

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

Monitoring Report
Contract: FCI-09-ELC 3 Quality Improvement Supports
Family Central, Inc.

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

Lisa Feeney, Senior Early Care and Education Program Specialist

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Family Central, Inc. (FCI) Representatives

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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 agency's policies and procedures, a fiscal review of the accounting records and supporting documentation, and a review of the programmatic services review as reflected in the performance objectives of the **Quality Improvement Supports** services in contract FCI-09-ELC3. **This report includes monitoring results of this contract.**

In addition to examining documentation related to performance objectives, the Coalition monitors interviewed the directors of four (4) facilities that received technical assistance and coaching, five (5) staff who received scholarships from FCI-ELC 3 services, and completed three (3) phone calls to assess service delivery from the customer's point of view.

Prior to the monitoring visits, the Coalition staff identified all school readiness children and the corresponding providers who serve these children contained in the EFS data base for the period July 1, 2008 – June 30, 2009. The EFS data was used to randomly select 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 (76%) of the selected providers, 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. Of the 80 early care and education providers **selected for review and eligible for ELC 3 services, 29 of the early care and education providers (36%) where these children attended, participated in the Quality Improvement Supports system focused technical assistance (TA) services and coaching services from this ELC 3 service provider during the 2008-2009 contract year and were chosen for review in this monitoring:** two (2) Family Child Care Homes in QRIS and inclusion training and 27 early care and education center-based providers participated in Quality Rating System (QRS) (19), inclusion-only (7), and/or accreditation (4). **Additionally, 29 of the 80 early care and education provider sites, employed 78 teachers who received college credit (10 teachers), in-service (23 teachers), and/or CDA (45 teachers) scholarships;** twelve (12) teachers received mentoring from this ELC 3 service provider, five (5) completed their course work, six (6) continued their coursework past June 30, 2009, and one did not complete the coursework.

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, this ELC 3 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 this ELC 3 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.)

Programmatic Review Summary:

This contract focuses on early care and education quality improvement supports provided by FCI-ELC 3 Service Provider for early learning providers in the ELC of Broward County, Inc.'s quality initiatives including technical assistance, scholarships, resource library and training needs analysis and calendar. *Coalition staff and Service Providers 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-09-ELC3** has 26 Performance Specification Outcomes, seven (7) Contract Responsibilities, and six (6) program deliverables.
- 100% of the 26 performance outcomes were achieved and 15% require adjustments to improve reporting for accountability in the 2009-2010 contract year; 100% of the Contract Responsibilities were met; and 83% of the Program Deliverables were met in 2008-2009 and 33% required adjustments to improve reporting for accountability in the 2009-2010 contract year.
- 139 total unduplicated child care sites (116 centers and 23 homes) were served in the FCI technical assistance for quality improvement project during the 2008-2009 contract year.
- 90% of 141 early care and education sites, (104 centers and 23 homes) received Environment Ratings from the ELC 4 Service Provider and developed technical assistance Quality Improvement Plans.
- 92% of the 127 community early care and education providers (117 providers: 104 centers and 23 homes) who received technical assistance showed a measurable increase in each of the pertinent areas identified in their technical assistance Quality Improvement Plan (demonstrated by meeting at least 75% of their established quality improvement goals). Twenty (20) providers (19%) of the 104 center based providers have received a post-test assessment using the Environmental Rating Scales during a 5 Star Rating; ten (10) providers (50%) showed an increase in their ERS scores; and
- 75% of the providers served with TA during the 2008-2009 contract year who received a 5 Star Rating received 3 Stars or above. (Of the 20 providers who received a 5 Star Rating: three (3) received 4+ Stars; one (1) received 4 Stars; seven (7) received 3+, four (4) received 3 Stars; three (3) received 2+ Stars and two (2) providers received 2 Stars.

- **91% of centers and 52% of homes improved quality enough to receive matching or mini grant money; 95 of 104 centers, and 12 of 23 homes who created Quality Improvement Plans received matching and/or mini grants by achieving 75% or more of their improvement goals. (11 centers and two (2) homes received matching grants in the beginning of the year and mini grants later in the year, once the matching requirement was waived by the Coalition.)**
- **38% of the 141 early care and education sites received professional development training as part of technical assistance; 835 of the 943 early care and education personnel (89)% employed by 54 provider sites reported two (2) or more ways in which they would use the knowledge provided in the training to enhance the effectiveness of their work.**
- **233 Child Development Associate (CDA) credential scholarships were granted to practitioners working at 204 early care and education sites in 2008-2009: 226 for Florida Child Care Practitioner Certification (FCCPC) coursework and 7 for the National Child Development Associate (N-CDA) application fee.**
- **40 CDA scholarship recipients received FCCPC class mentoring from their technical assistant FCI coach or BCPS mentor with 90% of those recipients either completing or remaining in the FCCPC program. (20 completed; 16 students are still attending classes; 4 students withdrew before completing).**
- **114 scholarships for college courses and 198 scholarships for in-service workshops were awarded and paid for with ELC funds.**
- **134 preschool age children attended parent/child educational workshops in the Resource Library to experience quality early childhood educational programs.**
- **In order to improve the delivery of Quality Improvement Supports in the 2009-2010 contract year, Coalition is requiring this ELC 3 Service Provider (FCI) to:**
 - **Increase the number of family child care homes receiving technical assistance on an annual basis;**
 - **Increase the unduplicated number of providers and parents to receive materials from the Early Care and Education Resource Library, including a resource mobile for material distribution; and**
 - **Improve forecasts, trend analyses and budget management to result in fiscal year budgets that are balanced, with no deficit spending and with no significant surplus of funds for contracted services.**
- **In order to improve reporting for accountability in the 2009-2010 contract year, Coalition is requiring this ELC 3 Service Provider (FCI) to:**
 - **Report provider training information related to Quality Improvement Plans by provider and their employees rather than by training offered; and**
 - **Notify Coalition Staff by email of reports made to the Department of Families and Children regarding complaints or observations concerning potential abuse, neglect, or abandonment within the applicable confidentiality regulations.**

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

Contract Annual Review

Contract: FCI-09-ELC3 Quality Improvement 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, 2008, 2007, and 2006.	<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: Twelve (12) transactions were selected for months of October 2008 and April 2009.	
7. Number of invoices meeting the above criteria: 100% of the 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?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are adjustments properly documented and explained? There were adjustments included in the samples which were properly documents.	<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 that list 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 (Contractor's Name) and The Early Learning Coalition of Broward County, Inc." and the "State of Florida, Agency for	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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: The Family Central (FCI) brochures, including the Resource Library brochure did not describe sponsorship of the program, nor are the ELC or the AWI name or logo on the brochure in the same size letters or type as the name of the Contractor. Other documents such as the FCI provider newsletter (<i>Provider Insider, Volume 4, April 2009</i>) and the Resource Library flyer displayed the ELC and AWI logo but not in the same size as the FCI logo.	
Corrective Action: <i>In order to ensure that this objective is met for 2009-2010 contract year, this ELC 3 Service Provider shall submit to Coalition staff by January 15th, 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 this ELC 3 Service Provider.</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?	<input type="checkbox"/> Yes <input checked="" 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No
ELC review comments: N/A	
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 six (6) personnel files for ELC 3for 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: Five (5) of the six (6) personnel files for ELC3 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: Agency Personnel Policies and five of six (6) personnel files were reviewed and found to be in order and to meet required specifications. One (1) personnel file reviewed did not contain qualification documentation at the time of review to clearly identify how the 2008-2009 job description education qualifications were met; this information was provided during the review period and ELC requests FCI maintain the new information in the employee's personnel file.	
N. PAYROLL RECORDS	ELC REVIEW
1. Does staff, including management, document their work hours through a time sheet or punch clock?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are time records signed by both the employee and the supervisor?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Review sample of Payroll journals to ensure that they include:	
a. Staff name	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Position	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Salary	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Hours worked	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
e. Payroll period	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
f. Deductions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Number of payroll journals reviewed: There were two records reviewed for ELC 3	
5. Number of said journals that included the above 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?	<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 \$539,435.00 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-ELC3 Quality Improvement Supports

A. MAJOR PROGRAM GOALS

ELC 3 2008-2009 Quality Improvement Supports:

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

Service Provider Directions:

