

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

Monitoring Report
Contract: SBBC-FFS-10-ELC6: Florida First Start
School Board of Broward County

Monitors for Early Learning Coalition (ELC)

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School Board of Broward County (SBBC) Representatives

Sayra Hughes, Executive Director, Early Learning, ESOL, and CTACE Departments
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The monitoring process reflected in this report began on July 29, 2010, one month after the close 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 agencies policies and procedures, a fiscal review of the accounting records and supporting documentation, as well as a review of the programmatic services as reflected in the performance objectives of the **Florida First Start** services in contract SBBC-FFS-10-ELC6. **This report includes monitoring results of this contract.**

In addition to examining documentation related to performance objectives, the Coalition Monitor conducted one (1) onsite visit, including interviews with the Florida First Start Program Coordinator and one (1) Social Worker to review implementation of data collection activities and program operations.

Prior to the monitoring visit, the Coalition staff obtained a list of 291 families enrolled with the Florida First Start Program during the contract year. This list was used to randomly choose **seventeen percent (17%) of the clients (50 families) identified by the Service Provider as enrolled in the Florida First Start Program** during the 2009-2010 contract year.

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 2 has not been completely followed:
 - “2. 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 6 Service Provider shall submit to Coalition staff by January 17, 2010, protocol that directs ELC 6 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 home based services delivered by the ELC 6 Service Provider through the Florida First Start Program to low income families with children birth to five years of age. *ELC 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 # SBBC-FFS-10-ELC 6 has twenty-four (24) performance outcomes and five (5) programmatic deliverables.**
- **96% of the performance outcomes were achieved in the 2009-2010 contract year and 8% require adjustments (2) to improve reporting for accountability in the 2010-2011 contract year; 100% of the five (5) programmatic deliverables were met in 2009-2010.**
- **A total of 291 unduplicated families were reported to be served by the Florida First Start Program during 2009-2010; 240 unduplicated families participated in Florida First Start Program services during the 2009-2010 contract year and fifty-one (51) families served by the Florida First Start Program during 2008-2009 and expected to return to the program in 2009-2010 were contacted by program staff and never returned.**
- **100% of parents'/guardians' eligibility determination was determined accurately. (Target = 90%)**
- **193 families (100%) who returned a survey indicated that the program emphasized the importance of books and encouraged them to read to their children.**
- **91% of the families who returned a survey indicated that the child development and parenting skills information was helpful in *understanding their child's development and practicing their own parenting skills.***
- **91% of the families who returned a survey indicated that the developmental screening information was helpful in *learning about their child's development.***
- **Two hundred forty (240) families (100%) participated in a Family Needs Assessment; 100% of the families were identified as having unmet needs and were linked to services to meet their needs.**
- **From the two hundred and forty (240) families, all three hundred twenty-eight (328) children enrolled during the contract year received an initial developmental screen; thirty-two (32) children (10%) were referred for further evaluation, twenty-eight (28) children (88%) were linked to FDLRS and received further screening to address identified concerns.**
- **80% of the families (191) completed the pre/post Parent Knowledge Assessment Test. Ninety-six percent (96%) of these families showed pre to post test gains in their parenting knowledge.**
- **Sixty-two (62) playgroups, eight (8) parent meetings, three (3) special events, and three (3) field trips were offered to families to provide families with social activities, educational opportunities, family empowerment, and self sufficiency.**
- **In order to improve reporting for accountability in the 2010-2011 contract year, the Coalition is requiring this Service Provider to:**

- **Count and track only families that actually participate in Florida First Start program services during the contract year; those families that do not return to the program by August 31st of the contract year should not be included in the number of families served for the contract period.**
- **Administer the Parent Knowledge Pre-Assessment to all families upon registration in the Florida First Start Program and the Parent Knowledge Post-Assessment after six (6) months of participation in the program.**
- **Develop attendance tracking systems for each type of event (playgroup, parent meeting, special event, and field trip) that will recognize the number of different families, as well as the number of participants from each family, at each event.**
- **Develop policies and procedures to review program plan for expenditures on a regular basis and develop implementation plan to release any under spent funds to the Coalition prior to year end through the Coalition’s budget modification process.**

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

Contract Annual Review

Contract: SBBC-FFS-10-ELC6 Florida First Start

A. FEDERAL LAW REQUIREMENTS	ELC REVIEW
1. Does the Agency have a written Drug-Free Workplace Policy?	<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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency have a written Non- Discrimination and Harassment Free Workplace Policy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u> Reviewed SBBC policy # 2400 (Drug Free Workplace); #4001.1 (Non-Discrimination Policy) and viewed postings for Equal Employment Opportunity, Worker’s Compensation, Family Leave Act, and other mandated or relevant posters conspicuously displayed by the agency in the hallway near copying machine and bathroom area. Agency Policies 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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are the Agency’s By-laws available for review? N/A	Yes No
3. Are the Agency’s Articles of Incorporation available for review? N/A	Yes No
4. Is there an Organizational Chart available that reflects the current organization of the Agency and provides clearly	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

delineated chain-of-command?	
5. Is there an Audit on File?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ELC review comments: There were no By-Laws or Articles of Incorporation available as BCPS is a public entity/legislative body and not a business entity. Copy of organizational chart reviewed. Reviewed BCPS Financial, Operational, and Federal Single Audit for Fiscal Year ending June 30, 2009; available online at: www.broward.k12.fl.us/auditdept/ . Agency Corporate Documents were all 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 contract?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. In publicizing, advertising, or describing the sponsorship of the program, does Contractor state: "Sponsored by (Contractor's Name) and The Early Learning Coalition of Broward County, Inc." and the "State of Florida, Agency for Workforce Innovation"?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Do written materials include "The Early Learning Coalition of Broward County" and "Agency for Workforce Innovation," 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, 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
ELC review comments: Reviewed brochures for Florida First Start and other Florida First Start program materials. Agency sponsorship/public announcements were all reviewed and contract items #3 and #4 were not found in documents describing the Florida First Start Program. The former OEL/AWI logo was found in the same size letters or type as the name as the Contractor and the following statements (1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program on any agency-wide or contract written materials were not included in the document.	
Corrective Action: In order to ensure that this objective is met for 2010 – 2011 contract year, the ELC 1 Service Provider shall submit to Coalition staff by January 15, 2011, protocol that directs ELC 6 staff to meet the 2010-2011 contract requirements for Sponsorship/Public Announcements including 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.	
Service Provider plan to meet compliance (HOW) Explain: A protocol will be created and submitted to the Coalition, by January 17, 2011, that directs ELC 6 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.

