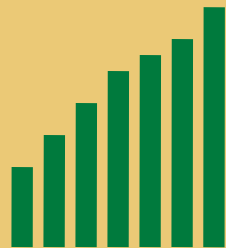


CURRENT FIVE STAR PROGRAM

- ✓ Uses Environment Rating Scales (E.R.S.)



- ✓ Pinellas County – only county in Florida using the 5-star model

- ✓ 80% of providers' score based on E.R.S.

QUALITY COUNTS

- ✓ Includes E.R.S. + researched based quality factors

- ✓ A consortium of statewide implementation. Current users are Miami-Dade, Palm Beach, Broward, Hillsborough

- ✓ 40% of scores based on E.R.S., 60% based on other factors



CURRENT FIVE STAR PROGRAM

✓ Only available to CCC
contracted providers



✓ Provider gets unlimited
Tech. Assistance and
assessed annually

QUALITY COUNTS

✓ Can be made available
to all providers

✓ Provider receives
specialized Tech.
Assistance and receives
assessment based on
progress on their plan

CURRENT FIVE STAR PROGRAM

✓ Providers are only rewarded for achieving a star level



✓ Weak family engagement focus

QUALITY COUNTS

✓ Provider are supported for progressing and/or maintaining a star level



✓ Strong family engagement focus





CURRENT FIVE STAR PROGRAM

✓ Providers scores are based on lowest classroom score

✓ Tech. Assistance was given by one staff assigned to the provider



✓ Responsibility for provider improvement was focused on the Tech. Assistance staff

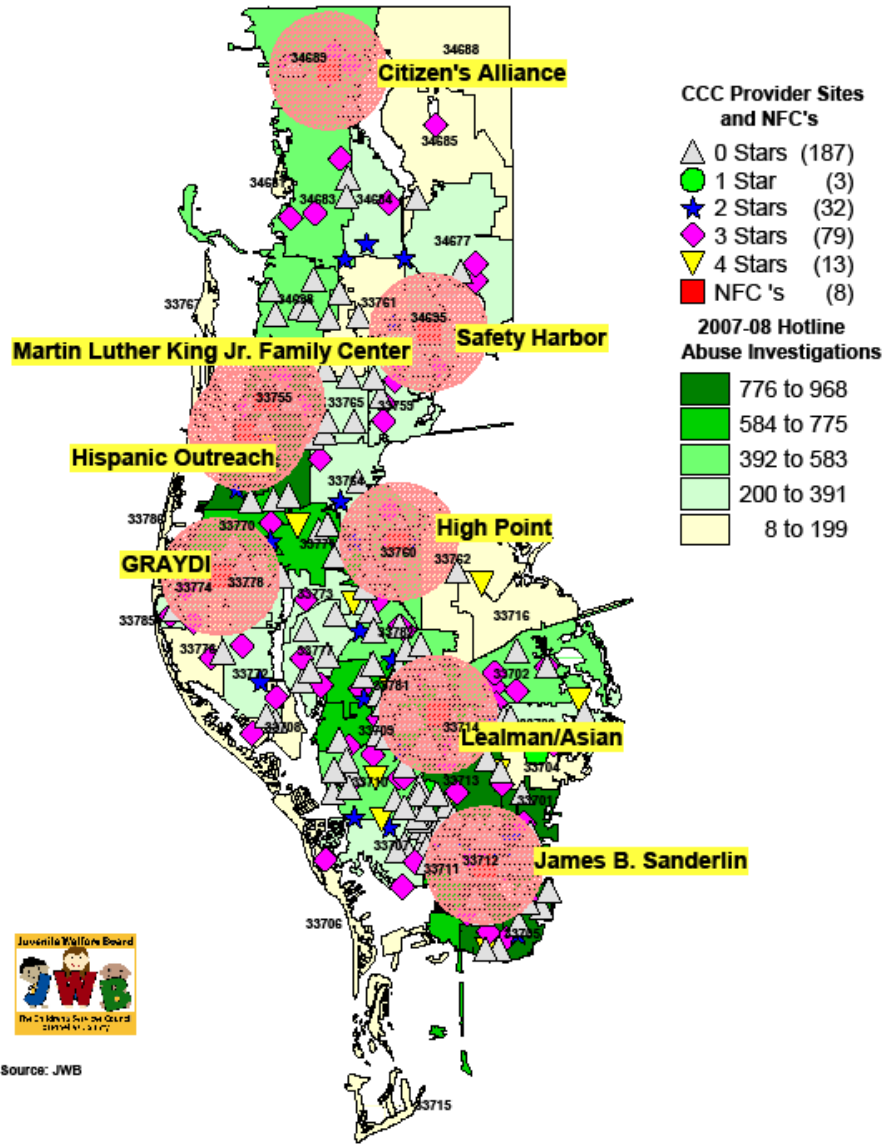
QUALITY COUNTS

✓ Providers scores are based on average of classroom scores

✓ Tech. Assistance provided by a core of staff that have expertise in specific areas

✓ Responsibility for improvement lies with provider

Hotline Abuse Investigations, CCC Provider Sites & NFC's with 2-mile Buffer
Jan 2007 - Mar 2008



Source: JWB

Sanderlin Neighborhood Family Center and CCC Provider Sites with 2-mile Buffer

