**Charlie Crist**
*Governor*

**Monesia T. Brown**
*Director*





# *Agency for Workforce Innovation - Office of Early Learning*
# Child Care Resource & Referral (CCR&R) State Network

## STANDARD LEVEL OF SERVICE
*Effective October 1, 2008*

Exemptions to the requirements in this document must be requested in writing, by the Early Learning Coalition Executive Director, to the Agency's CCR&R Network Administrator for consideration. Approved exemptions must be kept on file by coalition for review by the Agency's Coalition Performance Review team. This document contains the minimum standards required by the Agency and coalitions may choose to adopt additional or higher standards for CCR&R and Inclusion/Warm Line programs.

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# Abbreviations and Terms Used Throughout Document

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| ADA | Americans with Disabilities Act |
| AGENCY | Agency for Workforce Innovation |
| CCEP | Child Care Executive Partnership – A 3-way partnership between employers, their employees and the State of Florida to assist employees at or below 200% of the poverty level |
| CCR&R | Child Care Resource and Referral (may be used to reference CCR&R in this document) |
| CCR&R Network | AWI's Office of Early Learning – Child Care Resource and Referral State Network Office |
| CCTIC | Child Care Training Information Center |
| Central Directory | The Central Directory is a state network of resources and referrals for disability related services for families and professionals |
| COOP | Continuity of Operations Plan is an operational plan detailing how Early Learning Coalitions will remain operational in the event of a natural disaster |
| DCF | Department of Children and Families |
| EEO | Equal Employment Opportunity - Federal laws preventing job discrimination |
| EFS | Enhanced Field System |
| ELC | Early Learning Coalitions |
| FDLRS | Florida Diagnostic and Learning Resource System |
| Inclusion Specialist | The individual responsible for ensuring Inclusion/Warm Line services are available to providers regardless of position/title/funding. |
| NACCRRA | National Association of Child Care Resource and Referral Agencies; an association of state and local CCR&R agencies |
| OEL | Office of Early Learning |
| CCR&R Coordinator | The individual(s) responsible for ensuring the requirements outlined in the SLS are met regardless of local position/title |
| CCR&R Specialist | Any individual providing CCR&R services as outlined in this document, regardless of position/title/funding |
| School Readiness Staff | Staff who are responsible for the local administration of the school readiness program |
| SLS | Standard Level of Service-Minimum standards for community CCR&R services and program |
| SPE | Simplified Point of Entry- Program which enables eligible families to be placed on a unified wait list for child care financial assistance |
| T.E.A.C.H. | Teacher Education and Compensation Helps – Scholarship program for providers |
| TDD | Telecommunication Device for the Deaf |
| VPK | Voluntary Prekindergarten Program |
| Warm Line | A provider resource for inclusive child care that includes a toll-free, local telephone number for receiving information regarding children with disabilities in early learning programs, as well as technical assistance and training from the Inclusion Specialist. |

**Agency for Workforce Innovation's Office of Early Learning**
**Early Learning Network Call Center for Parents and Providers**

**1-866-357-3239 (1-866 FL READY)**

| CCR&R Network Staff | Position | Phone | E-mail |
|---|---|---|---|
| Noelle Bee | Program and Services Director | 850-921-3398 | Noelle.Bee@flaawi.com |
| Gerie Nasche | CCR&R Network Administrator | 850-921-3199 | Gerie.Nasche@flaawi.com |
| Amanda Moore | Inclusion-Warm Line Coordinator | 850-274-2339 | Amanda.Moore2@flaawi.com |
| Raphael Gomez | CCR&R Program Analyst | 386-575-1775 | Raphael.Gomez@flaawi.com |
| Audia Bradwell | CCR&R Program Specialist | 850-921-3161 | Audia.Bradwell@flaawi.com |
| Courtnie Wheeless | School Readiness-Family Support Coordinator | 850-921-3482 | Courtney.Wheeless@flaawi.com |
| Lisette Levy | CCR&R Training and Communications Coordinator | 850-921-3164 | Lisette.Levy@flaawi.com |
| Vacant | VPK Coordinator | | |
| Cetoria Lowe | Administrative Assistant | 850-921-3186 | Cetoria.Lowe@flaawi.com |
| Florinda Brown | Customer Support Specialist | 850-921-3445 | Florinda.Brown@flaawi.com |
| Pat Randolph | Customer Support Specialist | 850-921-3459 | Patricia.Randolph@flaawi.com |

**VPK Parent/Provider Information**
**1-866-357-3239**  *www.flready.com*

**Child Care Training Information Center**

The Department of Children and Families Child Care Program Office operates the Child Care Training Information Center to answer provider questions about state-mandated training, educational exemptions and staff requirements.
Monday – Friday, 8 a.m. to 5 p.m.
1-888-FL-CCTIC   1-888-352-2842
*www.myflorida.com/childcare/training*

| I – Early Learning Coalition (ELC) | |
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| **I - 1. ELC Responsibilities** | Each early learning coalition (ELC) is responsible for the administration, coordination and/or provision of Child Care Resource and Referral (CCR&R) services in their service area. Each ELC must ensure that all CCR&R services and program requirements outlined in the Standard Level of Service are met, including but not limited to the following:<br><br>▪ Designating/training/supervising CCR&R staff.<br>▪ Ensuring that staffing is adequate to meet the needs of the community.<br>▪ Ensuring that referrals are provided to all families in a manner consistent with the SLS.<br>▪ Ensuring that CCR&R services are free of charge for all families and providers.<br>▪ Providing resources for families and providers (Voluntary Prekindergarten, financial assistance, School Readiness, Inclusion services/Warm Line, Florida Kid Care Insurance, Child Care Executive Partnership, employer initiatives, other community resources, etc.)<br>▪ Designating/training/supervising Inclusion/Warm Line services.<br>▪ Facilitating provider outreach and recruitment.<br>▪ Providing community outreach and collaboration.<br>▪ Ensuring compliance with reports (Monthly, Quarterly, ad hoc) and community awareness plans.<br>▪ Ensuring accurate data collection/updates, and access to DCF reports for updates process.<br>▪ Ensuring local data integrity is maintained.<br>▪ Ensuring that client/record confidentiality is maintained at all times.<br>▪ Ensuring that services are provided to all families in compliance with federal and state Anti-Discrimination/ADA.<br>▪ Preparing and implementing an emergency action plan.<br><br>NOTE: This is not an exhaustive list and coalitions may offer additional CCR&R services. |
| **II – CCR&R FAMILY SUPPORT SERVICES** | |
| **II –1. CCR&R Program Oversight and Training Responsibilities** | CCR&R staff person(s) responsible for CCR&R activities is identified in the staffing list provided to the Agency's CCR&R Network. Although several different staff may be responsible for CCR&R oversight activities, the CCR&R staff person who has ultimate responsibility for ensuring that these services are provided according to the Standard Level of Service must be identified. If coalition serves multiple counties, one CCR&R Coordinator may be responsible for CCR&R oversight in counties. The CCR&R Coordinator is responsible for the following activities:<br><br>• Provide oversight and training for CCR&R staff in all offices/facilities in the ELC service area.<br>• Participate in required Coordinator trainings.<br>• Oversee training of all CCR&R staff, including staff with blended CCR&R responsibilities (CCR&R, SR, VPK, SPE, and Inclusion).<br>• Participate in monthly CCR&R Coordinator Conference call; if unable to attend, must assign someone from CCR&R to participate.<br>• Ensure that all staff has internet access to view the Agency's *Connections* Newsletter, or receives a hard copy.<br>• Ensure that all of the requirements in the Standard Level of Service related to data entry, data integrity and reporting are met.<br><br>CCR&R assessment activity:  Interview CCR&R Coordinator; review CCR&R staffing list. |

