

CEO Presentation

August 5, 2013





FOR IMMEDIATE RELEASE - JULY 25, 2013

CONTACT: GOVERNOR'S PRESS OFFICE (850) 717-9282 media@eog.myflorida.com

Governor Rick Scott Appoints Three to Early Learning Coalition of Miami-Dade/Monroe

Tallahassee, Fla. – Governor Rick Scott today announced the appointments of Adrian Alfonso, Philip “Flip” Gassman, and Gordon “Eric” Knowles to the Early Learning Coalition of Miami-Dade/Monroe.

Early Learning Coalition of Miami-Dade/Monroe

Alfonso, 33, of Miami, is a partner with PerezAbreu, Alguerrebere, Suerio and Torres, PL. He succeeds Octavio Verdeja and is appointed as chair for a term beginning July 25, 2013, and ending April 30, 2017.

Gassman, 48, of Miami, is the executive vice president and managing director of professional and executive banking for Marquis Bank. He fills a vacant seat and is appointed for a term beginning July 25, 2013, and ending April 30, 2015.

Knowles, 57, of Fort Lauderdale, is semi-retired and was previously senior director of government affairs for the Miami Dolphins. He succeeds Gerald Schwartz and is appointed for a term beginning July 25, 2013, and ending April 30, 2016.

Transition to In-House Services

A 12 Month Process



Accomplishments

- 24 work days since transition took effect without major issues
- Over \$10 million in payments to 1,600 child care providers processed successfully
- Implemented online VPK registration
- Online attendance module developed and implemented for providers to report attendance
- All temporary service centers in Miami-Dade opened on July 1st as scheduled
- All permanent service centers in Monroe opened on July 1st as scheduled
- Full staffing on July 1st
- Excellent staff, some with a wealth of experience on the state's data system

Accomplishments

- Installed VOIP telephone system
- Served all families that visited service centers
- Excellent client flow in service centers
 - Wait time continues to be reduced.
 - Time ranges from 30 minutes to 1 ½ hours, depending on how many families show up who do not have appointments and how many are there for VPK
 - Wait time goal is 30 minutes
- Families generally satisfied with level of customer service, personalized attention and distribution of books for their children
 - Customer service continues to improve daily
- Received assistance from the ELCs of Polk, Manatee and Alachua counties
 - They sent staff to assist with the transition and processing the payments
- The Office of Early Learning also sent a couple of staff and have been excellent in providing technical assistance and support
- “Launching the Experience” customer service training for all staff provided by Miami Dade College on Saturday, August 3rd
- Follow up training to be scheduled

Opportunities for Improvement/Challenges

- New VOIP telephone system was overwhelmed with calls
 - Calls dropped
 - System was down for small periods
 - Additional lines had to be added
- Online VPK registration system glitches and enhancements were identified
 - Developer is working on the fixes
- Online attendance module glitches and enhancements identified, particularly with child transfers
 - Developer is working on the required improvements
- Call center staffing needs to increase seasonally
- The state's web-based Early Learning Information System not implemented as planned and the current data system is antiquated and presents some major challenges

Opportunities for Improvement/Challenges

- Four different company cultures:
 - Existing coalition staff
 - Staff from two central agencies
 - New hires with many different backgrounds
- Acclimating everyone to the ELC culture takes time
- Helping staff who do not fit into the ELC culture find other opportunities is important
- Hundreds of walk-in families served who do not have appointments and claim that they did not receive recertification packet
- Some general confusion
- Responding to inquiries within 24 hours as promised remains a challenge

Next Steps

- 100% online VPK registration
- 100% direct deposit for provider payments
- 100% online attendance for provider
- Self-service kiosks at service centers
- Service by appointment only
- Development of service center code of conduct & dress policy
- Brand training for all staff
- Poverty simulation for all staff
- Recalibrating the service delivery model monthly for the first six months and quarterly for the following 6 months
- Enrolling children from the waiting list starting on September 1st in Miami-Dade and August 15th for Monroe
- Hospitality interns in waiting rooms conducting customer service surveys

HB 7165

An act relating to Early Learning



Implementation Dates

- **7/1/13**
 - HB 7165 takes effect
- **8/1/13**
 - New school readiness eligibility priorities take effect
- **10/1/13**
 - Coalitions must provide annual reports to OEL
 - OEL to develop reorganization plan
 - OEL to examine existing mathematical thinking performance standards and develop professional development plan and training courses for pre-K instructors



Implementation Dates

- **7/1/14**
 - OEL begins collecting/reporting data on coalition delivery of early learning services including fraud intervention, waiting list reduction and ratio of children to administrative staff
 - Effective date of new requirement for VPK instructors to complete standards course



Governance

- Creates Office of Early Learning in **Office of Independent Education and Parental Choice**
- Administered by an executive director



