



Programs & Policy Committee Meeting
 7:00am – 7:55am
 Tuesday September 6th, 2016

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|------|----------------------------------|---------------------|
| I. | Approval of Minutes | Dr. Judy Schaechter |
| | A. August 1 st , 2016 | |
| II. | Early Head Start | Belkis Torres |
| | A. Federal Food Program | |
| III. | OEL Monitoring Report | Michelle Meilan |
| IV. | Eligibility Update | Sandra Gonzalez |
| V. | Public Comments | Dr. Judy Schaechter |
| VI. | Adjourn | Dr. Judy Schaechter |





July 2016 Meal Count

20 Operating Days

Center	Actual Enrollment	Breakfast	Lunch	Snack
America's Little Leaders	12	170	170	164
Cambridge Academy	24	469	469	469
Excel Kids Academy Miami	45	655	655	655
Excel Kids Academy Opa Locka	23	467	467	467
Greater Love Day Care Inc.	14	325	325	325
Kids Small World Learning Center	29	592	592	592
Kinderland 4 Kids	17	256	256	256
Le Jardin #4	31	543	549	546
Liberty Academy	40	623	623	623
Lincoln Marti - 450	64	1,142	1,149	1,149
Lincoln Marti - 905	15	287	299	299
Little Red School House	24	481	481	481
LORD's Learning Center, Inc.	16	219	219	219
Miami Gardens Learning Center	22	388	388	388
My Little Angels Day Care Center	24	373	417	417
Naranja Prep Academy Annex	9	173	173	141
Our Little Hands Of Love	15	249	249	249
Precious Moments Learning Ctr. 1	42	595	643	616
Rainbow Intergenerational	15	125	284	284
Room 2 Bloom	18	903	903	902
Sheyes Of Miami #1	32	505	504	503
Sheyes Of Miami #3	25	406	407	407
Sheyes Of Miami Learning Center	40	690	692	692
Shores School	28	523	598	598
Wynwood Learning Center	23	386	402	402
Wynwood Learning Center II	40	673	712	712
Report Totals	686	12,218	12,626	12,556

Main Office: 2555 Ponce de Leon Blvd, Suite 500, Coral Gables, FL 33134 ■ 305-646-7220
 Miami Gardens Office: 1515 NW 167th Street, Suite 210 ■ Miami Gardens, FL 33169 ■ neighborhoodplaceehs@elcmdm.org

OFFICE OF
Early Learning

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*ACCOUNTABILITY MONITORING REPORT FOR THE
EARLY LEARNING COALITION OF MIAMI-DADE AND
MONROE*

REPORT AS15-16.13

August 2016

Review Scope

- Coalition Governance
- Operations and Program Management
- Child Care Resource and Referral
- Educational Services Delivery
- School Readiness Eligibility
- School Readiness Payment Validation
- Voluntary Prekindergarten Child Eligibility
- Voluntary Prekindergarten Payment Validation
- Voluntary Prekindergarten Provider
- Data Accuracy

Review Scope

- Services delivered from November 2015 through January 2016
- Coalition's operations from July 1, 2014, through April 30, 2016

OEL Team

- The OEL team was professional, helpful, and very constructive in their approach
- The team offered technical assistance, prior to, during, and after the review

Accountability Report Highlights

NO FINDINGS

- ✓ *Child Care Resource and Referral*
- ✓ *School Readiness Payment Validation*
- ✓ *VPK Child Eligibility*
- ✓ 100% of children being served found to be eligible for services
- ✓ There were no unallowable costs/no paybacks to OEL.

Suggested Action

- OEL requires the coalition to submit a corrective action plan (CAP) for all compliance issues within 30 days from receiving this accountability review report
- The response should demonstrate the coalition's steps to address each compliance issue and the numbered findings on the monitoring spreadsheets
- **For all uncorrected findings**, a corrective action plan should identify the initial finding's cause and the coalition's plan for continued compliance

Outcome of Review

- **No findings**
 - 77 elements (74%)
- **Findings - No pending items (CAP accepted)**
 - 27 elements (26%)

Outcome of Review

Coalition Governance (CG) [p. 6]

Areas Reviewed: 4

Met all requirements: 2

Findings: 2

No pending items (CAP accepted)

Operations and Program Management (OPM) [p.7]

Areas Reviewed: 7

Met all requirements: 5

Findings: 2

No pending items (CAP accepted)

Child Care Resource and Referral (CCR&R) [p.10]

Areas Reviewed: 7

Met all requirements: 7

The coalition had no findings in this review area

Educational Services Delivery (ESD) [p.12]

Areas Reviewed: 9

Met all requirements: 7

Findings: 2

No pending items (CAP accepted)

Outcome of Review

School Readiness Eligibility (SR) [p.13]

Areas Reviewed: 35

Met all requirements: 20

Findings: 15

More than half the findings were related to one specific file. The employee responsible for this file is no longer with the ELC.