D. STAFFING	ELC REVIEW
1. Did the Contractor maintain sufficient and qualified staff to deliver the agreed upon services required by the Contract? [Exhibit B (B-3)]	<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?	<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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Has the Contractor or its agent notified WorkForce One of all entry level employment opportunities associated with this Contract which require a high school education or less? In the event that the Contractor or its agent employs a person who was referred by the WorkForce One office, the Contractor shall notify the Coalition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

ELC review comments: Matched staff positions with those in the budget. Reviewed personnel list with various languages spoken by each. SBBC also has a Multicultural department that provides translation services as well.
Interviewed Coordinator on 6/21/10: The FFS ELC 6 contract was not fully staffed during 2009-2010 contract year. The Coordinator position was vacant from August until October 2009. Another lapse in staffing occurred for one (1) Parent Educator from January until April 2010. Lastly, the Social Worker position was vacant from October 2009 until March 2010.
SBBC provides all employees continuous quality professional development internally.
Reviewed training authorization request for nine (9) FFS staff who attended Parent as Teachers training (P.A.T. 3-K). Reviewed Department TDA (Temporary Duty Assignment) Log for Coordinator who attended various trainings throughout 2009-2010. 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) submitted to a local and state criminal records check within ten days of employment in accordance with Section 435.03(1), Florida Statutes?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

ELC review comments: Reviewed SBBC policy that requires all prospective candidates for employment to fill out their background check form. Information can be found online at www.broward.k12.fl.us/siu/seccl/generalinfo.htm. 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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

2. Where are personnel folders located? Personnel Department office located at 7720 W. Oakland Park Blvd.		
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. Individual Non-Disclosure	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
e. Confidentiality Certificate Form	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4. Number of randomly selected personnel files: 4		
5. Number of said files containing above mentioned criteria: 4		
6. Where are the employee records located? In a locked file cabinet near Office Manager's office and at the SBBC Personnel Department office located on Oakland Park Blvd.		
7. Are employee records securely stored?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
ELC review comments: Reviewed four (4) FFS employee files. On-site visit to SBBC Personnel Department located on Oakland Park Blvd. for review of qualifications documentation in four (4) files. Agency Personnel Policies and personnel files were reviewed and found to be in order and to meet required specifications.		
G. INSURANCE		ELC REVIEW
1. Review the Agency's Accord Form to determine which policies are in place.		
2. Where are the Agency Policies located? Risk Management		
3. Did the Contractor submit one Continuation of Operations Plan (COOP) to the Coalition's Contract Manager upon execution of the Contract? The COOP shall include the Contractor's plans to continue operations during unforeseen circumstances whether natural or man-made disasters, local emergencies, or other emergency situations requiring significant changes in operation. The plan shall include pre-disaster planning, including but not limited to record protections, alternative service accommodations, supplies, and a recovery plan that would allow the Contractor to continue functioning as per the executed Contract in the event of an actual disaster.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Worker's Compensation; minimum Liability limits of \$100,000 per accident, \$100,000 per person, and \$500,000 policy aggregate.	Expiration Date: <u>7/1/10</u>	Amount: <u>Self-insured</u>
5. Unemployment Compensation Insurance:		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. General Liability	Expiration Date: <u>7/1/10</u>	Amount: <u>\$700,000</u>

7. Professional Liability	Expiration Date: <u>7/1/10</u>	Amount: <u>Self-insured</u>
8. Property	Expiration Date: <u>7/1/10</u>	Amount: <u>Self-insured</u>
9. Automobile Liability	Expiration Date: <u>7/1/10</u>	Amount: <u>\$700,000</u>
<u>ELC review comments:</u> Reviewed self-insured letter dated July 14, 2009 and certificate of liability insurance. Reviewed Superintendent of schools letter to staff regarding emergency response cards. Reviewed COOP Plan for 2009-2010. Reviewed 2009-2010 emergency phone-tree for the PreK Department and Emergency Department Plan Checklist for the PreK Department. Agency Insurance Documents were all <i>reviewed and found to be in order and to meet required specifications.</i>		
H. CONFIDENTIAL INFORMATION AND SECURITY OBLIGATIONS		ELC REVIEW
1. Does the Agency have policies to safeguard client confidentiality?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2. Does the Agency have protocols to protect computer based documents and records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
3. Do only the appropriate staff members have access to computerized records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4. Does the Agency have a system for the maintenance of files?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<u>ELC review comments:</u> Reviewed SBBC policies:		
<ul style="list-style-type: none"> • # 5100.1 (Student Records: Confidentiality and Family Educational Rights). • # 5306 (School and District Technology Usage). • # 4016 (Personnel Records). • #1343 (Inspection and Examination of Public Records) • Broward County Public Schools Information Security Guidelines that state "... the following information security guidelines ... serve as a foundation for the protection of Broward County Public Schools data. Use of Broward County Public Schools equipment and/or networks constitutes acceptance of these policies." (Updated 10062009) 		
Agency Confidential Information and Security Obligations Corporate Documents were <i>all reviewed and found to be in order and to meet required specifications.</i>		
I. INCIDENT REPORTING		ELC REVIEW
Child Abuse Reports made to the authorities and Coalition.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Report knowledge of any abuse or alleged abuse or any serious injury or death by a child while in care to the Coalition.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<u>ELC review comments:</u> Reviewed SBBC PreK2 Department Abuse/Neglect/Abandonment Log for 2009-2010 located at Rock Island Professional Development Center. There were no reports of child abuse made during the contract year. Agency Incident Reporting		

Documents were all reviewed and found to be in order and to meet required specifications.

Fiscal Performance Specification Annual Review and Assessment Instrument 2009-2010

Contract: SBBC-FFS-10-ELC6 Florida First Start

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 program? Fund 101 Location Code 9779 established properly	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the Chart of Accounts have an unallowable cost code to properly identify unallowable costs?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
C. INVOICING	ELC REVIEW
1. Are invoices submitted on a timely basis? Yes	<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? N/A	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency maintain an Agency-wide budget by funding source and expenditure category? Yes	<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)? Systems Applications and Products (SAP) business solutions S/W is the fiscal system being utilized since 2007.	<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? Yes	

b. Do the attendance records and other required documentation flow through to the invoice correctly? Invoices did flow	
c. Is the invoice approved by authorized staff/management? Yes	
d. Does the invoice reflect third party payments? N/A	
e. Are procedures established and implemented to eliminate duplicate billing? Yes, through the accounting system	
6. Number of invoices randomly selected: Five (5) SR expenditures were reviewed for the months of October 2009 and April 2010	
7. Number of invoices meeting the above criteria: The five (5) met the criteria.	
<u>ELC review comments:</u>	
D. INDIRECT COSTS	ELC REVIEW
1. Review and document the Agency's Cost Allocation Methodology.	
2. Is the cost allocation methodology in writing and is it representative of the allocation used? Yes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
E. BANK	ELC REVIEW
1. Are bank statements reconciled monthly? Yes, bank statements are reconciled by the BCSB Treasury Department	<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? Yes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the immediate supervisor review the reconciliation? Yes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are adjustments properly documented and explained? Procedurally yes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Does the subrecipient receive advances?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6. If they received advances, are the funds in an interest bearing account?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
7. Select 3 random months and verify above transactions	
8. What three months were randomly selected?	
9. Number of months meeting above transactions:	
<u>ELC review comments:</u> The School Board of Broward County Controller was interviewed and the bank reconciliation process was discussed. It was established that effective custodial accountability policies and procedures are in place and bank statements were not obtained due to the low level of risk related to the contracts being cost reimbursable without advances, the minimal amounts of non-personnel line item expenses and the single audit provided by the sub-recipient.	
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? 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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Did the report contain a detailed explanation of variances from the approved budget?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
ELC review comments: Reviewed copies of expenditure report submission confirmations for July 2009 – June 2010. Agency Reports were reviewed and found to be in order and met required specifications. The on-going monthly process did not require detailed variance explanations.	
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 type="checkbox"/> Yes <input checked="" 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
H. STAFFING	ELC REVIEW
1. Does staff, including management, document their work hours through a time sheet or punch clock? No, Time sheets and punch clocks are not utilized. Personal leave time is tracked and documented. This acceptable process is documented appropriately.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2. Do names of personnel match positions listed in the budget?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
I. PAYROLL RECORDS	ELC REVIEW
1. Does staff, including management, document their work hours through a time sheet or punch clock?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
2. Are time records signed by both the employee and the supervisor? School Board has exception reports for leave which are signed and approved which is an acceptable process.	<input type="checkbox"/> Yes <input checked="" 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: Each PP only documents exceptions, i.e. vacations. Samples were provided and reviewed in detail.	<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 three (3) payroll records selected for review.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Number of said journals that included the above criteria: All three of the payroll records met the 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? Yes, all charges reviewed in the random selection process did match with the exception of those salaries that were estimates versus actual.	<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? All samples were salaried employees for an 80 hour per payroll cycle.	<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? Request review by Budget Specialist, order approved by Coordinator, requisition approve by Director, verification of receipt approved by Budget Specialist, A/P pays vendor.	<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 type="checkbox"/> Yes <input checked="" 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
<u>ELC review comments:</u>	

