

Board of Directors Meeting

November 14, 2013

Initiative Updates, Site Visit Schedule and Summaries

Item VII.C.

	<u>Beginning Date</u>	<u>Status</u>
<u>CORRECTIVE/DEVELOPMENT ACTION PLANS STATUS REPORT & RELATED ISSUES</u>		
High Point NFC	4/19/13	The corrective action is in the monitoring phase.
Martin Luther King Jr. NFC	5/22/13	The corrective action is in the monitoring phase.
Citizens Alliance for Progress, Inc. (CAP)	9/18/13	The corrective action is in the monitoring phase.

REPORTS ON NEW INITIATIVES

None

CONTRACTS NOT EXECUTED

None

TIME LIMITED CONTRACTS

None

SITE VISIT SCHEDULE (Board Members are invited to participate in site visits. For information, please contact Karen Woods, 453-5682).

November

Gulf Coast Jewish Family & Community Services (GCJFCS) -	11/12/13 11/13/13 11/18/13 11/20/13
PARC / Discovery Learning Center, Family Focus, Respite -	11/21-22/13

December

Safety Harbor NFC -	12/2-3/13
InterCultural Advocacy Institute NFC -	12/10-11/13
Lealman and Asian NFC -	12/16-17/13

January

High Point NFC -	1/16-17/14
CCC / Special Services	1/21-23/14
The Children's Home (CHI) / Community Services Pool/MOA -	1/27/14
The Children's Home (CHI) / Kinship	1/28-29/14
GRAYDI NFC -	1/30-31/14

February

CASA / DV and SA -	2/3-5/14
Florida Department of Health / School Health Clinic -	2/18-20/14
RCS / The Haven and Grace House – <i>pending confirmation</i>	2/26-28/14

March

Martin Luther King Jr NFC -	3/4/14
Florida Department of Health / Healthy Families -	3/17/14
UMCM / COW and QEL -	3/24-28/14

April

CCC / CP -	TBD
Family Resources, Inc. / SafePlace2B -	4/21-22/14
Sanderlin NFC -	4/28-29/14

May

TIPS -	5/5/14
Sanderlin / Family Center on Deafness -	5/6/14

AGENCY SITE VISIT SUMMARIES

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

Coordinated Child Care-
Community Pride Preschool

Girl Scouts of West Central Florida-
Girl Scouts

R'Club-
Child Care Pool
HIPPY

Suncoast Center, Inc.-
Family Services

JUVENILE WELFARE BOARD OF PINELLAS COUNTY

COMPLIANCE & QUALITY REVIEW REPORT

Agency: Coordinated Child Care, Paul Runyon- Executive Director
Program: Community Pride Preschool

Contract Manager: Courtney Barry

Researcher: Qian Fan, Ph.D.

Site Visit Date(s): July 16, 2013

Site Visit Report Date: October 9, 2013

STRATEGIC FOCUS AREA:

Prevention of Child Maltreatment with a community outcome of Stable and Nurturing Family

PROGRAM DESCRIPTION:

Community Pride Preschool provides free child care for up to thirty-five youngsters, from infants to age five (Pre-Kindergarten). Participating families are either residents of a shelter or are engaged in case management and transitional housing. While Community Pride offers a warm and nurturing preschool environment and, oftentimes, an initial learning opportunity for children who would otherwise be experiencing turmoil, the preschool program is not currently Gold Seal Accredited and it is not part of JWB's quality early learning initiative. The strategic focus area of this program has been prevention of maltreatment of children; however, school readiness measures were also explored for this population. The understanding that homeless children struggle with learning due to the upheaval to which they are exposed is an underlying concern and the reason JWB measured school readiness for this population.

Community Pride Preschool has two locations:

Frances Breeden Center

1235 Holt Avenue
Clearwater, FL 33755

This center has a capacity for 96 total enrollees in the childcare program with infant, toddler, two year-old, three year-old and Pre-Kindergarten classes available.

Gateway Center

211 S. Missouri Avenue
Clearwater, FL 33756

This center has the capacity to accommodate 86 children in classrooms for infants, toddlers, two year-old, three year-old and Pre-Kindergarten.

