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 Meeting**  
**July 13, 2020, 2:30 pm**  
**Zoom Meeting ID: 939 5506 5767**

<table>
<thead>
<tr>
<th>Section</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Welcome &amp; Introductions</td>
<td>Loreen Chant</td>
</tr>
<tr>
<td>II. Approval of Minutes</td>
<td>Loreen Chant</td>
</tr>
<tr>
<td>III. Monroe County Priorities</td>
<td>Sandi Bisceglia</td>
</tr>
<tr>
<td>IV. Strategic Planning Update</td>
<td>Jackye Russell</td>
</tr>
<tr>
<td>V. Leading for Equity</td>
<td>Pam Hollingsworth</td>
</tr>
<tr>
<td>VI. Public Comments</td>
<td>Loreen Chant</td>
</tr>
<tr>
<td>VII. Meeting Adjourn</td>
<td>Loreen Chant</td>
</tr>
</tbody>
</table>
I. Welcome and Introductions

Loreen Chant

II. Strategic Planning Update

a. The Priority Initiatives were reviewed and the following recommendations were made:

   i. Neediest Children/Target Neediest Areas – B. Torres reviewed area codes that represented the neediest communities, investments made into these communities and the percentages of children with special needs identified. S. Bisceglia stated that there are very depressed neighborhoods within Monroe County within zip codes that would not be considered a needy community. E. Torres spoke stated that they would attempt to get funding for EHS in Monroe County.

   ii. Neediest Children/Increase the Number of Children – S. Gonzalez reviewed the children receiving school readiness by age group. E. Torres stated they must focus on infant care because the numbers were low. L. Chant suggest adding VPK and EHS to this graph to see more accurate numbers.

   iii. Providers/Quality Providers – F. Christie discussed the new bill and assessment score. E. Torres stated that OEL said they may begin assessment but the ELC will wait due to the pandemic. S. Bisceglia requested a breakdown of Monroe county assessment scores.

   iv. Provider/Teacher Education/Technical Assistance/Educate Providers – P. Hollingsworth discussed all the steps the ELC has taken to assist providers.

b. L. Chant suggested that they stop the presentation there and asked the board members if there was any initiatives they would like to see added. J. Roig suggested emergency preparedness/pandemic. D. Hoagland suggested mental health/domestic violence. L. Chant suggested an equity priority initiative.
III. Public Comments

IV. Adjourn
Intro: by Sandi Bisceglia, new Board Member for Monroe to the ELC
We thank the ELC for allowing us the opportunity to serve on the Strategic Planning Committee. I know the challenges right now are vast, but I also have seen ELC exhibit courage, confidence, and competence in "moving right along" with the challenges at hand. The accomplishments of ELC are also impressive. We are glad we are connected to the Dade/Monroe network to have the support and access to the dedicated employees of ELC who continue to expect high expectations of all.

Being new to the Board, I am not sure where exactly, the Monroe considerations "fit in" yet to the to-be-revised Strategic Plan, so for the first of our three meetings, here is some preliminary information I have collected by conducting interviews with some key early childhood leadership/ personnel. See their submissions below.

Also please be aware, that I have kept Theresa Axford, outgoing Board Member of the ELC and our newly incoming Superintendent of Schools here in Monroe "in the loop" on all our submissions. She is with us in spirit.

Respectfully,
Sandi Bisceglia

Intro: by Laurie Dunn, ELC Director, Florida Keys/Monroe County

ELC Monroe Strengths:

- Community outreach via involvement in local events and communication in media outlets
- Collaboration with community partners
- Support to families via School Readiness and Voluntary Pre-Kindergarten programs, First Responder programs etc
- Support to teachers and directors through mini grants, professional development opportunities, quality materials and technical assistance

Challenges:

- Childcare teacher pool is small and teachers are underpaid
- Minimal availability of part time, weekend and evening care
- Minimal programs available to support the needs of special needs preschool and school age children (especially after school care)

Future Plan:

- Develop a childcare teacher substitute pool
- Develop a plan to reach more families (especially in micro communities) with information on available services
- Advocate for families to come in at a higher percentage of the FPL or look into viability of a "carve out" for Monroe due to the higher cost of living compared to other counties in Florida.
- Advocate for higher wages for pre-k teachers.
- Research grants and/or funding opportunities for teachers in Monroe

Intro: by Aleida Jacobo, CEO, Wesley House
Wesley House is appreciative of all the assistance ELC has provided. Their generous support has allowed us to remain open during the pandemic. Thank you for ELC for reaching out and affording us the opportunity to give our input into the strategic plan.

* more ELC visibility in the community and in local community events
*shrinking pool of early childhood teachers - how to recruit
*only on line certifications process available for local teachers at this time
*creation of afterschool/school closure programs at the schools for 3-4 year olds who are enrolled in Head Start/ESE programs throughout Monroe County
*encourage families of 3-4 year old's to participate in Voluntary Pre-K programs through blasts on media, work with child care providers, etc.
Monroe County VPK Initiative

Last year ELC Monroe started the VPK Initiative in an effort to have all eligible 4-year-old children in the Keys enrolled in a VPK program along with the support of John Padget and County Mayor Heather Carruthers. A media campaign was launched to include radio spots, newspaper ads, a message on a scrolling marquee and flyers distributed at various locations throughout the County.

Goals:
- Increase percentage of Monroe County's 4-year olds enrolled in the VPK program
- Every VPK program in Monroe County receives a passing grade on the Kindergarten Readiness Rates

Curriculum is one of the components of this initiative with the majority of providers using Creative Curriculum. Mr. Padget offered Waterford Early Learning to school district staff as well as Directors of all VPK programs in Monroe.
- This is not a curriculum on the OEL approved list of curricula but it is more of a supplemental curriculum.
- A comprehensive, technology-based early reading, math and science program with integrated assessments and teacher tools for Pre-K- 2nd grade.
- One of the benefits of the program is the home learning component.
- Performance can be easily tracked and reports generated for teachers and parents.
- Classroom requirements are about 15 minutes of instructional time per student.
- No proven results to show children using this do better on the VPK Kindergarten Readiness Screener.

No private child care centers in Monroe opted to participate because:
- They did not have the money to purchase the equipment up front (even with the opportunity to be reimbursed)
- Several did not have the internet capabilities in the classroom.
- Teachers wanted to use the 3 hours of VPK classroom time to do face to face curriculum and lesson planning rather than use technology.
The program is being used by the school district pre-k programs.

- The classrooms already had the technology available to them and it appears to thrive best in school-based programs.
- School district determined they will continue with it in the Fall. The home learning component was very beneficial during the quarantine.
- Their philosophy is about hands on learning with authentic products and Waterford is just one of those pieces of the puzzle.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Plan</td>
<td>3</td>
</tr>
<tr>
<td>Priority Initiatives</td>
<td>6</td>
</tr>
<tr>
<td>Neediest Children (Updated and New Slides)</td>
<td>7</td>
</tr>
<tr>
<td>Youngest Children (Updated and New Slides)</td>
<td>12</td>
</tr>
<tr>
<td>Providers (Updated and New Slides)</td>
<td>17</td>
</tr>
<tr>
<td>Educate All (Updated Slide)</td>
<td>35</td>
</tr>
<tr>
<td>Capacity Building</td>
<td>42</td>
</tr>
<tr>
<td>Funding (Updated Slide)</td>
<td>47</td>
</tr>
<tr>
<td>Provider Sustainability (New Slide)</td>
<td>48</td>
</tr>
</tbody>
</table>
Children First
Mission and Vision

Mission
To promote high-quality inclusive 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 development of Miami-Dade and Monroe County children with a priority toward the ages birth through age 5.

