

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

Monitoring Report  
**Contract: SBBC-FFS-09-ELC6: Florida First Start**  
*School Board of Broward County*

**Monitors for Early Learning Coalition (ELC)**

Janice Carter, Early Care and Education Program Specialist, ELC

Andrea Braynon, Chief Financial Officer

Leonardo Almanza, Accounting and HR Manager

**School Board of Broward County (SBBC) Representatives**

LaQuita D. Lee, Director, Pre-Kindergarten – 2<sup>nd</sup> Grade Department

Claudia Dean, Coordinator, Pre-kindergarten, Early Intervention Program

Susan Schwartz, Social Worker

Emperatriz Alaix, Social Worker

Hope Padilla, Secretary

This monitoring process reflected in this report began on July 29, 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 7, 2009. The Coalition Monitors completed a comprehensive monitoring review, which included an administrative review of the agencies policies and procedures, a fiscal review of the accounting records and supporting documentation, as well as a review of the programmatic services as reflected in the performance objectives of the **Florida First Start** services in contract SBBC-FFS-09-ELC6. **This report includes monitoring results of this contract.**

In addition to examining documentation related to performance objectives, the Coalition Monitor conducted one (1) onsite visit, including interviews with the Florida First Start Program Coordinator, two (2) Social Workers, and one (1) Parent Educator to review implementation of data collection activities and program operations; additionally, an interview with one client was observed to assess services from the customer's point of view.

Prior to the monitoring visit, the Coalition staff obtained a list of 251 families who had participated in the Florida First Start Program during the contract year. This list was used to randomly choose **twenty percent (20%) of the clients (50 families) participating in the Florida First Start Program.**

**Administrative Review Summary:**

Agency Policies, corporate documents, insurance, document protocols, and incident reporting documents were *all reviewed and found to be in order and meet required specifications.*

**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 part of the fiscal review the actual salary cost are compared to the approved budget salary amount. In the sampling, there were adjustments for changes in staffing to actual salaries.

**Programmatic Review Summary:**

This contract focuses on early care and education home based services delivered by the ELC 6 Service Provider through the Florida First Start Program to low income families with children birth to five years of age. *ELC Coalition staff and Service Providers 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 # SBBC-FFS-09-ELC 6** has twenty-three (23) performance outcomes and five (5) programmatic deliverables.
- **100%** of the performance outcomes were achieved in the 2008-2009 contract year and 4% require adjustments (1) to improve reporting for accountability in the 2009-2010 contract year; 100% of the five (5) programmatic deliverables were met in 2008-2009.
- **251** unduplicated families were served by the Florida First Start Program during the 2008-2009 contract year, with 71% of the families participating in the program for between October and May 2009.
- **99%** of the families indicated that the program emphasized the importance of books and encouraged them to read to their children.

- **99% of the families indicated that learning child development and parenting skills was helpful.**
- **99% of the families indicated that the developmental screening information was helpful in learning about their child's development.**
- **Two Hundred forty-three (243) families (97%) participated in a Social Service Needs Assessment.**
- **91% of the clients participating in the Social Service Needs Assessment and identified as having unmet needs, were linked to services to meet their needs.**
- **Two hundred forty-six (246) children enrolled during the contract year received an initial developmental screening; thirty-five (35) children (14%) were referred for further evaluation, thirty-two (32) children (91%) were linked to FDLRS and received further screening to address identified concerns.**
- **78% of the families (196) completed the pre/post Parent Knowledge Assessment Test. Ninety-six percent (96%) of these families gained in parenting knowledge due to their participation in the Florida First Start program.**
- **Fifty-nine (59) playgroups, eight (8) parent meetings, three (3) special events, and three (3) field trips were offered to families to provide families with social activities, educational opportunities, family empowerment, and self sufficiency.**
- **In order to improve reporting for accountability in the 2009-2010 contract year, the Coalition is requiring this Service Provider to implement procedures to train staff to accurately complete all data reports submitted to the Coalition.**

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

**Contract Annual Review**

Contract: **SBBC-09-ELC6 Florida First Start**

<b>A. FEDERAL LAW REQUIREMENTS</b>	<b>ELC REVIEW</b>
1. Does the Agency have a written Drug-Free Workplace Policy?	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
2. Are Equal Employment Opportunity, Worker's Compensation, Family Leave Act, and other mandated or relevant posters conspicuously displayed by the agency?	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
3. Does the Agency have a written Non- Discrimination and Harassment Free Workplace Policy?	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>ELC review comments:</b> Reviewed SBBC policy # 2400 (Drug Free Workplace); #4001.1 (Non-discrimination policy) and viewed postings for Equal Employment Opportunity, Worker's Compensation, Family Leave Act, and other mandated or relevant posters conspicuously displayed by the agency in the hallway near copying machine and bathroom area. Agency Policies <i>reviewed were found to be in order and to meet required specifications.</i>	
<b>B. CORPORATE DOCUMENTS</b>	<b>ELC REVIEW</b>
1. Does the Agency have an Accounting Policy and Procedures Manual?	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
2. Are the Agency's By-laws available for review?   N/A	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
3. Are the Agency's Articles of Incorporation available for review?   N/A	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
4. Is there an Organizational Chart available that reflects the current organization of the Agency and provides clearly delineated chain-of-command?	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
5. Is there an Audit on File?	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>ELC review comments:</b> There were no By-Laws or Articles of Incorporation available as BCPS is a public entity/legislative body and not a business entity. Copy of organizational chart reviewed. ELC 2007-2008 monitoring provided as audit on file. Also reviewed documentation certifying audit of annual financial report to the Florida Commissioner of Education and other pertinent financial records. Agency Corporate Documents were <i>all reviewed and found to be in order and to meet required specifications.</i>	
<b>C. AUDITS AND RECORDS</b>	<b>ELC REVIEW</b>
1. Does the Contractor maintain books, records and documents including electronic storage media and electronic records, in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all revenues and expenditures of funds provide by the Coalition under this contract?	<input checked="" type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>

