

# CEO Report

September 8, 2014



# Quality Counts



## External Evaluation of Quality Counts

- The Children's Trust released an Invitation to Negotiate for an External Evaluation of Quality Counts
- There are three (3) task areas of interest and applicants may apply to conduct the work for one, two or all three of them
  1. A validation study to determine the ability of Quality Counts' rating system to appropriately measure and meaningfully differentiate the quality of early care and education programs;
  2. An examination of the impact of Quality Counts on child and practitioner outcomes; and
  3. An analysis of the cost-effectiveness of Quality Counts program design and supports for incentivizing program quality improvement.
- The application deadline is September 4<sup>th</sup>

## Quality Counts Attends 2014 QRIS National Meeting

- Over 38 states and three U.S. territories attended
- Approximately 800 participants
- More than 70 sessions related to
  - “Research to practice,” sharing both the latest research and studies and the exemplary practices in states and communities
  - Sharing lessons learned from other states
  - Cutting edge ideas for the next generation of QRIS

## Quality Counts Attends 2014 QRIS National Meeting



Quality Counts partners worked in collaboration to capitalize on the many learning opportunities and cross-state discussions while in attendance.

With strong participation from Quality Counts partners, all facets of the Quality Counts system including technical assistance, professional development, research practices, data management, and administration were represented.

## Quality Counts on Course

- Quality Counts' framework includes essential components of a successful QRIS
- Standards align with best practices and research associated with high quality early care and education
- Financial supports are robust, comprehensive and linked directly to quality improvement
- Intentional focus on most vulnerable children and families
- High participation rate relative to other voluntary QRISs
- QC data systems put Miami-Dade County at the forefront; enable continuous improvement
- Revisions to standards, process, supports a part of every QRIS

## QRIS National Trends

- Subsidized care available **ONLY** at programs exhibiting high levels of Quality determined by the States' QRIS
  - Subsidized care providers required to participate in QRIS
- Alignment of parallel early child care systems such as Head Start and state sponsored pre-k
- Tiered reimbursement implemented throughout the country

## Considerations From Other States

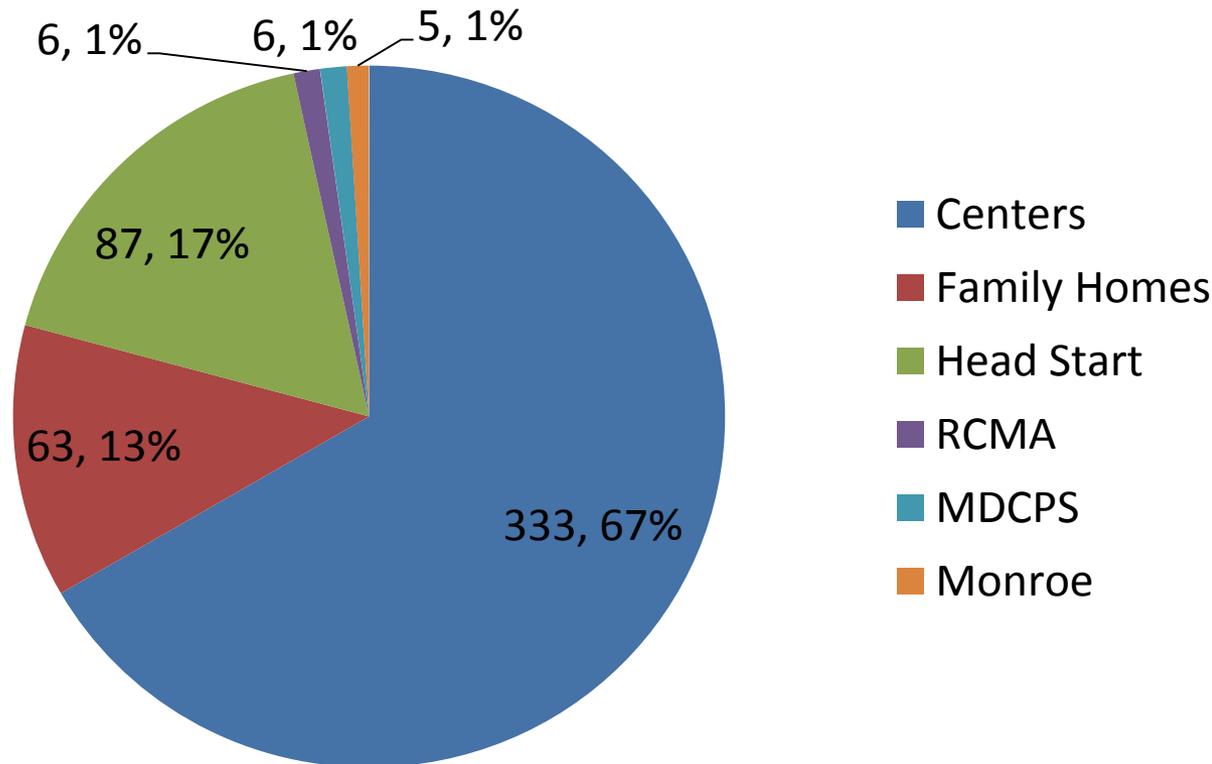
- QRIS light concept
  - offering less intensive services such as technical assistance and training to programs at early stages of quality improvement
  - programs eligible include those with a star rating between zero and two
  - For those participating a first rating is triggered by the providers' readiness level

