



ANNUAL BOARD MEETING

September 13, 2023; 10:30 a.m.

Renaissance Resort World Golf Village Convention Center, Troon Room

TENTATIVE AGENDA

****Action Item***

I. Call to Order/Roll Call

II. Public Comment

III. Approval of Delegation of Authority Items*

IV. Approval of June 21, 2023 Board Meeting Minutes*

V. New/Unfinished Business

- A. Approval of Budget Amendment FY2023-2024 for Early Learning Coalition of North Florida
- B. Approval of Episcopal Children's Services 2023/2024 Contract Amendment #0001-23*
- C. Approval of the 2023-2024 School Readiness Plan Amendment #04*
- D. Approval of ELCNF 2022-2023 Annual Report* **-HANDOUT**
- E. Retro-Approval of the Association of Early Learning Coalitions, Inc. Annual Membership Dues*
- F. Retro Approval of iVenture Solutions for Managed IT Services Contract Effective August 14, 2023*
- G. Approval of sending four Board members to the National Summit on Education 2023 in Atlanta*
- H. Approval of second terms of Private Sector Board Member Kyle Gammon
- I. Review of Board Membership-**INFORMATIONAL**
- J. Election of Officers* **HANDOUT (To be emailed for nominations prior to meeting)**
- K. Standing Committee Discussion and Sign-Up **HANDOUT (To be emailed for sign up prior to meeting)**
- L. Code of Ethics and Conflict of Interest-**HANDOUT (Vendor List to be emailed for review prior to meeting)**

VI. Staff and Committee Reports

A. CEO Report

1. Review of ELCNF 2023 Board Self Evaluation Compiled Results- **HANDOUT**

B. Finance Manager's Report

C. 4th Quarter Program Update

D. Executive Administrative Committee *No August meeting*

VII. Board Absenteeism Log – INFORMATIONAL

VIII. Board Comment

IX. Next Meetings

- Wednesday, November 1, 2023, 10:30 a.m. – Exec/Admin Committee Conference Call Meeting
- Wednesday, December 6, 2023, 2:00 p.m. – Board Meeting Renaissance World Golf Village and Convention Center **Caddy Shack Restaurant**

X. Adjournment*

ACTION ITEM SUMMARY

DESCRIPTION	Approval of the Delegation of Authority items
Reason for Recommended Action	<p>The Board designates authority to the Coalition’s Office Manager to review and approve the Chief Executive Officer’s timesheets, leave requests, work related travel expenses, and other routine operational requests. These documents are made available at each regular Board meeting.</p> <p><u>If this is not done the following would occur:</u></p> <p>It was recommended by the board to have these items approved at meetings, following the last Accountability Review. Therefore, the ELC is requesting board approval.</p>
How the Action will be accomplished	Board members will review the documents.

Personnel Activity Report

EMPLOYEE NAME: Dawn E. Bell
TITLE: Chief Executive Officer

PP End: 6/20/2023

APPROVING AUTHORITY: ELCNF Board
TITLE: N/A

Date		# of Hours	*7BBA	*7C00	97QCS	*FPADM	Other	AL	SL	PSL	Unallocated Time	DAILY LOG
6/17/2023	W	6.00	4.00	2.00							0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/18/2023	T	6.00	4.00	2.00							0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/19/2023	F	5.00	5.00								0.00	Reviewing/responding internal documents, electronic book bag stuffing and Chamber evening event
6/19/2023	S	0.00									0.00	electronic correspondence
6/19/2023	S	0.00									0.00	electronic correspondence
6/19/2023	M	9.00	6.00	2.00		1.00					0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/19/2023	T	8.00	8.00								0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/19/2023	W	9.00	5.00	2.00		2.00					0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/19/2023	T	9.00	5.00	2.00		2.00					0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/19/2023	F	8.00	4.00	2.00		2.00					0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/17/2023	S	10.00	10.00								0.00	electronic correspondence
6/18/2023	S	2.00	2.00								0.00	electronic correspondence
6/19/2023	M	3.00	3.00								0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
6/20/2023	T	5.00	3.00	2.00							0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
Total		80.00	59.00	14.00	0.00000	7.00	0.00	0.00	0.00	0.00	0.00	
Percent		0.7375	0.17500	0.00	0.00000	0.08750	0.00	0.00	0.00	0.00	0.00	
Unallocated		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Total		80.00	59.00	14.00	0.00	7.00	0.00	0.00	0.00	0.00	0.00	
Percent		0.73750	0.17500	0.00000	0.00000	0.08750	0.00	0.00	0.00	0.00	0.00	

I hereby affirm that this is a true and complete statement of my hours charged in this period.

Employee Signature

Date 6/20/23

Approving Authority Signature *McKinnon*

Date 6/20/2023

For Official Use Only:
 Check and Initial Once Reviewed & Entered into Pay
 Check and Initial Once Entered into PAR Roll-Up

ANNUAL LEAVE	
6/7/2023 AL Balance	124.40
This PP Accrual	8.00
This PP Usage	0.00
6/20/2023 AL Balance	132.40

TOTAL SICK LEAVE	
6/7/2023 SL Balance	94.50
This PP Accrual	4.00
This PP Usage	0.00
6/20/2023 SL Balance	98.50

PERSONAL SICK LEAVE	
FY21/22 PSL Balance	31.00
This PP Usage	0.00
6/20/2023 PSL Balance	31.00

Personnel Activity Report

EMPLOYEE NAME:

Dawn E. Bell

TITLE: Chief Executive Officer

PP End: 7/4/2023

APPROVING AUTHORITY: ELCNF Board

TITLE: N/A

Date	# of Hours	%TBA	%C	%D	%P	Other	AL	SL	PSL	Unallocated Time	DAILY LOG
6/21/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/22/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/23/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/24/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/25/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/26/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/27/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/28/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/29/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
6/30/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/1/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/2/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/3/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/4/2023	8.00	4.00	4.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
Total	64.00	31.00	29.00	0.00	4.00	16.00	0.00	0.00	0.00	16.00	Holiday
Unallocated	16.00	0.484375	0.45313	0.00000	0.06250	8.00	0.00	0.00	0.00	8.00	Holiday
Total	80.00	7.75	7.25	0.00	1.00	16.00	0.00	0.00	0.00	24.00	
Percent		38.75	36.25	0.00	5.00	20.00	0.00	0.00	0.00	30.00	
		0.48438	0.45313	0.00000	0.06250	0.12500	0.00	0.00	0.00	0.12500	

I hereby affirm that this is a true and complete statement of my hours changed in this period.

Employee Signature: *[Signature]*

Date: 6/30/2023

Approving Authority Signature: *[Signature]*

Date: 6/30/2023

ANNUAL LEAVE	
6/21/2023 AL Balance	120.00
This PP Accrual	8.00
This PP Usage	0.00
7/4/2023 AL Balance	128.00

TOTAL SICK LEAVE	
6/21/2023 SL Balance	98.50
This PP Accrual	4.00
This PP Usage	0.00
7/4/2023 SL Balance	102.50

PERSONAL SICK LEAVE	
FY21/22 PSL Balance	80.00
This PP Usage	0.00
7/4/2023 PSL Balance	80.00

For Official Use Only:
 Check and Initial Once Reviewed & Entered into Pay
 Check and Initial Once Entered into PAR Roll-Up

STATE OF FLORIDA
DEPARTMENT OF EDUCATION
TRAVEL VOUCHER

TRAVELER: Dawn Bell
PEOPLES FIRST ID or SOCIAL SECURITY #: XXXXX-1834

P-CARD GROUP NAME: (Required if Traveler has a P-Card)
OFFICE LOCATION (CITY):
RESIDENCE (CITY):

Reimbursement of Travel Expenses

DID TRAVELER RECEIVE AN ADVANCE PAYMENT FOR THIS TRAVEL: Yes No

BUILDING AND ROOM NUMBER

DATE	Travel Performed From Point of Origin to Destination	Purpose or Reason	Hour of Departure and Hour of Return	Per Diem	Meals	Actual Lodging Expenses	Transportation Amount	Map Mileage Claimed	Vicinity Mileage Claimed	Amount	Other Expenses Type	
12-Jun	Home to JAX INTL AIRPORT	AELC LEADERSHIP MEETING	12:00 AM	\$ 30.00				58.4		✓ 100.00	MATERIAL TRANSPORT	
6/13/2023				\$ 36.00						✓ 7.53	Uber to office site meeting	
6/14/2023				\$ 36.00						✓ 9.34	Uber to office site meeting	
6/15/2023				\$ 36.00						✓ 6.31	Uber to office site meeting	
6/12/2023										✓ 10.44	Uber to off site meeting	
06/16/23	Miami Airport to JAX			\$ 80.00				59.0		✓ 32.90	Uber to Miami Intl	
	JAX INTL TO HOME									✓ 120.00	AIRPORT PARKING	
	AIRPORT PARKING											
Travel was the purpose of quality programming												
DW	BUH	SEG	char-facel	GL CODE	OCA	AMOUNT	GRANT	Column Total	Column Total	Column Total	Column Total	Summary Total
						\$ 218.00		\$ 218.00	\$ 44.5	\$ 52.24	\$ 286.52	\$ 556.76
LESS ADVANCE RECEIVED												
LESS NON-REIMBURSABLE ITEMS INCLUDED ON PURCHASING CARD												
NET AMOUNT DUE TRAVELER/(STATE)												
556.76												

I hereby certify or affirm that the above expenses were actually incurred by me as necessary traveling expenses in the performance of my official duties; attendance at a conference or convention was directly related to official duties of the agency; any meals or lodging included in a conference or convention registration fee have been deducted from this travel claim; and that this claim is true and correct in every material matter and same conforms in every respect with the requirements of Section 112.061, Florida Statutes.

