

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

Monitoring Report
Contract: FORUM-WAGES-10-ELC7 Child Care WAGES®
Children's Forum, Inc.

Contract Annual Review

Monitors for Early Learning Coalition (ELC)

K. Lee Tirpak, Chief Program Officer
Andrea Braynon, Chief Financial Officer

Children's Forum, Inc. Representatives

Kate Nielsen-Nuñez, Contract Manager
Qiana Carter, WAGES Coordinator
Erica Williams, WAGES Counselor
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Phyllis Kalifeh, Chief Executive Officer
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The monitoring process reflected in this report began on June 2, 2010, the last month of the third year of implementing the revised Early Learning Coalition of Broward County's Early Care and Education System, and was completed on February 17, 2011. The Coalition monitors completed a comprehensive monitoring review, which included an administrative review of the agency's policies and procedures, a fiscal review of the accounting records and supporting documentation, and a review of the programmatic services review as reflected in the performance objectives of the **Child Care WAGES®** services in contract **FORUM-WAGES-10-ELC7**. **This report includes monitoring results of this contract.**

In addition to examining documentation related to performance objectives, the Coalition monitor interviewed the Child Care WAGES® Counselor and Manager, and observed on-site activities including several phone calls to assess service delivery from the customer's point of view.

Prior to the monitoring visits, the Coalition staff identified all school readiness children and the corresponding providers who serve these children contained in the EFS data base for the period July 1, 2009 – June 30, 2010. The EFS data was used to randomly select 142 VPK

children files, 103 VPK provider files, 142 files representing children receiving financial assistance from school readiness funds and the 109 early care and education provider files where these children received early learning opportunities. Of the 142 clients in receipt of school readiness funds, 115 children (81%) were between the ages of birth to five and attended 91 of the selected providers (83%), and 27 children (19%) were school-age and attended 25 of the selected providers, with seven (7) of the early care and education providers serving school-age children also served children birth to school-age children; these children and their corresponding providers were tracked through the Coalition's early care and education system; **64 of the early care and education providers these children attended and the 80 teachers/directors who participated were tracked through the Child Care WAGES[®] component of the Coalition's early care and education system and the were chosen for review in this monitoring.**

Administrative Review Summary:

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

Findings:

- Page 5, Section 1.H. of the Standard Contract, entitled Sponsorship/Public Announcements, paragraph 3 has not been completely followed:

“3. If the sponsorship reference is in any written format, the words “Early Learning Coalition of Broward County, Inc.” and “State of Florida, Agency for Workforce Innovation” shall appear in the same size letters or type as the name of the CONTRACTOR. When issuing statements, press releases, requests for proposals, bid solicitations, and other documents describing projects or programs funded in whole or in part with state or federal funds, all CONTRACTORS receiving state or federal funds, shall clearly state (1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program. For purposes of complying with this section, the percentage and dollar amount of federal funds are those shown on Exhibit A to this Contract.”

Corrective Action:

In order to ensure that this objective is met for 2010 – 2011 contract year, the ELC 7 Service Provider shall submit to Coalition staff by March 8, 2011, protocol that directs 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

Programmatic Review Summary:

This contract focuses on decreasing provider staff turnover and increasing provider/staff education in the early care and education profession in Broward County through the provision of wage supplements by the ELC 7 Service Provider.

Results and Highlights:

- **Contract # FORUM-WAGES-10-ELC7** has three (3) program deliverables (clients to be served) and six (6) contract responsibility.
- **100%** of the program deliverables (clients to be served) were met; and **100%** of the contract responsibilities were met with one (1) responsibility needing adjustment.
- The turn-over rate for child care practitioners participating in the Child Care WAGES[®] program was 9% for the contract period.
- **67%** of the child care centers with employees participating in the Child Care WAGES[®] program participate in Broward's Quality Counts Program.

