

Early Learning Coalition of Broward County, Inc.
Annual Review and Assessment Instrument 2008-2009

Monitoring Report
Contract: FCI-09-ELC 1 Resource and Referral and Family Education and Supports
Family Central, Inc.

Monitors for Early Learning Coalition (ELC)

Janice Carter, Early Care and Education Program Specialist
Andrea Braynon, Chief Financial Officer
Leonardo Almanza, Accounting and HR Manager

Family Central, Inc. (FCI) Representatives

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

The monitoring process reflected in this report began on July 28, 2009, one month after the close of the second year of implementing the revised Early Learning Coalition of Broward County's Early Care and Education System, and was completed on December 4, 2009. The Coalition Monitors completed a comprehensive monitoring review, which included an administrative review of the agencies policies and procedures, a fiscal review of the accounting records and supporting documentation, as well as a review of the programmatic services as reflected in the performance objectives of the **Resource and Referral and Family Education and Supports** services in contract FCI-09-ELC1. **This report includes monitoring results of this contract.**

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

Prior to the monitoring visits, the Coalition staff identified children and providers who participated in the Voluntary Pre-kindergarten (VPK) program, as well as all school readiness children and the corresponding providers who serve these children, contained in the EFS data base for FCI-09-ELC1 Resource and Referral and Family Education and Supports

the period July 1, 2008 – June 30, 2009. The EFS data was used to randomly select **127 VPK children files, 106 VPK provider files, 127 files representing children receiving financial assistance from school readiness funds and the 101 early care and education provider files where these children received early learning opportunities.** Of the 127 files, 101 children (80%) were between the ages of birth to five and attended 80 of the selected providers (76%), and 25 children (20%) were school-age; four 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; **19 of the children between the ages of birth and school-age were enrolled for the first time during FY 2008-2009 and an additional 15 children received additional R&R services in 2008-2009; these clients as well the 80 early care and education providers and an additional 87 VPK providers were chosen for review in this monitoring and tracked through the Resource and Referral component of the Coalition’s early care and education system.**

Administrative Review Summary:

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

Findings:

- Page 5, Section 1.H. of the Standard Contract, entitled Sponsorship/Public Announcements, paragraphs 1 and 3 have not been completely followed:
 - “1. If CONTRACTOR sponsors a program financed wholly or in part by state funds, including any funds obtained through this Contract, in accordance with Section 286.25, Florida Statutes, it shall in publicizing, advertising, or describing the sponsorship of the program, state: “Sponsored by (CONTRACTOR’s name) and Early Learning Coalition of Broward County, Inc.” and the “State of Florida, Agency for Workforce Innovation.”
 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 2009 – 2010 contract year, the ELC 1 Service Provider shall submit to Coalition staff by January 15, 2010, documents used to publicize all programs funded by the Early Learning Coalition of Broward County, Inc. and the State of Florida, Agency for Workforce Innovation; said documents shall include the following clause: “Funded by: Early Learning Coalition of Broward County, Inc. and State of Florida, Agency for Workforce Innovation” and said text shall be the same

size letters or type as the name of the ELC 1 Service Provider.

Fiscal Review Summary:

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

Programmatic Review Summary:

This contract focuses on services provided by the ELC 1 Service Provider for early care and education resource and referral consumer education services, Voluntary Pre-kindergarten outreach and awareness services, social service linkages for families, and early care and education provider recruitment. *Coalition staff and Service Providers 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 2009-2010 fiscal year.*

Results and Highlights:

- **Contract # FCI-08-ELC1 has thirty-eight (38) Performance Outcomes and five (5) programmatic deliverables.**
- **95% of the performance outcomes were achieved and 20% require adjustments to improve reporting for accountability in the 2009-2010 contract year; 40% of the programmatic deliverables were met.**
- **32% of the families (5,276) that called for resource and referral services requested child care referrals to assist them in locating care that would meet their needs in their community. (5,276/16,283)**
- **92% of the families (15,052) that called for resource and referral services received consumer education packets guiding them to be better consumers as they selected quality child care for their children. (15,052/16,283)**
- **73% of the families (11,911) that called for resource and referral services sought screening for financial assistance; of these families, 58% (6,884 families) were deemed preliminarily eligible at the time of the contact.**
- **84% of the families who received resource and referral services and were eligible for financial assistance were prepared with a provider selected when they arrived at the ELC 2 service provider to have eligibility for service determined.**

- **10% of the families (1,973/18,901) receiving a social service needs assessment were referred to services by both the R&R counselors and the Social workers; 85% of the families (1,671/1,973) were linked to services, exceeding the objective by 10%.**
- **13,500 pieces of literature about VPK were distributed throughout Broward County.**
- **Customer readership of consumer education packets improved by 7% from previous year.**
- **In order to improve the delivery of Resource and Referral and Family Education and Supports in the 2009 – 2010 contract year, the Coalition is requiring this Service Provider to:**
 - **Ensure that the providers (centers and family child care homes) receive semi-annually (in person, by email, or by mail) written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care; and**
 - **Train R&R counselors to inform parents that they may contact the R&R staff if the personalized referrals are not sufficient to meet the client’s needs; and**
 - **Provide all WorkForce (WF) clients with individualized R&R services to ensure at a minimum, all WF clients know to utilize R&R services to obtain valid provider selections and the requirement for the client to have a valid provider selected prior to the appointment with the ELC 2 Service Provider; and**
- **In order to improve reporting for accountability in the 2009-2010 contract year, the Coalition is requiring this Service Provider to:**
 - **Notify the Coalition staff and ELC 2 staff when providers with Service Agreements do not submit information within 30 days from the date the 6 month update request was mailed to the provider; and**
 - **Suggest revision to the measurement of the outcome that is valid and accurately shows that customers requesting a screening for financial assistance receive the screening within 48 hours of the request and the results within 24 business hours of providing necessary information verbally to the ELC 1 Service Provider; and**
 - **Begin using an EFS history code to identify and record all families who are served by R&R staff and complete the Family Needs Screening; and**
 - **Implement strategies for continued system improvements that: ensures customers requesting a screening for financial assistance receive the screening within 48 hours of the request; and ensures that customers who leave messages for a call back receive follow-up within two (48 hours) business days of the initial contact; and**
 - **Revise the service survey with a question added regarding special needs so that each component identified in the objective is captured and each component is reported separately.**

Early Learning Coalition of Broward County, Inc.
Administrative and Fiscal Specification Annual Review and Assessment Instrument
2008-2009

Contract Annual Review

Contract: FCI-09-ELC1 Resource and Referral and Family Education and Supports

A. FEDERAL LAW REQUIREMENTS	ELC REVIEW
1. Does the Agency have a written Drug-Free Workplace Policy? Policy dated: 07/2006; Employee Handbook.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are Equal Employment Opportunity, Worker's Compensation, Family Leave Act, and other mandated or relevant posters conspicuously displayed by the agency? Five-in-one posters were posted on the fourth floor by the Fiscal department, including laws regarding FMLA, EEOC, Minimum Wage, Child Labor, and Polygraph. Additional information regarding Worker's Compensation, Unemployment Opportunities, Florida Discrimination, and USERRA were seen on the 4th Floor by the Fiscal office. The five-in-one poster was also in the lunch room on the first floor.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency have a written Non- Discrimination and Harassment Free Workplace Policy? Policy dated: 03/10/2005; Employee Handbook.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u> Agency Policies were all 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? Amended and Restated Bylaws reviewed; effective June 17, 2008.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Are the Agency's Articles of Incorporation available for review? Articles of Incorporation available.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Is there an Organizational Chart available that reflects the current organization of the Agency and provides clearly delineated chain-of-command? Organizational Chart Revised May 2009.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Is there an audit on File? Audit available for June 30, 2009, 2008, and 2007.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u> Agency Corporate Documents were all reviewed and found to be in order and to meet required specifications.	
C. 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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

reflect all revenues and expenditures of funds provide by the COALITION under this contract?	
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>	
D. 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? FCI utilizes Program and Project Element codes.	<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>	
E. INVOICING	ELC REVIEW
1. Are invoices submitted on a timely basis?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are payments made to subcontractors within seven (7) working days after receipt of full or partial payments from the Coalition?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency maintain an Agency-wide budget by funding source and expenditure category?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the Agency have an accounting system to properly account for ELC related transactions (revenues and expenses)? Microsoft Great Plains Accounting	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Select a random number of invoices submitted to ELC and test to determine the following:	
a. Does the invoice accurately detail the number of units, description, unit cost, and total?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Do the attendance records and other required documentation flow through to the invoice correctly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Is the invoice approved by authorized staff/management?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Does the invoice reflect third party payments?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
e. Are procedures established and implemented to eliminate duplicate billing?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Number of invoices randomly selected: Thirteen (13) transactions were selected for the months of September 2008 and April 2009. Ten (10) of the selections were for SR and three (3) were for VPK.	
7. Number of invoices meeting the above criteria: 100% of the SR and VPK invoices met the criteria.	
<u>ELC review comments:</u>	

F. 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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
G. 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? Yes, the statements are prepared by the Accounting Manager and approved by the CFO, demonstrating an appropriate separation of duties.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are adjustments properly documented and explained? There were adjustments included in the samples which properly documented.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Select 3 random months and verify above transactions: Three months were selected and reviewed.	
6. What three months were randomly selected: November 2008, February 2009, and May 2009	
7. Number of months meeting above transactions: The three months met the above criteria.	
<u>ELC review comments:</u>	
H. DELIVERABLES - REPORTS	ELC REVIEW
1. Did the Contractor submit to the Coalition on a quarterly basis a statement of actual up-to-date and complete revenue/expenditures, by category, within 30 calendar days following the end of the reporting period? Actual to Date are reviewed monthly.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Did the actual up-to-date and complete revenue/expenditure report submitted follow the same format as the Contractor's approved budget and include all listed line items? Reports are submitted in listing the detailed line item information.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Did the report contain a detailed explanation of variances from the approved budget? Yes, variances are reviewed in detail on a monthly basis.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>	
I. 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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

(Contractor's Name) and The Early Learning Coalition of Broward County, Inc.” and the “State of Florida, Agency for Workforce Innovation”?	
3. Do written materials include “The Early Learning Coalition of Broward County” and “State of Florida, Agency for Workforce Innovation” in the same size letters or type as the name of the Contractor?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
ELC review comments: Reviewed information in the new provider packet that is given to all new providers. The Family Central (FCI) brochures and Resource and Referral brochure had the ELC logo but not in the same size as the FCI log. Other documents such as the FCI provider newsletter (Provider Insider, volume 4, April 2009) display the ELC and AWI logo but not in the same size as the FCI logo.	
Corrective Action Required: <i>In order to ensure that this objective is met for 2009-2010 contract year, this ELC 1 Service Provider shall submit to Coalition staff by January 15th, 2009, documents used to publicize all programs funded by the Early Learning Coalition of Broward County, Inc. and the State of Florida, Agency for Workforce Innovation; said documents shall include the following clause: “Funded by: Early Learning Coalition of Broward County, Inc. and State of Florida, Agency for Workforce Innovation” and said text shall be the same size letters or type as the name of the CONTRACTOR.</i>	
Service Provider plan to meet compliance (HOW) Explain: <i>All ELC funded program flyers and related materials will be reviewed and revised to meet this requirement as appropriate going forward. In order to maximize limited resources and because of the expense, it is recommended that existing materials including program flyers be fully utilized before new materials are created with the required letter sizes and text type.</i>	
ELC note: <i>The Coalition accepts the recommendation to fully use existing materials including program flyers before new materials are created and looks forward to receiving revised documents as they are developed during the 2009-2010 contract year.</i>	
J. 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. N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the subcontractor have a contract? N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Are the payments to the subcontractors in line with the contract? N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the contract specify a match budget for the subcontractor? N/A	<input type="checkbox"/> Yes <input type="checkbox"/> No
ELC review comments:	
K. STAFFING	ELC REVIEW
1. Did the Contractor maintain sufficient and qualified staff to deliver the agreed upon services required by the Contract? [Exhibit B (Form 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 requires a high school education or less? In the event that the Contractor or its agent employs a person who was referred by the Work Force One office, the Contractor shall notify the Coalition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u> Staffing support was reviewed and found to be in order and to meet required specifications.	
L. 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> 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.	
M. 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 Folders are located: on the fourth floor.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Select a random number of personnel files and verify that each file contains the following:	
a. Job descriptions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Qualification documentation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Evaluations	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. 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: Reviewed a total of five (5) personnel files for ELC 1 for Job Description Requirement/Qualifications compared to documented education and experience, etc. Confidentiality and Individual Non-Disclosure and Confidentiality Certificate Forms.	
5. Number of said files containing above mentioned criteria: All five (5) personnel files for ELC 1 contained the required documents mentioned above.	
6. Where are the employee records located? Personnel Folders are located: on the fourth floor.	

