



Board of Directors Meeting

January 10, 2008

Site Visit Schedule & Reports

Item VI.D.

CORRECTIVE ACTIONS PLAN STATUS REPORT & RELATED ISSUES

	<u>Beginning Date</u>	<u>Status</u>
Operation PAR – COSA at the Child Development Center	4/5/07	Successfully completed on 12/11/07.
Youth Development Initiative – Precious Pearls	3/1/07	The corrective action is in the monitoring phase.
YWCA – Adolescent Pregnancy & Parenting	4/5/07	The monitoring phase is still in process. The 05-06 and the 06-07 data has been corrected in SAMIS
ZWCA	10/15/07	In process.

REPORTS ON NEW INITIATIVES

NONE

SITE VISIT SCHEDULE

January, 2008 – March, 2008

City of Clearwater – Charting the Course for Youth

January 24, 2008

Lighthouse of Pinellas – Therapeutic Play Group

January 16, 2008

Board Members are invited to participate in site visits. For information, please contact Lisa Sahulka, 547-5643.

AGENCY SITE VISIT SUMMARIES

Site visits are conducted annually, and are a means to evaluate performance, monitor program delivery and recommend improvements as necessary. Serious program deficiencies result in a Corrective Action Plan being issued, with a deadline of up to 10 months for resolution and implementation. These actions are included in the quarterly Compliance Report. An agency's failure to respond to the Corrective Action Plan, continued under-performance may lead to a recommendation for further action, such as probation and/or termination of the contract.

2-1-1 Tampa Bay Cares – Helpline

Coordinated Child Care –

5 Star Quality Improvement Systems

L.I.E.F. and Child Care Scholarships & Screening

Pinellas Assoc. for Retarded Children – Discovery Learning Center and Homebound

SITE VISIT SUMMARY

AGENCY: 2-1-1 Tampa Bay Cares, Inc

FISCAL YEAR: 06-07

PROGRAM BUDGET: \$863,444

PROGRAM: Helpline

JWB ALLOCATION: \$322,959

DATE OF VISIT: June 18-19, 2007

COST PER

PARTICIPATION: N/A

Program Description. Helpline is a 24-hour per day, 7 day per week telephone information and referral counseling service. Services are available throughout Pinellas County by dialing 211. Trained staff and volunteers provide crisis intervention problem solving, counseling, and give information and referrals to appropriate social service agencies. Helpline also provides information and referral services for the Emergency Service Network for the local spouse abuse shelters, and the Child Protection Team. Helpline produces and updates (annually) the Directory of Community Resources, a valuable resource tool that is made available to all agencies and the public for a nominal charge. The Helpline directory is also available on the Internet. The program supports JWB's Strategic Plan Goal for increased coordination of county-wide human service planning.

Site Visit Findings. The program methodology was updated in April 2006. The program is providing services as outlined in the program methodology. In addition to information and referral, the program provides crisis counseling, information and referral training for nonprofit service organizations, customer surveys (such as Parents Speak Up Campaign and Hispanic services), and research data. The program also offers automated resource information (pre-recorded messages) where callers may obtain information without speaking directly with a Call Center Representative. The program also administers the Tampa Bay Information Network which was implemented to address Housing and Urban Development's (HUD) need for information related to homeless services. The agency continues to play a significant role in disaster recovery planning. At JWB's request a memorandum of agreement has been established between 2-1-1 Tampa Bay Cares and the Crisis Center (2-1-1) in Hillsborough. The purpose of this MOA is to implement strategies where the two agencies may coordinate on regional projects such as marketing and disaster recovery. The agency distributes a quarterly on-line newsletter highlighting programs, services, and accomplishments.

Last December the agency relocated to 50 South Belcher Road, Suite 116 in Clearwater. The new location provides greater security, more meeting and office space, updated furniture, and has been wired to facilitate the agency's need for greater computer access as may be required during a disaster response.

The agency maintains a management information system in Service Point Call Point. The program collects data in its database system at the time that each call is answered. The program reports this data monthly to JWB. During the site visit information provided for May 2007 was verified against data in the agency's management information system. The telephone and database system may be accessed remotely through the Internet. Some Call Center Representatives are allowed to work from home.

The program maintains accurate and up-to-date information in its resource database in order to ensure that customer needs are met as efficiently as possible. Over 4,000 programs are listed in the database. Information in the database may be updated by resource agencies over the web. Accuracy of the information is dependent upon agencies maintaining this information. The JWB contract template requires that all JWB-funded agencies update their program information in the 2-1-1 resource database at least once annually.