Vision
Children First
To ensure a comprehensive and integrated early learning system for all families and their children, birth to 5 years, ensuring high-quality programs throughout Miami-Dade and Monroe Counties, so children enter school ready to learn and succeed in life.
# Children First: The Strategic Plan for the Early Learning Coalition of Miami Dade/Monroe

## 2017-2022

### OUR VALUES

- **CHILDREN** - Children are at the heart of all we do. We believe that all children, regardless of circumstance, are capable of educational excellence and personal growth, and we are committed to ensuring school readiness and lifelong success for each one.
- **COMMUNITY** - We believe children are the future, and our community is an essential part of their road to success. By working together, we can promote high quality early education and support children as they become thriving, productive members of society.
- **PARTNERSHIP** - We value partnerships and are collaborative in all we do. We work closely with fellow service providers, families, corporations, elected officials, individuals, and the community at large to promote the importance of early learning and to secure educational opportunities for all children.
- **ADVOCACY** - We are a champion for children, promoting positive societal and community change. Our staff and community partners are committed to advancing early education throughout Miami-Dade and Monroe counties and are set apart by our collective passion, strength and dedication to children.
- **EXCELLENCE** - When it comes to early learning, quality matters. We are committed to excellence, providing quality programs and services that make a difference in our community. Designed to further the physical, social, emotional and intellectual needs of all children, our programs are innovative and offer each child an equal opportunity for a successful future.
- **CUSTOMER SERVICES** - We strive to meet the needs of our parents, families, providers and partners by providing comprehensive customer service in a professional, timely and courteous manner.
- **EQUITY** - In working with parents, families, providers, and partners, we are committed to the principle of equity and balance, so that all may benefit from the work we do, while keeping children first.

### PRIORITY INITIATIVES

#### NEEDIEST CHILDREN

- Improve outcomes for children in our neediest communities, including children with developmental and other delays and disabilities, by improving the quality of early learning programs.
  - **RECOMMENDATION:** Assign to Program Committee.
  - Target neediest areas
  - Identify centers in distressed zip codes and those serving children with, or at risk for, developmental delays & provide extra support for them to meet higher standards.

- Increase the Number of Children
  - Receiving services who have physical, developmental, sensory, and social-emotional delays and disabilities

#### YOUNGEST CHILDREN

- Offer a continuum of care throughout childhood, with a particular focus on infants and toddlers

#### PROVIDERS

- Strengthen Coalition relationship with providers and support providers meeting higher quality performance requirements
  - **RECOMMENDATION:** Improve Provider Selection and Contracting Process
    - Establish local provisions that support parental choice and ensure providers serving children receiving subsidies meet contract and quality requirements.

- Teacher Education
  - Increase the number of teachers with child care credentials

- Quality Providers
  - Drive incentives to higher performing providers

- Technical Business Assistance
  - Offer business assistance to providers in distressed areas

- Educate Providers
  - Provide program directors/staff with training and resources to provide high quality care to all children, including children with disabilities

#### EDUCATE ALL

- Educate families and the community at large about the BENEFITS of quality early learning.
  - **RECOMMENDATION:** Refine definition and quantify.

- Parental Choice
  - Develop innovative strategies to help parents choose child care programs that ensure better outcomes for their children

- Visibility
  - Achieve increased visibility of the importance of early learning throughout both counties by creating child care resources and providing information

#### CAPACITY BUILDING

- Strengthen Board and Staff capacity to carry out strategic goals
  - **Advocacy**
    - Engage aggressively & systematically in advocacy to drive better outcomes for children.
    - **RECOMMENDATION:** Redeﬁne/quantify.

- Early Child Care Education Systems Building
  - Establish regular meetings with partners to strengthen cross-sector investments and policies for children birth through age five

### FUNDING

- Increase public and private funding and reallocate funds to strategic goals

- Public
  - Secure adequate resources to ensure high quality delivery to each child we serve

- Monroe County
  - Establish a Permanent Funding Model for Social Services

### FIVE YEAR STRATEGIC GOALS

- Develop widely accepted state-wide benchmarks of quality (e.g. Child assessments, accreditation, learning environment, etc.)
- Change state policy to allow ELCs to contract only with child care programs that meet state-wide quality benchmarks
- Establish the Performance Funding Program platform as the statewide quality, tiered reimbursement and pay for performance model
Priority Initiatives
Almost $34,000 provided to Miami Children’s Initiative to fund provider outreach and family educational activities to up to 500 children in Liberty City

$65,000 in funding to Miami-Dade Family Learning Partnership for provider education, parenting classes, individualized parent/child sessions for providers and families in Liberty City and surrounding zip codes.

Number of slots issued to the new zip codes
- 33012 (Hialeah) currently has 56 EHS infants and toddlers
- August 1, 2020 the following will slots will be assigned to:
  - 33157 (West Perrine) will have 32 EHS infants and toddlers
  - 33161 (North Miami) will have 26 EHS infants and toddlers

Request an additional 500 EHS slots when they are made available in order to serve more children ages birth to 3. There have not been any funding opportunities released that will allow the program to apply for additional slots.

Neediest communities identified in the Community Needs Assessment are:
- 33030 - Homestead
- 33034 - Florida City
- 33054 – Opa Locka
- 33056 – Opa Locka
- 33127 – Liberty City
- 33130 – Little Havana
- 33135 – Little Havana
- 33142 – Liberty City
- 33150 – Liberty City
Neediest Children

Target Neediest Areas

Recommendations

• Neediest Communities Monroe County
  ▪ 33040
  ▪ 33050
  ▪ 33037

• Identify community needs and funding opportunities for investing in these three zip codes.
Monroe Providers Paid May 2020

- School Readiness and VPK Providers
- VPK Providers

Source: Tableau 5045 Ad Hoc Report from EFS Modernization
In 2019 the Early Learning Coalition in Monroe started the VPK Initiative in an effort to have all eligible 4-year-old children in the Keys enrolled in a VPK program along with the support of John Padget and County Mayor Heather Carruthers. A media campaign was launched to include radio spots, newspaper ads, a message on a scrolling marquee and flyers distributed at various locations throughout the County.

- **Goals:**
  - Increase percentage of Monroe County’s 4 year olds enrolled in the VPK program
  - Every VPK program in Monroe County receives a passing grade on the Kindergarten Readiness Rates

- **Curriculum** is one of the components of this initiative with the majority of providers using Creative Curriculum. Mr. Padget offered Waterford Early Learning to school district staff as well as Directors of all VPK programs in Monroe.
  - This is not a curriculum on the OEL approved list of curricula but it is more of a supplemental curriculum.
  - A comprehensive, technology-based early reading, math and science program with integrated assessments and teacher tools for Pre K- 2nd grade.
  - One of the benefits of the program is the home learning component.
  - Performance can be easily tracked and reports generated for teachers and parents.
  - Classroom requirements are about 15 minutes of instructional time per student.
  - No proven results to show children using this do better on the school readiness screener. No testing done this Fall so we will have to wait another year for results.
Monroe VPK Initiative