7. Are employee records securely stored?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ELC review comments: ELC 1: Agency Personnel Policies and five (5) personnel files were reviewed and found to be in order and to meet required specifications.	
N. PAYROLL RECORDS	ELC REVIEW
1. Does staff, including management, document their work hours through a time sheet or punch clock? Agency policies require non-exempt to utilize a time punch clock and exempt utilize time sheets.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are time records signed by both the employee and the supervisor? The randomly sampled identified payroll records were both signed by the employee and 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 three payroll records reviewed for ELC1	
5. Number of said journals that included the above criteria: All files 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
ELC review comments:	
O. NONEXPENDABLE PROPERTY	ELC REVIEW
1. Has the Inventory of Nonexpendable Property been submitted for 2008-2009? List was reviewed	<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,	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

make or manufacturer, year and/or model; manufacturer's serial number(s); date of acquisition and the current condition of the item?		
4. Perform the following only if the Agency has been funded by ELC, in current or prior funding cycles, for fixed assets such as computers or equipment. This test includes fixed price contracts where rates were based on calculations that included capital expenditures.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Perform a physical inventory of a sample of ELC program assets drawn from the fixed assets register provided by ELC. Do they agree? Note any discrepancies.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Are program fixed assets being used in accordance with the funding intent?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
7. Do asset additions and/or disposal procedures follow ELC's Fixed Asset policy/procedures?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. Were fixed assets purchased within the contract period in which they were approved/funded?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>		
P. PERFORMANCE BOND		ELC REVIEW
1. Has the Performance Bond in the amount of <u>\$539,435.00</u> or an Irrevocable Standby letter of credit been submitted to the Coalition? A standby letter of credit was submitted.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<u>ELC review comments:</u>		
Q. 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? Agency Policies located: Administrative Office on Fourth Floor.		
3. Did the Contractor submit one Continuation of Operations Plan (COOP) to the Coalition's Contract Manager upon execution of the Contract? The COOP shall include the Contractor's plans to continue operations during unforeseen circumstances whether natural or man-made disasters, local emergencies, or other emergency situations requiring significant changes in operation. The plan shall include pre-disaster planning, including but not limited to record protections, alternative service accommodations, supplies, and a recovery plan that would allow the Contractor to continue functioning as per the executed Contract in the event of an actual disaster.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Workers' Compensation; minimum Liability limits of \$100,000 per accident, \$100,000 per person, and \$500,000 policy aggregate	Expiration Date: <u>04/01/10</u>	Amount: <u>\$500,000</u>
5. Unemployment Compensation Insurance: reporting and contributions up-to-date payments		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. General Liability: The CONTRACTOR shall maintain adequate liability insurance coverage on a comprehensive basis and hold such liability insurance at all times during the existence of this Contract and any renewal(s) and extension(s) of it. By execution of this Contract, unless it is	Expiration Date: <u>07/01/10</u>	Amount: <u>\$3,000,000</u>

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.		
7. Professional Liability:	Expiration Date: <u>07/01/10</u>	Amount: <u>\$1,000,000</u>
8. Property:	Expiration Date: <u>07/01/10</u>	Amount: <u>\$10,349,600</u>
9. Automobile Liability:	Expiration Date: <u>07/01/10</u>	Amount: <u>\$1,000,000</u>
<u>ELC review comments:</u> Agency Insurance Documents were all reviewed and found to be in order and to meet required specifications. Note: Property Liability Insurance coverage amounts have been increased from \$300,000 to \$10 million.		
R. CONFIDENTIAL INFORMATION AND SECURITY OBLIGATIONS		ELC REVIEW
1. Does the Agency have policies to safeguard client confidentiality? Employee Handbook Confidentiality Policy; department protocol and signed copy in each employee file.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2. Does the Agency have protocols to protect computer based documents and records? Signed Security Agreement in each employee's File and referenced in Employee Handbook.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
3. Do only the appropriate staff members have access to computerized records? Rights are assigned to specific employees to access specific job related records.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4. Does the Agency have a system for the maintenance of files? Employee Handbook.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<u>ELC review comments:</u> Agency Confidential Information and Security Obligations Corporate Documents were all reviewed and found to be in order and to meet required specifications.		
S. INCIDENT REPORTING		ELC REVIEW
1. Child Abuse Reports made to the authorities and Coalition. Child Abuse and Neglect reporting forms.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2. Report knowledge of any abuse or alleged abuse or any serious injury or death by a child while in care to the Coalition. Child Abuse and Neglect reporting forms.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<u>ELC review comments:</u> Agency Incident Reporting Documents were all reviewed and found to be in order and to meet required specifications.		
T. RETURN OF FUNDS / FINAL INVOICE		ELC REVIEW
1. Final Invoice submitted for payment no later than 40 calendar days after the contract ends.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

ELC review comments:

Program Performance Specification Annual Review and Assessment Instrument 2008-2009

Contract: FCI-09-ELC1 Resource and Referral and Family Education and Supports

A. MAJOR PROGRAM GOALS

ELC 1 2008-2009 Resource and Referral and Family Education and Supports:

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

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

B. BRIEF PROVIDER SUMMARY OF ELC 1 SERVICES & HIGHLIGHTS

1. R&R/Wait List/Screened to Eligibility: *During the fiscal year, 29,110 families (and 16,283 unduplicated families) were served by R&R counselors either in person or via telephone at no cost to the families. The R&R Counselors gave child care referrals to 5,276 families. Included*

in this total were a record amount of military families (23 for the fiscal year) served by providing enhanced referral services. 11,911 families were pre-screened to determine eligibility for financially assisted child care, and of those pre-screened, 6,884 were found to be eligible and placed on the unified wait list for financially assisted child care.

During the fiscal year, 15,052 consumer education packets were given/sent to families requesting R&R services. R&R Counselors made 1,854 enrollment appointments which facilitated the enrollment process and provided a smooth transition process from ELC 1 to ELC 2 by ensuring that clients had a provider selected and accurate documentation when they came to their enrollment appointments. The Ad Hoc Wait List Committee (the R&R Director was a member) was able to share their recommendations for enrollment prioritization with the ELC Board and all recommendations were approved.

The R&R department is currently fully staffed and trained (as of July 16, 2009). For most of the fiscal year, the majority of calls were being answered by a “live” queue and voicemail messages were returned within 1-2 business days. All current staff who have taken the AWI –OEL Child Care Resource and Referral Network Evaluation have received a Level 2 – the highest level possible to achieve. Two newly trained staff have not yet taken the evaluation. The R&R Counselors received an average score of 99% on their State mandated fourth quarter assessment (staff observation). One of the R&R counselors completed a course in American Sign Language and is now able to communicate with hearing impaired clients.

A collaboration between the ELC1 and ELC2 service providers led to an automation of the enrollment process. Instead of sending letters to potentially eligible families, an automated call went out to those families. Only those who did not respond to the automated call were then contacted by personal phone call. If there was no response to the personal phone call, a letter was then sent. During the initial piloting of the process automated calls were sent to 156 families. Of those, only 31 needed to be sent a letter. Thus the pilot proved to be a success and we will now institute this process for larger enrollments.

Needs Assessment: *The year-end total of clients willing to participate in a social service needs assessment was 18,901. The total number of clients referred to services by the R&R Counselors for the year was 603. Of those, 303 were successfully linked to services. Unfortunately, either the clients did not follow through on contacting the agencies for assistance or we were not able to reach them to determine if they had been successfully linked. In addition, the R&R Counselors referred a total of 575 clients to the Service Coordinators during the contract year.*

The Service Coordinators served a total of 1,533 clients during the fiscal year which includes the clients referred by R&R Counselors and those referred by other departments within FCI. Of those, 1,370 were referred to community resources and 1,368 made successful linkages. The Service Coordinators worked with a total of 176 child care providers during the year. Of those providers served, 176 were successfully linked to services.

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

86 families were adopted for Thanksgiving by private adopters and/or organizations. 97 families submitted by FCI staff and 183 families

submitted by providers received food baskets and gift cards from Family Central. In addition, 231 individual families received gifts for the holidays from private adopters and/or organizations. 108 providers received holiday gifts for the financially assisted children in their care, and 17 providers were adopted for the holidays. Additionally, the FCI Service Coordinators linked 76 families to the Salvation Army for holiday assistance.

Food and Shelter Needs: *FCI maintains a food pantry and clothing closet for clients in need of those resources. 193 families received food from FCI's food pantry this fiscal year and 292 received clothing from FCI's clothing closet. A relationship was established with a local church that participated in a food drive that resulted in several hundred bags of food being donated to FCI. In addition, Publix stores ran a food drive that also resulted in bags of food being donated to FCI. This food was used for clients applying for food stamps through the ACCESS Florida system who needed food immediately.*

4. Developmental Screening: *The R&R staff referred income eligible clients to the Family Support Services Department for developmental screening. During the fiscal year, the R&R Counselors offered 8,761 income eligible non-school age children the opportunity to link to SR5 for Developmental Screening Assessments. All parents/guardians of children with special needs, regardless of income, are referred to the Florida Directory of Early Childhood Services and/or FDLRS. During the fiscal year, of those families requesting child care referrals, 70 families of children with special needs were referred to the Florida Directory of Early Childhood Services and/or FDLRS. A parent called to complain that a center had thrown her child out due to behavioral issues. He had been diagnosed with ADHD and Bipolar Disorder. The child care center was encouraged to call the Inclusion Specialist to receive technical assistance on including children with various needs in their program. The FCI ELC 3 staff was also contacted with the name of the child care center. As it turned out the child care center was already receiving some technical assistance from the ELC 3 provider and the assigned Early Learning Coach contacted the center to provide the services of the Inclusion Specialist and "close the loop."*

5. Other Resources: *R&R Counselors educated all parents/guardians on the important role they play in their child's school readiness and ways in which they could support school readiness at home. Counselors informed 500 families about Florida First Start and HIPPIY programs which support the parent's/guardian's role as their child's first teacher. Each family received in their information packet a copy of "Welcome to the World: An Overview of Your Growing Child, Grow to 5" published by the Florida Department of Education. This publication includes an explanation of key school readiness elements and contains activities that promote parental involvement. In order to promote family literacy, families also received a fact sheet from the Family Literacy Organization giving "Ten Tips on How to Bring Up a Book Lover."*

R&R Counselors provided written and oral information on the earned income tax credit during each interview. Families were encouraged to file tax returns so as to receive the benefit of deducting child care expenses from their earned income. R&R Counselors linked families with community volunteers who could help them to complete necessary forms. Additionally, staff supplied every customer with a resource list that details community supports that can provide needed and appropriate assistance. The list is updated at a minimum annually (last updated January 2009) and checked for accuracy.

6. Public Awareness: *R&R staff attended 17 outreach events in order to inform community members about R&R services and the components of the early learning system. A total of 646 community members were educated. In addition, staff presented early learning information to 4,278 participants at the WorkForce One orientations that were conducted twice per week at 3 sites throughout the county.*

7. Resource Development: *The Resource Developer provided technical assistance to a total of 49 unduplicated prospective providers, supporting 24 to the achievement of licensure. Of those 24, eleven (11) were located in areas of need as determined by needs assessments that were conducted on a quarterly and annual basis. The Resource Developer also helped four (4) family child care providers through the process of becoming large family child care homes. In addition, the Resource Developer called existing providers in areas where additional services were needed such as evening and weekend care. Six (6) providers agreed to add evening and/or weekend care to their programs; one (1) provider agreed to add infant care; and one (1) provider agreed to add school age care. During the fiscal year, the Resource Developer worked with the Children's Services Administration staff (responsible for the quality rating of child care providers in Broward County) on the creation and implementation of the Family Child Care Home Mini-Conference. She also suggested a family child care provider whom she assisted through the licensing process to be highlighted in the AWI newsletter. Through the process, it was discovered that this provider takes advantage of practically every early learning program available. The provider also opened up her home to allow a prospective provider to take a tour. In addition, the Resource Developer took part in a training on small business development, and when she mentioned FCI's role in fundraising and charitable events, the trainer was very interested and was given contact information for FCI's Community Development Coordinator.*

The Resource Developer spoke about provider recruitment and resource and referral services at 25 speaking engagements. She distributed 540 brochures (recruitment and R&R) at these speaking engagements. Additionally, 4,623 brochures containing family child care recruitment information and 4,906 containing R&R information were distributed to family-oriented businesses and organizations throughout Broward County. As a result of her recruitment efforts, the Coral Springs Medical Center has agreed to receive brochures on a quarterly basis. This is a success because in the past it has been very difficult to get any hospitals to agree to the distribution of brochures. The Resource Developer distributed a total of 506 recruitment (start-up) packets to prospective family child care providers and child care centers during the fiscal year which contained FCI and recruitment brochures as well.

VOLUNTARY PREKINDERGARTEN (VPK):

Community Outreach: *The 08-09 fiscal year has been a busy and productive year for VPK Community Outreach. Many steps were taken to increase VPK awareness throughout Broward County with special attention given to targeted zip codes based on research. Twelve (12) advertisements were run in the Sun-Sentinel newspaper which advertised the VPK Community Registration Sites each month in the Community section. Thirty-seven (37) third parties were given VPK information in order to provide the public with information about VPK to share with clients and/or community. In total, more than 13,500 pieces of literature were distributed about VPK throughout Broward County which included an intensive month of additional outreach in certain communities. This was conducted in specific neighborhoods by several VPK outpost team members who were predominately bilingual so that they could reach out to non-English speaking parents in targeted neighborhoods where language was previously a barrier. Twenty-two (22) VPK presentations were given, many in collaboration with Family*

Central's Resource Developer. The VPK Outreach Specialist set up tables at nine (9) visibility events to promote VPK.