The program utilizes volunteers in accordance with the agency's volunteer management handbook which was developed by staff. A volunteer was interviewed during the site visit and she stated that her experience at 2-1-1 has been very positive and she has been a volunteer for several years. She stated that while she is a high school student, the staff treats her "as an adult" and she feels that her input is valued.

• Accomplishment on Measurable Objectives and Contracted Service Levels for 05-06:

Measurable Objectives for FY 05-06	Achieved FY 04-05	Achieved FY 05-06
<p>The Provider will forward to their contract manager no later than January 13, 2006 performance data for the period October 1, 2005 through December 31, 2005. The Provider agrees to revisit contracted service levels and negotiate increased service levels for FY 05-06 as may be evidenced by first quarter data.</p>	<p>N/A</p>	<p>Met</p>
<p>20,000 Pinellas calls from children and/or adults on behalf of children</p>	<p>Not Met – In FY 04-05 the program achieved 85% of this CSL or 17,051 calls.</p>	<p>Not Met - 15,419 CSL "Calls from or on behalf of children": In August 2005, 2-1-1 TBC installed a new telephone system which included new information boxes where callers can listen to information without having to speak to a live 2-1-1 call center representative. Most of these calls were from families with children. This contract service level was reduced to 11,000 in FY 06-07.</p>
<p>70,000 All Pinellas calls and web site contacts</p>	<p>Met – 85,096</p>	<p>Met - 69,555</p>
<p>The agency will provide a 24-hour information and referral service in support of local non-profit social services agencies by providing callers with information and/or a minimum of 86,000 referrals. (Report number of referrals by agency type during each reporting period).</p>	<p>Met – 121,298 referrals</p>	<p>Not Met - 75,807 referrals 2-1-1 TBC measures this objective by number of referrals in our call documentation database. Because most of the financial assistance rent and electric calls are answered by the new information boxes, the referrals are not listed in the call documentation database because they are not "handled" by a live 2-1-1 call center representative.</p>
<p>Eighty-five percent (85%) of participants receiving referrals for services and agreeing to participate in follow-up will follow through on a minimum of one (1) referral for service within three (3) months of receiving the referral from the program as measured by follow-up survey and documented in case records. Case records will be reviewed after three (3) months from the time of receiving the referral.</p>	<p>Not Met – 75% followed through with referral for services.</p>	<p>Met - 100%</p>

<p>The agency will produce an unmet community needs assessment based on the number of calls for which community resources were not available and will provide JWB with three (3) copies by March.</p>	<p>Met</p>	<p>Met</p>
<p>2-1-1 Tampa Bay Cares will develop a written Emergency Preparedness and Initial Recovery Plan for Human Services in Pinellas County. The Plan will focus on the following issues: agency preparedness; priority services areas (aging, mental health, and domestic violence; and communication networks and capability. The initial target period to be addressed will be three days to eight weeks post event. Various short-term task forces, focus groups, and forums will be convened to broaden human services agencies' participation and input. A small steering committee will provide oversight of this project. A written plan will be submitted to JWB no later May 30, 2006. A presentation will be made by 2-1-1 to the Juvenile Welfare Board in June 2006.</p>	<p>N/A</p>	<p>Met</p>

• Accomplishment on Measurable Objectives and Contracted Service Levels for 06-07 (as of 8/31/07):

Measurable Objectives	Achieved
<p>11,000 Pinellas calls from children and/or adults on behalf of children</p>	<p>19,391 exceeding goal</p>
<p>60,000 All Pinellas calls and web site contacts</p>	<p>63,489 exceeding goal</p>
<p>The agency will provide a 24-hour information and referral service in support of local non-profit social services agencies by providing callers with information and/or a minimum of 90,000 referrals. (Report number of referrals by agency type during each reporting period).</p>	<p>86,991 on target to meet goal</p>

<p>Eighty-five percent (85%) of participants receiving referrals for services and agreeing to participate in follow-up will follow through on a minimum of one (1) referral for service within three (3) months of receiving the referral from the program as measured by follow-up survey and documented in case records. Case records will be reviewed after three (3) months from the time of receiving the referral.</p>	<p>94% exceeding goal</p>
<p>The agency will produce an unmet community needs assessment based on the number of calls for which h community resources were not available and will provide JWB with three (3) copies by October 31st.</p>	<p>Not due yet</p>

• Programmatic Suggestions

1. Continue actions to ensure that the resource information database is up-to-date and accurate.
2. Forward to JWB a list of programs that have not updated their program information in the 2-1-1 resource database within the last twelve months.
3. Discuss and resolve issues related to the unmet community needs report with your JWB Researcher and Contract Manager.
4. Develop and implement an affirmative action plan.
5. Negotiate with JWB an improved measure for determining caller satisfaction with information and referral services.