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Governance

- **Fully accountable to Commissioner of Education but shall**
 1. independently exercise powers, duties and functions prescribed by law and shall not be construed as part of K-20 education system
 2. adopt rules for establishing and operating school readiness and VPK programs
 1. submit to State Board of Education to approve or disapprove
 2. if board does not act within 60 days of receipt, file rules with Department of State
 3. administer school readiness program at state level and provide guidance to early learning coalitions in implementing program
 4. administer VPK program
 5. administer operational requirements of childcare resource and referral network
 6. keep administrative staff to minimum



Early Learning Advisory Council

Creates Florida Early Learning Advisory Council in Office of Early Learning

- Purpose – **Submit recommendations to OEL on early learning best practices, including recommendations relating to most effective administration of VPK Education and school readiness programs**
- **Advisory council shall periodically analyze and provide recommendations to OEL on**
 - **effective, efficient use of local, state and federal funds**
 - **content of professional development training programs**
 - **best practices for developing and implementing coalition plans**
- **Council may use telecommunications to conduct meetings and establish quorum**



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Fiscal Accountability



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Fiscal Implementation

Objectives

1. Increase transparency and accountability
2. Promote uniform financial reporting
3. Develop detailed reports showing funding and expenditures by source and category
4. Develop **uniform chart of accounts** for budgeting and financial reporting purposes



Fiscal Implementation

- **Requirements**

- OEL Annual Report (HB 7165, lines 1007-1023)
 - Summary of coalition expenditures by administrative, quality, nondirect and direct services
 - Description of OEL and coalition expenditures by fund source for quality and enhancement activities



Coalitions



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Spending Caps

- Costs shall be kept to the minimum necessary for the efficient and effective administration of the school readiness program with the highest priority of expenditure being direct services for eligible children.
- No more than 5 percent of the funds may be used for administrative costs and no more than 22 percent of the funds may be used in any fiscal year for any combination of administrative costs, quality activities, and nondirect services.

Administrative Costs

- Administrative costs are described in the Code of Federal Regulations (45 C.F.R.) s.98.52.
- Include monitoring providers using the standard methodology adopted under s. 1002.82 to improve compliance with state and federal regulations and law pursuant to the requirements of the statewide provider contract adopted under s. 1002.82(2)(m).

Quality Expenditures

- Activities to improve the quality of child care as described in 45 C.F.R. s.98.51, which shall be limited to the following:
- Developing, establishing, expanding, operating, and coordinating resource and referral programs specifically related to the provision of comprehensive consumer education to parents and the public regarding participation in the school readiness program and parental choice.
- Awarding grants to school readiness program providers to assist them in meeting applicable state requirements for child care performance standards, implementing developmentally appropriate curricula and related classroom resources that support curricula, providing literacy supports, and providing professional development.

Quality Expenditures

- Providing training and technical assistance for school readiness program providers, staff, and parents on standards, child screenings, child assessments, developmentally appropriate curricula, character development, teacher-child interactions, age-appropriate discipline practices, health and safety, nutrition, first aid, the recognition of communicable diseases, and child abuse detection and prevention.
- Providing adequate funding for infants and toddlers as necessary to meet federal requirements related to expenditures for quality activities for infant and toddler care.
- Improving the monitoring of compliance with, and enforcement of, applicable state and local requirements as described in and limited by 45 C.F.R. s.98.40.
- Responding to Warm-Line requests by providers and parents related to school readiness program children, including providing developmental and health screenings to school readiness program children.

Nondirect Services

- Nondirect services as described in applicable Office of Management and Budget instructions are those services not defined as administrative, direct (ie. child care slots), or quality services that are required to administer the school readiness program. Such services include, but are not limited to:
 - 1. Assisting families to complete the required application and eligibility documentation.
 - 2. Determining child and family eligibility.
 - 3. Recruiting eligible child care providers.
 - 4. Processing and tracking attendance records.
 - 5. Developing and maintaining a statewide child care information system.

Coalition Plan

- **What's the same?**
 - OEL still responsible for reviewing, approving plans
 - Coalitions need approval ***before implementation***
 - Plan elements
 - Board governance and coalition organizational information
 - Provider rates and parent fee scales
 - Delivery of quality activities
 - School readiness provider monitoring procedures
 - Parental grievance policy
 - Public input regarding plan development



Coalition Plan

- **What's the same?**
 - Moving to web-based coalition plan management
 - Submission
 - Review and approvals
 - Plan elements
 - Minimum children to be served by care level
 - Policies and procedures for SPE/UWL, eligibility and enrollment processes, parent access and parental choice, sliding fee scale
 - Use of pre/post assessments
 - Budget with projected expenditures by fund source and prior year revenue and expenditures