Program Performance Specification Annual Review and Assessment Instrument 2009-2010

Contract: SBBC-FFS-10-ELC6 Florida First Start

A. MAJOR PROGRAM GOALS
<p>ELC 6 2009-2010 Florida First Start:</p> <ol style="list-style-type: none"> 1. Increase the achievement of future educational success for all children, ages birth to five years residing in Broward County, in order that they become productive members of society; 2. Prepare children to be socially, emotionally, physically, cognitively and behaviorally ready to learn; and 3. Provide families with comprehensive early care and education services readily available to them in order to be stable and strong.
<p>Service Provider Directions: Please fill in shaded sections using “track changes” tool. Do not write in any other area.</p>
B. BRIEF PROVIDER SUMMARY OF ELC 6 SERVICES & HIGHLIGHTS
<ol style="list-style-type: none"> 1. Number of Families Served: <i>Florida First Start (FFS) served 240 low income eligible families, their infants, toddlers, and young children below the age of five.</i> 2. Curriculum Implementation: <i>Florida First Start (FFS) has adopted the Parents as Teachers (PAT) curriculum to work with parents in the program. The program delivers developmentally appropriate activities for parents to work at home with their children. The lessons are designed to encourage intellectual, language, physical, and social development.</i> 3. Screenings <ol style="list-style-type: none"> a. Developmental Screenings: <i>The FFS Parent Educators administer the Ages and Stages Questionnaires (ASQ) developmental screening tool to screen all students in the program.</i> b. Health Screenings: <i>Parent Educators and parents work together to complete an annual health screening questionnaire.</i> c. Hearing/Vision/Dental Screenings <i>The health screening questionnaire tool covers physical growth, dental, vision, and hearing concerns.</i> 4. Play Groups: <i>The FFS Program conducted 62 playgroups during the 2009-2010 fiscal year.</i>

- 5. **Family Needs Assessments:** *A total of 240 families completed a Family Needs Assessment.*
- 6. **Community Referrals/Supports:** *The FFS Social Workers are in constant communication with local agencies to provide additional resources and meet the needs of all FFS families.*
- 7. **Parent Meetings:** *A total of 8 parent meetings were held at the FFS Program site.*
- 8. **Special Events:** *A total of 4 special events took place at the FFS Program site.*
- 9. **Field trips:** *A total of 3 field trips took place off campus and 2 field trips took place on campus.*

C. CLIENTS TO BE SERVED

General Description	SBBC Reported Results Actual <u>Number</u> Served	ELC Review	As verified by
1. The estimated number of units of service to be provided by the Florida First Start program is <u>210</u> .	<u>Total 291</u> <u>240 Active Participants</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	Database Reports

D. SCHEDULE AND DESCRIPTION OF DELIVERABLES

1. Task List - General	ELC Review	As verified by
Did the Contractor partner with the <i>Resource and Referral and Family Education and Supports</i> (ELC 1) Service Provider to ensure recruitment of eligible children and families for the Florida First Start Program from the Unified Waiting List?	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	Referral and message logs for partnership with ELC 1

Service provider annual review: Please describe how you partnered with ELC 1 to recruit eligible children and families for FFS from the Unified Waiting List. *ELC 1 contacts the FFS office and provides staff with required information regarding families in need of our services.*

Documents to be ready for ELC on-site annual review: Evidence of communication with ELC 1 Service Provider to recruit families from the Unified Waiting List.

ELC review comments: Reviewed referral/message log detailing messages and referrals coming from Family Central’s R&R Department. Interviewed Social Worker. Interview with Social Worker revealed that families referred from ELC 1 Service Provider are contacted to determine eligibility and eligible families are referred to a Parent Educator to begin services if there are immediate openings.

All documents and data results reported were reviewed and validated.

E. PERFORMANCE SPECIFICATIONS

CORE COMPONENT OBJECTIVES (OUTCOMES AND OUTPUTS) – GENERAL

1. 90% of parents’/guardians’ eligibility	SBBC Reported Results	ELC Review	Action needed?
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determination and redetermination shall be determined accurately. (Coalition monitoring standard shall be 95%, but eligibility documentation must be corrected to 100% if errors are discovered at monitoring.)	Actual <u>Number</u> Served	<i>Results Validated?</i>	
	1.a. Number of families served: <u>Total expected families: 291*</u> <u>Active Participants: 240</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	70% 35/50 N= 50
	1.b. Number of families eligible: <u>240</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If <u>yes</u> see row below for details</i>
	1.c. Percent achieved: <u>82%/100%</u>	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met	

Contractor Responsibility: Recruit 210 income eligible families living within the boundaries of State Rd 84 to the south, 136 Ave. to the West, A1A to the East, McNab Rd to the North, as well as those who have a means of transportation to participate in the program and are referred from the Community Waiting List and/or Children’s Diagnostic and Treatment Center (CDTC), and Broward County’s Early Steps provider serving families with children under the age of three.

Service provider annual review: (1) Briefly describe any successes or challenges in verifying eligibility. (2) Please describe recruitment process. (1) *Parent Educators verify eligibility with recent proof of address and parent interviews.* (2) *Recruitment occurs through school referrals, churches, ELC 1 referrals, neighbors sharing information, and referrals from other Broward County agencies.*

Documents to be ready for ELC on-site annual review: (1) file review with copies of pay stubs, birth certificates and other eligibility documentation according to AWI rules and policy; (2) Recruitment materials; (3) List of families recruited.

ELC review comments: Reviewed fifty (50) randomly selected client files (21%) for documentation of eligibility for the 2009-2010 Contract year:

- Thirty five (35) parent/child files (70%) included the correct eligibility documentation; and
- Fifteen (15) parent/child files indicated that the families had appropriate eligibility documentation for FY 2008-2009 and participated in the Florida First Start program through June 2009 and did not return to the program during the 2009-2010 contract year.

