

School Readiness Monitoring Frequently Asked Questions

1. I don't want to participate in this program. Can I opt out?

No. The School Readiness Monitoring is a mandatory requirement for all School Readiness providers. If you enter in to a contract with the ELC to provide School Readiness services, your site will be monitored.

2. What is the difference between School Readiness Monitoring and the monitoring done if I am participating in Enhanced Technical Assistance?

The ELC offers a Quality Improvement program to School Readiness providers on a first come, first served basis. This program is comprised of several elements. In addition to receiving the standard Technical Assistance services available to all School Readiness providers, your program will receive the following:

An assigned Quality Improvement Specialist to provide on-site consultation, technical assistance and training.

Pre- and Post- environmental rating scale assessment (ITERS, ECERS or FCCERS) completed on one or more randomly chosen classroom(s).

A comprehensive program improvement plan based on the results of the previous year's contract monitoring and the Pre-assessment.

If available, access to additional funds to assist with the implementation of the program improvement plan.

If available, access to additional funds for reimbursement of professional development expenses.

The environmental rating scale (ITERS, ECERS or FCCERS) is an assessment that focuses on staff/child interaction and the learning environment in a particular classroom. It is not a "monitoring" in the same sense as the School Readiness monitoring. The assessment is used to develop a program-specific plan to assist you in improving the quality of the overall learning environment in a specific classroom. Only providers who choose to participate in Enhanced Technical Assistance will receive this assessment.

3. I don't want to receive Enhanced Technical Assistance. Will I still be monitored?

Yes. If you are a contracted School Readiness provider, you will be monitored no matter what level of Technical Assistance you chose at the time you submitted your contract.

4. What is Quality Counts?

Quality Counts is the ELC's child care program quality rating improvement system. The goal of this initiative is to assist parents in making informed decisions about selecting a child care provider.

5. How is my Quality Counts score determined?

All child care programs within the ELC Provider Network are assessed during the annual on-site School Readiness monitoring. The monitoring tool is a set standard that measures performance in five key areas:

Curriculum, Screening & Assessment

Family Engagement

Health & Safety

Program Administration

Staff Qualifications

All School Readiness providers must score at least a "3" in each of the five key areas to be in compliance with the terms of their School Readiness contract. A "3" means the provider is doing everything required by Florida Statutes, Administrative Code, and the School Readiness Contract.

Any score above a "3" indicates the provider has gone above and beyond the basic requirements to build additional quality into the program.

Providers who choose to receive Enhance Technical Assistance services are scored in an optional sixth component area, the Learning Environment. This score is based solely on the final Environmental Rating Scale assessment score and is not tied to School Readiness monitoring.

6. I signed up for Standard Technical Assistance when I turned in my School Readiness contract, but that Enhanced Technical Assistance sounds like something I want to do. Can I change my Technical Assistance level?

Enrollment in Enhanced Technical Assistance services is limited to the first 125 School Readiness providers who sign up prior to September 1 of the current contract year. At this time, enrollment in Enhanced Technical Assistance services is closed.

7. How do I know when my monitoring visit will occur?

ELC staff will contact you to schedule a day and time for the School Readiness monitor to come to your location. It is very important that you keep this appointment as it can only be rescheduled one time. If you reschedule and then cancel that appointment, your monitoring will occur via a random unannounced visit during your normal operating hours.

8. How long does the School Readiness monitoring take?

The length of a School Readiness monitoring visit depends on several factors, including your level of preparedness, the size of a home or center and how much technical assistance is needed during the preliminary review of your results that will be conducted by your monitor. In general, a monitoring visit takes approximately 2 to 3 hours.

9. What are some ways I can prepare for my monitoring visit?

Some providers choose not to prepare and prefer to pull documents/evidence of compliance as needed during the visit. Other providers gather all required documents and files prior to arrival of the monitor in order to streamline the process. Your level of preparation is entirely up to you. The following suggestions may help you to plan for your School Readiness monitoring visit, but you are not required to do so.

-Gather and organize all documents and files on the “Documentation Required for Contract Monitoring” list and have them ready for the monitor to review

-Review the monitoring tool and the “Additional Monitoring Explanation” document. These documents will tell you exactly what the monitor is looking for in each performance area.

-If you are unsure what something means, contact the ELC prior to your monitoring visit to get clarification

-Visit the 'For Providers' page at www.elcbigbend.org to access Sample Forms and obtain documents you may be missing. These items can be found at <http://www.elcbigbend.org/index.php/site/For-Providers/Quality-Support/Technical-Assistance/Sample-Forms>

10. Where can I get a copy of the monitoring tool?

A copy of the monitoring tool was included with your 2011-2012 School Readiness contract and should have been retained prior to submitting the contract to the ELC. The tool can also be found on our website at <http://www.elcbigbend.org/index.php/site/For-Providers/School-Readiness/Provider-Network>

11. What if I don't meet the minimum requirements of the monitoring tool?

The provider will have a specific time frame in which the corrective action must occur. Depending on the type of non-compliance, ELC staff may make a random follow up visit to verify compliance after the time in which the corrective action must be completed is up.