Antifraud Plans

- Basic requirements set forth in HB 7165
- Rulemaking will address specifics
- OEL will craft procedures to terminate recipients carefully to address due process concerns
- OEL will incorporate waiver process into terminations to help ease coalition workload
- Procedures for terminating providers
- Barring providers convicted of Public Assistance Fraud
- Barring providers on USDA Food Program Disqualified List



Antifraud Plans

- Coalitions cannot contract with providers determined to have committed Public Assistance Fraud
 - Includes fraud against OEL, DCF and other public assistance agencies
- Coalitions cannot contract with providers who are on Food Program Disqualified List
 - Continues current practice
- OEL will send out monthly updates



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Implementing HB 7165 - Monitoring

During implementation year

- In **most** instances noncompliance issues **related to new statutory requirements** will be identified as ***Observation or Management Comment unless***
- Noncompliance issue results in
 - Providing ineligible services
- Monitoring tools will clearly identify criteria related to new statutory requirements
 - *Observations and Management Comments related to new requirements in HB 7165 will require corrective action*



Providers



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School Readiness Provider Contract

- Objective
 - Develop standard statewide provider contract and standardized attachments by provider type (licensed, license exempt, informal)
 - If a school readiness program provider fails or refuses to comply with any contractual obligation of the statewide provider contract under s. 1002.82(2)(m), the coalition may revoke the provider's eligibility to deliver the school readiness program or receive state or federal funds under this chapter for a period of **5 years**



VPK



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VPK Provider Contract

- Objective
 - Develop standard statewide provider contract and standardized attachments by provider type (HB 7165, lines 629-632)
 - Private providers
 - Public school providers



Eligibility Priorities



Eligibility Priorities

Priority 1 – a child younger than 13 years of age from a family that includes a parent who is receiving temporary cash assistance under chapter 414, F.S., and subject to the federal work requirements. (*s. 1002.87(1)(a), F.S.*)

Priority 2 – an at-risk child younger than 9 years of age. (*s. 1002.87(1)(b), F.S.*)

Priority 3 – a child from birth to the beginning of the school year for which the child is eligible for admission to kindergarten in a public school under s. 1003.21(1)(a)2, F.S., who is from a working family that is economically disadvantaged, and **may** include such child's eligible siblings, beginning with the school year in which the sibling is eligible for admission to kindergarten in a public school under s. 1003.21(1)(a)2, F.S., until the beginning of the school year in which the sibling is eligible to begin 6th grade, provided that the first priority for funding an eligible sibling is local revenues available to the coalition for funding direct services. However, a child eligible under this paragraph ceases to be eligible if his or her family income exceeds 200 percent of the federal poverty level. (*s. 1002.87(1)(c), F.S.*)

Eligibility Priorities

Priority 4 – a child of a parent who transitions from the work program into employment as described in s. 445.032, F.S., from birth to the beginning of the school year for which the child is eligible for admission to kindergarten in a public school under s. 1003.21(1)(a)2, F.S. (*s. 1002.87(1)(d), F.S.*)

Priority 5 – an at-risk child who is at least 9 years of age but younger than 13 years of age. An at-risk child whose sibling is enrolled in the School Readiness program within an eligibility priority category listed in s. 1002.87(1)(a)-(c), F.S., shall be given priority over other children who are eligible under this priority. (*s. 1002.87(1)(e), F.S.*)

Priority 6 – a child who is younger than 13 years of age from a working family that is economically disadvantaged. A child who is eligible under this paragraph whose sibling is enrolled in the School Readiness program under s. 1002.87(1)(c), F.S., shall be given priority over other children who are eligible under this priority. However, a child eligible under this priority ceases to be eligible if his or her family income exceeds 200 percent of the federal poverty level. (*s. 1002.87(1)(f), F.S.*)

Eligibility Priorities

Priority 7 – a child of a parent who transitions from the work program into employment as described in s. 445.032, F.S., who is younger than 13 years of age. (*s. 1002.87(1)(g), F.S.*)

Priority 8 – a child who has special needs, has been determined eligible as a student with a disability, has a current individual education plan with a Florida school district and is not younger than 3 years of age. A special needs child eligible under this paragraph remains eligible until the child is eligible for admission to kindergarten in a public school under s. 1003.21(1)(a)2, F.S. (*s. 1002.87(1)(h), F.S.*)

Priority 9 – Notwithstanding s. 1002.87(1)(a)-(d), F.S., a child who otherwise meets one of the eligibility criteria as described in priorities, who is also enrolled concurrently in the federal Head Start Program and the Voluntary Prekindergarten Education Program. (*s. 1002.87(1)(i), F.S.*)