**NOTE: ELC Staff requested a list of all participants in Florida First Start program in 2009-2010 for the file review selection process. A list of 291 was received and 50 files (17%) were randomly selected by ELC staff for review. However, during the file review it was realized that 15 of the clients selected (30%) did not return to the FFS program in 2009-2010. Therefore, only 35 of the 50 files were reviewed. An audit of the 291 reported participants determined that only 240 families actively participated in the Florida First Start program.*

Adjustment Required: *In order to meet the intent of this objective the Service Provider shall recognize and track only those families that actually participate in Florida First Start program services during the contract year as participating families/children in FFS activities. By August 31st of the program year, families served in the prior contract period who do not return are to be terminated and not counted during the contract period as participating families; if these families return to the program after August 31st and if they meet continued annual eligibility determination requirements, they shall be considered as returning families and counted accordingly. To ensure this*

objective is met, the Service Provider shall submit to the Coalition by January 17, 2011, a list of all families returning to the Florida First Start program in the first quarter of 2010-2011, including the number, date, and type of activities each family is participating in.

Service Provider plan to meet compliance (HOW) Explain: *To ensure this objective is met, a list of all families who returned to the Florida First Start Program in the first quarter of 2010-2011, including the number, date, and type of activities each family is participating in will be submitted to the Coalition by January 17, 2011.*

	SBBC Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
<p>2. 90% of families shall report satisfaction with services, including cultural competency/sensitivity, customer-friendliness, and usefulness of services provided, efficiency of service, and convenience of hours and location as evidenced by family surveys.</p>	2.a. Number of families served: <u>Total 291, 240 Active Participants</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>
	2.b. Number of surveys distributed: <u>211</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	2.c. Number of surveys returned: <u>193</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Of surveys returned, number of families reporting satisfaction with:		
	o Cultural competency/sensitivity: <u>191-99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Customer-friendliness: <u>192-99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Usefulness of services provided: <u>192-99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Efficiency of service: <u>192-99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Convenience of hours and location: <u>192-99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Overall Satisfaction with services: <u>192-99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	1.d. Percent achieved: <u>99%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service provider annual review: (1) Briefly describe any successes or challenges in delivering this survey.

The surveys were delivered by Parent Educators and returned in a timely manner.

Documents to be ready for ELC on-site annual review: (1) Blank survey; (2) completed satisfaction surveys; and (3) summary of results.

ELC review comments: Reviewed summary report of parent survey responses and 193 completed surveys (92% of the 211 surveys distributed), for documentation of customer satisfaction with Florida First Start services, including cultural competency/sensitivity, customer-friendliness, and usefulness of services provided, efficiency of service, and convenience of hours and location. Reviewed recruitment material and program roster. *All documents and data results reported were reviewed and validated.*

<i>Contractor's Responsibility:</i> Provide playgroup activities twice weekly for at least thirty (30) weeks for parents and child(ren) enrolled in Florida First Start to align with the School Board's Calendar.	SBBC Reported Results	ELC Review	As verified by
	Actual <u>Number Served</u>	Results validated?	Attendance sheets
	Number of playgroups held: <u>62</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Average number of families/ participants attending playgroup: <u>5 families /17participants</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Service provider annual review: Briefly describe any successes and/or challenges you may have experienced in providing these activities.

Documents to be ready for ELC on-site annual review: Documentation of playgroups (participant sign in sheets, reminders, agendas); School Board calendar for 2009-2010.

ELC review comments: Reviewed group meeting attendance sheets and ELC 6 FFS binder with records of each meeting with dates and confirmed attendance. **Forty-seven (47) different families (20%)** attended play group activities; with an average of five (5) families and seven (7) children attending each playgroup activity. *All documents and data results reported were reviewed and validated.*

ELC Recommendation: *In order to improve data reporting for this outcome, ELC recommends revising sign-in sheets to identify family name and number of adults and children attending each playgroup per family.*

Service Provider response (if desired): *Florida First Start Staff will follow this recommendation and revise sign-in sheets to identify names of all individuals in attendance.*

<i>Contractor's Responsibility:</i> Hold eight (8) parent meetings for families involved in Florida First Start.	SBBC Reported Results	ELC Review	As verified by
	Actual <u>Number Served</u>	Results validated?	Attendance sheets
	Number of parent meetings held: <u>8</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Average number of families attending parent meetings: <u>10 families at each meeting</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Service provider annual review: Briefly describe any successes and/or challenges you may have experienced in providing these services.

Documents to be ready for ELC on-site annual review: Documentation for all eight parent meetings (participant sign in sheets, reminders, agendas, etc.).

ELC review comments: Reviewed group meeting attendance sheets for the following meetings:

1. 10/26/09 – WIC - Nutrition (9 parents attended)
2. 11/30/09 – Domestic Violence (7 parents attended)
3. 1/25/10 – Asthma Improvement (5 parents attended)
4. 2/22/10 – Money Talks (5 parents attended)
5. 3/18/10 – HeadStart Applications (26 parents attended)
6. 3/22/10 – Women’s Services (8 parents attended)
7. 4/21/10 – How the Environment Affects Behavior (10 parents attended)
8. 5/10/10 – Water Safety (6 parents attended)

Fifty-eight (58) different families (24%) attended parent meetings; with an average of 10 families attending each parent meeting. *All documents and data results reported were reviewed and validated.*

	SBBC Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	As verified by
Contractor’s Responsibility: Hold three (3) Special Events for families involved in Florida First Start.	Number of Special Events held: <u>3</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Attendance sheets
	Please list each Special Event: <u>Fall Festival, Holiday Celebration, Transition Day</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Number of families/participants for each Special Event: <u>Fall Festival-15 parents and 19 children, Holiday Celebration-20 parents and 32 children, Transition Day-25 adults and 31 children</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

Service provider annual review: Describe purpose of each Special Event. Why did you host them? How do you identify events that interest parents? *Each special event is conducted to meet the needs of the FFS families. The events utilize resources from FFS facility as well as FFS staff. The interests are linked to feedback from the families.*

Documents to be ready for ELC on-site annual review: Documentation for each Special Event (sign in sheets, advertisements/flyers, agenda, etc.).

ELC review comments: Reviewed sign in sheets for each Special Event held with confirmed attendance. **Total of 60 parents; thirty-five (35) different families (15%)** attended the special events with an average of 20 families attended each event. *All documents and data results reported were reviewed and validated.*

ELC Recommendation: *In order to improve data reporting for this outcome, ELC recommends revising sign-in sheets to identify family name and number of adults and children attending each event per family.*

Service Provider response (if desired): *Florida First Start Staff will follow this recommendation and revise sign-in sheets to identify names of all individuals in attendance.*

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	As verified by
Contractor's Responsibility: Provide at least three (3) opportunities for Field Trips for families involved in Florida First Start.	Number of Field Trips held: <u>5</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Attendance sheets
	Please list each Field Trip: <u>Sesame Street, My Gym, Tradewinds Park. In House Field Trips-Science Eye and Nanny Gingerbread.</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Number of families/participants for each Field Trip: <u>Sesame Street-16 adults and 16 children, My Gym-17 adults and 22 children, Tradewinds Park-24 adults and 31 children. Science Eye- 11 adults and 15 children. Nanny Gingerbread- 5 adults and 8 children.</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Number of families/participants for all Field Trips combined: <u>57 families and 69 children</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

Service provider annual review: Briefly describe purpose of each field trip. Why did you schedule each one? How do you identify field trips that would interest parents? *Through discussions with parents and staff, field trips are selected and organized. Each field trip reinforces the necessity of parents to become actively involved in their child(ren)'s learning and experiences through participation, communication, and interaction.*

Documents to be ready for ELC on-site annual review: Advertisements of field trip, sign-in sheets, additional proof of field trip (photos/scrapbooks/personal experiences).