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

B. BRIEF PROVIDER SUMMARY OF ELC3 SERVICES & HIGHLIGHTS

1. Technical Assistance:

- a. **QRIS:** *A total of 118 (116 unduplicated.) child care centers participated in the QIS program during this fiscal year, exceeding the contract requirement by 25%. The coaches, in conjunction with the directors, developed and implemented a Quality Improvement Plan (QIP) for each site based on the report of the Environment Rating Scale. Goals and benchmarks were set to help the sites improve their quality. The 118 centers received a total of 3,394 units (8,485.5 hours) of technical assistance for the year. Per contract requirement, all sites (centers and homes) must be pre-rated before entering to the QIS technical assistance system. Since only 5 family child care homes (FCCH) received a pre-rating during the fiscal year, the recruiting pool of eligible FCCH providers was very limited. Thus, it was not feasible to recruit the 34 FCCH providers required to be served during the contract year. To address this situation, an additional 24 child care centers were recruited and served during the year in order to compensate for the shortage of available pre-rated FCCH providers. A total of 23 FCCH providers participated in QIS TA and received 579.1 units (868.65 hours) of QIS technical assistance.*
- b. **Inclusion:** *A total of 61 centers and 23 family child care homes received inclusion technical assistance and/or training. These sites included providers participating in QIS through FCI and School Board and other providers from the general child care community. The requests for inclusion services came from the FCI coaches, center directors contacting the Inclusion Specialist (IS) via the warm line. The IS provided 297 units (742 hours) of TA to the 61 sites. 15 training sessions for a total of 27.6 hours reaching 215 participants were*

also provided during the year

- c. Accreditation:** *24 of the 118 centers participated in Accreditation TA. 20 completed the accreditation process with the help of their coaches and received their accreditation certificate. 4 centers are currently awaiting their validation visit from APPLE and NAC.*
 - d. Group Professional Development:** *Group Professional Development trainings were offered to all participating sites and 42 centers took advantage of this training availability. (Providers from 54 sites attended training at the 42 sites). This service was provided at particular QIS sites or by clustering sites that are geographically located near each other. All topics for the 97 sessions of training were based on ELC 4 data and tailored to meet the needs of the individual center staff including 3 sessions that were provided specifically to FCCH providers. 705 unduplicated teachers and directors participated in at least one training session. A total of 198.75 hours of training were provided to 943 duplicated participants.*
 - e. CDA Mentoring:** *23 CDA candidates requested and received mentoring from the coach assigned to their site. The coaches provided hands-on TA, observation and role modeling to ensure that the students are transferred the knowledge that they acquire from the CDA training to their respective classroom. A final observation was also conducted for those candidates who were ready to apply for the National CDA Credential.*
- 2. Resource Library:** *The Resource Library continued to be a valuable, one-of-a-kind service for early childhood providers, parents and the general public. The following services are available year round to all patrons: hands-on materials, flannel board stories, consultation with an early childhood specialist for developmental appropriate practices, QRIS and accreditation information, big books, internet access, Ellison die cut machine, lamination, CDA information, musical instruments, outdoor play equipment, infant/toddler specialty materials, information on opening a child care facility, special needs and multicultural materials, specialized learning kits, etc. A donation box of recycled early childhood materials that can be used for special projects is also made available to all members.*
- a. Resource Mobile:** *The delivery service of the Resource Mobile continues to be well received by the community for the second year. Materials were delivered from FCI to 6 areas 1) NE 2) NW 3) Central East 4) Central West 5) SE 6) SW). Throughout the year, different promotions were orchestrated to advertise and continue to build the usage. This year the Resource Mobile conducted 67 site visits and delivered 1,535 materials to 417 duplicated patrons. Those who use this delivery service are very grateful to receive enhancement materials at or near their site on a monthly basis.*
 - b. Arts and Crafts:** *The popular Arts and Crafts program involved parents and children in many recycling and creative art projects. The children proudly leave with their creations and the parents acquire the knowledge of how to do these easy crafts and work with their children at home. 8 sessions of 6 weeks each brought much valued learning experience to 76 unduplicated children and their guardians.*
 - c. Story Time:** *Library story times are a wonderful way to introduce books and reading to parents and their children. Through age-appropriate stories, rhymes and songs, the children develop valuable pre-reading skills while learning that reading is enjoyable. The Story Time session consists of an age appropriate story, music and movement, and a thematic project as a follow up activity to the story. The follow up activity takes place in the developmentally appropriate model classroom showing parents activities that they can do at home to prepare their children to enter school ready to learn. 50 unduplicated children participated in 49 sessions during the year.*
 - d. Music for Children with Special Needs:** *This program provides an avenue for parents who are caring for children with special needs to interact with their children in a positive learning environment under the guidance of an early childhood specialist. A total of 22*

sessions were provided during the year. 8 unduplicated children participated in 22 sessions during the year.

3. Professional Development Scholarships:

- a. **CDA:** A total of 321 applications were received and processed this year. 233 scholarships were granted: 226 CDA and 7 N-CDA application fees scholarships were awarded for a total of \$266, 375.00. ELC funded additional scholarships during the year with a grant from the Henderson Foundation and additional mid-year funds allocate in the 4th quarter the year ended with no applicants on the waiting list.
- b. **College Credit:** 172 applications were submitted and processed during the year. 122 applicants were deemed eligible and 114 received \$33,412.11 in reimbursements for completed courses.
- c. **In-Service:** 198 applications were submitted and processed during the year. 168 applicants were eligible and received \$9,744.50 in reimbursements.

C. CLIENTS TO BE SERVED

General Description	FCI Results Actual <u>Number</u> Served	ELC Review	As verified by
<p>1. The minimum number of child care centers to receive technical assistance on an annual basis is 94 child care centers.</p>	<p>TA Centers: <u>118</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>List of 116 centers served by FCI in 08/09; two centers left and returned within this contract year.</p>
<p>Adjustment Required: <i>In order to ensure the intent of this objective is met for the 2009-2010 contract year, the ELC 3 Service Provider shall count the number of providers served, as those with a signed Service Agreement between the provider and the ELC 2 Service Provider, a completed QRS pre-assessment or Rating, a signed Service Agreement between the provider and this ELC 3 Service Provider, and a completed Quality Improvement Plan.</i></p>			
<p>Service Provider plan to meet adjustment required (HOW) Explain: <i>This adjustment is already in place. As of July 1, 2009 the only providers that are counted and reported as receiving TA services are those with an ELC 2 Service Agreement, a completed QRS pre-assessment or full Rating, a signed ELC 3 Provider Agreement and a Quality Improvement Plan completed by the assigned Coach.</i></p>			
<p>2. The minimum number of family child care homes to receive technical assistance on an annual basis is 34 Family Child Care homes.</p>	<p>TA Homes: <u>23</u></p>	<p><input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met</p>	<p>List of 23 FCCH providers served by FCI in 08/09; QRS</p>

			<p>data for rated FCCH providers. <i>Note: FCI has contacted all FCCHs rated by the ELC 4 Service Provider and these providers have stipulated they were not interested in technical assistance.</i></p>
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Adjustment Required: *In order to ensure that this objective is met for the 2009-2010 contract year, the ELC 3 Service Provider shall submit to the Coalition for approval, by December 30, 2009, a written operations plan (along with a timeline) that includes working with system partners to create strategies to ensure that a minimum of 34 Family Child Care Homes participating in QRIS-Quality Counts receive quality improvement technical assistance.*

Service Provider plan to meet adjustment required (HOW) Explain: *For the past several years during contract discussions and in monitoring responses, FCI has requested a contract adjustment because this outcome is beyond the control of FCI. Family child care homes (FCCH) must be pre-assessed by the ELC 4 provider prior to receiving technical assistance from FCI. In the past two-years, twenty-four FCCH were pre-assessed and FCI is working with twenty-three (23) of them. FCI has recruited and served additional child care providers to meet or exceed overall contract numbers but has not been able to meet the FCCH target because there is not a sufficient pool of pre-assessed family child care homes. FCI will continue to participate in planning and strategy meetings to recruit family child care homes but respectfully requests that this contract outcome be adjusted and aligned with that of the ELC 4 provider which allows a combined number of child care providers and FCCH to be pre-assessed without distinguishing between provider type.*

ELC note: *The ELC anticipates receiving, by December 30, 2009, a written operations plan (along with a timeline) that includes FCI continuing to participate in planning and strategy meetings with system partners to recruit family child care homes to ensure that a minimum of 34 Family Child Care Homes participate in QRIS-Quality Counts quality improvement technical assistance.*

<p>3. The minimum number of child care centers to receive technical assistance and training annually by the Inclusion Specialist is 60.</p>	<p>TA: <u>61</u> Training: <u>15</u> Total different sites: <u>76</u> <i>61 centers received TA and/or training</i></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>List of 61 centers who received technical assistance and</p>
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	<p>at their sites. Staff from 15 additional centers attended training sessions at a community event (such as Licensing Sector meetings, CDA trainings or another center in their neighborhood. 9 centers received both TA and training. 48 centers received TA and/or training. 28 centers received training only. 30 of these 76 centers were involved in QIS.</p>		<p>list of 15 centers that received training by inclusion specialist.</p>
<p>4. The minimum number of family child care homes to receive technical assistance and training annually by the Inclusion Specialist is 20.</p>	<p>TA: <u>1</u> Training: <u>23</u> Total: unduplicated <u>24</u></p>	<p><input checked="" type="checkbox"/>Met <input type="checkbox"/>Not Met</p>	<p>List of 23 FCCHs who received technical assistance and List of 1 FCCH who received training by inclusion specialist.</p>
<p>5. Approximately 2,000 providers and parents to receive materials from the Early Care and Education Resource Library, including a resource mobile for material distribution.</p>	<p>Unduplicated number of patrons who received materials in 0809: <u>759 unduplicated</u></p>	<p><input type="checkbox"/>Met <input checked="" type="checkbox"/>Not Met</p> <p>A total of 10,316 visits were recorded; 759 (17%) of the 4,451 patrons borrowed 15,858 items.</p> <p><i>Note: There was no record of the number of different patrons that use the library for other purposes.</i></p>	<p>List of 759 unduplicated library patrons who borrowed materials in 2008-2009.</p>
<p>Corrective Action: <i>In order to ensure this objective is met for the 2009-2010 contract year, the ELC 3 Service Provider shall submit to the Coalition for approval, by December 30, 2009, a written operations plan with implementation strategies (along with a timeline) to ensure</i></p>			

that approximately 2,000 different providers and parents receive materials from the Early Care and Education Resource Library, including a resource mobile.