Pursuant to Section 112.061(3)(a), Florida Statutes, I hereby certify or affirm that to the best of my knowledge the above travel was on official business of the State of Florida and was performed for the purpose stated above.

TRAVELER'S SIGNATURE: *Dawn Bell*

SUPERVISOR'S SIGNATURE: *Due Henare*

TRAVELER'S TITLE: CEO

SUPERVISOR'S TITLE: Office Manager

TRAVEL VOUCHER PREPARED BY:

DATE: 6/30/2023

PREPARER'S PHONE #

BUDGET APPROVAL BY: 6/30/2023

\$

556.76
+ 9.44

\$ 566.20

STATE OF FLORIDA
DEPARTMENT OF EDUCATION
TRAVEL VOUCHER

TRAVELER: Dawn Bell
PEOPLE'S FIRST ID or SOCIAL SECURITY #: XXXXX-1834

P-CARD GROUP NAME (Required if Traveler has a P-Card)
OFFICE LOCATION (CITY)
RESIDENCE (CITY)

Reimbursement of Travel Expenses

DID TRAVELER RECEIVE AN ADVANCE PAYMENT FOR THIS TRAVEL:

YES NO

BUILDING AND ROOM NUMBER

DATE	Travel Performed From Point of Origin to Destination	Purpose or Reason	Hour of Departure and Hour of Return	Per Diem	Meals	Actual Lodging Expenses	Transportation Amount	Map Mileage Claimed	Vicinity Mileage Claimed	Other Expenses	
										Amount	Type
6/12/2023	Hilton Cabana to off site meeting	AETC Leadership meeting	7:00 PM							\$ 7.44	Uber to off site meeting

travels for the purpose of quality programming

PAY BUR	SSS	char-act	GL CODE	OCA	AMOUNT	GRANT

Column Total	Column Total	Column Total	Column Total	0 MI.	Column Total	Summary Total
				44.5 \$ MI.		
\$	\$	\$	\$	\$	\$	\$
					7.44	7.44

LESS ADVANCE RECEIVED

LESS NON-REIMBURSABLE ITEMS INCLUDED ON PURCHASING CARD

NET AMOUNT DUE TRAVELER/STATE: \$ 7.44

If reimbursable plus P-Card travel expenses are more than the total estimated on the Travel Authorization Request, then approval from Agency Head/Designee and Budget is required: Budget Initials:

Agency Head/Designee Initials: _____

Budget Initials: _____

I hereby certify or affirm that the above expenses were actually incurred by me as necessary traveling expenses in the performance of my official duties; attendance at a conference or convention was directly related to official duties of the agency; any meals or lodging included in a conference or convention registration fee have been deducted from this travel claim; and that this claim is true and correct in every material matter and same conforms in every respect with the requirements of Section 112.061, Florida Statutes.

Pursuant to Section 112.061(3)(e), Florida Statutes, I hereby certify or affirm that to the best of my knowledge the above travel was on official business of the State of Florida and was performed for the purpose stated above:

TRAVELER'S SIGNATURE:

Dawn Bell

SUPERVISOR'S SIGNATURE:

Deborah

TRAVELER'S TITLE:

CEO

SUPERVISOR'S TITLE:

Deborah

TRAVEL VOUCHER PREPARED BY:

6/30/2023

DATE:

6/30/2023

PREPARER'S PHONE #

BUDGET APPROVAL BY:

6/30/2023

\$

Personnel Activity Report

EMPLOYEE NAME: Dawn E. Bell
TITLE: Chief Executive Officer

PP End: 7/18/2023

APPROVING AUTHORITY: ELCNF Board
TITLE: N/A

Date	# of Hours	*7BBA	*7000	*7QCS	*PADM	Other	AL	SL	PSL	Unallocated Time	DAILY LOG
7/5/2023	W 8.00	6.00									0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/6/2023	T 5.00	5.00	2.00								0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/7/2023	F 6.00	4.00			2.00						0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/8/2023	S 4.00	4.00									0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/9/2023	S 3.00	3.00									0.00 electronic correspondence
7/10/2023	M 3.00	3.00									0.00 electronic correspondence
7/11/2023	T 3.00	3.00									0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/12/2023	W 7.00	4.00					5.00				0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/13/2023	T 5.00	3.00					3.00				0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/14/2023	F 5.00	5.00					3.00				3.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/15/2023	S 3.00	3.00									0.00 electronic correspondence
7/16/2023	S 3.00	3.00									0.00 electronic correspondence
7/17/2023	M 6.00	3.00									0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
7/18/2023	T 8.00	4.00			2.00		11.00	0.00	0.00	11.00	0.00 Reviewing/responding internal documents, electronic correspondence and book bag stuffing
Total	69.00	53.00	12.00	0.00	4.00	0.00	11.00	0.00	0.00	11.00	
Unloaded	11.00	8.45	1.91	0.00	0.64						
Total	80.00	61.45	13.91	0.00	4.64						
Percent		0.76812	0.17391	0.00000	0.05797						

I hereby affirm that this is a true and complete statement of my hours changed in this period.

Employee Signature *Dawn Bell*

Date 7/18/2023

Approving Authority Signature *Dawn Bell*

Date 7/18/2023

For Official Use Only:
 Check and Initial Once Reviewed & Entered into Pay
 Check and Initial Once Entered into PARS Roll-Up

ANNUAL LEAVE	
7/5/2023 AL Balance	120.00
This PP Accrual	8.00
This PP Usage	-11.00
7/18/2023 AL Balance	117.00

TOTAL SICK LEAVE	
7/5/2023 SL Balance	102.50
This PP Accrual	4.00
This PP Usage	0.00
7/18/2023 SL Balance	106.50

PERSONAL SICK LEAVE	
FY21/22 PSL Balance	106.50
This PP Usage	0.00
7/18/2023 PSL Balance	106.50

LEAVE REQUEST FORM

Name: Dawn E Bell

Date of Request: 6/2/2023

Date(s) / Time of Leave:

Leave Type (See Legend):

07/11 5 AL

07/13 3 SL

07/14 3 AL

11 hours ANNUAL LEAVE /

Approved: *Dawn E Bell*

Date: 7/18/2023

Not Approved: _____

Date: _____

Comments: _____

AL: Annual Leave

SL: Sick Leave

PSL: Personal Sick Leave

Personnel Activity Report

EMPLOYEE NAME: **Dawn E. Bell**
 TITLE: **Chief Executive Officer**

PP End: **8/1/2023**

APPROVING AUTHORITY: **ELCNE Board**
 TITLE: **N/A**

Date	Day	# of Hours	978BA	97000	97003	9PADM	Other	AL	SL	PSL	Unallocated Time	DESCRIPTION
7/19/2023	W	4.00	4.00								4.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/26/2023	T	4.00	4.00								4.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/27/2023	F	4.00	4.00								4.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/28/2023	S	5.00	5.00								0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
7/29/2023	S	3.00	3.00								0.00	electronic correspondence
7/30/2023	M	5.00	4.00	1.00							0.00	electronic correspondence
7/31/2023	T	6.00	3.00	3.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
8/1/2023	W	8.00	3.00	3.00	2.00						0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
8/2/2023	T	5.00	5.00								0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
8/3/2023	F	5.00	3.00	2.00				2.00			0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
8/4/2023	S	3.00	3.00								0.00	electronic correspondence
8/5/2023	S	3.00	3.00								0.00	electronic correspondence
8/6/2023	M	6.00	4.00	2.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
8/7/2023	T	5.00	3.00	2.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing
Total		66.00	51.00	13.00	0.00	2.00	0.00	14.00	0.00	0.00	14.00	
Unbooked		14.00	10.82	2.76	0.00	0.00	0.00	0.00	0.00	0.00	14.00	
Total		80.00	61.82	15.76	0.00	2.42	0.00	14.00	0.00	0.00	28.00	
Percent			0.77273	0.19637	0.00000	0.03030	0.00	0.17500	0.00000	0.00000	0.35000	

I hereby affirm that this is a true and complete statement of my hours charged in this period.

Employee Signature

Dawn E. Bell
 Date **8/1/2023**

D. Johnson
 Approving Authority Signature Date **8/1/2023**

For Official Use Only:
 Check and Initial/Once Reviewed & Entered into Pay:
 Check and Initial/Once Entered into PARR Roll-Up

ANNUAL LEAVE	
7/19/2023 AL Balance	120.00
This PP Accrual	8.00
This PP Usage	-14.00
8/1/2023 AL Balance	114.00

TOTAL SICK LEAVE	
7/19/2023 SL Balance	106.50
This PP Accrual	4.00
This PP Usage	0.00
8/1/2023 SL Balance	110.50

PERSONAL SICK LEAVE	
FY21/22 PSL Balance	110.50
This PP Usage	0.00
8/1/2023 PSL Balance	110.50

LEAVE REQUEST FORM

Name: Dawn E Bell

Date of Request: 7/12/2023

Date(s) / Time of Leave:

Leave Type (See Legend):

07/19 4 AL

07/20 4 SL

07/21 4 AL

07/28 2 AL

14 hours ANNUAL LEAVE /

Approved: *Neekansor*

Date: 8/1/2023

Not Approved: _____

Date: _____

Comments: _____

AL: Annual Leave

SL: Sick Leave

PSL: Personal Sick Leave

Personnel Activity Report

EMPLOYEE NAME: Dawn E. Bell
TITLE: Chief Executive Officer

PP End: 8/15/2023

APPROVING AUTHORITY: ELCNF Board
TITLE: N/A

Date	# of Hours	%TBSA	%TDOO	%TDCS	%TADM	Other	AL	SL	PSL	Unallocated Time	DAILY LOG
8/2/2023	W 5.00	3.00			2.00					0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/3/2023	T 3.00	3.00								0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/4/2023	F 6.00	3.00	3.00							0.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/5/2023	S 4.00	4.00								0.00	electronic correspondence
8/6/2023	S 4.00	4.00								0.00	electronic correspondence
8/7/2023	M 5.00	5.00								0.00	electronic correspondence
8/8/2023	T 0.00							8.00		8.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/9/2023	W 2.00	2.00					6.00			6.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/10/2023	T 4.00	4.00					4.00			4.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/11/2023	F 4.00	4.00					4.00			4.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/12/2023	S 4.00	4.00								0.00	electronic correspondence
8/13/2023	S 4.00	4.00								0.00	electronic correspondence
8/14/2023	M 5.00	3.00	2.00				1.00			1.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
8/15/2023	T 6.00	5.00			1.00		1.00			1.00	Reviewing/responding internal documents, electronic correspondence and book bag stuffing
Total	24.00	20.57	2.44	0.00	1.29	0.00	16.00	8.00	0.00	24.00	
Percent	80.00	68.57	7.14	0.00	4.29	0.00					
Total	0.85714	0.08929	0.00000	0.05357							

I hereby affirm that this is a true and complete statement of my hours charged in this period.