Disenrollment



Disenrollment

Definition – The removal, either temporary or permanent, of a child from participation in the School Readiness program. (*s. 1002.81(5), F.S.*)

May be based on the following events–

- A reduction in available school readiness funding
- Availability of funds based on a budget forecast
- A participant's failure to meet eligibility or program participation requirements
- Fraud

Disenrollment shall be completed according to the following–

- In reverse order of the previously mentioned eligibility priorities
- Beginning with children from families with the highest incomes

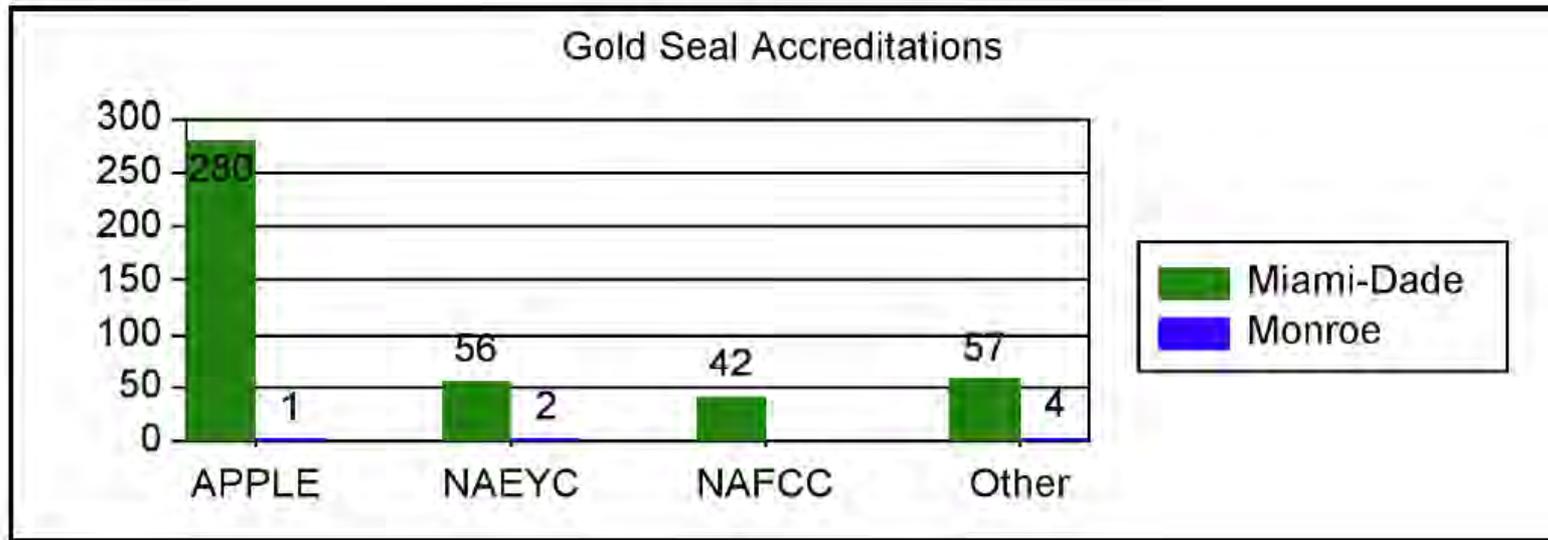
Quality Counts



Miami-Dade/Monroe - Accredited Individual Sites

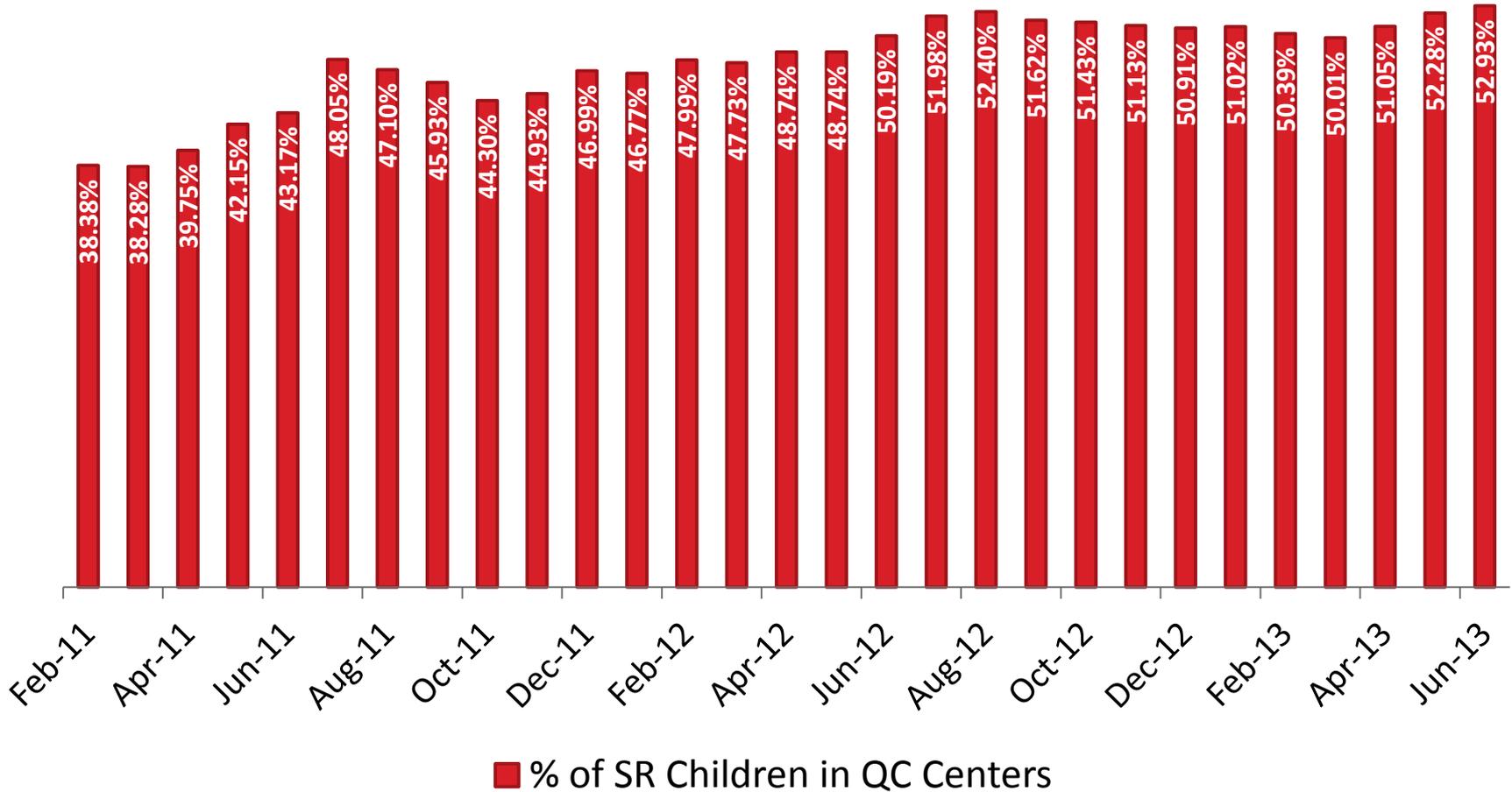
County	License Type	Sites
Miami-Dade	Center	414
Miami-Dade	Family	44
Monroe	Center	8
Total Sites		466