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| **II -2. CCR&R Staff**<br>  a. Required Staff | Sufficient CCR&R staffing must be maintained to meet all required program responsibilities; CCR&R staffing must adequately meet the needs of the community in all counties in the service area. At least one CCR&R or blended specialist must be available during business hours to assist families in all counties within the service area, with additional staff in larger counties. If coalition serves multiple counties, services must be available to families in all counties in the coalition service area, Monday through Friday, from 8-5, via phone, with scheduled weekly walk-in hours in all counties. Blended staff must be trained according to the SLS requirements and their duties must allow for ample coverage for CCR&R responsibilities.<br><br>    ▪ The Agency's CCR&R Network Administrator must be notified within five business days of a vacancy, new staff appointment or interim replacement in the CCR&R Coordinator position.<br>    ▪ An updated CCR&R staffing list must be sent to The Agency's CCR&R Network Administrator by July 15 of each fiscal year and within 30 days of staffing changes.<br><br>**NOTE:** The coalition/contractor should ensure there are designated locations for School Readiness, Voluntary Prekindergarten, and Child Care Resource & Referral services that are easily accessible for families. At a minimum, these locations should: (Plan 1.2.1)<br>    1. Be geographically dispersed for easy access to parents throughout the coalition's service area.<br>    2. Provide CCR&R services at all designated locations, during the required hours of operation, which are M-F, 8:00 a.m. to 5:00 p.m.<br><br>CCR&R assessment activity: Review CCR&R staffing list, interview CCR&R Coordinator and at least one CCR&R Specialist(s) to verify job functions. |
| **II - 2. CCR&R Staff**<br>  b. CCR&R<br>  Specialist<br>  Orientation | CCR&R Specialists and other staff with blended CCR&R responsibilities (including but not limited to CCR&R/SR/VPK/SPE/Inclusion staff), must complete a minimum of a 6 business day orientation/training in CCR&R, including the following activities, prior to conducting family interviews and generating referrals (*in person or on the telephone*):<br><br>    ▪ Training in EFS-CCR&R database use including entering customers and generating referrals.<br>    ▪ Reviewing the CCR&R Reference Guide.<br>    ▪ Reviewing the Standard Level of Service.<br>    ▪ Shadowing an experienced CCR&R Specialist/Coordinator for a minimum of 8 hours.<br>    ▪ Receiving one-to-one training in the EFS-CCR&R Customer and Provider database, including all screens and fields.<br>    ▪ Be observed by the CCR&R Coordinator or designated trainer conducting at least three parent intakes, including generating EFS-CCR&R referrals, explaining early learning options and discussing quality indicators.<br>    ▪ Review and be familiar with all local, community resources and the 211 Information and Referral system – ***www.211.org***.<br>    ▪ Reviewing information and procedures for School Readiness, Voluntary Prekindergarten and other financial assistance programs, and can refer customers to programs and/or enroll if blended.<br>    ▪ Receiving instruction in how to enter families in the online Single Point of Entry (SPE) Wait List.<br><br>CCR&R assessment activity: Review training agenda(s) and staffing checklist (s); interview CCR&R Coordinator and at least one CCR&R Specialist(s) to confirm procedures and to identify possible best practices. |

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| **II - 2. CCR&R Staff**<br>  c. CCR&R<br>  Specialist<br>  (Additional<br>  Training<br>  Requirements) | CCR&R Specialists and any staff with blended CCR&R responsibilities (including but not limited to CCR&R/SR/VPK/SPE/Inclusion staff) must receive the following additional training from the CCR&R Coordinator or designated trainer, within four months (unless otherwise noted) of assuming the position, including but not limited to the following:<br><br>  ▪ Complete CCR&R Training Checklist.<br>  ▪ Complete the CCR&R Evaluation and achieve at least Level 1 Certification.<br>  ▪ Review monthly and quarterly reports to understand importance of accurate data input.<br>  ▪ Review disability and special health care needs information and referral processes for Central Directory and Inclusion-Warm Line services.<br>  ▪ Complete the VOICES Customer Service Training, conducted by CCR&R Network staff or by Coordinator/designee trained in VOICES, *(within six months of assuming position)*.<br><br>CCR&R assessment activity:  Review VOICES attendance rosters/logs, procedures manual and supporting documents (for all staff verify completed CCR&R staff Training Checklist, CCR&R Evaluation result letter or certificate if applicable); interview CCR&R Coordinator and at least one CCR&R Specialist(s) to confirm procedures and to identify possible best practices. |
| **II - 2. CCR&R Staff**<br>  d. CCR&R<br>  Coordinator<br>  Training | In addition to completing the orientation/training requirements for CCR&R Specialists *(II-2 c.),* CCR&R Coordinators must do the following within four months of assuming the position, unless otherwise noted:<br><br>  ▪ Participate in all CCR&R Network required training including the New Coordinator Conference Call and Webinars as scheduled.<br>  ▪ Complete the CCR&R Training Checklist, including the Coordinator only section.<br>  ▪ Complete the Level 1 and CCR&R Coordinator Level 2 Evaluation.<br>  ▪ Complete the VOICES Customer Service Training, conducted by CCR&R Network staff or a Coordinator/designee who has been trained in VOICES, *(within six months of assuming position.*<br><br>CCR&R assessment activity: Review attendance records and supporting documentation maintained by the Agency's CCR&R Network; interview CCR&R Coordinator to confirm procedures and to identify possible best practices. |

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| **II - 2. CCR&R Staff Professional Development**<br>e. Required Professional Development Training | **Required Professional Development Trainings include the following:**<br><br>▪ One Statewide or Regional Training for CCR&R Coordinator and at least two CCR&R Specialists.<br>▪ New Coordinator conference calls or Webinar Trainings as scheduled.<br>▪ Webinar Trainings, as scheduled, for CCR&R Coordinator and CCR&R Specialists.<br>▪ Monthly CCR&R Coordinator Conference Calls (CCR&R Coordinator or CCR&R designee).<br>▪ CCR&R Coordinator or CCR&R designee must attend one state or national conference, annually, relating to CCR&R, customer service, or early childhood best practices, such as the NACCRRA Annual Symposium, the NACCRRA Professional Development Institute, the NACCRRA Leadership Institute, One Goal Summer Conference, National Association for the Education of Young Children (NAEYC), Florida Alliance for Information & Referral Services (FLAIRS) conference, Early Childhood Association (ECA) of Florida, etc.<br>▪ The CCR&R Coordinator or CCR&R designee must attend one of the NACCRRA training events (Annual Symposium, Professional Development Institute or Leadership Institute) once every three years. If the coalition requests a waiver for this requirement at the end of the three-year-period, the CCR&R Coordinator or CCR&R designee will have to meet the requirement to attend one of the other state or national conferences mentioned above, the following year.<br><br>The Agency will make every attempt to schedule training dates at least 30 days in advance. Training for Coalition/Contractor CCR&R and blended staff will include but is not limited to the following topics:<br>    o Quality Assurance.<br>    o Customer Service Training.<br>    o EFS and Database Management.<br>    o CCR&R Policy, Procedures and Best Practices.<br>    o School Readiness Policy, Procedures and Best Practices.<br>    o Single Point of Entry (SPE) Wait List Procedures and Best Practices.<br>    o Voluntary Prekindergarten Policy, Procedures and Best Practices.<br>    o Inclusion-Warm Line Policy, Procedures and Best Practices.<br>    o Community Outreach – Consumer/Public Awareness.<br>    o Provider recruitment, start-up and retention.<br>    o Employer-sponsored CCR&R services.<br>    o Coordinator Training.<br>    o Coalition Performance Review Preparation.<br>    o Coalition Service Delivery Transition Planning.<br>    o VOICES<br><br>CCR&R assessment activity: Review the Agency's CCR&R training attendance list and/or training certificates for Agency sponsored training; review travel authorizations for other conferences. |