Service Provider plan to meet compliance (HOW) Explain: *It is important to note that there were a total of 10,316 visits to the FCI ECE Resource Library in FY 08-09. This is a much more significant number than individual patrons because it is an actual measure of traffic and how frequently the library is being used for all services, in addition to borrowing materials. FCI strongly believes in the value and quality of the Resource Library, is committed to expanding the number of patrons and visits, and is in the process of developing the required operations plan with implementation strategies and a timeline. FCI respectfully requests that the deadline for submission be extended to January 15, 2010 to allow sufficient time for the development of an effective plan.*

ELC note: *The ELC agrees to extend the response date to close of business January 4th, 2010. The ELC anticipates that the ELC 3 Service Provider's response by that date will suffice to meet the expectations of monitoring, but understands that additional enhancement of the response may be forthcoming after that due date. The ELC anticipates, a written operations plan (along with a timeline) that includes strategies for approximately 2,000 different providers and parents to receive materials from the Early Care and Education Resource Library, including the resource mobile.*

<p>6. The minimum number of scholarships to be awarded are as follows:</p> <p>(a) 232 scholarships for applicants who enroll in and agree to complete 120 hours of formal early childhood education coursework offered by a State approved educational institution and leading to completion and/or application of a CDA National credential.</p>	<p>Number: <u>226</u></p> <p>\$ Amount paid: <u>\$279,750</u></p>	<p><input checked="" type="checkbox"/>Met <input type="checkbox"/>Not Met</p>	<p>List of recipients, addresses, work sites, application dates, training organizations, type and amount of scholarship granted.</p>
<p>(b) 81 scholarships for applicants who enroll in Early Care and Education courses and agree to complete (3) credit hours of pre-approved college courses.</p>	<p>Number: <u>114</u></p> <p>\$ Amount paid: <u>\$33,412.11</u></p>	<p><input checked="" type="checkbox"/>Met <input type="checkbox"/>Not Met</p>	<p>List of 95 recipients, addresses, work sites, application dates, training organizations, type, number and amount granted; 11 recipients</p>

			received more than 1 college course scholarship.
(c) 150 scholarships for applicants who enroll in and complete up to 10 hours of non-credit in-service workshops.	Number: <u>168</u> \$ Amount paid: <u>\$9,744.50</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	List of 134 scholarship recipients, addresses, work sites, application dates, training organizations, type, number, and amount granted.

D. PERFORMANCE SPECIFICATIONS

CORE COMPONENT OBJECTIVES (OUTCOMES AND OUTPUTS) – GENERAL

TECHNICAL ASSISTANCE related Objectives and Responsibilities:

1. 100% of focused individual quality improvement planning and coaching shall utilize provider-specific data from the <i>Quality Assurance</i> (ELC 4) Service Provider as an organizing mechanism, as demonstrated in each provider’s technical assistance Quality Improvement Plan, to the degree and the extent that the data is available on a quarterly basis.	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
	1. a. Number of providers (centers plus homes) served: <u>141 (118 C, 23 H)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 28/28 N=28
	1. b. Number of Environment Rating Scales (ERS) received from ELC 4 for the above providers: <u>104 C, 23 H</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	1. c. Number of Quality Improvement Plans built from ERS for same providers: <u>104 C – 23 H. (A QIP was not developed for 14 centers that exited prior to a QIP)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If yes see row below for details.</i>
	1.d. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Substantially Met	

		<input type="checkbox"/> Not Met	
<p><u>Contractor Responsibility:</u> In conjunction with the Coalition, determine a prioritization and rationale for technical assistance and training support, which can be used to focus available resources. Priorities may include the following: (a) Providers who serve children whose families receive school readiness funds; (b) Providers who have the greatest demonstrated, measurable need for training, technical assistance, and related supports as indicated by the Environmental Rating Scales; (c) Providers who are located in zip codes that can be deemed at-risk from available statistical data; (d) Providers who serve children birth to school age, with particular emphasis on those providers serving children from birth through three years old.</p>			
<p>Service Provider annual review: (1) Briefly describe the <u>process</u> by which focused individual quality improvement planning and coaching utilizes provider-specific data from the <i>Quality Assurance</i> (ELC 4) Service Provider as an organizing mechanism, in each provider’s technical assistance Quality Improvement Plan; (2) Quality Improvement Plan template; (3) Describe the process for managing technical assistance by priority.</p> <p><i>(1) The Coaches reviewed the ERS pre assessment report received from the ELC 4 Provider to extract the data that will inform the Quality Improvement Plan. A meeting is then scheduled with the center director or family child care home (FCCH) provider to review the findings of the report. With Health and Safety being the primary focus, the Coach prioritized the areas that need improvement in collaboration with the provider. The Quality Improvement Plan is then developed and implemented throughout the year. The Coach also used the report as an impetus to provide on-site group professional development training for teachers and directors. The whole process is completed and implemented in partnership with the center director and the FCCH provider.</i></p> <p><i>2) A template of the Quality Improvement Plan is attached. (See Attachment 1).</i></p> <p><i>(3) Priority was set in accordance to the requirement of the ELC 3 Contract. Therefore, priority was given to providers participating in ELC 4 and that demonstrated greatest needs according to the ERS report.</i></p>			
<p>Documents to be ready for ELC on-site annual review: (1) ELC randomly selected provider files- Quality Improvement Plans; (2) Quality Improvement Plan template; (3) Technical assistance priority policy.</p>			
<p><u>ELC review comments:</u> Reviewed Quality Improvement Plan template and Policy for Prioritizing Technical Assistance. Reviewed list of 139 providers served (116 Centers, 23 FCCH) indicating 127 (90%) had used provider-specific data from the Quality Assurance (ELC 4-1) Service Provider as an organizing mechanism in each provider’s technical assistance Quality Improvement Plan. <i>All documents and data results reported were reviewed and validated.</i></p> <p>Reviewed 29 provider files (21%) who received technical assistance through this contract for evidence of provider-specific data from the Quality Assurance (ELC 4-1) service provider used as an organizing mechanism in each provider’s technical assistance Quality Improvement Plan:</p> <ul style="list-style-type: none"> • One (1) center-based provider file (3%) indicated that the provider withdrew from TA after one (1) month; and • 28 provider files showed evidence of a pre-assessment and provider-specific data from the Quality Assurance (ELC 4-1) service provider used as an organizing mechanism in each provider’s technical assistance Quality Improvement Plan: <ul style="list-style-type: none"> • Two (2) family child care homes (7%) each showed evidence of a pre-assessment and provider-specific data from the Quality Assurance (ELC 4-1) service provider used as an organizing mechanism in each provider’s technical assistance Quality 			