Additionally, several other projects have been implemented including free ads being placed on various websites and newsletters, such as Craigslist.org and SunSentinal.com, marketing letters sent to non-VPK Providers, billboards placed on highly traveled highways, radio advertisements on Coast FM, 99 Jamz, and Hot 105, postcards sent to families of four-year-olds, and posters being sent to doctors, dentists, and social service organizations in Broward County. Due to the Community Outreach Specialist's outreach activities, there was a 6% increase in the number of Certificates of Eligibility issued during fiscal year 08-09 for school year 09-10, as compared to the number of Certificates of Eligibility issued during fiscal year 07-08 for school year 08-09 (school year 08-09 - 15,470 vs. school year 07-08 - 13,418).

C. CLIENTS TO BE SERVED			
General Description	FCI Reported Results Actual <u>Number</u> Served	ELC Review	As verified by
1. Target number of unduplicated families to be served on an annual basis by resource and referral counselors.	<u>15,000</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	Monthly R&R Counselor Logs
2. Actual number of unduplicated families served on an annual basis by resource and referral counselors.	<u>16,283</u>		
3. Actual number of families who received referrals in 2008-2009.	<u>5,276</u>		EFS Data Base
4. Actual number of families who were pre-screened to determine eligibility for financially assisted child care in 2008-2009.	<u>11,911</u>		LACE database
5. Actual number of pre-screened families who were found to be eligible and placed on unified wait list for financially assisted child care in 2008-2009.	<u>6,884</u>		
6. Target number of resource and referral contacts to be served on an annual basis by resource and referral counselors.	<u>33,000</u>	Note: R&R department served clients at the rate of 1.8 times rather than the expected 2.2 times during the contract year. <input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	LACE data base
7. Actual number of resource and referral contacts to be served on an annual basis by resource and referral counselors.	<u>29,110</u>		
8. The average number of families to be served on a monthly basis by Service Coordinators.	<u>140</u>	Note: During the first six months of the	Service Coordinator

9. The actual number of families served monthly by Service Coordinators.	<u>128</u>	contract year an average of 165 families were seen per month and an average of 91 families the second half of the contract year. Bus passes ended in 2/2009 which was a primary reason families saw Service Coordinators for transportation. <input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	monthly tracking logs
10. Number of families offered Developmental Screenings for their children and an opportunity to link to ELC 5.	<u>8,761</u>		SPE database and EFS database
11. Number of children with special needs referred to FDLRS.	<u>70</u>		
12. The target number of Providers to be served annually by the Service Coordinators.	<u>50</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	Service Coordinator monthly tracking logs
13. The actual number of Providers served annually by Service Coordinators.	<u>176</u>		
14. The target number for Providers to be recruited and supported to the achievement of licensure for this contract terms.	<u>50</u>	Note: The Resource Developer was on family medical leave for 3 months. <input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	Resource Developer Monthly Logs and Monthly Licensing Statistical Report
15. The actual number of Providers recruited and supported to achieve licensure this contract term.	<u>28 (24 newly licensed and 4 became large FCCH)</u>		
16. Number of consumer education packets sent to families requesting Resource & Referral Services.	<u>15,052</u>		Monthly Counselor logs

17. Number of enrollment appointments for families on the wait-list made by Resource & Referral Counselors for 2008-2009.	<u>1,854</u>		LACE Data base report/key indicator
D. SCHEDULE AND DESCRIPTION OF DELIVERABLES			
1. Task List - General	ELC Review		As verified by
Did the Contractor recruit new early care and education Providers in areas of unmet needs, based on a quarterly needs assessment as well as quarterly discussions with resource and referral counselors regarding their interviews with families in which the demand does not meet the supply?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Quarterly Needs Assessment Reports
<p>Service Provider annual review: Briefly describe how you recruited new early care and education providers in 2008-2009. <i>The Resource Developer recruited new providers this past fiscal year by dropping off recruitment brochures in areas of need as targeted by the quarterly and annual needs assessments and the formal analysis of those assessments, and by conducting speaking engagements in arenas throughout the county where community members might be interested in becoming providers such as Mommy and Me classes, library story times, etc. The Resource Developer also called existing providers to encourage them to add services that were needed in their areas such as infant, school age, evening, weekend, and overnight care. The Resource Developer performed these activities by focusing on a different quadrant of the county each quarter.</i></p>			
<p>Documents to be ready for ELC on-site annual review: Quarterly needs assessment reports and annual formal needs analysis report.</p>			
<p>ELC review comments: Reviewed quarterly needs assessment reports and annual formal needs analysis report for fiscal year 2008-2009 which included a recruitment plan for 2008-2009. Demographic information and data identifying key trends and future projections along with activities conducted for recruitment was reviewed. Additionally, requests for childcare along with types of care needed in the identified service area zip codes were available. <i>All documents and data results reported were reviewed and validated.</i></p>			
E. SERVICE LOCATION AND SUPPLIES			
SERVICE TIMES	ELC Review		As verified by
Were all services available Monday through Friday, excluding holidays, during normal operating hours, which are: from 8:00 a.m. – 6:00 p.m. and on evenings and Saturdays as customer and program needs may require?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		On-site visits to FCI and out-posting sites and work schedules
Does the Contractor provide outreach services by co-locating and/or out-posting at related agencies as needed, at hours and locations that meet the needs of families and providers in Broward County?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
<p>Service Provider annual review: Briefly describe how you provided outreach services by out-posting in 2008-2009. <i>Resource and Referral</i></p>			

counselors outposted at three (3) WorkForce One sites twice per week in order to provide R&R services to WorkForce One clients.

Documents to be ready for ELC on-site annual review: Sample department daily work schedule.

ELC review comments: Three (3) R&R Counselors are out-posted at Workforce One sites twice weekly.

Does the Contractor maintain a message and/or beeper system to handle emergencies?	ELC Review	As verified by
	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Secret Shopper Call

Service Provider annual review: Briefly explain your message/beeper system for emergencies. *Families can call the Resource and Referral Hotline and leave a message 24 hours per day, 7 days per week. Staff is available to answer the phone queue and return calls Tuesday-Friday 7:30 am-6:00 pm and Mondays from 7:00 am-6:00 pm. If a client calls and needs immediate assistance (during business hours) and does not get a “live” person, the client can press “0” and speak with an operator who will ensure that the client speaks to a staff person. All R&R managers and the R&R director have cell phones and can be reached 24/7 for emergency purposes.*

Documents to be ready for ELC on-site annual review: None. To be verified by secret shopper activities.

ELC review comments: One (1) secret shopper call occurred during the fiscal year to access the contractor’s maintenance of a message and/or beeper system to handle emergencies.

- On 7/24/09, ELC staff made an emergency call to ELC 1’s main phone line; operator choice was selected from the menu and a request to speak to a Manager right away (emergency follow-up on customer childcare needs); operator transferred the call to the R&R Manager, whose voice mailbox received the call; a message was left and returned the same business day.
- ELC 1 staff handles emergency requests from the Coalition on a regular basis via internet activity. A client case was served on 5/6/09. An email was sent at 11:26 AM to the R&R Director requesting immediate client assistance. ELC staff received an email response the same day at 3:44 PM that the client had been contacted and assessed for services.

F. PERFORMANCE SPECIFICATIONS

CORE COMPONENT OBJECTIVES (OUTCOMES AND OUTPUTS) – GENERAL

	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
1. 100% of families served through Resource and Referral and community presentations shall be offered educational information on early learning and parental involvement.	1.a. Total number of families served: <u>16,283 served by counselors and 2,813 in community presentations</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	1.b. Total number of families offered educational information: <u>15,657 to families served by counselors and</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>

	<u>2,813 in community presentations</u>		
	1.c. Percent Achieved: <u>97%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p>Service Provider annual review: (1) Provide the total number of unduplicated families served via R&R and the number served thru community presentations. (2) How were families offered educational information on early learning and parental involvement? (3) How is this captured or documented? (4) Briefly describe any successes or challenges with the provision of services.</p> <p><i>All families who called or came in requesting R&R services were offered educational information both verbally (in person or by telephone) and in writing through a comprehensive consumer education packet. Each time a consumer education packet was offered the R&R counselors tracked on their logs whether the packet was actually sent/given to the family or refused by the family. 100% of all families contacting R&R for the first time are offered educational information. Initial clients are determined by the number of clients contacting the R&R department within the current fiscal year. Although a client may have been counted as an initial client for this fiscal year he/she may not be an initial FCI client, and therefore was not offered a consumer education packet (in the interest of saving money and the environment). For example, if a client was placed on the wait list in May, 2008 he/she would be considered an initial client if he/she called back on July 1, 2008, but would not have been offered another consumer education packet as he/she just received one in May. This would account for the YTD percentage of initial clients not receiving consumer education packets being less than 100%. But other than the first quarter the percentage was 100% or more.</i></p>			
<p>Documents to be ready for ELC on-site annual review: Supporting documentation that families were offered educational information on early learning and parental involvement (Counselor logs, surveys, roll-up report, and attendance logs for community presentations).</p>			
<p>ELC review comments: Reviewed consumer education packet and monthly tracking logs detailing the number of packets offered, sent and refused. Reviewed monthly attendance roll-up report for community presentations. Reviewed attendance logs for community presentations. During the contract year, a total of 19,096 families (duplicated) were offered consumer education information through R&R sessions and at community presentations; 18,470 (97%) families were offered educational information on early learning and parental involvement and quality indicators. This objective was substantially met at 97%. All documents and data results were reviewed and validated.</p>			
<p>2. 75% of families who received educational information on early learning and parental involvement through Resource and Referral shall report two (2) or more ways in which they used the educational information to enhance their child's school readiness.*</p>	<p>FCI Reported Results Actual <u>Number Served</u></p>	<p>ELC Review <i>Results validated?</i></p>	<p>Action needed?</p>
	<p>2.a. Total number of families surveyed: <u>1,692</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p><i>If <u>yes</u> see row below for details.</i></p>
	<p>2.b. Total number of families who received the educational information: (this is surveyed based on the number of clients who read the consumer education information): <u>1,350</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
	<p>2.c. Total number of families reporting two or more ways in which they used the educational information: <u>1,251</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	

	2.d. Percent achieved: 93%	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p>Service Provider annual review: Briefly provide information on survey methodology, challenges/success with achieving outcome. <i>The above statistics were based on conducting surveys all families served from June 2008 to May 2009 as follow-up occurs a month after clients receiving services: 21% of those receiving child care referrals and 10% of those placed on the wait list only; Surveys were conducted by phone by the R&R staff. This fiscal year we placed the satisfaction survey online via a survey monkey which made it less time consuming for staff to conduct and tabulate.</i></p>			
<p>Documents to be ready for ELC on-site annual review: Provide copies of surveys/roll-up report.</p>			
<p>ELC review comments: Reviewed Survey Monkey Survey. Reviewed survey annual roll-up report of customer satisfaction tally sheets for documentation that parents were able to report two or more ways they used the educational information they received on early learning and parental involvement. A total of 1,692 families were surveyed. A total of 1,350 respondents (80%) reported reading the educational information; 1,251 of these respondents (93%) reported two ways in which they used the educational information. <i>All documents and data results were reviewed and validated.</i></p>			
<p>3. 100% of providers (centers and family child care homes), upon entry into the Resource and Referral database and semi-annually following entry, shall receive (in person or by mail) written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care.</p>	<p>FCI Reported Results Actual <u>Number Served</u></p>	<p>ELC Review <i>Results validated?</i></p>	<p>Action needed?</p>
	<p>3.a. Total number of providers in database: <u>553 centers and 216 homes (1,363 total providers in database as of June 30, 2009)</u></p>	<p><input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p>	<p>99% 79/80 N=79</p> <p><input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p> <p><i>If <u>yes</u> see row below for details.</i></p>
	<p>3.b. Total number of providers packets mailed semi annually: <u>1,671 existing plus 71 new providers received packets</u></p>	<p><input checked="" type="checkbox"/>Yes <input type="checkbox"/>No</p>	
	<p>3.c. Percent Achieved: <u>100%</u></p>	<p><input checked="" type="checkbox"/>Substantially Met <input type="checkbox"/>Not Met</p>	
<p>Service Provider annual review: Briefly describe the process for provider packets mail-outs and report the number of providers in the data base; Number of provider packets mailed along with any successes/challenges to achieving this outcome. <i>New providers are mailed informational packets within two weeks of being entered into the R&R database. Existing providers receive an updated packet on their six month anniversary and every six months thereafter. A log is kept of every provider who receives a packet.</i></p>			
<p>Documents to be ready for ELC on-site annual review: Provider list by Vacancy date, copies of provider mail-out log.</p>			
<p>ELC review comments: Reviewed provider list by vacancy dates of providers active in the database. 1,671 existing plus 71 new providers received packets with written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care semi-annually once update information was returned. <i>All documents and data results reported were</i></p>			

reviewed and validated, and recognized that less than 100% of the providers received written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care semiannually.