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| **II – 3. CCR&R Reference Guide** | CCR&R Coordinators must maintain current copies of the Agency's CCR&R Reference Guide for all CCR&R staff, including staff in blended positions. Updates must be printed and inserted in the appropriate section of the Reference Guide and distributed to all CCR&R staff. CCR&R Coordinator must disseminate all pertinent information sent by the CCR&R Network within 30 calendar days. |
| | CCR&R assessment activity:  Obtain latest updates, if any, from the Agency's CCR&R Network staff and compare to CCR&R Coordinator's copy of Reference Guide. |
| **II - 4. CCR&R Evaluation** a. Specialist | **CCR&R Specialist Level 1 Evaluation: -** CCR&R Specialists including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion), who provide CCR&R referrals and/or consumer information, must pass the CCR&R Specialist Level 1 Evaluation, prior to completion of their 4th month of employment as a CCR&R Specialist. The evaluation must be submitted by CCR&R Coordinators, via e-mail, fax or mail to the Agency's CCR&R Network Administrator. Level 1 results letters and certificates will be mailed to CCR&R Coordinators for those staff achieving Level 1 and the certificate is valid for one year, from the date of the letter.<br><br>▪ CCR&R staff achieving Level 1 certification must be reevaluated every year. CCR&R staff achieving Level 1 must retake the evaluation within one year of notification:<br>▪ CCR&R Specialists who do not achieve Level 1 certification on the evaluation must repeat the following orientation/training and evaluation process within 90 calendar days of notification:<br>    o Repeat all orientation/training activities.<br>    o Re-take the Level 1 evaluation.<br><br>**CCR&R Specialist Level 2 Evaluation:** In order to achieve Level 2 certification CCR&R staff must complete the CCR&R Specialist Level 2 Evaluation. Level 2 results letters and certificates will be mailed to CCR&R Coordinators for those staff achieving Level 2. |
| | CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's CCR&R Network staff; interview CCR&R Coordinator to identify possible best practices. |
| **II - 4. CCR&R Evaluation** b. Coordinator | **CCR&R Coordinator Evaluation:** ALL CCR&R Coordinators and designated trainers must achieve Coordinator Certification by completing the CCR&R Coordinator Evaluation within four months of assuming their position. The CCR&R Coordinator Evaluation consists of completing the Level 1 Evaluation and Coordinator Level 2 Evaluation. This evaluation will be submitted to the Agency's CCR&R Network Administrator.<br><br>CCR&R Coordinators who do not successfully complete the Coordinator Evaluation must do the following within 90 calendar days of notification:<br>▪ Attend a 1-day Coordinator Training session with the Agency's CCR&R Network staff in Tallahassee or other location.<br>▪ Repeat the Coordinator orientation/training and evaluation process. |
| | CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's CCR&R Network staff; interview CCR&R Coordinator to identify possible best practices. |

| II - 5. Basic Consumer Information | Consumer information must be offered to all families, including those seeking child care/early learning services, School Readiness services, Voluntary Prekindergarten, Head Start and/or school-age options. Information that must be shared with a customer includes but is not limited to:<br><br>▪ Explanation of early learning and/or school-age options: Centers (Licensed and Exempt), Faith Based, Family Child Care Homes, Before/After school programs, School Readiness programs, Voluntary Prekindergarten, Head Start, Early Head Start, Nanny/In-home care, Summer Camps and Recreational programs.<br>▪ Explanation of types of regulations (e.g. licensed, exempt, registered).<br>▪ How to review provider licensing files and access licensing web site.<br>▪ Quality indicators that all providers may offer: (e.g. training/education, family involvement, health and safety, low staff turnover, accreditation, Gold Seal, staff stability, adult/child ratio, group size, parent/provider communication).<br>▪ A four-step guidance process for families to assist them in their search for a provider:<br>    1. Screen each provider by phone.<br>    2. Visit each provider at least three times at different times of the day.<br>    3. Check the licensing report and parent references.<br>    4. Make a Choice (remembering to continually monitor the child care arrangement).<br><br>Additional optional resources may be offered to families, as appropriate, including brochures and/or information on how to access the following:<br>▪ Financial assistance.<br>▪ Central Directory/FDLRS (See section II-14).<br>▪ Florida's Health Insurance program for children (Florida Kid Care).<br>▪ Other community resources.<br>▪ Florida Even Start. |
| | CCR&R assessment activity:  Observe at least two CCR&R Specialist(s) conducting a complete CCR&R interview and generating child care referrals with a customer, in person or by phone; review cover letter and packet/materials on-site |

| II - 6. Consumers of CCR&R Services a. Customer Access | CCR&R early learning referrals, consumer/education information and/or community resources must be offered to all customers, with children of all ages, requesting information and/or referrals via telephone, in person, e-mail, mail or internet. All interviews must be conducted in a manner that will ensure the confidentiality of each customer.<br><br>• CCR&R is the front door for family services (CCR&R, School Readiness and VPK) and must be offered to all families assisted by the coalition/contractor.<br>• If a customer requests and is given, child care referrals or other information about community resources, a CCR&R customer intake and interview in EFS must be completed, with customized CCR&R referrals generated if requested.<br>• This includes all private pay, public customers seeking child care and/or information/community resources; customers signing up for the single point of entry wait list; customers requesting online referrals; customers requesting Voluntary Prekindergarten, customers requesting School Readiness or other financial assistance, and customers who have a child with a suspected or diagnosed special need/disability.<br>• CCR&R Specialists including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion), <u>MUST NOT</u> assume that every customer is in need of financial assistance for early learning. All customers must be offered CCR&R information, regardless of their income or financial need.<br>• If all CCR&R staff does not have private work stations/offices to ensure customer confidentiality, then a private room must be available for situations that require a private location to conduct the interview with the customer/family, such as a family in crisis, highly agitated, or other emergency situation. |
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| | CCR&R assessment activity:  Review secret shopper calls conducted by the Agency's CCR&R Network staff and customer satisfaction surveys. Additionally, ask related questions during the parent and provider focus groups. |
| II - 6. Consumers of CCR&R Services b. Voluntary Prekindergarten (VPK) | CCR&R services should be available and offered to all families requesting Voluntary Prekindergarten so they can be better informed in their choice for a VPK provider.<br><br>• The coalition/contractor should ensure that VPK parents can choose from every private provider and public school participating in the VPK program (Plan 3.2.2) [s. 1002.53(3), (5) and (6), F.S.].<br>• The coalition/contractor should ensure parents are informed about a variety of provider settings and locations available in licensed, registered, religious -exempt or school-based programs (Plan 3.2.1) [s. 411.01(5)(d) 4.b, F.S. and s. 1002.53(5), F.S.].<br>• Customers that receive a complete list of VPK providers may also request a customized, EFS-CCR&R, computer generated search for VPK providers, conducted by a trained CCR&R Specialist. |
| | CCR&R assessment activity:  Review secret shopper calls conducted by the Agency's CCR&R Network staff and customer satisfaction surveys. Additionally, ask related questions during the parent and provider focus groups. |

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| **II - 6. Consumers of CCR&R Services** c. School Readiness | CCR&R services will be offered to all families requesting School Readiness, or other financial assistance, to help pay for their child care. <br><br> • If a customer requests School Readiness and has to be put on a waiting list for services, a trained CCR&R Specialist should offer CCR&R services and options, including a computer generated search in EFS for providers that might offer reduced fees, scholarships, or may be willing to barter for services a parent could offer in exchange for reduced child care fees. <br> • If coalitions have added wait list management functions to CCR&R responsibilities, CCR&R staff must receive wait list training so they can enter wait list information into the SPE system or EFS and maintain the wait list. <br> • School Readiness customers that refuse CCR&R assistance because they already have selected a provider, or for any other reason, must be offered the option to call the CCR&R office if their situation changes and they would like further assistance in selecting a quality early learning program. |
| | CCR&R assessment activity:  Review secret shopper calls conducted by the Agency's CCR&R Network staff and customer satisfaction surveys. Additionally, ask related questions during parent and provider focus groups. |
| **II - 6. Consumers of CCR&R Services** d. Inclusion | Families of children with a disability or special health care need must receive full CCR&R services including referrals to early learning programs (child care referrals), consumer education information and community resources, as appropriate. <br><br> • Conversationally, CCR&R staff should pick up on cues, such as a child being dismissed from several programs, parent concerned about challenging behaviors, parent verbalized health issues, or other comments that may indicate a child may have a special need/disability. <br> • CCR&R staff should use EFS-CCR&R environment codes as a tool to customize a search of providers with specialized training, wheelchair accessible, allergy accommodation, inclusionary setting, sign language, etc. <br> • Families should also be referred to the Florida Directory of Early Childhood Services (Central Directory) see II-14-a. |
| | CCR&R assessment activity:  Review secret shopper assessment calls conducted by the Agency's CCR&R Network staff. |
| **II - 7. Multi-Language Services** | Services should be provided to customers in their preferred language using one or more of the following methods: <br><br> • When a staff person is not available who speaks the customer's preferred language, a translation service or free translation web site must be utilized. <br> • When possible, materials should be available to families in their preferred language. <br> • An effort should be made to fill vacant positions with multilingual staff. <br> • ELC will maintain and distribute a list of staff that speaks multiple languages. |
| | CCR&R assessment activity:  Review staff lists of languages spoken; interview CCR&R Coordinator and at least one CCR&R Specialist to confirm which procedures above are being used and to identify possible best practices. |