- No private child care centers in Monroe opted to participate because:
  - They did not have the money to purchase the equipment up front (even with the opportunity to be reimbursed)
  - Several did not have the internet capabilities in the classroom.
  - Teachers wanted to use the 3 hours of VPK classroom time to do face to face curriculum and lesson planning rather than use technology.
- The program is being used by the school district pre-k programs.
  - The classrooms already had the technology available to them and it appears to thrive best in school-based programs.
  - School district determined they will continue with it in the Fall. The home learning component was very beneficial during the quarantine.
  - Their philosophy is about hands on learning with authentic products and Waterford is just one of those pieces of the puzzle.
## Neediest Children
### EHS Investments

<table>
<thead>
<tr>
<th></th>
<th>33030</th>
<th>33034</th>
<th>33054</th>
<th>33127</th>
<th>33135</th>
<th>33142</th>
<th>33147</th>
<th>33150</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018-2019</td>
<td>Classroom Materials</td>
<td>$5,886.74</td>
<td>$3,882.00</td>
<td>$4,575.60</td>
<td>$4,221.60</td>
<td>$782.69</td>
<td>$179.33</td>
<td>$46,057.36</td>
</tr>
<tr>
<td></td>
<td>Facility Improvement</td>
<td>$35,020.00</td>
<td>$94,179.03</td>
<td>$53,440.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019-2020</td>
<td>Facility Improvement</td>
<td></td>
<td></td>
<td>$78,448.37</td>
<td>$240,329.66</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total:</td>
<td></td>
<td>$5,886.74</td>
<td>$117,350.37</td>
<td>$339,084.29</td>
<td>$57,661.60</td>
<td>$782.69</td>
<td>$179.33</td>
<td>$85,882.35</td>
</tr>
</tbody>
</table>

Total amount for 2018-2019 was $359,169.34. For 2019-2020 it has been $318,778.03. This is a grand total of $677,947.37. Note: the new zip codes have not received any classroom material or facility improvement because our partnership was finalized a few days before COVID-19 stay at home orders occurred.

EHS total expenditure for child services (provider payment)
- 2018-2019 = $6,640,561.24
- 2019-2020 = $5,591,931.07 as of May 2020
Neediest Children

Increase the Number of Children

EHS Percentage of Identified Children with Special Needs

Goal = 10%
Neediest Children
Increase the Number of Children

Recommendations

• The Children’s Trust Scholarship Program supports additional families who don’t qualify for School Readiness
  ▪ Currently enrolled - almost 813 children (as of June 30, 2020)
  ▪ Waitlist – approx. 130 children
• The Quality Improvement System funded by The Children’s Trust targets programs located in low income census tract.
  ▪ Investments for 2019-2020 $10,200,000 – estimated children 14,490
• Continue to enroll youngest children from waitlist as funding becomes available
  ▪ The ELC is bringing in all children that apply every other week in Miami-Dade and daily in Monroe County
• Eliminate any terminations of School Readiness child care services from March - June
• Provide flexibility for eligibility for School Readiness child care (i.e., job search) from May – July
• Extended timelines for submission of paperwork by parents for initial eligibility from May - September
• Waive required parent School Readiness copayments from March – June
• First responder/health worker referrals for child care scholarship - March-July (2,405 children enrolled as of July 7, 2020)
• In partnership with staff and administrators, the Inclusion team has identified specific barriers to inclusive practice and established goals for addressing these barriers.
Youngest Children

Age-based Rates

Recommendations

• State law requires children to remain in care until age 13
  ▪ When funding is available, provider rate increases will be based on age with the highest percentage going to those who serve the youngest children
  ▪ Additional EHS zip codes and additional slots will target children birth to 3. There have not been any funding opportunities released that will allow the program to apply for additional slots.
  ▪ Our local priority for enrolling children will continue to be children from birth to the age of kindergarten entry
  ▪ More than 4500 additional children ages birth to 5 were enrolled last fiscal year
• Provider rate increase approved, $10 million annually with a 10% increase across the board for all eligible providers
How much does the ELC spend on slots . . .

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
<th>Funding Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHOOL READINESS MIAMI-DADE/ MONROE</td>
<td>$130,914,672</td>
<td>DEPT. OF EDUCATION</td>
</tr>
<tr>
<td>CORONAVIRUS, AID, RELIEF, AND ECONOMIC SECURITY</td>
<td>$3,926,063</td>
<td></td>
</tr>
<tr>
<td>(CARES) ACT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VOLUNTARY PREKINDERGARTEN MIAMI-DADE/ MONROE</td>
<td>$54,487,176</td>
<td></td>
</tr>
<tr>
<td>VPK OUTREACH</td>
<td>$105,293</td>
<td></td>
</tr>
<tr>
<td>PERSCHOOL DEVELOPMENT GRANT</td>
<td>$584,681</td>
<td></td>
</tr>
<tr>
<td>REFUGEE SERVICES MIAMI-DADE</td>
<td>$920,000</td>
<td>DEPT. OF CHILDREN &amp; FAMILIES</td>
</tr>
<tr>
<td>QUALITY IMPROVEMENT SYSTEM CHILD SCHOLARSHIPS</td>
<td>$8,000,000</td>
<td>THE CHILDREN TRUST</td>
</tr>
<tr>
<td>CHILD CARE EXECUTIVE PARTNERSHIP MIAMI-DADE</td>
<td>$1,230,000</td>
<td></td>
</tr>
<tr>
<td>EARLY HEAD START</td>
<td>$650,000</td>
<td></td>
</tr>
<tr>
<td>TAPP</td>
<td>$45,000</td>
<td>MONROE COUNTY PUBLIC SCHOOLS</td>
</tr>
<tr>
<td>ANNUAL CONFERENCE</td>
<td>$10,000</td>
<td>OCEAN REEF FOUNDATION</td>
</tr>
<tr>
<td>EARLY HEAD START</td>
<td>$10,861,307</td>
<td>US DEPT OF HEALTH AND HUMAN SERVICES</td>
</tr>
<tr>
<td></td>
<td>$211,734,192</td>
<td></td>
</tr>
</tbody>
</table>

Source: School Readiness, Early Head Start, Voluntary Pre-Kindergarten, Refugee, TCT Scholarships, TCT Tier Reimbursements and TAPP FY 19-20 Slot Payments
Miami-Dade New Enrollments FY 19-20

Total Applications Sent: 8,544
- Children
  - Total of 7,086 (83%) Applications returned and processed
  - 1,458 (17%) Applications were NOT submitted

7,086 Applications Processed
- (4,422) 62% Approved
- (2,664) 38% Denied

Reasons for Denial:
1. Non-compliance with submitting pending documentation within required time even with documented attempts
2. Family is over income
3. Family does not meet purpose for care (work minimum 20 hrs., education/training minimum of 20 hrs., etc.)
4. Children exceed age limit

Source: EFS MOD and Internal Reports/Logs
Monroe New Enrollments FY 19-20

Total Applications Sent: 191
Children
• Total of 174 (91%) Applications Returned and Processed
• 17 (9%) Applications were NOT Submitted

174 Applications Processed
• (161) 93% Approved
• (13) 7% Denied

Approved
161
93%

Denied
13
7%

Reasons for Denial:
1. Non-compliance with submitting pending documentation within required time even with documented attempts
2. Family is over income
3. Family does not meet purpose for care (work minimum 20 hrs., education/training minimum of 20 hrs., etc.)

Source: EFS MOD and Internal Reports/Logs
Miami-Dade School Readiness, VPK, & Early Head Start
Paid by Age Group


Legend:
- SR
- EHS
- VPK
Monroe Paid by Age for School Readiness and VPK

- Infants: 35
- Toddlers: 79
- 2: 116
- 3: 111
- 4: 112
- 5: 244
- School Age: 297
Providers
Improve Provider Selection & Contracting Process

Recommendations

• HB 1091 requires Program Assessments
  ▪ Providers must achieve a Program Assessment score of 3.50 to receive a 20-21 FY School Readiness Contract.