• Fiscal Suggestions

1. Reimbursements submitted should conform to JWB Funding Guidelines. Disallowed expenses of \$1,912 have been returned to JWB.

Contract Manager: Pam Needham and Rod Cyr

SITE VISIT SUMMARY

AGENCY: Coordinated Child Care	FISCAL YEAR:	FY 07-08
	PROGRAM BUDGET:	\$1,673,385
PROGRAM: 5-Star Quality Improvement System	JWB ALLOCATION:	\$721,320
	COST PER CLIENT	N/A

DATES OF VISIT: June 14, 26 & July 10, 2007

Program Description. The mission of the 5-Star Quality Improvement System (QIS) is to improve the overall quality of childcare in Pinellas County by providing a validated childcare rating system, which is easily understood by both consumers and providers. The goal of the program is to rate as many eligible childcare providers as possible (i.e., properly licensed and contracted with CCC), utilizing the Harm's Environment Rating Scales (ERS). Based on the scores of the ERS, providers will receive tiered financial incentive payments for achieving a rating of one to five stars. The incentive payments will be based on the number of stars achieved and also the number of subsidized children served. The program will be funded by both JWB and the Early Learning Coalition of Pinellas, and will be located at Coordinated Child Care's Belcher Road office. The program's capacity will increase each year, until a projected 340 providers are rated by the end of the fifth year. The star rating achieved is valid for 1 year, but must be renewed each year thereafter if the provider wants to receive continued incentive payments. By year five, the program is expected to impact about 9000 young children. The program is in concert with JWB's Strategic Plan by providing a means to improve the school readiness of young children, and to improve the school success of youth who attend after-school centers.

Site Visit Findings. Overall the program has had a very successful and productive first full year of operation. It more than doubled the number of classrooms that were contracted to be assessed (please see manual measurable objectives below), and tripled the number of contracted trainings for the providers. Staff were hired and trained on a timely basis and child care providers have been quite willing to voluntarily participate in the 5 STAR quality improvement process. The 5- Star program staff have undergone rigorous training via the ECERS authors themselves, and the 5-Star raters receive periodic inter-rater reliability (IRR) checks to help ensure their validity as raters. The program uses high technology including the ERS software system and state-of-the-art PC tablets which are integrated with the ERS software system. The 5-Star program also distributes mini-grants to cover the cost of materials, supplies, and/or renovations that might be needed by the providers to participate in the 5- Star QIS. The program has been implemented in distinct phases, beginning with a baseline assessment of 50 child care center classrooms, and then actually assessing 378 classrooms in FY06-07. In FY 07-08, the CCC 5-Star program will begin another major phase by utilizing the Family Day Care Rating Scale (FDCRS), to assess as many as 150 subcontracted family day care providers. This phase, as did the others, will include technical assistance, training, mini-grants, and stipends (if earned), for the family day care providers who wish to participate. The "participants" for this program are the child care providers who are contracted with CCC and volunteer to participate in the 5- Star assessment. This is consistent with the program's Methodology.

The program staffing consists of five full-time assessors, 10 full-time technical assistance (TA) providers, a program manager, a supervisor, and a support person. To avoid any possible conflicts for the child care providers, the program was designed so that staff do not cross job duties; hence, consultants only provide technical assistance and assessors just assess. Staff concerns included their heavy caseloads, turnover, low salaries, the lack of sufficient time to complete their tasks, and perceived internal tensions between the assessors and the TA staff. Management believes that they can resolve most of these issues with better communication and a resumption of the monthly team meetings that combined both staffing groups.

Child care providers expressed some frustration regarding the great stress on health and safety issues the ERS seems to demand, some of them very picayune. However, they had high praise for the concept of improving the quality of child care and for the provision of the resources (especially the electronic faucets) to implement the ERS and potentially earn a 5 STAR rating.

It is worth noting that the authors of the ERS system, have asked the 5-Star program administrator, Judy Scott, to participate at their expense, in the prestigious National Association for the Education of Young Children (NAEYC), national conference in Chicago. She would join a national panel to speak on the ERS and the 5-Star implementation process in Pinellas County.