Reviewed sample of eighty (80) provider files for evidence that they received, upon entry into the Resource and Referral database and semi-annually, (in person or by mail) written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care:

- Seventy-nine (79) providers (99%) received information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care:
 - Forty (40) providers received information twice during the fiscal year; and
 - Thirty-seven (37) providers received information once during the fiscal year; and
 - Two (2) providers were new and received one (1) new provider information packet during the fiscal year.
- One (1) provider did not receive information; they did not show up on the EFS vacancy date report, which is used to determine updates and the need for provider packet to be mailed. The EFS vacancy date report was not pulling the provider information. This data problem has been fixed.

This objective is substantially met at 99%.

Adjustment Required: *In order to ensure the intent of this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall submit to the Coalition for approval, by December 30, 2009, a written plan with implementation strategies (including a timeline) to ensure that the providers (centers and family child care homes), receive semi-annually (in person, email, or by mail) written information about the early learning service system elements and opportunities, and relevant policies, procedures and training requirements for child care.*

Service Provider Plan to meet adjustment required (HOW) Explain: *All providers will receive a comprehensive handbook once per fiscal year, the information will be available on-line 24-hours per day, 365 days per year, and a provider newsletter with updated information will be mailed at least once per fiscal year (separate from the handbook) in order to meet the semi-annual requirement. A complete written plan with implementation strategies will be created and will be submitted to the Coalition by January 15, 2010.*

ELC note: *The ELC agrees to extend the response date to close of business January 4th, 2010. We anticipate that FCI's response by that date will suffice to meet the expectations of monitoring but understand that additional expansion/enhancement of the response may be forthcoming after that due date.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	As verified by
Contractor Responsibility: Does the Contractor provide written information to all centers and family child care home-based providers upon entry into the child care resource and referral database and at least semi-annually at minimum?	a. Orientation to and information about the early learning service system and the availability of technical assistance and other supports for their work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	All information verified by Review of New Provider update packet, provider

	b. Information on the elements of early learning and resources to support the inclusion of all aspects of early learning, including the importance of parental involvement in their work.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	update packet and family child care home packet material.
	c. References to developmentally appropriate, research-based methods and materials.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	d. Information as to the value of the Florida VPK Education Standards, Florida Performance Standards for children, birth to school age, and access to a copy of the books for their settings, as necessary.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	e. Relevant policies, procedures and training requirements for child care.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	f. The mechanism for providing updated information to the child care resource and referral database.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	g. The mechanism for accessing information about and linkage to other child/family service supports in the community, including information on methods and mechanisms for successful linkage to community resources.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	h. Information about the USDA Food Program.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	i. Information about professional associations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	j. Information on grants and other available assistance/resources.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

Service Provider annual review: Briefly describe how you provide this information to providers. *This information is mailed to all existing*

providers on a semi-annual basis and to new providers within two weeks of being entered into the R&R database. Information such as the provider handbook and semi-annual provider newsletter are also provided on the Family Central website as well.

Documents to be ready for ELC on-site annual review: Copies of new provider packet, provider update packet, and family child care home information packet.

ELC review comments: Reviewed new provider packet, provider update packet, and family child care home information packet. *All documents and data results were reviewed and validated.*

4. 100% of new and potential providers of child care services shall be offered technical assistance and written information about initiating new child care services, zoning, and program and budget development and other requested assistance that will maximize their ability to serve the children of their working parent employees in their community.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	4.a. number of new and potential childcare providers: <u>577</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	4.b. Number of new and potential childcare provides offered technical assistance and written information: <u>577</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	4.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

Documents to be ready for ELC on-site annual review: Documentation that providers were offered TA and written information about initiating childcare services, zoning and program and budget development.

ELC review comments: Reviewed monthly new provider packet mail-out log and monthly Resource Developer reports detailing the number of centers and family child care homes that were offered technical assistance and written information about initiating new child care services. A total of 577 providers (100%), new (506) and potential childcare providers (71), were offered written information about initiating new child care services. *All documents and data results were reviewed and validated.*

5. 100% of Early Care and Education Service Provider data maintained in the database shall be updated a minimum of weekly, as provider information is received, and the entire database shall be checked for accuracy a minimum of once	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	5.a. Total number of providers in database: <u>1,363</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 80/80

per month.	5.b. Total number of providers updated and checked for accuracy: <u>1,380</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	N=80 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	5.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If <u>yes</u> see row below for details.</i>

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

Documents to be ready for ELC on-site annual review: Copy of ACT List, provider vacancy date reports and database update log.

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

- Eighty (80) provider files were viewed in the EFS database which had been updated and matched to the ACT list (Broward County Child Care Licensing and Enforcement list) for August 2009 from Broward County; 100% of the demographic information in EFS matched the ACT document.
- Eighty (80) provider files were viewed in the EFS database for complete EFS provider related fields; 100% of the information was completed.

Note: *13% of the provider files reviewed did not submit update information to ELC 1 within a 6 month period, regardless of repeated follow-up by ELC 1 staff.*

Adjustment Required: *In order to ensure that the intent of this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall notify the Coalition staff and ELC 2 staff when providers with Service Agreements do not submit information within 30 days from the date the 6 month update request was mailed to the provider*

Service Provider Plan to meet action required (HOW) Explain: *The logistics of implementing this may require additional staff resources. In addition to the data tech having to look up each provider in the database who does not return their update form to determine if the provider has a service agreement (over 700 out of approximately 1,300 providers in database), the data tech would also have to keep a tickler file on*

each of 1,300 providers that would trigger when a provider had not returned their update survey within 30 days. Currently the data tech pulls the vacancy list every 2-3 months and sends surveys to those providers who need updating for the next three months which gives her the time she needs to update providers as their forms come in. Any provider who comes up on this list again (because they did not return their first survey) would then be sent another update form. If she were to pull this list every month, she would not have the time to input the surveys that come in on a weekly basis as the contract now requires. We are suggesting that we provide to the ELC a list of any providers who do not return their update form by 30 days after the second attempt and they will be able to follow up as they deem necessary. We are also planning to pilot the emailing of surveys to providers who have provided us their email addresses to hopefully shorten the turnaround time.

ELC note: *The ELC is not in agreement with the proposed plan above, as the intent of the required adjustment is for the ELC 1 Service Provider to notify the ELC 2 Service Provider in a timely manner so that they will know who is out of compliance with the Service Agreement. The EFS data base is capable of electronically identifying which providers hold service agreements, as well as those who have not updated within a 6 month period. ELC staff could agree to a plan of notification to the ELC 2 Service Provider and the Coalition of any provider with a Service Agreement, who does not return their update form within 30 days after the first attempt, to ensure a process that provides for timely notification to ELC 2 and the Coalition of those providers who are not submitting updated information every 6 months, thus allowing appropriate compliance follow-up. The purpose of notification to the Coalition is to assist the ELC staff to be more aware of providers who are not meeting this legislative mandate. Additionally, the Coalition agrees with the idea to institute the use of emails to gather provider update information and would like to receive an implementation timeline along with regular updates of this new strategy in the quarterly reports submitted to the Coalition.*

6. 100% of families served by Resource and Referral by telephone and/or in-person counseling shall be offered information about early learning, the important role of parents/guardians in their children’s early learning, early learning/family resources available in the community, including quality of care indicators, community resources, health and safety issues, developmentally appropriate curricula, and guidance on employing these standards for selection of child care.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	6.a. Total number of families served: <u>16,283 unduplicated clients served</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>
	6.b. Total number of families offered educational information: <u>15,657</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	6.c. Percent achieved: <u>96%</u>	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met	

Service Provider annual review: (1) Briefly describe how parents are offered information about early learning, the important role of parents/guardians, etc. (2) How is this documented? (3) Report any successes/challenges with achieving this outcome. *All families who called or came in requesting R&R services were offered educational information both verbally (in person or by telephone) and in writing through a comprehensive consumer education packet. Each time a consumer education packet was offered the R&R counselors tracked on their logs whether the packet was actually sent/given to the family or refused by the family. The reason why the number of packets offered was less than the number of unduplicated clients is because initial clients are determined by the number of clients contacting the R&R department within the current fiscal year. Although a client may have been counted as an initial client for this fiscal year he/she may not be an initial FCI client, and therefore was not offered a consumer education packet (in the interest of saving money and the environment). For example, if a client was*

placed on the wait list in May, 2008 he/she would be considered an initial client if he/she called back on July 1, 2008, but would not have been offered another consumer education packet as he/she just received one in May.

Documents to be ready for ELC on-site annual review: Monthly client tracking logs, Counselor Quality Assessment form results, and Secret Shopper calls.

ELC review comments: Reviewed consumer education packet for evidence of information about early learning, the important role of parents/guardians in their children’s early learning, early learning/family resources available in the community, including quality of care indicators, community resources, health and safety issues, developmentally appropriate curricula, and guidance on employing these standards for selection of child care. Reviewed monthly client tracking log for evidence that consumer education packets were offered to families. During the contract year, a total of 15,657 unduplicated families (96%) were offered educational information; 605 of these clients (4%) refused the consumer information packet. Those not offered educational information were repeat callers who had been offered the educational information due to receipt of services in a prior recent period.

- Secret Shopper call conducted on 5/15/09 indicated that telephone counseling offered information about early learning, the important role of parents/guardians in their children’s early learning, early learning/family resources available in the community, including quality of care indicators, community resources, health and safety issues, developmentally appropriate curricula, and guidance on employing these standards for selection of child care.

This objective is substantially met at 96%. All documents and data results reported were reviewed and validated.

Recommendation: *The ELC recommends that ELC 1 offer all families receiving telephone and/or in-person counseling information about early learning, the important role of parents/guardians in their children’s early learning, early learning/family resources available in the community, including quality of care indicators, community resources, health and safety issues, developmentally appropriate curricula, and guidance on employing these standards for selection of child care, regardless of when the family contacted the R&R for services.*

Service Provider response (if desired): *This is currently being done and is regularly validated by listening in (barging) in on R&R Counselor telephone counseling.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	As verified by
Contractor Responsibility: Provide families (as appropriate) written materials including, at minimum.	a. Information on accessing Broward County Child Care Licensing data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Validated by review of consumer education packet material.
	b. An explanation of the Coalition and the Early Care and Education Service system including providers’ training profiles, accreditation, and information concerning providers’ participation in the Early Care and Education Service System and its	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	initiatives.	
	c. An explanation of key early learning elements for their children and materials promoting parental involvement in children's early learning.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	d. Information for evaluating the health and safety qualities of summer recreation camp and summer day camp programs and the health and safety qualities of summer camp programs.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	e. Access to an up-to-date community resource list.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	f. A checklist for selecting quality child care.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	g. Identification of all accredited child care settings in the list of options.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	h. Information about their confidentiality rights pursuant to federal and state law.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	i. Any required disclaimers and explanations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Service Provider annual review: Briefly describe how you provide this information to families. *This information is provided verbally to all families when they call or walk in requesting R&R services and is also given/sent in a written format.*

Documents to be ready for ELC on-site annual review: Copies of materials listed above (a-i) and Secret Shopper calls.

ELC review comments: Reviewed consumer education packet material containing a child care handbook, a quality checklist for evaluating early learning programs, community resources, VPK information, Family Guide for selecting quality early learning programs, Earned income tax information, developmentally appropriate curricula information and parenting information. ***All documents and data results reported were reviewed and validated.***

- Secret Shopper call conducted on 5/15/09 included receipt of an education packet that included all of the information a. through i. above.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
7. 85% of families who have received information on quality indicators in child care shall demonstrate the ability to distinguish licensed/legal care from illegal care and shall demonstrate the ability to identify three (3) items that constitute quality in child care.*	7.a. Total number of families surveyed: <u>1,692</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>
	7.b. Total number of families reporting being able to distinguish licensed/legal care for illegal care: <u>1,594</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	7. c. Total number of families demonstrating the ability to identify 3 items that constitute quality in childcare: <u>1,501</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	7. d. Percent achieved: <u>7b. is 94% and 7c. is 89%</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met Unable to substantiate outcome based on available information	

Service Provider annual review: Briefly describe survey methodology and any successes/challenges with achieving this outcome. *The above statistics were based on conducting surveys of 20% of all families receiving child care referrals and 10% of those placed on the waiting list only. Surveys were conducted by phone by the R&R staff. **This outcome will be reported differently next fiscal year based on the intent of the outcome and conversations with the ELC regarding that intent.***

Documents to be ready for ELC on-site annual review: Surveys/roll-up report and any other supporting documentation.

ELC review comments: Reviewed Survey on Survey Monkey. Reviewed customer satisfaction annual roll-up report for documentation that families served were able to distinguish licensed/legal care for illegal care *and* were able to identify three (3) items that constitute quality in childcare. Survey results indicated 1,692 families receiving referrals were surveyed.

- 1,594 families (94%) stated they were able to distinguish licensed/legal care from illegal care and 1,501 families (89%) reported at least three (3) items that constitute quality in childcare

All documents and data results reported were reviewed and validated.

