



**Strategic Planning Committee Meeting  
October 25<sup>th</sup>, 2016, 2:00 pm  
Via Conference Call**

- |       |  |              |
|-------|--|--------------|
| I.    | Welcome & Introductions  | Mara Zapata  |
| II.   | Approval of Minutes  | Mara Zapata  |
|       | A. Motion to approve minutes for October 17 <sup>th</sup> , 2016 |              |
| III.  | Proposed Agenda  | Abby Thorman |
| IV.   | Proposed Breakout Groups   | Abby Thorman |
| V.    | Proposed Breakout Members  | Mara Zapata  |
| VI.   | Survey Results   | Abby Thorman |
| VII.  | Public Comments  | Mara Zapata  |
| VIII. | Meeting Adjourn  | Mara Zapata  |

Mission: To promote high-quality school readiness, voluntary pre-kindergarten and after school programs, thus increasing all children's chances of achieving future educational success and becoming productive members of society. The Coalition seeks to further the physical, social, emotional and intellectual needs of Miami-Dade and Monroe County children with a priority toward the ages before birth through age 5.



Strategic Planning Committee Meeting  
October 17<sup>th</sup>, 2016, 12:30 p.m.  
David Lawrence Jr. Community Meeting Room

**Board Attendees:** Mara Zapata (Chair), Loreen Chant, James Haj (via conference call), Abby THorman (via conference call), Shaleen Fagundo (via conference call)

**Staff Attendees:** Evelio Torres, Angelo Parrino, Lisa Sanabria, Jackye Russell, Pamela Hollingsworth, Mercy Castiglione, Milton Silvera

**I. Welcome and Introductions** **Mara Zapata**

- M. Zapata called the meeting to order and welcomed everyone.

**II. Approval of Minutes** **Mara Zapata**

- Motion to approve minutes by L. Chant.
- Motion seconded by S. Fagundo.
- Motion was unanimously passed.

**III. Survey Results** **Abby Thorman**

- J. Russell stated that the ELC had received 628 results, 357 from parents and 271 from providers.
- J. Russell stated that no surveys have been received from the Board of Directors so the deadline would be extended for another week.
- J. Russell stated that she would be working with A. Thorman to analyze the results and will have a complete report at the next meeting.

**IV. Focus Groups** **Mara Zapata**

- M. Zapata stated that there was a low turnout at the focus groups this year.
- M. Zapata stated that the main concern from providers in the focus groups was educating parents on what their requirements were.
- M. Zapata stated that over all there was no negative feedback an obvious improvement from last year.
- A. Thorman stated that the frustrations providers spoke of were mandated requirements, things the ELC could not control.
- A. Thorman suggested educating providers on the struggles of living in poverty.
- M. Zapata suggested that due to the amounts of surveys received there was no need to schedule any more focus groups.

**V. Public Comments** **Mara Zapata**

**VI. Adjourn** **Mara Zapata**

# SURVEY



## Constant Contact Survey Results

**Survey Name:** parent 2016 survey

**Response Status:** Partial & Completed

**Filter:** None

10/21/2016 3:21 PM EDT

What services do you receive from the Early Learning Coalition?

Answer	0%	100%	Number of Response(s)	Response Ratio
Help paying for child care			279	46.5 %
VPK			315	52.5 %
Referral to child care			46	7.6 %
Other			69	11.5 %
<b>Totals</b>			<b>599</b>	<b>100%</b>

Describe the application process.

Answer	0%	100%	Number of Response(s)	Response Ratio
Very easy			359	59.7 %
Sort of easy			180	29.9 %
Very difficult			64	10.6 %
<b>Totals</b>			<b>601</b>	<b>100%</b>

### What affected your application process?

Answer	0%	100%	Number of Response(s)	Response Ratio
Access to a computer			112	21.8 %
Location			60	11.7 %
Hours office was open			64	12.5 %
Parking			10	1.9 %
Paperwork required			159	31.0 %
Access to scanner			118	23.0 %
Other			115	22.4 %
<b>Totals</b>			<b>512</b>	<b>100%</b>

### Who helped you with your application? (check all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
My child care provider			97	16.1 %
Coalition staff			148	24.6 %
Someone else			36	6.0 %
No one helped me			349	58.1 %
<b>Totals</b>			<b>600</b>	<b>100%</b>

### How would you rate the quality of your experience with coalition staff?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very high quality: I was very happy			317	65.0 %
OK: It was not good or bad			141	28.9 %
Not good: I was not satisfied with services I received			33	6.7 %
<b>Totals</b>			<b>487</b>	<b>100%</b>

### Please share more about your experience

184 Response(s)

How  
would you suggest the services be improved?