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| **II - 8. CCR&R Referrals**<br>    a. Required<br>       Interview Data | Information needed for a family interview, child care referral search and monthly report data, must be entered into EFS <u>BEFORE</u> generating child care referrals for a family including the following required monthly report interview and referral data:<br><br>  ▪  Household<br>  ▪  Relationship<br>  ▪  Reason for Care<br>  ▪  Child Care Issues<br>  ▪  Schedule Type Requested (Days/time care is needed)<br>  ▪  Type of Care (Program) Requested<br>  ▪  Ages of Children (date of birth)<br>  ▪  Child's special need, if applicable (obtain information informally, in conversation)<br><br>Additional information that may be entered into EFS to assist in a customized search includes environment, special services, curriculum, language, accreditation, inclusionary setting, provider type, etc.<br><br>**<u>IMPORTANT:</u>**<br>CCR&R does <u>NOT</u> require the parent's social security, race/ethnicity or parent's date of birth, in order to generate referrals**.**<br><br>CCR&R assessment activity: Review secret shopper calls conducted by the Agency's CCR&R Network staff; observe at least two CCR&R Specialists entering customer/child information and generating CCR&R referrals; interview CCR&R coordinator and at least one CCR&R Specialist(s) to verify required and non-required information. |

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| **II - 8. CCR&R Referrals**<br>    b. Requested Other<br>    Information | 'Requests for Other Information' is to be used when a customer (parent, provider, coalition, Community Agency, etc.) requests information or services other than child care referrals. The correct code must be entered into the EFS/CCR&R database interview screen. CCR&R staff must use the codes contained in the current version of the Agency's CCR&R Standard Codes document. Once entered in the database, this data is automatically captured on the CCR&R monthly report. This data entry is required for reporting purposes and crediting the actual work completed by CCR&R staff.<br><br>• The purpose for this data entry is to record 'Requested Other Info' when the customer is not requesting child care referrals. If staff enter a 'Requested Other Info' code and then generate referrals, they will not be counted on the Monthly Report; the generated referral will override the "Requested Other Info" code.<br><br>• It is expected that all CCR&R Specialist's will assist customers with requests for any services/information, in addition to offering child care referrals, the first time they call for referrals, as this is part of 'Resource & Referral'. If the customer calls back, requesting additional information/services but does not need child care referrals, the CCR&R Specialist must complete a new interview and check the appropriate "Requested Other Info" code.<br><br>• Provider Updates can only be counted in this field if the provider requests other information and/or technical assistance, in addition to the provider update.<br><br>• This data is a required element of the Performance measures adopted by the Early Learning Coalition Executive Directors, for new funding allocations. |
| | CCR&R assessment activity: Review CCR&R Monthly Reports; observe at least one CCR&R Specialist entering 'Requests for Other Information' in the EFS-CCR&R Interview screen (if possible); interview CCR&R Coordinator and at least one CCR&R Specialist to verify process. |

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| **II - 8. CCR&R Referrals**<br> c. Online Referral<br> and Information<br> Access | The ability for a customer to request CCR&R referrals and/or information must be developed by January 1, 2009. Capability for online CCR&R customer requests for referrals and/or information must be added to the Coalition or Contractor web site and capture the mandatory monthly report fields at the time information is entered by the customer.<br><br>■ Household<br>■ Relationship<br>■ Reason for Care<br>■ Child Care Issues<br>■ Schedule Type Requested *(Days/time care is needed)*<br>■ Type of Care *(Program)* Requested<br>■ Ages of Children *(date of birth)*<br>■ Child's special need, if applicable<br><br>**NOTE:** Customer requests for online referrals and/or information must be responded to no later than 48 hours or the close of the 2$^{nd}$ business day, and they must have the option to receive referrals, Family Guide/Quality Checklist and other information electronically, pick up a packet at the office or receive by mail. |
| | CCR&R assessment activity:  Enter online request for early learning referrals if option is available; interview CCR&R Coordinator to identify possible best practices. |
| **II - 8. CCR&R Referrals**<br> d. Referral Search | All CCR&R referrals <u>MUST BE</u> unbiased, random order, computer generated, provided to ALL families regardless of income and based on individual family circumstances and preferences.<br><br>■ A minimum of five referrals shall be provided to families unless fewer providers exist in the area.<br>■ A pre-existing list must <u>NOT</u> be used to give referrals to families, even if there are only a few providers in a county, unless the CCR&R office is operating without power, due to a weather related or other type of power outage.<br>■ A pre-existing list of VPK providers may be used for families requesting a complete list of all VPK provider profiles in their county, however, a customized referral listing may be offered and generated if requested.<br>■ Referrals must be customized to meet each family's circumstances and needs.<br>■ All families must be informed that the referral listing is not a recommendation.<br>■ Preferential provider referrals may not be issued to parents on any basis, including a provider's participation in any quality initiative program.<br><br>**Please note:** Children that are served under a protective service referral may only be enrolled in a licensed facility, pursuant to Statute 402.315. |
| | CCR&R assessment activity:  Observe at least one CCR&R Specialist(s) generating referrals with a customer, in person or by phone; review 'Secret Shopper' calls conducted by the Agency's CCR&R Network staff. |

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| **II - 8. CCR&R Referrals**<br>  e.  Family<br>    Information Packet | Anyone receiving CCR&R referrals via telephone, in person, e-mail or online, must be mailed/e-mailed (if e-mailed, all information may be attached to e-mail) or able to pick up in person, an informational packet, no later than 48 hours or the close of the 2<sup>nd</sup> business day, containing the following:<br><br>  ▪ Cover letter, which _must_ include the following information:<br>    ○ Disclaimer statement: 'Please note that these are referrals and not recommendations by {*insert Coalition/Contractor name}*. We do not make judgments on the quality of the providers in the database. Each family's situation and each child are unique, therefore only you can best determine which child care provider is best for you and your family.' (This statement may be customized by the coalition as long as the intent is clear and the cover letter is approved by CCR&R Network staff).<br>    ○ Suggestions on how the family can proceed with their search for a provider.<br>    ○ Web site information for the state licensing database.<br>    ○ Invitation to call back if further assistance is needed.<br>    ○ <u>Coalition contact information and Toll-free</u> number to the Agency for Workforce Innovation's Office of Early Learning.<br>  ▪ Summary, detail or abridged provider referral printout, if child care referrals are requested.<br>  ▪ 'Quality Checklist' for evaluating early learning programs.<br>  ▪ 'Family Guide for Selecting Quality Early Learning Programs'.<br>  ▪ Voluntary Prekindergarten and Readiness Rate information: http://www.fldoe.org/earlylearning.<br>  ▪ Coalition Grievance policy for parents.<br>  ▪ Information/resources on other family specific needs, as appropriate. |
| | CCR&R assessment activity:  Review cover letter and packet/materials on-site and review mailing records/procedures. |
| **II - 9. Availability of**<br>   **Services**<br>  a. Business Hours | CCR&R services must be available, as follows, from a fully qualified CCR&R Specialist, including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion). See section II-2c for CCR&R Specialist requirements:<br><br>  • Required minimum hours of operation are Monday through Friday 8:00 a.m. to 5:00 p.m., except state approved holidays.<br>  • CCR&R business hours must be posted at all offices where families receive services and on the ELC and/or contractor website.<br>  • In the event of an urgent need, if the only time a family could receive CCR&R services was after normal business hours, the coalition will make a reasonable attempt to accommodate this situation. |
| | CCR&R assessment activity:  Call CCR&R during regular business hours to verify days/hours of service and document results; observe hours posted in offices; interview CCR&R Coordinator and at least one CCR&R Specialist(s) for possible best practices; review website. |