• **Accomplishment on Manual Contracted Service Levels and Manual Measurable Objectives for FY05-06.**

Contracted Service Levels for FY 05-06: N/A.

Manual Measurable Objectives for FY 05-06 (MMO's).

MMO-410. The program will hire and commence training of the Program Administrator (Supervisor) for the 5-Star program no later than June 15, 2006. The status of the Program Administrator will be submitted in writing to the JWB contract manager no later than June 30, 2006. **Met.**

MMO -411. The program will submit a completed program methodology for the 5-Star program to JWB no later than August 1, 2006. **Met.**

MMO -412. The program will meet with JWB Research and Program staff to develop long term measurable objectives for the 5-Star program no later than July 15, 2006. **Met.**

MMO -413. The program will recruit a minimum of thirty (30) providers who will participate in a baseline assessment utilizing the Environmental Rating Scales (ERS) by September 30, 2006. A written status report was received September 28, 2006, and it indicated that the program recruited fifty (50) providers for the baseline assessment utilizing the ERS. **Met.**

• **Accomplishment on Manual Contracted Service Levels and Manual Measurable Objectives for FY06-07.**

MMSL -524. 12 Provider Trainings .

Achieved: 53 Provider Trainings (441%). **Exceeded.**

Manual Measurable Objectives for FY 06-07 (MMO's)

MMO-477. The program will assess a minimum of 140 subcontracted child care classrooms utilizing the JWB/Pinellas County Early Learning Coalition's 5-Star QIS (Quality Improvement System) during FY -06-07.

Achieved: 378 classrooms (370%). **Exceeded.**

MMO- 478. Of the subcontracted child care sites that have been assessed utilizing the JWB/Pinellas County Early Learning Coalition's 5-Star QIS (Quality Improvement System), a minimum of seventy percent (70%) will achieve a rating of least a "1-Star" during the JWB FY 06-07. Manual Report due by October 31, 2007.

Achieved: Forty -five percent (45%). **Not Met.***

* This MMO level was projected with out the benefit of historical data. Because this program is so new (FY 06-07 was its first full year of operation), it is still deemed a pilot program. This MMO was adjusted for FY 07-08) to read that 70% of the child care sites that have been assessed will improve 5 STAR/QIS ratings.

Program Recommendations.

It is recommended that the program resume to its original schedule of monthly staff meetings to discuss staff workload and communication issues, beginning no later than November 1, 2007.

Program Requirements. N/A.

Agency Fiscal/Personnel Review Recommendations.

A fiscal/personnel review of CCC was conducted on June 26 and July 10, 2007, by Rodney MacKinnon, Fiscal Analyst. The written fiscal report has been sent to the agency with a prior site visit report. This report recommended that the agency retain documentation of employee education in the employee personnel files.

Contract Manager: Gary Cernan

SITE VISIT SUMMARY

AGENCY: Coordinated Child Care (CCC) of Pinellas, Inc.	FISCAL YEAR: 2006-07
PROGRAM: LIEF and Child Care Scholarships & Screening	PROGRAM BUDGET: \$26,127,439
DATE OF VISIT: June 13 and 18, 2007	JWB ALLOCATION: \$9,381,486
	COST PER PARTICIPANT: \$1906

Program Description:

The mission of the LIEF and Child Care Scholarships Screening program is twofold: to insure that low income and special needs families have the support of childcare services while they work on acquiring new skills; and to assure that the children ages 0-5 are developmentally on target and educationally ready for public school. The program targets (through eligibility determination) low income families whose parent(s) are working or attending school, or in job training, and whose income is below 150% of the federal poverty. These families must also be residents of Pinellas County and have children between the ages of 0-12. The program's goals are to provide support to low income families to support them until such time that they exceed income eligibility, and to insure that the children of these families receive quality childcare and that they are always developmentally on target. Program activities include enrollment, eligibility determination, childcare referral and subsidy, childcare assessment/screening, and using local funding for specialized LIEF (Low Income Employed Families) Entitled programs throughout the county. The program has four sites located in north, mid, and south Pinellas County. The program serves an average of 8,483 children on a daily basis. This program supports JWB's Strategic Plan goal of providing school readiness services to young children. This program collaborates with the Suncoast Center for Community Mental Health - Total Family Services (TFS) program to provide 250 LIEF Entitled slots for families on the subsidized waiting list, who need family support.