• Exploring Barriers to Entry
  ▪ Pre-Screening packet is utilized to screen providers prior to contracting.
Providers

Improve Provider Selection & Contracting Process

Provider Services Committee

- There was a total of 25 providers that appeared before the committee.
- 1 Monroe*, 24 Miami Dade.

*Monroe provider CAP violation and CAP was reviewed and continued.
Providers

Quality Providers

Recommendations

- During the 2018 legislative session, the Florida Legislature passed a bill (HB 1091) that increases quality and accountability in the School Readiness Program.
- In order to receive a School Readiness contract providers must be assessed and score a minimum contract threshold of 3.50.
- Due to COVID-19 we were unable to assess programs using Classroom Assessment Scoring System.
- Because of the pandemic, OEL has temporarily extended 19-20 contracts for up to 12 months to allow ELCs to conduct assessments.
Providers

Quality Providers

Recommendations

• Drive incentives to higher performing providers
  ▪ The Children’s Trust Scholarships fund providers who have scored a Tier 4 or higher on the Program Assessment
  ▪ Provided materials/Furniture to 850 early learning programs ($2,690,500)
  ▪ Provided Curriculum to 593 early learning programs ($1,700,000)
School Readiness Program Assessment Statewide

<table>
<thead>
<tr>
<th>CLASS® Composite Score</th>
<th>Number of Providers</th>
<th>Percent of Total Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00 – 2.50</td>
<td>9</td>
<td>0.48%</td>
</tr>
<tr>
<td>2.51 – 2.99</td>
<td>31</td>
<td>1.64%</td>
</tr>
<tr>
<td>3.00 – 3.49</td>
<td>118</td>
<td>6.25%</td>
</tr>
<tr>
<td>3.50 – 3.99</td>
<td>301</td>
<td>15.93%</td>
</tr>
<tr>
<td>4.00 - 4.99</td>
<td>1051</td>
<td>55.64%</td>
</tr>
<tr>
<td>5.00 - 5.99</td>
<td>362</td>
<td>19.16%</td>
</tr>
<tr>
<td>6.00 - 7.00</td>
<td>17</td>
<td>.90%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,889</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

As of 4-9-20. Data represents the number of composites completed since July 1, 2019.
School Readiness Program Assessment
Miami-Dade

N=247

- 1.00-2.50: 149 (60%)
- 2.51-3.49: 25 (10%)
- 3.50-3.99: 10 (4%)
- 4.00-4.99: 57 (23%)
- 5.00-5.99: 5 (2%)
- 6.00-7.00: 1 (0.01%)

Jul. 1, 2019 to Mar. 2020
Assessments Conducted in Miami-Dade

- Infant: 139
- Toddler: 251
- Pre-K: 302
- Total: 692

Jul. 1, 2019 to Mar. 2020
School Readiness Program Assessment
Monroe

N=4

1.00-2.50
2.51-3.49
3.50-3.99
4.00-4.99
5.00-5.99
6.00-7.00

Jul. 1, 2019 to Mar. 2020
Assessments Conducted in Monroe

Jul. 1, 2019 to Mar. 2020

- Infant: 3
- Toddler: 4
- Pre-K: 4
- Total: 11
Providers

Quality Providers

• COVID-19
  ▪ Provided Personal Protective Equipment (masks, gloves and disinfectant) to Early Learning programs
    • 827 in Miami-Dade
    • 39 in Monroe
  ▪ Provided Health/Safety and Infrastructure Mini-grants to 662 early learning programs
    • 644 in Miami-Dade totaling $1,278,000
    • 18 in Monroe totaling $36,000
## PPE Distribution

<table>
<thead>
<tr>
<th>Vendors:</th>
<th>Supplies</th>
<th>Quantities</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research laboratory</td>
<td>Face masks</td>
<td>4,000 boxes</td>
<td>$224,880.00</td>
</tr>
<tr>
<td>Research laboratory</td>
<td>Gloves</td>
<td>6,600 boxes</td>
<td>$66,270.00</td>
</tr>
<tr>
<td>Miami Janitorial</td>
<td>Disinfectant</td>
<td>1,300 Gallons</td>
<td>$6,500.00</td>
</tr>
<tr>
<td>Miami Janitorial</td>
<td>Disinfectant Refillable Spray Bottles</td>
<td>600</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>Discount School Supplies</td>
<td>Hand Sanitizer (alcohol based)</td>
<td>2,600 (500ML Pump bottle) on order</td>
<td>$25,974.00</td>
</tr>
<tr>
<td>Kaplan</td>
<td>Touchless Thermometers</td>
<td>1,522 on order</td>
<td>$121,523.90</td>
</tr>
<tr>
<td>Pradere Office Furniture</td>
<td>Face Shield</td>
<td>400</td>
<td>$3,000.00</td>
</tr>
<tr>
<td>Pradere Office Furniture</td>
<td>Plexiglass (receptionist area, eligibility workers)</td>
<td>33</td>
<td>$7,218.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Total Amount:</strong> $456,866.65</td>
</tr>
</tbody>
</table>
Providers
Teacher Education

The Professional Development Institute (PDI) provides ongoing training in the following areas:

- Ongoing participation in Office of Early Learning Infant/Toddler Initiative
- The Growing Brain (3 certified instructors/2 languages)
  - 59 classes/814 (Monroe class yielded no participants)
- Shelter from the Storm (4 certified instructors/2 languages)
  - 11/263 (39 on Monroe)
- 10 Components of Infant/Toddler Care (6 certified instructors/3 languages) Courses begin 2020/2021 FY
- FCCPC Renewal (Florida Child Care Professional Credential) 30/2 languages (none Monroe)
- Infant/Toddler Tracks at all Early Learning Conferences
  - Ongoing participation in Office of Early Learning Sponsored activities
  - Participation in national Zero to Three Conference 2019
  - Board Participation: Healthy Start Coalition/ Young Children with Special Needs and Disabilities Council
PDI and the Business Leadership Institute (BLI)
• The ELCMDM funds the second level of Business Leadership Institute classes which includes:
  • Mentorship from a business leader
  • Attendance at the Florida Chamber of Commerce yearly conference
  • Training in application for micro-loans
  • High quality community based virtual meetings in response to COVID-19
  • Mentor’s Guide for BLI graduates

PDI-Professional Development COVID-19 Mini-Grants
• $1,395,000 in incentives to early learning educators for approved course work ($38,000 on Monroe)
• 440 child care programs and family homes participated (13 on Monroe)
• 2983 early educators awarded (60 on Monroe)
Providers
Educate Providers

• Professional Development Institute (PDI)
  ▪ Achieved IACET Accreditation in 2019 and thus recognition as a ‘professional learning institution’
  ▪ PDI has 9,103 total users. (no breakout for Monroe)
  ▪ Added two training modalities to training options: self-paced webinars and on-line instruction
  ▪ Offered 510 courses providing education and training to 6,799 participants (193 for Monroe)
  ▪ Became 100% on-line on 3/14/2020 and more than tripled course participants.
  ▪ Updated PDI website to improve viewing on mobile devices and more efficient grading of exams and distribution of CEU certificates.
  ▪ Added FCCPC renewal training and CDA training (on-line) to its training roster in 2019. Will add CDA for Family Child Care Homes in 2020.
Providers
Educate Providers