Employee Signature

Date 8/15/2023

Approving Authority Signature

Date 8/15/2023

For Official Use Only:
 Check and Initial Once Reviewed & Entered into Pay
 Check and Initial Once Entered into PAR Roll-Up

ANNUAL LEAVE

8/2/2023 AL Balance	119.00
This PP Accrual	8.00
This PP Usage	-16.00
8/15/2023 AL Balance	111.00

TOTAL SICK LEAVE

8/2/2023 SL Balance	110.50
This PP Accrual	4.00
This PP Usage	-8.00
8/15/2023 SL Balance	106.50

PERSONAL SICK LEAVE

8/15/22 PSL Balance	80.00
This PP Usage	0.00
8/15/2023 PSL Balance	80.00

LEAVE REQUEST FORM

Name: Dawn E Bell

Date of Request: 7/12/2023

Date(s) / Time of Leave:

Leave Type (See Legend):

08/08 8 SL

08/09 6 SL

08/10 4 AL

08/11 4 AL

08/14 1 AL

08/15 1 AL

16 hours ANNUAL LEAVE / 8 HOURS SICK LEAVE

Approved: Marie S C Iderson

Date: 8/14/2023

Not Approved: _____

Date: _____

Comments: _____

AL: Annual Leave

SL: Sick Leave

PSL: Personal Sick Leave

Personnel Activity Report

EMPLOYEE NAME: Dawn E. Bell

TITLE: Chief Executive Officer

PP End: 8/29/2023

APPROVING AUTHORITY: ELCNF Board
TITLE: N/A

Date	# of Hours	*7BBA	*7C06	*7C03	*7PDM	Other	AL	SL	PSL	Unallocated Time	DAILY LOG
8/16/2023	W	8.00	3.00	3.00	2.00					0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/17/2023	T	6.00	4.00	2.00						0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/18/2023	F	7.00	5.00	2.00						0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/19/2023	S	3.00	3.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/20/2023	S	4.00	4.00							0.00	electronic correspondence
8/21/2023	M	6.00	4.00		2.00					0.00	electronic correspondence
8/22/2023	T	6.00	5.00		1.00					0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/23/2023	W	7.00	5.00	2.00						0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/24/2023	T	5.00	5.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/25/2023	F	6.00	6.00							0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/26/2023	S	4.00	4.00							0.00	electronic correspondence
8/27/2023	S	4.00	4.00							0.00	electronic correspondence
8/28/2023	M	7.00	4.00	2.00						0.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
8/29/2023	T	3.00	2.00	1.00	1.00					4.00	Reviewing/responding Internal documents, electronic correspondence and book bag stuffing.
Total		76.00	58.00	12.00	6.00	0.00	0.00	4.00	0.00	4.00	
Percent		0.763158	0.15789	0.00000	0.07895	0.00	0.00	4.00	0.00	4.00	
Unallocated		4.00	3.05	0.63	0.00	0.32					
Total		80.00	61.05	12.63	0.00	6.32					
Percent		0.76315	0.15789	0.00000	0.07895						

I hereby affirm that this is a true and complete statement of my hours charged in this period.

Employee Signature

8/29/2023
Date

Approving Authority Signature _____
Date _____

For Official Use Only:
Check and Initial Once Reviewed & Entered into Pay
Check and Initial Once Entered into PAR Roll-Up

ANNUAL LEAVE

8/16/2023 AL Balance	111.00
This PP Accrual	8.00
This PP Usage	0.00
8/29/2023 AL Balance	119.00

TOTAL SICK LEAVE

8/16/2023 SL Balance	106.50
This PP Accrual	4.00
This PP Usage	-4.00
8/29/2023 SL Balance	106.50

PERSONAL SICK LEAVE

FY21/22 PSL Balance	80.00
This PP Usage	0.00
8/29/2023 PSL Balance	80.00

LEAVE REQUEST FORM

Name: Dawn E Bell

Date of Request: 7/12/2023

Date(s) / Time of Leave:

Leave Type (See Legend):

08/29 4 SL

4 HOURS SICK LEAVE

Approved: *D. Keckmon*

Date: 8/29/2023

Not Approved: _____

Date: _____

Comments: _____

AL: Annual Leave

SL: Sick Leave

PSL: Personal Sick Leave

Early Learning Coalition of North Florida, Inc.
BOARD MEETING
Renaissance World Golf Village Convention Center, Legends 1 Meeting Room
St. Augustine, FL 32092
June 21, 2023
Conference Call: 888-296-6500, Guest Code: 966582
10:30 a.m.

ATTENDANCE

Members Present:

Dr. Myrna Allen
Leslie Barstow
Ron Coleman
Vina Delcomyn - Treasurer
Patricia Dorsey
Kyle Gammon
Mary Ann Holanchock
Krista Joseph
Theresa Little
Brian McElhone
Jennifer Overly
Marsha Peacock
Aubrie Simpson-Gotham, Vice Chair
Michael Siragusa
Cassandra Virgo
Renee Williams - Secretary

Staff Present:

Dawn Bell, Chief Executive Officer
Marie Hanson, Office Manager
Russell Huzior, Finance Manager
Christopher Spell, Finance Manager
Tajaro Dixon, Grants and Operations Manager

Members Absent:

Brian Graham
Eleanor Hoffman
Michelle Jonihakis
Jessica Stallings

Others Present:

Teresa Matheny, ECS
Joy Farris, former Board member
Shannon Shontz-Phillips, Board member
Nominee
Cassandra Bloom, guest of Jennifer Overly

CALL TO ORDER/ROLL CALL

A. Simpson-Gotham, Vice Chair, called the meeting to order at 10:35 am. M. Hanson took roll; quorum was met with 16 of the 20 board members in attendance.

PUBLIC COMMENT

No comments.

REVIEW OF DELEGATION OF AUTHORITY ITEMS

The Board designates authority to the Coalition's Office Manager to review and approve the Chief Executive Officer's timesheets, leave requests, work related travel expenses, and other routine

operational requests. Delegation items are included in the Board packet to all Board Members. There were no discussion or questions on the items reviewed.

If this is not done the following would occur:

It was recommended by the board to have these items approved at meetings, following the last Accountability Review. Therefore, the ELC is requesting board approval.

APPROVAL OF THE DELEGATION OF AUTHORITY ITEMS*

1. T. Little motioned to approve the Delegation of Authority Items as presented. L. Barstow seconded the motion. No discussion. Motion passed unanimously.

APPROVAL OF MARCH 8, 2023 BOARD MEETING MINUTES*

Correction to minutes Attendance: Mary Ann Holanchock was absent (her name appears in both the Present and absent columns.

1. M. Siragusa motioned to approve the March 8, 2023 Board Meeting Minutes, as presented. M. Holanchock seconded the motion. No discussion, motion passed unanimously.

STAFF AND COMMITTEE REPORTS

CEO Report-Verbal

D. Bell updated the Board on the recent Association of Early Learning Coalition meeting held in Miami. The highlights were an update on the new State Early Learning Chancellor, the legislation updates and class ratings. Discussion ensued regarding parents' rights.

Finance Manager's Report

New Finance Manager, R. Huzior, introduced himself and gave a brief synopsis of his background and then reviewed the highlights of the Financial report.

Desk Reviews and Audits

The desk review for Jul22 thru Dec 22 is currently in progress. We received the final monitoring report from our last FMSAS monitoring, and they are now closed.

Q2 Financial Statements (see attachment)

Attached are the Q3 financial statements for FY 2022-23. We currently have a small year-to-date loss due to timing of the receipt of miscellaneous donations. We have confirmation from Clay Electrical Foundation that funds will arrive in June. Grant expenses are less than anticipated at this time and in direct proportion to the reduction in grant revenue.

Targets and Restrictions

VPK Admin percentage is currently 2.7%, which is lower than our target of 4%. SR Administration percentage is currently 4.0%, which is less than our target of 5%. All other targets and restrictions remain in alignment with Grant requirements.

