, and revised as needed. This paragraph shall be inclusive of the links to the Broward County Child Care Licensing and Enforcement Division regarding communication about a change in status of or critical incident with any child care provider. Linkage agreements shall be actively implemented and maintained throughout the service year.

ELC Review	Action needed?
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>

Service provider annual review: Note the organization with whom linkage agreements were executed and any successes/challenges with achieving the outcome. *Jose Maria Vargas University, Nova Southeastern University, Broward College, South Florida Literacy Institute, Family Central Training Academy, Broward County Public Schools, Broward County Licensing and Enforcement.*

Documents to be ready for ELC on-site annual review: Copies of all signed and dated linkage agreements.

ELC review comments: Reviewed seven (7) linkage agreements: Jose Maria Vargas University, Nova Southeastern University, Broward College, South Florida Literacy Institute, Family Central Training Academy, Broward County Public Schools, Broward County Licensing and Enforcement. All seven (7) agreements (100%) were developed and reduced to writing within thirty (30) days after the date of execution of this Contract and were implemented, followed, and revised as needed. The FCI-QIS-10-ELC3 contract was fully executed on June 30, 2009.

11. 100% participation in monthly Early Care and Education system coordination team meetings shall occur by a representative of the Contractor and all services shall be actively and successfully coordinated with system partners and with the Coalition.

ELC Review	Action needed?
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

	<i>If <u>yes</u> see row below for details.</i>	
<p><u>Contractor Responsibility:</u> 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.</p>		
<p>Service provider annual review: Please submit a list of associations and community collaborate groups that ELC3 participated in 2009-2010. <i>Children’s Strategic Plan: SREL Transition, Volunteer, Professional Development, and Advocacy sub-committees; Broward College Early Childhood Advisory Committee; School Board of Broward County Early Childhood Advisory Committee; BAEYC, Fort Lauderdale NBCDI; VPK/School Readiness Conference Committee; Children’s Services Council Training Collaborative.</i></p>		
<p>Documents to be ready for ELC on-site annual review: ELC will review its monthly sign-in sheets for attendance at system coordination team meetings along with meeting agendas and any other attendance documentation.</p>		
<p><u>ELC review comments:</u> Reviewed contract obligation log and system coordination team meeting attendance records. The FCI-ELC 3 Service Provider attended all monthly system coordination team meetings and/or had a representative in attendance; eleven (11) meetings (100%) were attended by FCI-ELC 3 staff.</p>		
<p>12. The Contractor’s forecasts, trend analyses, and budget management shall result in fiscal year budgets that are balanced, with no deficit spending and with no significant surplus of funds that have been contracted for services.</p>	<p>ELC Review</p>	<p>Action needed?</p>
	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i></p>
<p>Service provider annual review: Comment if needed.</p>		
<p>Documents to be ready for ELC on-site annual review: ELC fiscal department will review budgets for deficit spending and significant surplus of funds.</p>		
<p><u>ELC review comments:</u> Reviewed contract budget and amendments in comparison to the actual expenditures for fiscal year 2009-2010. Budget Management Objectives were met within a reasonable range of 10%.</p>		