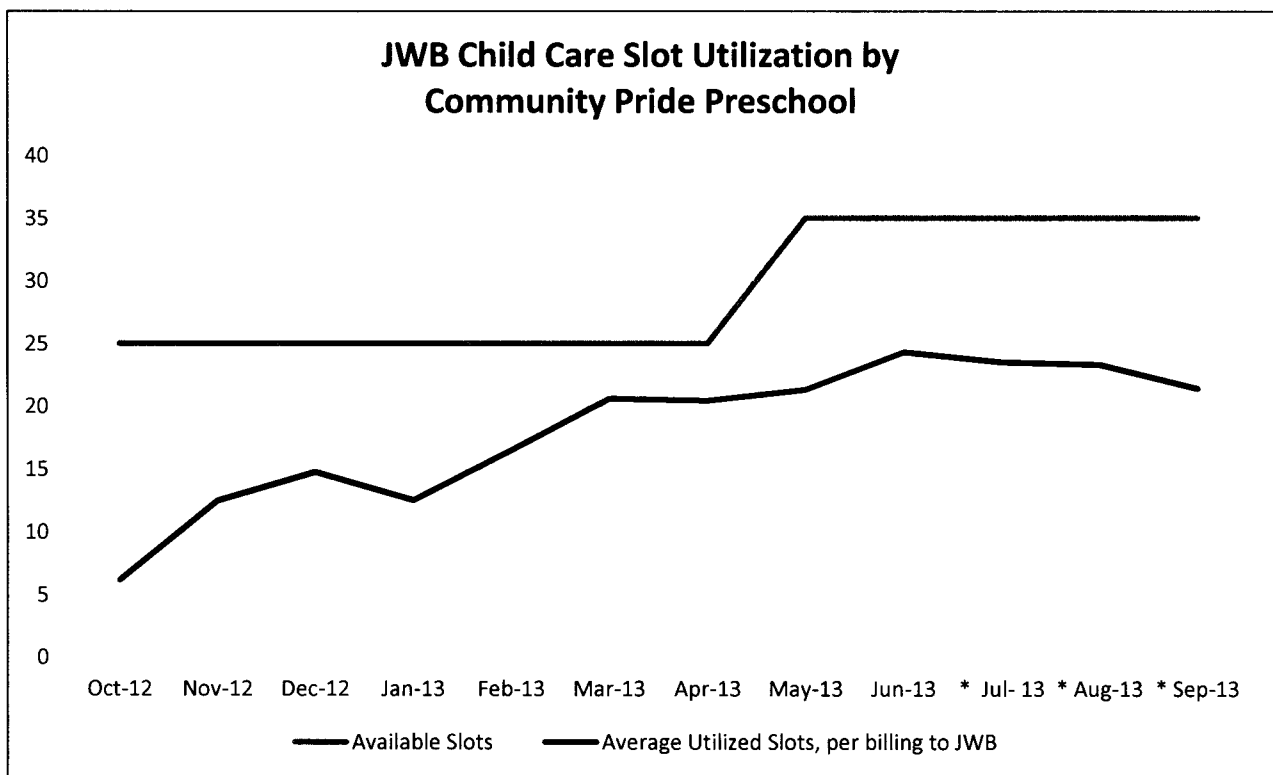
A total of thirty-five JWB-funded child care slots are available and these are shared between the two centers in all class levels depending on availability and need. The preschools provide breakfast, lunch and a snack to children during the day through the USDA food program.

PROGRAM HISTORY:

Community Pride Preschool was an independent entity during FY 11-12 and had a contract with JWB. The program struggled financially and at the onset of FY 12-13, Coordinated Child Care acquired the not-for-profit agency. During FY 11-12, the program was designed to allow for children to have funding for 45 days while encouraging parents to obtain employment and housing. At the end of that time, it was hoped they would transition to low-income subsidized child care funding through ELC, though, failing that, they could continue to receive JWB Specialized and Specific Child Care Pool funds if they were in crisis. Since acquiring Community Pride and moving to a Memorandum of Agreement (MOA), Coordinated Child Care has seen an increase in the average length of stay of the preschoolers in the program.

FISCAL SNAPSHOT:

- Community Pride Preschool was previously solely funded by JWB via contract for FY 11-12. The allocation, which was the total program revenue and budget, was \$142,993.
- In May 2013, Community Pride’s MOA was amended to increase the program’s access to child care slots to 35, as indicated in the graph below.
- During FY 12-13, JWB reimbursed a total of \$122,483 for child care to Community Pride.



PROGRAM OUTCOMES:

Neither a methodology nor logic model exists for Community Pride because JWB funds child care slots by units of service through a Memorandum of Agreement; however, **prevention of maltreatment** measures existed in the FY 12-13 MOA. These measures did not exist during FY 11-12 and were not monitored by the research department. The rationale for monitoring these measures is based on the

population of the participants attending Community Pride Preschool. The identified manual performance measures for FY 12-13 are as follows:

MPM -1280. Ninety-five percent (95%) of youth will have no new verified report of abuse and/or neglect during program participation as measured by independent verification with Florida Safe Families Network (FSFN). JWB will complete the analysis and enter aggregate results into SAMIS. (JWB Research Report)

MPM -1281. Eighty-five percent (85%) of youth who have completed the program will have no new verified report of abuse and/or neglect for a period of twelve (12) months following program participation as measured by independent verification with Florida Safe Families Network (FSFN). JWB will complete the analysis and enter aggregate results into SAMIS. (JWB Research Report)

It should be noted that performance outcomes for children who participated in the program during FY 12-13 will not be available until March 2014. The performance outcomes included in this report are a reflection of the impact that Community Pride Preschool had on children while the program was operating independently during FY 11-12. Coordinated Child Care assumed management of this program at the commencement of FY 12-13; the impact of this provider will not be examined until children in this program have completed the program.