Note: *Documentation was not available that reported the number of families surveyed that were able to distinguish licensed/legal care from illegal care and demonstrate the ability to identify three (3) items that constitute quality in child care.*

No Action at this time: *The ELC 1 Service Provider has already made the adjustment to the survey question effective 7/1/09 to identify families that are able to distinguish licensed/legal care from illegal care and demonstrate the ability to identify three (3) items that constitute quality in child care.*

Service Provider response (if desired):			
	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
8. 75% of families served by Resource and Referral, who have selected a provider, shall report using two or more specific items that constitute quality care in their selection of a provider.*	8. a. Total number of families surveyed: <u>1692</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	8.b. Total number of families who have selected a provider: <u>777</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	8.c. Total number of families reporting using 2 or more specific items that constitute quality in care in their selection of a provider: <u>747</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	8.d. Percent achieved: <u>96%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service Provider annual review: Briefly describe survey methodology and any successes/challenges with achieving the outcome. <i>The above statistics were based on conducting surveys of 20% of all families receiving child care referrals and 10% of those placed on the wait list only. Surveys were conducted by phone by the R&R staff.</i>			
Documents to be ready for ELC on-site annual review: Copies of surveys/survey roll-up report.			
ELC review comments: Reviewed Survey on Survey Monkey. Reviewed customer satisfaction annual roll-up report for survey results. Survey results of 1,692 families receiving referrals indicated: 777 respondent (46%) had selected a provider: <ul style="list-style-type: none"> 747 families (96%) reported using two or more specific items that constitute quality care in their selection of a provider. <i>All documents and data results reported were reviewed and validated.</i>			
	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
9. 100% of families who have sought assistance with child care options by telephone and/or in-person counseling shall have been given and 80% will report having received information on their right to choose their provider setting and location and of their right to unlimited access to their child in that setting and location during care hours. *	9.a. Total number of families seeking/given child care options: <u>5,276</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>
	9.b. Total number of families surveyed: <u>1,125</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	9.c. Total number of families reporting receipt of information on their right to choose provider setting, location and	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	their right to unlimited access to their children in that setting/location: 974		
	9.d. Percent Achieved: 87%	<input checked="" type="checkbox"/> Met	<input type="checkbox"/> Not Met

Service Provider annual review: Briefly describe survey methodology and any successes/challenges with achieving the outcome. *The above statistics were based on conducting surveys of 20% of all families receiving child care referrals. Surveys were conducted by phone by the R&R staff.*

Documents to be ready for ELC on-site annual review: Copies of surveys/survey roll-up report.

ELC review comments: Reviewed Survey on Survey Monkey. Reviewed customer satisfaction annual roll-up report for survey results. Survey Monkey results indicated 974 respondents (87%) of the 1,125 families surveyed stated they received the Client Rights and Responsibilities information which informs them of their right to choose their provider setting and location and their right to unlimited access to their child in that setting/location during care hours. ***All documents and data results reported were reviewed and validated.***

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
10. 100% of families who have sought assistance with child care options by telephone and/or in-person counseling shall receive a randomly generated computer printout of requested child care referrals from zip codes within two miles from home or work (between 5 and 10 referrals based on parent/guardian request and local availability).*	10.a. Total number of families requesting/receiving childcare referrals: <u>5,276 unduplicated (670 families requested referrals more than once.)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 19/19 N=19 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes see row below for details.</i>
	10.b. Total number requesting and receiving between 5-10 referrals: <u>2,057</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	10.c. Total number receiving less than 5 referrals due to request and/or local availability: <u>729</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	10.d. Total number receiving more than 10 due to parent/guardian request: <u>3,159</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	10.e. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe process by which this information is captured/documented; the average number of referrals given and any successes/challenges with achieving the outcome. *This information is gathered from an Impromptu report pulled from EFS. The average number of referrals given per family is approximately 10.*

Documents to be ready for ELC on-site annual review: Supporting documentation and EFS database files.

ELC review comments: Reviewed EFS impromptu reports which showed 5,276 families received computer generated referrals (670 families requested referrals more than once). Requests for referrals revealed 2,057 families (35%) received between 5 and 10 referrals when they called; 729 families (12%) received less than 5 referrals due to request and/or local availability; and 3,159 families (53%) received more than 10 referrals. *All documents and data results reported were reviewed and validated.*

Reviewed Eighty (80) files for families who used R&R services in 2008-2009 for evidence that parents needing referrals, received a computer generated copy of their requested child care referrals from zip codes within two miles from home or work (between 5 and 10 referrals) based on request and local availability.

- Thirty-four (34) clients were initially enrolled during the year and/or used R&R services:
 - Nineteen (19) clients (100%) requested and received referrals:
 - Seven (7) clients (37%) received between 5-10 referrals based on parent/guardian request and local availability; and
 - Eleven (11) clients (58%) received more than 10 referrals based on parent/guardian request and local availability; and
 - One (1) client (5%) received less than five (5) referrals due to parent/guardian request and local availability.
 - Twelve (12) clients (35%) did not need referrals when they contacted R&R; one (1) of these clients was a recipient of CCEP provider business funded care and did not need referrals; and
 - Three (3) Work Force clients (9%) did not contact R&R.

Adjustment Required: *Best Practice is to provide parents with between 5 and 10 referrals. Providing 30 – 70 referrals to a client is not considered best practice. In order to meet the intent of this objective for the 2009-2010 contract year, the ELC 1 Service Provider shall train R&R counselors by December 30, 2009, to inform parents that they may contact the R&R staff if the personalized referrals are not sufficient to meet the client’s need; the completion of such training shall be reported to the Coalition staff.*

Service Provider Plan to meet adjustment required (HOW) Explain: *All counselors received this training on December 2, 2009, and will be placing a history note in EFS if there is an exception to them giving between 5-10 referrals. Managerial reviews of random case files will be utilized to ensure that the staff is in compliance.*

11. 100% of families who request screening for potential eligibility for financial assistance for school readiness services shall be offered that screening within 48 hours and the results within 24 business hours of providing the necessary information, verbally, to the Service Provider.*	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	11.a.Total number of families surveyed who requested to be screened for financial assistance eligibility: <u>567</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</i>

	11.b. Total number of families offered a screening within 48 hours: <u>554</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>for details.</i>
	11.c. Total number of families who reported receiving screening results within 24 hours: <u>561 out of 562 responses</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	11.d. Percent Achieved: <u>10b. 98% reported screening within 48 hours and 100% reported receiving results within 24 hours</u>	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met	

Contractor Responsibility: Provide support and assistance to parents who have emergency child care needs and immediately link with the Service Provider of *Eligibility Determination, Application Processing, Slot Management and Provider Payment* (ELC 2) for securing care and financial assistance.

Service Provider Annual Review: Briefly describe the process by which this information is captured/documented/tracked and any successes/challenges with achieving the outcome. *The above statistics were based on conducting surveys for 10% of families placed on the wait list only. Surveys were conducted by phone by the R&R staff. The reason the percentage of clients receiving call backs within 48 hours is lower than 100% is due to the clients answering the survey question based on when they actually spoke with a counselor rather than when the counselor made initial contact (possibly through a message left on voicemail) and the fact that we were not fully staffed throughout the fiscal year.*

Documents to be ready for ELC on-site annual review: Supporting documentation, customer satisfaction annual roll-up report and or Counselor outgoing telephone logs. Secret shopper activity.

ELC review comments: Reviewed Survey Monkey customer satisfaction annual roll-up report for survey results and conducted two (2) secret shopper calls for evidence of service delivery time. Survey results of 567 families, indicated 554 respondents (98%) were offered a screening for financial assistance within 48 hours and 561 respondents (99%) of families surveyed reported receiving the results of a financial screening within 24 hours. ***All documents and data results reported were reviewed and validated. This objective is substantially met at 99%.***

Additionally, secret shopper activity occurred as follows:

- 3/5/09 Single Point of Entry (SPE) application completed. Call back received 3/10/09; three (3) business days or 72 hours later.
- 3/11/09 phone call made where message was left at 10:07 AM; initial call back regarding financial assistance received 3/13/09 at 11:00 AM was missed by ELC Staff. Subsequent call back to R&R staff on 3/16/09 at 9:38 AM where message was left. Additional messages left on 3/18/09 at 1:38 PM and on 3/24/09 at 9:54 AM. As of 3/26/09, no call back was received.

Action Required: In order to ensure that this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall submit to

the Coalition, by December 30, 2009, a suggested revision to the measurement of this outcome that is valid and accurately shows that customers requesting a screening for financial assistance receive the screening within 48 hours of the request and the results within 24 business hours of providing necessary information verbally to the ELC 1 Service Provider.

Service Provider Plan to meet action required (HOW) Explain: *A suggested revision to the measurement of this outcome will be submitted to the Coalition by December 30, 2009. Currently, the R&R Director is looking at a random sample of counselor phone logs (three days per month) to ensure that the calls are being returned within 48 hours and that the clients are receiving the results within 24 hours.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
12. 100% of customers who are scheduled for a first appointment with the <i>Eligibility Determination, Application Processing, Slot Management and Provider Payment</i> (ELC 2) Service Provider shall be offered Resource and Referral services.	12.a. Total number of customers scheduled for appointments with ELC 2 service provider: <u>4,294</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 23/23 N=23
	12.b. Total number of families offered Resource and Referral Services: <u>4,294</u> (<i>Work Force clients:1,465</i>)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<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 appointment setting process and any successes/challenges with achieving the outcome. *When there is funding available to enroll children from the wait list, families receive a call or letter instructing them to call R&R for an enrollment appointment. Once they call the R&R appointment hotline and leave a message, a counselor returns their call, re-screens them to make sure they are still eligible, offers R&R services, lets them know what documentation to bring and schedules the appointment. For protective service clients, once the referral arrives at FCI, a designated R&R counselor contacts the family, offers R&R services, tells them what documentation to bring and schedules the appointment. For WFO clients, although WorkForce staff schedule the actual appointments, R&R staff are present at all orientations and offer R&R information to all participants.*

Documents to be ready for ELC on-site annual review: Supporting documentation, monthly LACE database tally sheets; ELC 2 report comparison.

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

A total of 4,294 customers were scheduled for appointments with the *Eligibility Determination, Application Processing, Slot Management and Provider Payment* (ELC 2) Service Provider; 100% of the clients were offered R&R services. **All documents and data results reported were reviewed and validated.**

Reviewed eighty (80) files; **nineteen (19) client files** were newly enrolled during the contract year and were scheduled for a first appointment, the balance (61) were clients continuing enrollment:

- Fifteen (15) clients were scheduled for an appointment with the *Eligibility Determination, Application Processing, Slot*

Management and Provider Payment (ELC 2) Service Provider and made contact with R&R for individualized service; and

- Three (3) clients were WFO clients who were offered R&R services during orientation, but declined personalized referral services; the appointments for these clients were scheduled through the WF staff directly to ELC 2 staff; and
- One (1) client was an employee of a business participating in the CCEP program.
- Nineteen (19) clients (100%) were offered Resource and Referral Services during the fiscal year.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
13. 85% of families who are scheduled for a first appointment with the <i>Eligibility Determination, Application Processing, Slot Management and Provider Payment (ELC 2) Service Provider shall come to that first appointment with a valid provider selection.</i>	13.a. Total number of families scheduled for a first appointment with ELC 2: <u>4,294</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>
	13.b. Total number of families showing up for their appointment: <u>3,311</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	13.c. Total number of families who came with a valid provider selection: <u>2,769</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	13.c. Percent Achieved: <u>84%</u>	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe how this outcome is tracked/documented and any challenges/successes with achieving the outcome. *There is a Daily Tracking Log that is completed by all counselors for all appointments scheduled. Families that showed for appointment and had a provider chosen were checked by the EDE counselor under the column “Provider Chosen.” These numbers are tallied on a monthly basis, and reported on a quarterly basis. There is success in achieving the outcome, in that the numbers reported are very reliable; however, the challenge is that all the logs have to be manually counted. The reason that the percentage is lower than 85% is due to the fact, that although all clients are offered R&R services prior to getting an enrollment appointment some choose not to get a list of providers or their choice of providers falls through at the last moment.*

Documents to be ready for ELC on-site annual review: Supporting documentation (scheduling log, corresponding appointment logs, ELC2 summary tally report).

ELC review comments: Reviewed ELC 2 quarterly summary tally report created from manually generated logs for the number of families scheduled for their first appointment and those coming with a valid provider selected. Reviewed Key Data Report for the year-to-date new enrollments from BSO, Child Net, WFO, and income eligible related billing groups.

The ELC 2 manual summary report indicated 4,294 appointments were scheduled for which 3,311 clients (77%) showed for the appointment and 2,769 (84%) came with a valid provider selected. **This objective is substantially met at 84%. All documents and data results reported**

were reviewed and validated.