Recommendations

Implementation Plan: Special Needs Rate (SPNR)
- Support Services: Best Practices in Inclusive Early Childhood Education (BPIECE)
  - Over 1,056 Coaching Hours
  - Total of sixty-six (66) providers enrolled
  - Twenty of sixty-six (20/66) EHS providers are enrolled
  - Twenty-eight of sixty-six (28/66) in zip codes identified by Poverty Census Tract & Community Needs Assessment
  - BPIECE Materials Package x Quality Initiatives: $38,626
- Innovative Professional Development Opportunities around Inclusive Practices x 4
  - Objectives Driven Training (ODT) Certified
  - IACET Approved and Accredited
  - Two Credit Hours = 0.2 CEUs per class
  - 132 Participants
- Budget Development (Funding, Capacity Building)
  - Director of Budget and drafted a budget that supports the Special Needs Rate of Children with Identified Disabilities in BPIECE Centers
  - Draft includes a projection of SPNR
    - 788 Children (max # of children identified 2018, 4.7%)
Implementation Plan : Special Needs Rate (SPNR)

- Support Services: Best Practices in Inclusive Early Childhood Education (BPIECE)
  - Over 1,056 Coaching Hours
  - Total of sixty-six (66) providers enrolled
  - Twenty of sixty-six (20/66) EHS providers are enrolled
  - Twenty-eight of sixty-six (28/66) in zip codes identified by Poverty Census Tract & Community Needs Assessment
  - BPIECE Materials Package x Quality Initiatives: $38,626

- Innovative Professional Development Opportunities around Inclusive Practices x 4
  - Objectives Driven Training (ODT) Certified
  - IACET Approved and Accredited
  - Two Credit Hours= 0.2 CEUs per class
  - 132 Participants

- Budget Development (Funding, Capacity Building)
  - Director of Budget and drafted a budget that supports the Special Needs Rate of Children with Identified Disabilities in BPIECE Centers
  - Draft includes a projection of SPNR
    - 788 Children (max # of children identified 2018, 4.7%)
Providers
Educate Providers

Recommendations

COVID-19 Response
- Developmental Milestones/Mental Health for Infant & Toddlers
  - Collaboration with Early Head Start : Implementation of BPIECE
  - Continued Support and Outreach to all families received on Warm Line
  - Continued Support and Outreach to all VPK SIS families and VPK SIS Providers
- Building Capacity to Perform Quality Assessments
  - Literature Review of Best Practice
  - Collaborated with procurement of IT/Technology needed for implementation on virtual service delivery.
- Citrus Work
  - Completed **five (5)** Live Zooms on Infant, Child and Maternal Mental Health: **283 Participants**
  - Submitted **three (3)** Recorded Sessions to the ELCMDM YouTube Channel : **298 Views**
  - New Deliverables for FY 2020-2021 that includes **quarterly submission of recorded webinars in two (2) languages** for later viewing on ELCMDM YouTube Channel
Educate All
Parental Choice

Recommendations

• Create “Quality Provider” Listings through Child Care Resource & Referral to include
  ▪ Listing of accredited providers (source: OEL EFS Mod CCR&R listing). CCR&R does educate
    parents on choosing quality providers and provides all families with a Quality Checklist and
    Family Guide.
  ▪ Listing of VPK providers (source: OEL EFS Mod); a link to readiness rate site is provided by
    CCR&R but rates not included in EFS Mod listing.
  ▪ Listing of provider program assessment scores (per OEL Family Guide if a parent asks for it, we
    can provide but currently it’s not published)
  ▪ The ELC website has listing of VPK Providers with Readiness Rates. Site will be enhanced to
    make it searchable.
  ▪ Explore referral options for higher performing VPK Providers
## Exceptional Customer Service
### Call Center Calls

<table>
<thead>
<tr>
<th>2019-2020 FY</th>
<th>Inbound</th>
<th>Outbound</th>
<th>Abandoned Calls</th>
<th>Average in Queue Time</th>
<th>Service Level English and Spanish %</th>
<th>Service Level Creole %</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2019</td>
<td>11,661</td>
<td>1,712</td>
<td>178</td>
<td>&lt;1:00 minute</td>
<td>91%</td>
<td>45%</td>
</tr>
<tr>
<td>August 2019</td>
<td>12,715</td>
<td>1,705</td>
<td>219</td>
<td>&lt;1:00 minute</td>
<td>87%</td>
<td>38%</td>
</tr>
<tr>
<td>September 2019</td>
<td>10,905</td>
<td>1,762</td>
<td>213</td>
<td>&lt;1:00 minute</td>
<td>88%</td>
<td>58%</td>
</tr>
<tr>
<td>October 2019</td>
<td>9,776</td>
<td>1,471</td>
<td>118</td>
<td>&lt;1:00 minute</td>
<td>96%</td>
<td>70%</td>
</tr>
<tr>
<td>November 2019</td>
<td>8,020</td>
<td>1,347</td>
<td>83</td>
<td>&lt;1:00 minute</td>
<td>97%</td>
<td>72%</td>
</tr>
<tr>
<td>December 2019</td>
<td>7,995</td>
<td>1,088</td>
<td>99</td>
<td>&lt;1:00 minute</td>
<td>96%</td>
<td>79%</td>
</tr>
<tr>
<td>January 2020</td>
<td>12,694</td>
<td>1,487</td>
<td>259</td>
<td>&lt;1:00 minute</td>
<td>87%</td>
<td>71%</td>
</tr>
<tr>
<td>February 2020</td>
<td>12,873</td>
<td>1,644</td>
<td>372</td>
<td>&lt;1:00 minute</td>
<td>80%</td>
<td>60%</td>
</tr>
<tr>
<td>March 2020</td>
<td>10,383</td>
<td>1,634</td>
<td>176</td>
<td>&lt;1:00 minute</td>
<td>88%</td>
<td>79%</td>
</tr>
<tr>
<td>April 2020</td>
<td>5,564</td>
<td>3,084</td>
<td>106</td>
<td>&lt;1:00 minute</td>
<td>95%</td>
<td>79%</td>
</tr>
<tr>
<td>May 2020</td>
<td>8,381</td>
<td>1,443</td>
<td>243</td>
<td>&lt;1:00 minute</td>
<td>87%</td>
<td>68%</td>
</tr>
<tr>
<td>Total</td>
<td>110,967</td>
<td>18,377</td>
<td>2,066</td>
<td>&lt;1:00 minute</td>
<td>90%</td>
<td>65%</td>
</tr>
</tbody>
</table>

**Service Level %:** Measures # of agents available to answer call volume within allotted timeframe. Number of abandoned calls will affect service level.

**Abandoned Calls:** Caller hangs up prior to agent answering call queue. Call center follows-up with callers from Abandon Call report.