Answer	0%	100%	Number of Response(s)	Response Ratio
Offer appointments earlier in the morning			50	12.1 %
Offer appointments later in the afternoon			43	10.4 %
Offer evening appointments			48	11.6 %
Offer weekend appointments			120	29.0 %
Have shorter wait times			129	31.2 %
Provide a more comfortable waiting room			26	6.2 %
Have friendlier staff			78	18.8 %
Have more knowledgeable staff			72	17.4 %
Other			69	16.7 %
<b>Totals</b>			<b>413</b>	<b>100%</b>






What  
worked well?

134 Response(s)

What  
challenges did you have?

149 Response(s)










At which location did you receive services?

Answer	0%	100%	Number of Response(s)	Response Ratio
North Service Center (Miami-Dade County)			118	19.1 %
Central Service Center (Miami-Dade County)			50	8.1 %
South Service Center (Miami-Dade County)			120	19.4 %
Satellite Location (Miami-Dade County)			5	<1 %
Upper Keys Service Center (Monroe County)			1	<1 %
Middle Keys Service Center (Monroe County)			4	<1 %
Lower Keys Service Center (Monroe County)			6	<1 %
I applied online			181	29.3 %
No Response(s)			132	21.3 %
<b>Totals</b>			<b>617</b>	<b>100%</b>

Please

rank what was most important to you when you chose your child care provider.

1 = Least

Answer	1	2	3	4	5	6	7	8	9	Number of Response(s)	Ranking Score*
Close to my home										392	4.9
Close to my work										392	3.9
Cost										392	4.8
Reputation										392	5.4
Quality rating (1-5 stars)										392	5.2
I liked the director										392	4.3
I liked the teachers/family child care provider										392	5.5
The children at the program seemed happy										392	5.5
Cleanliness										392	5.6

\*The Ranking Score is the weighted average calculated by dividing the sum of all weighted rankings by the number of total responses.

## Constant Contact Survey Results

**Survey Name:** parent 2016 survey

**Response Status:** Partial & Completed

**Filter:** None

Oct 21, 2016 3:23:15 PM

### 1. What services do you receive from the Early Learning Coalition?

	Number of Response(s)
Help paying for child care	279
VPK	315
Referral to child care	46
Other	69
<b>Total</b>	<b>599</b>

### 2. Describe the application process.

	Number of Response(s)
Very easy	359
Sort of easy	180
Very difficult	64
<b>Total</b>	<b>601</b>

### 3. What affected your application process?

	Number of Response(s)
Access to a computer	112
Location	60
Hours office was open	64
Parking	10
Paperwork required	159
Access to scanner	118
Other	115
<b>Total</b>	<b>512</b>

#### 4. Who helped you with your application? (check all that apply)

	Number of Response(s)
My child care provider	97
Coalition staff	148
Someone else	36
No one helped me	349
<b>Total</b>	<b>600</b>

#### 5. How would you rate the quality of your experience with coalition staff?

	Number of Response(s)
Very high quality: I was very happy	317
OK: It was not good or bad	141
Not good: I was not satisfied with services I received	33
<b>Total</b>	<b>487</b>

#### 6. Please share more about your experience

184 Response(s)

#### 7. How would you suggest the services be improved?

	Number of Response(s)
Offer appointments earlier in the morning	50
Offer appointments later in the afternoon	43
Offer evening appointments	48
Offer weekend appointments	120
Have shorter wait times	129



Provide a more comfortable waiting room	26
Have friendlier staff	78
Have more knowledgeable staff	72
Other	69
<b>Total</b>	<b>413</b>

