

# FAMILY CENTRAL, INC.

## QUALITY IMPROVEMENT SUPPORTS (ELC3) 2ND QUARTER REPORT (OCTOBER 2007 - DECEMBER 2007)

DUE: JANUARY 14, 2008

SUBMITTED: JANUARY 14, 2008

### INTRODUCTION

The major program goals for ELC3 2007-2008 Quality Improvement supports are:

- Increase the quality of services delivered by direct child care providers by being a central and accessible source of information and to coordinate quality improvement supports providing targeted technical assistance and training in areas that are linked to positive child outcomes.
- 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.

#### A. Narrative of ELC3 Services

1. **Technical Assistance:** continues to be provided to child care centers and family child care home providers involved in Quality Improvement. The Coaches continue to implement the Quality Improvement Plans that were developed during the first quarter and developed new plans for the new sites that received their pre-assessment during the second quarter. The 33 centers working towards accreditation received a total of 361.3 units of technical assistance. 2 units were given to one family child care home seeking accreditation. The additional 63 centers received a total of 597 units of technical assistance and 23 family child care homes received 188 units.
2. **Group Professional Development:** 26 sessions were provided to 21 centers during the second quarter. The Coaches presented training on the most requested/needed topics which continue to be Proper Diapering and Handwashing Procedures per ITERS/ECERS. 182 teachers attended the 26 sessions totaling 42.25 hours at their respective centers.
3. **CDA Mentoring:** An additional 4 CDA Scholarship recipients from QRIS sites requested mentoring during the second quarter. FCI Coaches provided mentoring services to all 14 candidates.
4. **Inclusion:** The Inclusion Specialist (IS) responded to referrals from the warm line and School Readiness Coaches by offering inclusion support in the form of technical assistance and training to early childhood providers throughout Broward County. A total of 82 units of TA were provided to 21 child care centers and 1 Family Child Care home. The IS provided on site training to one provider on Teacher/Child Communication.
5. **Training Calendar:** As required by the contract, the calendar was updated every 2 weeks and posted on the Family Central and the Children Services Council websites. 1500 calendars were printed and mailing was sent to all legally operating providers in the County.
6. **Resource Library:** A total of 4,187 items were circulated and 2,477 visits were recorded during the second quarter from the Resource Library facility. The following activities were provided to the community (child care providers and parents) as part of the library services:

- a) **ResourceMobile:** The ResourceMobile delivered 171 items during October, November, and December.
  - b) **Arts and Crafts:** Two (2) six-week sessions of Arts and Crafts were provided and a total of 226 (duplicated number) preschool children and their parents attended the 12 sessions during the second quarter.
  - c) **Storytime:** A total of 11 sessions of Storytime were provided during the second quarter and 115 (duplicated number) children attended.
  - d) **Enhancement Packets:** Quality enhancement activities are offered in the Winter Enhancement packet for all age groups. Suggested developmentally appropriate activities were compiled and distributed to all the FCI QIS sites for the second quarter.
  - e) **Parent Calendars:** A bi-monthly Calendar printed in English and Spanish was distributed to all QIS sites as well as made available in the library, VPK area and the lobby of FCI. The calendars included articles and simple activities that parents can do with their children from infant to school age using mostly items around their house to teach their children. In addition, information on VPK and School Readiness (including website addresses) was also made available to parents.
7. **Professional Development Scholarships:** We continued to post online and mail the flyer advertising the scholarship opportunity to all who requested information. The following paragraphs describe the activities that were conducted during this quarter for each of the scholarship funds:
- a) **CDA:** 66 applications were submitted during the second quarter. Since all funds were expended in the first quarter, none were awarded in the second quarter. A waiting list is maintained for qualified applicants. As the State of Florida T.E.A.C.H. Scholarship program began to offer funds to help defray the cost of tuition, all applicants were guided and encouraged to apply for funding.
  - b) **College Credit:** Sixty three (63) applications were received. 31 of the applications submitted met all the requirements and were determined eligible. These applicants received an award letter and will be reimbursed upon submitting proof of completion and the survey.
  - c) **In-Service:** Sixty three (63) applications were received and 37 of these applicants met all the requirements and were determined eligible. An award letter was sent and they will be reimbursed upon proof of completion of the class. Twelve (12) of these recipients already submitted their proof of completion and received their reimbursement.