**Source:** InContact Dashboard
Educate All

Visibility

Recommendations

• Social media outreach to parents to inform of open enrollment
  ▪ Facebook
  ▪ Twitter
    • March 23 – April 10: 145,625 impressions
    • Feb 26 – March 12: 83,005 impressions
  ▪ Instagram
    • April 15 – May 15: 42,208 individuals reached
  ▪ You Tube

• Social media, radio, newspaper ads to inform parents of First Responder & Healthcare Worker funding
  ▪ Key West Citizen
  ▪ Keys Free Press
  ▪ Keys West Weekly
  ▪ KONK Radio
  ▪ Keynoter
  ▪ el Nuevo Herald
  ▪ Miami Herald
Educate All
Visibility

Recommendations

• Press Releases
• Two billboards and a bus wrap promoting School Readiness and VPK services
• Staff interviews on radio, television and social media live platforms
  ▪ Facebook Live
  ▪ 99 JAMZ
  ▪ WMBM
  ▪ Miami Herald
  ▪ Al Jazeera
• 2019-20 VPK Parent Activity Calendars
• World’s Greatest Baby Show Radio Show

• Approximately 320 email messages sent in FY 2019-2020 to parents and providers

• VPK Rally Monroe – Second Year
FREE Child Care!
For First Responders & Healthcare Workers
ELCMDM.ORG

Early Learning Coalition of Miami-Dade/Monroe
305-646-7220
NEED HELP PAYING FOR CHILD CARE?
ASSISTANCE AVAILABLE NOW
Call 305-646-7220
ELC MDM.ORG
Capacity Building

Recommendations

Advocacy
• Engage aggressively & systematically in advocacy to drive better outcomes for children.
  ▪ Keep Advocacy as a priority initiative and ensure that it is also woven throughout all of the other initiatives
• Expand VPK program hours – Issue addressed with OEL, requires legislative change
• Representative Grall’s Bill, HB 1013, failed to pass
• CEO served on the Miami-Dade County Task Force on reopening w/a focus on early learning programs
Capacity Building

Recommendations

• Issues prioritized by the Association of Early Learning Coalitions (AELC)
• Create a streamlined system of quality across all programs receiving public funding (i.e. program assessment for VPK)
• Revise the accountability system within VPK to:
  ▪ Create equitable measures of accountability for providers that adjusts for the unique populations served by providers
  ▪ Create expedited accountability that can be used to determine the quality of providers so ELCs can properly support providers and inform parental choice
  ▪ Create alignment with the progress monitoring of K-12 to develop a longitudinal data system
  ▪ Create a tiered differential system to increase funding to higher quality providers.
**Recommendation** – Strategically increase funding to meet identified needs of providers and families.

- Requested a 15% provider rate increase for Fiscal year 19-20 OEL approved 10%
- Requested a provider rate increase as of July 2019 OEL denied and approved as of February 2020 estimated difference $5 million.
- Received notice of additional Funding for Mini-grants of $3.3 million and essential workers $3.9 million on June 6/12/2020. Early Learning Coalition Fiscal year ended 6/30/2020.
- Health and Safety grants awarded to 619 providers
- Infrastructure grants awarded to 695 providers
- Total individual grant awards 1,314 Providers @ $1,000 per grant for a total of $1.3M
- Additional Allocation of $10.2M received 6/28/2020
OEL has released new OCA codes to allow for proper identification of CARES Act expenses.

<table>
<thead>
<tr>
<th>OCA</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAADV</td>
<td>CARES Advance</td>
</tr>
<tr>
<td>CADMN</td>
<td>CARES Administrative Costs (limited to 5% of total CARES expenditures)</td>
</tr>
<tr>
<td>CESSB</td>
<td>CARES Essential Employee Bonuses</td>
</tr>
<tr>
<td>CESSD</td>
<td>CARES Essential Employee Direct Services</td>
</tr>
<tr>
<td>CERGC</td>
<td>CARES Emergency Relief Act – Contracted (SR/VPK) Providers</td>
</tr>
<tr>
<td>CERGN</td>
<td>CARES Emergency Relief Act – Non-contracted</td>
</tr>
<tr>
<td>CHQGC</td>
<td>CARES High Quality Reopening Support Grants Contracted (SR/VPK) Providers</td>
</tr>
<tr>
<td>CHQGN</td>
<td>CARES High Quality Reopening Support Grants Non-Contracted Providers</td>
</tr>
</tbody>
</table>
Provider Sustainability

Recommendation – Add as new priority initiative

• Early Learning Coalition's Role
  ▪ Advocate/Educate on local and state level
    • Inform how child care impacts overall economy
  ▪ Expedite the delivery of allocated funding to providers
  ▪ Provide Equipment (technology) during disasters/pandemic
    • Equipment for 1456 providers = $ 800K
Equity #Leading for Equity

Recommendation – Change Values Statement

- Equity, diversity and inclusion is embodied in our values, practices, and programming so that children, parents, families and providers may fully benefit from our priority initiatives, while keeping children first.
- Over the 2020-2021 FY, each priority initiative will be analyzed through an equity lens
- Organizing Approach:
  - Organizational and Board Commitment
  - Staff and Provider Support
  - Research, Scholarship and Data
  - Community Outreach
Q1 Overall, how satisfied or dissatisfied are you with the customer service received from the coalition?

Answered: 83  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>55.42%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>31.33%</td>
</tr>
<tr>
<td>Somewhat dissatisfied</td>
<td>10.84%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>2.41%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

**TOTAL** 83

<table>
<thead>
<tr>
<th>#</th>
<th>COMMENTS (OPTIONAL)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The Early coalition changes personnel from different departments often. For example, my payment specialist was Rebecca Lopez when i called last week is Ms. Ferkeson, which was very competitive and professional.</td>
<td>5/2/2018 11:31 AM</td>
</tr>
<tr>
<td>2</td>
<td>When I need information on something that I don't understand someone will help me or send to the person that need to talk to.</td>
<td>4/28/2018 11:01 AM</td>
</tr>
<tr>
<td>3</td>
<td>Difficulty reaching them</td>
<td>4/26/2018 7:05 PM</td>
</tr>
<tr>
<td>4</td>
<td>Yadira was very helpful and knowledgeable. I want to thank her for all her help.</td>
<td>4/20/2018 5:50 PM</td>
</tr>
<tr>
<td>5</td>
<td>No one would return our calls. Only one who helped us was Amanda Gil.</td>
<td>4/20/2018 12:03 PM</td>
</tr>
<tr>
<td>6</td>
<td>Sometimes it is hard to get calls/voicemails answered or returned.</td>
<td>4/19/2018 4:42 PM</td>
</tr>
<tr>
<td>7</td>
<td>Everyone has been great EXCEPT our payment specialist Ana Delgado. She is extremely difficult to work with and has made errors on numerous occasions</td>
<td>4/19/2018 1:42 PM</td>
</tr>
<tr>
<td>8</td>
<td>Our Provider Specialist Jennelle James has provided us with an excellent service.</td>
<td>4/19/2018 12:54 PM</td>
</tr>
<tr>
<td>9</td>
<td>Extraordinary Staff</td>
<td>4/19/2018 10:52 AM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>10</td>
<td>its extremely hard for someone to return calls</td>
<td>4/19/2018 10:38 AM</td>
</tr>
<tr>
<td>11</td>
<td>Work on communication with providers</td>
<td>4/19/2018 10:05 AM</td>
</tr>
</tbody>
</table>
Q2 Based on the responses below, how would you describe the monitoring the coalition conducted? Select all that apply.

