



SERVICE DELIVERY &
EFFICIENCY COMMITTEE
APPROVED MINUTES

Thursday, January 30, 2025 at 3:00 pm
6302 E. Martin Luther King Jr. Blvd. Ste. 100,
Tampa, Florida 33619
Hybrid

MEETING ATTENDANCE

Facilitator: Amanda Jae, Chair

Committee Members Present:

Amanda Jae, Dr. Larissa Baia, Annette Eberhart*, Dr. Lise Fox*, and Commissioner Gwen Myers*

Committee Members Absent:

None.

Board Members Present:

Tracye Brown*

ELCHC Staff:

Stacey Francois, Monica Selleri, Andrea Houchin, Dr. Fred Hicks, Gary Meyer*, Rebecca Salgado*, Sabrina Ruiz* and Nancy Will

Other Attendees:

Dennis Hebert, Dr. Jason Anthony, Paul Quin

*Indicates attendance via Zoom.

CALL TO ORDER

Quorum Verification

Noting a quorum was present, Committee Chair, Amanda Jae, called the meeting to order at 3:00 pm.

PUBLIC COMMENT

There was no Public Comment

ACTION ITEM

A. Approval of the October 3, 2024 Meeting Minutes

Dr. Larissa Baia made a motion to approve the October 3, 2024, meeting minutes. Annette Eberhart made a second. The motion carried unanimously.



DISCUSSION ITEMS

A. Preview of Learning Management System

Monica Selleri, Manager of Education & Policy Program initiatives and Education highlighted the following:

- New logo was needed and the Resource & Development team produced a great logo
- New bios including professional headshots with a list of credentials for each trainer to ensure learners were aware of each expert's credentials for ease of communication
- New language integration-the website can translate up to five languages
- Lots of automation to ensure trainers can spend more time focusing on content than navigating system
- New and improved landing page that will highlight programs, for example iSpy and other programs including hubs which are currently in development stages
- Member exclusive content specific to what teachers are asking for which will save time from searching the website

Andrea Houchin, Training Coordinator presented the following

- Guided the committee through the new portal from the teacher's vantage point after logging into the new portal
- Providers & teachers have access to the portal and if they are participating in some of the programs they can be tagged into what specific portal i.e. iSpy using a tagging system which was not available with the old system
- Self-paced courses to better serve users; Voluntary Pre-kindergarten metric and designation overview was one of the first self-paced courses offered
- Incentive to purchase a license and offered a bundle at a reduced rate
- December 10 was the soft-launch with hard launch January 7, 2025
- To date the system has generated \$3,779 in revenue and by the end of the year the new system will have paid for itself. There are 295 new users to date.

Ms. Selleri shared with the committee steps moving forward. Ms. Selleri shared that a quality survey was sent out with over 700 people taking part in the survey. The survey results better enabled the team to tailor the new management learning tool to the needs of the population the Early Learning Coalition of Hillsborough County serves.

B. Dr. Jason Anthony Director & Professor, Child & Family Services at the University of South Florida highlighted the following results of the Summer Boost Program:

- Summer Slide is defined as time in the summer where most students are not in a classroom setting and lose much of the learning that has taken place in previous months.
- Used two groups to test Summer Boost program
 - One group received materials and instruction
 - One group received materials and no instruction, and it was up to the teacher to lead the curriculum
- One group received more math curriculum, and one group received more literacy curriculum
- Program went for four weeks of standard education practice which is a very short time which is not standard education practice the expectations were low on the learning that could be achieved during this short time

- After testing both groups of students had gains in all subjects and more gains in the area in which extra curriculum was given; the results were unexpected and amazingly beneficial for students as they were more prepared to enter into kindergarten.

There was a committee discussion on the details of the study and it was suggested that a shorter version of the study results be presented at the next full board of directors meeting.

C. 25-26 Profile Update: Skipped due to time

CEO Report

Dr. Fred Hicks, CEO of the ELCHC highlighted the following briefly due to time:

A. Listening Sessions

Dr. Fred Hicks, Chief Executive Officer, ELCHC shared with the committee plans to schedule listening sessions with the provider community to sit down across the table from them to hear their concerns/struggles and celebrate the wins in the industry.

B. Provider Visits

Dr. Hicks shared he had recently met with investment business leaders at possibly bringing more early learning centers in areas of the county where little to none currently exist.

C. Board of Directors Retreat

Dr. Hicks reminded committee members about the upcoming Board of Directors retreat on Saturday, February 1, 2025. Dr. Hicks thanked Dr. Larissa Baia, President of the Hillsborough Community College for her work in assisting in securing the location for the board retreat.

ANNOUNCEMENTS

Amanda Jae announced the following upcoming events.

- Day of Play scheduled for March 1, 2025, from 10:00-12:00 at Gardenville Park & Rec
- The Service Delivery and Efficiency Committee will hold their next regular meeting on Thursday, March 27, 2025.

ADJOURNMENT

Amanda Jae called for a motion to adjourn the meeting at 4:16 pm.

Dr. Larissa Baia made a motion to adjourn the meeting. Tracye Brown made a second. The motion carried unanimously.

 Robert Hyde
Robert Hyde (Apr 30, 2025 15:43 EDT)

30/04/2025

Robert Hyde
ELCHC Board of Directors, Secretary






01.30.2025 Service Delivery & Efficiency Committee Minutes_Aproved

Final Audit Report

2025-04-30

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