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| **II - 9. Availability of Services**<br>b. Walk-in Policy | A walk-in/appointment policy and schedule must be posted in the waiting area. Specific days of the week and/or hours may be designated for walk-in customers, but CCR&R staff must be able to accommodate emergency situations requiring immediate assistance.<br><br>• If appointments are used, walk-in customers should be told the approximate wait time when checking in so they have the option of returning at another time, making an appointment, or receiving a call from a specialist within two business days.<br>• CCR&R Specialists must finish serving current telephone customers before assisting walk-in customers.<br><br>CCR&R assessment activity:  Observe posted walk-in/appointment policy/procedures. |
| **II - 9. Availability of Services**<br>c. Waiting Room | Waiting room/reception area must be family friendly, with an activity area for children that has safe, clean, age-appropriate materials *(e.g. books, crayons, toy basket, table and chairs).*<br><br>• Materials must be safe for all ages and ensure that choking hazards are not within reach of children under the age of three.<br>• Materials must be sanitized and inspected regularly to ensure health and safety of all children.<br><br>CCR&R assessment activity:  Observe reception/children's area for clean, age-appropriate materials that are in good condition. |
| **II - 9. Availability of Services**<br>d. Urgent Access | All telephone systems must have a way for customers with an urgent need to obtain immediate assistance from qualified CCR&R or blended staff during hours of operation. If an automated telephone system is utilized, there must be a verbal prompt that returns the caller to a CCR&R Specialist or operator for assistance.<br><br>CCR&R assessment activity: Call CCR&R offices and attempt to reach the operator for immediate assistance. |
| **II - 9. Availability of Services**<br>e. Telephone/Yellow Pages Access | Telephone access is required throughout the ELC service area, either through a local number or toll free number, if a long distance fee will be incurred when customers call within the service area**.** If a customer can call a local number in all counties within the service area, a toll-free number would not have to be maintained.<br><br>▪ If staff is unable to answer the telephone, customers must have the ability to leave voice mail messages and calls must be returned no later than 48 hours or the close of the 2nd business day.<br>▪ Business hours must be included on the voice mail system for every office providing CCR&R services.<br>▪ If an automated system is used, families must hear the option, "If you need assistance finding child care, press (insert extension)".<br>▪ The Agency must be notified no later than 48 hours or the close of the 2nd business day regarding any telephone/fax changes to any office providing CCR&R services.<br>▪ Child Care Resource & Referral is listed and easily identified in the Yellow Pages under "child care" and must include at a minimum, telephone number, business hours, and website address.<br><br>CCR&R assessment activity:  Call each office providing CCR&R services at varying times of day, including after hours to verify message and hours of operation; review Yellow Pages; interview CCR&R Coordinator and at least one CCR&R Specialist(s) to identify possible best practices. |

| II - 10. Internet Access<br>  a. E-mail | CCR&R Coordinator/designee must check e-mail daily for communications from the Agency. All updates/attachments must be printed, shared with CCR&R staff as appropriate and filed either electronically or in a notebook. Changes to Coordinator e-mail addresses must be sent to the Agency's CCR&R Network Administrator within 5 business days. |
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| | CCR&R assessment activity:  Send an e-mail to CCR&R Coordinator and staff and generate a return receipt. Review CCR&R coordinator electronic file or notebook for communications from the Agency's CCR&R Network staff. |
| II - 10. Internet Access<br>  b. Local CCR&R<br>     Website | A website must be maintained by the ELC and/or Contractor that includes information on the availability of local CCR&R services including hours of operation and accurate contact information for all offices.<br><br>At a minimum this website should be user friendly and easily direct families or providers to the appropriate contact information. The website must include, at a minimum, links to the following websites:<br><br>    o    AWI/OEL – *www.flready.com*.<br>    o    Licensing website – *www.myflorida.com/childcare*.<br>    o    *Department of Education/OEL – www.fldoe.org/earlylearning*.<br>    o    Child Care Aware – *www.childcareaware.org*.<br>    o    NACCRRA – *www.naccrra.org*.<br>    o    Florida KidCare - *www.floridakidcare.org*.<br>    o    Abuse Registry -   www.dcf.state.fl.us/abuse  **or 1-800-96-ABUSE.** |
| | CCR&R assessment activity:  Access web site and review contents. |

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| **II - 11. Emergency Action Plan** | An emergency action plan must be in place to ensure the continuation of services to families in the event of a natural or other disaster. This emergency action plan will be included as part of the Coalition's COOP plan, and a copy of the emergency action plan and/or COOP plan must be reviewed and kept on file by the CCR&R Coordinator.<br><br>• Coalitions should use the NACCRRA Emergency Preparedness guides for CCR&R's, Centers and Family Child Care Homes to assist them in preparing for an emergency response ***www.naccrra.org***.<br>• Coalition/contractor should print a full provider detail list annually for all providers, just before the start of Hurricane season, in case they have an extended period without electricity.<br>• CCR&R staff that without access to a computer with the CCR&R provider database (e.g. temporary power outage, network down, computer shortage) must route the customer information to a CCR&R staff member with database access. Intake information must then be entered, referrals generated and sent to the customer within 48 hours or the close of the 2nd business day.<br>• In the event of a prolonged period with no power, coalitions may refer families to the Agency's toll-free Early Learning Network Call Center for assistance 1-866-357-3239.<br>• CCR&R Coordinator and other CCR&R staff will participate in annual Agency training on the COOP plan to include CCR&R response to mock disasters (training may be conducted at Regional locations or via Webinar). |
| | CCR&R assessment activity: Review emergency action plan; interview CCR&R Coordinator and at least one CCR&R Specialist(s) to identify possible best practices. |
| **II - 12. Quality Assurance** <br> a. Family Interview Assessments | CCR&R Coordinator/designated trainer must use the CCR&R Network Quality Assessment form to observe each CCR&R specialist, (including blended CCR&R/School Readiness/VPK/ELC staff) conducting a complete family interview and generating child care referrals at least twice a year.<br><br>▪ The Quality Assessment Roll-up Report must be submitted to the Agency's CCR&R Network with the 2nd and 4th fiscal Quarterly Reports, detailing the staff name, date of assessment and result (excellent, satisfactory, poor).<br>▪ Poor assessment results must be accompanied by a training or corrective action plan.<br>▪ Quality Assessment reports will be tracked by the Agency's CCR&R Network staff and used to establish coalition technical assistance plans. |
| | CCR&R assessment activity:  This activity will be tracked by the Agency's CCR&R Network. |
| **II - 12. Quality Assurance** <br> b. Parent Satisfaction Surveys | CCR&R Coordinator/designated trainer must implement an annual satisfaction survey process for at least 3% of the customers who received EFS-CCR&R early learning referrals, during each fiscal year. A Parent Satisfaction survey report, which includes the methodology used and results, must be provided to the Agency's CCR&R Network Administrator by July 20th of each fiscal year, beginning July 20, 2009.<br><br>▪ Surveys may be conducted via telephone, mail, fax or internet.<br>▪ Survey samples may be obtained from the CCR&R Network Office. |
| | CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's CCR&R Network staff. |