Answered: 83  Skipped: 0

**ANSWER CHOICES**

- Provided on-site technical assistance: 63.86% (53 responses)
- Did not provide technical assistance: 3.61% (3 responses)
- Conducted the monitoring in a professional manner: 53.01% (44 responses)
- Unprofessional: 3.61% (3 responses)
- Not applicable: 2.41% (2 responses)

Total Respondents: 83

<table>
<thead>
<tr>
<th>#</th>
<th>COMMENTS (OPTIONAL)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The monitor was very professional and she explain all the steps</td>
<td>4/23/2018 4:27 PM</td>
</tr>
<tr>
<td>2</td>
<td>By Amanda Gil</td>
<td>4/20/2018 12:03 PM</td>
</tr>
<tr>
<td>3</td>
<td>We have had Deveroux monitoring but nothing directly from ELC this FY</td>
<td>4/20/2018 8:50 AM</td>
</tr>
<tr>
<td>4</td>
<td>If you are talking about the help I received at the site in Coral Gables, I loved it the young ladies was so professional I did not have to do anything but give information, I'm talking about help with my contract. I was very pleased.</td>
<td>4/20/2018 12:00 AM</td>
</tr>
<tr>
<td>5</td>
<td>Very professional and helpful.</td>
<td>4/19/2018 4:42 PM</td>
</tr>
<tr>
<td>6</td>
<td>For the last few years they always come during Christmas the only time of the year I take vacations and Technical assistance if you call the VPK long form have to be with the teacher,</td>
<td>4/19/2018 11:28 AM</td>
</tr>
<tr>
<td>7</td>
<td>Little to no assistance when called since my specialists did never answered the phone or called back</td>
<td>4/19/2018 11:21 AM</td>
</tr>
<tr>
<td>8</td>
<td>The Early Learning Coalition gets an A+</td>
<td>4/19/2018 10:52 AM</td>
</tr>
</tbody>
</table>
Q3 Does the coalition have an effective process for informing providers and parents in a timely manner of eligibility terminations that occur before the redetermination date?

Answered: 83  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>75.90%</td>
</tr>
<tr>
<td>No</td>
<td>14.46%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>4.82%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4.82%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>83</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>OTHER (PLEASE SPECIFY)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sometimes, there are times when a child is terminated prior to the date in the system and we are not notified with sufficient time</td>
<td>4/28/2018 7:05 PM</td>
</tr>
<tr>
<td>2</td>
<td>Not timely, sometimes a day before</td>
<td>4/20/2018 9:33 AM</td>
</tr>
<tr>
<td>3</td>
<td>It use to be a loss for providers must of the time, but that has improved</td>
<td>4/19/2018 11:28 AM</td>
</tr>
<tr>
<td>4</td>
<td>A phone call to notify would help a lot</td>
<td>4/19/2018 10:27 AM</td>
</tr>
</tbody>
</table>
Q4 Are you aware that there are provider representatives on the board and that board meetings are public and that providers may attend?

Answered: 82  Skipped: 1

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>78.05%</td>
</tr>
<tr>
<td>No</td>
<td>21.95%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>COMMENTS (OPTIONAL)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PLEASE ADVISE WHEN THE MEETING ARE HELD AND WHERE.</td>
<td>4/24/2018 5:01 PM</td>
</tr>
<tr>
<td>2</td>
<td>I have attended some ELC board meeting</td>
<td>4/23/2018 3:59 PM</td>
</tr>
<tr>
<td>3</td>
<td>how does one apply to become a board member?</td>
<td>4/19/2018 11:54 AM</td>
</tr>
<tr>
<td>4</td>
<td>No time for that when you are running a business</td>
<td>4/19/2018 11:28 AM</td>
</tr>
</tbody>
</table>
Q5 Does the coalition have regular scheduled meetings for providers to update you on the coalition’s policies and procedures?

Answered: 83    Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>87.95%</td>
</tr>
<tr>
<td>No</td>
<td>7.23%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>4.82%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q6 Do you receive written notice from the coalition a minimum of 30 calendar days prior to the date by which you must complete the child’s initial developmental screening?

Answered: 82   Skipped: 1

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>84.15%</td>
</tr>
<tr>
<td>No</td>
<td>14.63%</td>
</tr>
<tr>
<td>Not applicable</td>
<td>1.22%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>COMMENTS (OPTIONAL)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Email</td>
<td>4/28/2018 11:01 AM</td>
</tr>
<tr>
<td>2</td>
<td>Sometimes the child shows up in red, and it has just started, or the child is already in school and comes to the center on no school days</td>
<td>4/19/2018 11:28 AM</td>
</tr>
<tr>
<td>3</td>
<td>By email</td>
<td>4/19/2018 10:39 AM</td>
</tr>
</tbody>
</table>
Q7 Overall, how satisfied or dissatisfied are you with the coalition's provider contracting process?

Answered: 83    Skipped: 0

**Answer Choices**

- Very satisfied: 57.83% (48 responses)
- Somewhat satisfied: 30.12% (25 responses)
- Somewhat dissatisfied: 8.43% (7 responses)
- Very dissatisfied: 3.61% (3 responses)
- Not applicable: 0.00% (0 responses)

Total: 83

**Comments (Optional)**

1. The problem is not the process. There is great turnover and the staff does not appear to receive sufficient training to assist us. I receive a different answer to the same question from different people.

   Date: 4/26/2018 7:05 PM

2. THIS YEAR IT WAS VERY CONFUSING.

   Date: 4/24/2018 5:01 PM

3. We received contract support how the contact was very long and tedious.

   Date: 4/23/2018 3:59 PM

4. Thank God for Yadira the process was able to happen. It was very frustrating being told we had a deadline yet we were not able to access or do the process.

   Date: 4/20/2018 5:50 PM

5. We did not receive training prior to the switch. Our portal was locked.

   Date: 4/20/2018 12:03 PM

6. Not happy with having to submit the same paperwork each renewal period even if document hasn't expired.

   Date: 4/20/2018 9:33 AM
<table>
<thead>
<tr>
<th>Page</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>They are trying to &quot;streamline&quot; the process, however, it would be appreciated if they could put together a memo of all required attachments so that when the process is being completed we can make sure all attachments are included. We submit and then receive an email for something is missing, send that document then receive another email that something is missing, etc. It creates for frustration and confusion. Not every Director is sitting in an office all day, we are working in classrooms, cooking, making ratio and we think we're done and find out that we're not. Becomes extremely frustrated.</td>
</tr>
<tr>
<td>8</td>
<td>It was extremely difficult working with the new portal, information was erased and it was difficult to get the contract done because of this</td>
</tr>
<tr>
<td>9</td>
<td>Sometimes conflicting information is shared or need renewal midyear without notice</td>
</tr>
<tr>
<td>10</td>
<td>The Early Learning Coalition is fantastic!</td>
</tr>
</tbody>
</table>
Q8 Do you have any other comments, questions, or concerns?