## Considerations From Other States

- Financial incentives for programs at high-quality levels of QRIS as a return for serving as mentors or training hubs for lower performing programs
- Re-rating programs within the renewal cycle to allow opportunity to increase score sooner than 18-24 months
- Programs determine when ratings are published
- Increasing number of classrooms assessed for star ratings from 30% to 50%

## Participants: Who is part of QC?

500 early care and education programs  
as of August 31, 2014

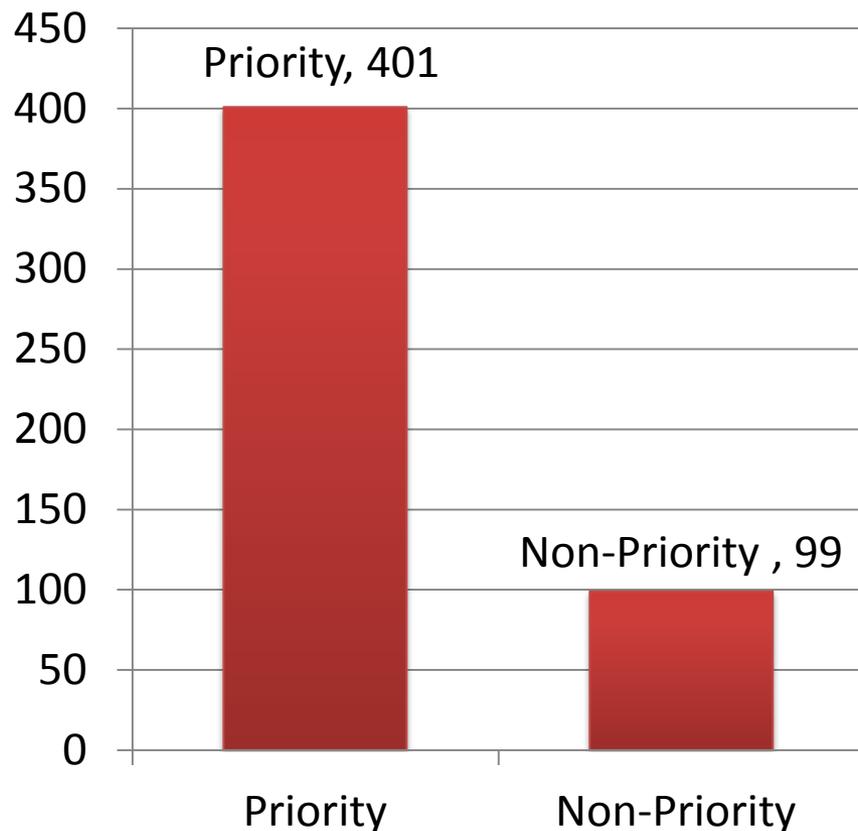


## Participation

- Programs are remaining in Quality Counts after launching 2.0 with less attrition this year when compared to the previous two years
- Waitlist programs are beginning to receive quality improvement services and ratings
- New applications are submitted each month as interest in participation continues to increase