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

Contract Annual Review

Contract: FORUM-WAGES-10-ELC7

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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

posters conspicuously displayed by the agency?	
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>	
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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Are the Agency's Articles of Incorporation available for review?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Is there an Organizational Chart available that reflects the current organization of the Agency and provides clearly delineated chain-of-command?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Is there an audit on File?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
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 type="checkbox"/> Yes <input checked="" 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 Agency for WorkForce Innovation"?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3. Do written materials include "The Early Learning Coalition of Broward County" and "Agency for WorkForce Innovation, Office of Early Learning" in the same size letters or type as the name as the Contractor?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>ELC review comments:</u> Reviewed brochures for Child Care WAGES® program materials. Agency sponsorship/public announcements were all reviewed and contract requested items were not found in documents describing the Child Care WAGES® program.	
<u>Corrective Action:</u> In order to ensure that this objective is met for 2010 – 2011 contract year, the ELC 7 Service Provider shall submit to Coalition staff by March 15, 2011, protocol that directs 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 "Sponsored by (CONTRACTOR's name) and Early Learning Coalition of Broward County, Inc." and the "State of Florida, Agency for Workforce Innovation." and 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: Children's Forum will submit to Coalition a protocol that directs staff to	

meet the 2010-2011 contract requirements for Sponsorship/Public Announcements by March 15, 2011. Protocol will meet all Coalition requirements.

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?	Yes 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 requires 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> NA
<u>ELC review comments:</u> There were no vacant positions in the ELC 7 Contract during the contract period.	
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
<u>ELC review comments:</u> Action is required for fiscal staff and child care related staff.	
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 files are located on site with the HR Manager	
3. Select a random number of personnel files and verify that each file contains the following: Program Mgr, Counselor	
a. Job descriptions Program Mgr Counselor	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Qualification documentation Program Mgr Counselor	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Evaluations Program Mgr Counselor	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Individual Non-Disclosure Program Mgr Counselor	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
e. Confidentiality Certificate Form Program Mgr Counselor	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Number of randomly selected personnel files: Two files were selected	

5. Number of said files containing above mentioned criteria:		
6. Where are the employee records located? Maintained on site with HR Department		
7. Are employee records securely stored? Kept in locked file.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>		
G. INSURANCE		ELC REVIEW
1. Review the Agency's Accord Form to determine which policies are in place.		
2. Where are the Agency Insurance Policies located? Maintained on site with the Contract Manager.		
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: 5/1/2011	Amount: \$1,000,000
5. Unemployment Compensation Insurance: reporting and contributions up-to-date payments.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. General Liability: The CONTRACTOR shall maintain adequate liability insurance coverage on a comprehensive basis and hold such liability insurance at all times during the existence of this Contract and any renewal(s) and extension(s) of it. By execution of this Contract, unless it is a state agency or subdivision as defined by subsection 768.28(2), Florida Statutes, and as may be amended from time to time, the CONTRACTOR will provide its self-insurance letter to the COALITION prior to the execution of the Agreement. A self-insurance program established and operating under the laws of the State of Florida may provide such coverage.	Expiration Date: 3/11/2011	Amount: \$3,000,000
7. Professional Liability:	Expiration Date: 3/11/2011	Amount: \$3,000,000
8. Property:	Expiration Date: 3/11/2011	Amount: \$3,000,000
9. Automobile Liability:	Expiration Date: 3/11/2011	Amount: \$3,000,000
<u>ELC review comments:</u>		

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 protecting computer data 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>		
I. INCIDENT REPORTING		ELC REVIEW
1. Child Abuse Reports made to the authorities and Coalition.		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> NA
2. 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"/> NA
<u>ELC review comments:</u> No reports of abuse or alleged abuse were made to WAGES® program counselors; counselor contact with participants is via telephone or internet.		