For example, if a monitor finds that there is not at least one person on staff with current CPR & First Aid certification, you may be given 10 days to supply documentation showing a staff member has current certification. This would not require a follow up visit as you would simply submit the documentation to the ELC.

If a monitor finds you have broken glass or some other hazard on your playground, you would be given a timeframe in which to clean it up, and after that time passed, an ELC staff member would make a random visit to your site to verify the issue had been resolved.

Failure to comply with all required indicators in the level "3" area will result in suspension or termination of your School Readiness contract.

12. How is the tool scored?

Each key area is comprised of a series of indicators. At a minimum, all providers must meet all indicators in the "3" level for every key area. Failure to demonstrate compliance with these items will result in corrective action.

In order to score a 5 in any area, you must first meet all indicators for level 3. Once the monitor verifies those indicators are met, the monitor will begin to see if you have met any indicators for level 5. If you meet all of the level 5 indicators in that area, you will score a 5 in that area. If you meet half or more of the indicators for a level 5, you will score a 4 in that area. If you meet less than half of the level 5 indicators, your score will remain a 3.

For all key areas with the exception of Staff Qualifications there are two sections that make up the area. Your overall score in each area is an average of the score of each section.

For example, the Family Engagement area is made up of the Parent Handbook section and the Family Engagement Strategies section. A provider who scores a 5 on the parent handbook section and a 3 on the Family Engagement Strategies section will have a final score of 4 in the Family Engagement Area.

13. Some of the items on the tool don't apply to my program. How will those be scored?

The ELC will mark items that are not applicable to your program type as "n/a" and these indicators will not be included in the scoring process. For example, afterschool programs for school age children will not be monitored on the Curriculum indicators.

14. When are the Quality Counts scores published?

Scores are posted to the ELC's website at the beginning of the next fiscal year.

15. Where can I get an hour of curriculum training?

The ELC offers online training that meets this requirement. Please visit our website.

16. Does the ELC offer training on the Rilya Wilson Act?

The ELC is currently developing an online training module on the Rilya Wilson Act. Please check our weekly provider emails as well as our website for details as to when this training will be available.

Documentation Required for Contract Monitoring

Curriculum, Screening & Assessment

- ___1.3.1 Copy of curriculum
- ___1.3.2 Copy of character development curriculum
- ___1.3.4 Copy of lesson plans
- ___1.3.5 Daily schedule
- ___1.3.7 Copy of Florida Birth to Five Learning Standards
- ___2.3.1 Copy of ELC approved Developmental Assessment Tool
- ___2.3.2 Copy of Child Developmental Assessments

Family Engagement

- ___3.3.1 Copy of Parent Handbook
- ___4.3.2 Verification of parent-teacher conferences
- ___4.3.3 Verification of Parent volunteer opportunities
- ___4.3.5 Copy of News Letter

Health and Safety

- ___6.3.1 Copy of Sign-In/Sign Out sheets
- ___6.3.3 Copy of emergency preparedness plan
- ___6.3.4 Record of Fire drills
- ___6.3.6 Availability of accurate child information (registration form, enrollment form, etc)

Program Administration

- ___7.3.1 Immunization documentation
- ___7.3.2 Health examination documentation
- ___7.3.3 Documentation of medical and allergy information for children
- ___7.3.5 Copy of medication administration policies
- ___7.3.6 Copy of medication log
- ___8.3.1 Copy of policies for observing children for signs of contagious disease
- ___8.3.2 Copy of written transportation procedures
- ___8.3.3 Copy of procedures to inspect vehicles transporting children
- ___8.3.4 Copy of Rilya Wilson Act reporting information (should be posted in classroom or office)
- ___8.3.5 Copy of procedures for following Universal Precautions
- ___8.3.6 Copy of Transportation Logs
- ___8.3.7 Copy of written policy to notify local county health department suspected case of reportable diseases

Staff Qualifications

- ___9.3.2 Valid CPR & First Aid certification for a minimum of one person on staff
- ___9.3.4 Confidentiality statements for all staff members
- ___9.3.5 Verification of a minimum of one hour of training on an ELC approved curriculum for all staff members
- ___9.3.6 Evidence of a DCF Verified Staff Credential (DCF Form CF-FSP 5206) for one staff member for every 20 children present