Miami-Dade/Monroe - Gold Seal Sites

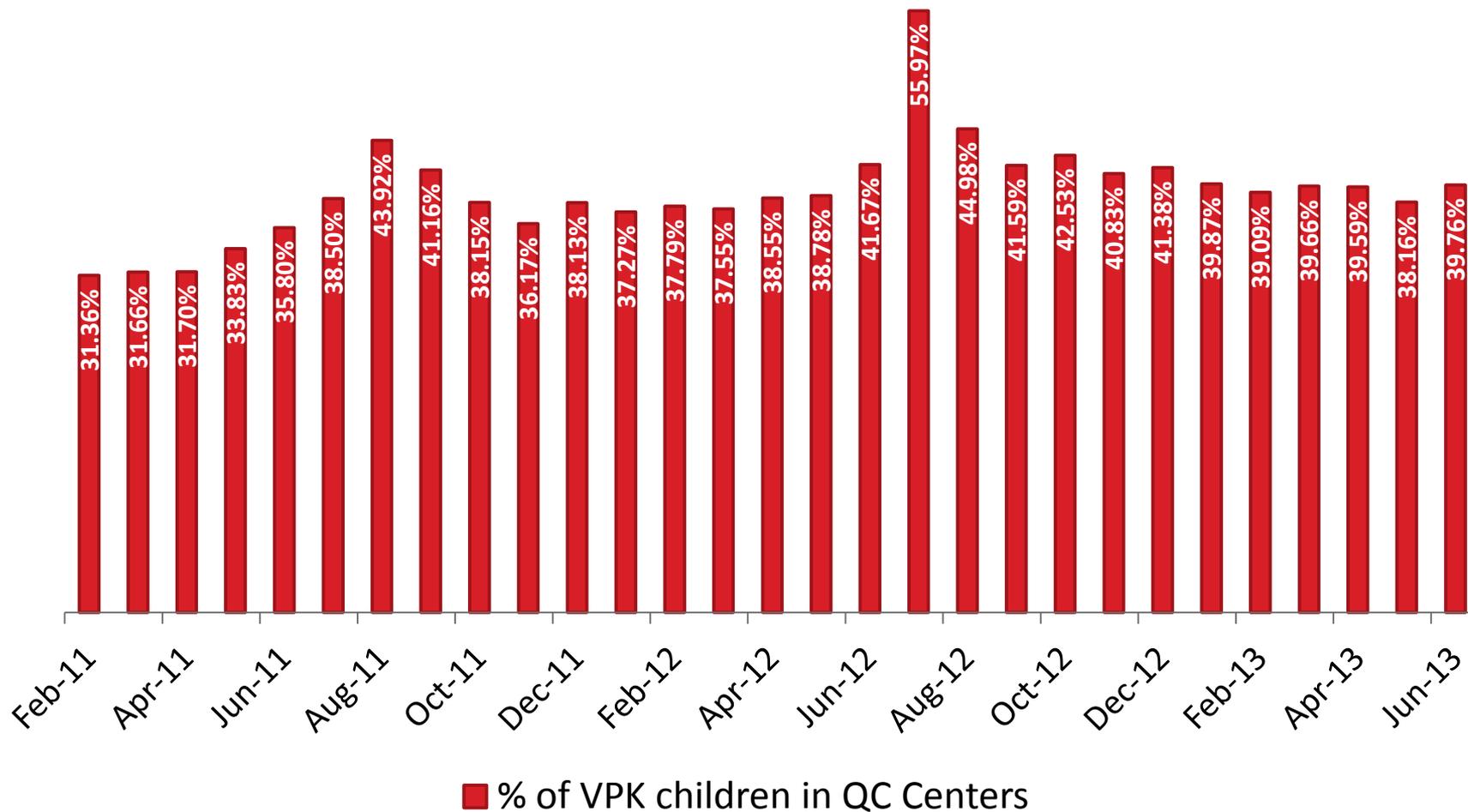


Note: Some sites are accredited by more than one accrediting body.