Fiscal Performance Specification Annual Review and Assessment Instrument 2009-2010

Contract: FORUM-WAGES-10-ELC7

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?		<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

FORUM-WAGES-10-ELC7

<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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency maintain an Agency-wide budget by funding source and expenditure category?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the Agency have an accounting system to properly account for ELC related transactions (revenues and expenses)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Select a random number of invoices submitted to ELC and test to determine the following:	
a. Does the invoice accurately detail the number of units, description, unit cost, and total?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Do the attendance records and other required documentation flow through to the invoice correctly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Is the invoice approved by authorized staff/management?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Does the invoice reflect third party payments?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
e. Are procedures established and implemented to eliminate duplicate billing? No, MIP generates notification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
6. Number of invoices randomly selected: Sixteen (16)	
7. Number of invoices meeting the above criteria: Sixteen (16) met the criteria.	
<u>ELC review comments:</u> Selected invoices met 100% of the criteria	
D. INDIRECT COSTS	ELC REVIEW
1. Review and document the Agency's Cost Allocation Methodology.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Is the cost allocation methodology in writing and is it representative of the allocation used?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
E. BANK	ELC REVIEW
1. Are bank statements reconciled monthly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are the bank statements reconciled by a person other than the person who receipts and disburses funds?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the immediate supervisor review the reconciliation?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are adjustments properly documented and explained?	<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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No

7. Select 2 random months and verify above transactions	
8. What two months were randomly selected? December 2009 and March 2010	
9. Number of months meeting above transactions: 100% of the months met the criteria	
<u>ELC review comments:</u>	
F. DELIVERABLES - REPORTS	ELC REVIEW
1. Did the Contractor submit to the Coalition on a quarterly basis a statement of actual up-to-date and complete revenue/expenditures, by category, within 30 calendar days following the end of the reporting period?	<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"/> No
<u>ELC review comments:</u> The original budget was not submitted according to contract; however, provider is current in compliance. Line item variances reviewed.	
G. ASSIGNMENTS AND SUBCONTRACTS	ELC REVIEW
<i>Perform only if there are sub-contracts in place being paid for direct services with funding covered by this monitoring visit.</i>	
1. Are sub-contracts allowed under this funding? Some funding sources do not allow the use of sub-contracts to deliver direct services. Not allowed in this contract (current performance provided internally)	<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
<u>ELC review comments:</u>	
H. STAFFING	ELC REVIEW
1. Do names of personnel match positions listed in the budget?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
I. PAYROLL RECORDS	ELC REVIEW
1. Does staff, including management, document their work hours through a time sheet or punch clock?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are time records signed by both the employee and the supervisor?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Review sample of Payroll journals to ensure that they include:	
a. Staff name	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

b. Position	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Salary	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Hours worked:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
e. Payroll period:	<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 four (4) payroll records selected for review.	
5. Number of said journals that included the above criteria: All four (4) of the payroll records met the criteria.	
6. For a sample of employees charged to the program, review that positions match the budget approved by the funding agency, Do they match? The actual expenditures charged to the program did match the budget within reasonable variance.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. For a sample of employees charged to the program, review that recorded time worked matches time paid as reflected in the Payroll journal. Do they match?	<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?	<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? Not applicable	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
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 type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
6. Are program fixed assets being used in accordance with the funding intent?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
7. Do asset additions and/or disposal procedures follow ELC's Fixed Asset policy/procedures?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
8. Were fixed assets purchased within the contract period in which they were approved / funded?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> N/A
<u>ELC review comments:</u> The ELC 7 contract does not include non-expendable property.	

Program Performance Specification Annual Review Instrument 2009-2010

Contract: FORUM-WAGES-10-ELC7

A. MAJOR PROGRAM GOALS

Decrease provider staff turnover and increase provider/staff education in the early care and education profession in Broward County.

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

B. BRIEF PROVIDER SUMMARY OF ELC 7 SERVICES & HIGHLIGHTS

WAGES Participants:

590 participants received at least one 6 month supplement check during this reporting period; these participants worked in 199 different child care programs serving approximately 24,256 children.

The annual turnover rate of active participants at that time was 9% based on an overall population of 590 participants in the reporting area. Active participants meet all eligibility requirements and have worked at least six months in their child care programs. Active participants might also include individuals who have left a child care program, but have since worked six eligible months at a new site.