Additionally, although this was not a measure that was required of the program per the MOA, **school readiness** was measured by completion of ECHOS and FAIR assessments of the children. Since the 2009-10 school year, Florida has used two primary student screening tools: the Early Childhood Observation System™ (ECHOS) and Florida Assessments for Instruction in Reading (FAIR).

Performance Measure Description <i>Based on FY 11-12</i>	Target Performance 2011, 2012 and 2013	Countywide Performance 2012	Exceptional Student Performance 2012	Actual Performance 2011	Actual Performance, Three year grouping of all youth entering kindergarten since 2010
MPM -979. Ninety percent (90%) of children who completed the program and entered kindergarten score at the level of demonstrating or emerging/progressing on the ECHOS	90%	93%	80%	96%	93%
MPM -978. Sixty (60%) of the children who completed the program and entered kindergarten score at or above 67% on the FAIR, which the required passing score set by the Florida Department of Education.	60%	76%	67%	58%	55%

These data demonstrate that the children of Community Pride Preschool are underperforming in pre-literacy skills (FAIRS) such as letter naming and phonemic awareness. It is positive to note that the children in the program are, on average, socially on par with their typical peers, who may not be experiencing similar adversities and stressors. Pro-social behavior as well as general academic knowledge is measured by the ECHOS.

PROGRAM REVIEW:

Standard	Fully Met	Partially Met	Needs Improvement	Not Applicable
Eligibility of Clients	X			
Client-Specific, Consent Documents	X			
Program Management		X		
Staff and/or Volunteer Personnel Files	X			
Validation of Services			X	

QUALITY INDICATORS:

- The preschool centers had no observable hazards and staff was friendly and welcoming.
- The children appeared comfortable in both settings; they were observed enjoying nutritious meals and preparing for naptime at the Breeden Center location.
- Classrooms were stocked with age- and developmentally appropriate playthings which were arranged in centers.
- Outdoor areas had shade coverage.
- Breeden Center provided donated clothing at a table at no cost to the parents in the preschool, where parents could “shop” while dropping off or picking up their children.
- Parents at both centers appeared comfortable with staff.

OPPORTUNITIES FOR IMPROVEMENT:

There are no significant findings however there are two opportunities for improvement.

- **Issue: Program Management standard is partially met due to Community Pride Preschool’s Gateway Center staff’s inability to articulate incident reporting policy as it relates to JWB.**

When interviewed regarding the incident reporting policy outlined in Special Situations and Incidents of the Memorandum of Agreement, the Gateway Center Preschool Director advised that she was not aware that JWB should be notified regarding any circumstances.

Requirement: Internal training by Coordinated Child Care with centers’ staff.

Training with staff at both Gateway and Breeden centers is required to ensure that all staff is aware of when incident reports must be brought to the attention of Coordinated Child Care and to Juvenile Welfare Board, and to ensure that universal timeframes within the agency are adopted.

- **Issue: Validation of Services standard needs improvement due to billing errors identified during site visit.**

Service validation and development of a quality assurance system for monitoring the preschools’ billing processes are areas of need. The centers utilize Biometrics, the teachers take attendance and parents sign their children in and out daily. Coordinated Child Care submits attendance data (billing records) for JWB-funded children to JWB.

This writer reviewed the teachers’ records versus the billing records and identified three errors; it appeared that JWB was erroneously billed for absent children. Staff of Community Pride indicated that they have experienced this as an area of need as well, and agree that a better system should be implemented. They are committed to creating a system that will improve accuracy.

Requirement: Development of an improved attendance tracking system and quality assurance for billing.

The program administrators are required to improve their attendance tracking system to decrease billing errors. Staff have indicated that they will continue to review all attendance records for the remainder of the year and, with the errors identified by this writer, they have submitted a payment correction to JWB.


OVERALL RATING:

Program is in full compliance.

Program is in partial compliance and is able to address without further assistance.

Program is experiencing compliance infractions of a more severe nature. Prescriptive training, technical assistance, and more frequent monitoring may be conducted.