## **B) ACTIVITIES AND FINDINGS: Core Components Objectives**

- (1) 100% of focused individual quality improvement planning and coaching shall utilize provider-specific data from the *Quality Assurance* (ELC 4) Service Provider as an organizing mechanism, as demonstrated in each provider's technical assistance Quality Improvement (QI) Plan to the degree and the extent that the data is available on a quarterly basis.

QUARTER	NUMBER OF PROVIDERS WITH AVAILABLE DATA	NUMBER OF PROVIDERS WITH QI PLAN	PERCENTAGE	ANNUAL TARGET
July-September 2007	81	75	92%	100%
October-December 2007	86	86	100%	100%
January-March 2008				
April-June 2008				
<b>YTD</b>				100%

**Comments:** Some of the accreditation centers received visits and had completed their plans.

- (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.

QUARTER	# PROVIDERS WHO RECEIVED TRAINING	# PROVIDERS WHO INCREASE/MAINTAIN THEIR KNOWLEDGE	PERCENTAGE	ANNUAL TARGET
July-September 2007	263	233	89%	75%
October-December 2007	182	170	93%	75%
January-March 2008				
April-June 2008				
<b>YTD</b>	445	403	91%	75%

- (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.

QUARTER	# CENTERS THAT PARTICIPATED IN TA	# OF CENTERS WITH QIP	# OF CENTERS THAT ACHIEVED 75% OF THEIR BENCHMARKS	PERCENTAGE	ANNUAL TARGET
July-Sep. 2007	98	75	67	89%	75%
October-Dec. 2007	96	89	74	83%	75%
Jan.-March 2008					
April-June 2008					
<b>YTD</b>					

QUARTER	# HOMES THAT PARTICIPATE IN TA	# OF HOMES WITH QIP	# HOMES THAT ACHIEVED 75% OF THEIR BENCHMARKS	PERCENTAGE	ANNUAL TARGET
July-Sep. 2007	34	9	6	67%	75%
October-Dec. 2007	25	8	2	25%	75%
Jan.-March 2008					
April-June 2008					
<b>YTD</b>					

- (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.

QUARTER	# PROVIDERS WHO RECEIVED TRAINING	# PROVIDERS WHO REPORT TWO WAYS	PERCENTAGE	ANNUAL TARGET
July-September 2007	263	251	95%	75%
October-December 2007	182	175	96%	75%
January-March 2008				
April-June 2008				
<b>YTD</b>	<b>445</b>	<b>426</b>	<b>95%</b>	<b>75%</b>

- (5) 100% of CDA scholarship recipients, who are employed at centers and/or family child care homes participating in technical assistance, shall be offered mentoring services during technical assistance at their child care facility, to support their successful completion of the CDA program.

QUARTER	# OF SCHOLARSHIP RECIPIENTS EMPLOYED AT QIS SITES	# OF SCHOLARSHIP RECIPIENTS OFFERED MENTORING	PERCENTAGE	ANNUAL TARGET
July-September 2007	50	50	100%	100%
October-December 2007	N/A	N/A	N/A	N/A
January-March 2008				
April-June 2008				
<b>YTD</b>	<b>50</b>	<b>50</b>	<b>100%</b>	<b>100%</b>

**Comments:** There were no new CDA Scholarship recipients during the second quarter.

- (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.