The Quality Assurance team pulled another sample of 30 School Readiness child files for compliance. 100% of the files met all requirements.

School Readiness Payment Validation (SRPV) [p.24]

Areas Reviewed: 9

Met all requirements: 9

The coalition had no findings in this review area

Voluntary Prekindergarten Child Eligibility (VPKC) [p.25]

Areas Reviewed: 13

Met all requirements: 13

The coalition had no findings in this review area

Outcome of Review

Voluntary Prekindergarten Payment Validation (VPKPV) [p.29]

Areas Reviewed: 8

Met all requirements: 7

Findings: 1

No pending items (CAP accepted)

Voluntary Prekindergarten Provider (VPKP) [p.31]

Areas Reviewed: 18

Met all requirements: 16

Findings: 2

No pending items (CAP accepted)

Data Accuracy (DA) [p. 36]

Areas Reviewed: 3

Findings: 3

No pending items (CAP accepted)

The Quality Assurance team pulled 20 more cases for Data Accuracy compliance. 100% of the SSA/SSI files met all requirements. Waitlist and Gold Seal are in the review process.

Key Opportunities for Improvement

School Readiness Eligibility

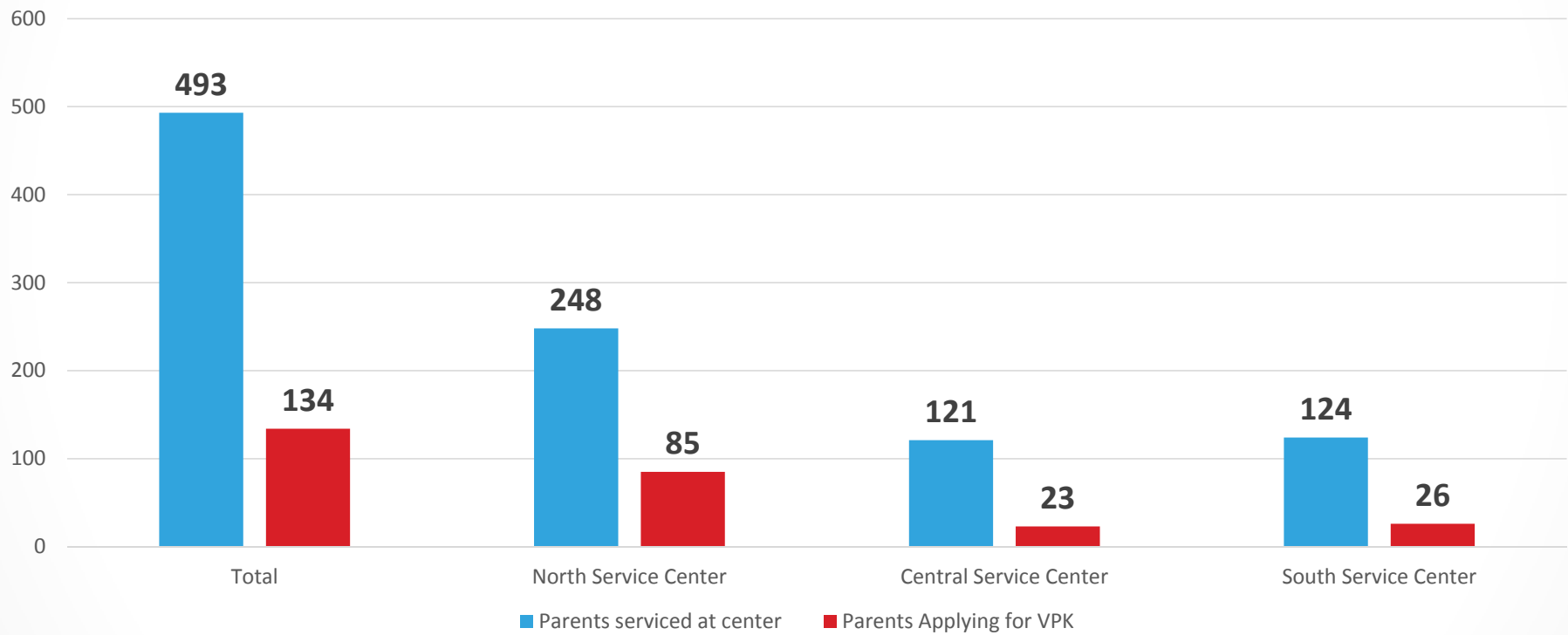
- Child files must be compliant with the SR Program (applications, referrals, redeterminations, hours of care, rights and responsibilities, parental choice, immunization, residency, citizenship status, family unit size and income, parent copayment, purpose for care, billing group eligibility, EFS accuracy and qualifying care and provider arrangements)
- *Corrective Action- All errors were corrected. Staff received training and an updated process was developed. The Quality Assurance team pulled another sample of 30 School Readiness child files for compliance. 100% of the files met all requirements.*