Adjustment Required: *In order to ensure that this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall submit to the Coalition, by December 30, 2009, a procedure that will verify and document that all WF clients, especially those not using R&R for assistance with the selection of a provider, are informed that they must have a valid provider selected prior to their appointment with the ELC 2 Service Provider.*

Service Provider plan to meet adjustment required (HOW) Explain: *This procedure has been in place since 2004 and will be reviewed, updated if necessary and submitted to the ELC by January 15, 2010. It is important to note that currently, all WFO clients attending an orientation are required to either see an R&R counselor or fill out a form stating that they either do not need child care or have a provider already selected (with the need to list two providers). These forms are turned into one of the R&R managers who maintains them on file. A copy of this form will be provided to the ELC in addition to the aforementioned procedure.*

ELC note: *The ELC agrees to extend the response date to close of business January 4th, 2010. We anticipate that FCI's response by that date will suffice to meet the expectations of monitoring but understand that additional expansion /enhancement of the response may be forthcoming after that due date.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
14. 100% of families with children under school age who are served by ELC 1 (inclusive of those on the unified waitlist for School Readiness services) will be informed about the Voluntary Pre-kindergarten program and 100% of families with potentially eligible children will be given information on how to access the registration process for this service.	14.a. Total number of families inquiring about VPK: <u>972</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>
	14.b. Total number of families informed about VPK: <u>15,052 packets mailed to families with VPK info</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	

Service Provider annual review: Briefly describe any successes/challenges with achieving the outcome. *We provide VPK information (including how to access the registration process) to all families requesting R&R services, not just those who have age appropriate children. The total number of families inquiring about VPK does not include families who received child care referrals as those families cannot be tracked separately.*

Documents to be ready for ELC on-site annual review: Supporting documentation, Tally Sheet Reports for R&R Counselors by type of calls received; Secret Shopper calls

ELC review comments: Reviewed Tally Sheet Reports for R&R Counselors by type of calls received. Report showed 972 VPK calls were handled by R&R Counselors. All of these callers, including callers for other information, received a packet (a total of 15,052 packets sent) of consumer education material containing VPK information. *All documents and data results reported were reviewed and validated.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
15. A Voluntary Pre-kindergarten Provider database shall be maintained and updated a minimum of weekly, as provider information is received, and checked for accuracy a minimum of twice a month.	15.a. Total number of VPK providers in the database: <u>School Year 08-09 – 451</u> <u>Summer 09 – 116</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>
	15.b. Total number of VPK providers updated: <u>All</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
	Service Provider annual review: Briefly describe the process by which the VPK provider database is maintained and updated along with any successes/challenges with achieving the outcome. <i>The VPK Registrars provide documentation to the VPK Provider Liaison when a child care center's/school's information is updated. The Provider Liaison inputs information regarding teacher changes, classroom additions, etc. into EFS when informed. When a new VPK Provider Profile is to be printed, an updated provider list is generated based on the addition or deletion of new VPK Providers and changes to VPK Providers' status, i.e. from provisional to approved.</i>		
Documents to be ready for ELC on-site annual review: VPK provider updated logs; EFS database			
ELC review comments: Reviewed CCR&R EFS database for evidence that VPK provider information is maintained and updated a minimum of weekly, as provider information is received, and checked for accuracy a minimum of twice a month. Reviewed EFS database information for 106 VPK providers: <ul style="list-style-type: none"> A total of 106 VPK provider (100%) information was maintained and updated a minimum of weekly, as provider information is received, and checked for accuracy a minimum of twice a month. <i>All documents and data results reported were reviewed and validated.</i>			
16. 100% of data maintained in the database of all family and child services and supports available to Broward County residents shall be updated and checked for accuracy monthly, at minimum.	ELC Review Results validated?		Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
Service Provider annual review: Briefly describe any success/challenges with achieving the outcome. <i>N/A</i>			
Documents to be ready for ELC on-site annual review: Copy of linkage agreement with First Call for Help (211).			
ELC review comments: Reviewed linkage agreement with First Call for Help who maintains the 211 database and the community resource guide that the ELC 1 Service Provider maintains for updates. Reviewed First Call for Help's website, FCI's R&R Community Resource Handbook and observed an R&R counselor conducting a client interview. The linkage agreement with First Call for Help (211) states that First Call for Help (211) will update the database at least annually. The First Call for Help's website and FCI's R&R Community Resource Handbook was updated 1/2009. Observed counselor utilizing the 211 database			

to refer customers to appropriate resources in the community (First Call for Help's webpage is listed in counselor "favorites" for immediate access to the internet).			
17. One (1) needs assessment each quarter shall be conducted which analyses data collected on unmet demand in the range and/or supply of child care options in the community; a provider recruitment and development plan and benchmarks to be measured shall be developed which shall align with that and other relevant needs data.	ELC Review <i>Results validated?</i>		Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
Service Provider annual review: Briefly describe the needs assessment process and any success/challenges with achieving the outcome. <i>Quarterly and annual needs assessments are conducted via a database report that shows how many providers (centers and homes) exist in each zip code and provide various services such as evening, overnight, weekend, infant and school age care. Those numbers are compared to the number of clients requesting those services in those zip codes. Based on these assessments and input from the staff, an annual formal analysis is completed in order to create a recruitment plan that will direct the Resource Developer in her efforts.</i>			
Documents to be ready for ELC on-site annual review: (1) Quarterly needs assessment; (2) Annual formal analysis; (3) Provider recruitment plan.			
ELC review comments: Reviewed quarterly and annual needs assessment reports and a formal analysis for fiscal year 2008-2009 with data collected on unmet demand in the range and/or supply of childcare options in the community, including a provider recruitment and development plan and benchmarks to be measured for 2008-2009. The 2008-2009 annual formal needs assessment report included demographic information and data identifying key trends and future projections of Broward County's growth and development along with activities conducted for recruitment of childcare in areas of need. Additionally, requests for childcare, types of care requested by service area zip codes were included. During the fiscal year, 49 providers received technical assistance and of those, 24 became licensed (22 family childcare homes and 2 centers). These facilities provided childcare services in identified areas of need. The percentage of increases/decreases in identified areas of need for the fiscal year (7/1/08-6/30/09) are as follows: <ul style="list-style-type: none"> • +7% in infant care • +8% in school age care • +27% in evening care • -5% in overnight care. • +38% in weekend care 			
18. 100% of the waiting list names shall be validated every six (6) months, with those families on the waiting list informed of their eligibility/application status as applicable.	FCI Reported Results Actual <u>Number</u> Served		ELC Review <i>Results validated?</i>
	18.a. Total number of families eligible for updating to remain on waitlist:		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		Action needed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

	<u>20,093</u>		<i>If <u>yes</u> see row below for details.</i>
18.b. Total number of families validated (total number of updates + terminated from waitlist): <u>20,093</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
18.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		

Service Provider annual review: Briefly describe the process by which waitlist names are validated and any successes/challenges with achieving the outcome.

Each month the computer generates letters for those families who are due to update on the wait list (if they have not updated within the last 6 months). These letters get sent out at the beginning of the month, and those clients who have not updated by the end of the month get terminated through an auto-termination process that is conducted by R&R staff. Clients calling to update may call the R&R wait list update line, the R&R hotline, or the original counselor who placed them on the wait list. The reason the percentage of those validated is greater than 100% is: (1) the total number of families eligible for updating corresponds with the number of letters sent and many clients update prior to the 6 month mark and in that case a letter is not generated for them and (2) many clients call in more than once every six months to update, so these are not unduplicated numbers.

Documents to be ready for ELC on-site annual review: Supporting documentation, Reviewed monthly waiting list re-determination data pulls for update letters, SPE auto termination pages and monthly tally sheets for each R&R Counselor.

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

A total of 20,093 updates were made to the waiting list during the contract year:

- 5,382 clients (27%) called the update line; and
- 10,551 clients (53%) called R&R counselors directly to update their waiting list status; and
- 4,160 clients (21%) were terminated as a result of not responding within the 6 month period.

Only 8,789 clients (44%) needed to receive a reminder letter during the contract year, requesting they update their status on the waiting list; 47% of these clients were terminated.

All documents and data results reported were reviewed and validated.

19. 75% of the participants in community presentation activities shall demonstrate an increased understanding of the components of successful school readiness and of the availability of Resource and Referral services to the community. *	FCI Reported Results	ELC Review	Action needed?
	Actual <u>Number Served</u>	Results validated?	
	19.a. Total number of participants at community presentations: <u>576 surveyed at 2 WF sites per week.</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
19.b. Total number of participants pre-	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

	tested: <u>322</u>		
	19.c. Total number of participants post-tested: <u>322</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	19.d. Total number of participants demonstrating an increased understanding of the components of successful school readiness and the availability of R&R: <u>275</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	19.e. Percent achieved: <u>85%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe the process by which participants are pre/post tested at community presentations and any successes/challenges with achieving the outcome. *R&R staff presents pre-tests to the participants at the WFO orientations, have them fill them out, then present early learning educational information to the participants, and then have them fill out post-tests. Results are tabulated on a quarterly basis; there are 6 orientations per week and pre and post-test are administered to participants at 2 sites per week. 4,924 people attended orientations; surveyed 576; 322 responded with pre and post*

Documents to be ready for ELC on-site annual review: Provide copies of pre/post test and roll-up report.

ELC review comments: Reviewed pre/post-test annual tally sheet and copies of pre/post-test for participants in WFO orientations. Manual tally sheets revealed a total of 576 participants who attended WF orientations were surveyed at 2 WF sites per week:

- 322 participants (56%) completed pre and post-tests evaluations before and after the orientation presentation; and
- 275 participants (85%) demonstrated an increased understanding of the components of successful school readiness and the availability of R&R.

All documents and data results reported were reviewed and validated.

	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
20. 65% of families registering for the Voluntary Pre-kindergarten program shall report that they heard about the Voluntary Pre-kindergarten program from one or more of the funded outreach activities.*	20.a. Total number of families registering for the VPK Program: <u>16,418</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>
	20.b. Total number of parent responses: <u>17,373</u>		
	20.b. Total number of responses reporting they heard about VPK via one of the funded outreach activities:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

11,390

20.c. Percent Achieved: **66%**

Met

Not Met

Service Provider annual review: Briefly describe the process by which the data is tracked/captured and any successes/challenges with achieving the outcome. *Every parent/guardian completes a Parent/Guardian Information form as part of the application process. One part of the second page is a question asking how the parent/guardian heard about VPK. The parent/guardian can check off one or more of the listed choices or put another reason stating how they heard about VPK. The choices listed correlate to the different advertising strategies used for VPK outreach. This information is input into EFS using codes that have been correlated to the answers that could be selected on the Parent/Guardian Information form. *The numbers reflected are slightly different than the actual number of certificates issued due to the fact that parents were able to check off more than one way that they heard about VPK or multiple certificates were issued to one parent as in the case of twins. Per agreement with the ELC, the category of "other" was removed as we were not able to determine if the responses in this category should be counted toward FCI's outreach efforts. This reduced the numbers of responses but the responses counted reflect a more accurate picture. A report is pulled from EFS quarterly so that the effectiveness of each outreach strategy can be determined. The data is analyzed and extrapolated to determine percents for each item listed. This information is compiled into the quarterly report.*

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

2008/2009 Fiscal Year VPK Parent Referral

Family Central took credit for the referrals that are in the shaded areas

Referred By	QUARTER 1		QUARTER 2		QUARTER 3		QUARTER 4		FISCAL YEAR TOTAL	
	Number Recorded	Percent	Number Recorded	Percent	Number Recorded	Percent	Number Recorded	Percent	Number Recorded	Percent
ELC	56	1%	16	2%	142	2%	59	1%	273	2%
Friend	778	18%	134	21%	1,606	19%	783	19%	3,301	19%
Internet	106	2%	35	5%	361	4%	158	4%	660	4%
FCI	288	7%	53	8%	484	6%	254	6%	1,079	6%
Newspaper	65	1%	12	2%	199	2%	77	2%	353	2%
Billboard	202	5%	27	4%	133	2%	113	3%	475	3%
Childcare Provider	1,453	33%	139	21%	2,862	35%	1292	31%	5,746	33%
Public School	411	9%	85	13%	565	7%	474	12%	1,535	9%
Television	165	4%	29	4%	325	4%	129	3%	648	4%
VPK Program	302	7%	49	8%	574	7%	288	7%	1,213	7%

Postcard	13	0%	2	0%	28	0%	20	0%	63	0%	
Radio	71	2%	14	2%	113	1%	64	2%	262	2%	
Family	446	10%	58	9%	849	10%	408	10%	1,761	10%	
Shopping Cart	3	0%	0	0%	1	0%	0	0%	4	0%	
Totals:	Non-FCI	1,445	33%	237	36%	2922	35%	1,379	33%	5,983	34%
	FCI	2,914	67%	416	64%	5320	65%	2,740	67%	11,390	66%
	Total	4,359	100%	653	100%	8,242	100%	4,119	100%	17,373	100%

Documents to be ready for ELC on-site annual review: Provide copies of parents/guardian information forms and roll-up report (quarterly VPK parent referral data and parent history codes). Case file review

ELC review comments: Reviewed quarterly VPK parent referral data and parent history codes as entered into the EFS database. A total of 16,418 families (66%) registered their children for VPK and completed surveys (every VPK application has the survey question regarding how parents heard about the VPK program); of the total parent responses (17,373), 11,390 responses were from one or more of the funded outreach activities. *All documents and data results reported were reviewed and validated and the current data collection process was determined to tracks responses not responses from individual families.*

Adjustment Required: *In order to ensure that the intent of this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall submit data collection procedures to the Coalition by December 30, 2009, that would measure how many families indicated that they heard about the Voluntary Pre-kindergarten program from one or more of the funded outreach activities.*

Service Provider plan to meet adjustment required (HOW) Explain: *FCI has always reported the data by family (parent) for questions 20 b, c, and d. However, per our written communication and with ELC agreement, going forward we will change the wording in question 20a to read: Total number of children registering for the VPK program as we track the number of children, not families registering for VPK.*

21. 100% of families served shall be offered a family needs screening, with a target participation rate of 50% of families served by ELC 1 receiving a screening.	FCI Reported Results	ELC Review	Action needed?	
	Actual Number Served	Results validated?		
	21.a. Total number of families offered a Family Needs Screening : <u>19,370</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If <i>yes</i> see row below for details.
	21.b. Total number of families screened: <u>18,901</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
21.c. Percent achieved: <u>98%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met			

Service Provider annual review: Briefly describe the process by which families are offered and received a family needs screening and any

successes/challenges with achieving the outcome. *Every family who calls or walks in requesting R&R services is offered a needs assessment to determine if they have unmet social service needs other than child care. The reason why the amount offered is greater than the unduplicated total of clients served is because every walk-in client fills out a needs assessment prior to being seen by an R&R Counselor regardless of whether he/she is an initial client.*

Documents to be ready for ELC on-site annual review: Copies of completed family screenings and monthly social service needs assessment tracking logs for R&R Counselors.