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| **II - 13. Reporting**<br>   a. Monthly Report<br><br>**DUE DATE:**<br>20<sup>th</sup> of month | Monthly statistical reports for all counties in the ELC service area must be reviewed by the CCR&R Coordinator, before being submitted to the Agency's CCR&R Network. Once the monthly report can be produced by the Agency's IT department, only the activities listed below will need to be continued in order to ensure data integrity. The monthly report must include data for child care referrals generated in EFS as well as requests for resources and other information (NOT CHILD CARE REFERRALS), requested by families, providers and others.<br><br>   • Run EFS-CCR&R Ad hoc reports (CR002 – CCR&R Referrals by Counselor, and CR003 – Total CCR&R Interviews) before the end of each month, for all Counties in the ELC Service area.<br>   • Coordinator should use these reports to ensure that all CCR&R staff are accurately entering CCR&R data into EFS and conduct additional training as needed.<br>   • Reporting errors/inconsistencies must be explained in detail and accompany the report.<br><br>CCR&R assessment activity:  Obtain verification of completion of this requirement from the Agency's CCR&R Network staff. |
| **II - 13. Reporting**<br>   b. Quarterly Report<br><br>**DUE DATES:**<br>   Oct 20<sup>th,</sup><br>   Jan 20<sup>th</sup><br>   April 20<sup>th</sup><br>   July 20<sup>th</sup> | Quarterly statistical and narrative reports for all counties in the ELC service area must be reviewed by the CCR&R Coordinator before being submitted to the Agency's CCR&R Network. Once the quarterly data report can be produced by the Agency's IT department only the quarterly narrative report will need to be submitted to the Agency's CCR&R Network.<br><br>CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's CCR&R Network staff. |
| **II - 13. Reporting**<br>   c. CCR&R Standard<br>   Codes | All CCR&R provider and customer standard code changes/updates affecting the monthly or quarterly report must be made within 30 calendar days of receiving notification by the Agency's CCR&R Network staff unless other instructions are given. CCR&R Coordinator must be given the ability to make required code changes or be present when CCR&R codes are changed by a system administrator. EFS codes must be entered exactly as shown but descriptions and definitions may be abbreviated as long as the meaning remains the same as the original description/definition.<br><br>CCR&R assessment activity:  AWI/DQI unit will provide CPR unit with standard codes error reports; review all CCR&R customer and provider codes and report any discrepancies to the Agency's CCR&R Network Administrator. |
| **II - 13. Reporting**<br>   d. Computer Access | All CCR&R Specialists, including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion), must have a computer to use, with access to EFS-CCR&R, in all locations serving families.<br><br>CCR&R assessment activity:  Verify that each CCR&R Specialist, including blended staff, have a computer with EFS-CCR&R access. |

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| **II - 14. Consumer Outreach and Education**<br>a. Florida Directory of Early Childhood Services (Central Directory) / FDLRS Toll Free Number<br><br>. | If during the CCR&R interview process it is determined that the customer would benefit from information on services for children who have disabilities and/or special health care needs (e.g. *Early Steps, evaluations, family support groups, professional counseling, clarification of state and federal laws protecting people with disabilities)* CCR&R staff must do the following:<br><br>▪ Complete early learning referral process.<br>▪ Refer the customer to the Central Directory/FDLRS State Network for enhanced services and information.<br>▪ Refer the customer to other local community services, as appropriate.<br><br>The Central Directory/FDLRS Toll Free number is: 1-800-654-4440.<br>The Central Directory web site is: *www.centraldirectory.org*<br><br>**NOTE:** The Central Directory/FDLRS State Network provides the following services: advocacy, coordination, education, information and referral, and training/technical assistance on disability and special health care needs. In addition, this department has the capacity to electronically connect calls to the local Early Steps Programs and local FDLRS Programs. |
| | CCR&R assessment activity:  Interview CCR&R Coordinator and at least one CCR&R Specialist to confirm procedures and to identify possible best practices. |
| **II - 14. Consumer Outreach and Education**<br>b. Community Resources | All CCR&R staff must have access to a current resource list/directory of community services for all counties in the ELC service area. Resources may include but are not limited to: United Way Directory, FLAIRS, local resource guide; all CCR&R Specialists, including blended staff must have the ability to make an immediate referral to the designated community service help line (i.e. 211).<br><br>▪ All CCR&R Specialists, including blended staff must be able to utilize the 'AIRS' national (Alliance of Information and Referral Systems) website: *www.211.org* in counties where this is activated.<br>▪ All CCR&R Specialists, including blended staff should extend the interview time, as needed, to assist families experiencing crisis situations.<br>▪ The VOICES Customer Service training will cover how to respond to difficult or crisis situations.<br>▪ All CCR&R Specialists, including blended staff should consult with or refer caller to their supervisor, as needed.<br>▪ All CCR&R Specialists, including blended staff must coordinate with local community service providers and make referrals to other organizations as needed. |
| | CCR&R assessment activity:  Review resource lists, observe referral process, and interview CCR&R Coordinator and at least one CCR&R specialist to verify access to 211 AIRS where available. |

## III – PROVIDER SERVICES

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| **III – 1. Mail-outs**<br> a. New Provider<br> Start-up Packet | All new legally operating early learning and/or school-age providers (licensed, registered and exempt providers*)* must be entered into the EFS database and CCR&R staff must enter, at a minimum, the following information about each provider: demographic information (first screen in EFS) and all the remaining screens in EFS-CCR&R (licensing information, ages served, days/hours open, type of provider, schedule offered, enrollment, rates, environment, enhanced services, curriculum, meals served, program participation, staffing information, etc.). ELC/CCR&R must maintain a log or have the capability to generate a report of mail-outs or e-mail record with provider's name and date material is sent to new providers.<br><br>When a new provider is first entered into the database, they must be mailed or e-mailed a start-up packet which includes a cover letter and information, that contains at a minimum, the following information or website links:<br><br> ▪ The written provider statement listed in III-2.<br> ▪ Information on how parents access referrals; updating procedures.<br> ▪ Voluntary Prekindergarten and Readiness Rate Information: http://www.fldoe.org/earlylearning.<br> ▪ Training/technical assistance opportunities.<br> ▪ Central Directory/FDLRS toll-free line: 1-800-654-4440 for information on child screenings/evaluations.<br> ▪ Agency for Workforce Innovation's Early Learning Call Center: 1-866-357-3239; www.flready.com.<br> ▪ How to access the statewide Inclusion/Warm Line: 1-866-357-3239 for information on providing inclusive early learning.<br> ▪ How to review provider licensing files and a link to the licensing web site.<br> ▪ Child Abuse Registry contact information: www.dcf.state.fl.us/abuse or 1-800-96-ABUSE.<br> ▪ How to access the DCF Child Care Training Information Center: 1-888-352-2842; www.myflorida.com/childcare/training.<br> ▪ Florida Kid Care toll-free number and link to the website.<br> ▪ Coalition Grievance policy for providers.<br><br>The informational start-up packet may also contain the following information:<br><br> ▪ Data pertaining to local provider demographics (average cost of care rates, etc.).<br> ▪ Local CCR&R brochure and newsletter.<br> ▪ Information on how to run and maintain a small business.<br> ▪ Start-up, zoning, program and budget development.<br> ▪ Brochures/information about other community resources.<br><br>CCR&R assessment activity:  Review mail-out logs or reports and obtain a copy of a sample packet. |

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| **III – 1. Mail-outs**<br>  b. Annual Mail-out<br>    to all Providers | An annual mail-out and/or newsletter must be posted on the website and/or mailed to all legally operating providers listed in the EFS-CCR&R database. The mail-out and/or newsletter must contain information and web site links, which includes at a minimum the following:<br><br>• The written provider statement listed in III-2.<br>• Training and professional development opportunities.<br>• Central Directory/FDLRS toll-free line: 1-800-654-4440 for information on child screenings/evaluations.<br>• How to access the statewide Inclusion/Warm Line: 1-866-357-3239 for information on providing inclusion services.<br>• Changes in state or local regulations/laws affecting providers and families.<br>• Voluntary Prekindergarten and Readiness Rate Information: http://www.fldoe.org/earlylearning.<br>• DCF Child Care Training Information Center: 1-888-352-2842; www.myflorida.com/childcare/training.<br>• Agency for Workforce Innovation's Early Learning Call Center: 1-866-357-3239; www.flready.com.<br>• How to review provider licensing files and a link to the licensing web site.<br>• Child Abuse Registry contact information: www.dcf.state.fl.us/abuse or 1-800-96-ABUSE.<br>• How to access the DCF Child Care Training Information Center: 1-888-352-2842; www.myflorida.com/childcare/training.<br>• Florida Kid Care toll-free number and link to the website.<br><br>The Annual mail-out may also contain the following information:<br><br>• Local CCR&R brochure and newsletter.<br>• Information on how to run and maintain a small business.<br>• Brochures/information about other community resources. |
| | CCR&R assessment activity: Review mail-out logs or reports; review website. |
| **III – 1. Mail-outs**<br>  c. Potential<br>    Providers | Potential providers, anyone interested in opening a new child care center or family child care home, must be mailed or e-mailed an informational letter that contains at a minimum, the following information and website links:<br><br>• Contact information for coalition/contractor.<br>• Agency for Workforce Innovation's Early Learning Call Center: 1-866-357-3239; www.flready.com.<br>• The DCF licensing website: www.myflorida.com/childcare.<br>• Local licensing contact information where a county is responsible for local licensing.<br>• How to access the DCF Child Care Training Information Center: 1-888-352-2842; www.myflorida.com/childcare/training. |
| | CCR&R assessment activity: Review potential provider letter. |