DRAFT

Early Learning Coalition of North Florida

FY 2022-2023

As of March 31, 2023

	9/29/2022				Favorable
	Annual Budget	Q3 Budget	Q3 Actual		(Unfavorable)
Notice of Awards					
School Readiness (SR)	\$ 22,906,700	\$ 17,180,079	\$ 15,342,988	\$	(1,837,091)
PDG Services	74,990	56,243	74,990		18,748
CRRSA	2,144,687	1,608,515	666,316		(942,199)
ESSER	87,905	65,929	87,784		21,855
ARP	53,654,648	40,240,986	28,247,053		(11,993,933)
Voluntary Prekindergarten (VPK)	9,867,462	4,900,597	15,633,917		733,320
Total Notice of Award	\$ 98,736,464	\$ 74,052,348	\$ 60,053,047		(13,999,301)
Subrecipient Expense					
School Readiness (SR)	\$ 21,766,279	\$ 16,324,709	\$ 14,655,345	\$	1,669,364
PDG Services	74,990	56,243	74,990		(18,748)
CRRSA	2,144,687	1,608,515	666,316		942,200
ESSER	87,905	65,929	87,784		0
ARP	53,654,648	40,240,986	28,247,053		24,628,984
Voluntary Prekindergarten (VPK)	9,803,067	4,852,300	15,612,002		(44,491,190)
Total Subrecipient Expense	\$ 97,531,576	\$ 73,148,682	\$ 59,343,490	\$	13,805,192
Grant Funds Available to ELC of North FL	\$ 1,204,888	\$ 903,666	\$ 709,557	\$	(194,109)
Other Donations and Revenue					
Interest Income	\$ 600	\$ 450	\$ 724	\$	274
Clay Electric Foundation	15,000	11,250	0	\$	(11,250)
Quality Teacher's Conference	6,000	6,000	7,428		1,428
Miscellaneous Donations	3,500	2,625	3,226		601
Total Revenues	\$ 1,229,988	\$ 923,991	\$ 720,935	\$	(203,056)
ELC of North Florida Estimated Expense					
Salaries	\$ 595,000	\$ 446,250	\$ 387,530	\$	58,720
PRTaxes	65,000	48,750	29,423		19,327
Health insurance & HSA contributions	150,000	112,500	97,747		14,753
Pension	40,000	30,000	17,588		12,412
Life, Disability, and WC	18,000	13,500	7,936		5,564
Staff Development	10,000	7,500	7,499		1
Contract Services	12,000	9,000	1,988		7,012
Auditing	15,000	11,250	12,950		(1,700)
Legal	500	375			375
Printing & Reproduction	2,000	1,500	332		1,168
Repairs & Maintenance	1,000	750	0		750
Office Sites - Occupancy	65,000	48,750	35,651		13,099
Postage, Freight & Delivery	4,000	3,000	524		2,476
Rentals - Office Equipment	6,000	4,500	1,683		2,817
Office supplies	12,000	9,000	5,242		3,758
Communications	22,000	16,500	15,805		695
D&O insurance	2,700	2,700	3,038		(338)
General Liability	8,700	8,700	7,434		1,266
Equipment <\$5000	4,500	4,500	5,064		(564)
Equipment >\$5000	4,000	3,000	0		3,000
Travel - in State	8,000	6,000	731		5,269
Travel - Out of State	6,000	4,500	5,787		(1,287)
Travel - Local	7,000	5,250	3,448		1,802
Bank Fees	500	375	11		364
Software/licenses/Support	20,000	15,000	7,145		7,855
Web Service	35,000	26,250	22,885		3,365
Other employee expenditures	4,000	3,000	93		2,907
ADP Fees	9,000	6,750	6,694		56
Dues & Subscriptions	15,000	11,250	10,699		551
Taxes, Licenses and Fees	800	600	75		525
Misc. - other Current charges	9,000	6,750	11,680		(4,930)
Quality Program	65,000	48,750	21,216		27,534

Total ELC North Florida Estimated Expense	<u>1,216,700</u>	<u>916,500</u>	<u>727,900</u>	<u>188,600</u>
Surplus or (Loss)	<u>\$ 13,288</u>	<u>\$ 7,491</u>	<u>\$ (6,965)</u>	<u>\$ (14,456)</u>

DRAFT

Early Learning Coalition of North
Florida **DRAFT**

Balance Sheet
As of March 31, 2023

ASSETS

Cash, Operating	\$	4,747,212
Cash, Money Market		62,018
Petty Cash		700
Deposits		850
DEL Receivable		3,508,021
ECS Advance ARPA		8,162,044
Prepaid Expense		5,600
Equipment		6,498
Less: Accumulated Depreciation		(6,498)

TOTAL ASSETS \$ 16,485,945

LIABILITIES

Episcopal Children's Services Payable	\$	3,500,010
DEL Advance Payable		13,095,582
Interest due to OEL		46,428
Other AP		
Accrued Vacation		24,129
Accrued Employee Benefits		312

TOTAL LIABILITIES \$ 16,666,461

Net Assets @06/30/2022 (173,551)

Net change YTD @ 03/31/2023 (6,965)

Total liabilities and Net Assets \$ 16,485,945

3RD QUARTER PROGRAM UPDATE

T. Dixon presented the 3rd quarter program per the following:

Coalition Activities:

- The Division of Early Learning (DEL) Fiscal Monitoring occurred October 31 – November 3, 2022. We received the Final report 01/24/23, however we are still awaiting the close-out letter.
- Coalition staff completed their annual review of Information Technology Policies and Procedures and anti-virus refresher trainings.
- The entirely updated School Readiness (SR) Plan for 2022-2024 was submitted to DEL ahead of schedule/DEL deadline. Approvals were sent to the Coalition in ‘batches’ and have all been processed. Five documents have not been approved as of today’s date. DEL advised they had missed these documents on the initial review and it may be mid-April before they can review them.
- The 2023/2024 Sub-recipient Contract Monitoring Schedule and Narrative Plan were completed and were submitted as part of the School Readiness Plan 22/24 Amendment #2.
- The Episcopal Children’s Services contract renewal process for 2023/2024 began during third quarter, and is in today’s board packet for approval.
- The AELC Training Camp was held March 1-3, 2023 in Daytona, and many ECS and Coalition staff attended.

Episcopal Children’s Services (ECS) Contract Monitoring:

The 2022/2023 Second Quarter Monitoring was performed February 13 – 27, 2023. This monitoring included all DEL required “eligibility” criteria for School Readiness and VPK. Additional areas of review were Contract Certifications/Assurances Verifications, Non-direct Costs Review (1st and 2nd quarters combined) and American Rescue Plan Act (ARPA) Provider Application Monitoring. From this review, there were seven compliance issues. These required staff refresher training sessions and some required corrections during monitoring. The staff trainings were held and corrections were made before the final report.

The 2022/2023 Third Quarter Monitoring is scheduled for May 15 - 26, 2023. This monitoring will include all DEL required “eligibility” criteria for School Readiness and VPK. Additional areas of review will be Developmental Screenings and ARPA Provider Application Monitoring.

ALL full reports are available upon request

Executive Administrative Committee

RETRO APPROVAL OF MANAGEMENT DECISION TO USE FUNDS FOR RECRUITING NEW FINANCE MANAGER

- 1.** T. Little motioned to approve the management decision do use funds for recruiting new Finance Manager. M. Holanchock seconded the motion. No further discussion, motion passed unanimously.

Board Meeting
June 21, 2023

RETRO APPROVAL OF 2022-24 SCHOOL READINESS PLAN AMENDMENT #2

2. T. Little motioned to approve the 2022-24 School Readiness Plan Amendment #2. J. Overly seconded the motion. No further discussion, motion passed unanimously.

NEW/UNFINISHED BUSINESS

Approval of the Preliminary ELCNF Budget for 2023/2024*

The attached preliminary budget is an estimate of expected expenses for the upcoming year. At this point, we have not received our Notice of Award for FY 2023-24, but are required to operate within a Board approved budget.

This budget maintains revenues at the amount used for FY2022-23 and ECS expenses at the contracted amount for FY2022-23. The expenses are estimated based on the prior 12 months of expense. Annual purchase orders for FY2023-24 will be created based on these budgeted amounts.

If not approved, we will be operating without an approved budget.

Early Learning Coalition of North Florida

FY 2023-2024

	6/26/2023 2023-2024 Proposed Budget	
Notice of Awards		
School Readiness (SR)	\$	21,600,000
PDG Services		75,000
ARP		25,000,000
Voluntary PreKindergarten (VPK)		20,000,000
Total Notice of Award	\$	66,675,000
Subrecipient Expense		
School Readiness (SR)	\$	20,400,000
PDG Services		75,000
ARP		25,000,000
Voluntary PreKindergarten (VPK)		19,950,000
Total Subrecipient Expense	\$	65,425,000
Grant Funds Available to ELC of North FL	\$	1,250,000
Other Donations and Revenue		
Interest Income	\$	600
Clay Electric Foundation		15,000
Quality Teacher's Conference		6,000

Board Meeting
June 21, 2023

Miscellaneous Donations	3,500
Total Revenues	\$ 1,275,100

ELC of North Florida Estimated Expense

Salaries	\$ 615,000
PR Taxes	65,000
Health Insurance & HSA Contributions	150,000
Pension	50,000
Life, Disability, and WC	18,000
Staff Development	10,000
Contract Services	15,000
Auditing	15,000
Legal	500
Printing & Reproduction	2,000
Repairs & Maintenance	1,000
Office Sites - Occupancy	70,000
Postage, Freight & Delivery	4,000
Rentals - Office Equipment	6,000
Office Supplies	12,000
Communications	22,000
D & O Insurance	2,700
General Liability	8,700
Equipment <\$1,000	4,500
Equipment >\$1,000	4,000
Travel - In State	8,000
Travel - Out of State	6,000
Travel - Local	7,000
Bank Fees	500
Software/Licenses/Support	22,400
Web Service	45,000
Other employee expenditures	4,000
ADP Fees	9,000
Dues & Subscriptions	15,000
Taxes, Licenses and Fees	800
Misc. - Other Current Charges	9,000
Quality Program	65,000
Total ELC North Florida Estimated Expense	\$ 1,267,100
Surplus or (Loss)	\$ 8,000

- 3.** K. Gammon motioned the approval of the preliminary ELCNF 2023/2024 Budget. M. Peacock seconded the motion. No discussion, motion passed unanimously.