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
<b><u>ELC review comments:</u></b>	
<b>D. EFFECTIVE USE OF FUNDS</b>	<b>ELC REVIEW</b>
1. Does the Chart of Accounts support proper allocation by having revenue and expense categories properly identified by program? <b>Fund 101 Location Code 9779 established properly</b>	<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
<b><u>ELC review comments:</u></b>	
<b>E. INVOICING</b>	<b>ELC REVIEW</b>
1. Are invoices submitted on a timely basis? <b>Yes</b>	<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? <b>Not applicable</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the Agency maintain an Agency-wide budget by funding source and expenditure category? <b>Yes</b>	<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)? <b>Systems Applications and Products (SAP) business solutions S/W is the fiscal system being implemented since November 2007</b>	<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? <b>Yes</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Do the attendance records and other required documentation flow through to the invoice correctly? <b>Invoices did flow correctly.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Is the invoice approved by authorized staff/management? <b>Yes</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. Does the invoice reflect third party payments? <b>Yes</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
e. Are procedures established and implemented to eliminate duplicate billing? <b>Yes, through the accounting system</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Number of invoices randomly selected: <b>Twenty (20) transactions were sampled for the months of October 2008 and April 2009.</b>	
7. Number of invoices meeting the above criteria: <b>100% of the transactions met the criteria.</b>	
<b><u>ELC review comments:</u></b>	
<b>F. INDIRECT COSTS</b>	<b>ELC REVIEW</b>

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? <b>Yes</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	
<b>G. BANK</b>	<b>ELC REVIEW</b>
1. Are bank statements reconciled monthly? <b>Yes, bank statements are reconciled by the BCSB Treasury Department</b>	<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? <b>Yes</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the immediate supervisor review the reconciliation? <b>Yes</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Are adjustments properly documented and explained? <b>Procedurally yes</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Select 3 random months and verify above transactions <b>Not applicable</b>	
6. What three months were randomly selected?	
7. Number of months meeting above transactions:	
<b><u>ELC review comments:</u></b>	
<b>H. DELIVERABLES - REPORTS</b>	<b>ELC REVIEW</b>
1. Did the Contractor submit to the Coalition on a quarterly basis a statement of actual up-to-date and complete revenue/expenditures, by category, within 30 calendar days following the end of the reporting period?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Did the actual up-to-date and complete revenue/expenditure report submitted follow the same format as the Contractor's approved budget and include all listed line items?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Did the report contain a detailed explanation of variances from the approved budget?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b> Reviewed copies of expenditure report submission confirmations for July 2008-June 2009. Agency Reports were <i>reviewed and found to be in order and to meet required specifications.</i>	
<b>I. SPONSORSHIP/PUBLIC ANNOUNCEMENTS</b>	<b>ELC REVIEW</b>
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 Agency for Workforce Innovation, Office of Early Learning"?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Do written materials include "The Early Learning Coalition of Broward County" and "Agency for Workforce Innovation, Office of Early Learning" in the same size letters or type as the name as the Contractor?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. When using statements, press releases, requests for proposals, bid solicitations, and other documents describing	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

projects or programs funded in whole or in part with state or federal funds, all awardees receiving state or federal funds, shall clearly state (1) the percentage of the total cost of the program or project which will be financed with federal money, and (2) the dollar amount of federal funds for the project or program. Does the Contractor comply?	
<b>ELC review comments:</b> Reviewed brochures for Florida First Start and Quality Improvement Supports and other program material. Agency sponsorship/public announcements were <i>all reviewed and found to be in order and to meet required specifications.</i>	
<b>J. ASSIGNMENTS AND SUBCONTRACTS</b>	<b>ELC REVIEW</b>
<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.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the subcontractor have a contract?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Are the payments to the subcontractors in line with the contract?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the contract specify a match budget for the subcontractor?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>ELC review comments:</b> Reviewed Subcontract between SBBC and Nova Southeastern University, signed August 5, 2008. Agency documents were <i>reviewed and found to be in order and to meet required specifications.</i>	
<b>K. STAFFING</b>	<b>ELC REVIEW</b>
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 WorkForce One office, the Contractor shall notify the Coalition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>ELC review comments:</b> Matched staff positions with those in the budget. Reviewed personnel list with various languages spoken by each. SBBC also has a Multi-cultural department that provides translation services as well. Also reviewed training authorization request for four (6) QIS staff who attended various trainings. Staffing support was <i>reviewed and found to be in order and to meet required specifications.</i>	
<b>L. BACKGROUND SCREENING</b>	<b>ELC REVIEW</b>

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
<b>ELC review comments:</b> Reviewed SBBC policy that requires all prospective candidates for employment to fill out their background check form. Background screenings (submitted in accordance with Section 435.01(1) Florida Statutes) were <i>reviewed and found to be in order and to meet required specifications.</i>	
<b>M. KEY PERSONNEL/PERSONNEL POLICIES</b>	<b>ELC REVIEW</b>
1. Does the Agency have written Personnel Policies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Where are personnel folders located? <b>Oakland Park Blvd. North Central Area Office.</b>	
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:	
5. Number of said files containing above mentioned criteria:	
6. Where are the employee records located?	
7. Are employee records securely stored? <b>In a locked file cabinet near Office Manager's office and at the SBBC Personnel Department office located on Oakland Park Blvd.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>ELC review comments:</b> Reviewed seven (7) employee files. On-site visit to SBBC Personnel Department located on Oakland Park Blvd. for review of qualifications documentation in seven (7) files. Agency Personnel Policies and personnel files were <i>reviewed and found to be in order and to meet required specifications.</i>	
<b>N. PAYROLL RECORDS</b>	<b>ELC REVIEW</b>
1. Does staff, including management, document their work hours through a time sheet or punch clock? <b>Broward County School Board Policy not required except for overtime and other exception.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Are time records signed by both the employee and the supervisor? <b>Not maintained by SBBC</b>	<input 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 (N/A)	<input 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: <b>Seven (7) of the personal records</b>	
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? <b>Yes, all charges reviewed in the random samples included adjustment for actual salaries which were originally estimates. One position for the reviewed period was vacant.</b>	<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? <b>General Ledger reviewed.</b>	<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? <b>Request review by Budget Specialist, order approved by Coordinator, requisition approved by Director, verification of receipt approved by Budget specialist, A/P pays vendor.</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	
<b>O. NONEXPENDABLE PROPERTY</b>	<b>ELC REVIEW</b>
1. Has the Inventory of Nonexpendable Property been submitted for 2008-2009? <b>Not applicable</b>	<input 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? <b>Not applicable</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. Does the list of property include: property tag identification number, description of item(s); physical location, name, make or manufacturer, year and/or model; manufacturer's serial number(s); date of acquisition and the current condition of the item? <b>Not applicable</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Perform the following only if the Agency has been funded by ELC, in current or prior funding cycles, for fixed assets such as computers or equipment. This test includes fixed price contracts where rates were based on calculations that included capital expenditures. <b>Not applicable</b>	<input 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. <b>Not applicable</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Are program fixed assets being used in accordance with the funding intent? <b>Not applicable</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Do asset additions and/or disposal procedures follow ELC's Fixed Asset policy/procedures? <b>Not applicable</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