Program is required to implement a (*specify*) action plan.



Courtney Barry
Senior Contract Manager



Dr. Marcie A. Biddleman
Executive Director

JUVENILE WELFARE BOARD OF PINELLAS COUNTY

COMPLIANCE & QUALITY REVIEW REPORT

Agency: Girl Scouts of West Central Florida

Contract Manager: Felicia Pizana

Program: Girl Scouts

Researcher: Deborah Volk

Site Visit Dates: July 30th, 2013

Site Visit Report Date: October 7th, 2013

PROGRAM DESCRIPTION:

Girl Scouts of West Central Florida is a nonprofit 501©3 organization that provides gender specific program services through the USA's Girl Scouts Leadership Experience for girls between the ages of 5-17 whom reside in Pinellas County. According to program documents, "the three keys to leadership are: Discover, Connect, and Take Action". Through these three keys of leadership, a series of processes are used to develop the highest leadership potential in each girl.

The three processes used in the Girl Scouts Leadership Experience involve the following: "Girls Led" which consists of developing and enhancing critical thinking components while emphasizing the importance of planning the implementation of activities, "Learning by Doing" which consists of a kinesthetic experience that engages learners through discovery, physical activity, and direct learning, and "Cooperative Learning" which provides girls with the opportunity to work together toward a collective goal, while utilizing each other as a resource.

The program curriculum consists of the Girl Scouts Program Portfolio which includes the Girl Scouts Leadership Journeys and Girls Guide to Girl Scouts. Each troop is distinguished through distinct topics of focus, grade ranges, and creative educational journeys for each girl to participate in. The overall outcome is for each girl to develop healthy relationships, develop critical thinking skills, and demonstrate positive values.

STRATEGIC FOCUS AREA: School Success

FISCAL SNAPSHOT:

- These services are funded by a memorandum of agreement on a unit price basis and do not receive a budget allocation.

PROGRAM OUTCOMES:

Performance Measure Description	Target Level %	Actual Performance
MPM-1238: One hundred percent (100%) of primary youth (ages 9 and over)	100%	Measure

<p>who are in the program at the beginning of the Pinellas County School District academic year, will be administered the 2011-2012 version of the Healthy Kids Resiliency Assessment (HKRA) within the first thirty (30) calendar days of the academic school year, and within the first thirty (30) calendar days of each subsequent academic school year, as long as the youth is enrolled in the program. An Excel spread sheet containing the data will be uploaded to JWB's SharePoint site within 30 days of the completion of the survey time frame. (JWB Research Report).</p>		<p>expired by JWB</p>
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QUALITY INDICATORS:

- Up to 4,330 girls were served in the areas of Science, Technology, Engineering and Math (STEM), community service, outdoor education, healthy living, business, and financial literacy in Pinellas County.
- 45 young ladies state-wide earned the Girl Scouts Gold Award, which is the highest award in Girl Scouting that prepares girls for college and provides opportunities for scholarships.
- The Girl Scouts participants of the Lealman Asian Neighborhood Family Center earned their First Aide Badges.

Standard	Fully Meets	Partially Meets	Needs Improvement
Client Eligibility	X		
Program Management		X	
Data Collection and Reporting	X		
Service Validation	X		

Issue:

There was a finding in which one of the staff members did not have the required Level 2 background screening documentation on file. However, the screening was expedited and proof of the screening was provided within a week following the site visit.

Requirement:

It is required the program develop a process to ensure Level 2 backgrounds screenings are completed and included in 100% of personnel files.

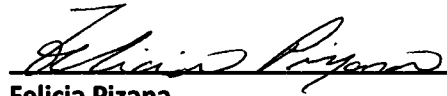
OVERALL RATING:

_____ Program is in full compliance.

 X Program is in partial compliance and is able to address without further assistance.

_____ Program is experiencing compliance infractions of a more severe nature. Prescriptive training, technical assistance, and more frequent monitoring may be conducted.

_____ Program is required to implement a (*specify*) action plan.



Felicia Pizana
Senior Contract Manager



Dr. Marcie A. Biddleman
Executive Director

JUVENILE WELFARE BOARD OF PINELLAS COUNTY

COMPLIANCE & QUALITY REVIEW REPORT

Agency: R'Club

Contract Manager: Felicia Pizana

Program: Child Care Pools

Researcher: Qian Fan

Site Visit Dates: June 4th, 2013 and June 7th, 2013 **Site Visit Report Date:** October 7th, 2013

PROGRAM DESCRIPTION:

Exceptional Student Services: The primary purpose of Exceptional Student Services is to provide year-round, on-site child care to exceptional students, ages three through 22, with varying exceptionalities including, but not limited to autism, down syndrome, cerebral palsy, fragile X syndrome, and hearing and vision impairments. JWB funds the program for students only between the ages of three through 17. The Exceptional Student Services Program has an average staff to client ratio of 1:5. Each participant is provided a variety of developmental activities that meet the specific needs and abilities of each participant.