Approval of revisions to the 2022-2023 budget for ELCNF 5/10/2023*

On May 10, 2023, The Division of Early Learning sent a revision to the Notice of Award for the 2022-2023 Grant Year. Compared to our previously approved budget this revision reflects the actual NOA for FY2022-23.

The allocation of these funds between ECS and ELCNF has been agreed to by both entities.

\$500 was added to the ECS SR Admin amount to cover additional banking charges for COVID-19 related grant awards (to protect over \$250,000 FDIC amounts).

If not approved, we will not have a budget that reconciles to the Notice of Award and our contract with ECS.

- 4.** K. Gammon motioned to approve the revisions to the 2022-2023 Budget 5/10/2023 for Early Learning Coalition of North Florida. M. Holanchock seconded the motion. No discussion, motion passed unanimously.

Approval of revisions to the 2022-2023 budget for ELCNF 6/07/2023*

On June 7, 2023 The Division of Early Learning sent a revision to the Notice of Award for the 2022-2023 Grant Year. Compared to our previously approved budget this revision reflects the actual NOA for FY2022-23.

The allocation of these funds between ECS and ELCNF has been agreed to by both entities.

\$8,412,121 was reduced from the ARPA Grant.

If not approved, we will not have a budget that reconciles to the Notice of Award and our contract with ECS.

- 5.** T. Little motioned to approve the revisions to the 2022-2023 Budget 6/07/2023 For Early Learning Coalition of North Florida. M. Siragusa seconded the motion. No discussion, motion passed unanimously.

APPROVAL FOR CEO DAWN E. BELL TO MOVE FUNDS AS NEEDED TO FULLY UTILIZE THE GRANT FUNDS.

The CEO requires authority to move Grant funds from one category to another as needed to make full use of the Grant funds.

If this is not done:

The grant funds would not be fully utilized.

- 6.** T. Little motioned to approve CEO Dawn E. Bell to move funds as needed to fully utilize the grant funds. R. Coleman seconded the motion. No discussion, motion passed unanimously.

APPROVAL FOR CEO DAWN E. BELL TO APPROVE, SIGN AND SUBMIT THE DEL GRANT AGREEMENT

The CEO needs authority to approve, sign and submit the annual DEL Grant Agreement. The Grant needs to be signed, approved and submitted before the beginning of the new fiscal year.

If this is not done:

The Coalition would be out of compliance.

- 7.** T. Little motioned to approve CEO Dawn E. Bell to approve, sign and submit the DEL Grant Agreement. K. Gammon seconded the motion. No discussion, motion passed unanimously.

Approval of the Episcopal Children's Services 2023/2024 Primary Service Provider Contract*

Episcopal Children's Services won the 2022/2023 RFP (Request for Proposals) and this is the contract for their second year of that award.

In addition, the Coalition has been satisfied with Episcopal Children's Services (ECS) performance in all prior years.

If this is not done, the following would occur:

- The Coalition would not have a Primary Service Provider contracted for 2023/2024.

- 8.** T. Little motioned the approval of the Episcopal Children's Services 2023/2024 Primary Service Provider Contract. L. Barstow seconded the motion. No discussion, the motion passed unanimously.

APPROVAL OF EPISCOPAL CHILDREN'S SERVICES 2022/2023 CONTRACT AMENDMENT #0004-22

Revisions:

- A. Items **#1 and 3** were to update the School Readiness budgeted amounts per the May 3, 2023 Notice of Award (which included increasing funding for "Other Direct Services" and "ARPA" initiatives), then the June 7, 2023 Notice of Award (de-obligating a portion - \$8,008,771 – of "ARPA" funding).
- B. Items **#1 and 3** were to update the Early Learning Florida (UF Lastinger Contract) section for contract #SR101's first contract amendment, increasing funds from \$50,000 to

Board Meeting
June 21, 2023

\$75,000. AND to add the UF Lastinger Contract for VPK Literacy in the amount of \$2,500.

- C. Items #1 and 3 were to add \$500 to the ECS SR Admin amount to cover additional banking charges for COVID-19 related grant awards (to protect over \$250,000 FDIC amounts).
- D. Item #2 was to update language regarding banking account requirements for earning interest and fully insured accounts.

If this is not done, the following would occur:

- A. ECS's contract would not have the correct budgeted amounts for the School Readiness "Other Direct Services" or "ARPA" initiatives.
- B. ECS's contract would not have the correct budgeted amounts for the UF Lastinger contract #SR101, Nor the UF Lastinger VPK Literacy contract.
- C. ECS's contract would not have the correct budgeted amounts for SR admin costs.
- D. ECS's contract would not have the updated language regarding bank account requirements.

- 9.** K. Gammon motioned the approval of the Episcopal Children's Services 2022/2023 Contract Amendment # 0004-22. M. Peacock seconded the motion. No discussion, the motion passed unanimously.

RETRO APPROVAL (EFFECTIVE 2/16/2023) OF THE ELC OF NORTH FLORIDA AND THE UNIVERSITY OF FLORIDA/LASTINGER CENTER EARLY LEARNING FLORIDA CONTRACT VPK LITERACY EFFECTIVE 2/16/2023 – 6/30/2023

This Contract for Services is made and entered into by and between The University of Florida Board of Trustees (a public body corporate of the State of Florida for the benefit of its Lastinger Center for Learning) and the ELC of North Florida.

THIS CONTRACT is to implement the Early Learning Florida VPK Literacy professional development Educator Stipends program. The Coalition will provide (through Episcopal Children's Services) support for local quality improvement goals, administrative support, distribution of information, completion of timely invoices, and provide timely payment to Educators who complete each course.

The total contract is **not to exceed \$2,500.**

If this is not done, the following would occur:

- The Coalition would not be able to extend these professional development and financial opportunities to the child care providers in the Coalition's service area.

- 10.** V. Delcomyn motioned the retro approval of the ELC of North Florida and the University of Florida/Lastinger Center Early Learning Florida Contract VPK Literacy effective 2/16/2023-6/30/2023. T. Little seconded the motion. No discussion, the motion passed unanimously.

RETRO ACTIVE APPROVAL ELC OF NORTH FLORIDA AND THE UNIVERSITY OF FLORIDA/LASTINGER CENTER EARLY LEARNING FLORIDA CONTRACT EFFECTIVE 08/01/22 – 06/30/23 (SR101) FIRST AMENDMENT

This Contract for Services is made and entered into by and between The University of Florida Board of Trustees (a public body corporate of the State of Florida for the benefit of its Lastinger Center for Learning) and the ELC of North Florida.

THIS CONTRACT is to implement the Early Learning Florida professional development Educator Stipends program. The Coalition will provide (through Episcopal Children’s Services) administrative support, distribution of information, completion of timely invoices, and provide timely payment to Educators who have submitted course completion documents.

The total contract is **AMENDED to not exceed \$75,000. (Original amount was \$50,000.)**

If this is not done, the following would occur:

- The Coalition would not be able to extend these ADDITIONAL professional development and financial opportunities to the child care providers in the Coalition’s service area.

11. M. Holanchock motioned for the retro approval of the ELC of North Florida – University of Florida/Lastinger Center Early Learning Florida Contract effective 8/01/2022 – 6/30/2023 (SR101) first amendment. T. Little seconded the motion. No discussion the motion passed unanimously.

Approval of Web/Marketing Consulting Contract with Creative Types/Amy Lyn D’Alesio for 2023-2024

Our Web/Marketing consulting services is up for procurement. Three quotes were obtained and staff recommends that we accept the Creative Types bid and enter/continue into a contract. This contract is to be billed on an hourly basis of \$60 per hour and not to exceed 200 hours/\$12,000 annually.

If this is not done, the following would occur:

- The Coalition would not have anyone in place to assist the Coalition with their ongoing Marketing/Ad Graphics, website updates and social media marketing, etc. To hire a staff person to solely perform these duties would be far more costly than \$12,000 annually.

12. M. Holanchock motioned to approve the Web/Marketing Consulting Contract with Creative Types/Amy Lyn D’Alesio for 2022-2023. T. Little seconded the motion. No discussion, the motion passed unanimously.

APPROVAL OF PRIVATE SECTOR BOARD MEMBER SHANNON SHONTZ-PHILLIPS

Shannon Shontz-Phillips is passionate about early childhood education and believes a crucial component is giving parents the support that they need. Shannon has worked her whole life both in schools and daycares and sees first-hand the importance of school-readiness and early education.

Shannon Shontz-Phillip’s term will be June 2023 to June 2027

- 13.** T. Little motioned to approve the approval of the Private Sector Board Member Shannon Shontz-Phillips. L. Barstow seconded the motion. No discussion the motion passed unanimously.