SR Children in Quality Counts Programs



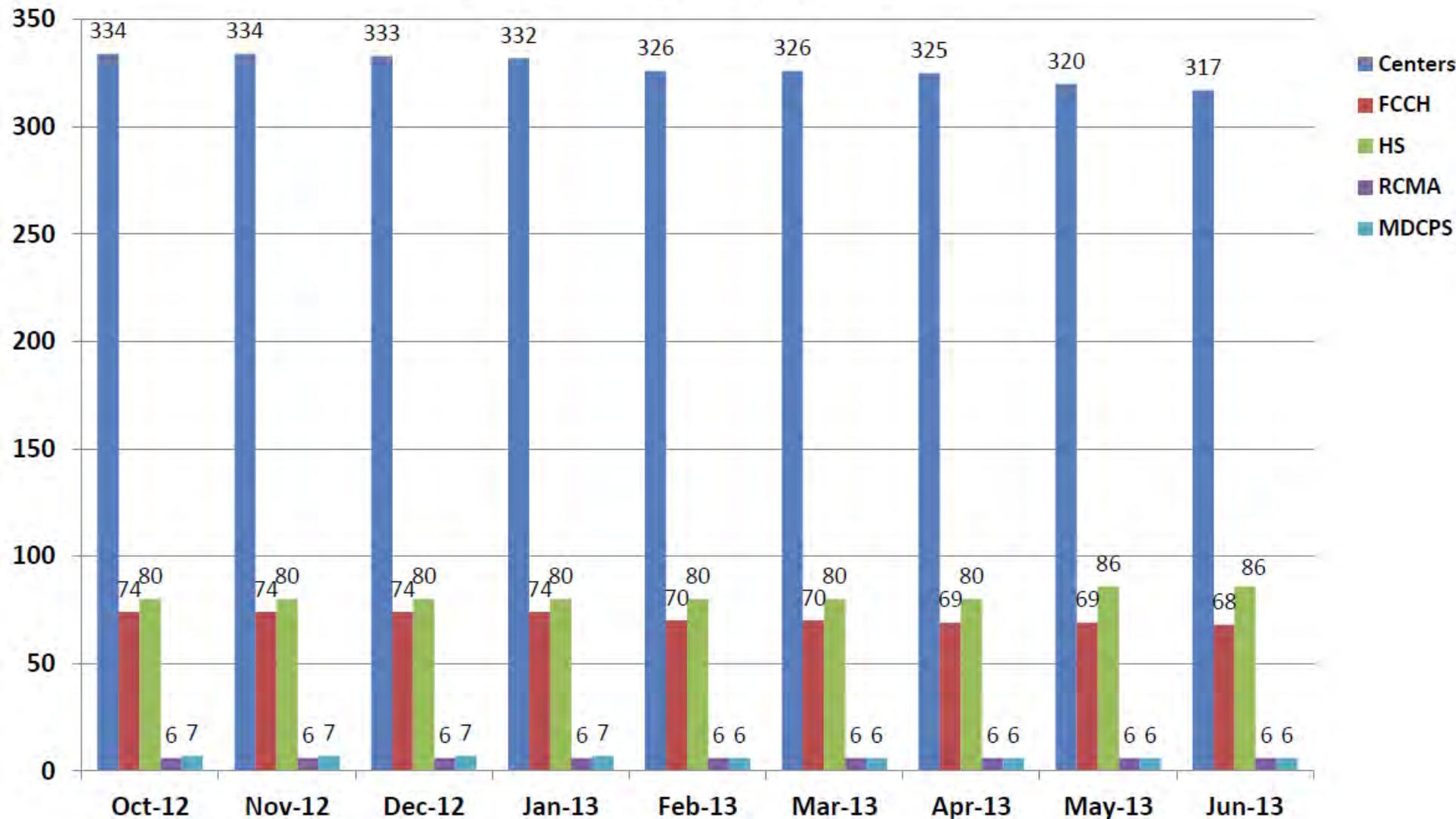
VPK Children in Quality Counts Programs



QC Participation