<p>Improvement Plan;</p> <ul style="list-style-type: none"> Twenty-six (26) center-based provider files (93%) each showed evidence of provider-specific data from the Quality Assurance (ELC 4-1) service provider used as an organizing mechanism in each provider's technical assistance Quality Improvement Plan. 			
<p><u>Contractor Responsibility:</u> Provide approximately <u>18.5</u> monthly units of technical assistance/coaching, support and training by each coach to participating child care centers; and approximately <u>17.5</u> monthly units of technical assistance/coaching, support, and training by each coach to participating family child care homes on subjects directly related to providing quality services and positive child outcomes and organized around Quality Improvement Plans built on Environmental Rating Scale results.</p>	<p>FCI Reported Results Actual <u>Number</u> Served</p>	<p>ELC Review <i>Results validated?</i></p>	<p>As verified by</p>
	<p>a. Number of child care centers per coach: <u>10 to 13 centers on average</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>A spreadsheet and file review with each coach and provider and number of monthly units spent at each.</p>
	<p>b. Number of units per month/per coach/per center: <u>2.4 units on average</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
	<p>c. Number of FCCH per coach: <u>11 homes on average</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
	<p>d. Number of units per month/per coach/per FCCH: <u>2.09 units on average</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>Service Provider annual review: Briefly describe any successes and/or challenges to providing these services. Success: <i>The number of total units to be provided for the contract year was exceeded by 1,555 units.</i> Challenges: <i>The lack of pre-assessed sites was a challenge in providing services to FCCH providers, as per contract all sites needed to be pre-assessed before entering technical assistance.</i></p>			
<p>Documents to be ready for ELC on-site annual review: (1) ELC randomly selected provider files-specific documentation reflecting number of units provided to each center by each coach. (2) A sample of the coaches' schedules from 2008-2009.</p>			
<p><u>ELC review comments:</u> Reviewed summary spreadsheet for documentation of the total units provided by coaches at each provider site. Each coach averaged a total of two (2) units of technical assistance per month, per center or home. <i>All documents and data results reported were reviewed and validated.</i> Reviewed 29 provider files (27 centers and 2 homes) for observation records signed/dated by teachers and coaches which captured the number of units of technical assistance/coaching, support and training provided by each coach to participating child care centers or homes.</p> <ul style="list-style-type: none"> 100% of the 29 provider files contained such observation records and noted monthly units of technical assistance provided. 			
<p><u>Contractor Responsibility:</u> Advertise Quality Improvement mini-grant opportunities as part of Quality</p>	<p>FCI Reported Results Actual <u>Number</u> Served</p>	<p>ELC Review <i>Results validated?</i></p>	<p>As verified by</p>

Improvement process and award mini-grants to centers and homes upon reaching Quality Improvement Plan goals and benchmarks, with funding from the Coalition provided under this Contract.	a. Number of centers receiving mini-grants: <u>60</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	A spreadsheet and file review of spending/matching by provider.
	b. Number of centers receiving Matching mini-grants: <u>55</u>		
	c. Number of homes receiving mini-grants: <u>10</u>		
	d. Number of homes receiving matching mini-grants: <u>2</u>		
Service Provider annual review: Briefly describe any successes and/or challenges to providing these services. <i>The numbers reflected above for the centers are duplicated as some centers received both the mini-grant and the matching mini-grant during the year.</i>			
Documents to be ready for ELC on-site annual review: (1) Advertising material for matching grants and mini-grants; (2) Documentation of spending/matching by provider (<i>as applicable</i>); (3) Documentation of mini-grant awards for selected providers.			
<p>ELC review comments: Reviewed “0809 Technical Assistance Opportunities” flyer which was mailed once at the beginning of the contract year to all legally operating providers in Broward County; 3rd bullet on flyer reads “Financial Assistance with Materials upon meeting goals.” Reviewed ELC 3 FCI spreadsheet of provider spending for evidence of expenditure and purchase orders identifying participation and receipt of matching and/or mini grants. <i>All documents and data results reported were reviewed and validated.</i></p> <p>Reviewed 29 provider files (27 centers and 2 homes) for evidence of expenditure reports and purchase orders identifying participation and receipt of matching &/or mini grants:</p> <ul style="list-style-type: none"> • Twenty two (22) center-based providers (76%) received grants ranging from \$1 - \$750 to purchase supplies for their programs; • One (1) family child care home (3%) received \$250 to purchase supplies for their program; and • One (1) family child care home and five (5) center-based providers had not sufficiently reached Quality Improvement Plan goals and benchmarks to participate in the grant opportunity. 			
2. 75% of providers who receive training as part of their technical assistance Quality Improvement Plan shall show a measurable increase in their knowledge in each pertinent subject area, as measured by a pre and post-test.	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
	2.a. Unduplicated number of providers who received training as part of technical assistance: <u>705 (54 sites)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	95% 297/314 N=314
	2. b. Number of said providers who		

	increased knowledge: <u>716 pre and post tests out of 906 duplicated providers with pre and post tests.</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>
	2.c. Percent achieved: <u>79%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<u>Contractor Responsibility:</u> Inform Coalition of all Providers holding ELC 3 “Provider Agreement” who fail to participate in a full star rating.	<i>This responsibility was added to the amendment executed on April 13, 2009 and therefore, this information was not tracked throughout the year.</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	As verified by: Evidence of this new responsibility to be conducted in the 4th quarter was not presented for monitoring review; systems have been developed for use in 2009-2010.
Service Provider annual review: Briefly describe any successes and/or challenges to providing these services. N/A			
Documents to be ready for ELC on-site annual review: (1) List of provider sites with trainings provided at each site; (2) ELC randomly selected provider files - Completed pre and post tests at provider sites.			
ELC review comments: Reviewed a list of provider sites with trainings provided at each site for evidence that providers received training as part of technical assistance Quality Improvement Plan and the pre/post test scores of attendees for an increase in knowledge in each of 27 different pertinent subject areas. <i>All documents and data results reported were reviewed and validated.</i> Reviewed 27 center-based provider files for evidence that providers who received training as part of their technical assistance Quality Improvement Plan, showed a measurable increase in their knowledge in each pertinent subject area, as measured by attendee pre and post test: <ul style="list-style-type: none"> • Eleven (11) providers (41%) did not require training as part of their technical assistance Quality Improvement Plan; • Sixteen (16) providers (59%) received training as part of their technical assistance Quality Improvement Plan at one or more of 32 trainings in 15 pertinent subject areas. At all 32 trainings, 75% of the providers displayed a measurable increase in their knowledge in one (1) or more of the 15 pertinent subject areas, as measured by attendee pre and post test.			

- Three hundred fourteen (314) teachers attended the 32 center based trainings:
 - Two hundred ninety-seven (297) teachers (95%) showed a measurable increase in their knowledge in each pertinent subject area, as measured by attendee pre and post test;
 - Three (3) post tests (1%) were incomplete; and
 - 14 teachers (5%) did not show a measurable increase in their knowledge.

Adjustment Required: *In order to ensure that the intent of this objective is met in 2009-2010, the ELC 3 Service Provider shall measure this objective by provider and employees, not by training offered. Reports shall identify the names of provider sites who have identified training as part of their technical assistance Quality Improvement Plan, along with the names of the employees employed at that site who attend training, the name of the training said employee attended, and for each employee, show the measurable increase in each individual participants knowledge in each pertinent subject area attended, as measured by a pre and post-test.*

Service Provider plan to meet adjustment required (HOW) Explain: *FCI has been tracking the required information throughout the contract period. FCI will continue tracking the data and the analysis will be reported for each provider receiving the service as suggested in the required adjustment. This new method of reporting will be initiated in January 2010 and will be reported at the end of the 3rd and 4th quarters.*

3. 75% of providers who participate in and receive focused technical assistance/coaching shall show a measurable increase in each of the pertinent areas identified in their technical assistance Quality Improvement Plan, as demonstrated by meeting at least 75% of their benchmarks.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	3.a. The number of providers who receive TA: <u>141</u> providers with QIPs: <u>127</u> Number who achieved at least 75% of their benchmarks in each pertinent area: <u>117</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	79% 23/29 N=29 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	3.b. Percent Achieved: <u>92%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

Documents to be ready for ELC on-site annual review: (1) A spreadsheet listing each provider (home and center), each area identified from on the Quality Improvement Plans and supporting documentation that reflects goals achieved by providers: how many benchmarks were created in each area at that provider site and how many benchmarks were achieved in each area; (2) ELC randomly selected provider files.

ELC review comments: Reviewed summary data of 127 sites (104 centers and 23 homes) identifying dates for goals set, goals achieved, and percentage met. *All documents and data results reported were reviewed and validated.*

Reviewed 29 provider files (27 centers and 2 homes) for evidence that each provider participated in and received focused technical assistance/coaching showed a measurable increase in each of the pertinent areas identified in their technical assistance Quality Improvement

Plan, as demonstrated by meeting at least 75% of their benchmarks:

- Twenty three (23) provider files (79%) indicated evidence that providers participated in and received focused technical assistance/coaching and showed a measurable increase in each of the pertinent areas identified in their technical assistance Quality Improvement Plan, as demonstrated by meeting at least 75% of their benchmarks;
- One (1) provider began technical assistance in June, and therefore did not have time to met goals; and
- Five (5) providers (17%) did not meet 75% of their benchmarks.

4. 75% of providers who receive training as part of their technical assistance Quality Improvement Plan shall report two or more ways in which they shall use the knowledge provided in training to enhance the effectiveness of their work.

FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
4.a. Number of providers who receive training as part of TA: <u>943 teachers (from 54 sites)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	87% 273/314 N= 314 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
4.b. Number who report 2 or more ways in which they use the knowledge: <u>835 teachers (from 54 sites)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4.c. Percent Achieved: <u>89%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

Documents to be ready for ELC on-site annual review: (1) List of provider sites with trainings identified as part of their Quality Improvement Plan who attended trainings; (2) List of teachers by provider site that attend each training; (3) Completed surveys of teachers who attended trainings from selected sites indicating how many reported two or more ways in which to use the knowledge provided in training to enhance the effectiveness of their work; (4) Summary sheet Knowledge gained; (5) ELC selected provider file/data base review.

ELC review comments: Reviewed ELC 3 database records of trainings for evidence of teachers' attendance from 54 providers who received training as part of their technical assistance Quality Improvement Plan and reported two or more ways in which they would use the knowledge provided in training to enhance the effectiveness of their work. ***All documents and data results reported were reviewed and validated.***

Reviewed 27 provider files for evidence that providers who received training as part of their technical assistance Quality Improvement Plan reported two (2) or more ways in which they used the knowledge provided in training to enhance the effectiveness of their work:

- 16 providers were host for 32 trainings as part of their technical assistance Quality Improvement Plan.
- 16 files contained training evaluations of 314 early care and education personnel who attended the trainings, some employed at other centers.
 - 273 early care and education personnel (87%) reported two (2) or more ways in which they would use the knowledge provided in the training to enhance the effectiveness of their work.

Adjustment Required: *In order to ensure that the intent of this objective is met in 2009-2010, the ELC 3 Service Provider shall measure this objective by provider and employees, not by training offered. Reports shall identify the names of provider sites who have identified training as part of their technical assistance Quality Improvement Plan, along with the names of the employees employed at that site who attend training, the name of the training said employee attended, and for each employee, those who reported two (2) or more ways they would use the training to enhance the effectiveness of their work.*

Service Provider plan to meet adjustment required (HOW) Explain: *FCI has been tracking the required information throughout the contract period. FCI will continue tracking the data and the analysis will be reported for each provider receiving the service as suggested in the required adjustment. This new method of reporting will be initiated in January 2010 and will be reported at the end of the 3rd and 4th quarters.*

5. 100% of all employees in sites receiving technical assistance pursuant to this contract (who receive scholarships to enroll in coursework to complete the National CDA credential), shall be offered mentoring services during technical assistance visits to support the employee with on-site application of their coursework in the classroom setting.	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
	5.a. Number of CDA scholarship recipients at participating TA sites: <u>113</u> ELC 3 FCI TA sites: <u>80</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 16/16 N=16 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	5.b. Number of said recipients offered mentoring services during 0809 Contract period: <u>113/80</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

Documents to be ready for ELC on-site annual review: (1) A spreadsheet listing CDA scholarship recipients by provider site; (2) Documentation that reflects CDA scholarship recipients were offered mentoring services; (3) ELC selected provider files

ELC review comments: Reviewed ELC 3 documentation spreadsheet with 80 CDA scholarship recipients at ELC 3 FCI TA sites indicating which were offered mentorship and letter of offer. **All documents and data results reported were reviewed and validated.**

Note: Of the 80 CDA scholarship recipients offered mentorship at FCI TA sites; 23 recipients (20%) accepted and received mentoring and 57 recipients (71%) declined the service.

Reviewed 19 files of CDA scholarship recipients:

- Three (3) recipients (16%) were not employed at providers' sites receiving coaching/technical assistance services; and
- 16 recipients (100%) showed evidence of offered mentoring services.
 - Seven (7) recipients (44%) indicated interest in mentoring services; and
 - Nine (9) recipients (56%) declined mentoring services.

6. 85% of providers served shall report overall satisfaction with services delivered through this Contract, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access. *	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action Required?
	6.a. Number of provider sites served: <u>141 (139 unduplicated)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	6.b. Number of providers surveyed: <u>62/138 = 45% surveyed</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	6.c. Number of providers reporting satisfaction with:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>
	o cultural competency/sensitivity <u>58 94%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o customer-friendliness <u>57 92%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o usefulness of services provided <u>57 92%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o efficiency of service <u>57 92%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	o Convenience of access <u>56 90%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	6.d. Percent Achieved: <u>92%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe method for gathering satisfaction data and any successes/challenges in delivering this survey.

During the 3rd quarter a survey is mailed to 141 participating providers to collect this information. 62 surveys were returned and the analysis of the returned survey was tabulated to compile a summary of the provider's satisfaction with the services provided. Many of the providers wrote positive comments about the delivery of the services. A list of their written statements is compiled and will be available for the on-site annual review. In addition to answering the questions listed on the survey, ELC 3 received many written statements via emails and letters from many providers throughout the year expressing their satisfaction with the services that they received from the coaches, the library, and the professional development scholarship coordinator. Some of these testimonials were shared with the ELC staff during the year and they are compiled and will be available for review during the on-site annual review.

Documents to be ready for ELC on-site annual review: Satisfaction surveys with summary.

ELC review comments: Reviewed Satisfaction Survey summary and back up documentation for quality improvement supports, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access. A total of 139 providers who used the Quality Improvement Support services during the contract year were mailed surveys and 62 providers (45%) responded to the survey; on average, over 90% indicated that providers receiving coaching and technical assistance services reported

overall satisfaction with services, including cultural competency/sensitivity, customer-friendliness, usefulness of services provided, efficiency of service, and convenience of access of services. *All documents and data results reported were reviewed and validated.*

RESOURCE LIBRARY related Objectives and Responsibilities:

7. 90% of the members who use the Resource Library and/or its materials shall be able to identify two ways in which materials and resources shall be used to further knowledge of how to prepare children for school.*	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results Validated?	Action needed?
	7.a. Unduplicated number of patrons who used the library: <u>759</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	7.b. Number who identified 2 or more ways: <u>581 out of 581 random sampling listed 2 ways.</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If <u>yes</u> see row below for details.
	7.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Briefly describe method for gathering data and any successes/challenges in delivering this service. *There were no challenges in gathering this information. A random sample of the library patrons was selected to participate in this survey during one of their visits to the library. At the end of the year the completed surveys are analyzed and summarize to get the percentage.*

Documents to be ready for ELC on-site annual review: (1) List of unduplicated library patrons who used the library in 08/09; (2) Copies of knowledge surveys with summary sheet.

ELC review comments: Reviewed list of 759 unduplicated patrons who used the library during 2008-2009; copies of 581 surveys (77%) with summary results indicating that all (100%) of the 581 patrons were able to identify two or more ways in which materials and resources would be used to further knowledge of how to prepare children for school. *All documents and data results reported were reviewed and validated.*

Contractor Responsibilities: Make available a Resource Library that shall give approximately 2,000 patrons the opportunity to view and borrow developmentally appropriate materials and resources. Offer <u>story-time</u> to preschool children, offer <u>one weekly session</u> of music for children with special needs, and offer <u>eight - 6 week sessions</u> of arts and crafts for approximately <u>100 preschool children</u> .	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results Validated?	As verified by
	a. Unduplicated number of library patrons: <u>4,451 (759 used library this year = 17% of patrons used library in 0809)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	List of library patrons and sign-in sheets from parent/child workshops.
	b. Number of story times offered: <u>49/ 50 unduplicated children</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	c. Number of weekly music for SN: <u>22/ 8 unduplicated children</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	d. Number of 6-week arts and crafts sessions: <u>47/ 76 unduplicated</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	<u>children</u>		
	e. Number of preschoolers attending: <i>134 unduplicated</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Service Provider annual review: Briefly describe any successes and/or challenges to providing these services. <i>NA</i>			
Documents to be ready for ELC on-site annual review: (1) List of library patrons; (2) Sign-in sheets from parent/child workshops.			
ELC review comments: Reviewed list of 4,451 library patrons documenting that the service provider made available a Resource Library that gave over 2,000 patrons the opportunity to view and borrow developmentally appropriate materials and resources. Reviewed sign-in sheets from parent/child workshops documenting that service provider offered story-time to preschool children, offered weekly sessions of music for children with special needs, and offered eight - 6 week sessions of arts and crafts for over 100 preschool children. <i>All documents and data results reported were reviewed and validated.</i>			
<u>TRAINING NEEDS AND CALENDAR Related Objectives</u>			
8. One (1) annual formal analysis of data collected on training needs and gaps shall be completed and one (1) corollary early education and care training plan shall be developed in conjunction with other community partners. Training plan should be developed in conjunction with the Coalition to determine prioritization and rationale for technical assistance and training support.	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 process for completing one (1) annual formal analysis of data collected on training needs and gaps and developing one (1) corollary early education and care training plan in conjunction with other community partners. Also describe how the training plan was used to determine prioritization and rationale for technical assistance and training. <i>During the 3rd quarter a survey is mailed to all legally operating providers (1,052) in the County to collect information on the providers' needs for training. 72 surveys were returned and the analysis of the returned survey was tabulated and a summary of the community training needs was developed. All providers of training and community partners were invited to attend a meeting on May 13, 2009 to address these needs and fill in the gaps in order to develop the corollary training plan. Once completed, the plan will be used in conjunction with the ERS report to help the Coaches guide their TA and training for the providers involved in QIS.</i>			
Documents to be ready for ELC on-site annual review: (1) One annual formal analysis of data collected on training needs and gaps. (2) One corollary early education and care training plan.			
ELC review comments: Reviewed one annual formal analysis of data collected on training needs and gaps and one corollary early care and education training plan. <i>All documents and data results reported were reviewed and validated.</i>			
9. 100% of legally operating child care providers shall be informed of the opportunities to anticipate	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results Validated?	Action needed?