Approval of the 2023-2024 Meeting Schedule *

Unless stated otherwise, all meetings are held at:

**Renaissance World Golf Village Resort and Convention Center
500 South Legacy Trail, St. Augustine, FL 32092**

DATE	TIME	MEETING
July 2023		No Meetings
August 2, 2023	10:30 a.m.	Exec/Admin Committee; Conference Call: Dial 1-888-296-6500 and enter Guest Code 966582
September 13, 2023	10:30 a.m.	ANNUAL Board; Meeting/Workshop; Elect Officers
October 2023		No Meetings
November 1, 2023	10:30 a.m.	Exec/Admin Committee; Conference Call: Dial 1-888-296-6500 and enter Guest Code 966582
December 6, 2023	2:00 p.m.	Board- CaddyShack Restaurant, World Golf Village
January 2024		No Meetings
February 7, 2024		No Meetings
March 6, 2024	10:30 a.m.	Exec/Admin Committee; Conference Call: Dial 1-888-296-6500 and enter Guest Code 966582
April 2024		No Meetings
May 8, 2024	10:30 a.m.	Board Meeting
June 26, 2024	10:30 a.m.	Exec/Admin Committee; Conference Call: Dial 1-888-296-6500 and enter Guest Code 966582

- *Board Meetings are held on the 2nd Wednesday of the month with the exception of the June and December Meetings.*
 - *Exec/Admin Committee Conference Call Meetings are held quarterly on the 1st Wednesday of the month.*
 - *AD-HOC Committee Meetings are added as needed.*
 - *PLEASE MAKE NOTE: This is a tentative schedule that is continuously being updated as meetings are being added cancelled or rescheduled, due to unforeseen circumstances.*
 - *Updated Meeting Schedules are posted on our website: www.elcnorthflorida.org*

14. T. Little motioned to approve the 2023-2024 Meeting Schedule. K. Gammon seconded the motion. No discussion the motion passed unanimously.

BOARD SELF EVALUATION DISCUSSION-HANDOUT

The annual Board of Directors Self-Evaluation Form was distributed to all Board Members and all were requested to return their evaluations to M. Hanson no later than August 10, 2023, preferably returned electronically. This evaluation assists the staff in their continued strive to be a model Coalition as well as a non-profit that community partners enjoy serving and assures the Board that we are fulfilling each and every board members expectation.

Review of Board Membership-INFORMATIONAL

No Comments

Board Absenteeism Log – INFORMATIONAL

No comments

Board Comment

D. Bell gave a big thanks to Leslie Barstow and Krista Joseph for serving on the St. Johns County Health & Human Services Board in addition to our Board.

Next Meetings

- Wednesday, August 2, 2023, 10:30 a.m. – Exec/Admin Committee Conference Call Meeting
- Wednesday, September 13, 2023, 10:30 a.m. – ANNUAL Board Meeting

Adjournment*

15. T. Little motioned to adjourn the meeting at 11:45. M. Siragusa seconded the motion. No discussion, the motion was unanimously approved.

Minutes submitted by: M. Hanson, Office Manager, June 21, 2023

Board Meeting
June 21, 2023

ACTION ITEM SUMMARY

DESCRIPTION	Approval of budget amendment FY2023-24 for Early Learning Coalition of North Florida.
Reason for Recommended Action	<p>The attached updated budget is an estimate of expected expenses for the upcoming year. Notice of Award for FY 2023-24, are required to operate within a Board approved budget.</p> <p>This budget maintains revenues similar to amounts used for FY2022-23 and ECS expenses at the contracted amount for FY2022-23. The expenses are estimated based on the prior 12 months of expense. Annual purchase orders for FY2023-24 will be created based on these budgeted amounts. Additional updates may come through and we will advise the board.</p> <p>If not approved, we will be operating without an approved budget.</p>
How the Action will be accomplished	Board Approval and submission to OEL.

Early Learning Coalition of North Florida
FY 2023-2024

	6/26/2023	8/16/2023
	2023-2024	2023-2024
Notice of Awards	Proposed Budget	DEL Update
School Readiness (SR)	\$ 21,600,000	\$ 25,313,287
PDG Services	75,000	0
ARP	25,000,000	3,051,349
CRRSA		1,279,153
Voluntary PreKindergarten (VPK)	20,000,000	18,133,727
Total Notice of Award	\$ 66,675,000	\$ 47,777,516
Subrecipient Expense		
School Readiness (SR)	\$ 20,400,000	\$ 24,313,287
PDG Services	75,000	
ARP	25,000,000	3,051,349
CRRSA		1,279,153
Voluntary PreKindergarten (VPK)	19,950,000	17,883,727
Total Subrecipient Expense	\$ 65,425,000	\$ 46,527,516
Grant Funds Available to ELC of North FL	\$ 1,250,000	\$ 1,250,000
Other Donations and Revenue		
Interest Income	\$ 600	\$ 600
Clay Electric Foundation	15,000	15,000
Quality Teacher's Conference	6,000	6,000
Miscellaneous Donations	3,500	3,500
Total Revenues	\$ 1,275,100	\$ 1,275,100
ELC of North Florida Estimated Expense		
Salaries	\$ 615,000	\$ 615,000
PR Taxes	65,000	65,000
Health Insurance & HSA Contributions	150,000	150,000
Pension	50,000	50,000
Life, Disability, and WC	18,000	18,000
Staff Development	10,000	10,000
Contract Services	15,000	15,000
Auditing	15,000	15,000
Legal	500	500
Printing & Reproduction	2,000	2,000
Repairs & Maintenance	1,000	1,000
Office Sites - Occupancy	70,000	70,000
Postage, Freight & Delivery	4,000	4,000
Rentals - Office Equipment	6,000	6,000
Office Supplies	12,000	12,000
Communications	22,000	22,000
D & O Insurance	2,700	2,700
General Liability	8,700	8,700
Equipment <\$1,000	4,500	4,500
Equipment >\$1,000	4,000	4,000
Travel - In State	8,000	8,000
Travel - Out of State	6,000	6,000
Travel - Local	7,000	7,000
Bank Fees	500	500
Software/Licenses/Support	22,400	22,400
Web Service	45,000	45,000
Other employee expenditures	4,000	4,000
ADP Fees	9,000	9,000
Dues & Subscriptions	15,000	15,000
Taxes, Licenses and Fees	800	800
Misc. - Other Current Charges	9,000	9,000
Quality Program	65,000	65,000
Total ELC North Florida Estimated Expense	1,267,100	1,267,100
Surplus or (Loss)	\$ 8,000	\$ 8,000

ACTION ITEM SUMMARY

DESCRIPTION	Episcopal Children’s Services 2023/2024 Contract Amendment #0001-23:
Reason for Recommended Action	<p><u>Revisions:</u></p> <ul style="list-style-type: none"> A. Items #5, 10, and 28 were to update the <u>School Readiness</u> budgeted amounts, as well as the <u>Additional School Readiness-Related Programs</u> budgeted amounts per the July 1, 2023, July 21, 2023, and August 17, 2023 Notices of Award. B. Items #15, 20, 21, and 29 were to update the <u>Voluntary Prekindergarten</u> budgeted amounts as well as the <u>Additional Voluntary Prekindergarten-Related Programs</u> budgeted amounts per the July 1, 2023 and July 21, 2023 Notices of Award. C. The remaining items were <u>updates from the</u> Division of Early Learning (DEL) 2023/2024 <u>Grant Agreement</u>. <p><u>If this is not done, the following would occur:</u></p> <ul style="list-style-type: none"> A. ECS’s contract would not have the correct budgeted amounts for the School Readiness program, nor the Additional School Readiness-Related Programs. B. ECS’s contract would not have the correct budgeted amounts for the Voluntary Prekindergarten program, nor the Additional Voluntary Prekindergarten-Related Programs. C. ECS’s contract would not have corrected, up-to-date information from the 2023/2024 DEL Grant Agreement updates.
How the Action will be accomplished	Approval of ECS 2023/2024 amendment #0001-23, and party signatures.

ACTION ITEM SUMMARY

DESCRIPTION	Approval of 2022-24 School Readiness Plan Amendment #04
Reason for Recommended Action	<p>The following School Readiness Plan Attachment was revised with needed updates:</p> <ul style="list-style-type: none">• Attach IF and IJ ECS Procurement - Disbursements V7 080123 <p><u>If this is not done, the following would occur:</u></p> <ul style="list-style-type: none">• The Coalition’s School Readiness Plan would not be properly updated/in compliance with DEL.
How the Action will be accomplished	Board Approval, then DEL Approval.



— E P I S C O P A L —
**Children's
Services**

Episcopal Children's Services, Inc.

PROCUREMENT ~~POLICIES~~ AND DISBURSEMENTS
PROCEDURES

Effective October 1, 2023, until amended

Last Reviewed Date: 08/2023

Approved:

Version 7

Table of Contents

<u>Section</u>	<u>Sub-Section</u>	<u>Page</u>
Overview	Purpose	3
	Legislative Direction	3
	Applicability	3
	Oversight and Contract Administrator	4
Purchase Orders and Authorization Levels	Overview	4
	Purchase Order Contents, Terms, Disclosures	4
	Non-recurring PO Procedures	5
	Recurring PO Procedures	6
	CEO Contract Limits	6
	Exceptions - Home Depot, Gas Cards, CCP and FS	6
	Blanket Purchase Orders	7
State of Florida Procurement Regulations	Intent of Compliance	8
	Allowability of Costs	9
	What to consider when procuring any item with grant funding	10
	Thresholds for Procurement Requirements	11
	Procurement Process for Spend over \$35,000	12
	Invitation to Bid	12
	Request for Proposal	13
	Invitation to Negotiate	13
	Regulated Exempted Services Procurement	15
	Compliance - Agreements	16
	Compliance - Contract Documents	17
	Contract Monitoring and Documenting Contractor Performance	17
	Authorization Limits, Process Requirements Chart	18
	Minority Business Enterprise	21
	Price Cost Analysis	21
U.S. Federal Gov't Procurement Regulations	Background	22
	Procurement Options	23
	Micro-Purchases	23
	Small Purchases	24
	Sealed Bids	25
	Competitive Proposals	26
	Additional Information for Solicitation of Quotations	27
	Extension of Due Dates	28
	Procurement File Requirements for RFQ's	28
	Evaluation of Alternative Contractors	28
	Non-competitive Proposals	29
	Affirmative Consideration of Minority, SB, WO and LS Firms	29
	Availability of Procurement Records	30
	Provisions to be included in all Contracts	30
	Right to Audit Clause	32

Table of Contents (cont.)