ELC review comments: Reviewed monthly social service needs assessment tracking logs for R&R Counselors for the fiscal year. A total of 16,283 families (100%) were offered a family needs screening and many families participated more than once for 19,370 family needs screenings offered; 18,901 screenings (98%) were completed. Manual compilation of this information is unable to reveal the number of different families that participate in the needs screen, or how many times a particular family participates. *All documents and data results reported were reviewed and validated.*

Adjustment Required: *In order to ensure the intent of this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall submit to the Coalition, by December 30, 2009, for approval, an implementation plan (including timeline and staff training) that begins using an EFS history code to identify and record all families who are served by R&R staff and complete the Family Needs Screening. Coalition staff is available to assist with developing the EFS History Code and the reports FCI can use to extract the data.*

Service Provider plan to meet action required (HOW) Explain: *All initial clients receive needs assessments as per the contractual requirement, but in addition all walk-ins receive an assessment (whether initial clients or not) because we want to provide good customer service and because we want to have a record of their information for contact in case they cannot wait for a counselor to see them and leave before being seen. Because of the volume of customers and limited staff resources throughout the year, current R&R business practice does not include the use of history notes/codes for clients in EFS unless they receive child care referrals. If they are placed on the wait list only, the history note is in SPE. In addition to daily manual tracking of data to meet ELC reporting needs, R&R Counselors are required to utilize multiple systems to do their jobs (EFS, SPE, UWL, 211, etc...). Recording an additional history note in EFS will require extra staff time and will impact service delivery. R&R staff already keeps their social service needs assessments in files and a log of every client referred to services and linked. We would only be able to make this additional history note if the counselors' duties were reduced in another way. We are proposing that the counselors no longer follow up with clients requesting resources other than child care. The clients that have complex needs or who are in crisis will still be referred to the service coordinators for linkage and follow up, but if the client just needs a phone number to a particular community resource, the counselors will not follow up to determine if they were successfully linked. This will allow the counselors to record the additional history note without reducing the number of clients they serve.*

ELC note: *The ELC is not in agreement with the proposed strategy above. According to AWI requirements, each client seen should be entered into the EFS database whether they receive childcare referrals or not. The Coalition is requesting that an EFS history code be created and used for the purpose of electronic tracking and reporting of customer receipt of a social service needs screening. The ELC is not requesting an additional history note as mentioned above. The ELC 1 Service Provider shall submit to the Coalition, by January 4th, 2010, for approval, an implementation plan (including timeline and staff training) that begins using an EFS history code to identify and record all families who are served by R&R staff and complete the Family Needs Screening. Additionally, the ELC 1 Service Provider shall*

evaluate during the period January – March, the additional time it takes a counselor to add the history code to the case file and report this information to the ELC staff in the third quarter report.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
22. 75% of families with unmet family needs who have completed a screening shall be successfully and actively linked to, or provided, one or more services and supports that enhance children’s social, emotional, physical, cognitive and behavioral development towards early learning.	22.a. Total number of families with unmet needs completing the screening (referred to services): <u>1,973</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	22.b. Total number of families linked to one or more supports: <u>1,671</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	22.c. Percent Achieved: <u>85%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe the process by which families are referred/linked to social service supports in the community and any trends associated with unmet needs along with any successes/challenges with achieving the outcome. *After being referred to services, all families are followed up on by either the R&R counselors or the Service Coordinators to determine if they were able to make a successful linkage. The above statistics also include the families who were helped through child care provider referrals to the Service Coordinators. It has become increasingly difficult to refer families to services in the community as many of these services are either no longer funded or have had funding cuts. For example, as of February 1, 2009, bus passes were no longer available through Broward County Transit and the Family Success Administration. The needs that are the most difficult to meet in the community are affordable housing, homeless shelters, free furniture, and bus passes.*

Documents to be ready for ELC on-site annual review: Provide copies of monthly social service needs assessment tracking logs of Social Service Coordinators.

ELC review comments: Reviewed monthly social service needs assessment tracking logs of Social Service Coordinators for documentation that families with unmet needs were successfully linked to, or provided one or more services and supports. During the contract year, a total of 1,973 families were referred to services and 1,671 families (85%) were successfully and/or actively linked (had and kept appointments) to or provided one or more services and supports that enhanced children’s social, emotional, physical, cognitive and behavioral development towards early learning. *All documents and data results reported were reviewed and validated.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
23. 75% of those families linked to or provided one or more services and supports shall report and demonstrate an increase in their ability to support their child’s school readiness and increase in family stability.	23.a. Total number of families linked to services or provided one or more supports: <u>1,671</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>
	23.b. Total number of families linked to services or provided one or more		

	supports and actually helped by agencies: <u>1,401</u>		
	23.b. Total number of families linked and demonstrating an increase in their ability to support their child's school readiness and family stability: <u>1,281</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	23.c. Percent Achieved: <u>1281/1,401 = 91%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe the process by which the data is captured/tracked and any successes/challenges with achieving the outcome. *R&R staff follows up on each family who is referred to social service supports and the family is called and asked if they were helped by the agency(s) referred to them and how this help assisted them in increasing their ability to support their child's school readiness and increase their family's stability. The above number does not include the families referred by providers as this outcome is documented in outcome #24 by survey.*

Documents to be ready for ELC on-site annual review: Tracking and/or Referral logs and documentation that families reported and increase in their ability to support their child's school readiness and increase family stability. Completed surveys/survey roll-up report.

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

During the contract year, 1,671 families were linked to or provided one or more services and supports; 1,401 families (76%) reported being helped by the agencies:

- 1,281 families (77%) linked to or provided one or more services and supports, reported and demonstrated that the services and supports received increased their ability to support their child's school readiness and improved their family stability.

All documents and data results reported were reviewed and validated.

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
24. 75% of providers using the linkages service shall report successful linkages made as a result of this service and shall report that these linkages strengthened their ability to support children's school readiness and to support family stability.*	24.a. Total number of providers surveyed using the linkage service: <u>155 surveyed</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	24.b. Total number reporting successful linkages: <u>143</u> Total number reporting successful linkages and that these linkages	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>

	improved their ability to support children's school readiness and support family stability: <u>132</u>		
	24.c. Percent Achieved: <u>85%</u> (<u>132/155</u>)	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service Provider annual review: Briefly describe the survey methodology and any success/challenges with achieving the outcome. <i>All providers were mailed surveys semi-annually and asked if they had referred families with unmet social service needs, and if so were they successfully linked to services. If this was the case, they are asked if this strengthened the family's ability to support children's school readiness and to support family stability.</i>			
Documents to be ready for ELC on-site annual review: Completed surveys/survey roll-up report.			
ELC review comments: Reviewed the annual provider survey roll-up report for the fiscal year. A total of 143 providers (92%) of 155 providers, reported making successful linkages and 132 providers (85%) reported that the successful linkages made as a result of this service strengthened their ability to support children's school readiness and family stability. <i>All documents and data results reported were reviewed and validated.</i>			
25. Five (5) formal linkage agreements, at a minimum, shall be completed with major agencies and organizations which provide family strengthening services and supports which enhance early learning, allowing the provision of aggregate data concerning the linkage of clients to those agencies from the ELC 1 Service Provider.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	25.a. Number of formal linkage agreements attempted: <u>8</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	25.b. Number of formal linkage agreements completed: <u>7</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If yes see row below for details.</i>
Service Provider annual review: Briefly describe any success/challenges with achieving this outcome. <i>A linkage agreement was sent to, but never returned by Broward Healthy Start Coalition.</i>			
Documents to be ready for ELC on-site annual review: Provide copies of linkage agreements.			
ELC review comments: Reviewed linkage agreements with Broward County Health Department (KidCare Outreach); ChildNet; Workforce One; First Call for Help; Hispanic Unity of Florida; Broward County Human Services Division (Child Care Licensing and Enforcement Section); and the Children's Diagnostic & Treatment Center, Inc. <i>All documents and data results were reviewed and validated.</i>			
26. 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, Chapter 411, 402 and Chapter 1002, Florida Statutes.		ELC Review	Action needed?
		<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
Service Provider annual review: Briefly describe the process by which confidentiality is ensured and any successes/challenges with			

achieving the outcome. All clients are informed that any information they give R&R staff will be kept confidential. All client files are kept in locked file cabinets in the staff's offices or in a locked file room. All files not needed onsite are sent to secure storage off site. All sensitive client information that does not need to be retained is placed in locked recycled boxes for secure shredding.

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

ELC review comments: Reviewed Family Central's Confidentiality Policy, Confidentiality of Records Policy and Resource and Referral Confidentiality Policy on handling calls. Policies are sufficient. *All documents and data results were reviewed and validated.*

27. 100% of parent/guardian and child care provider telephone calls shall be answered by the fourth ring and 100% of customer telephone calls which are placed on hold shall hold for no more than two (2) minutes before caller being given the option to continue to hold or to request a call-back within 48 business hours and 90% of customers who leave messages will receive follow-up within two (2), 48-hour (business) days of initial contact.	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
	27.a. Percent of telephone calls answered by fourth ring: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
	27.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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	27.c. Percent of customers receiving call-back within 48 hour business days: <u>67% (based on 1,692 surveys)</u>	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	<i>If yes see row below for details.</i>

Service Provider annual review: Briefly describe the phone system features that address the outcome. *26a. and 26b. are guaranteed by the way the phone system is set up. The results in 26c. were based on conducting surveys for 20% of clients receiving child care referrals and 10% of families placed on the wait list only. Surveys were conducted by phone by the R&R staff. The reason the percentage of clients receiving call backs within 48 hours is lower than 100% is due to the clients answering the survey question based on when they actually spoke with a counselor rather than when the counselor made initial contact (possibly through a message left on voicemail) and the fact that we were not fully staffed throughout the fiscal year.*

Documents to be ready for ELC on-site annual review: Provide copy of phone system protocol/features, customer message logs and a sample of call back logs. ELC will conduct a Secret Shopper Call.

ELC review comments: Reviewed Counselor telephone logs and annual roll-up report of quarterly customer satisfaction tally sheets indicating that 1,133 survey respondents (67%) stated after leaving a message their call was returned within 2 business days. *All documents and data results reported were reviewed and validated.*

Additionally, secret shopper calls revealed problems with timely response to messages left by Coalition staff on the following occasions:

- 3/5/09 Single Point of Entry (SPE) application completed. Call back received 3/10/09; three (3) business days or 72 hours later.
- 3/11/09 phone call made where message was left at 10:07 AM; initial call back regarding financial assistance received 3/13/09 at 11:00 AM was missed by ELC Staff. Subsequent call back to R&R staff on 3/16/09 at 9:38 AM where message was left. Additional messages left on 3/18/09 at 1:38 PM and on 3/24/09 at 9:54 AM. As of 3/26/09, no call back was received.

