



**SERVICE DELIVERY &  
EFFICIENCY  
COMMITTEE MEETING**

**AGENDA**

Wednesday, November 9, 2016 at 10:00 am  
6800 N. Dale Mabry, Suite 158  
Tampa, Florida 33614  
**Call-in: 866-866-2244**  
**Access Code: 5194796**

**I. CALL TO ORDER**

- A. Quorum Verification
- B. Approval of September 15, 2016 Minutes (Pg. 2)

**II. PUBLIC COMMENT I**

*Individuals wishing to address the Early Learning Coalition of Hillsborough County Board of Directors must complete a Public Comment Request Card and submit it to the official recorder prior to the noticed start time of the meeting. Said comments will be limited to three (3) minutes per individual on a first come, first serve basis, and only at such time as is identified on the official meeting agenda for public comment. All public comment in Public Comment I must pertain to an item on the approved agenda.*

**III. ACTION ITEMS**

**IV. DISCUSSION ITEMS**

- A. Standardized Procedures for Contract Termination  
For Childcare Providers

Provider Services Department

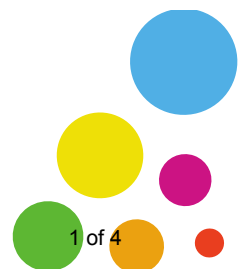
**V. ADJOURNMENT**

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**UPCOMING MEETINGS & EVENTS**

**Board of Directors Retreat-** Monday, November 14, 2016 at 9:00 am.

**Board of Directors Meeting-** Monday, December 12, 2016 @ 5:30 pm.





**SERVICE DELIVERY &  
EFFICIENCY  
COMMITTEE  
UNAPPROVED MINUTES**

Thursday, September 15, 2016 at 3 pm.  
6800 N. Dale Mabry Hwy, Suite 158  
Tampa, Florida 33614

**MEETING ATTENDANCE**

**Facilitator:** Angela Chowning, Chair

**Committee Members Present:**

Angela Chowning, Mary Hancock, and Liz Welch.

**Committee Members Absent:**

Dr. Daphne Fudge and Dr. Jacquelyn Jenkins.

**Board Members Present:**

Marie Caracciola and Jennifer Kuhn\*

**ELCHC Staff**

Dr. Mary Harper, Karen Perkins, and Kelley Minney.

**Other Attendees:**

Marina Harkness and Rebecca Lopez.

**\*Indicated attendance via telephone.**

**CALL TO ORDER**

**Quorum Verification**

Noting a quorum had been established, Chair Chowning called the meeting to order at 3:01 pm.

**PUBLIC COMMENT**

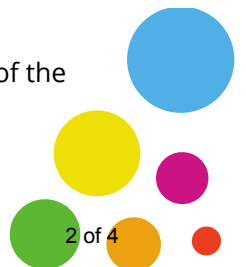
There was no Public Comment

**DISCUSSION ITEMS**

**Standardized Procedures for Contract Termination for Childcare Providers**

Karen Perkins reported that the Office of Early Learning (OEL) had made changes in the contracts for School Readiness and Voluntary Pre-Kindergarten child care providers and those changes would include Health and Safety Standards. Ms. Perkins provided copies of the School Readiness Program Health and Safety Standards Handbook and the State of Florida School Readiness Provider Contract, Form OEL-SR20.

Ms. Perkins stated that a progressive enforcement plan that outlined OEL's expectations of the new Health and Safety standards for School Readiness and VPK providers and a list of



standardized procedures for staff to follow while monitoring providers would need to be established so providers would know what would be expected of them. Ms. Perkins explained that the Health and Safety changes in the contract would be significant in that providers would have to adhere to all terms of their contract or the contract would be terminated. Ms. Perkins added, as an example, that historically, providers had 40-clock hours of training and 90 days to start their training and one year to complete it, but now trainings will have to be completed in 90 days or the provider will be considered out of compliance. Ms. Perkins reported that if the draft contract passes on September 23, 2016 that it would be implemented by the end of October, 2016.

The Committee discussed Class I and Class II Violations and reasons to terminate a current provider contract. Ms. Perkins stated in terms of current ELCHC policy, two (2) Class I Violations within a 12month period is considered cause to terminate a provider contract, and that the State of Florida required contracts to be terminated for a lapse of insurance. However the terms of the OEL provider contract did not state the length of termination. Ms. Perkins stated that several family child care home providers pay insurance on a month to month basis due to the cost of insurance and their cash flow. Ms. Perkins noted that due to providers paying their insurance premiums on a monthly basis that insurance companies consistently notify ELCHC staff that providers are behind on their payments and are at risk of having their policy terminated.

Angela Chowning asked Ms. Perkins to explain how often staff reviews a provider's insurance policy. Ms. Perkins reported that the provider portal indicates, within 30 days of expiration, that a provider's insurance is due to expire, and that staff contacts the provider, by email or phone to remind them to upload their new insurance certificate to the portal. Ms. Perkins stated that staff had recently implemented on-site visits to potential providers to review the terms of the contract prior to execution. Ms. Perkins explained that family child care home providers would be required to carry general liability insurance because their homeowner's insurance would not cover injuries sustained by a child while in their home, however, some providers choose not to carry general liability because they assume their homeowner's insurance would cover their family child care home.

The Committee reviewed possible issues of non-compliance:

- Not using or implementing a State of Florida approved curriculum
- Not providing developmental screenings
- Not promoting character development
- Not adhering to staff to child ratios
- Not providing supervision

Ms. Perkins requested that Committee members read through the terms of the School Readiness and VPK contracts before the next Committee meeting and that they bring their recommendations to the table on how to proceed with a draft progressive enforcement plan. Ms. Perkins added that she would email the monitoring tool to Committee members. Dr. Harper noted that the intended purpose of the Committee would be to review and discuss documentation drafted from the requirements of the contracts by staff and to provide recommendations to the Board from those draft documents.

### **Using appointments**

Ms. Perkins reported that discussions between School District staff and Coalition staff have resulted in an interest to establish using appointments for parents at the time of initial eligibility determination or redetermination. Ms. Perkins added that several coalitions had begun using appointments at the time of initial eligibility and that Ms. Harkness with the School District had expressed an interest in moving in that direction. Ms. Harkness stated that using appointments would provide better customer service and that parents would receive more one on one time with staff. Ms. Harkness added that using appointments would allow staff time to explain the enrollment process and determine the needs of the family. Ms. Harkness stated that walk-ins would still be welcome but parents would have a longer wait time since they would not have a scheduled appointment. Ms. Perkins noted that an action plan and communications plan would need to be in place before rolling out the change to the community and that the Committee would need to determine if the board would find the process of using appointments feasible. The Committee discussed web based software options as a way to schedule appointments.

### **Future Topics**

- Child Care and Development Block Grant (CCDBG) changes (eligibility changes/waitlists)
- How long to keep children in care
- Transfers of child from one center to another/verification of payment of parent fees

### **ADJOURNMENT**

The meeting was adjourned at 4:25 pm.