ELC review comments: Reviewed sign in sheets for each field trip with confirmed attendance of parent's signature. Seventy -three (73) parents and 69 children attended events; these participants represented **57 different families (24%)** participated in the field trips, with an average of 11 families participating in each event. *All documents and data results reported were reviewed and validated.*

ELC Recommendation: *In order to improve data reporting for this outcome, ELC recommends revising sign-in sheets to identify family*

name and number of adults and children attending each field trip per family.

Service Provider response (if desired): Florida First Start Staff will follow this recommendation and revise sign-in sheets to identify names of all individuals in attendance.

3. 100% of the Florida First Start families shall receive home visitations where the Parents as Teachers (PAT) curriculum shall be introduced and utilized at the appropriate level selected from the following choices: <i>Born to Learn</i> ages birth to three years, and <i>Born to Learn</i> ages three to Kindergarten, as evidenced by family surveys and terms and conditions of the enrollment form.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?	
	3.a. Number of families served: <u>240</u> Active Participants	<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>	100% 35/35 N=35
	3.b. Number of families receiving home visit: <u>240</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	3.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		

Service provider annual review: Briefly describe any successes or challenges in delivering this survey. *The survey distribution was successful with 100% participation.*

Documents to be ready for ELC on-site annual review: (1) ELC selected sample of clients' files including case notes from paraprofessionals; (2) Terms and Conditions Enrollment forms; (3) Database documentation.

ELC review comments: Reviewed summary data report identifying PAT lesson type and dates provided. *All documents and data results reported were reviewed and validated.*

Reviewed 35 randomly selected client files (15%), for documentation that parents received home visits where the Parents As Teachers (PAT) curriculum was introduced and utilized at the appropriate level selected from the following choices: *Born to Learn* ages birth to three years, and *Born to Learn* ages three to Kindergarten.

- Thirty five (35) parent/child files (100%) received PAT lessons at the appropriate levels using the prenatal to three years or the three years to Kindergarten entry *Born to Learn* curriculum. Each file included a *Born To Learn* enrollment record. Home visit records were maintained, including lesson plan notes and home visit dates for each visit were noted.

4. 100% of the Florida First Start staff involved in delivery of the PAT program shall obtain proficiency in the delivery of PAT through training as evidenced by PAT certificates and evaluations of supervisors.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?	
	4.a. Number of Florida First Staff who deliver PAT: <u>8</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>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	4.b. Number of said staff obtaining proficiency in delivery of PAT: <u>8</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		

Contractor Responsibility: Provide training and technical assistance for all Florida First Start staff involved in delivery of the PAT program at the appropriate level of intensity.

Service provider annual review: (1) Briefly describe any successes or challenges in delivering this survey. (2) Briefly describe training provided for FFS involved in delivery of PAT program (who/when/where). *Survey delivery was successful. Parent Educators reviewed the surveys and the process of delivery with the social workers. FFS staff participated in PAT 3-K Training in May.*

Documents to be ready for ELC on-site annual review: All PAT certificates for each FFS staff delivering PAT and evaluations of supervisors.

ELC review comments: Reviewed PAT Certificates for all eight (8) staff; six (6) Parent Educators and two (2) Social Workers and staff evaluations in personnel files. *All documents and data results reported were reviewed and validated.*

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
5. 80% of the Florida First Start families shall participate in all Family Needs Assessment, health and developmental screening, and PAT lessons, as measured by the home visitation records.	5.a. Number of Florida First Start families: 291total, <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 35/35 N=35 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	5.b. Number of FFS families participating in all Family Need Assessments: <u>240</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.c. Percent achieved for FNA: <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.d. Number of FFS families participating in health screening: <u>240</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.e. Percent achieved for HS: <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.f. Number of FFS families participating in developmental screening <u>240</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.g. Percent achieved for DS: <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.h. Number of FFS families participating in all PAT lessons: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.i. Percent achieved for PAT lessons: <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.j. Total percent achieved: <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.

All families participated in the Family Needs Assessment for 2009-2010.

Documents to be ready for ELC on-site annual review: ELC selected sample of clients: identify participation in (1) Family Needs Assessments; (2) Health Screening log; (3) Developmental screening report; (4) PAT lesson log.

ELC review comments: Reviewed ELC 6 FFS database records and 35 client files (15%) for documentation of participation in Family Needs Assessment, health and developmental screening and PAT lessons. *All documents and data results reported were reviewed and validated.*

- Thirty-five (35) parent/child files (100%) indicated all families received Family Needs Assessment, health and developmental screening, and PAT lessons.

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
6. 80% of parents/caregivers who have been introduced to the PAT curriculum shall demonstrate at least two (2) ways they use this material to teach their child(ren), as evidenced by families' survey.	6.a. Number of parents/caregivers introduced to PAT: <u>240 active</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 participants demonstrating two ways they use the material: <u>193</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	6.c. Percent achieved: <u>80%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Contractor Responsibility: Measure families progress as evidenced by the completion of follow up activity on the Personal Visit Record form.

Contractor Responsibility: Complete a report that analyzes the results compiled from the results of the "Parent Evaluation of Parents as Teachers Program" survey, identifying trends, barriers, and including recommendations for change.

Service provider annual review: (1) Briefly describe any successes or challenges in delivering this service. (2) Briefly describe process by which you measure families' progress. What standards do you use to determine if a family has made progress? (3) Please attach copy of the above mentioned report. *Active families have demonstrated at least two ways they will use material. The Parent Educators observe parents growth to identify areas of strength and need. Reports are available on site as requested during monitoring.*

Documents to be ready for ELC on-site annual review: (1) All families completed surveys; (2) ELC selected clients for sample of families' Personal Visit Record form; (3) A summary report that includes an analysis of families' progress. This summary report reflects areas of success and areas of difficulty for families and recommendations on future steps to ensure families' progress, etc.

ELC review comments: Reviewed customer survey summary report for evidence that parents/caregivers introduced to the PAT curriculum demonstrated at least two (2) ways they used the material to teach their child(ren). Survey results indicated 193 families (80%) demonstrated at least two ways they used the PAT curriculum material to teach their children. *All documents and data results reported were reviewed and validated.*

Note: Two hundred and eleven (211) parents (88%) received a survey to indicate they could demonstrate at least two (2) ways they use the

PAT material to teach their child(ren).