<u>Section</u>	<u>Sub-Section</u>	<u>Page</u>
Code of Conduct	Overview	32
Conflict of Interest	Resolution	33
Conflict of Interest	Disciplinary Action for Violation	34
Competition	Overview	34
Non-discrimination Policy	Overview	35
Contracts Administration Management	Overview	35
General Procurement Procedures	Overview	36
Bond Requirements	Overview	38
Approved Contractor Lists	Overview	38
Records Retention	Overview	39
Vendor Record Maintenance	Overview	39
Vendor Request Form	Document	41
Contractor Master File Maintenance	Overview	42
Procurement Grievance Procedures	Overview	42
Receipt and Acceptance of Goods	Overview	42
Contract Administration	Overview	43
Davis Bacon Act	Overview	43
Disbursements	Accounts Payable Management Overview	46
	Employee Expense Reports	50
	Cell Phones	54
	Cash Disbursements -Check Writing	56
	Control Grid - Purchasing and Disbursements	59
	Credit Cards/Purchasing Cards/Vouchers	60
Appendix Document 1	ECS Contractual Requirements	62
Appendix Document 2	ECS Payment and P.O.	64

Overview

Episcopal Children's Services will practice ethical, responsible, and reasonable procedures related to purchasing, agreements, contracts, and related forms of financial commitment.

Purpose of this Document

This document ~~establishes policy and~~ furnishes the procedures to ensure that Episcopal Children's Services (ECS), through its procurement process, protects the funds it disburses, derives the maximum return of services from those funds, and complies with applicable state and federal laws, rules, and regulations governing contracts for services and commodities.

Further, this document is intended to facilitate the development and implementation of consistent purchasing and contract administration activities throughout all ECS properties.

This manual provides ECS procurement practitioners with guidelines pertaining to their authority and responsibilities for the solicitation, receipt, and evaluation of proposals, as well as the subsequent award and administration of the resulting purchase order contracts. It also identifies the roles and responsibilities of the other ECS groups regarding purchasing and contract administration activities.

Legislative Direction

ECS operates with both state and federal funding. All purchases will be categorized by the ECS buyer as State Only Funding, Federal Only Funding or Federal and State Funding. If a proposed expenditure uses only Federal funds, then only Federal procurement legislation will apply. If a proposed expenditure uses only State of Florida funds, then only Florida procurement legislation will apply. If a proposed expenditure will use both State and Federal funds, then the most conservative governmental procurement legislation will be applied.

The following documents function as the primary guidelines for this ~~policy procedure~~ manual:

Florida Statutes, Chapters 215 and 287. Florida Rules 60A, 60L and 69L. Chapter 2013-252 F.S.

OMB 2 CFR 200.302 through 2 CFR 200.326, 2 CFR 200.403.

Applicability

These procedures are applicable to all ECS personnel engaged in purchasing and contract administration activities. Recognition is given to the variety of situations under which central and satellite site personnel must work and how each differs in organizational responsibility. This does not, however, alter corporate and property site management's responsibility for ensuring that corporate requirements are met and that sound business practices are followed.

All department heads or their designees shall have the authority to initiate purchases on behalf of their department, within the guidelines described here. Department directors shall inform the Disbursements Manager of all individuals who may initiate purchases or prepare purchase orders. The Disbursements Manager shall maintain a current list of all authorized purchasers via Microix.

The Fiscal Department shall be responsible for processing purchase orders. The Chief Financial Officer (CFO) has authority over all purchases and contractual commitments and shall make the final determination on any proposed purchases where budgetary or other conditions may result in denial. The Chief Executive Officer (CEO) of ECS may choose at any time to grant or override purchase authorization for any product, commodity, or service.

Oversight and Contract Administrator

The CEO is ultimately responsible for the oversight of procurement services, including contract management. The CEO will ensure the procurement process operates within the requirements of all applicable state and federal regulations. The CEO will further ensure the ECS contract management system is compliant with the terms, conditions and specifications of its contracts and confirm adequate and timely follow-up of all its purchases and services. The retention and cataloging of all contracts will be managed by the office of the CEO.

The ~~p~~Procurement ~~Director-position~~ is responsible for the general administration of procurement services and contract administration.

- Upon the request of individual ECS departments, this position assists in the following activities: a) Carrying out the preparations for contracting; b) Soliciting and analyzing bids; c) Negotiating contracts and amendments; d) Monitoring the contractor's performance; e) Reviewing selected contractor invoices for payment.

The ~~p~~Procurement ~~Director-position~~ is responsible for preparing, distributing, and coordinating all updates to this manual. The ~~p~~Procurement ~~Director-position~~ shall routinely review and update the manual and activities. To ensure effective control, successful audits, and consistency of application, the ~~p~~Procurement ~~Director-position~~ will process and distribute necessary changes.

Distribution of the manual in whole or in part is limited to personnel involved in implementation of the contract administration policies and procedures contained herein. The manual may be found on ECS ~~Sharepoint~~~~SharePoint~~ in the Fiscal documents section and is available to all with access to this module.

Purchase Orders and Authorization Levels

ECS utilizes a purchase order system facilitated by Microix software. Only users with approved access may create purchase orders within Microix. A properly completed purchase order shall be required for each purchase decision except for travel advances and expense reimbursements. ECS uses Microix, an electronic purchase order system that assigns each PO a unique number and records that number in a log.

Whenever practicable, purchase orders (hard copy or electronic) will be sent to contractors. Receipt acknowledgements should be retained within the PO file when available.

A properly completed purchase order shall contain the following information, at a minimum:

1. Specifications or a statement of services required
2. Quantity, description, price, applicable payment terms, applicable discounts(s), date of performance
3. Contractor name, address, point of contact and phone number
4. Source of funding (if applicable)
5. Delivery or performance schedules
6. Delivery, packing, and transportation requirements/arrangements
7. Special conditions (if applicable)
8. Catalog number, page number, etc. (if applicable)
9. Net price per unit, less discount, if any
10. Total amount of order
11. Solicitation number (if applicable)
12. Liquidated damages
13. Authorized signature/ approvals
14. Date purchase order was prepared
15. A terms and conditions statement or website link to access the terms and conditions.

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

Additional purchase order terms/disclosures required regardless of the scoped goods/services:

1. Liquidated damages/financial consequences
 2. Payment audit (records of costs will be available upon request)
 3. Payment made after written "agency" acceptance
 4. Payment timeframe – timely payments
 5. Funding availability/annual appropriation
 6. No lobbying
 7. Public access/public records
 8. Conduct of business – federal/state laws govern
 9. Conflict of interest/related party activities
 10. Confidentiality and safeguarding information
 11. Termination for cause – required for purchases in excess of \$10,000 (60A-1.016, F.A.C.)
 12. Remedies – required for purchases in excess of \$35,000 (2 CFR Part 200 Appendix II)
- * Other/additional terms may also apply based on scoped goods/services. If credit card transactions occur all the standards noted here will still apply. Additional disclosures may also apply for higher dollar purchases.

Minimum Entity control processes required for Purchase Orders (see 60A-1.016, F.A.C.)

1. Monitor and review processes for the use of purchase orders and field purchase orders (those issued by an agency/office that is separate from the agency purchasing office (i.e., satellite offices).
2. Publish an authorization document that defines approval requirements for various spend thresholds.
3. The Disbursements Manager will control and monitor those employees who have the capability to issue purchase orders.

Non-recurring Purchase Order Procedures

	Action
1	Prepare electronic Purchase Order (P.O.) through Microix using proper workflow according to contract to be expensed.
2	Fill out P.O. to include vendor name, date, quantity, amounts and project/element/account to be charged.
3	Obtain proper authorization (done automatically through Microix):
	a) \$0 - \$1,499.99 - Manager or similar level b) \$1,500 - \$2,499.99 – Director or similar level c) \$2,500 - \$4,999.99 – Sr. Director or similar d) \$5,000 and up – VP, CoP, CoCO, CAO, CDO, AVP (only those generated by those staff under their programs or departments) e) \$15,000 and up – CFO f) \$25,000 and up - CEO
4	Once PO has document status of "Read Only Access, Level 8", the purchase has been approved.

5	Order goods or services utilizing the P.O. A P.O. should be sent to the vendor whenever possible, and a receipt notification should be attached to the P.O. in Microix.
6	When order is received, the receiver will check for accuracy on packing slip or invoice, sign, date and attach to the PO in Microix.
7	If you decide not to utilize the P.O. notify Disbursements Manager immediately to void the PO.

Recurring/Operating Invoices

ECS has multiple vendor relationships that generate recurring monthly invoices*. Examples of recurring invoices include, but are not limited to, leases, security monitoring, pest control, utilities, etc. The recurring/operating invoices typically have identical or nearly identical month to month charges. The process to manage these recurring charges is as follows:

1. An agreement or contract between the vendor and ECS will be executed defining the monthly charges and term of the agreement. This agreement will be approved using the applicable workflow approval protocols.
2. A purchase order will be created by the ECS department which initiated the contract and is responsible for the contractor relationship. The purchase order will define, in the notation section of the Purchase Order, that the charges will be recurring. The contract/agreement will be attached to the initial purchase order.
3. The purchase order will be approved using the applicable workflow approval protocols.
4. Upon receipt of the first invoice applicable to each recurring contract/purchase order, the ECS disbursements team will pay the invoice referencing the initial purchase order. All subsequent invoices will be paid referencing the same initial purchase order. Purchase Orders for subsequent invoices may be created by a member of the disbursements teams and approved by Disbursements Manager or set-up as a recurring expense in MIP. No additional approvals are required after the initial PO has been approved.
5. The disbursements team maintains a log of all vendors and accounts that are classified as recurring. This log will define the payment amount, purchase order number and the termination date of the agreement.
6. If a recurring invoice significantly differs from the expected payment amount, the disbursements team will create a Purchase Order using an appropriate workflow which includes the originator as an approver to get clarification/approval for the discrepancy.
7. When a contract/agreement ends, the disbursements team will note the agreement has been terminated in the log.
8. Due to the nature of the recurring invoices, invoices are not required to be signed and dated.