Answered: 38   Skipped: 45

<table>
<thead>
<tr>
<th>#</th>
<th>RESPONSES</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Just to keep the employment personnel longer on their job assignment and for them to answer the phone on a timely matter.</td>
<td>5/2/2018 11:31 AM</td>
</tr>
<tr>
<td>2</td>
<td>I would like to know do you all pay for weekend care, because I have parents that work on the weekends.</td>
<td>4/28/2018 11:01 AM</td>
</tr>
<tr>
<td>3</td>
<td>This coalition has taken on too many projects. I understand that they want to increase their budget but the quality of service suffers as a result. From where we stand, it appears that either the administration is clueless as to how the programs are running, or the help to the clients is not a priority. Maybe they could work toward perfecting the projects they have instead of taking on more. The early head start grant has taken an already flawed agency and created a whole set of new challenges and the only ones not benefiting are the children.</td>
<td>4/26/2018 7:05 PM</td>
</tr>
<tr>
<td>4</td>
<td>The provider specialist do not return calls or reply to emails and it’s very frustrating</td>
<td>4/25/2018 5:36 PM</td>
</tr>
<tr>
<td>5</td>
<td>No</td>
<td>4/25/2018 12:53 PM</td>
</tr>
<tr>
<td>6</td>
<td>Excelent Services and Profesional.</td>
<td>4/25/2018 9:54 AM</td>
</tr>
<tr>
<td>7</td>
<td>NO</td>
<td>4/24/2018 5:01 PM</td>
</tr>
<tr>
<td>8</td>
<td>No</td>
<td>4/24/2018 10:46 AM</td>
</tr>
<tr>
<td>9</td>
<td>no thanks</td>
<td>4/24/2018 9:50 AM</td>
</tr>
<tr>
<td>10</td>
<td>NO</td>
<td>4/23/2018 3:59 PM</td>
</tr>
<tr>
<td>11</td>
<td>Parents should be made aware in instances where the coalition has run out of funds for a particular period so that they understand what their waiting list status truly means.</td>
<td>4/23/2018 11:34 AM</td>
</tr>
<tr>
<td>12</td>
<td>No</td>
<td>4/23/2018 11:21 AM</td>
</tr>
<tr>
<td>13</td>
<td>No</td>
<td>4/23/2018 6:46 AM</td>
</tr>
<tr>
<td>14</td>
<td>Whenever new changes are happening the process needs to be more prepared or ready to make the changes without so many glitches.</td>
<td>4/20/2018 5:50 PM</td>
</tr>
<tr>
<td>15</td>
<td>no</td>
<td>4/20/2018 1:06 PM</td>
</tr>
<tr>
<td>16</td>
<td>N/A</td>
<td>4/20/2018 12:03 PM</td>
</tr>
<tr>
<td>17</td>
<td>Everything washed good for me. Thank</td>
<td>4/20/2018 8:48 AM</td>
</tr>
<tr>
<td>18</td>
<td>No, when it's something that I don't understand, I can always call or email for help, and the people are always willing to help. I don't know about any other person, but I always get a caring person that is willing to explain things to me and help.</td>
<td>4/20/2018 12:00 AM</td>
</tr>
<tr>
<td>19</td>
<td>NONE</td>
<td>4/19/2018 8:36 PM</td>
</tr>
<tr>
<td>20</td>
<td>I am very satisfied</td>
<td>4/19/2018 8:00 PM</td>
</tr>
<tr>
<td>21</td>
<td>No</td>
<td>4/19/2018 4:42 PM</td>
</tr>
<tr>
<td>22</td>
<td>none</td>
<td>4/19/2018 4:21 PM</td>
</tr>
<tr>
<td>23</td>
<td>Yes we need get payment increase for the services we provide,</td>
<td>4/19/2018 3:10 PM</td>
</tr>
<tr>
<td>24</td>
<td>no</td>
<td>4/19/2018 2:21 PM</td>
</tr>
<tr>
<td>25</td>
<td>need a different payment specialist</td>
<td>4/19/2018 1:42 PM</td>
</tr>
<tr>
<td>26</td>
<td>The new portal is difficult to use.</td>
<td>4/19/2018 12:54 PM</td>
</tr>
<tr>
<td></td>
<td>Comment</td>
<td>Date</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>27</td>
<td>Schedule trainings especially with DCF should be conducted in a manner which is feasible for both Providers and ELC. Trainings scheduled at 9AM to 1 PM can be an interruption at the center when the Director or Assistant Director is at the training. Maybe future trainings can be conducted on Saturday.</td>
<td>4/19/2018 12:26 PM</td>
</tr>
<tr>
<td>28</td>
<td>It is very hard to communicate and too much changes and turn over. The people are very polite and helpful.</td>
<td>4/19/2018 11:28 AM</td>
</tr>
<tr>
<td>29</td>
<td>Parents need to be informed of their termination more appropriately.</td>
<td>4/19/2018 11:25 AM</td>
</tr>
<tr>
<td>30</td>
<td>Both of my specialists did not help me and never responded the phone or called back at times of emergencies</td>
<td>4/19/2018 11:21 AM</td>
</tr>
<tr>
<td>31</td>
<td>Sometime it can be very complex and difficult to process the contract.</td>
<td>4/19/2018 11:09 AM</td>
</tr>
<tr>
<td>32</td>
<td>Keep up the great work!!</td>
<td>4/19/2018 10:52 AM</td>
</tr>
<tr>
<td>33</td>
<td>None</td>
<td>4/19/2018 10:39 AM</td>
</tr>
<tr>
<td>34</td>
<td>N/A</td>
<td>4/19/2018 10:33 AM</td>
</tr>
<tr>
<td>35</td>
<td>No</td>
<td>4/19/2018 10:25 AM</td>
</tr>
<tr>
<td>36</td>
<td>NA</td>
<td>4/19/2018 10:14 AM</td>
</tr>
<tr>
<td>37</td>
<td>Nope</td>
<td>4/19/2018 10:04 AM</td>
</tr>
<tr>
<td>38</td>
<td>Every body are professional and nice with customer</td>
<td>4/19/2018 10:03 AM</td>
</tr>
</tbody>
</table>
Q9 Indicate your provider type below -

Answered: 83  Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Center</td>
<td>81.93%</td>
</tr>
<tr>
<td>Licensed Home</td>
<td>18.07%</td>
</tr>
<tr>
<td>Public School</td>
<td>0.00%</td>
</tr>
<tr>
<td>Registered Home</td>
<td>0.00%</td>
</tr>
<tr>
<td>Nonpublic School</td>
<td>0.00%</td>
</tr>
<tr>
<td>Religious Exempt</td>
<td>0.00%</td>
</tr>
<tr>
<td>Before or Afterschool</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

# COMMENTS (OPTIONAL)

There are no responses.
Q10 Which of the following do you provide -

Answered: 83  Skipped: 0

**ANSWER CHOICES**

<table>
<thead>
<tr>
<th>Option</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Readiness Services Only</td>
<td>25.30%</td>
</tr>
<tr>
<td>VPK Services Only</td>
<td>0.00%</td>
</tr>
<tr>
<td>Both VPK and SR services</td>
<td>74.70%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>83</td>
</tr>
</tbody>
</table>
Good evening,

On behalf of our staff and our family I would to take a moment to thank all you at the ELC. Covid-19 created some overwhelming challenges but the ELC has been an amazing partner and resource to help us rebuild and return to some sense of normalcy during these times.

I cannot thank you enough for everything you have done from the drive through PPE supplies you provided to these mini-grants.

Thank you again for everything.

Respectfully yours,

Professor Livan Concepcion
Steve's Academy
Steve Steiger
Director
Steve's Academy

Thank you very much, truly truly truly appreciate it!

Wings Learning Center <wingslearningc@gmail.com>

Re: Mini-Grants - Health & Safety and Infrastructure

Thank you so very very much!!!!!!!!!!
Hallelujah! Thank you so much and more blessings to all of you who worked so hard to get this funding. Many children and families as well as our staff will greatly benefit this funds.

God bless you and more grace from above. Again, thank you!

Ms. Nilda C. Bernaldez, MM.ED
Director - BMCDC
Tel. 305-852-0250
Fax 305-852-4917
FB page: Burton Memorial Child Development Center
www.burtonmemorialcdc.net
Gracias a todas las personas envueltas en esta gran actividad, por su apoyo siempre. Dios los bendiga y cuidense estén seguros.

Thank you!!! 😊

Sent from my iPhone
Good Day,

We are overjoyed to receive this as we were just looking at the exhorbitent cost of the supplies and wondering how we would manage ... This will go a long way to assist with obtaining the supplies we need..

Thanks to you

Al Archibald
Grace United Learning Center
Thank you, Fio!

This is greatly appreciated to help us during this time!

Nicole M. Vasconcellos