QUARTER	# PROVIDERS SURVEYED	TOTAL RETURNED SURVEYS	# PROVIDERS WHO ARE SATISFIED	PERCENTAGE	ANNUAL TARGET
July-September 2007	N/A	N/A	N/A	N/A	N/A
October-December 2007	N/A	N/A	N/A	N/A	N/A
January-March 2008	N/A	N/A	N/A	N/A	N/A
April-June 2008					
<b>YTD</b>					

**Comments:** The outcome of this objective will be reported at the end of the fourth quarter.

- (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.

QUARTER	# OF UNDUPLICATED MEMBERS WHO USED THE LIBRARY	# OF UNDUPLICATED MEMBERS WHO LISTED 2 WAYS	PERCENTAGE	ANNUAL TARGET
July-September 2007	185	185	100%	90%
October-December 2007	107	107	100%	90%
January-March 2008				
April-June 2008				
<b>YTD</b>	292	292	100%	90%

- (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.

QUARTER	# PROVIDERS SURVEYED	RETURNED SURVEYS	# PROVIDERS WHO ARE SATISFIED	PERCENTAGE	ANNUAL TARGET
July-September 2007	N/A	N/A	N/A	N/A	50%
October-December 2007	N/A	N/A	N/A	N/A	50%
January-March 2008	N/A	N/A	N/A	N/A	50%
April-June 2008					
<b>YTD</b>					

**Comments:** The outcome of this objective will be reported at the end of the fourth quarter.

- (12) 80% of students who receive CDA scholarships and mentoring shall complete the CDA component in which they are enrolled and/or retain enrollment in the program through 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.

QUARTER	# OF STUDENTS WHO RECEIVED SCHOLARSHIP AND MENTORING	# OF STUDENTS WHO COMPLETED CDA COMPONENT	PERCENTAGE	ANNUAL TARGET
July-September 2007	N/A	N/A	N/A	80%
October-December 2007	N/A	N/A	N/A	80%
January-March 2008	N/A	N/A	N/A	80%
April-June 2008				
<b>YTD</b>				

QUARTER	# OF STUDENTS WHO RECEIVED SCHOLARSHIP AND MENTORING	NUMBER OF STUDENTS WHO REPORT FIVE OR MORE WAYS	PERCENTAGE	ANNUAL TARGET
July-September 2007	N/A	N/A	N/A	80%
October-December 2007	N/A	N/A	N/A	80%
January-March 2008	N/A	N/A	N/A	80%
April-June 2008				
<b>YTD</b>				

**Comments:** The outcome of this objective will be reported at the end of the fourth quarter.

- (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).

QUARTER	# OF STUDENTS AWARDED COLLEGE CREDIT OR IN-SERVICE SCHOLARSHIPS	# OF STUDENTS WHO COMPLETED COURSES AND REIMBURSED	PERCENTAGE	ANNUAL TARGET
July-September 2007	1	N/A	N/A	90%
October-December 2007	68	13	19%	90%
January-March 2008				
April-June 2008				
<b>YTD</b>	69	13	18%	90%

**Comments:** 68 applicants received an award letter that upon completion they will be reimbursed. Thirteen (13) have now completed their course and received their scholarship reimbursement.

- (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 ELC4: *Quality Assurance Services* at the time scholarships are awarded.

	# OF TEACHERS WHO RECEIVED SCHOLARSHIPS	# OF TEACHERS WHO WORKED IN SCHOOL READINESS SITES	PERCENTAGE	ANNUAL TARGET
July-September 2007	112	112	100%	100%
October-December 2007	68	68	100%	100%
January-March 2008				
April-June 2008				
<b>YTD</b>	180	180	100%	100%

- (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 feedback on the outcome shall be documented.

QUARTER	# OF COMPLAINTS RECEIVED	# OF COMPLAINTS REPORTED	PERCENT	ANNUAL TARGET
July-September 2007	4	4	100%	100%
October-December 2007	4	4	100%	100%
January-March 2008				
April-June 2008				
<b>YTD</b>	8	8	100%	100%

- (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.