Corrective Action Required: *In order to ensure that this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall submit to the Coalition, by December 30, 2009, a suggested revision to the measurement of this outcome that is valid and accurately shows that customers requesting a screening for financial assistance receive the screening within 48 hours of the request and the results within 24 business hours of providing necessary information, verbally to the ELC 1 Service Provider*

Service Provider plan to meet compliance (HOW) Explain: *It is important to note that there are certain times of the year when the call volume and number of walk-in clients exceeds the number of clients the staff can be expected to handle. During these times we allow staff to work overtime hours, but in the future we will be evaluating the need for additional staff. A suggested revision to the measurement of this outcome will be submitted to the Coalition by January 15, 2010.*

ELC note: *The ELC agrees to extend the response date to close of business January 4th, 2010. We anticipate that FCI's response by that date will suffice to meet the expectations of monitoring but understand that additional expansion /enhancement of the response may be forthcoming after that due date.*

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
28. 100% of parents/guardians and child care providers shall be proactively informed of complaint procedures, leading to formal, established grievance procedures.	28.a. Total number of parents given childcare referrals and/or placed on the waitlist: <u>10,800</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	28.b. Total number of parents receiving referrals or placed on waitlist that were mailed information which included complaint procedures: <u>11,892</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	28.c. Total number of childcare providers and the number mailed provider packets which included information on complaint procedures : <u>1,363 providers in database and 1,671 packets were mailed to existing providers and 71 new providers</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	28.d. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe the process by which parents/guardians and childcare providers are informed about grievance procedures. *Each parent who is placed on the wait list or who receives child care referrals is sent/given a Client Rights and Responsibilities form and a cover letter that informs them as to the procedures to follow if they have a grievance with the services they have or*

have not received. All new providers and existing providers are mailed a cover letter with their packets that explains how they can begin a grievance process. The reason the percentage might be more than 100% for clients is because clients are sent the Client Rights and Responsibilities form and cover letter each time they receive child care referrals. Therefore if they receive updated referrals they would get another form and cover letter.

Documents to be ready for ELC on-site annual review: Survey roll-up report or other supporting documentation.

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

Reviewed monthly tracking logs detailing the number of Client Rights and Responsibility forms sent to clients totaling 11,892. Reviewed provider database mail-out log for 1,671 packets sent to existing providers and 71 packets to new providers. **All documents and data results reported were reviewed and validated.**

	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
29. 90% of families served shall report satisfaction with services, including cultural competency/sensitivity, sensitivity of services to special needs, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of hours and location of services.*	29.a. Total number of families surveyed: <u>1,692</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>
	29.b. Total number of families reporting satisfaction with:		
	o Cultural Competency/sensitivity: <u>1,691</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Sensitivity of services to special needs: <u>(combined with above into one survey question)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Customer friendliness: <u>1,692</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Usefulness of services provided: <u>1,689</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Efficiency of service: <u>1,690</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	o Convenience of hours and location of services: <u>1,692</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	29.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe survey methodology and any success/challenges with achieving the outcome. *The above statistics were based on conducting surveys of 20% of all families receiving child care referrals and 10% of those placed on the wait list only. Surveys were conducted by phone by the R&R staff.*

Documents to be ready for ELC on-site annual review: Copies of counselor phone survey logs and survey roll-up report.

ELC review comments: Reviewed annual roll-up of the quarterly customer satisfaction tally sheets including cultural competency/sensitivity, customer-friendliness, and usefulness of services provided, efficiency of service, and hours and location of services. A total of 1,692 families who used Resource and Referral services were randomly selected and responded to the survey; on average, 100% of survey responses (1691 surveys/1692 surveys) indicated that families receiving child care referrals and those on the waiting list reported overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of hours and location of services. **All documents and data results reported were reviewed and validated.**
Note: *The component required to obtain customer service data specifically related to ‘sensitivity of services to special needs’ was not collected.*

Adjustment Required: *In order to ensure that the intent of this objective is met for the 2009-2010 contract year, the ELC 1 Service Provider shall submit to the Coalition, by December 30, 2009, a revised survey with a question added that captures each component identified in the objective and each component will continue to be reported separately.*

Service Provider Plan to meet adjustment required (HOW) Explain: *This has already been accomplished and the new question will go into effect for Quarter 3. A revised survey will be submitted to the Coalition by January 15, 2010.*

ELC note: *The ELC agrees to extend the response date to close of business January 4th, 2010. We anticipate that FCI’s response by that date will suffice to meet the expectations of monitoring but understand that additional expansion /enhancement of the response may be forthcoming after that due date.*

30. 85% of providers using ELC 1 services shall report overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access.*	FCI Reported Results	ELC Review	Action needed?
	Actual <u>Number</u> Served	Results validated?	
	30.a. Total number of providers surveyed: <u>356</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
30.b. Total number of providers reporting satisfaction with:			<i>If <u>yes</u> see row below for details.</i>

	o Cultural Competency/sensitivity: <u>342/346</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	o Customer friendliness: <u>336/347</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	o Usefulness of services provided: <u>340/345</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	o Efficiency of service: <u>340/345</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	o Convenience of hours and location of services <u>337/345</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	30.c. Percent achieved: <u>98%</u> <u>(1695/1728)</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met

Service Provider annual review: Briefly describe survey methodology and any successes/challenges with achieving the outcome. *All providers are mailed a survey semi-annually.*

Documents to be ready for ELC on-site annual review: Copies of counselor survey logs and survey roll-up report.

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

- 356 provider surveys were returned (27% fewer than last year); survey results indicated that on average, **98% of survey responses** (342 surveys/346 surveys) **indicated that providers were satisfied with services**, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access.

All documents and data results reported were reviewed and validated.

31. 100% of formal service linkage agreements and procedures, that are approved by the Coalition, with all Early Care and Education System Providers and pertinent community partners in order to coordinate services and prevent duplication shall have been developed within thirty (30) days from the date of execution of a contract and shall be implemented, followed, and revised as needed. This is inclusive of the link to Broward County Childcare Licensing and Enforcement, as to communication about the change in status of, or critical incident with, any childcare provider. Linkage agreements shall be actively implemented and maintained throughout the service year.	ELC Review	Action needed?
	<input type="checkbox"/> Met <input checked="" type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>

Service Provider annual review: Note the organization with whom linkage agreements were executed and any successes/challenges with achieving the outcome. *KidCare (created 7/1/08, signed 9/30/08); Children’s Diagnostic and Treatment Center (created 7/1/08, signed 9/15/08); First Call For Help (created 7/1/08, signed 7/13/08); Hispanic Unity (created 7/1/08, signed 9/29/08), Broward County Child Care Licensing (created 7/1/08, signed 9/16/08); ChildNet (mailed 9/18/08, signed 10/13/08); Work Force One (mailed 9/18/08, signed 10/8/08). Broward County Healthy Start Coalition did not sign the linkage agreement, but we have continued to collaborate with them for mutual referral of clients.*

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

ELC review comments: Reviewed copies of all linkage agreements. Five agreement letters were developed within 30 days from the date of execution of the contract with the Coalition and two (Child Net and Workforce One) were developed in previous years and though the agreement continued for the current contract year, the documents were not mailed until September, more than 30 days after the date of execution of the contract. All Agreement signatures were verified as noted above. *All documents and data results reported were reviewed and validated.*

No Action at this time: *The ELC 1 Service Provider already made an adjustment to ensure this objective is met for the 2009-2010 contract year. The ELC 1 Service Provider has developed and implemented linkage agreements in place for 2009-2010 with the same partners mentioned above.*

Service Provider response (if desired):

	ELC Review	Action needed?
<p>32. 100% participation in monthly Early Care and Education system coordination team meetings shall occur by a representative of the Service Provider and all services shall be actively and successfully coordinated with system partners and with the Coalition.</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>

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.

Service Provider annual review: Please submit a list of associations and community collaborate groups that ELC 1 participated in 2008-2009. *In addition to attending ELC monthly Community Partner Gatherings, R&R staff participated in Continuum of Care for the Coalition to end Homelessness, Broward County Coordinating Board for Transportation Disadvantage Services, Family Self-Sufficiency Program Coordinating Committee, Community Voicemail Program, Ad Hoc Wait List Committee, Teen Parent Advisory Board, Children’s Consortium, and Florida KidCare.*

Documents to be ready for ELC on-site annual review: ELC will review its monthly sign-in sheets for attendance at system coordination team meetings along with meeting agendas and any other attendance documentation.

ELC review comments: Reviewed contract obligation log and system coordination team meeting attendance records. The ELC 1 Service Provider attended all monthly system coordinator team meetings and/or had a representative in attendance; eleven (11) meetings (100%) were

attended by ELC 1 staff.			
33. 100% of complaints or observations concerning potential abuse, neglect, or abandonment shall be reported to the Department of Children and Families and the Coalition shall be notified of said reports, within the applicable confidentiality regulations.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	33.a. Number of complaints received: <u>11</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>
	33.b. Number of complaints reported to FLDCF: <u>11</u> Number of complaints reported to the Coalition: <u>11</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	33.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service Provider annual review: Comment if needed.			
Documents to be ready for ELC on-site annual review: Child Abuse Complaint Log			
ELC review comments: Reviewed Service Provider Abuse/Neglect Complaint Logs for the fiscal year and emails to ELC staff of each report made to the Department of Children and Families for evidence of complaints or observations concerning potential abuse, neglect, or abandonment reported to the Florida Department of Children and Families, including notification of said reports (within the applicable confidentiality regulations) to the Coalition. A total of 11 complaints were received and reported to DCF and the Coalition. <i>All documents and data results reported were reviewed and validated.</i>			
34. 100% of complaints received, or observations, concerning potential child care licensing violations shall be tracked and reported to Broward County Child Care Licensing and Enforcement and feedback on the outcome from Broward County Child Care Licensing and Enforcement shall be documented.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	34.a. Number of complaints received: <u>19</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>
	34.b. Number of complaints reported to BCCCLE: <u>19</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	34.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service Provider annual review: Briefly describe any successes/challenges with achieving this outcome. <i>N/A</i>			
Documents to be ready for ELC on-site annual review: Broward County Child Care Licensing Complaint Log with feedback documented.			
ELC review comments: Reviewed Service Provider Complaint Log and supporting documentation of feedback on outcomes. A total of 19 complaints were reviewed with feedback from Childcare Licensing and Enforcement Section on 18 or 95% of the cases reported. <i>All documents and data results reported were reviewed and validated.</i>			

35. 100% of other complaints concerning providers shall be referred to the Service Provider(s) providing <i>Eligibility Determination, Application Processing, Slot Management, and Provider Payment (ELC 2) and/or Quality Improvement Supports (ELC 3), and/or Quality Assurance (ELC 4) as appropriate, and feedback on the outcomes shall be documented.</i>	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	35.a. Total number of complaints concerning providers received: <u>0</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	35.b. Total number of Providers referred to the ELC 2, ELC 3 and ELC 4 Service providers as appropriate with feedback on outcomes documented: <u>0</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	35.c. Percent Achieved: <u>NA</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
Service Provider annual review: Briefly describe referral process and any successes/challenges with achieving the outcome. <i>The challenge is that if the provider is not a VPK provider nor a provider that receives technical assistance there is not really a lot of follow up that can be done.</i>			
Documents to be ready for ELC on-site annual review: (1) Provider complaint log; (2) Supporting documentation for referral and feedback on outcomes.			
ELC review comments: Reviewed Service Provider Complaint Log and supporting documentation for referral and feedback on outcomes. There were no other complaints concerning providers referred to the Service Provider(s) providing <i>Eligibility Determination, Application Processing, Slot Management, and Provider Payment (ELC 2) and/or Quality Improvement Supports (ELC 3), and/or Quality Assurance (ELC 4).</i> <i>All documents and data results reported were reviewed and validated.</i>			
36. 100% of required data shall be collected, entered, and tracked in accordance with State of Florida and Coalition standards and requirements and reports shall be delivered complete and on time and 100% of monthly key indicator data and report requests made by the Coalition shall be provided in a timely manner.	ELC Review		Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
Service Provider annual review: Comment if needed.			
Documents to be ready for ELC on-site annual review: ELC will review its own Contract Obligations Checklist.			
ELC review comments: Reviewed Coalition's ELC 1 Contract Obligations Checklist to confirm reports were delivered by contractual commitment dates. The ELC 1 Contract Obligations Checklist revealed that 100% of required data was collected, input, and tracked in accordance with the state and local standards and requirements and reports were delivered complete and on time. 100% of reports were provided in a timely manner. Reviewed emails of reports due and sent to the State CCR&R Network office and ELC. Twelve (12) monthly Key Data reports, three (3) quarterly reports, one (1) annual report; twelve (12) monthly CCR&R State Network reports, four (4) quarterly CCR&R State Network reports;			

<p>two (2) VPK reports (VPK Outreach and Awareness report and the Status report due 1/20/09) for a total of 34 reports. Reviewed the contract due dates for various monthly, quarterly and annual reports.</p> <p>Thirty-four (34) reports were due to the Coalition; 100% of the required monthly, quarterly, annual and ad hoc data reports were submitted complete and on time in accordance with state and local standards and requirements.</p>		
<p>37. 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</p> <p><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 ELC fiscal department invoice submission log. All invoices were submitted on time and accurately met the requirements of the approved cost allocation plan and contractual budget.</p>		
<p>38. The CONTRACTOR’S forecasts, trend analyses and budget management shall results in fiscal year budgets that are balanced, with no deficit spending and with no significant surplus of funds that have been contracted for services.</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</p> <p><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 supporting documentation from ELC Fiscal Department.</p>		
<p>ELC review comments: Reviewed contract budget and amendments in comparison to the actual expenditures for fiscal year 2008-2009. Budget management objectives were met.</p>		