

FY 20-21 High Level Targeted Outcomes - PAGE 1	Goal	Q1 Results	Quarter 1 (July - September 2020) & YTD Comments
At least 82% of the ELC's School Readiness expenditure will go towards child care slots.	82%	On HOLD	
ELC will serve at least 67.2% of Broward 4 year olds in VPK	67.20%	On HOLD	
75% of providers who score less than a 4.0 and participate in ELC Broward quality coaching and support initiative will improve to a 4 or higher in their CLASS composite score.	75%	On HOLD	
At lease 80% of observed SR providers will score at least a 4.0 in their CLASS composite	80%	On HOLD	
1. ELC will maintain its local advocacy efforts with Broward County Leadership. (Meet and educate on ELC's role in the community with at least 6 Key Legislators and 15 Key Municipality Leaders.)	6 K.L 15 K.M.L	In Process	In Process see Pillar 3
2. ELC will maintain Staff Satisfaction by achieving 85% satisfaction rating on the Annual Staff Satisfaction Survey.	85%	N/A	Due in Quarter 4
3. NEW: ELC staff will conduct a minimum of 45 Educator Trainings per Quarter to ensure quality services are being maintained by ELC providers	45 Qtr	52	52 Trainings, 6,556 attendees, 58% of attendees completed satisfaction survey with a 95% Satisfaction Rating
4. NEW: Provide a minimum of 8 trainings for Educators and Families on mental health, self-care, and trauma informed care	8 Total	6	On track to complete the 8 total required for the year
FY 20-21 ELC Strategic Plan Scorecard			
Pillar 1-Deliver Outstanding Eligibility, Enrollment and Payment Services	Goal	Q1 Results	Quarter 1 (July - September 2020) & YTD Comments
Objective: Create customer-centered focus			
1.1 Maintain a minimum of 85% parent satisfaction with ELC Services and staff	85%	99%	197 participants responded with a 99% Satisfaction Rating
1.2 Ensure timely access to ELC services and staff by answering 85% of all calls to the Call Center	85%	91%	
1.3 NEW Ensure quality of Eligibility services, by maintaining an error rate of less than 15% on quality assurance case reviews.	<15%	10%	Provider Relations Error Rate - 6%, FSS Error Rate - 16%
1.4 Assist parents, staff and providers by developing 4 additional web-based instructional training videos and evaluate their participation to ensure continued improvements are made to address the needs of the community	4	2	VPK Postponements - July 1st SR Revealed (Provider training) - August 4th
1.5 NEW: Maintain a minimum of 85% provider satisfaction with ELC Services and staff	85%	In Process	
Pillar 2 -Provide Quality Early Care Opportunities	Goal	Q1 Results	Quarter 1 (July - September 2020) & YTD Comments
Objective: Increase Quality of Early Education in the Community			
2.1 To improve access to trainings for providers, ELC staff will conduct a minimum of 6 classes in VPK training series.	6	5	On track to complete the 6 total required for the year
2.2 80% of Educator respondents who participate in ELC trainings will show mastery of subject based on pre and post-testing.	80%	80%	
2.3 NEW: ELC staff will conduct a minimum of 2 Community Practice workgroups for Center Directors Quarterly to ensure quality services are being maintained by ELC providers.	2 Qtr	3	Exceeding Quarterly requirements
2.4 NEW: Provide a minimum of 8 trainings for Educators and Families on mental health, self-care, and trauma informed care	8	6	On track to complete the 8 total required for the year
Pillar 3 -Advocate for the Early Care and Education System	Goal	Q1 Results	Quarter 1 (July - September 2020) & YTD Comments
Objective: Be a leader in advocacy of early childhood development and subsidized child care system			
3.1 Educate and advise 100% of Broward's Legislative Delegation on ELC Legislative priorities	100%	0	In process pending election results
3.2 NEW: Present ELC's Legislative priorities to at least 6 legislators (local/non-local) sitting on PreK - 12 Education Committees (House and Senate) and/or high ranking members of the Broward Delegation.	6	2	Meetings with Representatives Bartleman and Hunschofsky
3.3 Meet and/or present to a minimum of 15 of the 31 Broward Key Municipality Leadership, regarding ELC services, initiatives and possible partnerships opportunities	15	3	Presented to 3 of 15 cities (Coconut Creek, Sunrise, Lighthouse Point)
3.4 Demonstrate "thought leadership" through at least 4 media opportunities (articles, letters to editor, social media, etc.) to evoke engagement in early learning education within the community	4	1	PBS KidVision Interview with ELC CEO