ELC Recommendation: *In order to ensure best practice to ensure paraprofessionals are knowledgeable as to which families can use PAT materials to teach their children, ELC recommends ELC 6 maintain completed family surveys in client files.*

Service Provider response (if desired): *Florida First Start Staff will follow the recommendation and maintain completed surveys in each family file.*

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
7. 100% of Florida First Start parents shall be offered a developmental screen for their child.	7.a. Number of FFS parents served: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 35/35 N=35
	7.b. Number of FFS parents offered a developmental screen for their child: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	7.c. Percent achieved: <u>100%</u>	<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>

Contractor Responsibilities: Initiate developmental screening and follow-up protocols.

Service provider annual review: (1) Briefly describe any successes or challenges in delivering this service. (2) Briefly describe any success or challenges in initiating developmental screening and follow-up protocols.

All Florida First Start families are offered a developmental screening.

Documents to be ready for ELC on-site annual review: (1) Terms & Conditions (2) ELC selected sample of client files that include signed T&C; (3) Policies and procedures for developmental screening and follow-up.

ELC review comments: Reviewed ELC 6 Terms and Conditions for enrollment form, Developmental Screening Policy and Procedure and FFS Guidelines for using the ASQ to assess each child’s development. Also reviewed summary developmental screening database records for documentation that FFS parents were offered a developmental screen for their child. ***All documents and data results reported were reviewed and validated.***

Reviewed 35 parent/child files (15%) for documentation that Florida First Start parents were offered a developmental screen for their child.

- Thirty five (35) parent/child files (100%) contained signed Terms and Conditions forms which indicated the offering of developmental screening; and **one (1) child was already receiving services** in the ESE PEPPER program.

8. 85% of Florida First Start parents, whose children have not received a developmental screen	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?

elsewhere, shall provide informed consent to the developmental screening process for their child(ren).	8.a. Number of <u>total</u> Florida First Start parents: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 34/34 N=34
	8.b. Number of Florida First Start parents whose children have <u>not</u> received a developmental screen elsewhere: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	8.c. Number of said FFS parents who provided informed consent to the developmental screening process for their children: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	8.d. 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. <i>All families were offered and provided consent for a developmental screening.</i>			
Documents to be ready for ELC on-site annual review: (1) Review Terms & Conditions from ELC selected sample of client files.			
ELC review comments: Reviewed ELC 6 summary developmental screening database records for documentation that FFS parents whose children had not received a developmental screen elsewhere, provided informed consent to the developmental screening process for their child(ren). <i>All documents and data results reported were reviewed and validated.</i> Reviewed 34 active parent/child files whose children had not received a developmental screen elsewhere , for documentation that parents gave consent to the developmental screening process for their child: <ul style="list-style-type: none"> Thirty-four (34) child files (100%) included a Terms and Conditions form which was signed by each parent, whose child had not received a developmental screen elsewhere, giving consent for developmental screenings to be performed for their child. 			
9. 75% of children enrolled in the Florida First Start program whose parents provide consent to the developmental screening process shall receive a developmental screen within 45 days of enrollment and as appropriate following the guidelines of the developmental screening tool.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	9.a. Number of children enrolled in FFS whose parents provided consent who were eligible to receive a developmental screen within 45 days: <u>138</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	97% 34/35 N=35
	9.b. Number of children who received a developmental screen within 45 days of enrollment: <u>124</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</i>

	9.c. Percent Achieved: <u>90%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>below for details.</i>
Contractor Responsibility: Prepare a summary report of the children in the program detailing how many of the children required screening, were screened within 45 days of enrollment, the number/type of screens conducted, and the number of the children needing follow-up and/or further evaluation/intervention; back-up to the summary report shall be available.			
Service provider annual review: (1) Briefly describe any successes or challenges in delivering this service. (2) Please attach copy of the report mentioned in the contractor responsibilities <i>Summary Report demonstrates the screening data and are available for monitoring. Families provide consent and receive screenings from parent educators within 45 days. Parent Educators are trained to effectively communicate with parents regarding concerns and results of screening.</i>			
Documents to be ready for ELC on-site annual review: For ELC selected sample of clients: (1) Developmental Screening documentation to show screenings provided in 45 days of enrollment; (2) Database documentation, (4) ASQ screening tools.			
ELC review comments: Reviewed ELC 6 summary developmental screening database records for documentation that children enrolled in the FFS program whose parents provided consent to the developmental screening process received a developmental screen within 45 days of enrollment and as appropriate following the guidelines of the developmental screening tool. All documents and data results reported were reviewed and validated.			
Reviewed 35 child files for documentation that parents consented to a developmental screening process for their child, received a developmental screen within 45 days of enrollment and as appropriate following the guidelines of the developmental screening tool:			
<ul style="list-style-type: none"> • Nine (9) child files indicated 26% of the children were new to the program and eligible to receive a developmental screen and were screened within 45 days of enrollment using either the Milestone (for children birth to 4 months) or Ages and Stages Questionnaire (ASQ) screening tools; • Twenty-five (25) child files (71%) indicated multi-year participants eligible to receive a developmental screen and received a developmental screen according to the guidelines of the developmental screening tool; and • One (1) child file (3%) indicated a multi-year participant remained in the program terminated from the program two months before screening was due and did not receive a screen during the contract year. 			
10. 85% of children enrolled in the Florida First Start program, who need further screening shall receive intervention within two (2) months and further screening at the next age-appropriate interval according to the screening tool guidelines.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review <i>Results Validated?</i>	Action needed?
	10.a. Number of children enrolled who need further screening: <u>48</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 7/7 N=7
	10.b. Number of said children who received intervention within two months and further screening at next age-appropriate interval: <u>48</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>
	10.c. Percent achieved: <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. *All children needing further screening received intervention within two months. Parent Educators are trained to follow up with the family regarding specific concerns and ensure all areas of concern are addressed with frequent follow up.*

Documents to be ready for ELC on-site annual review: For ELC selected sample of clients: ELC will review database and back-up documentation of screenings provided for those who needed further screening and those who received it within two months.

ELC review comments: Reviewed ELC 6 developmental screening database summary report for documentation that children who needed further screening received follow-up intervention within two (2) months and further screening at the next age-appropriate interval according to the screening tool guidelines. *All documents and data results reported were reviewed and validated.*

Reviewed 34 child files:

- Twenty-seven (27) child files (79%) indicated children did not need to receive intervention within two (2) months or further screening at the next age-appropriate interval; and
- **Seven (7) child files (21%) indicated children needed further screening; 100% of the children that needed further screening received a rescreen and further screening** at the next age appropriate interval; one (1) child was referred for speech and hearing services from SBBC in 2008-2009 and was receiving such services in 2009-2010.

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
11. 75% of children enrolled in the Florida First Start program who require a Level III assessment and whose parent(s) consent to this assessment, shall be linked to assessment services within two (2) months.	11.a. Number of children enrolled who require a Level III assessment and whose parents consent: <u>32</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	83% 5/6 N=6 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	11.b. Number of said children linked to assessment services within two months: <u>28</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	11.c. Percent Achieved: <u>88%</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. *Children are referred and appointments are set up based on the earliest availability of early intervention staff and availability of the family.*

Documents to be ready for ELC on-site annual review: For ELC selected sample of clients: ELC will review database and back-up documentation of Level III assessments.