Fairmount Park: The primary purpose of Fairmount Park Child Care Services is to provide on-site daycare and wrap-around services through direct supervision and management of children's day-to-day activities in a nurturing environment. Fairmount Park was also established to meet the safety and child development needs of all of the children attending this child day care and was selected as a pilot of JWB's Children's Initiative modeled after the Harlem Children's Zone in New York City.

Pinellas Village: The primary purpose of Pinellas Village Child Care Services is to provide on-site early childhood education and out-of-school-time care to assist single-parent families living in Pinellas Village. The child care services are a vital component for families that are facing economic challenges as it relates to welfare and dependency. This service also allows families to become productive members of society by obtaining more education and training and may decrease the probability of these children being at risk.

CASA Youth Center: The primary purpose of the center is to provide safe and secure year-around child care for school-age children whose families are residing in CASA's domestic violence shelter or transitional housing program. Evening care is also provided for children to allow families to complete the mandatory training and support meetings that are required as part of their residency.

STRATEGIC FOCUS AREA: Reduction of Child Maltreatment

FISCAL SNAPSHOT

- The child care pools are currently funded by memorandum of agreements on a unit price basis and don't receive a budget allocation.

PROGRAM OUTCOMES:

<p align="center">Performance Measure Description</p> <p align="center">FY 11-12</p>	<p align="center">Target Level %</p>	<p align="center">Actual Performance</p>
<p>Child Care Services Exceptional Centers</p> <p>Exceptional Student Scholarship Program participants must improve their personal functioning defined as completing 50% of the developmental objectives on their Individual Assessment Plan (IAP)</p>	<p align="center">70%</p>	<p align="center">100%</p>
<p>MPM 1270: The Exceptional Youth will have no verified report or abuse and/ or neglect during the program participation as measured by independent verification with Florida Safe Families Network FSFN.</p>	<p align="center">90%</p>	<p>New FY 12-13 measure, which will be reported in FY 13-14.</p>
<p>Exceptional: MPM 1271: The Exceptional Youth who have completed the program will have no new verified report of abuse and/ or neglect for a period of twelve (12) months</p>	<p align="center">85%</p>	<p>New FY 12-13 measure, which will be reported in FY 13-14.</p>
<p>Child Care Services Pinellas Village</p> <p>MPM 1272: The Pinellas Village Youth will have no verified report or abuse and/ or neglect during the program participation as measured by independent verification with Florida Safe Families Network (FSFN).</p>	<p align="center">90%</p>	<p>New FY 12-13 measure, which will be reported in FY 13-14.</p>
<p>MPM 1273: The Pinellas Village Youth who have completed the program will have no new verified report of abuse and/ or neglect for a period of twelve (12) months following program participation as measured by independent verification with Florida Safe Families Network (FSFN).</p>	<p align="center">85%</p>	<p>New FY 12-13 measure, which will be reported in FY 13-14.</p>
<p>Child Care Services CASA</p> <p>MPM 1278: The CASA Youth will have no verified report or abuse and/ or neglect during the program participation as measured by independent verification with Florida Safe Families Network (FSFN).</p>	<p align="center">90%</p>	<p>New FY 12-13 measure, which will be reported in FY 13-14.</p>
<p>MPM 1279: The CASA Youth who have completed the program will have no new verified report of abuse and/ or neglect for a period of twelve (12) months following program participation as measured by independent</p>	<p align="center">85%</p>	<p>New FY 12-13 measure, which will be</p>

verification with Florida Safe Families Network (FSFN).		reported in FY 13-14.
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QUALITY INDICATORS:

- Pinellas Village received 100% compliance in its licensing standards.
- Pinellas Village received a passing score of 81 on the Florida Assessment for Instruction in Reading for all of its students.
- The Nina Harris Exceptional Program achieved exceptional licensing compliance.
- R'Club is enhancing its summer program by including a summer curriculum component that is focused on preventing summer learning loss and closing the achievement gap. This component is based on a program piloted in Hillsborough County.

Standard	Fully Meets	Partially Meets	Needs Improvement
Eligibility	X		
Program Management	X		
Data Management	X		
Service Validation	X		

Issue: No issues were identified during the review.

Requirement/Recommendation: None

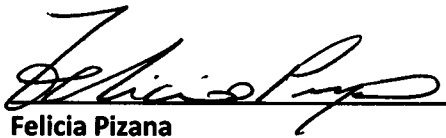
OVERALL RATING:

Program is in full compliance.