8. Were fixed assets purchased within the contract period in which they were approved/funded? <b>Not applicable</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>		
<b>Q. INSURANCE</b>		<b>ELC REVIEW</b>
1. Review the Agency's Accord Form to determine which policies are in place.		
2. Where are the Agency Policies located? <b>Risk Management</b>		
3. Did the Contractor submit one Continuation of Operations Plan (COOP) to the Coalition's Contract Manager upon execution of the Contract? The COOP shall include the Contractor's plans to continue operations during unforeseen circumstances whether natural or man-made disasters, local emergencies, or other emergency situations requiring significant changes in operation. The plan shall include pre-disaster planning, including but not limited to record protections, alternative service accommodations, supplies, and a recovery plan that would allow the Contractor to continue functioning as per the executed Contract in the event of an actual disaster.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Worker's Compensation; minimum Liability limits of \$100,000 per accident, \$100,000 per person, and \$500,000 policy aggregate.	Expiration Date: <b>7/1/09</b>	Amount: <b>Self-insured</b>
5. Unemployment Compensation Insurance: reporting and contributions up-to-date payments.		<b>Yes No</b>
6. General Liability	Expiration Date: <b>7/1/09</b>	Amount: <b>\$700,000</b>
7. Professional Liability	Expiration Date: <b>7/1/09</b>	Amount: <b>Self-insured</b>
8. Property	Expiration Date: <b>7/1/09</b>	Amount: <b>Self-insured</b>
9. Automobile Liability	Expiration Date: <b>7/1/09</b>	Amount: <b>\$700,000</b>
<b><u>ELC review comments:</u></b> Reviewed self-insured letter and certificate of liability insurance. Reviewed Superintendent of schools letter to staff regarding emergency response cards. Reviewed emergency phone tree for the School Readiness Department. Agency Insurance Documents were <i>all reviewed and found to be in order and to meet required specifications.</i>		
<b>R. CONFIDENTIAL INFORMATION AND SECURITY OBLIGATIONS</b>		<b>ELC REVIEW</b>
1. Does the Agency have policies to safeguard client confidentiality?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Does the Agency have protocols to protect computer based documents and records?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

3. Do only the appropriate staff members have access to computerized records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the Agency have a system for the maintenance of files?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p><b><u>ELC review comments:</u></b> Reviewed SBBC policies:</p> <ul style="list-style-type: none"> <li>• # 5100.1 (Student Records: Confidentiality and Family Educational Rights).</li> <li>• # 5306 (School and District Technology Usage).</li> <li>• # 4016 (Personnel Records).</li> </ul> <p>Reviewed emails with instructions for managing computers on the SBBC Network and information on the SBBC server/computer network standards which include fault tolerant RAID arrays, backup capabilities and onsite warranty. Agency Confidential Information and Security Obligations Corporate Documents were <i>all reviewed and found to be in order and to meet required specifications.</i></p>	
<b>S. INCIDENT REPORTING</b>	
Child Abuse Reports made to the authorities and Coalition. NA	<input type="checkbox"/> Yes <input type="checkbox"/> No
Report knowledge of any abuse or alleged abuse or any serious injury or death by a child while in care to the Coalition. NA	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p><b><u>ELC review comments:</u></b> There were no reports of child abuse made during the contract year. Agency Incident Reporting Documents were <i>all reviewed and found to be in order and to meet required specifications.</i></p>	
<b>T. RETURN OF FUNDS / FINAL INVOICE</b>	
1. Final Invoice submitted for payment no later than 40 days after the contract ends:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b><u>ELC review comments:</u></b>	

*Program Performance Specification Annual Review and Assessment Instrument 2008-2009*

**Contract: SBBC-FFS-09-ELC6 Florida First Start**

**A. MAJOR PROGRAM GOALS**

ELC 6 2008-2009 Florida First Start:

1. Increase the achievement of future educational success for all children, ages birth to five years residing in Broward County, in order that they become productive members of society;
2. Prepare children to be socially, emotionally, physically, cognitively and behaviorally ready to learn; and
3. Provide families with comprehensive early care and education services readily available to them in order to be stable and strong.

**Service Provider Directions:**

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

**B. BRIEF PROVIDER SUMMARY OF ELC 6 SERVICES & HIGHLIGHTS**

1. **Number of Families Served:** *Florida First Start (FFS) serves 210 low income eligible families, their infants, toddlers, and young children below the age of five.*
2. **Curriculum Implementation:** *Florida First Start (FFS) has adopted the Parents as Teachers curriculum to work with parents in the program. The program delivers developmentally appropriate activities for parents to work at home with their children. The lessons are designed to encourage intellectual, language, physical, and social development.*
3. **Screenings**
  - a. **Developmental Screenings:** *The FFS Parent Educators administer the Ages and Stages Questionnaires (ASQ) developmental screening tool to screen all students in the program.*
  - b. **Health Screenings:** *Parent Educators and parents work together to complete an annual health screening questionnaire.*
  - c. **Hearing/Vision/Dental Screenings** *The health screening questionnaire tool covers physical growth, dental, vision, and hearing concerns.*
4. **Play Groups:** *The FFS Program conducted 61 playgroups during the 2008-2009 fiscal year.*
5. **Family Needs Assessments:** *243 families completed a Family Needs Assessment; 98% of the FFS families needs were met.*
6. **Community Referrals/Supports:** *The FFS Social Workers are in constant communication with local agencies to provide additional resources and meet the needs of all FFS families.*

7. **Parent Meetings:** 8 parent meetings were held at the FFS Program site.

8. **Special Event:** 3 special events took place at the FFS Program site.

9. **Field Trips:** 3 field trips were held for FFS participants.