ELC review comments: Reviewed ELC 6 Developmental Screening database summary report for documentation of children who required a Level III assessment, whose parents consented to the assessment, and were linked to assessment services within two (2) months. *All documents and data results reported were reviewed and validated.*

Reviewed six (6) child files and back-up documentation of Level III assessment linkages:

- Six (6) children required and were referred to FDLRS for Level III screening:

- **Five (5) children (83%) were successfully linked to FDLRS** and received a Level III assessment within two (2) months; two (2) of these children were found to not require additional intervention; and
- One (1) child (17%) was referred to FDLRS and the child's parent found it difficult to follow-through on obtaining additional services for the child; an action plan for intervention activities was developed with the family by Florida First Start staff.

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
12. 75% of Florida First Start parents who consent to a developmental screen and whose children score below expected levels on a developmental screen shall actively participate in the discussion of the screening results and shall identify two ways in which they shall use the information shared in the discussion to further their child's early learning.	12.a. Number of children who score below expected levels: <u>37</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 7/7
	12.b. Number of parents who participated in the discussion of the screening results and were able to identify two ways: <u>37</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	N=7 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	12.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. <i>All parents of children scoring below expected levels actively participated in the discussion of the screening results.</i>			
Documents to be ready for ELC on-site annual review: For ELC selected sample of clients: (1) Database documentation and back-up documentation supporting outcome. (2) ASQ cover sheet for each child's developmental screen.			
ELC review comments: Reviewed ELC 6 database records for documentation that parents who consented to a developmental screen and whose children scored below expected levels on a developmental screen actively participated in the discussion of the screening results and identified two ways in which they would use the information shared in the discussion to further their child's early learning. <i>All documents and data results reported were reviewed and validated.</i> Reviewed seven (7) child files: <ul style="list-style-type: none"> • Seven (7) children scored below expected levels on the developmental screen • Seven (7) children's parents (100 %) actively participated in the discussion of screening results and identified two ways they used the information shared in the discussion to further their child's early learning. 			
13. 100% of Florida First Start parents shall be offered the opportunity to participate in a Family Needs Assessment.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	13.a. Number of FFS parents: <u>240</u> <u>active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100%

	13.b. Number of FFS parents offered FNA: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	35/35 N=35
	13.c. Percent Achieved: <u>100%</u>	<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 Responsibility: Prepare a linkage report analyzing trends regarding the impact of social services on the families enrolled in the Florida First Start program.

Service provider annual review: (1) Briefly describe any successes or challenges in delivering this service; (2) Provide copy of the linkage report. *All families were offered a Family Needs Assessment. Parent Educators and Social Workers meet weekly to discuss family concerns and resources available to assist families in need.*

Documents to be ready for ELC on-site annual review: (1) Terms & Conditions. (2) ELC selected sample of clients' files.

ELC review comments: Reviewed Terms and Conditions form; Reviewed ELC 6 database record for documentation that parents were offered the opportunity to participate in a Family Needs Assessment. *All documents and data results reported were reviewed and validated.*

Reviewed 35 parent/child files:

- Thirty five (35) parent files (100%) included a signed Terms and Condition form indicating a Family Needs Assessment was offered.

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
14. 50% of Florida First Start families shall participate in a Family Needs Assessment.	14.a. Number of FFS families served: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 35/35 N=35
	14.b. Number of FFS participating in FNA: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	14.c. Percent Achieved: <u>100%</u>	<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: Briefly describe any successes or challenges in delivering this service. *All families participated in a Family Needs Assessment. Parent Educators and Social Workers are trained to provide assessments and share results with all families.*

Documents to be ready for ELC on-site annual review: For ELC selected sample of clients – view Family Needs Assessment documentation (database maintains dates and needs assessment information).

ELC review comments: Reviewed ELC 6 Family Needs Assessment; Reviewed Family Needs Assessment Summary database report for documentation that families participated in a Family Needs Assessment. *All documents and data results reported were reviewed and*

validated.

Reviewed 35 client files:

- Thirty five (35) parent files (100%) included a completed Family Needs Assessment form.

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
15. 75% of Florida First Start families with unmet needs identified in the Family Needs Assessment shall be successfully linked to, or provided, one or more services and supports.	15.a. Number of FFS families with unmet needs: <u>197</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 35/35 N=35
	15.b. Number of said families successfully linked to, or provided, one or more services and supports: <u>197</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	15.c. Percent achieved: <u>100%</u>	<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: Briefly describe any successes or challenges in delivering this service. *FFS Parent Educators administered the Family Needs Assessment during the time of registration. Parent Educators receive information from the Social Workers regarding community resources and support for identified areas of need. The linkages are effectively provided and successfully implemented.*

Documents to be ready for ELC on-site annual review: For ELC selected sample of clients - Database documentation recording linkage information and dates recorded.

ELC review comments: Reviewed ELC 6 Family Needs Assessment Summary database report for documentation that families with unmet needs identified in a Family Needs Assessment were successfully linked to, or provided, one or more services or supports. **All documents and data results reported were reviewed and validated.**

Reviewed 35 parent/child files:

- Thirty five (35) families (100%) identified needs in the Family Needs Assessment; and
- Thirty five (35) families (**100%**) were successfully linked to the agencies or supports that met one or more of their needs as evidenced by case file notes.

	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
16. 80% of Florida First Start families, who receive services during the Contract year, shall show an increased score on the pre and post test administered upon entrance into the program and prior to the completion of each program.	16.a. Number of FFS families pre-tested: <u>240</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	80% 28/35 N=35
	16.b. Number of FFS families post-tested: <u>191</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	16.c. Number of FFS families with an increased score: <u>184</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes see row below for details.</i>
	16.d. Percent achieved: <u>96%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service provider annual review: (1) Briefly describe any successes or challenges in delivering this service. (2) Describe pre and post testing protocol (who/when/how/where/etc) <i>FFS Parent Educators administer the pre-assessment during the registration period. The post-assessment is administered prior to completion of each program.</i>			
Documents to be ready for ELC on-site annual review: (1) Blank Pre- and post test; (2) Pre and post-tests for ELC selected FFS families; (3) Database documentation summary.			
<p>ELC review comments: Reviewed ELC 6 Parent Knowledge Assessment Summary database report for documentation that FFS families who received services during the Contract year, showed an increase score on the pre and post test administered upon entrance and completion of the program. One hundred and ninety-one (191) families (80%)* receiving services during the contract year, completed a pre and post-test assessment. Ninety-six percent (96%) of these families increased their score on the pre and post test administered upon entrance into the program and prior to the completion of the program. <i>All documents and data results were reviewed and validated.</i></p> <p>Reviewed 35 parent/child files for Parent Knowledge Assessments forms:</p> <ul style="list-style-type: none"> • Twenty-eight (28) parents (80%) completed a pre/post Parent Knowledge Assessment and showed increased scores; • Three (3) parents (8%) did not receive a post test because they had only received 1-3 PAT lessons; • Four (4) parents (12%) left the program after being enrolled five (5) or more months and did not receive a post test. <p><i>*Note: Previous year protocol included the administration of the post assessment at least 3 months after receiving services in order to obtain result from the majority of those provided services during the contract year. It appears that this procedure was not followed in FY2009-2010.</i></p>			
<i>Adjustment Required:</i> <i>In order to ensure the intent of this objective continues to be achieved, the ELC 6 Service Provider shall submit a copy of the protocol to the Coalition by January 17, 2011, that ensures families participating in the Florida First Start program receive a pre test upon enrollment and after receiving services for at least six (6) months, receive a post test.</i>			
Service Provider plan to meet compliance (HOW) Explain: <i>Florida First Start Staff will provide the Coalition a copy of the protocol that ensures families participating in the Florida First Start Program receive a pre test upon enrollment and a post test after receiving services for at least six (6) months by January 17, 2011, and update the Coalition on the numbers of post tests given to families exiting the program.</i>			
17. 100% of Florida First Start families shall be proactively informed of complaint procedures, leading to formal, established grievance procedures.	SBBC Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
	17.a. Number of FFS families served: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100%