<p>in professional development and in focused technical assistance. Priority for participation may be given to participants based on training plan noted in objective #8 above.</p>			
	<p>9.a. Number of legally operating providers: <u>1,052</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>9.b. Number of those informed of opportunities to participate in professional development opportunities and in focused technical assistance: <u>1,052</u></p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>		
<p>9.c. Percent Achieved: <u>100%</u></p>	<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>		

Service Provider annual review: Briefly describe any successes and/or challenges to providing these services.
A flyer advertising the services provided by the ELC 3 Contract, including the professional development and technical assistance was mailed to all legally operating providers at the beginning of the fiscal year.

Documents to be ready for ELC on-site annual review: Promotional/informational materials given to providers to inform them of opportunity to participate in TA/Professional Development.

ELC review comments: Reviewed list of 1,052 legally operating child care providers generated during the first quarter of the contract year. Reviewed order dated 7/16/08 (with copies of flyer) for Laser Light Litho to mail documents to all identified providers; documents included flyer announcing 2008 – 2009 Technical Assistance Opportunities; Quality Rating and Improvement coaching opportunities; Group professional development opportunities; mini-grant opportunities; professional development scholarships and Inclusion assistance available. ***All documents and data results reported were reviewed and validated.***

<p>10. 50% of direct service providers in the community shall report use of and satisfaction with the established means of accessing information regarding coordinated and comprehensive professional development training and technical assistance. *</p>	<p>FCI Reported Results Actual <u>Number Served</u></p>	<p>ELC Review Results validated?</p>	<p>Action needed?</p>
	<p>10.a. Number of providers in community: <u>1,052 number surveyed; 74 were returned</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>10.b. Number reporting use of and satisfaction with <u>accessing information</u> regarding training and TA: <u>49 were satisfied; (52 responses)</u></p>	<p><input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		
<p>10.c. Percent Achieved: <u>49/74 = 66%</u></p>			

		<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p>Service Provider annual review: Briefly describe method for gathering data and any successes and/or challenges to providing these services. <i>1052 surveys were mailed during the 3rd quarter to collect this information. 74 surveys were returned and the analysis of the returned surveys was tabulated. This information was captured in 2 separate surveys: The Training Need Survey (sent to all 1,052 providers) and the Provider Satisfaction Survey (sent only to TA participants). Training Needs Survey: 1,052 surveys with envelopes were mailed to all legally operating providers of child care.</i></p>			
<p>Documents to be ready for ELC on-site annual review: Satisfaction surveys with questions pertaining to training calendar.</p>			
<p>ELC review comments: Reviewed Provider Satisfaction Survey and question #7: "I am satisfied with the convenience of accessing information regarding coordinated and comprehensive professional development training and technical assistance." Reviewed documentation that 1,052 providers were mailed Training Needs surveys during 3rd quarter and 74 surveys (7%) were returned. The returned surveys were tabulated and revealed 49 respondents (66%) were satisfied with accessing information regarding training and TA. <i>All documents and data results reported were reviewed and validated.</i></p>			
<p>11. One (1) electronic Early Care and Education professional development training calendar, updated every two (2) weeks at a minimum, and one (1) paper Early Care and Education professional development training calendar, updated and mailed quarterly at a minimum, inclusive of community professional development opportunities for community early care and education providers shall be developed, maintained and made easily accessible to providers, in coordination and conjunction with other community partners.</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>Contractor responsibility: Provide a calendar of training and professional opportunities that can be accessed by child care providers, which takes into account training and professional development opportunities that <u>address gaps or needs</u> identified to Contractor by child care providers. Use aggregate provider data from <i>Quality Assurance</i> (ELC 4) Service Provider to analyze training needs and gaps at the group/community level.</p>			
<p>Service Provider annual review: Briefly describe how: (1) Calendar is updated. (2) Information is sought and received from community on trainings. (3) <u>Gaps or needs</u> identified to Contractor by child care providers are taken into account when developing calendar (related to objective #8). (4) Aggregate provider data from Quality Assurance (ELC 4) Service Provider is analyzed for training needs and gaps.</p> <p><i>(1) The electronic training calendar is updated at least every 2 weeks as required by contract. A paper calendar is mailed quarterly to all legally operating providers.</i></p> <p><i>(2) At the beginning of the year a flyer describing this service was mailed to all training providers and legally operating providers. Training Providers send their training information by email to update the calendar.</i></p> <p><i>(3) Since ELC 3 is not a training provider, the identified gaps and needs are addressed based on the availability of training by training providers. If available, the specific training sessions that address these needs and gaps are advertised in the calendar.</i></p> <p><i>(4) Coaches used the data provided in the ERS report to inform their group professional development.</i></p>			

Documents to be ready for ELC on-site annual review: (1) View on-line and paper training calendar; (2) Information on scheduled updates; (#) Interview Training calendar coordinator to determine: (a) how information is sought and received from community on trainings (documentation as available); and (b) how gaps or needs identified to Contractor by child care provider are taken into account and (c) how aggregate provider data from *Quality Assurance* (ELC 4) Service Provider is analyzed for training needs and gaps.

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

SCHOLARSHIP Related Objectives

12. 80% of students who receive scholarships to complete coursework to obtain the National CDA credential and mentoring during technical assistance visits shall complete the CDA component in which they are enrolled and/or retain enrollment in the program through National CDA certification and shall report five or more ways in which they will use the knowledge provided in the program to enhance the effectiveness of their work.	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
	12.a. Number of CDA scholarship: <u>226</u> Recipients with mentoring: <u>40</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	80% 4/5 N=5
	12.b. Number of said recipients completing CDA component in which they enrolled and/or retaining enrollment: <u>20 completed. 16 students are still attending classes, 4 students withdrew before completing</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	12.c. Number of said recipients reporting five or more ways they use knowledge: <u>20</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	12.d. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

Documents to be ready for ELC on-site annual review: (1) CDA scholarship and mentoring recipient summary/status; (2) Documentation that supports CDA students' use of knowledge.

ELC review comments: Reviewed ELC 3 spreadsheet for evidence of CDA scholarship recipient summary and status records for CDA students, along with corresponding survey documentation that the CDA student reported five or more ways they would use the knowledge provided in the program to enhance the effectiveness of their work. ***All documents and data results reported were reviewed and validated.***
Reviewed 19 files of CDA scholarship recipients for indication that those who received mentoring, completed or remained in the CDA program:

- Five (5) students (26%) received scholarships and mentoring:
 - Four (4) students (80%) completed the CDA component in which they are enrolled and/or retain enrollment in the program through National CDA certification; one (1) student (20%) withdrew from the CDA program;
 - Four (4) students (100%) reported five or more ways in which they would use the knowledge provided in the program to enhance the effectiveness of their work.

13. 90% of students who receive college credit or in-service workshop scholarships and support services shall complete the course they enroll in, as measured by scholarship recipient course participation and outcomes (i.e. completed or not).	FCI Reported Results Actual <u>Number Served</u>	ELC Review <i>Results validated?</i>	Action needed?
	13. a. Number of college credit scholarships granted: <u>114</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 20/20 N=20 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	13. b. Number of in-service scholarships granted: <u>168</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	13. c. Number college credit recipients who completed course: <u>99 (15 are still attending classes)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	13. d. Number of in-service recipients who completed workshop: <u>168</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	13. e. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Comment if needed.

Documents to be ready for ELC on-site annual review: (1) selected scholarship recipient files who work at selected provider facilities; (2) Corresponding course completion documentation

ELC review comments: Reviewed spreadsheet with names of 114 college credit scholarships awarded and 168 in-service scholarships awarded to recipients with corresponding completion documentation. *All documents and data results reported were reviewed and validated.*

Reviewed 21 scholarship files of 20 recipients working at provider sites identified for the system file review for evidence that each completed the workshop or course as verified by payment to provider, sign-in sheets and/or pre/post test results; 17 provider sites were included:

- Ten (10) college-credit scholarship recipient files at nine (9) provider sites (one recipient received 2 scholarship awards); and
 - Ten (10) teachers received 11 college credit scholarships; 100% completed the course(s); and
- Ten (10) in-service scholarship recipient files at eight (8) provider sites.
 - Ten (10) teachers received 10 in-service scholarships; 100% completed the workshops.