### 8. What worked well?

134 Response(s)

### 9. What challenges did you have?

149 Response(s)

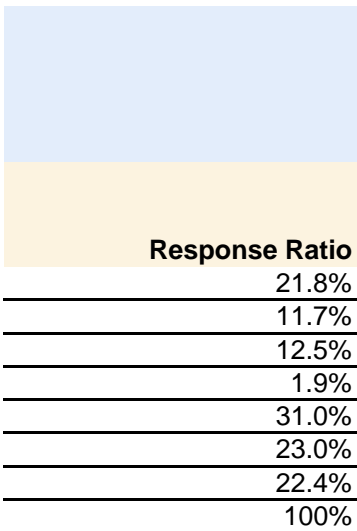
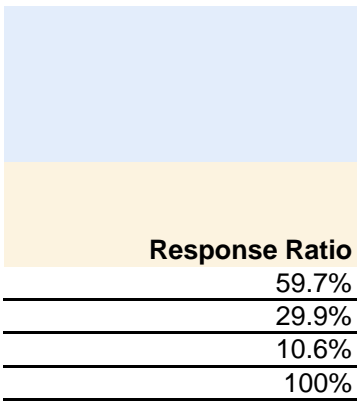
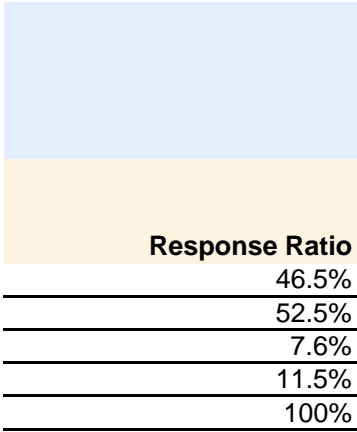
### 10. At which location did you receive services?

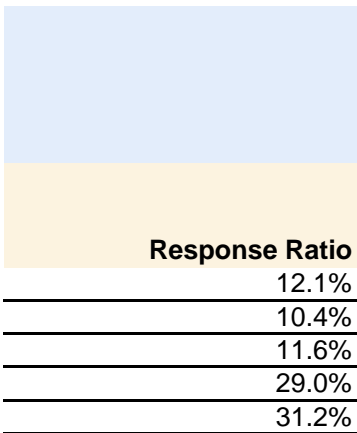
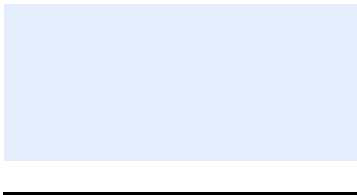
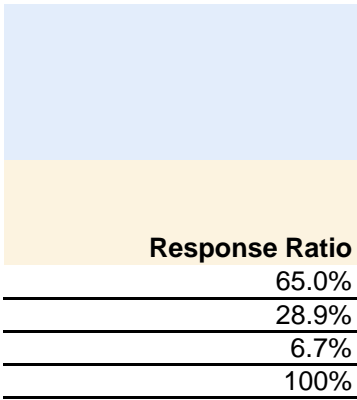
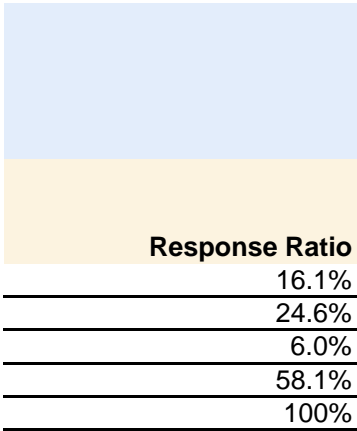
	Number of Response(s)
North Service Center (Miami-Dade County)	118
Central Service Center (Miami-Dade County)	50
South Service Center (Miami-Dade County)	120
Satellite Location (Miami-Dade County)	5
Upper Keys Service Center (Monroe County)	1
Middle Keys Service Center (Monroe County)	4
Lower Keys Service Center (Monroe County)	6
I applied online	181
No Responses	132
<b>Total</b>	<b>617</b>

### 11. Please rank what was most important to you when you chose your child care provider.

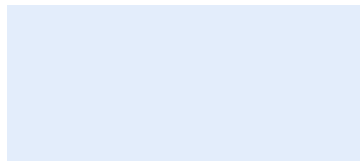
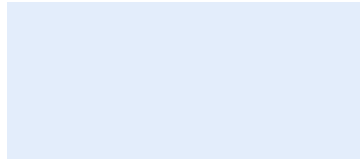
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Least	
	1	2
Close to my home	71	62