## Priority Programs: Who are we serving?

n = 500 as of August 2014



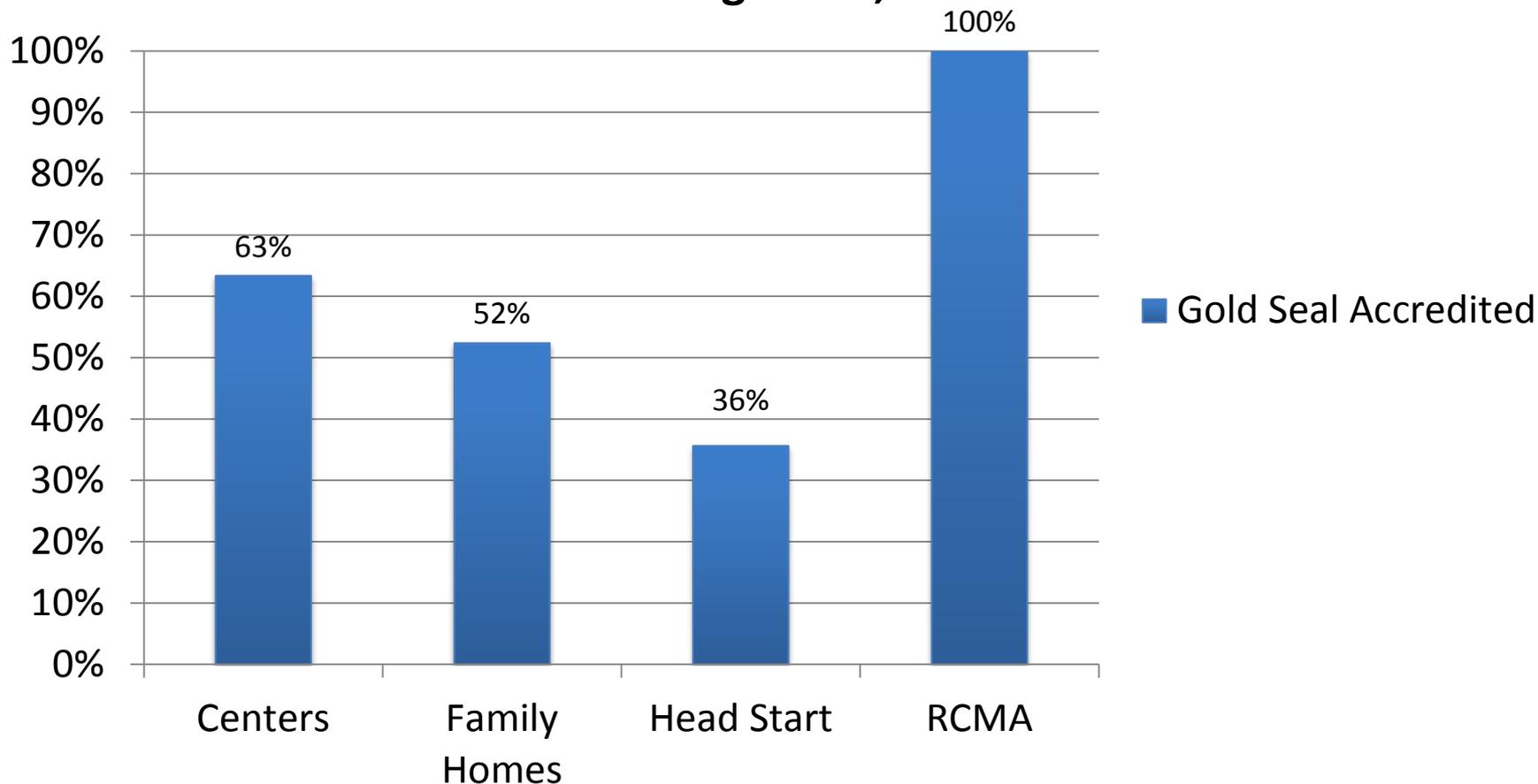
**Priority Program = those serving 30% or more children receiving subsidized care or located in a low-income census tract.**