Program is in partial compliance and is able to address without further assistance.

Program is experiencing compliance infractions of a more severe nature. Prescriptive training, technical assistance, and more frequent monitoring may be conducted.

Program is required to implement a (*specify*) action plan.



Felicia Pizana
Senior Contract Manager



Dr. Marcie A. Biddleman
Executive Director

JUVENILE WELFARE BOARD OF PINELLAS COUNTY

COMPLIANCE & QUALITY REVIEW REPORT

Agency: R'Club

Program: HIPPY

Contract Manager: Felicia Pizana

Researcher: Qian Fan

Site Visit Dates: June 4th, 2013 and June 7th, 2013

Site Visit Report Date: October 7th, 2013

PROGRAM DESCRIPTION:

The HIPPY program is an in-home, family-focused educational service to parents that provides an educational enrichment experience to their preschool children ages three, four, and five years of age. Research supports that parent involvement is a critical component in the education of children; hence, the HIPPY program's primary goal is to increase school readiness and success rates for children who are not in school by empowering parents to work together with their preschoolers in home while also strengthening their bond.

The HIPPY curriculum is cognitive-based and focuses on language development, problem solving, logical thinking, and perceptual skills. The HIPPY curriculum contains 30 weekly activity packets, nine story books and a set of 20 manipulative shapes for each year. In addition to these basic materials a HIPPY Home Visitor provides weekly support through dialogue, role playing with the parent, explanation of the weekly lessons, and direct observation. The HIPPY curriculum is developmentally appropriate for children and has been evidenced to foster social, emotional, and fine gross motor skill development. It is written in a clear scripted format and is uniquely designed to provide guidance for parents to ensure a successful learning experience.

STRATEGIC FOCUS AREA: School Readiness

FISCAL SNAPSHOT

- The agency has an annual budget of \$10,580,637, of which the Juvenile Welfare Board (JWB) directly contracts for HIPPY for \$516,892 which represents 85% of the total program budget of \$607,339.
- HIPPY is a cost reimbursement contract.
- Prior year's lapse: \$33,069
- Cost per participant is \$1076.
- General and special conditions related to fiscal and personnel file review are conducted during the fiscal site visit and will be reported under separate cover.

PROGRAM OUTCOMES:

<p align="center">Performance Measure Description</p> <p align="center"><i>FY 11-12</i></p>	<p align="center">Target Level %</p>	<p align="center">Actual Performance</p>
<p>Primary youth enrolled in the age 3 HIPPY curriculum, will be administered the Age 3 HIPPY skills Test at program intake (Pre) and at the completion of the Age 3 HIPPY curriculum (25-30 weekly activity packets completed) (Post).</p>	<p align="center">100%</p>	<p align="center">100%</p>
<p>Primary youth enrolled in the age 4 HIPPY curriculum, will be administered the Age 4 HIPPY Skills Test at program intake (Pre) and at the completion of the age 4 HIPPY curriculum (25-30 weekly activity packets completed) (Post).</p>	<p align="center">100%</p>	<p align="center">100%</p>
<p>Primary youth enrolled in the age 5 HIPPY curriculum, will be administered the age 5 HIPPY Skills Test at program intake (Pre) and at the completion of the age 5 HIPPY curriculum (10-15 weekly activity packets completed) (10-15 let's Read, Talk, and Play) (Post)</p>	<p align="center">100%</p>	<p align="center">100%</p>
<p>First time adults participating in the HIPPY program will complete the HIPPY First – Year Parent Survey (short version) at program intake (Pre) and upon completion of the first year of HIPPY activities, or at episode closure (Post), whichever comes first.</p>	<p align="center">100%</p>	<p align="center">100%</p>
<p>Primary adults participating in the HIPPY program a Second -Year will complete the HIPPY Second Year Parent Survey (short version) at program intake (Pre) and upon completion of the second year activities, or at episode closure (Post), whichever comes first.</p>	<p align="center">100%</p>	<p align="center">100%</p>
<p>Primary youth who completed the program and have entered Kindergarten, will obtain a Probability of Reading Success (PRS) score at or above 67% on the Florida Assessments for Instruction in Reading (FAIR) as measured by independent verification with Pinellas County School data.</p>	<p align="center">60%</p>	<p align="center">84%</p>
<p>Primary youth who completed the program and have entered Kindergarten, will demonstrate school readiness by scoring a "demonstrating or emerging/progressing" on the ECHOS screening as measured by independent verification with Pinellas County School System data.</p>	<p align="center">90%</p>	<p align="center">92%</p>

<p align="center">Contracted Service Levels</p> <p align="center"><i>FY 11-12</i></p>	<p align="center">Target Level #</p>	<p align="center">Actual Service Level</p>
<p>Contracted Service Levels included 400 primary participants.</p>	<p align="center">400</p>	<p align="center">564 participants is 141% of the target</p>

QUALITY INDICATORS:

The Pinellas County HIPPY Program met all of the quality assurance standards for program year 2012-2013 as stipulated in the National HIPPY Excellence; Model, Guidance, and Accreditation Manual. As a result, the Pinellas County HIPPY Program was awarded its Certificate of Accreditation. The Pinellas County HIPPY Program received a 100% rating on all components required by the University of South Florida's Program Performance and Self Review for the program year of 2011-2012.