Education Information

- *63 (7% of the 441 active population) submitted documentation during this reporting period to verify that they have completed additional coursework.*
- *29 of the 63 participants submitted documentation during this reporting period verifying that they obtained enough education to move up the supplement scale.*
- *The following represents the new levels of education for those participants.*
 - *National CDA 7*
 - *Director Credential plus CDA-E 3*
 - *12 ECE/CD credits 2*
 - *24 Credit hours toward an AS in ECE/CD 7*
 - *36 Credit hours plus 12 credits in ECE/CD 1*
 - *36 Credit hours toward an AS in ECE/CD 2*
 - *45 Credit hours plus 18 in ECE/CD 2*
 - *45 Credit hours toward an AS in ECE/CD 2*
 - *BS/BA other 1*
 - *90 Credit hours toward BA/BS ECE/CD 2*

- *Average increase in WAGE\$ supplement: \$385.00*

Demographic Information

- *32% White/European American*
- *26% Black/African American*
- *32% Hispanic/Latino/Latina*
- *3% Asian*
- *7% Other*
- *99% Female*

Child Care Center Information

- *58% Of participants have been employed at their center for more than 5 years.*
- *54% Earn less than \$12.00 per hour*
- *485 Child Care Teachers (actively participating)*
- *11 Directors/Assistant Directors (actively participating)*
- *12 Family Child Care Home Providers (actively participating)*

New Applicant Information

- *153 new participants were removed from the wait list and paid during this reporting period.*
- *87 new applicants have applied and are on the wait list for Broward County.*

QRS Center Information *(active programs with teachers receiving salary supplements)*

- *159 Child Care Programs with 311 Teachers*
- *5 Family Child Care Homes with 6 Teachers (actively participating)*

C. CLIENTS TO BE SERVED

General Description	FORUM Reported Results Actual <u>Number</u> Served	ELC Review	As verified by
1. The minimum number of Child Care WAGES® Florida program brochures, fact sheets and application materials to be provided to the COALITION is: one for each non participating staff member of each of the legally operating Early Care and Education providers in Broward County, at least twice a year.	Number of legally operating sites in Broward: <u>1,435*</u> <i>* includes school-age, camps and parent and me programs</i> Number mailed: <u>357</u>	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met <i>Programs participating in Quality Counts received brochures and emails as provided by ELC staff.</i>	Reviewed process for distributing Application, Brochure, fact sheet, popular misconceptions; May 2010 - all current programs

	Date: <u>5/2010 for August</u> Date: <u>12/2009</u> Number of e- mails sent: <u>143</u>		participating in Quality Counts, and December 2009 - active providers; email and postage verification reviewed.
2. The minimum number of teachers to be awarded WAGES® shall be determined by available funds.	Number of Teachers awarded WAGE\$: <u>599</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	Quarterly lists provided with check information
3. Priority is given to Broward County legally operating providers willing to participate in QRIS: (a) Are continuously employed at the same child care program for a minimum of six months; and (b) Work at least 10 hours per week with children ages 0-5 (supplements will be prorated based on a 40-hour work week); and (c) Have a formal child care credential and/or some education beyond a high school diploma; and (d) Earn less than \$17.50 per hour as a child care professional.	3. Number of Broward Teachers who participate in WAGES\$ <u>599</u> Number who meet priority eligibility criterion: <u>317</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	Sample participant case files reviewed: 78 teachers/directors in 62 Centers were reviewed + 2 FCCH staff; 36 teachers in 27 centers, 1 director in 1 center, and 1 FCCH provider in QRIS.
Documents to be ready for ELC on-site annual review: Sample participant case file review			
D. CONTRACT RESPONSIBILITIES			
(1) Provide marketing and application materials for this program. CONTRACTOR shall provide generic program brochures, including fact sheets and all provider application materials in quantities sufficient for the total number of	FORUM Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	# program brochures mailed: <u>357</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	# fact sheets mailed (emailed): <u>143</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>