<b>C. CLIENTS TO BE SERVED</b>			
<b>General Description</b>	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review</b>	<b>As verified by</b>
1. The estimated number of units of service to be provided by the Florida First Start program is <u>210</u> .	<u>251</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<b>Database records</b>
<b>D. SCHEDULE AND DESCRIPTION OF DELIVERABLES</b>			
<b>1. Task List - General</b>	<b>ELC Review</b>		<b>As verified by</b>
<b>Did the Contractor partner with the <i>Resource and Referral and Family Education and Supports</i> (ELC 1) Service Provider to ensure recruitment of eligible children and families for the Florida First Start Program from the Unified Waiting List?</b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		<b>Referral and message logs for partnership with ELC 1</b>
<b>Service Provider annual review:</b> Please describe how you partnered with ELC 1 to recruit eligible children and families for FFS from the Unified Waiting List. <i>ELC 1 contacts the FFS office and provides staff with required information regarding families in need of our services.</i>			
<b>Documents to be ready for ELC on-site annual review:</b> FFS referral and message logs.			
<b>ELC review comments:</b> Reviewed referral/message log detailing messages and referrals coming from Family Central's R&R Department (Stacey Hyatt). Interviewed Social Worker. Interview with Social Worker indicated that family referred from ELC 1 Service Provider are contacted to determine eligibility and eligible families are referred to a Parent Educator to begin services if there are immediate openings. <i>All documents and data results reported were reviewed and validated.</i>			
<b>E. PERFORMANCE SPECIFICATIONS</b>			
<b>CORE COMPONENT OBJECTIVES (OUTCOMES AND OUTPUTS) - GENERAL</b>			
<b>1. 90% of families shall report satisfaction with services, including cultural competency/sensitivity,</b>	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review <i>Results validated?</i></b>	<b>Action needed?</b>

<b>customer-friendliness, and usefulness of services provided, efficiency of service, and convenience of hours and location as evidenced by family surveys.*</b>	1.a. Number of families served: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <i>If <u>yes</u> see row below for details.</i>
	1.b. Number of surveys distributed: <u>208</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	1.c. Number of surveys returned: <u>199</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Of surveys returned, number of families reporting satisfaction with		
	○ cultural competency/sensitivity: <u>193 – 96%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ customer-friendliness: <u>198 – 99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ usefulness of services provided: <u>198 – 99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ efficiency of service: <u>197 – 99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ convenience of hours and location: <u>198 – 99%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	○ Overall Satisfaction with services: <u>199 – 100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
1.d. Percent achieved: <u>99%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		

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

**Service Provider annual review:** (1) Briefly describe any successes or challenges in delivering this survey. (2) Please describe recruitment process. *Recruitment occurs through school referrals, churches, ELC 1 referrals, neighbors sharing information, and referrals from other Broward County agencies.*

**Documents to be ready for ELC on-site annual review:** (1) All satisfaction surveys; (2) Recruitment materials; (3) List of families recruited.

**ELC review comments:** Reviewed summary report of parent survey responses and 199 completed surveys (96% of the 208 surveys distributed), for documentation of customer satisfaction with Florida First Start services, including cultural competency/sensitivity, customer-friendliness, and usefulness of services provided, efficiency of service, and convenience of hours and location. Reviewed recruitment material and program roster. *All documents and data results reported were reviewed and validated.*

Reviewed 50 client files for eligibility documentation.

- All fifty (50) parent/child files (100 %) included the correct eligibility documentation.

<b>Contractor's Responsibility:</b> Provide playgroup activities twice weekly for at least thirty (30) weeks for parents and child(ren) enrolled in Florida First Start to align with the School Board's Calendar.	<b>SBBC Reported Results</b> <b>Actual <u>Number</u> Served</b>	<b>ELC Review</b> <i>Results validated?</i>	<b>As verified by</b>
	Number of playgroups held: <u>61</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Attendance sheets</b>
	Average number of participants attending playgroup: <u>21</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

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

**Documents to be ready for ELC on-site annual review:** Documentation of playgroups (participant sign in sheets, reminders, agendas).

**ELC review comments:** Reviewed group meeting attendance sheets and ELC 6 FFS binder with records of each meeting with dates and confirmed attendance. *All documents and data results reported were reviewed and validated.*

<b>Contractor's Responsibility:</b> Hold eight (8) parent meetings for families involved in Florida First Start.	<b>SBBC Reported Results</b> <b>Actual <u>Number</u> Served</b>	<b>ELC Review</b> <i>Results validated?</i>	<b>As verified by</b>
	Number of parent meetings held: <u>8</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Attendance sheets</b>
	Average number of participants attending parent meetings: <u>16</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

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

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

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

- 10/27/08 - Breast Health and Cancer Prevention (9 parents attended)
- 11/24/08 - Healthy Bodies and Healthy Teeth (15 parents attended)
- 1/26/09 - Safety (10 parents attended)
- 2/23/09 - Habitat for Humanity (12 parents attended)
- 2/26/09 - Pre-School Round-up (54 parents attended)

- 6. 3/3/0/09 - Discipline (11 parents attended)
- 7. 4/20/09 - Water Safety (6 parents attended)
- 8. 5/20/09 - Nutrition (10 parents attended)

Seventy-two (72) different families (30%) attended parent meetings. *All documents and data results reported were reviewed and validated.*

	<b>SBBC Reported Results Actual <u>Number Served</u></b>	<b>ELC Review Results validated?</b>	<b>As verified by</b>
<b>Contractor's Responsibility:</b> Hold three (3) Special Events for families involved in Florida First Start.	Number of Special Events held: 3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Attendance sheets</b>
	Please list each Special Event: <b><u>Fall Festival, Holiday Celebration, and Transition.</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	Number of participants for each Special Event: <b><u>Fall Festival = 45 individuals, Holiday Celebration = 49 individuals, and Transition = 21 individuals.</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

**Service Provider annual review:** Describe purpose of each Special Event. Why did you host them? How do you identify events that interest parents? *Each special event is conducted to meet the needs of the FFS families. The Fall Festival was planned to have children experience the fall season through sensory motor activities; the Holiday festival was to provide families with holiday assistance and the Transition event was to assist parents and children with transition from home to school.*

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

**ELC review comments:** Reviewed sign in sheets for each Special Event held with confirmed attendance. Thirty-seven (37) different families (15%) attended the special events with an average of 38 parents attended all events. *All documents and data results reported were reviewed and validated.*