EARLY LEARNING COALITION OF THE BIG BEND REIGON, INC
School Readiness Monitoring Tool with Sources Cited

VIOLATION	INDICATOR	SOURCE
Land line phone is not in working order.	FC 3.1	65C-20.010(1)(s)2 65C-22.002(7)(b)
Ratios are not maintained based on DCF licensing standards, including nap time	FC 3.2	402.305 (4) 402.302 (8) 402.302 (11)
Children are not supervised by an adult at least 18 years of age	FC 3.3	65C-20.009(2) 402.305(2)(c)
No fresh air/ventilation in the area used for care	FC 3.4	65C-20.010(1)(s)4 65C-22.002(2)(d) & (e)
Firearms and/or weapons are present and are stored in a location accessible to children	FC 3.5	65C-20.010(1)(d) 65C-22.002(1)(g)
Children under the age of 1 are not placed on their back for sleeping	FC 3.6	65C-22.002(5)(d) 65C-20.010(1)(h)
Health and/or safety hazards are present in indoor and/or outdoor play areas	5, 3.1	65C-22.002(1) 65C-22.002(4)(c) 65C-22.002(9)(b) 65C-20.010(1)

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VIOLATION	INDICATOR	SOURCE
Toys, equipment, and furnishings are not adequately maintained (visible dirt, unsafe or in general poor repair)	5, 3.2	65C-22.002(9)(a)(2) 65C-20.101(1)(s)
Provisions for nap/rest time are not clean, safe and/or appropriate	5, 3.3	402.305 (5) 65C-22.002 (5) 65C-20.010(1)(k through o)
Provisions for diapering/toileting are not clean, safe and/or appropriate	5, 3.4	402.305 (5) 65C-22.002 (6) 65C-20.010(2)(c through g)
Caregivers, children, volunteers, and/or operators do not practice adequate hand washing procedures	5, 3.5	65C-22.002 (8)(a)(2) 65C-20.010(2)(a)
Same sinks used for hand washing and food preparation	5, 3.6	65C-22.002(8)(b)3 402.305 (5) 65C-20.010(2)(g)
Safe drinking water is not available to all children at all times	5, 3.7	65C-22.002(8)(a)3 65C-20.010(1)(p) 402.305 (5)
Provisions for swimming and water activities are not clean, safe and appropriate	5, 3.8	65C-22.001(5)(d)(2) 65c-20.010(1)(i&j)

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VIOLATION	INDICATOR	SOURCE
Prescription and/or non-prescription medication does not have adequate labeling and/or directions for administration	5, 3.9	65C-22.004 (3)(c) 65C-20.010(5)(c)
Sign-In/Sign-Out sheets are not centrally located and/or do not reflect children present	6, 3.1	ELCBB 11-12 SR Contract 3c 65C-22.001(10)
An evacuation map is not clearly posted in each classroom	6, 3.2	65C-22.002(7)(d)
Emergency preparedness plan is not in place	6, 3.3	65C-20.010(3)(b)5 65C-22.002(7)(h)
Fire drills are not conducted	6, 3.4	65C-20.010(3)(b)4 65C-22.002(7)(e & f)
First Aid kit is either incomplete or is not easily accessible at all times	6, 3.5	65C-20.010(3)(a) 65C-22.004 (2)(c)
Provider does not have accurate child information available for each child in care at all times	6, 3.6	65C-20.001(2) 65C-22.001 (10)

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VIOLATION	INDICATOR	SOURCE
Program does not maintain proper documentation regarding children's immunizations	7, 3.1	65C-20.011(1)(a) 402.305 (9)(a) 65C-22.006(2)(c)
Program does not maintain proper documentation regarding children's health examinations	7, 3.2	65C-20.011(1)(b) 65C-22.006(2)(a)(b)
Program does not maintain medical and allergy information for each child and/or allergies and food restrictions are not documented and maintained in the child's file	7, 3.3	65C-20.010(5)(b) 65C-22.004(3)(b)
Child files are not maintained in a secure location	7, 3.4	402.305(11) 411.011
Written medication administration policies are not in each child's file	7, 3.5	65C-20.010(5) 65C-22.004 (3)(a)
Medication administered is not documented in the child's file on individual forms	7, 3.6	65C-20.010(5)(f) 65C-22.004 (3)(f)
Written policies not in place for observing children for signs of contagious disease requiring parent pick up	8, 3.1	65C-20.010(4)(a&b) 65C-22.004 (1)(a)(1)