(TCT Year 6: Oct 2012 – Jun 2013)

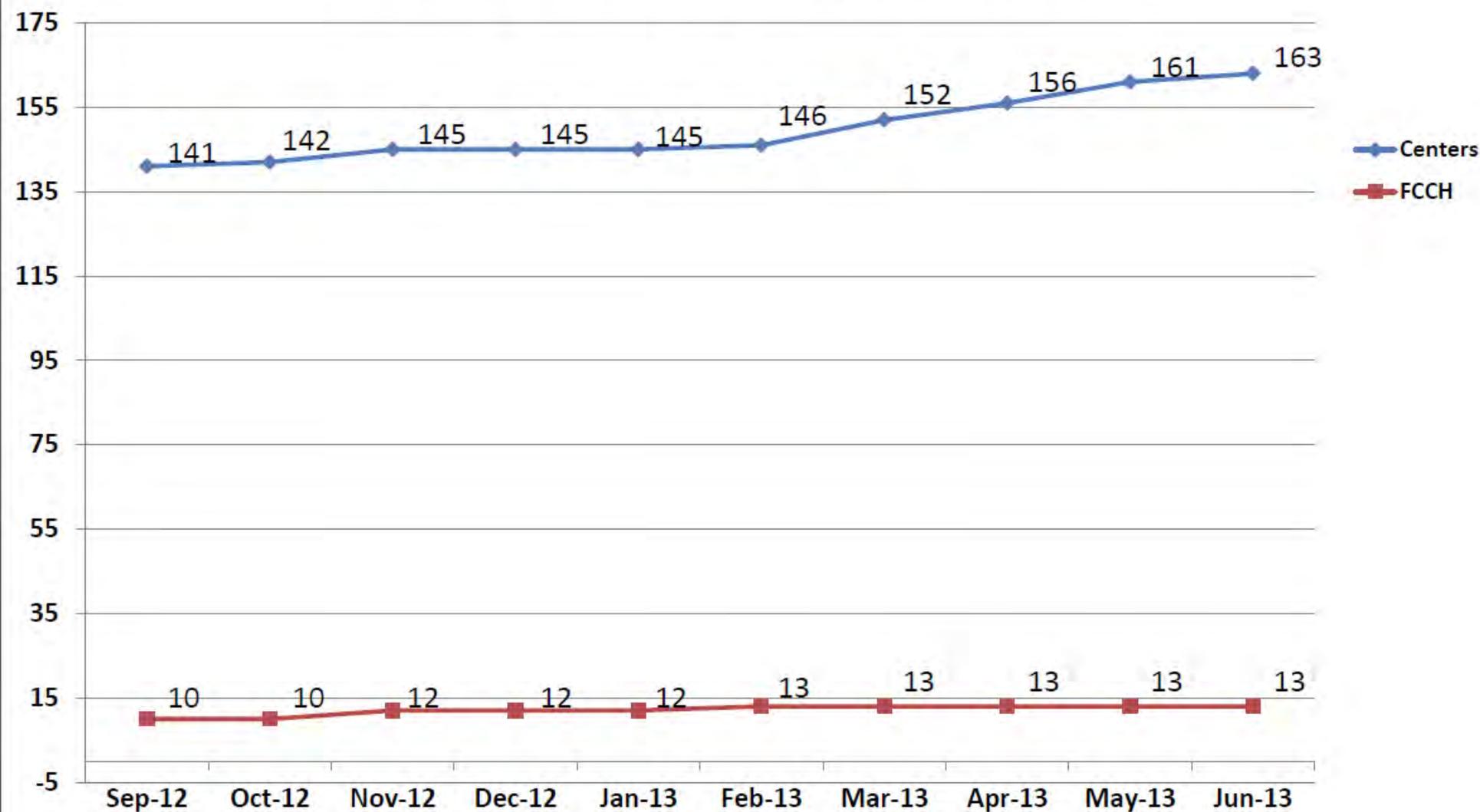
Programs in QC as of 6/30/13 = 483



QC Waitlist

(TCT Year 6: Oct 2012 – Jun 2013)