Site Visit Findings. A major concern for this program has been (and continues) to be the threat of State and local budget cuts due to potential changes in the property tax laws. Because of this, the program has curtailed/frozen open enrollment and out-of-town staff training since May of 2007, trying to reserve some dollars for the anticipated budget cuts. Without open enrollment, the number of children waiting for childcare in Pinellas County to escalate to 3,378, while the number of children waiting for State subsidized child care has risen to 6,164 children. This figure (6,164) includes 3,378 children without any child care plus an additional 2786 children who are receiving childcare via JWB/LIEF funding, but are waiting for State subsidized funding). An additional factor affecting the waiting list is that the percent of Pinellas families living in poverty has increased from 6.7% in 1999 to 8.2% in 2006. It was discussed that the monthly Management Report-Waiting List uses two sets of figures, which are somewhat confusing to readers. CCC staff agreed to clarify this section in future reports.

The three core components of this program (child care scholarships (i.e., subsidies), LIEF/LIEF Entitled, and screening are all functioning in accordance with the program's methodology and are serving the intended target population. The PC-ELC contributes over \$16.5 million dollars to this program, of which \$14.4 million goes directly to the cost of subsidized child care. There are currently twelve (12) different programs that now provide 501 LIEF- Entitled child care slots to Pinellas County families who meet the eligibility criteria of the specific program. LIEF-Entitled utilization has ranged from a low of 64%, to a high of 78%, with an overall average of 72.5% since January 2007. Of the 13,711 participants served, 4422 (32%) have been funded by LIEF at some period during FY 06-07. The program has also played a major role in implementing the Voluntary Pre-Kindergarten (VPK) state initiative, for the third consecutive year.

Although the program's contracted service levels (CSL's) have been increased every year for the past four years (due to funding increases), the program has met or exceeded all of its CSL's and measurable objectives (MO's) in each of those years, including FY 06-07.

• Accomplishment on Measurable Objectives, Manual Objectives, and Contract Service Levels for FY 05/06.

CCC - CSS/LIEF/Screening Program				
Achievement on Contracted Service Levels FY 05-06				
	CSL	Achieved	% CSL Achieved	Met or Unmet
<u>Primary Participants</u>				
Primary Youth	13,334	14,401	108%	Met
Primary Adults	0	0	0%	N/A
Total Primary Youth & Adults	13,334	14,401	108%	Met
<u>Secondary Participants</u>				
Secondary Youth	0	0	0	N/A
Secondary Adults	0	0	0	N/A
Total Secondary Youth & Adults	0	0	0	N/A

CCC -CSS/LIEF/Screening Program Achievement on Measurable Objectives- FY 05-06									
Objective	Who	# Active for year	# In service component	# Met Objective Conditions during FY	Uncollected	Measured	# Met objective	Actual Performance %	Met or Unmet
2348.95% (95%) of primary youth age 0-5 with ASQ scores below the cutoff point in any of the five domains will be assessed.	Primary adults	14588	2505	1685	555	1130	1112	98%	Met
2348.95% of a random sample of youth age 0-5 will be screened for developmental delays via the ASQ.	Primary youth	14,588	923	800	63	737	727	99%	Met

2572 100% of youth funded by JWB LIEF will be entered in SAMIS.	Primary youth	14,588	5817	3609	0	3609	0	100%	Met
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CCC- LIEF/Scholarships /Screening - Manual Measurable Objectives – FY 05-06		
Manual Objective	% Achieved	Met /Unmet
MMO -165 - 98% of the contracted direct child care will be spent on children eligible for scholarships and enrolled in the program	99.9%	Met
MMO -166 – Subcontracted providers will produce an annual average score of at least 88% on the CCC Quality Assessment Tool.	96%	Met
MMO – 167 – 85% of a random sample of at least 400 parents utilizing child care scholarships will indicate overall satisfaction with the program.	99%	Met

Group Activity Services: Children Adults Total Number of Activities
(FY 05-06) 0 823 823 18

• Accomplishment on Measurable Objectives, Manual Objectives, and Contract Service Levels for FY 06/07.