	17.b. Number of FFS families proactively informed of complaint procedures: <u>240 active</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	35/35 N=35 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	17.c. Percent achieved: <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. <i>All families are proactively informed of complaint procedures during registration into the program. This is an effective practice as all families receive consistent information from the beginning.</i>			
Documents to be ready for ELC on-site annual review: (1) Terms & Conditions forms for selected ELC sample of clients' files. (2) Other Documentation used to inform clients of complaint procedures, leading to formal, established grievance procedures.			
ELC review comments: Reviewed signed Terms and Conditions Forms. Reviewed 35 client files for evidence that families were proactively informed of complaint procedures, leading to formal, established grievance procedures. <ul style="list-style-type: none"> Thirty five (35) parent/child participant files (100%) included a signed Terms and Conditions form informing parents of complaint procedures. 			
18. 100% of customer 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 contract specific call log with follow-up documentation.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	18.a. Percent of telephone calls answered by fourth ring: <u>100%</u>	<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>
	18.b. Percent of customer phone calls placed on hold holding for no more than 2 minutes: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
	18.c. Percent of 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. <i>All phone calls are answered in a timely manner. Clerical staff are trained to answer calls efficiently and successfully communicate with the public.</i>			
Documents to be ready for ELC on-site annual review: (1) Provider call log. (2) ELC staff will conduct Secret Shopper Calls.			
ELC review comments: Reviewed ELC 6 Service Provider's call log (phone message book). <i>All documents and data results reported were reviewed and validated.</i> Telephone calls made to ELC 6 Service Provider by Coalition staff occurred many times during the fiscal year where the call was answered			

<p>within one or two rings and requests for call-back were received within 48 business hours.</p> <ul style="list-style-type: none"> Conducted secret shopper phone call on 10/27/10; Call made at 10:00 AM, left message for Social Worker to call back; call back received same day, 10/27/10. Observed staff during on-site visit on 10/18 and 10/19 answering phone calls by 4th ring. 		
<p>19. 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, as mutually agreed.</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 <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 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.</p>		
<p>ELC review comments: Reviewed Coalition’s ELC 6 Contract Obligation Checklist to confirm reports were delivered by contractual commitment dates. Reviewed emails for report arrival dates.</p> <p>ELC 6 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 and 100% of reports were provided in a timely manner.</p> <ul style="list-style-type: none"> Sixteen (16) reports were due to the Coalition and 100% of the required monthly, quarterly, annual, and ad hoc data and reports were submitted complete and on time in accordance with state and local standards and requirements: <ul style="list-style-type: none"> Twelve (12) monthly Key Data Indicator reports, Three (3) quarterly ELC reports; and One (1) annual report. 		
<p>20. 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.</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 <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 invoices submitted for timely submission.</p>		
<p>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.</p>		

<p>21. 100% participation in monthly Early Care and Education system coordination team meetings shall occur by a representative of the Contractor for all services and shall be actively and successfully coordinated with system partners and with the Coalition.</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 <u>yes</u> see row below for details.</i></p>	
<p>Contractor Responsibility: 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 SBBC 6 participated in 2009-2010. <i>SBBC ELC 3 participated in the following committees during the 2009-2010 school year: ELC Systems Committee, VPK conference committee, Positive Behavior Supports Implementation, Transition Sub-Committee, Special Needs Advisory Committee, School Readiness Leadership Committee, Broward Training Collaborative Committee, Positive Behavior Supports Leadership Team, Technical Assistance and Training System (TATS) Regional Steering Committee</i></p>			
<p>Documents to be ready for ELC on-site annual review: ELC will review monthly sign-in sheets for attendance at system coordination team meetings along with agendas and any other meeting attendance documentation.</p>			
<p>ELC review comments: Reviewed contract obligation log and system coordination team meeting attendance records. The ELC 6 Service Provider attended all monthly system coordinator team meetings and/or had a representative in attendance; eleven (11) meetings (100%) were attended by ELC 6 staff.</p>			
<p>22. 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.</p>	<p>SBBC Reported Results Actual <u>Number</u> Served</p>	<p>ELC Review <i>Results Validated?</i></p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i></p>
	<p>22.a. Number of complaints received: <u>0</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
	<p>22.b. Number of complaints reported to FLDCF: <u>0</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>22.c. Percent achieved: <u>100%</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>		
<p>Service provider annual review: Comment if needed.</p>			
<p>Documents to be ready for ELC on-site annual review: Child Abuse Complaint Log.</p>			
<p>ELC review comments: Reviewed 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. No complaints or observations concerning potential child abuse, neglect, or abandonment were received during the fiscal year. <i>All documents and data results reported were reviewed and validated.</i></p>			

<p>23. 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 C), Chapter 411, Chapter 402, and Chapter 1002, Florida Statutes.</p>	<p>ELC Review</p>	<p>Action needed?</p>
<p>Service provider annual review: Briefly describe the process by which confidentiality is ensured and any successes/challenges with achieving the outcome. <i>The database is password protected and student files are located in a file cabinet in the locked administrative office.</i></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>Documents to be ready for ELC on-site annual review: (1) Review copy of SBBC policies and procedures; (2) Obtain copy of Confidentiality Policy.</p>		
<p>ELC review comments: Reviewed Broward County School Board Policy # 5100.1 (Student Records: Confidentiality and Family Education Rights) referencing the protection of confidential documents by Florida Statute 1002.22 and ensures the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure. Policies are sufficient. <i>All documents were reviewed and validated.</i></p>		
<p>24. 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>Service provider annual review: Comment if needed.</p>	<p><input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes see row below for details.</i></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>ELC review comments: Reviewed contract budget and amendments in comparison to the actual expenditures for fiscal year 2009-2010. The contract ended with an 11% surplus (\$56,410) for the fiscal year.</p>		
<p>Corrective Action: <i>In order to meet the intent of this objective for the FY 2010-2011, the ELC 6 Service Provider shall submit to the Coalition by January 17, 2011, an action plan including timeline for budget management activities that will ensure forecasts, trend analyses and budget management will 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.</i></p>		
<p>Service Provider plan to meet compliance (HOW) Explain: <i>An action plan will be submitted to the Coalition by January 11, 2010, including budget management activities for the FY 2010-2011.</i></p>		