## Priority Programs: Who are we serving?

- Quality Counts priority programs serve over 24,000 children of which,
  - 9,600 receive subsidized care
  - 79% attend programs with a Star Rating of 3, 4 or 5
- Quality Counts priority programs employ over 3,000 teachers that receive continuous technical assistance coaching throughout the year
- Technical Assistance Specialists provide support to teaching staff related to children's social and cognitive development, classroom management, family support, inclusion and curriculum best practices

## Participants: Who is Accredited?

Percentage of QC Gold Seal Accredited Programs  
as of August 31, 2014



## Accreditation Support

- Accreditation facilitation services provided by Quality Counts creates positive financial opportunities for programs serving the community's neediest children and families
- Nearly 300 programs participating in Quality Counts are Gold Seal Accredited
- Of those programs, 95% serve children receiving subsidized care

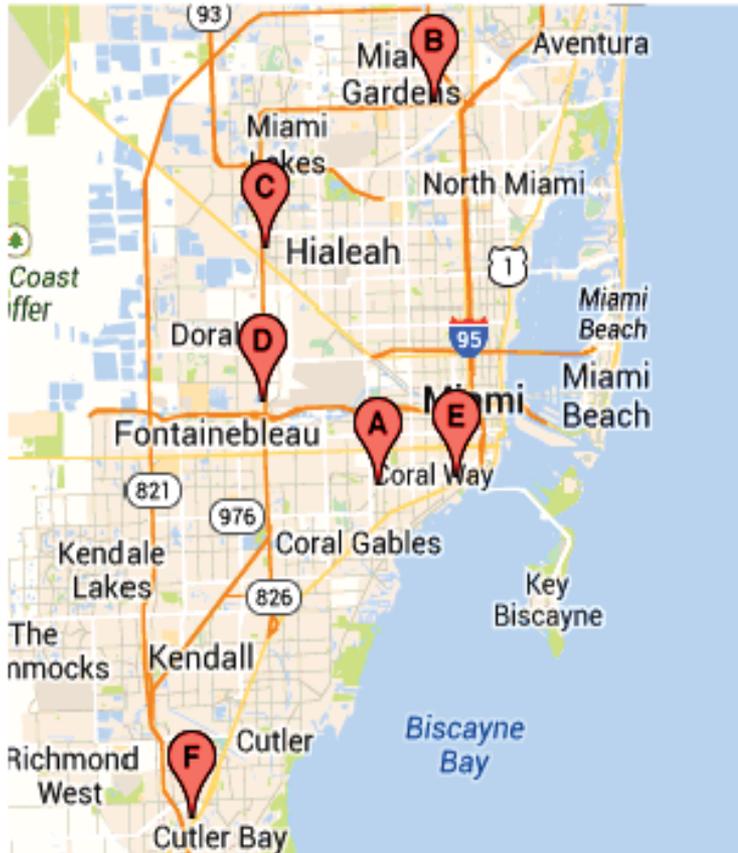
## Next steps for Quality Counts

- With increased participation and volume of new applications the need to bring Quality Counts to scale is critical
- Although the online automated system has created advanced opportunities for rating, like all new technical systems enhancements and improvements are necessary to continue forward progress
- Targeted support services such as technical assistance, training, formal education, career advising, and accreditation facilitation are essential to truly impact the high need communities county-wide

# Transforming Our Service Delivery Model - 1 Year Later



- The ELC successfully completed the largest transition of of early learning services in recent state history while generating savings to serve more children
  - An average of almost 24,000 children - with a priority on children 0 - 5 years old - are participating in the School Readiness Program
  - Enrollment is on target to serve 23,000 children in the Voluntary Prekindergarten (VPK) Program