Close to my home	18%	16%
Close to my work	105 27%	70 18%
Cost	46 12%	47 12%
Reputation	27 7%	43 11%
Quality rating (1-5 stars)	26 7%	27 7%
I liked the director	52 13%	55 14%
I liked the teachers/family child care provider	19 5%	29 7%
The children at the program seemed happy	19 5%	31 8%
Cleanliness	27 7%	28 7%
51 Comment(s)		

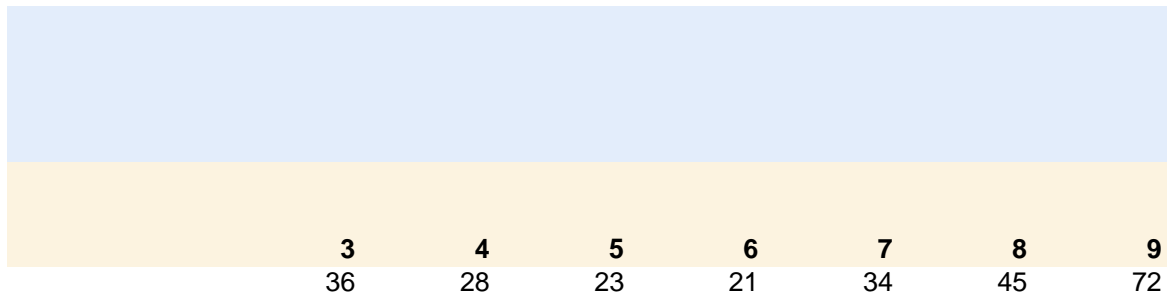




6.2%
18.8%
17.4%
16.7%
100%



19.1%
8.1%
19.4%
<1%
<1%
<1%
<1%
29.3%
21.3%
100%



	9%	7%	6%	5%	9%	11%	18%
	42	30	23	26	21	36	39
	11%	8%	6%	7%	5%	9%	10%
	65	37	33	30	58	43	33
	17%	9%	8%	8%	15%	11%	8%
	36	50	39	48	51	40	58
	9%	13%	10%	12%	13%	10%	15%
	34	52	92	57	34	35	35
	9%	13%	23%	15%	9%	9%	9%
	64	56	42	44	32	25	22
	16%	14%	11%	11%	8%	6%	6%
	40	50	52	55	51	43	53
	10%	13%	13%	14%	13%	11%	14%
	33	57	50	49	54	58	41
	8%	15%	13%	13%	14%	15%	10%
	42	32	38	62	57	67	39
	11%	8%	10%	16%	15%	17%	10%

# SURVEY



## Constant Contact Survey Results

**Survey Name:** Provider 2016 Survey

**Response Status:** Partial & Completed

**Filter:** None

10/21/2016 3:24 PM EDT

In which county is your early learning program located?

Answer	0%	100%	Number of Response(s)	Response Ratio
Miami-Dade			331	95.1 %
Monroe			11	3.1 %
Broward			7	2.0 %
<b>Totals</b>			<b>348</b>	<b>100%</b>

With what initiatives do you participate? Please check all that apply.

Answer	0%	100%	Number of Response(s)	Response Ratio
I provide school readiness			295	85.5 %
I am Gold Seal accredited			161	46.6 %
I provide VPK			272	78.8 %
I participate in Quality Counts			148	42.8 %
I am an Early Head Start Child Care Partnership site			30	8.6 %
<b>Totals</b>			<b>345</b>	<b>100%</b>

For  
how long have you participated in Quality Counts?

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than one year			14	3.9 %
1-2 years			26	7.3 %
2-3 years			21	5.9 %
3-4 years			26	7.3 %
more than 5 years			81	23.0 %
I do not participate in Quality Counts			161	45.7 %
No Response(s)			23	6.5 %
<b>Totals</b>			<b>352</b>	<b>100%</b>

How would you rate the effectiveness of the  
following supports?

1 = Not at all helpful, 2 = Helpful, 3 = Extremely helpful, 4 = I have not received

Answer	1	2	3	4	Number of Response(s)	Rating Score*
CLASS assessments and report					144	2.4
On-site Coaching & TA					143	2.6
Career advising					143	2.5
Scholarships					140	2.8
WAGE\$					141	2.8
Support grant					139	2.8

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Are there any changes you would suggest to  
Quality Counts?