Note: The revised Scholarship Policy approved by the Coalition in August 2009 designated that college credit and in-service scholarships are

reimbursable upon completion of the course or workshop.

14. 100% of available scholarships shall be publicized and granted to eligible students based on Coalition approved criteria that all course work is offered by accredited training institutions and/or local, state or national approved organizations.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	14.a. Number of CDA scholarships available: <u>232</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	14.b. Number of CDA scholarships granted: <u>226 for course work and 7 for NCDA application (233)</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	14.c. Number of College credit scholarships available: <u>81</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	14.d. Number of College credit scholarships granted: <u>114</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If <u>yes</u> see row below for details.
	14.e. Number of in-service scholarships available: <u>150 at \$100</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	14. f. Number (Amount) of in-service scholarships granted: <u>168</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	14.g. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p>Contractor responsibility: Publicize the availability of and grant <u>232</u> scholarships for coursework offered by a State approved educational institution and leading to completion and/or application of a CDA National credential, <u>81</u> scholarships for early care and education three (3)-credit hour approved college courses, and <u>150 scholarships</u> for non-credit, in-service workshop scholarships based on Coalition approved criteria.</p>			
<p>Service Provider annual review: Comment if needed. <i>More college credit and in-service scholarships were awarded from additional funding. The money was distributed based upon the number of applicants that were on the waiting list at the time for CDA course completion and college credit.</i></p>			
<p>Documents to be ready for ELC on-site annual review: (1) List of scholarship recipients and type of scholarship received. (2) List of scholarship organizations and associated accredited training institutions and/or local, state or national approved organizations. (3) Example of publicity materials for scholarships i.e. flyer, e-mail, etc.</p>			
<p>ELC review comments: Reviewed list of 515 scholarship recipients and type of scholarship received (226 CDA, 7 CDA N App; 114 college</p>			

credit and 168 in-service); list of scholarship organizations and associated accredited training agency and example of publicity materials for scholarships. **All documents and data results reported were reviewed and validated.**

Note: CDA Scholarship and In-service Scholarship Funds held a balance at year-end of \$23,718.

Adjustment Required: *In order to ensure the intent of this objective is met for the 2009-2010 contract year, the ELC 3 Service Provider shall submit an operations plan by December 30, 2009, to Coalition staff, that ensures that all scholarships are adequately publicized and all scholarship dollars are expended.*

Service Provider plan to meet adjustment required (HOW) Explain: *For reference, of the \$333,250.00 allocated for scholarships (original budget, plus Henderson Foundation funding during the middle of the year, plus additional ELC funds at the end of the year), only \$23,625.00 or 7% was not allocated. FCI does not agree with the adjustment above and will not be able to fully comply with its terms. The scholarship funds are more than adequately publicized throughout the fiscal year and all original funds are usually expended by the end of the 2nd quarter. FCI will continue to send information to all providers through various means regarding all available scholarships but cannot ensure that scholarship funds allocated by the ELC in the last months of the fiscal year are fully expended and should not be penalized for this. Not all the funds received late in the fiscal year can be awarded as there are no training classes available to teachers during that time and FCI-ELC3 is not a training provider. FCI will ensure that all applicants on the waiting list are awarded a scholarship if they are attending classes although it is a significant task to process approximately 100 scholarships in a very limited time. If the ELC would allow FCI to allocate funds to applicants who are not yet enrolled in a training course, applicants would be able to use the scholarship to pay for tuition for the following fiscal year when classes are available. This would allow FCI to maximize the funds by paying training providers prior to enrollment and transferring the remaining funds to the following fiscal year.*

ELC Note: *The ELC agrees to extend the response date to close of business January 4th, 2010. The ELC anticipates that the ELC 3 Service Provider's response by that date will suffice to meet the expectations of monitoring, but understands that additional enhancement of the response may be forthcoming after that due date. The ELC anticipates a written operations plan (along with a timeline) that includes strategies to ensure all budgeted scholarship dollars are expended.*

15. 100% of all scholarships will be provided to teachers in Broward County Child Care Centers and Family Child Care Homes serving children receiving financial assistance from School readiness with priority given to recipients in sites participating in ELC 4: <i>Quality Assurance Services</i> at the time scholarships are awarded.	FCI Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
	15. Total number of all scholarships (CDA, college and in-service) granted: <u>515</u> (233cda+114college+168inservice)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	15.a. Number granted to recipients in sites serving children receiving financial assistance from School readiness: <u>515</u> <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If yes see row below for details.</i>

	15.b. Number granted to recipients in sites participating in ELC 4: <i>Quality Assurance Services</i> at the time scholarships are awarded: <u>329</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	15.c. Percent of all scholarships granted to participants at QRIS sites: <u>64%</u> <u>Priority given to 64%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	15.d. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met

Service Provider annual review: Briefly explain the prioritization process and implementation.
Upon receipt of an application the applicant's center is compared to the database of sites serving children receiving assistance from school readiness funds. If the site is listed a second comparison is done with the combined list (FCI and BCPS) of providers participating in QRIS. Applicants in the QRIS list are given priority.

Documents to be ready for ELC on-site annual review: (1) List of recipients and associated SR site &/or associated QRS site (*as applicable*); (2) ELC selected provider site reviewed.

ELC review comments: Reviewed list of 515 recipients employed by sites serving children receiving financial assistance from School readiness funds and 329 recipients employed by QRIS sites. *All documents and data results reported were reviewed and validated.*

ELC Recommendation: *ELC recommends that this ELC 3 Service Provider, obtain the ELC 4-1 list of all sites participating in QRIS on a regular basis and use this information when prioritizing scholarship applications according to the Coalition's Scholarship Policy.*

Service Provider response (if desired): *This is the protocol used by this ELC3 Service Provider for the past 2 years when prioritizing scholarship applications and disbursement.*

ELC note: *The "combined list (FCI and BCPS) of providers participating in QRIS" as FCI noted above, is not the list to be used for QRIS participants to be prioritized. The list of QRIS participants should be obtained via ELC 4-1.*

CONTRACT/SERVICE Related Objectives

16. 100% of the policies and procedures shall ensure the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure as identified in the Standard Levels of Service (Exhibit D), Chapter 411 and Chapter 1002, Florida Statutes.	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.

The privacy and confidentiality of all customers is maintained at all times and information security instructions provided by FCI policies and procedure on confidentiality are followed by all ECE staff.

Documents to be ready for ELC on-site annual review: (1) Copy of Policies and Procedures; (2) Confidentiality Policy.

ELC review comments: Reviewed FCI Department Protocol “Confidentiality of Records” revised 10/31/06, referencing the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure as identified in the Standard Levels of Service (Exhibit C), Chapter 411 and Chapter 1002, Florida Statutes and ensures the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure. Policies are sufficient. *All documents were reviewed and validated.*

17. 100% of 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 <i>Results validated?</i>	Action needed?
	17. Total number of ELC 3 phone calls: <u>All</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	17.a. Percent of ELC 3 telephone calls answered by fourth ring: <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	17.b. Percent of ELC 3 customer phone calls placed on hold holding for no more than 2 minutes: <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	17.c. Percent of ELC 3 customers receiving call-back within 48 hour business days: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

Service Provider annual review: Comment if needed.

Documents to be ready for ELC on-site annual review: (1) ELC staff will conduct calls.

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

Conducted three (3) calls:

- 10/21/08 Call made at 9:30 a.m. to Contract Director. Pressed #, director picked up on first ring.
- 1/14/09 Call made at 10:00 a.m. to inclusion warm line. Message played introducing warm line and directing caller to press # if you are a provider needing inclusion assistance; Pressed #, More specific warm line services information played and invited caller to leave name and number and Inclusion Specialist will call you back; left message. Inclusion Specialist called back the same day.