CCC - CSS/LIEF/Screening Program				
Achievement on Contracted Service Levels FY 06-07				
	CSL	Achieved	% CSL Achieved	Met or Unmet
<u>Primary Participants</u>				
Primary Youth	13,649	13,711	100%	Met
Primary Adults	0	0	0%	N/A
Total Primary Youth & Adults	13,649	13,711	100%	Met
<u>Secondary Participants</u>				
Secondary Youth	0	0	0	N/A
Secondary Adults	0	0	0	N/A
Total Secondary Youth & Adults	0	0	0	N/A

CCC -CSS/LIEF/Screening Program FY 06-07 Achievement on Measurable Objectives

Objective	Who	# Active for year	# In service component	# Met Objective Conditions during FY	Uncollected	Measured	# Met objective	Actual Performance %	Met or Unmet
1869. (95%) of primary youth age 0-5 with ASQ scores below the cutoff point in any of the five domains will be assessed.	Primary adults	13,930	2219	1569	503	1066	1049	98%	Met
2348. 95% of a random sample of youth age 0-5 will be screened for developmental delays via the ASQ.	Primary youth	13,930	744	607	50	557	557	100%	Met
2572 100% of youth funded by JWB LIEF will be entered in SAMIS.	Primary youth	13,930	4793	4446	0	4446	0	100%	Met

CCC- LIEF/Scholarships /Screening - Manual Measurable Objectives – FY 06-07

Manual Objective	% Achieved	Met /Unmet
MMO -165 - 98% of the contracted direct child care will be spent on children eligible for scholarships and enrolled in the program	99.9%	Met
MMO -166 – Subcontracted providers will produce an annual average score of at least 88% on the CCC Quality Assessment Tool.	96%	Met
MMO – 167 – 85% of a random sample of at least 400 parents utilizing child care scholarships will indicate overall satisfaction with the program.	99%	Met

Group Activity Services: Children Adults Total Number of Activities
 (FY 06-07) 0 122 122 6

Agency Corrective Action Plan

N/A.

Program Recommendations

It was requested that the program modify its Management Report- Waiting List, to clarify the two sets of numbers that indicate the number of participants on the waiting list for childcare each month.

Program Requirements:

N/A.

Agency Fiscal Site Visit Recommendations

A fiscal/personnel review of CCC was conducted on June 26 and July 10, 2007, by Rodney MacKinnon, Fiscal Analyst. The written fiscal report has been sent to the agency with a prior site visit report. This report recommended that the agency retain documentation of employee education in the employee personnel files.

Contract Manager: Gary Cernan

SITE VISIT SUMMARY

AGENCY: PARC

FISCAL YEAR: 06-07

PROGRAM BUDGET: \$1,604,212

OGRAM: Discovery Learning Center &
Homebound Program

JWB ALLOCATION: \$801,181

DATE OF VISIT: July 31, 2007

COST PER PARTICIPATION: \$2,464 (06-07)

Program Description:

The mission of both the Discovery Learning Center and Homebound Program is to enhance the development and foster independence of infants, toddlers and young children who are developmentally delayed or are physically challenged. The primary goal is the inclusion of all children and their families in the community. This is accomplished through developmentally appropriate activities and early intervention. The Discovery Learning Center consists of a preschool program where children receive special instruction and therapies both individually and within the classroom setting. The Homebound Program provides early intervention services and therapies within the child's home or in the community childcare center. Both programs services are provided by certified early intervention teachers and address a variety of skill areas – cognitive, expressive and receptive language, fine and gross motor skills, socialization and self-help skills. Each child's developmental progress is monitored, goals are developed and activities are provided to achieve these goals. Parental involvement and support is an integral part of the program. In FY 06-07, the program added the Family Focus component to those children that have severe behavior problems. Services are provided countywide.

Site Visit Findings:

- **Contract Conditions:** The program is following all general conditions of the JWB contract. There are no special conditions in this contract.
- **Program Development/Corrective Action Plans:** This program is not under a development or corrective action plan.
- **A.S.S.E.T.:** The agency is currently A.S.S.E.T. certified and due for an A.S.S.E.T. review in 2008.
- **Program Services:** Services are provided as outlined in the program methodology and within the contracted service areas by key service components.

The program added the Family Focus service component in FY 06-07, as per JWB's Expansion and Enhancement funding. The Family Focus component will serve 10 primary youth that meet eligibility requirements per the program methodology. A behavior specialist works with the youth and parents in reducing behavior issues.

- **Participants:** Participants are being served consistent with the program methodology.

In FY 06-07, JWB increased the contracted service levels for secondary adults from 180 to 310.

- **Staff:** Agency staff changes this FY were the following: Kathy McGhee, Chief Operating Officer, Karen Higgins, Vice President of Programs and Julie Crary, Executive Administrative Assistant of Programs.