55 Response(s)



Overall,  
 how do you view the following areas of the Early Learning Coalition's work?  
 (please rate the following items 1-5 with 1 being very negatively and 5 being  
 very positively

1 = 1- very negatively, 2 = 2, 3 = 3, 4 = 4, 5 = 5 - very positively

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Monitoring						268	4.0
Training and professional development opportunities						277	4.1
Quality improvement supports						270	3.9
Technical assistance						276	3.9
Payments						276	4.0
Customer service						279	3.7
Responsiveness when you have a question						279	3.8
Responsiveness when you have a problem						276	3.8

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How would you rate the ease of using the provider portal?  
 (please rate 1-5 with 1 being very difficult and 5 being extremely easy)

1 = 1- very difficult, 2 = 2, 3 = 3, 4 = 4, 5 = 5 - extremely easy

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Ease of using provider portal						275	4.3

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Are  
 there any improvements you would suggest to the portal?

60 Response(s)

## What

is the best way for the coalition to communicate with you?

1 = Not at all helpful, 2 = Helpful, 3 = Extremely helpful, 4 = I don't receive coalition information this way

Answer	1	2	3	4	Number of Response(s)	Rating Score*
Email blasts					270	2.7
Newsletter					248	2.5
Messages posted in portal					252	2.4
Messages posted in website					245	2.3
Provider meetings					254	2.5

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

## What challenges do you have complying with the provider contract?

93 Response(s)

## What kind of support would be most helpful for you on these challenges?

Answer	0%	100%	Number of Response(s)	Response Ratio
Training			92	46.7 %
Technical assistance			93	47.2 %
Coaching			57	28.9 %
Other support			53	26.9 %
<b>Totals</b>			<b>197</b>	<b>100%</b>

## Is there specific support that can be provided to help keep children who receive school readiness funds in care?

Answer	0%	100%	Number of Response(s)	Response Ratio
Message to you when child getting ready to lose services			181	76.3 %
Training on how to help children stay in care			109	45.9 %
Tools to help process paperwork (e.g. scanning apps so completion of paperwork easier)			125	52.7 %
Other			21	8.8 %
<b>Totals</b>			<b>237</b>	<b>100%</b>

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What

can the coalition do to better support you with your daily work with young children and their families?

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80 Response(s)

## Constant Contact Survey Results

**Survey Name:** Provider 2016 Survey

**Response Status:** Partial & Completed

**Filter:** None

Oct 21, 2016 3:25:16 PM

**In which county is your early learning program located?**

	Number of Response(s)
Miami-Dade	331
Monroe	11
Broward	7
<b>Total</b>	<b>348</b>

**With what initiatives do you participate? Please check all that apply.**

	Number of Response(s)
I provide school readiness	295
I am Gold Seal accredited	161
I provide VPK	272
I participate in Quality Counts	148
I am an Early Head Start Child Care Partnership site	30
<b>Total</b>	<b>345</b>

**For how long have you participated in Quality Counts?**

	Number of Response(s)
Less than one year	14
1-2 years	26
2-3 years	21
3-4 years	26
more than 5 years	81
I do not participate in Quality Counts	161
No Responses	23

### How would you rate the effectiveness of the following supports?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Not at all helpful	Helpful
CLASS assessments and report	14 10%	65 45%
On-site Coaching & TA	10 7%	48 34%
Career advising	13 9%	51 36%
Scholarships	5 4%	33 24%
WAGE\$	11 8%	31 22%
Support grant	8 6%	34 24%

### Are there any changes you would suggest to Quality Counts?

55 Response(s)

### Overall, how do you view the following areas of the Early Learning Coalition's work? (please rate the negatively and 5 being very positively)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	1- very negatively	2
Monitoring	9 3%	22 8%
Training and professional development opportunities	6 2%	20 7%
Quality improvement supports	9 3%	22 8%
Technical assistance	8 3%	25 9%
Payments	5 2%	21 8%
Customer service	21	30

Customer service	8%	11%
Responsiveness when you have a question	12	37
	4%	13%
Responsiveness when you have a problem	11	46
	4%	17%

### How would you rate the ease of using the provider portal? (please rate 1-5 with 1 being very difficult)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	1- very difficult	2
Ease of using provider portal	2	8
	1%	3%

### Are there any improvements you would suggest to the portal?

60 Response(s)

### What is the best way for the coalition to communicate with you?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Not at all helpful	Helpful
Email blasts	5	68
	2%	25%
Newsletter	10	107
	4%	43%
Messages posted in portal	31	92
	12%	37%
Messages posted in website	41	102
	17%	42%
Provider meetings	21	91
	8%	36%