	<b>SBBC Reported Results Actual <u>Number Served</u></b>	<b>ELC Review Results validated?</b>	<b>As verified by</b>
<b>Contractor's Responsibility:</b> Provide at least three (3) opportunities for Field Trips for families involved in Florida First Start.	Number of Field Trips held: <u>3</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Attendance sheets</b>
	Please list each Field Trip: <b><u>Parker Playhouse, My Gym, Tradewinds Park</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	Number of participants for each Field Trip: <b><u>Parker Playhouse = 10 families, My Gym = 13 families, Tradewinds Park = 16 families</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<p><b>Service Provider annual review:</b> Briefly describe purpose of each field trip. Why did you schedule each one? How do you identify field trips that would interest parents? <i>Through discussions with parents and staff, field trips are selected and organized. Each field trip reinforces the necessity of parents to become actively involved in their child(ren)'s learning and experiences through participation, communication, and interaction.</i></p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> Advertisements of field trip, sign-in sheets, additional proof of field trip (photos/scrapbooks/personal experiences).</p>			
<p><b>ELC review comments:</b> Reviewed sign in sheets for each field trip with confirmed attendance of parent's signature. Thirty-seven (37) different families attended the field trips with an average of 13 parents participating in all events. <i>All documents and data results reported were reviewed and validated.</i></p>			
<p><b>2. 100% of the Florida First Start families shall receive home visitations where the Parents as Teachers (PAT) curriculum shall be introduced and utilized at the appropriate level selected from the following choices: <i>Born to Learn ages birth to three years, and Born to Learn ages three to Kindergarten, as evidenced by family surveys and terms and conditions of the enrollment form.</i></b></p>	<p align="center"><b>SBBC Reported Results</b> <b>Actual <u>Number</u> Served</b></p>	<p align="center"><b>ELC Review</b> <i>Results validated?</i></p>	<p align="center"><b>Action needed?</b></p>
	2.a. Number of families served: <b><u>251</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	2.b. Number of families receiving home visit: <b><u>251</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	2.c. Percent achieved: <b><u>100%</u></b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<p><b>Service Provider annual review:</b> Briefly describe any successes or challenges in delivering this survey. The survey distribution was successful with 100% participation.</p>			
<p><b>Documents to be ready for ELC on-site annual review:</b> (1) ELC selected sample of clients' files; (2) Enrollment forms; (3) Database documentation.</p>			
<p><b>ELC review comments:</b> Reviewed summary data report identifying PAT lesson type and dates provided. <i>All documents and data results reported were reviewed and validated.</i></p>			
<p>Reviewed 50 randomly selected client files (20%), for documentation that parents received home visits where the Parents As Teachers (PAT) curriculum was introduced and utilized at the appropriate level selected from the following choices: <i>Born to Learn ages birth to three years, and Born to Learn ages three to Kindergarten.</i></p> <ul style="list-style-type: none"> <li>Fifty (50) parent/child files (100%) received PAT lessons at the appropriate levels using the prenatal to three years or the three years to Kindergarten entry <i>Born to Learn</i> curriculum. Each file included a <i>Born To Learn</i> enrollment record. Home visit records were maintained, including lesson plan notes and home visit dates for each visit were noted.</li> </ul>			

3. 100% of the Florida First Start staff involved in delivery of the PAT program shall obtain proficiency in the delivery of PAT through training as evidenced by evaluations of supervisors.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	3.a. Number of Florida First Staff who deliver PAT: <u>8</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	3.b. Number of said staff obtaining proficiency in delivery of PAT: <u>8</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	3.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

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

**Documents to be ready for ELC on-site annual review:** All Training certificates for each FFS staff delivering PAT.

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

4. 80% of the Florida First Start families shall participate in all Family Needs Assessment, health and developmental screening, and PAT lessons, as measured by the home visitation records.	SBBC Reported Results Actual <u>Number</u> Served	ELC Review Results validated?	Action needed?
	4.a. Number of Florida First Start families: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	4.b. Number of FFS families participating in all Family Need Assessments: <u>243</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	4.c. Percent achieved for FNA: <u>97%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	4.d. Number of FFS families participating in health screening: <u>247</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	4.e. Percent achieved for HS: <u>98%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	4.f. Number of FFS families participating in developmental screening: <u>246</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	4.g. Percent achieved for DS: <u>98%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	4.h. Number of FFS families participating in all PAT lessons: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	4.i. Percent achieved for PAT lessons: <u>100%</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	4.j. Total percent achieved: <u>98%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met

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

**Documents to be ready for ELC on-site annual review:** (1) Family Needs Assessment log; (2) Health Screening log; (3) Developmental screening report; (4) PAT lesson log.

**ELC review comments:** Reviewed ELC 6 FFS database records and 50 client files (20%) for documentation of participation in Family Needs Assessment, health and developmental screening and PAT lessons. *All documents and data results reported were reviewed and validated.*

- Fifty (50) parent/child files (100%) indicated all families received Family Needs Assessment, health and developmental screening, and PAT lessons.

	<b>SBBC Reported Results Actual <u>Number Served</u></b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>5. 80% of parents/caregivers who have been introduced to the PAT curriculum shall demonstrate at least two (2) ways they use this material to teach their child(ren), as evidenced by families' survey.*</b>	5.a. Number of parents/caregivers introduced to PAT: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	5.b. Number of survey responses: <u>199</u> 5.c. Number of said participants demonstrating two ways they use the material: <u>195</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	5.d. Percent achieved: <u>98%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

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

**Service Provider annual review:** (1) Briefly describe any successes or challenges in delivering this service. (2) Briefly describe process by which you measure families' progress. What standards do you use to determine if a family has made progress? (3) Please attach copy of the above mentioned report. *The results of the parent knowledge assessment and the completion of each lesson indicate progress made by families in the program. A summary report reflects areas of success and areas of difficulty for families and recommendations on future steps to ensure families' progress, etc.*

**Documents to be ready for ELC on-site annual review:** (1) All families completed surveys; (2) Samples of families' Personal Visit Record form; (3) A summary report that includes an analysis of families' progress; (4) ELC selected sample of clients' files

**ELC review comments:** Reviewed customer survey summary report for evidence that parents/caregivers introduced to the PAT curriculum demonstrated at least two (2) ways they used the material to teach their child(ren). Survey results indicated 195 respondents (98%) of the 199 parents surveyed demonstrated at least two ways they used the PAT curriculum material to teach their children. *All documents and data results reported were reviewed and validated.*

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>6. 100% of Florida First Start parents shall be offered a developmental screen for their child.</b>	6.a. Number of FFS parents served: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	6.b. Number of FFS parents offered a developmental screen for their child: <u>152 offered</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	6.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

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

**Documents to be ready for ELC on-site annual review:** (1) Terms & Conditions; (2) ELC selected sample of clients' files that include signed T&C; (3) Policies and procedures for developmental screening and follow-up.

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

Reviewed 50 parent/child files (20%) for documentation that Florida First Start parents were offered a developmental screen for their child.