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VIOLATION	INDICATOR	SOURCE
Written procedure not in place to ensure the safety of children when being transported	8, 3.2	65C-20.010(8) 402.305 (10) 65C-22.001 (6)
Written procedures not in place to inspect vehicle prior to transporting children and upon arrival at destination	8, 3.3	65C-20.010(8)(f) 402.305 (10) 65C-22.001 (6)
Information about the Rilya Wilson Act is not posted in a conspicuous place	8, 3.4	39.604(4)b1 ELCBB 11-12 SR Contract 3D
Written procedures are not in place for following Universal Precautions	8, 3.5	65C-22.003 65C-20.009
Transportation logs are not maintained for four months	8, 3.6	65C-20.010(8)(f)(1) 402.305 (10) 65C-22.001 (6)
Written policy is not in place to notify the local county health department upon suspected case of reportable diseases	8, 3.7	65C-20.010(4)(e) 65C-22.004 (1)(d)
Operator does not meet minimum age requirements	9, 3.1	65C-20.009(2)(a) 402.305(2)(c)

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VIOLATION	INDICATOR	SOURCE
There are time lapses where none of the staff members on premises has a current First Aid and CPR certificate	9, 3.2	65C-20.009(3)(c) 402.305 (7)(a) 65C-22.004 (2)(a)
Program does not assist with the completion of age-appropriate child screening	2, 3.3	411.01(4)(j) 411.01(2)(a)
Parents are not granted access, in person and/or by telephone, to the child care facility during normal hours of operation and anytime the child is in care	3, 3.2	402.305 (11) 65C-22.001 (9)
Program does not follow a written schedule of daily activities for preschool, infant, and toddler classrooms	1, 3.5	65c-22.001(7)(a) 402.305(13)
Program does not ensure all required activities are available for school-age, preschool, infant, and toddler classrooms	1, 3.6	411.01(5)(e)2 402.305
Program does not have a copy of an approved curriculum	1, 3.1	411.01(5)(c)2a 411.01 (4)(d)(8)
Program does not have a copy of the reported approved character development curriculum	1, 3.2	411.01 (5)(c)2b

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VIOLATION	INDICATOR	SOURCE
Less than 50% of instructors in each classroom can report curricula utilized in instructional planning	1, 3.3	411.01(5)©
Program cannot document daily planning with current written activities (lesson plans) for preschool, infant, and toddler classrooms	1, 3.4	402.305 (13)
Program does not have a copy of the applicable learning standards- the Birth to Three Learning Standards and/or the state adopted Learning Standards for 3's, 4's, and 5's	1, 3.7	411.01(5)(c)1a 411.01(4)(d)8
Program does not have a copy of an approved developmentally appropriate child assessment tool used	2, 3.1	411.01(5)(c)2c
Program does not provide current evidence that age-appropriate developmental assessments are conducted for all School Readiness children ages 0-5 in care twice annually	2, 3.2	411.01(5)(c)2c
Written policies are not documented in the Parent Handbook regarding accidents, incidents, and health related observations	3, 3.1	65C-22.004(3)
Parent Handbook does not include the daily hours of operation and holiday schedule	3, 3.3	State Approved Coalition Plan 3.4.1

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VIOLATION	INDICATOR	SOURCE
Parent Handbook does not include all required payment information	3, 3.4	State Approved Coalition Plan 3.4.1
Parent Handbook does not include all required health and safety policies and procedures	3, 3.5	State Approved Coalition Plan 3.4.1
Parent signature acknowledging receipt of Parent Handbook is not included in child's files	3, 3.6	State Approved Coalition Plan 3.4.1
Parent Handbook does not include written discipline policies	3, 3.7	65C-20.010(6)(c) 411.01(5)(c)h 402.305 (12) 65C-22.001 (8)
Bulletin boards are not utilized to communicate with parents	4, 3.1	State Approved Coalition Plan 3.4.1
Annual parent-teacher conferences are not conducted with all parents	4, 3.2	State Approved Coalition Plan 3.4.1
Parents are not encouraged at least annually to volunteer at program	4, 3.3	65C-22.001(7)(b)

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VIOLATION	INDICATOR	SOURCE
Daily notes are not utilized to communicate with parents	4, 3.4	65C-22.001(7)(b)
Bi-annual newsletters are utilized to communicate with parents	4, 3.5	State Approved Coalition Plan 3.4.1
One or more staff members have not met the DCF training requirements of a Family Child Care Home or Licensed Child Care Center as applicable	9, 3.3	65C-20.009(3) 402.305(2)(d)(1)
One or more staff members do not have a confidentiality statement on file	9, 3.4	ELCBB 11-12 SR Contract 10G
One or more instructors do not have at least one hour of training on a developmentally appropriate curriculum	9, 3.5	411.01(5c)2a
The program does not have at least one staff member with a verified staff credential for Child Care Centers for every 20 children	9, 3.6	402.305 (3) 65C-22.001 (4)(c) 65C-22.003(7)(a)