Programs on the waitlist for QC as of 6/30/13 = 176

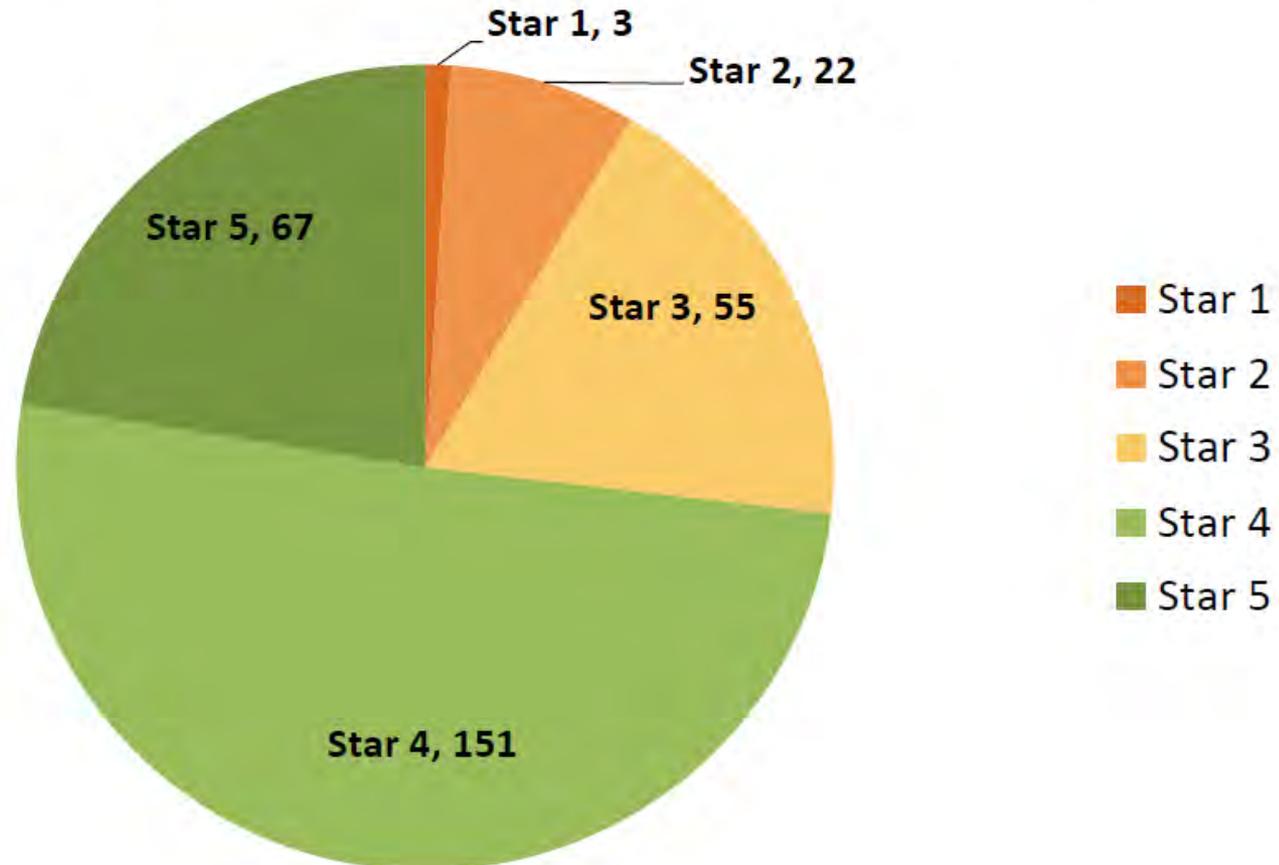


Star Ratings

(TCT Year 6: Oct 2012 – Jun 2013)

Star Ratings as of 6/30/13 = 298

73% of Star Rated Programs have 4 or 5 Stars!



QC Year 6 Highlights

(TCT Year 6: Oct 2012 – Jun 2013)

- 250 programs rated this year
- Community moved from 58% Stars 4 & 5 to 73% Stars 4 & 5
- Waitlist increased by 25 programs
- Finalized and communicated changes planned for Quality Counts 2.0
 - Process, standards, prioritization of supports

The End