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| **III - 2. Written Provider Statement** | The following statement must be posted on the ELC and CCR&R website. Additionally it is to be included with all informational packets sent to new providers, and included in the annual mail-out and/or newsletter to the early learning providers in the EFS-CCR&R database.<br><br>*"There are no charges/fees associated with a provider listing in the Child Care Resource & Referral Database or for referrals to your program. If you are asked to provide a payment for a referral or listing in the Child Care Resource & Referral database, please call the Agency for Workforce Innovation's Office of Early Learning at 1-866-357-3239. The information reported about a provider's program is objective program information that is based on standards that are attainable for providers based on their type of care."* |
| | CCR&R assessment activity:  Review written statement for providers in annual mail-out and/or newsletter, policy manual, and website. |
| **III - 3. Database**<br> a. Legally<br>  Operating | All legally operating early learning and/or school-age providers (licensed, registered and exempt providers*)* in all counties within the Coalition service area must be included in the EFS-CCR&R provider database, including all of the following:<br><br>  ▪ Centers (Licensed and Exempt), Faith Based, Family Child Care Homes (Licensed, Registered and Large), School-age programs, School Readiness programs, Voluntary Prekindergarten, Head Start, Early Head Start, Nanny/In-home care, Summer Programs. |
| | CCR&R assessment activity:   Review randomly selected providers in the EFS-CCR&R database to determine accuracy of information; review randomly selected providers listed in the DCF database and match to the same providers in EFS. |
| **III - 3. Database**<br> b. Provider<br>  Updates | Annual updating of all legally operating providers in the CCR&R database must be conducted according to provider survey instructions provided by the Agency's CCR&R Network.<br><br>  ▪ All screens/fields in EFS-CCR&R must be updated according to CCR&R Network instructions/guidelines.<br>  ▪ A provider update survey may be mailed or e-mailed to providers.<br>  ▪ DCF CCIS Licensing lists or local county licensing lists if available must be used during each update of registered and licensed providers. Discrepancies between the licensing list and EFS must be specified in writing and sent to the local licensing office. Unresolved issues must be sent to the Agency's CCR&R Network Administrator and the state or local licensing office.<br>  ▪ Providers that do not return a written/e-mailed survey, or return a survey with incomplete information, must be called to complete survey. If provider fails to respond, contact information/operational status must be verified with licensing; make at least two written and three verbal (phone or in-person) attempts to contact provider; if these attempts fail, uncheck the "Accepts Referrals" box in EFS; insert note in provider history screen to indicate action taken and date.<br><br>  **<u>NOTE: DO NOT INACTIVATE providers you cannot update. Inactivating legally operating providers will affect the accuracy of the CCR&R Quarterly report(s).</u>** |
| | CCR&R assessment activity: During on-site visit, review five randomly selected EFS providers (FCCH, Center, School-age, etc.) to determine accuracy of information and compliance with complete annual provider updating of all required screens/fields, including checking that the update date and rates date are within the last year (if provider surveys are mailed, select five surveys and compare to data in EFS); verify DCF CCIS or local county licensing reports are used to update providers; interview CCR&R Coordinator and at least one CCR&R Specialist(s) to confirm above procedures and for possible best practices; obtain and review DQI Program Participation Report to ensure that all providers have a code listed for Program Participation in EFS. |

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| **III – 4. DCF Information**<br>a. DCF Child Care Information | DCF maintains a website location for the Child Care Information System Reports with industry standard security methods to ensure appropriate access to the information contained at this site. This website is: *www.myflorida.com/childcare/administration*.User access automatically expires whenever the system is not access by an authorized user for a three month period.  To re-establish user authorization, the Department of Children and Families must be contacted and the following completed forms submitted:<br><br>To request the Sanswrite authorization form, please e-mail DCF Child Care Services at carrie.cole@dcf.state.fl.us . When an authorized CCR&R staff leaves their position in CCR&R, this information should be faxed to (513) 771-4043 in order to remove their access to the website.<br><br>Authorized CCR&R staff must print these reports monthly and use them to ensure that all providers are included in the database. In order for authorized CCR&R staff to have access to these reports, a staff information form must be completed by each individual requiring access and faxed to (513) 771-4043. Upon sending this fax, you will receive an email within two business days containing your username and password.<br><br>ADDVPKUSER – This form is for individuals authorized to input and review VPK provider information.<br>*The URL address to access the VPK Provider System is:* https://204.90.20.58/VPK/Administration.<br><br>ADDAdministrativeUSER – This form is for individuals authorized to review and run provider reports.<br>*The URL address to access the DCF Licensing System for CCR&R and Coalition staff reports is:*<br>https://204.90.58/Childcare/Administration.<br><br>For additional questions/information contact: Toll-Free Help Desk @ 1-800-984-9346.<br><br>NOTE: CCR&R staff in counties that have local licensing authority may use local licensing lists to reconcile licensing information. |
| | CCR&R assessment activity:  Obtain copy of the licensing monthly provider report from coalition (used to update system) list for each county within the ELC service area and compare to DQI Provider Report. |
| **III - 4. DCF Information**<br>b. DCF Child Care Training Information Center (CCTIC) | Providers with questions about state-mandated training, educational exemptions and staff training requirements (CDA, FCCPC, and Director's Credentials) may be referred to the DCF Child Care Training Information Center (CCTIC). A team of CCTIC Specialists are available Monday – Friday, 8am – 5pm, to answer questions concerning Florida Child Care Professional Certificate, Director's Credentials, and other training concerns.<br><br>CCTIC may be reached at:<br>• Phone: 1-888-FL-CCTIC (1-888-352-2842).<br>• Fax: 850-922-9156.<br>• E-mail: CCTIC@thechildrensforum.com.<br><br>Note: This information must be posted on local ELC/CCR&R websites and included in provider packets. |
| | CCR&R assessment activity: Review website and provider packets for DCF CCTIC information. |