Standard	Fully Meets	Partially Meets	Needs Improvement
Contract General Conditions & Special Conditions (12 indicators)	X		
Program Methodology (12 indicators)	X		
Contract Service Levels, Measurable Objectives, & Other Deliverables (15 indicators)	X		
Program Staff and/or Volunteer Management (13 indicators)	X		
Data Collection & Reporting (13 indicators)	X		
Program Management (10 indicators)	X		
Administrative Standards (6 indicators)	X		

Issue: No issues were identified during the review.

Requirement/Recommendation: None

OVERALL RATING:

Program is in full compliance.

Program is in partial compliance and is able to address without further assistance.

Program is experiencing compliance infractions of a more severe nature. Prescriptive training, technical assistance, and more frequent monitoring may be conducted.

Program is required to implement a (*specify*) action plan.


 Felicia Pizana
 Senior Contract Manager


 Dr. Marcie A. Biddleman
 Executive Director

SECTION E - ATTACHMENTS
JWB FISCAL SITE VISIT SUMMARY REPORT

AGENCY & PROGRAM: R' Club Child Care
Reviewer: Brandon Bessette
Date of Review: July 22, 2013
Interviewee(s): Danielle Long

STATEMENT OF OBJECTIVE:

Perform procedures to determine the validity of reimbursement requests. Review HR practices and determine if they are in compliance with the agency's policies and procedures as well as JWB policies and procedures.

STATEMENT OF SCOPE:

The review period covered was **June 2012 through May 2013**. We obtained source documentation from the *Finance and HR Department*. We used original records, copies and electronic media as evidence and verified through physical examination.

STATEMENT OF METHODOLOGY:

The Auditor selected 6 personnel files from a population of 14 to test the attributes that JWB set forth. Further, the Auditor haphazardly selected 2 months to test the support that the Agency used to request reimbursements from JWB.

SITE VISIT CONCLUSIONS:

Based on the test work performed and the site visit findings noted below, we concluded the following:

1. Reimbursements and payroll are processed in accordance with agency policies and procedures.
2. Reimbursements are appropriate and allowable as to account and fiscal year.
3. Payroll records were reviewed to ensure appropriate employee was paid and amount paid was correct.
4. Personnel files contain required documentation according to agency policy and procedures.
5. Accounting & Personnel policies and procedures manuals are up-to-date.
6. Most recent independent audit – no significant findings reported.
7. Bank Statements are reconciled on time.
8. Agency retains financial records and participants records as required in the Contract General Conditions of Agreement #1.

SITE VISIT FINDINGS:

1. Auditor reviewed the bank reconciliation from June 2012 through May 2013. During the review the Auditor noted that the July 2012 bank reconciliation was completed over one month from the close of the month and the November and December 2012 bank reconciliations were completed in February 2013.

SITE VISIT RECOMMENDATIONS:

1. The Auditor recommends that there be some form of documentation that the bank reconciliations have been reviewed on a monthly basis.

Brandon Bessette

8/17/2013

Reviewer Signature

Date

JUVENILE WELFARE BOARD OF PINELLAS COUNTY

COMPLIANCE & QUALITY REVIEW REPORT

Agency: Suncoast Center, Inc. (SC)
 Program: Family Services (FS)

Contract Manager: Gary Cernan
 Researcher: Marcia Marcionette

Site Visit Dates: June 18 -21, 2013

Site Visit Report Date: September 18, 2013

PROGRAM DESCRIPTION: Family Services provides a variety of interventions ranging from preventative social activities to intensive mental health treatment. All are designed to improve the behavioral health, stability, and overall level of functioning of families and children by using comprehensive, strength and evidenced-based Solution Focused Therapy. Services may be provided in the office, in the home, or at a neighborhood center.

STRATEGIC FOCUS AREA: Reduce the risk of child maltreatment.