teachers in the county. Using United States mail, the Contactor shall notify Broward child care facilities of the Broward WAGES® program at least one time each year and through one other communication mechanism for a second time in the contract year.	# provider applications mailed: <u>87</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Date mailed: <u>5/2010</u> Other mechanism used: <u>email</u> Date distributed: <u>12/2009</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p>Service provider annual review: Briefly describe the process to notify Broward child care facilities of the Broward WAGES® program.</p> <p><i>WAGE\$ does at a minimum of two mailing, fax and/or email notifications each year to every licensed home and center in Broward County participating in quality rating. The list of licensed programs is acquired from the Early Learning Coalition of Broward County.</i></p> <p><i>Typical mailing of recruitment packets to centers include (sent to both participating and non participating centers): one recruitment letter explaining the opportunity, a flier to post, a percentage of applications and brochures, Broward scholarship flier and T.E.A.C.H. brochures and the center contracts (if one has not already been obtained.) Packets to home providers do not include the flier (unless they have staff), but they will receive the FCCHP income worksheet. If there are five employees or less, mail enough copies of the recruitment materials for 100%. For all others, we mail 50% if the county has participated in the previous year(s).</i></p> <p><i>Typical email recruitment packets to centers include (sent to participating centers): a recruitment statement, attached application, flyer and brochure for center to download and print and a link to the website.</i></p> <p><i>Typical fax recruitment packets to centers include: a flier only, this is done in conjunction with wait list work status confirmations.</i></p> <p><i>Monthly recruitment packets are mailed if the employment confirmation indicates that the center has new staff.</i></p>			
<p>Documents to be ready for ELC on-site annual review: Provide sample of Program Brochure, fact sheet and provider application materials and evidence of dates mailed twice in fiscal year.</p>			
<p>ELC review comments: Reviewed samples of WAGE\$ Applications, Brochure, fact sheet, and popular misconceptions flyer distributed to Broward child care providers and evidence of distribution to Broward Child Care providers. Back-up of postage paid in January and May was provided; email of quarterly information sent to directors of active participants was provided. Back-up of dates emails were sent was not available. Interview with Wages Coordinator revealed process of materials emailed to Center Directors needed to be tracked better.</p>			
<p>Action required: <i>In order to improve the reporting back-up for this objective, the Service Provider shall recognize and track the marketing and application materials developed and distributed to all Broward licensed child care facilities. The report for the 1st and 2nd quarters for 2010-2011 shall be sent to the Coalition staff by March 21, 2011.</i></p>			
<p>Service Provider plan to meet action required (HOW) Explain: <i>WAGE\$ Manager will submit a stand-alone report to the Coalition which describes all outreach/recruitment activities that have taken place in the 1st and 2nd quarters of 2010-2011. In all future quarterly reports this information will be included as a standard part of the report.</i></p>			
(2)Provide IRS-1099 forms at the end of the year to participants, as mandated by current tax law.	FORUM Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?

	Number of 1099 forms mailed: <u>896</u> <i>(all Forum clients)</i>	<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>
	Date mailed: <u>1/15/2010</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
		<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service provider annual review: Comment if desired			
Documents to be ready for ELC on-site annual review: Copies of IRS-1009 forms for sample clients and evidence of mailings.			
ELC review comments: Copies of IRS-1009 forms for the 80 client case files reviewed were observed along with evidence of mailings by <i>Aatrix e-file Confirmation.</i>			
(3) Design and print all program materials; receive and evaluate all applications; conduct data entry activities of all recipient information; receive and answer telephone calls from program participants; verify participant employment prior to issuing salary supplement checks; issue all salary supplement checks to recipients; and maintain a waiting list of eligible participants.	Activity/Material	ELC Review Results validated?	As verified by
	Design and print program materials	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Samples provided
	Receive and evaluate applications	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Evidence found in 80 case files reviewed
	Conduct data entry activities of recipient information	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Database case files reviewed
	Receive and answer telephone calls from program participants	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	On-site observation
	Verify participant employment prior to issuing salary supplement checks	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Evidence found in 80 case files reviewed
	Issue salary supplement checks to recipients	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Evidence found in 80 case files reviewed
	Maintain a waiting list of eligible participants	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Database case files reviewed
		<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service provider annual review: Comment if desired			
Documents to be ready for ELC on-site annual review: Copies of all program materials; selected sample files reviewed for: applications			

received and evaluated; data entry activities of all recipient information; log of calls from program participants; evidence to verify participant employment prior to issuing salary supplement checks; issue all salary supplement checks to recipients; and evidence of maintenance of a waiting list of eligible participants.