Data Accuracy

- Edit and exception reports must be free of data entry error or non-compliance in SR or VPK eligibility (parent income, identification of ineligible families, Gold Seal verification, client redetermination verification, billing group accuracy)
- *Corrective Action- All errors were corrected. Errors did not impact SR eligibility, payment and did not did not result in questioned costs. The Quality Assurance team pulled 20 more cases for Data Accuracy compliance. 100% of the SSA/SSI files met all requirements. Waitlist and Gold Seal are in the review process.*

ELC Service Centers

First Day of School Service Center Visits



Miami-Dade Service Centers 4th Quarter Stats

Approximate wait time for scheduled appointments is 5 to 10 minutes

Approximate wait time for Drop Off/Consults: 12.1 minutes

	South Service Center		North Service Center		Central Service Center		QTR 4 TOTALS	
	Total	Average/ Percentage	Total	Average/ Percentage	Total	Average/ Percentage	Total	Average/ Percentage
Client Services								
Total Number of Clients Visits	5889		8833		4002		18,724	
Total Number of Walk-ins	5103	87%	7939	90%	3246	81%	16,288	87%
Total Number of Appointments Scheduled	786	13%	894	10%	756	19%	2,436	13%
Total Number of No-Show Appointments	343	44%	312	35%	340	45%	995	41%
Average Client Wait Time (In Minutes)	13		12.3		11		12.1	

Customer Service: Client Wait Times

Benchmark: Private Doctor's Office

Monroe Service Centers 4th Quarter Stats

Approximate wait time for scheduled appointments is 5 minutes

Approximate wait time for Drop Off/Consults: 0-5 minutes

	April 2016		May 2016		June 2016		QTR 4 TOTALS	
	Total	Average/ Percentage	Total	Average/ Percentage	Total	Average/ Percentage	Total	Average/ Percentage
Client Services								
Total Number of Clients Visits	203		251		280		734	
Total Number of Walk-ins	147	87%	200	80%	240	86%	614	84%
Total Number of Appointments Scheduled	29	13%	51	20%	40	14%	120	16%
Number of in Person SR Eligibility Interviews/Consults	169	83%	221	88%	241	86%	631	86%
Total Number of No-Show Appointments	n/a		N/A		N/A		N/A	
Average Client Wait Time (In Minutes)	0-5		0 - 5		0 - 5		0 - 5	

Customer Service: Client Wait Times

Benchmark: Private Doctor's Office

VPK Applications for School Year 16-17

	Miami-Dade	Monroe	Both
Total COEs in Portal	25,432	499	25931
Submitted	336	4	340
Approved	22,510	462	22972
Inactive	339	2	341
In EFS	2	0	2
Rejected	2,243	31	2274
Reopened	2	0	2
Eligibilities in EFS	18,983	455	19,438
Remaining to enter	3,527	7	3,534
Provider COEs Submitted	14,166	392	14,558
Rejected COEs	169	0	169
Enrollments Completed	8,911	110	9,021
Remaining to Enroll	5,086	282	5,368

Time from Application to Issuance: 48 hours

Benchmark: Amazon Prime

Source: OEL Family Portal as of 8/31/2016