<ul style="list-style-type: none"> 5/21/09 Call made at 2:00 p.m. to contract director; Pressed #, left message. Director returned call in 15 minutes. 			
18. 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 shall be documented.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	18.a. Number of complaints received by ELC 3 staff: <u>16</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>
	18.b. Number of complaints reported by ELC 3 staff to BCCCL: <u>16</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: Comment if needed.			
Documents to be ready for ELC on-site annual review: Broward County Child Care Licensing ELC 3 Complaint Log			
ELC review comments: Reviewed Service Provider Complaint log and supporting documentation for referral and feedback on outcomes. A total of 16 complaints were reviewed with feedback from Childcare Licensing and Enforcement Section on 16 or (100%) of the cases reported. <i>All documents and data results reported were reviewed and validated.</i>			
19. 100% of complaints or observations concerning potential abuse, neglect, or abandonment shall be reported to the Florida Department of Children and Families and the Coalition shall be notified of said reports, within the applicable confidentiality regulations.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results Validated?</i>	Action needed?
	19.a. Number of complaints received by ELC 3 staff: <u>5</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>
	19.b. Number of complaints reported by ELC 3 staff to FLDCF: <u>5</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	19. c Number of complaints reported to the Coalition: <u>0</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	19.d. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Substantially Met <input type="checkbox"/> Not Met	
Service Provider annual review: Comment if needed.			
Documents to be ready for ELC on-site annual review: ELC 3 Child Abuse Complaint Log.			
ELC review comments: Reviewed ELC 3 Child Abuse Complaint Log for evidence of complaints or observations concerning potential abuse, neglect, or abandonment reported to the Florida Department of Children and Families, including notification of said reports (within the			

applicable confidentiality regulations) to the Coalition.

A total of five (5) reports were recorded in the Child Abuse Complaint Log for evidence of complaints or observations concerning potential abuse, neglect, or abandonment reported to the Florida Department of Children and Families:

- One (1) in November, one (1) in December, 2008, one (1) in April and two (2) in June, 2009.
- While the number of reports made was recorded on quarterly reports, none (0) of the actual complaints or observations were reported to the Coalition within the applicable confidentiality regulations.

Adjustment Required: *In order to meet the intent of this outcome in 2009-2010 contract year, the ELC 3 Service Provider shall submit a copy of the revised protocol by December 30, 2009, to Coalition staff, that ensures that the Coalition will be notified by email, of each report made to the Florida Department of Children and Families regarding complaints or observations concerning potential abuse, neglect, or abandonment within the applicable confidentiality regulations.*

Service Provider plan to meet adjustment required (HOW) Explain: *While reporting the number of complaints or observations concerning potential abuse, neglect, or abandonment on ELC quarterly reports has been acceptable in the past, we will adjust the process to ensure that the ELC is notified when such reports are made within the applicable confidentiality regulations. A revised Protocol to ensure the notification of reports concerning potential abuse, neglect or abandonment to the Coalition will be sent by December 30, 2009.*

20. 100% of other complaints concerning providers shall be referred to the Service Provider(s) providing Resource and Referral and Family Education and Supports (ELC 1), Eligibility Determination, Application Processing, Slot Management and Provider Payment (ELC 2) and/or Quality Assurance (ELC 4) as appropriate, and/or shall be addressed through the provision of training and technical assistance through the Service Provider, and feedback on the outcomes shall be documented.	FCI Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	20.a. Number of provider complaints Received by ELC 3 staff: <u>16</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	20.b. Number of said complaints referred to appropriate Service Provider and/or addressed through training and TA: <u>16</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	20.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: (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. *All documents and FCI data results were reviewed and validated.*

21. 100% of required data shall be collected, input, and tracked in accordance with state and local standards and requirements and reports shall be delivered complete and on time and 100% of reports shall be provided in a timely manner.	ELC Review	Action needed?
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		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	<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: Comment if needed.			
Documents to be ready for ELC on-site annual review: Note: ELC will review its own Contract Obligations Checklist.			
ELC review comments: Reviewed Coalition's FCI-ELC 3 Contract Obligations Checklist to confirm reports were delivered by contractual commitment dates. Reviewed emails for report arrival dates. FCI-ELC 3 Contract Obligations Checklist revealed the 100% of required data was collected, input and tracked in accordance with state and local standards and requirements and reports were delivered complete and on time. 100% of reports were provided in a timely manner. Twenty (20) reports were due to the Coalition; 100% of the required monthly, quarterly, annual and ad hoc data reports were submitted complete and on time in accordance with state and local standards and requirements: <ul style="list-style-type: none"> Twelve (12) monthly Key Data reports; three (3) quarterly ELC reports; four (4) Quarterly AWI Inclusion Reports; and one (1) annual report; for a total of 20 reports were submitted on time to the Coalition. 			
22. 100% of invoices submitted to the Coalition for processing shall be submitted on time and shall accurately meet the requirements of the approved cost allocation plan and contractual budget.	ELC Review	Action needed?	
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>	
Service Provider annual review: Comment if needed.			
Documents to be ready for ELC on-site annual review: Note: ELC will review its own Fiscal Checklist/log			
ELC review comments: Reviewed invoice submission log from the ELC fiscal department. All invoices were submitted on time and accurately met the requirements of the approved coast allocation plan.			
23. 100% of child care providers shall be proactively informed of complaint procedures, leading to formal, established grievance procedures.	FCI Reported Results Actual <u>Number</u> Served	ELC Review <i>Results validated?</i>	Action needed?
	23.a. Number of child care providers served: <u>141</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	100% 28/28 N=28
	23.b. Number of said providers receiving written complaint procedures: <u>141</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	23.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below</i>

			<i>for details.</i>
Service Provider annual review: Comment if needed.			
Documents to be ready for ELC on-site annual review: (1) A copy of documentation that providers receive; (2) Review select number of provider files.			
<p>ELC review comments: Reviewed ELC 3 complaint procedures attached to the ELC 3-FCI QRIS Provider Agreement. Reviewed list of 141 child care providers served by FCI-ELC 3 in 2008-2009. <i>All documents and data results reported were reviewed and validated.</i></p> <p>Reviewed 29 provider files for evidence of notification of complaint procedures, leading to formal, established grievance procedures.</p> <ul style="list-style-type: none"> • One (1) provider withdrew from TA before signing an agreement (left within first month of service); and • Twenty eight (28) provider files (100%) had a signed QRIS agreement with complaint and grievance procedures attached. 			
<p>24. In order to coordinate services and prevent duplication, 100% of formal service linkage agreements and procedures that are approved by the Coalition, with all Early Care and Education System Providers and pertinent community partners, shall be developed and reduced to writing within thirty (30) days after the date of execution of this Contract and shall be implemented, followed, and revised as needed. This paragraph shall be inclusive of the links to the Broward County Child Care Licensing and Enforcement Division regarding communication about a change in status of or critical incident with any child care provider. Linkage agreements shall be actively implemented and maintained throughout the service year.</p>	ELC Review		Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
<p>Service Provider annual review: Note the organization with whom linkage agreements were executed and any successes/challenges with achieving the outcome.</p> <p><i>ELC 3 solicited linkage agreements from the following organizations: Broward County Licensing and Enforcement, Jose Maria Vargas University, South Florida Literacy Institute, Broward Community College, Broward County Public Schools. The agreements were mailed to all the organizations following the approval of the documents by the ELC Contract manager. To date, the agreement from Broward College has not been received despite many communication attempts with the contact person.</i></p>			
Documents to be ready for ELC on-site annual review: Copies of all signed and dated linkage agreements.			
<p>ELC review comments: Reviewed five (5) linkage agreements, four (4) were signed and dated; one (1) with Broward County Licensing and Enforcement, signed 10/27/08; one (1) with South Florida Literacy Institute, signed 11/20/08; one (1) with Jose Maria Vargas University, signed 9/4/08; one (1) with Broward County Public Schools, signed 4/8/09. The linkage agreement with Broward Community College was not returned signed by BCC. Several email and phone attempts were recorded and notifications to Coalition of difficulties getting the document returned are included in the file.</p> <p>All five (5) agreements, 100% were developed and reduced to writing within thirty (30) days after the date of execution of this Contract and were implemented, followed, and revised as needed. The FCI-09-ELC3 contract was fully executed on June 30, 2008.</p>			

25. 100% participation in monthly Early Care and Education system coordination team meetings shall occur by a representative of the Contractor and all services shall be actively and successfully coordinated with system partners and with the Coalition.	ELC Review	Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
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 ELC3 participated in 2008-2009. <i>ELC3 participated in the following associations and community groups: Children’s Strategic Plan: SREL Transition, Volunteer, Professional Development, and Advocacy sub-committees; Broward College Early Childhood Advisory Committee; School Board of Broward County Early Childhood Advisory Committee; BAEYC, Fort Lauderdale Interest Group of NBCDI; VPK/School Readiness Conference Committee; United Way Graduation Rate Focus Group; Children’s Services Training Collaborative.</i>		
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 FCI-ELC 3 Service Provider attended all monthly system coordination meetings and/or had a representative in attendance; eleven (11) meetings (100%) were attended by FCI-ELC 3 staff.		
26. The Contractor’s forecasts, trend analyses and budget management shall result in fiscal year budgets that are balanced, with no deficit spending and with no significant surplus of funds that have been contracted for services.	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: Note: ELC Fiscal department review budgets for deficit spending and significant surplus of funds.		
ELC review comments: Reviewed contract budget and amendments in comparison to the actual expenditures for FY08-09. Budget management objectives were met.		