- **Volunteers:** The program utilizes volunteers during the summer months in the center-based classrooms.

- **Supervision:** The Vice President of Programs oversees Discovery Learning Center (DLC) and Homebound program. The Director of DLC directly supervises DLC center staff and Homebound staff. Supervision occurs regularly as well as monthly staff meetings. A Behavior Analyst is contracted to supervise the Behavior Teacher that works with the youth in the Family Focus component.

- **Staff Training:** The staff utilizes in-house trainings, JWB E-Learning trainings and other community trainings. Twenty (20) teachers attended an Early Intervention conference. Thirteen (13) center and behavior staff are trained in Positive Parenting. Agency staff are trained in the UNICARE data system being implemented in Fall 2007. The UNICARE system will import required data information into SAMIS.

Homebound staff will be attending SAMIS trainings.

- **Program Records and Data Collection:** A total of seventeen (17) files were reviewed. Participant files contained the necessary and required documentation as per the program methodology.

The Homebound Manager audits UPARC (sub-contract) program files and this was completed July 2007 with no findings.

The new behavior component added in FY 06-07 requires certain additional documentation and family involvement. Family assessments should include parent's signature. All progress notes should be signed/initialed and dated by program staff.

- **Results Management:** Data entered into SAMIS corresponds with the documentation in the participant's file. The program has a Continuous Quality Improvement process in place. Quarterly reviews of participant file's is part of the CQI process. When a participant is closed the file is reviewed. The Director of DLC reviews SAMIS reports monthly.

- **Carry Over Participants:** SAMIS reports a total of 333 participants were carried over into FY 06-07. (92 primary children, 170 secondary adults and 71 secondary youth)

- **Successful Completions:** SAMIS reports as of October 9, 2007 172 successful completions.

- **Length of Stay:** The average length of stay in the program is one year.

- **Average Cost Per Client:** \$2,464 (FY 06-07 total program budget \$1,604,212 divided by total program participants 651).

- **Lapse:** In FY 05-06 \$0 funds were lapsed (0%).

- **Collaborators:** The program works with independent speech, occupational and physical therapists. The agency continues to sub-contract with UPARC.

• Accomplishment on Contracted Service Levels and Measurable Objectives for FY 05-06

PARC-Discovery Learning Center and Homebound				
Achievement on Contracted Service Levels FY 05-06				
	CSLs	Achieved	% CSL Achieved	Met or Unmet
<u>Primary Participants</u>				
Primary Youth	180	186	103%	Met
<u>Secondary Participants</u>				
Secondary Youth	0	140	N/A	N/A
Secondary Adults	180	325	180%	Exceeded
Total Secondary Youth & Adults	180	465	N/A	Exceeded

Service Component: Homebound program

Objective ID Objective Description

- 1930 Ninety percent (90%) of the primary youth who are enrolled in the Homebound services will achieve at least two developmental objectives identified in their individual plan. Progress will be reviewed every six months from enrollment to end of participation. (CDG-Summary)
- 2202 Ninety Eight percent (98%) of the primary youth who are enrolled in the Homebound Program will receive a developmental assessment utilizing the Hawaiian Early Learning Profile (HELP) or another appropriate developmental assessment instrument within 30 days of enrollment date.(CDG-Summary)

Service Component: Preschool program

Objective ID Objective Description

- 1928 Eighty percent (80%) of primary youth enrolled in the preschool classroom will be promoted to a less restrictive or higher developmental level classroom within a 12 month period as documented by classroom transfer and/or discharge statements in the program records. Records will be reviewed at the end of each contract year (post). (CDG Summary)
- 1929 Ninety percent (90%) of the primary youth enrolled in the preschool program will achieve at least one developmental objective identified in their individual plan as documented in the child's record. Developmental progress will be reviewed every six months, or at the end of participation, whichever occurs first. (CDG-Summary).
- 2201 Ninety Eight percent (98%) of the primary youth who are enrolled in the pre-school program will receive a developmental assessment utilizing the Hawaiian Early Learning Profile (HELP) or another appropriate developmental assessment instrument within 30 days of enrollment date.(CDG-Summary)