- Fifty (50) parent/child files (100%) contained signed Terms and Conditions forms which indicated the offering of developmental screening.

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>7. 85% of Florida First Start parents, whose children have not received a developmental screen elsewhere, shall provide informed consent to the developmental screening process for their child(ren).</b>	7.a. Number of <u>total</u> Florida First Start parents: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

	7.b. Number of Florida First Start parents whose children have <u>not</u> received a developmental screen elsewhere: <b><u>220</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>
	7.c. Number of said FFS parents who provided informed consent to the developmental screening process for their children: <b><u>251</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	7.d. Percent achieved: <b><u>100%</u></b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

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

**ELC review comments:** Reviewed ELC 6 summary developmental screening database records for documentation that FFS parents whose children had not received a developmental screen elsewhere, provided informed consent to the developmental screening process for their child(ren). *All documents and data results reported were reviewed and validated.*

Reviewed 50 parent/child files (20%) for documentation that parents gave consent to the developmental screening process for their child(ren).

- Fifty (50) parent/child files (100%) included a Terms and Conditions form which was signed by each parent giving consent for developmental screenings to be performed for their child(ren).

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>8. 75% of children enrolled in the Florida First Start program whose parents provide consent to the developmental screening process shall receive a developmental screen within 45 days of enrollment and as appropriate following the guidelines of the developmental screening tool.</b>	8.a. Number of children enrolled in FFS whose parents provided consent who were eligible to receive a developmental screen within 45 days: <b><u>152</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>97%</b> <b>60/62</b> <b>N=62</b>
	8.b. Number of children who received a developmental screen within 45 days of enrollment: <b><u>143</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	8.c. Percent Achieved: <b><u>94%</u></b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If <u>yes</u> see row below for details.</i>

**Contractor Responsibility:** Prepare a summary report of the children in the program detailing how many of the children have been screened, the number of screens conducted, and the number of the children needing follow-up and/or further evaluation/intervention.

**Service Provider annual review:** (1) Briefly describe any successes or challenges in delivering this service. (2) Please attach copy of the

report mentioned in the contractor responsibilities.

**Documents to be ready for ELC on-site annual review:** (1) Developmental Screening database documentation to show screenings provided in 45 days of enrollment; (2) Database documentation, (3) ELC selected sample of clients' files; (4) ASQ screening tools.

**ELC review comments:** Reviewed ELC 6 summary developmental screening database records for documentation that children enrolled in the FFS program whose parents provided consent to the developmental screening process received a developmental screen within 45 days of enrollment and as appropriate following the guidelines of the developmental screening tool. *All documents and data results reported were reviewed and validated.*

Reviewed 50 parent/child files for documentation that parents who consented to a developmental screening process for their 62 child(ren) received a developmental screen for their child(ren) within 45 days of enrollment and as appropriate following the guidelines of the developmental screening tool:

- Twenty-five (25) parent/child files indicated **33 children (53%) were eligible** to receive a developmental screen within 45 days of enrollment using either the Milestone (for children birth to 4 months) or Ages and Stages Questionnaire (ASQ) screening tools:
  - **Twenty-four (24) parent/child files indicated 32 children (52%) received a developmental screen within 45 days of enrollment; and**
  - One (1) child was screened after 45 days of enrollment due to inability of Parent Educator to contact parents in a timely manner.
- Twenty-four (24) parent/child files indicated multi-year participants, with **28 children (45%) eligible** to receive a developmental screen and **were screened according to the guidelines** of the developmental screening tool; and
- 1 parent/child file (2%) indicated a multi-year participant with one child, who remained in the program for one month and did not receive a screen during the contract year.

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results Validated?</b>	<b>Action needed?</b>
<b>9. 85% of children enrolled in the Florida First Start program, who need further screening shall receive intervention within two (2) months and further screening at the next age-appropriate interval according to the screening tool guidelines.</b>	9.a. Number of children enrolled who need further screening: <b><u>39</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>91% 10/11 N = 11</b>
	9.b. Number of said children who received intervention within two months and further screening at next age-appropriate interval: <b><u>36</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	9.c. Percent achieved: <b><u>92%</u></b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If yes see row below for details.</i>

**Service Provider annual review:** Briefly describe any successes or challenges in delivering this service. *The schedule dates assigned to the parents do not necessarily fall within the 60-day requirement.*

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

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

Reviewed 49 parent/child files for 61 children:

- Forty (40) parent/child files (82%) indicated 50 children did not need to receive intervention within two (2) months or further screening at the next age-appropriate interval; and
- **Nine (9) parent/child files (18%) indicated eleven (11) children needed further screening:**
  - Two (2) parent/child files indicated **three (3) children (27%) needed to receive a re-screen** within two (2) months and further screening at the next age appropriate interval; **100% of these children received a rescreen and further screening at the next age appropriate interval; and**
  - **Seven (7) parent/child files indicated eight (8) children (73%) needed further screening:**
    - Seven (7) children were referred directly for Level III screening to FDLRS and **one (1) child (9%) had an appointment with CDTC:**
      - **Six (6) children (55%) received intervention within two (2) months** and further screening at the next age-appropriate interval according to the screening tool guidelines; and
      - One (1) child was referred to CDTC and did not receive intervention within two (2) months due to the inability to contact the family.

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>10. 75% of children enrolled in the Florida First Start program who require a Level III assessment and whose parent(s) consent to this assessment, shall be linked to assessment services within two (2) months.</b>	10.a. Number of children enrolled who require a. Level III assessment and whose parents consent: <u>36</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>89%</b> <b>8/9</b> <b>N=9</b>
	10.b. Number of said children linked to assessment services within two months: <u>34</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	10.c. Percent Achieved: <u>94%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<i>If yes see row below for details.</i>

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

**Documents to be ready for ELC on-site annual review:** ELC selected sample of clients' files - ELC will review database documentation of Level III assessments.

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

***documents and data results reported were reviewed and validated.***

Reviewed 9 parent/child files and eleven (11) children:

- Two (2) children did not require additional intervention; and
- Nine (9) children (82%) required and were referred to FDLRS for Level III screening:
  - **Six (6) children (67%) were successfully linked to FDLRS** and received a Level III assessment within two (2) months; and
  - **Two (2) children (22%) was receiving services from Children Medical Services (CMS);** and
  - One (1) child was referred to CDTC, was not linked to services due to the inability to contact the family, and withdrew from the program after three months.