QUARTER	# OF COMPLAINTS RECEIVED	# OF COMPLAINTS REPORTED	PERCENT	ANNUAL TARGET
July-September 2007	2	2	100%	100%
October-December 2007	1	1	100%	100%
January-March 2008				
April-June 2008				
<b>YTD</b>	3	3	100%	100%

- (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.

QUARTER	# COMPLAINTS RECEIVED	# COMPLAINTS REFERRED	PERCENTAGE	ANNUAL TARGET
July-September 2007	N/A	N/A	N/A	100%
October-December 2007	N/A	N/A	N/A	100%
January-March 2008				
April-June 2008				
<b>YTD</b>				

PERFORMANCE OBJECTIVES	PERCENTAGE ACHIEVED	ANNUAL TARGET
<p><b>(8)</b> 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.</p>	N/A	100%
<p><b>Comment:</b> The training needs survey will be completed during the third and fourth quarters of 2007-2008 and forwarded to the ELC by 6/30/08.</p>		
<p><b>(9)</b> 100% of direct service providers shall be informed of the opportunities to participate in professional development opportunities and in focused technical assistance. Priority for participation may be given to participants based on training plan noted above.</p>	100%	100%
<p><b>Comment:</b> 1,500 training calendars were printed and distributed. Available training opportunities are also available on the FCI and CSC websites. FCI has reached contract capacity for focused technical assistance opportunities.</p>		
<p><b>(11)</b> One (1) training calendar, updated every two (2) weeks 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>	100%	100%
<p><b>Comment:</b> Web Calendar is updated at least once every 2 weeks and a hard copy is mailed to all legally operating providers.</p>		
<p><b>(14)</b> 100% of available CDA, college credit, and in-service workshop 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.</p>	100%	100%
<p><b>Comment:</b> Documentation on file.</p>		
<p><b>(16)</b> 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.</p>	100%	100%
<p><b>(17)</b> 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.</p>	100%	100%

Performance Objectives	Percentage Achieved	Annual Target
<b>(21)</b> 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.	100%	100%
<b>(22)</b> 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.	100%	100%
<b>(23)</b> 100% of child care providers shall be pro actively informed of complaint procedures, leading to formal, established grievance procedures.	100%	100%
<b>Comment:</b> Information is included in Provider Agreement and Scholarship Application.		
<b>(24)</b> 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.	100%	100%
<b>Comment:</b> Four (4) linkage agreements were forwarded to ELC for approval on July 30, 2007. They were approved on 8/23/07. These linkages were mailed to the community partners and implemented.		
<b>(25)</b> 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.	100%	100%
<b>(26)</b> 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.	100%	100%

**NOTABLE ACHIEVEMENT:**

Five (5) centers and 2 homes completed the accreditation process and are staying in QRIS under the Quality Improvement Supports in order to complete their post assessments.

**BARRIERS:**

The family child care home providers have been reluctant to "buy into" the Quality Rating and Improvement Support. This is a subject that needs to be addressed with Coalition staff and ELC4 in order to brainstorm some feasible solutions. Some of the identified issues are as follows:

1. There were no focus groups, formal training or information sessions on QRIS geared toward the family child care home providers. Therefore, many of these providers felt that they did not receive any training even though the Coaches spent a lot of time explaining the new system to them.
2. The family child care home providers did not have copies of the FCCERS tool. The Coaches made copies of certain pages for them and showed them the book but the providers did not have their own copy. Even after the pre-rating was completed, the providers still have not received the FCCERS tool.
3. Most, if not all, of the family child care home providers are at an educational level where they are just trying to meet developmentally appropriate practices; the tool is intimidating to them.
4. Family child care home providers read the comments in the raters' reports and were more inclined than center directors to take negative comments personally since their business is also their home.
5. Many of the providers will cancel their appointment to be pre-assessed or will totally withdraw from the program as the date approaches.