FISCAL SNAPSHOT

- The agency has an annual budget of \$18,067,633, of which the Juvenile Welfare Board (JWB) directly contracts for \$4,473,742. Family Services (FS) is funded by JWB for \$4,273,742, which represents 60% of the total program budget of \$7,154,508. The remaining \$200,000 is for funding for the Children’s Initiative at Fairmount Park Elementary School.
- The Family Services FY 12-13 contract is a cost reimbursement contract.
- In FY 11-12, the program lapsed \$334,000.
- The cost per participant is \$1,244 per primary participant (\$7,154,508 divided by 5,753).
- General and Special conditions related to fiscal and personnel file review are conducted during the fiscal site visit and have been reported under separate cover.

PROGRAM OUTCOMES:

Manual Performance Measure (MPM) Description FY 11-12	Target Level %	Actual Performance
MPM-1073 Suncoast will upload participant demographic and measurable objective data to the JWB SharePoint by the 15th of each month.	100%	50%
MPM-1074 70% of primary children four years old and greater will improve their behavioral functioning. (Baseline)	70%	70%
MPM -1075 70% of children will maintain, improve, or not decrease their Children’s Global Assessment Scale by more than 5 points. (Baseline)	70%	99%
MPM-1078 95% of primary youth (0 to 5 years of age) will have the results of an age appropriate full Ages and Stages Questionnaire-3(ASQ-3) in each participant file. (Baseline)	95%	85%

MPM-1079 95% of primary youth (0 to 5 years of age) will have the results of an age appropriate ASQ: Social- Emotional Questionnaire (ASQ: SE) in each participant file. (Baseline)	95%	85%
MPM-1080 85% of primary youth placed in Medical Placement Home will exhibit improvement/stability in their medical condition. (Baseline)	85%	N/A
MPM -1081 60% of primary youth receiving Trauma Services will experience a reduction in trauma symptoms. (Baseline)	60%	84%
MPM -1082 90% of a random sample of primary youth who have completed Total Family Strategies and Early Child hood Services will have no new verified report of abuse and/or neglect during program participation.	90%	95%
MPM-1083 85% of a random sample of primary youth who have completed Total Family Strategies and Early Child hood Services will have no new verified report of abuse and/or neglect for a period of twelve(12) months following program participation.	85%	88%
MPM -1084 90% of a random sample of primary youth who have completed Suncoast Family Services, except those who have received Total Family Strategies (TFS), Early Childhood Services (ECS), or Medical Foster Care (MFC) services, will have no new verified report of abuse and/or neglect during program participation.	90%	97%
MPM -1085 85% of a random sample of primary youth who have completed Suncoast Family Services, except those who have received TFS,ECS, or MFC services, will have no new verified report of abuse and/or neglect for a period of twelve(12) months following program participation.	85%	91%

Contracted Service Levels FY 2011-12	Target Level #	Actual Service Level
Primary Youth	3174	3417 is 108% of the target
Primary Adults	2031	2336 is 115% of the target
Total Primary Participants Served	5205	5753 is 111% of the target

QUALITY INDICATORS:

- Awarded a three-year CARF Accreditation.
- All therapists have Master's degree and many of them are licensed.
- Provides services in partnership at all Neighborhood Family Centers (NFCs).

- Provides Incredible Years services as part of a JWB pilot program.
- Provides risk assessments and services for recently closed Child Protective Services families in the JWB Safety Net.

Standard	Fully Meets	Partially Meets	Needs Improvement
Contract General Conditions & Special Conditions (12 indicators)	X		
Program Methodology (12 indicators)	X		
Contract Service Levels, Measurable Objectives, & Other Deliverables (15 indicators)		X	
Program Staff and/or Volunteer Management (13 indicators)	X		
Data Collection & Reporting (13 indicators)	X		
Program Management (10 indicators)	X		
Administrative Standards (6 indicators)	X		

Issue: In FY 11-12 the program was unable to upload demographic and measurable data from Avatar into the JWB Share Point site by the 15th of each month as required by MPM 1073. Suncoast Centers was implementing a new data management system (Avatar). The first file for FY 11/12 was uploaded in April 2012. This delay was due to the new system implementation and new data upload configuration required by JWB. All files for the remainder of the fiscal year were uploaded by the 15th of each month for the previous month. This issue was addressed via a Special Condition in the FY 12-13 contract that extended the due date to the 20th of the each month to upload the data. To date, SC has been 100% compliant with this Special Condition.

Requirement or Recommendation: None.

OVERALL RATING:


Program is in full compliance.

Program is in partial compliance and is able to address without further assistance.

Program is experiencing compliance infractions of a more severe nature. Prescriptive training, technical assistance, and more frequent monitoring may be conducted.

Program is required to implement an action plan.


 Gary Cernan, Senior Contract Manager


 Dr. Marcie Biddlerman, Executive Director