	<b>SBBC Reported Results Actual <u>Number Served</u></b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>11. 75% of Florida First Start parents who consent to a developmental screen and whose children score below expected levels on a developmental screen shall actively participate in the discussion of the screening results and shall identify two ways in which they shall use the information shared in the discussion to further their child’s early learning.</b>	11.a. Number of children who score below expected levels: <b><u>43 children</u></b> <i>(combination of Level II and III's )</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100 % 9/9 N=9</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <i>If <u>yes</u> see row below for details.</i>
	11.b. Number of parents who participated in the discussion of the screening results and were able to identify two ways: <b><u>43</u></b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	11.c. Percent achieved: <b><u>100%</u></b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

**Documents to be ready for ELC on-site annual review:** (1) Database documentation supporting outcome. (2) ASQ cover sheet. (3) ELC selected sample of clients’ files.

**ELC review comments:** Reviewed ELC 6 database records for documentation that parents who consented to a developmental screen and whose children scored below expected levels on a developmental screen actively participated in the discussion of the screening results and identified two ways in which they would use the information shared in the discussion to further their child’s early learning. ***All documents and data results reported were reviewed and validated.***

Reviewed nine (9) client files:

- Nine (9) children scored below expected levels on the developmental screen.
- Nine (9) children’s parents (100 %) actively participated in the discussion of screening results and identified two ways they used the information shared in the discussion to further their child’s early learning.

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>12. 100% of Florida First Start parents shall be offered the opportunity to participate in a Family Needs Assessment.</b>	12.a. Number of FFS parents: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100%</b> <b>50/50</b> <b>N=50</b>
	12.b. Number of FFS parents offered FNA: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	12.c. Percent Achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>

**Contractor Responsibility:** Prepare a linkage report analyzing trends regarding the impact of social services on the families enrolled in the Florida First Start program.

**Service Provider annual review:** (1) Briefly describe any successes or challenges in delivering this service; (2) Provide copy of the linkage report.

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

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

Reviewed 50 parent/child files:

- Fifty (50) parent files (100%) included a signed Terms and Condition form indicating a Family Needs Assessment was offered.

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>13. 50% of Florida First Start families shall participate in a Family Needs Assessment.</b>	13.a. Number of FFS families served: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100%</b> <b>50/50</b> <b>N=50</b>
	13.b. Number of FFS participating in FNA: <u>243</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	13.c. Percent Achieved: <u>97%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>

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

**Documents to be ready for ELC on-site annual review:** ELC selected sample of clients' files - Family Needs Assessment documentation (database).

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

Reviewed 50 client files:

- Fifty (50) parent file (100%) included a completed Family Needs Assessment form.

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>14. 75% of Florida First Start families with unmet needs identified in the Family Needs Assessment shall be successfully linked to, or provided, one or more services and supports.</b>	14.a. Number of FFS families with unmet needs: <u>170</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100%</b> <b>15/15</b> <b>N=15</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes see row below for details.</i>
	14.b. Number of said families successfully linked to, or provided, one or more services and supports: <u>155</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	14.c. Percent achieved: <u>91%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

**Documents to be ready for ELC on-site annual review:** ELC selected sample of clients' files - Database documentation.

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

Reviewed 50 parent/child files:

- Thirty-five (35) families (70%) did not identify unmet needs in the Family Needs Assessment; and
- **Fifteen (15) families (30%) identified unmet needs in the Family Needs Assessment; 100% of these families (15) were successfully linked to the agencies or supports that met their needs as evidenced by case file notes.**

	<b>SBBC Reported Results Actual <u>Number</u> Served</b>	<b>ELC Review Results validated?</b>	<b>Action needed?</b>
<b>15. 80% of Florida First Start families, who receive services during the Contract year, shall show an increased score on the pre and post test administered upon entrance into the program and prior to the completion of each program.</b>	15.a. Number of FFS families pre-tested: <u>242</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>84%</b> <b>42/50</b> <b>N=50</b>
	15.b. Number of FFS families post-tested: <u>196</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

	15.c. Number of FFS families with an increased score: <u>188</u> 15.d. Percent achieved: <u>96%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
<b>Service Provider annual review:</b> (1) Briefly describe any successes or challenges in delivering this service. (2) Describe pre and post testing protocol (who/when/how/where/etc) <i>FFS Parent Educators are administering the pre assessment during the registration period. The post assessment is being completed at least 3 months after receiving services. The post-assessment is being administered prior to completion of each program.</i>			
<b>Documents to be ready for ELC on-site annual review:</b> (1) Pre and post-tests for FFS families; (2) Database documentation.			
<b>ELC review comments:</b> Reviewed ELC 6 Parent Knowledge Assessment Summary database report for documentation that FFS families who received services during the Contract year, showed an increase score on the pre and post test administered upon entrance and completion of the program. One hundred and ninety-six (196) families (78%) receiving services during the contract year, completed a pre and post-test assessment. Ninety-six percent (96%) of families increased their score on the pre and post test administered upon entrance into the program and prior to the completion of the program. <i>All documents and data results were reviewed and validated.</i>  Reviewed Parent Knowledge Assessments for 50 parent/child files: <ul style="list-style-type: none"> <li>Forty- one (41) parents (82%) completed a pre/post Parent Knowledge Assessment and showed increased scores; and</li> <li>Eight (8) parents (16%) did not received a post test because they had only received 1-3 PAT lessons; and</li> <li>One (1) parent (4%) left the program after being enrolled 1 month and did not receive a pre or post-test.</li> </ul>			
<b>16. 100% of Florida First Start families shall be proactively informed of complaint procedures, leading to formal, established grievance procedures.</b>	<b>SBBC Reported Results</b> <b>Actual <u>Number</u> Served</b>	<b>ELC Review</b> <i>Results validated?</i>	<b>Action needed?</b>
	16.a. Number of FFS families served: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>100%</b> <b>50/50</b> <b>N=50</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	16.b. Number of FFS families proactively informed of complaint procedures: <u>251</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
	16.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
<b>Service Provider annual review:</b> Briefly describe any successes or challenges in delivering this service.			
<b>Documents to be ready for ELC on-site annual review:</b> (1) Terms & Conditions. (2) ELC selected sample of clients' files. (3) Other documentation used to inform clients of complaint procedures, leading to formal, established grievance procedures.			
<b>ELC review comments:</b> Reviewed signed Terms and Conditions Forms. Reviewed 50 client files for indication that families were proactively informed of complaint procedures, leading to formal, established			

grievance procedures.