### What challenges do you have complying with the provider contract?

93 Response(s)

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**What kind of support would be most helpful for you on these challenges?**

	<b>Number of Response(s)</b>
Training	92
Technical assistance	93
Coaching	57
Other support	53
<b>Total</b>	<b>197</b>

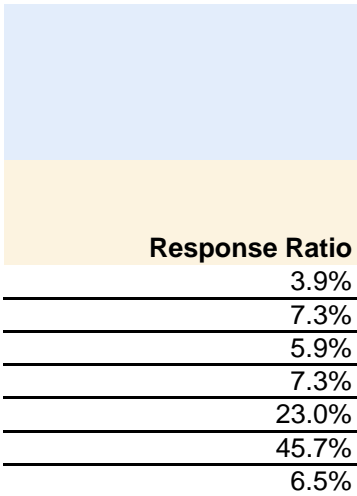
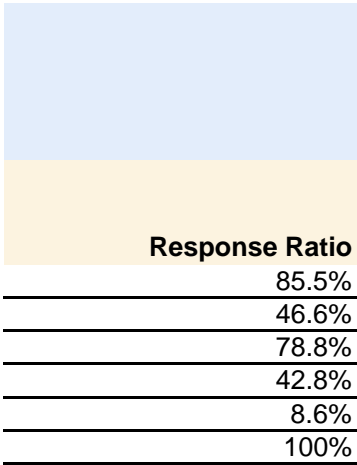
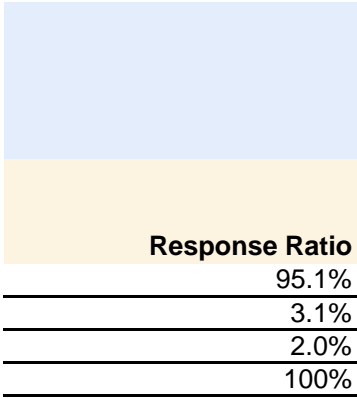
**Is there specific support that can be provided to help keep children who receive school readiness f**

	<b>Number of Response(s)</b>
Message to you when child getting ready to lose services	181
Training on how to help children stay in care	109
Tools to help process paperwork (e.g. scanning apps so completion of	125
Other	21
<b>Total</b>	<b>237</b>

**What can the coalition do to better support you with your daily work with young children and their f**

80 Response(s)

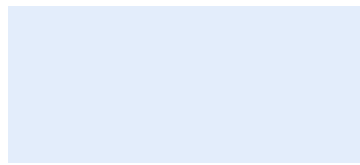
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100%

	<b>Extremely helpful</b>	<b>I have not received</b>
	55	10
	38%	7%
	78	7
	55%	5%
	69	10
	48%	7%
	88	14
	63%	10%
	72	27
	51%	19%
	69	28
	50%	20%



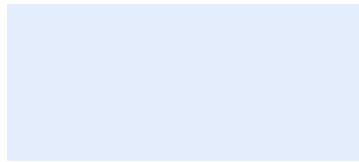
Rate the following items 1-5 with 1 being very

	<b>3</b>	<b>5 - very 4 positively</b>	
	45	74	118
	17%	28%	44%
	40	76	135
	14%	27%	49%
	52	82	105
	19%	30%	39%
	52	86	105
	19%	31%	38%
	50	83	117
	18%	30%	42%
	49	79	100

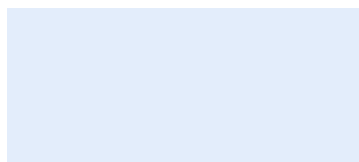
	18%	28%	36%
	53	61	116
	19%	22%	42%
	45	66	108
	16%	24%	39%

It and 5 being extremely easy)

			<b>5 - extremely easy</b>
	<b>3</b>	<b>4</b>	
	32	88	145
	12%	32%	53%



		<b>receive coalition Extremely helpful informati</b>
	188	9
	70%	3%
	116	15
	47%	6%
	116	13
	46%	5%
	89	13
	36%	5%
	131	11
	52%	4%



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Response Ratio

46.7%
47.2%
28.9%
26.9%
100%

unds in care?

Response Ratio

76.3%
45.9%
52.7%
8.8%
100%

families?

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