ELC review comments: Reviewed Policies and Procedures. Reviewed data base files and 80 case files of participants for evidence of applications, telephone communication, salary supplement checks, and maintenance of waiting list.

- 80 case files of participants indicated applications were evaluated, employment verified, salary supplement checks issued, and waiting list maintained.

(4) Select new recipients, giving priority to recipients who are employed in child care programs that participate in Broward County's Quality Rating Improvement System.	FORUM Reported Results	ELC Review	Action needed?
	Actual <u>Number Served</u>		Yes No
	Number of new recipients 2009-2010: <u>145</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If <u>yes</u> see row below for details.</i>
	Number in QRIS facility: <u>126</u>		

Service provider annual review: Comment if desired

Documents to be ready for ELC on-site annual review: Excel spreadsheet of new recipients for 2009-2010 [in application approval date order], including name, address, facility employed by, facility complete address including zip code, application approval date.

ELC review comments: Reviewed report of 599 recipients who were employed by 186 centers and 10 Family Child Care Homes; 145 recipients were new in FY 2009-2010 and removed from the Waiting List; 86% or 126 recipients were employed by 66 different Child Care Centers participating in the Quality Rating and Improvement System. Reviewed 80 participant files for evidence of new recipients:

- Seventy-eight (78) participants were employed in 62 child care centers, with four (4) participants enrolled from the Waiting List in FY 2009-2010 and employed by four different child care centers participating in the Quality Rating and Improvement System; and
- Two (2) participants were employed in two (2) Family Child Care Homes who were not participating in the Quality Rating and Improvement System.
 - Thirty-seven (37) of the 62 child care centers (60%) participated in the Quality Rating and Improvement System.

Note: effective FY2010-2011, all new participants shall be employed at centers participating in the Broward Quality Counts System.

(5) Provide training and technical assistance, as requested, to the Coalition staff and board. While on-site visits may be limited by budget constraints, Contractor's staff shall provide services through telephone and email exchanges.

Service provider annual review: Describe technical assistance provided to contractor: *emails and telephone conversations occurred with CPO and ECE Specialist during the contract year.*

Documents to be ready for ELC on-site annual review: NA

ELC review comments: Training and technical assistance was provided in evidenced by emails and phone calls in February 2010 and during the on-site review in June 2010.

	FORUM Reported Results	ELC Review Results validated?	Action needed?
<p>(6)Provide quarterly, end-of-contract year, and a cumulative report for the period July 1, 2004 through June 30, 2010.</p> <p>Quarterly reports shall be provided to the Coalition thirty days following the end of the period. End-of-contract year and cumulative reports shall be provided to the Coalition forty-five (45) days following the end of the contract period.</p> <p>Each of the reports (quarterly, end-of-year and cumulative) shall include an itemized list of all recipients, date of disbursement and disbursement amounts made against the contract funds.</p>	<p>Quarterly report dates submitted: 1st: <u>10/30/09</u> 3rd: <u>4/23/10</u> 2nd: <u>1/29/10</u> 4th: <u>8/12/10</u></p>	<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>
	<p>End-of-contract year report date: <u>8/12/10</u></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<p>Cumulative report for the period July 1, 2004 through June 30, 2010 date: <u>8/12/10</u></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	<p>Number of quarterly reports that include an itemized list of all recipients, date of disbursement and disbursement amounts made against the contract funds. <u>4</u></p>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
		<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service provider annual review. Comment if desired

Documents to be ready for ELC on-site annual review: Submitted Reports

ELC review comments: Reviewed all quarterly and annual report submissions for evidence of completed reports and itemized list of all recipients, date of disbursement and disbursement amounts. All reports (9) were submitted timely.