#### A - MAIN OFFICE

2555 Ponce De Leon Blvd. Suite 500  
Coral Gables, FL 33134

#### B - NORTH SERVICE CENTER

1515 N.W. 167 St. Suite 320  
Miami Gardens, FL 33169

#### C - HIALEAH SATELLITE SERVICE CENTER

4175 W 20th Ave,  
Hialeah, FL 33012

#### D - CENTRAL FILING

1468 NW 78 Ave  
Doral, FL 33126

#### E - CENTRAL SERVICE CENTER

3250 S.W. 3 Ave.  
Miami, FL 33129

#### F - SOUTH SERVICE CENTER

18951 S.W. 106 Ave.  
Miami, FL 33157

#### G - UPPER KEYS SERVICE CENTER

103400 Overseas Highway  
Key Largo, FL 33037

#### H - MIDDLE KEYS SERVICE CENTER

5800 Overseas Highway  
Marathon, FL 33050

#### I - LOWER KEYS SERVICE CENTER

1111 12 St. Suite 206  
Key West, FL 33040

- We opened and staffed six child and family friendly **service centers** (three in Miami-Dade and three in Monroe) and one satellite site



- **Self-service kiosks** were made available to parents/guardians at every service center so they could easily enroll their children in the VPK Program and find other community resources
  - Parents can also apply 24/7 from home or any other location where they have access to a computer and scanner
- A **mail-in initial eligibility process** implemented, eliminating the need for families to come to a service center for first-time eligibility determinations and allowing qualifying families to receive services more quickly

- For the first time in our history, 100% of **VPK applications** are completed through the online process

The screenshot shows a web browser window with the URL <https://atlas.elcmdm.org>. The page features the logo for the Early Learning Coalition of Miami-Dade/Monroe and the 'atlas' logo. A language selection dropdown is set to 'Select Language' and is powered by Google Translate. The main content area has a blue header with the text 'Home' and a welcome message: 'Welcome to the Early Learning Coalition Automated VPK Enrollment System. Please enter your **child's birthday** below.' Below this, a warning states: '\*\*\*Important\*\*\* You must enter the **Child's Correct Birthday** or you may be required to complete the entire application again.' The form prompts the user to 'Enter your child's birthday' and includes fields for 'Month' (set to 'January'), 'Day', and 'Year'. A 'Go' button is positioned below the form. At the bottom, a note says: 'If the application has expired, please email the Early Learning Coalition of Miami/Dade-Monroe at [vpkhelp@elcmdm.org](mailto:vpkhelp@elcmdm.org) to make the application active again.'

- In May 2014, the ELC received the **Technology Leaders of the Year Award** in the area of Technology Project by the Greater Miami Chamber of Commerce. This was a huge accomplishment, considering that we were competing for the award against private sector companies.
  - The award recognizes our efforts to develop new technology to improve the early care and education system for providers, the families of our communities and other ELCs across the state

These projects include the **Provider Portal** for VPK and School Readiness provider contract submission; the **VPK Online registration system**; and the **Online Attendance Module** to streamline inputting of children's daily attendance by early care and education providers. Considering the competition for this award, we accepted the award with pride on behalf of our entire early care and education community.



- Our **Nemours anti-obesity project** continues to be a huge success
  - Next year, the project will be implemented in 120 Miami-Dade County Public School classrooms, encompassing VPK, Head Start and Early Head Start classrooms
  - Miami-Dade distinguishes itself as being the first Nemours partner (across 10 states) to forge such an agreement
- Our **Child Care Resource and Referral** team updated 100% of the Miami-Dade & Monroe providers for the Office of Early Learning market rate survey, a first for Miami-Dade
- We received **no findings** for ineligible clients in the most recent audit from the Office of Early Learning, a huge accomplishment considering the challenges of the reorganization and the **many opportunities for improvement still remain**
- Our **Call Center** is fully operational and peak call wait times have been reduced to no more than 3 minutes on average

# Upcoming Events





# 1 Children First Envisioning our Future

A professional development conference for  
the early childhood education community

Join the Early Learning Coalition of Miami-Dade/Monroe and our community  
partners in a conference for early education professionals!

**Saturday, September 27, 2014**

Southwest Miami Senior High School  
8855 S.W. 50th Terrace  
Miami, FL 33165

Attend workshops in:

- school readiness
- quality learning environments
- support for administration
- curriculum
- child development
- inclusion
- family partnerships
- community wellness

CEUs  
Free Parking  
Vendor Fair

