



APPROVED AT MARCH 17, 2021 PROGRAM REVIEW COMMITTEE MEETING

Early Learning Coalition of Broward County, Inc.

**Program Review Committee Minutes**

**December 15, 2020 – 2:00 PM**

Virtual Meeting

Via GoToMeeting

Members in Attendance	Chair, Khalil Zeinieh; Dawn Liberta, Cara Cerchione
Members Absent	Laurie Sallarulo, Renee Podolsky; Richard Campillo; Laurie Rich Levinson; Cindy Arenberg-Seltzer
Staff in Attendance	Renee Jaffe, CEO; Christine Klima, CAO; Hubert Cesar, CIO; Howard Bakalar, CPO; Judith Merritt, COO; Keisha Dunn-Pettis, Director of Family Services; Allison Metsch, Director of Education and Quality; Pablo Calvo, Director of Community Engagement; Elsy Silvestre, Executive Assistant
Others in Attendance	Jacob Jackson, General Counsel

Item	Action/Discussion
Welcome & Call to Order	Chair, Khalil Zeinieh called the meeting to order at 2:02 PM.  Roll was called and a quorum was not established. Because a quorum was not established, voting on the Consent Agenda was skipped. Committee Chair commenced with Regular Business/Waitlist Enrollment.
<b>CONSENT AGENDA</b> a. Approve September 2, 2020 Meeting Minutes	Quorum was not established. There was no discussion or voting of Consent Agenda.
<b>REGULAR BUSINESS</b>  a. PRC212RB1 – Waitlist Update/Enrollment Strategy Discussion  b. PRC212RB2 – Business Process Update  c. PRC212RB3 – CLASS Observations	<b><u>PRC212RB1 Waitlist Update/Enrollment Strategy Discussion:</u></b>  Keisha provided an update. We were allocated \$9.8M in School Readiness dollars. We were able to enroll over 500 children from 336 families. Parents were notified via email, multiple robocalls, and text messages. An email account for questions was also established in addition to our phone lines to ensure waitlist parents were supported throughout the process. In addition to 500 children pulled on November 4, we were able to do a second pull on December 2 and that was for an additional 400 children. Tomorrow, an additional 400 children will be pulled. To date we have enrolled 219 children. We have added additional contacts to be made that include 20-day robocall reminder; 15-day call made by staff to encourage unresponsive parents/guardians to complete the application

<p>Discussion</p> <p>d. PRC212RB4 – Scorecard Quarter 1, first 3 Pillars</p>	<p>process and an additional robocall 10 days before expiration. These additional reach out strategies will result in a successful enrollment initiative.</p> <p>To date, 143 children from the initial pull of 504 have been enrolled into the School Readiness Program. With the December 2 pull, 401 children were sent a funding notification bringing us through April 13 of this calendar year. That is pretty remarkable and as such we will end up clearing our waitlist. We will do everything to get more families on waitlist. Referral agencies and referrals have gone down significantly because parents are reluctant in participate in their programs and there is a 50% decline for services.</p> <p>There was a discussion about why are parents not enrolling their kids when they are off of the waitlist. The parents are very slow to respond and the pandemic is playing a big role as parents are uncomfortable sending their kids back to school.</p> <p><b><u>PRC212RB2 Business Process Update:</u></b></p> <p>As the ELC took services in-house, it needed to set up its business systems quickly. As time has passed, EFS Mod has become something we are used to, for better or worse, and operations have stabilized, we now need to focus more attention on working with the child care businesses on a closer level, and training them more often and more intimately concerning “doing business” with us. We want to help our childcare providers and it is time to make sure we are all on the same page and understanding everything. We want our providers to not be confused and want them to understand our business practices and be responsive to their changing needs.</p> <p>There was a conversation about child care operators’ ability to easily see when children are about to terminate out of child care. That way Cara could speak with the family to recertify. Hubert, Keisha and Howard met to discuss how to problem solve and to brainstorm on how to make the process more user friendly. They realized they had a good temporary solution, but it hadn’t been communicated well to providers. And, it was not the permanent solution housed in EFS that everyone wanted. This one issue illustrated how more frequent and more personal meetings with providers in a roundtable problem solving discussion could be a way to both solve pressing issues and to have us work better together. The first Roundtable meeting was a great opportunity for all involved to honestly and freely voice the positives and negatives of our business process. Based on this meeting, we will be launching a series of trainings for providers focused on how to better understand our processes, from contracting through payment. We want an overall satisfaction and understanding from our childcare providers. We want them to become more satisfied customers.</p>
--	---

Hubert mentioned OEL and the redetermination conversation. Hubert emailed OEL and all other coalitions are participating in this conversation. Hubert got an email from OEL that they are working on adding redetermination to the portal. We are part of this important change to come up with solutions that work for our providers.

Cara thanked everyone for listening. Committee Chair thanked everyone for their update and all the work being done to help the providers.

**PRC212 RB3 CLASS Observations Discussion:**

Allison provided an update. During FY 2019-2020 the OEL started to use CLASS Observations as a main indicator of quality, by assigning rate differentials to child care facilities that scored high and not allowing contracts with facilities that scored below the state dictated threshold for quality. For the last three years, ELC has been responsible for directly managing the CLASS Observations. Because of the pandemic, we have not done CLASS observations this year. However, OEL has not made any adjustments to the requirement that CLASS Observations must be done annually, and a necessary for all contracts for Providers serving more than 20 percent subsidized population. Health and safety are the priority right now. We are looking at ways to do CLASS Observations. We just don't feel that right now is the right time to go in to do CLASS Observations due to the pandemic. The Office of Head Start also put a stop to class assessments because of the pandemic. ELC is hopeful that OEL will follow suit.

There was a discussion about virtual CLASS Observations. OEL has not approved that yet. OEL is in talks with Teachstone, the authors of CLASS, to consider this, however, there has been no approval as of yet for it. We have over 1,000 classrooms that we have to observe.

OEL has not changed its requirement that all child care providers determined to need a CLASS Observation have one completed by June 30, 2021. Renee has appealed to Shan Goff to reconsider this requirement due to the pandemic, however, Shan has not done so as of yet.

**PRC212RB4 Scorecard Quarter 1, first 3 Pillars:**

First quarter shows we are on track on items that are not COVID suspended. High level targeted outcomes mid to upper 50th percentile. COVID has changed how we do business. This will change our test scores, class scores. ELC is on track to meet the goals it can meet in light of the pandemic.

Pillar 1: 99% of parents who responded to survey reported being satisfied or very satisfied with our services.

88% of center calls were answered.

Pillar 2: 80% of educators who participated in workshops showed a mastery in subjects and we conducted 3 community practice workgroups with center directors.

<b>NEW BUSINESS</b>	No discussion.
<b>MATTERS FROM CHAIR</b>	No discussion.
<b>MATTERS FROM COMMITTEE</b>	No discussion.
<b>PUBLIC COMMENT</b>	There was no comment.
<b>NEXT MEETING DATE</b>	March 17, 2021 at 11:00 am
<b>ADJOURN</b>	The meeting adjourned at 3:00 PM

*These minutes contain the action items of the Board meeting of the Early Learning Coalition of Broward. They do not include all the Committee's discussions or comments on each matter or issue raised during the meeting. A tape recording of the meeting is held in the Coalition office. Corrections from the Committee will be taken prior to approval at the next meeting.*