- Fifty (50) parent/child files (100%) included a signed Terms and Conditions form informing parents of complaint procedures.

17. 100% of customer telephone calls shall be answered by the fourth ring and 100% of customer telephone calls which are placed on hold shall hold for no more than two (2) minutes before caller being given the option to continue to hold or to request a call-back within 48 business hours and 90% of customers who leave messages will receive follow-up within two (2), 48-hour (business) days of initial contact.	SBBC Reported Results Actual <u>Number Served</u>	ELC Review Results validated?	Action needed?
	17.a. Percent of telephone calls answered by fourth ring: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>
	17.b. Percent of customer phone calls placed on hold holding for no more than 2 minutes: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	
	17.c. Percent of customers receiving call-back within 48 hour business days: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	

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

**Documents to be ready for ELC on-site annual review:** (1) Provider call log. (2) Secret shopper phone calls conducted by ELC.

**ELC review comments:** Reviewed ELC 6 Service Provider’s call log (phone message book). *All documents and data results reported were reviewed and validated.*

Telephone calls made to ELC 6 Service Provider by Coalition staff occurred many times during the fiscal year where the call was answered within one or two rings and requests for call-back were received within 48 business hours.

- Conducted secret shopper phone call on 9/21/09; Call made at 10:00 AM, left message for Social Worker to call back; call back received same day, 9/21/09.
- Observed staff during on-site visit on 9/15 and 9/16 answering phone calls by 4<sup>th</sup> ring.

18. 100% of required data shall be collected, input, and tracked in accordance with State of Florida and Coalition standards and requirements and reports shall be delivered complete and on time and 100% of ad hoc data and report requests made by the Coalition shall be provided in a timely manner.	ELC Review	Action needed?
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If <u>yes</u> see row below for details.</i>

**Service Provider annual review:** Comment if needed.

**Documents to be ready for ELC on-site annual review:** ELC will review its own Contract Obligations Checklist.

**ELC review comments:** Reviewed Coalition’s ELC 6 Contract Obligation Checklist.

ELC 6 Contract Obligations Checklist revealed that 100% of required data was collected, input, and tracked in accordance with state and local

standards and requirements and reports were delivered complete and on time and 100% of reports were provided in a timely manner; twelve (12) monthly Key Data Indicator reports, three (3) quarterly and one (1) annual report, 16 total reports. Reviewed the contract due dates for various monthly quarterly and annual reports. Sixteen (16) reports were due to the Coalition; 14 reports were submitted on time, two (2) monthly reports were revised due to incorrect data reported; 100% of the required monthly, quarterly, annual, and ad hoc data and reports were submitted complete and on time in accordance with state and local standards and requirements.

**Action Required:** *In order to ensure that the intent of this objective is met in 2009-2010, the ELC 6 Service Provider shall ensure accurate data is submitted in the required reports and back-up documentation is available and matches the information reported for each specific period.*

**Service Provider plan to meet action required (HOW) Explain:** *The ELC 6 Coordinator will obtain consistent data from the database and send accurately to the Coalition. The Coordinator will be trained effectively on how to pull and maintain accurate data.*

	ELC Review	Action needed?
<b>19. 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.</b>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <i>If <u>yes</u> see row below for details.</i>

**Service Provider annual review:** Comment if needed.

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

**ELC review comments:** Reviewed ELC fiscal department invoice submission log. All invoices were submitted on time and accurately met the requirements of the approved cost allocation plan and contractual budget.

	ELC Review	Action needed?
<b>20. 100% participation in monthly Early Care and Education system coordination team meetings shall occur by a representative of the Contractor for all services and shall be actively and successfully coordinated with system partners and with the Coalition.</b>	<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 SBBC 6 participated in 2007-2008.

**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.

<b>ELC review comments:</b> Reviewed contract obligation log and system coordination team meeting attendance records. The ELC 6 Service Provider attended all monthly system coordinator team meetings and/or had a representative in attendance; eleven (11) meetings (100%) were attended by ELC 6 staff.			
<b>21. 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.</b>	<b>SBBC Reported Results</b>	<b>ELC Review</b>	<b>Action needed?</b>
	<b>Actual <u>Number</u> Served</b>	<i>Results Validated?</i>	
	21.a. Number of complaints received: <u>0</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	21.b. Number of complaints reported to FLDCF: <u>0</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>If <u>yes</u> see row below for details.</i>
21.c. Percent achieved: <u>100%</u>	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met		
<b>Service Provider annual review:</b> Comment if needed.			
<b>Documents to be ready for ELC on-site annual review:</b> Child Abuse Complaint Log.			
<b>ELC review comments:</b> Reviewed Child Abuse Complaint log for evidence of complaints or observations concerning potential abuse, neglect, or abandonment reported to the Florida Department of Children and Families, including notification of said reports (within the applicable confidentiality regulations) to the Coalition. No complaints or observations concerning potential child abuse, neglect, or abandonment were received during the fiscal year. <i>All documents and data results reported were reviewed and validated.</i>			
<b>22. 100% of the policies and procedures shall ensure the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure as identified in the Standard Levels of Service (Exhibit C), Chapter 411 and Chapter 1002, Florida Statutes.</b>	<b>ELC Review</b>	<b>Action needed?</b>	
		<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>
<b>Service Provider annual review:</b> Comment if needed.			
<b>Documents to be ready for ELC on-site annual review:</b> Review SBBC Confidentiality Policies and Procedures.			
<b>ELC review comments:</b> Reviewed Broward County School Board Policy # 5100.1 (Student Records: Confidentiality and Family Education Rights) referencing the protection of confidential documents by Florida Statute 1002.22 and ensures the protection and confidentiality of individual child records and early learning provider records from unlawful disclosure.			
<b>23. The Contractor's forecasts, trend analyses and budget management shall result in</b>	<b>ELC Review</b>	<b>Action needed?</b>	

<b>fiscal year budgets that are balanced, with no deficit spending and with no significant surplus of funds that have been contracted for services.</b>	<input checked="" type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	<input type="checkbox"/> <b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <i>If <u>yes</u> see row below for details.</i>
<b>Service Provider annual review:</b> Comment if needed.		
<b>Documents to be ready for ELC on-site annual review:</b> ELC will review supporting documentation from ELC Fiscal Department.		
<b><u>ELC review comments:</u></b> Reviewed contract budget and budget modification in comparison to the actual expenditures for fiscal year 2008-09. Budget Management objectives were met.		