PARC-Discovery Learning Center and Homebound								
Achievement on Measurable Objectives FY 05-06								
Objective (Identify % Goal)	Who	# Active for year	# In service component	# Measured	Measure Not Collected	# Met objective	Actual Performance %	Met or Unmet
Homebound Developmental Milestones 90%	Primary Youth	186	107	73	18	68	93%	Met
Homebound Provision of Services 98%	Primary Youth	186	107	55	0	54	98%	Met
Preschool Classroom Placement 80%	Primary Youth	186	93	78	5	77	99%	Met
Preschool Developmental Milestones 90%	Primary Youth	186	93	54	13	50	93%	Met
Preschool Provision of Services 98%	Primary Youth	186	93	52	0	52	100%	Met

• **Achievement on Contracted Service Levels and Measurable Objectives for FY 06-07**

PARC-Discovery Learning Center and Homebound Program				
Achievement on Contracted Service Levels As Of 06-07				
	CSLs	Achieved	% CSL Achieved	Met or Unmet
<u>Primary Participants</u>				
Primary Youth	180	195	108%	Met
<u>Secondary Participants</u>				
Secondary Youth	0	176	N/A	N/A
Secondary Adults	310	347	112%	Exceeded
Total Secondary Youth & Adults	310	523	N/A	N/A

Service Component: Homebound program

Objective ID Objective Description

1930 Ninety percent (90%) of the primary youth who are enrolled in the Homebound services will achieve at least two developmental objectives identified in their individual plan. Progress will be reviewed every six months from enrollment to end of participation. (CDG-Summary)

2202 Ninety Eight percent (98%) of the primary youth who are enrolled in the Homebound Program will receive a developmental assessment utilizing the Hawaiian Early Learning Profile (HELP) or another appropriate developmental assessment instrument within 30 days of enrollment date.(CDG-Summary)

Service Component: Preschool program

Objective ID Objective Description

- 1928 Eighty percent (80%) of primary youth enrolled in the preschool classroom will be promoted to a less restrictive or higher developmental level classroom within a 12 month period as documented by classroom transfer and/or discharge statements in the program records. Records will be reviewed at the end of each contract year (post). (CDG Summary)
- 1929 Ninety percent (90%) of the primary youth enrolled in the preschool program will achieve at least one developmental objective identified in their individual plan as documented in the child's record. Developmental progress will be reviewed every six months, or at the end of participation, whichever occurs first. (CDG-Summary).
- 2201 Ninety Eight percent (98%) of the primary youth who are enrolled in the pre-school program will receive a developmental assessment utilizing the Hawaiian Early Learning Profile (HELP) or another appropriate developmental assessment instrument within 30 days of enrollment date.(CDG-Summary)

Service Component: Family Focus

Objective ID Objective Description

- 2624 Seventy percent (70%) of the primary youth enrolled in the Family Focus program will reduce at least one target behavior identified in their individualized Functional Behavioral Assessment & Family Plan that interfere with the child's educational progress and social development. Progress will be reviewed and reported every six months from enrollment to end of participation. The Behavior Analyst will review youths' degree of progress in achieving each behavioral objective, and will indicate in writing whether the objective was achieved, or not. Staff will enter into SAMIS 1) the number of - target behaviors identified in the Functional Behavioral Assessment & Family Plan to be reduced, and 2) the number of - target behaviors which the child has -successfully reduced in the professional judgment of the behavioral analyst. Data will be entered within 2 weeks of the Behavior Analyst's review of child's progress. (CDG Summary)

PARC-Discovery Learning Center and Homebound Program								
Achievement on Measurable Objectives As Of FY 06-07								
Objective (Identify % Goal)	Who	# Active for year	# In service component	# Measured	Measure Not Collected	# Met objective	Actual Performance %	Met or Unmet
Homebound Developmental Milestones 90%	Primary Youth	195	96	71	2	58	82%	Met
Homebound Provision of Services 98%	Primary Youth	195	96	51	1	51	100%	Met
Preschool Classroom Placement 80%	Primary Youth	195	102	59	2	57	97%	Met
Preschool Developmental Milestones 90%	Primary Youth	195	102	69	2	54	78%	Not Met
Preschool Provision of Services 98%	Primary Youth	195	102	31	0	30	97%	Met
Family Focus Behavioral Functioning 70%	Primary Youth	195	11	11	0	11	100%	Met

Program Recommendations:

1. The new Family Focus component participant case files contain family assessment plans and progress notes. Parents need to be signing off on the family assessment plans and program staff need to sign and date progress notes.

Program Requirements:

No program requirements at this time.

Agency Fiscal/Personnel Review Recommendations:

No fiscal or personnel review recommendations at this time.

Site Visit Conducted by:

Karen Sierra, Senior Contract Manager