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| **III – 5. Inclusion / Warm Line Program Responsibilities**<br>   a.  Oversight and Service Delivery | Inclusion/Warm Line staff person(s) responsible for Inclusion/Warm Line activities is identified in the staffing list provided to the Agency's CCR&R Network. Although several different staff may provide Inclusion/Warm Line services, and some Inclusion/Warm Line staff may fill multiple roles, the staff person who has ultimate responsibility for ensuring that these services are provided according to the Standard Levels of Service must be identified. This staff person is referred to as the Inclusion Specialist.<br><br>Inclusion Specialist is responsible for the following activities:<br><br>&bull;  Carrying out requirements of F.S. 402. 3018.<br>&bull;  Completing and submitting the Inclusion/Warm Line Staff competency checklist to the Agency within three months of hire.<br>&bull;  Notifying the Agency within five business days of a vacancy, new staff appointment or interim replacement in the Inclusion Specialist position.<br>&bull;  Providing technical assistance to early learning programs regarding the inclusion of children with disabilities and special health care needs.<br>&bull;  Answering calls via the Warm Line, a local or toll free number (can be a staff's extension number, but is not a separate service from Inclusion) that early learning programs can call for information on including children with disabilities or special health care needs in their programs.<br>&bull;  Responding to incoming Warm Line calls within 48 hours or two business days.<br>&bull;  Developing and disseminating a flyer advertising their Warm Line number and services/trainings available.<br>&bull;  Ensuring that additional requirements of the Standards Levels of Service, Section III. 5. are met.<br>&bull;  Participating in monthly Statewide Inclusion Conference Calls (must assign a representative if unable to attend).<br>&bull;  Providing basic information and resources on inclusion to all providers, including non-contracted and school-age.<br><br>ELCs may choose to prioritize how additional services are rendered. These enhanced services can include:<br><br>&#9642;  More intensive on-site technical assistance and follow-up.<br>&#9642;  General quality improvement.<br>&#9642;  Training and technical assistance for school-age providers who include children with disabilities in their programs.<br>&#9642;  Collaboration with community partners that provide services for children with disabilities and their families, such as Early Steps.<br><br>The Inclusion/Warm Line program is administered as a **provider service;** however, family involvement may be required in collaborative team meetings between the Inclusion Specialist, early learning provider/staff, parent, and other specialists, in order to gather information about the child and provide appropriate technical assistance to the provider.<br><br>Other duties, such as screening, assessment of children, must not prevent the Inclusion Specialist from providing basic information and resources via the Warm Line, as defined in F.S. 402.3018 to early learning programs. |
| | **Recommended Practice:**<br>Each ELC or their service provider employs a full-time staff member with a minimum of 75% Warm Line/Inclusion responsibilities. These services are made available to any early learning provider requesting them. |
| | CCR&R assessment activity:  Interview Inclusion Specialist; review Warm Line flyer, competency checklist, three (3) quarterly reports and three (3) activity logs. |

| III – 5. Inclusion / Warm Line Program Responsibilities<br>b. Training Responsibilities | Inclusion Specialists must make available a minimum of two training opportunities per quarter to early learning providers in the ELC service area. Training, TA and materials may include but are not limited to the following topics: curriculum, social-emotional health, inclusive strategies, child development, health, environmental adaptations, laws/regulations (e.g. ADA), accessing inclusion resources (e.g. Central Directory). Warm Line # and description must be on ELC/service provider website. |
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| | CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's Inclusion Coordinator. |
| III – 5. Inclusion / Warm Line Program Responsibilities<br>c. Professional Development | Inclusion Specialists must receive training and maintain current knowledge in the topics for which they provide technical assistance. These include, but are not limited to: curriculum, social-emotional health, strategies, child development, health, environmental adaptations, laws/regulations (e.g. ADA), accessing inclusion-related resources (e.g. Central Directory), collaborating with community partners.<br><br>Inclusion Specialists are required to attend the following:<br><br>• Statewide Inclusion Training.<br>• Monthly Inclusion Conference Call.<br>• Inclusion Webinars.<br>• Minimum of one additional professional conference that supports inclusion and disability topics, such as One Goal Summer Conference, National Early Childhood Inclusion Institute, Council for Exceptional Children Division of Early Childhood Conference, Addressing Challenging Behavior National Training Institute, NAEYC, Family Café, etc.<br><br>*If an Inclusion Specialist cannot attend a conference call or required training, they must designate a supervisor or other appropriate staff member to participate on their behalf.* |
| | CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's Inclusion Coordinator; review Inclusion Specialist's training attendance certificates. |
| III – 5. Inclusion / Warm Line Program Responsibilities<br>d. Reporting Requirements | Warm Line calls, consultations, on-site technical assistance and training information must be documented using the reporting format provided by AWI'S OEL. A Quarterly Inclusion Activity Log and Quarterly Inclusion Narrative report must be completed and submitted to AWI'S OEL by the 20th of the month following each quarter (October 20th, January 20th, April 20th and July 20th). |
| | CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's Inclusion Coordinator. |

## IV - COMMUNITY COLLABORATION AND OUTREACH

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| **IV– 1. Community Education and Outreach Plan for Families and Providers** | Develop an annual CCR&R Community Education and Outreach Plan for Families and Providers *(to be submitted with the first Quarterly Report, October 1, 2008)* containing planned activities in each county/ELC service area. This plan will promote: 1) quality early learning, 2) the value of CCR&R, employer work/family benefits, 3) provider recruitment/retention, and, 4) availability of inclusion services for providers.<br><br>Possible activities may include but are not limited to:<br><br>- Displaying/distributing posters, brochures in key locations in the community.<br>- Speaking at parenting classes.<br>- Speaking at employer benefit fairs.<br>- Setting up a booth/table at local Health Fairs.<br>- CCR&R booth/table at a community event.<br>- Presenting at provider trainings.<br>- Speaking at a local high school or community college.<br><br>CCR&R assessment activity: Obtain verification of completion of this requirement from the Agency's CCR&R Network staff. |
| **IV - 2. Child Care Executive Partnership Program (CCEP)** | Promote awareness of the Child Care Executive Partnership Program (if applicable)<br><br>Activities may include:<br><br>- Distributing CCEP marketing/outreach materials to local Chambers.<br>- Distributing marketing/outreach materials to local businesses.<br>- Presenting the program during local Chamber meetings.<br>- Contacting the employers of parent's on waitlist.<br>- Speaking at employer benefit events.<br><br>CCR&R assessment activity:  Verify efforts and participation with the Agency's CCEP staff and interview CCR&R Coordinator to identify possible best practices. |
| **IV - 3. Employer Initiatives** | Work to promote awareness of other employer initiatives. Possible activities may include but are not limited to:<br><br>- Speaking at employer benefit events.<br>- Speaking at local Chamber of Commerce meetings.<br>- Speaking at Rotary Club meetings.<br><br>CCR&R assessment activity:  Interview CCR&R Coordinator to verify efforts and to identify possible best practices. |

# V – ADMINISTRATION

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| **V - 1. Written Policies** | Information is available upon request to parents, providers and general public on the following policies: Referral, Complaint, Public Disclosure, Conflict of Interest, Anti-discrimination *(EEO/ADA)* and Confidentiality. Maintain log/file of complaints referred to licensing as specified by the AWI-OEL-DCF complaint policy. |
| | CCR&R assessment activity:  Review policy manual and written policies; review file of complaints referred to licensing. |
| **V - 2. NACCRRA Membership** | Early Learning Coalition must maintain current organizational membership status in NACCRRA; the CCR&R service delivery contractor can also choose to become a member of NACCRRA or they can pay for an individual membership, for a staff person that is planning to attend one of the NACCRRA conferences. |
| | CCR&R assessment activity:  Obtain and review documentation of current NACCRRA status. |
| **V – 3. Privacy and Confidentiality** | The privacy and confidentiality of all customers is maintained at all times and information security instructions provided by AWI'S OEL are followed by all CCR&R staff. |
| | CCR&R assessment activity:  Interview CCR&R Coordinator and at least one CCR&R Specialist for compliance and possible best practices. |
| **V - 4. Records Management** | Retain customer/provider EFS records, monthly/quarterly/ad-hoc reports submitted to the Agency and complaint records for five years. |
| | CCR&R assessment activity:  Review coalition record retention policy. |
| **V - 5. Coalition CCR&R Performance Review** | ELC and CCR&R Staff must respond in a timely manner to the Agency's request for a Coalition Performance Review, be available for interviews and provide all necessary documents as requested during the review.<br><br>NOTE: The Agency's Coalition Performance Review staff conducts a formal CCR&R Programmatic Assessment/Monitor visit to meet Federal and/or State requirements.  A CCR&R monitoring report with noted compliance issues will require a corrective action plan to be submitted to the Agency within 30 days of receipt of the monitoring report. A follow-up monitor visit will be scheduled on an as-needed basis. |
| **V - 6. Coalition Transition Plan** | Prior to submitting an Amendment to the Coalition's Plan, coalitions considering a service delivery change shall develop and revise, as needed, a coalition transition plan and timeline, for all service delivery changes (CCR&R, VPK, School Readiness, Inclusion) prior to the Amendment being approved. Coalition staff shall consult with the CCR&R Network and other Agency staff at least 90 days in advance of service delivery changes to ensure consistent and seamless service delivery to all families in their service area. Coalitions shall obtain training and technical assistance, as needed, to be able to continue to meet the requirements of the Standard Level of Service. |
| | CCR&R assessment activity:  Review Transition Plan if applicable. |