*Note: Most rental agreements do not submit invoices. As these remain constant over a period, a recurring entry will be the only documentation to support these charges.

Annual Leases or contracts with a value in excess of \$150,000 should be reviewed by outside legal counsel.

Note: Certain rental agreements do not submit invoices. Because these amounts remain constant over a period of time, a recurring PO will be the only documentation to support these charges. All contracts between ECS and outside parties must be reviewed and approved by the department head of the program, as well as the CEO. These policies shall also apply to renewals of existing contracts.

CEO Contract Limits

The CEO may execute all organization contracts based on the following limits:

- Approval by the Board of Trustees for new (nonrecurring) contracts with an annual amount greater than \$5 million.
- Contract amendments and extensions: Approved by the Board of Trustees for all contracts amendments and

extensions with an annual increase or decrease in an amount greater than \$5 million.

Exceptions to pre-approval purchase ~~policy~~ procedure:

Home Depot

The Sr. Director of Facilities and his team regularly make frequent small dollar purchases at the Home Depot. These purchases are typically made to address safety and health concerns that require quick turnaround times to avoid a negative impact to our programs. To facilitate this critical need, the Sr. Director of Facilities will be responsible for the Home Depot credit cards that will be used by the facilities team. The Disbursements Manager will be responsible for acquiring the Home Depot credit cards at the behest of the Sr. Director of Facilities. The Accounts Payable Department will collect Home Depot receipts from his staff on a monthly basis. The Disbursements Manager will have ongoing oversight of the charging activity via online account administration. At the end of each monthly billing cycle, a Home Depot purchase order will be created by a staff accountant with all supporting documentation and forwarded to the Sr. Director of Facilities. All purchases made during each cycle will be properly coded to the appropriate program and GL code. Any purchases above \$5,000 will require approval through ECS' approval workflow protocols. *Please note: This practice represents a pre-authorized/modified blanket PO process for the specified vendor/contractor, who will be vetted annually (at the start of each program year) by ECS staff to ensure they remain on the eligible vendor/contractors' list. In addition, ECS will annually provide staff a list of pre-approved critical needs items that are authorized for purchase under this section. Any/all other planned purchases should follow ECS' regular approval workflow protocols.

Gas Cards

ECS employees who are assigned a company vehicle or who regularly check out an ECS vehicle, may be given a fuel credit card to purchase fuel for these cars. The Sr. Director of Facilities will be responsible for the oversight and management of fuel credit cards which will be used by the ECS staff. The use of these cards is restricted to fuel purchases only. The Disbursements Manager will be responsible for acquiring fuel credit cards at the behest of the Sr. Director of Facilities. The Sr. Director of Facilities will collect gas receipts from ECS staff on a weekly basis and review their efficacy. At the end of each monthly billing cycle, a member of the disbursements department receives a statement from the fuel credit card company. A copy of this statement will be forwarded to the Sr. Director of Facilities who will review the usage and will acknowledge approval by his or her signature. The fiscal department will create a single monthly purchase order capturing data from all receipts that will account for each purchase made during that billing cycle. All purchases during each cycle will be properly coded to the appropriate program and GL code.

CCP contractors and Food Service Providers

ECS has contractual relationships with multiple Child Care Partners and Food Service Providers. These contracts are reviewed annually and revised or renewed as appropriate. Invoices for these goods and services are provided to ECS by the contractors/providers monthly. These invoices are received and audited by the Directors or MOCO's for CCP's and by the Director of Nutrition departments. After reviewing and auditing each invoice, the Director of these programs then creates Purchase Orders for their respective services. Due to the nature of these expenses and the required high-level review, the Purchase Orders for these categories shall only require the additional approval of the VP HS/EHS.

Blanket Purchase Orders

Blanket purchase orders can be created for purchases to be made throughout the year from the same contractor when the total amount to be purchased can be reasonably estimated. The blanket purchase order number will be used each

time an order is placed and needs to appear on each invoice. Blanket purchase orders are subject to the same authorization limits and solicitation as regular purchase orders.

1. Blanket purchase orders can be used when:
 - Purchasing repetitive, specified services or items, or categories of items from the same contractor; which are purchased and paid in a predictable manner during a certain time period, usually one (1) year.
 - Ordering standard materials or maintenance supplies which require numerous shipments.
 - To enable the buyer to obtain more favorable pricing through volume commitments.
2. Blanket purchase orders generally cannot be used when:
 - 1.No benefit will be derived over and above use of a regular purchase order.
 - 2.It creates an open line of credit with a contractor.
 - 3.Prices are unknown at ordering time, or subject to change later without notice.
 - 4.Quality of the contractor and/or goods or services are questionable.
 - 5.Control over ECS expenditures would be weakened significantly.
3. A uniform blanket purchase order format should be used and shall include the following information:
 - The period to be covered by the blanket agreement (not exceed to one year)
 - A cancellation clause
 - The previous blanket purchase order number if this is a replacement blanket purchase order
 - Items and/or categories of items to be covered by the blanket purchase order
 - Maximum quantities, if any
 - Prices and pricing arrangements
 - Terms and billing arrangements
 - Personnel authorized to issue order releases
4. Pricing: Price, F.O.B. terms, commodities, and quantity should be established before the blanket purchase order is issued.

It shall be the responsibility of the department placing the order to monitor the prices and terms of its blanket purchase orders.

Acquisition Options

ECS will always consider the most economical approach to the acquisition of goods and services, including if a procurement contract is the best option for meeting a project requirement. Lease vs. Buy options will be considered where appropriate. The use of federal, state or local inter-governmental procurement agreements will be employed when practical. Used or government surplus materials will be considered for acquisition if available.

State of Florida Procurement Regulations

Intent of Compliance (Section 287.057, F.S.) - Procurement of commodities or contract services

ECS will:

- Promote fair and open competition without favoritism.
- Ensure that public funds are spent wisely via adequate documentation and effective monitoring mechanisms.
- Establish uniform procedures to ensure effective and ethical procurement of contractual services.
- Ensure improprieties are curbed and public confidence is maintained.

Procedures to Evaluate Allowability of Costs [2 CFR Part 200.302(7)]

Written procedures for allowability of costs - required contents [2 CFR Part 200.302(7)]

1. Procedures or disclosures for prohibited costs – optional disclosures based on entity operations.
2. Procedures to evaluate allowability of costs – a disclosure requirement

Phase I Analysis – General considerations for allowable costs

1. Consider requirements from federal regulations and program requirements
 - a. Is the proposed cost allowable based on instructions from uniform grant guidance?
 - b. Is the proposed cost consistent with the federal cost principles?
2. Consider requirements from the federal awarding agency
 - a. Is the proposed cost allowable based on agency-specific regulations?
 - b. If the expense will be charged to an OEL grant, does the proposed cost allowable based on the related terms/conditions that govern the ECS' award or the grant agreement with OEL/ELC?
 - c. Is the proposed cost consistent with the grant project performance measures or benchmarks?
3. Consider requirements from applicable state guidance for state funded expenditures. (Applies to OEL funded grants)
 - d. Is the proposed cost consistent with authorized grant program activities as described in the USDHHS-approved CCDF State plan?
 - e. Is the proposed cost allowed by state expenditures guidance from state statutes, rules, regulations or guidance from DFS/DMS?
 - f. Does the proposed cost comply with related grant program terms/conditions issued by OEL for grant awards, contracts, purchase orders and other expenditure agreements?
4. Consider the period of performance
 - i. Is the proposed cost for the allowed period of availability as defined for the funding program?
5. Consider other oversight instructions
 - j. If federal or state-level prior approval is required for the proposed cost, was this process followed?

Phase II Analysis – Specific factors affecting allowable costs

Several additional factors should be considered and documented by staff for cost transactions. The answer for each question listed here must be "yes" in order for staff to continue with the transaction.

6. The proposed cost(s) is/are -
 - k. Necessary/Reasonable/Allocable
 - l. In conformance with federal law and grant terms and conditions

- m. Consistent with state and local policies
- n. Consistently treated
- o. In accordance with generally accepted accounting principles (GAAP) and other standards
 - i. Each non-federal entity that receives federal/state grant program funds must use accounting rules and procedures established by authoritative bodies or conventions that have evolved through custom and common usage.
- p. Not used as match on another federal award
- q. Net of applicable credits (2 CFR §200.406)
- r. Adequately documented

Priority of Compliance with Federal Guidance. If instances of inconsistency are noted between USDHHS program guidance (i.e., 2 CFR §300 and 45 CFR Parts 98 and 99) and the OMB uniform guidance (i.e., 2 CFR §200), the program-specific guidance instructions from USDHHS will govern and will supersede the standard instructions from 2 CFR §200 all circumstances.

Priority of Compliance with State Guidance Please note State of Florida's program-specific instructions from state statutes, rules, regulations or guidance from the Department of Management Services (DMS) or the Department of Financial Services (DFS) also apply to and govern Florida's early learning programs. If instances of inconsistency are noted between federal level program guidance and the state's guidance on expenditures, the state guidance from DFS and DMS will govern.

What to Consider When Procuring Any Item with Grant Funding

The following must be considered when procuring any item with grant funding:

1. Policies used by ECS will apply to all ECS activities/purchases made. (2 CFR Part 200.403(c).
2. The procurement should be carried out using good purchasing practices with price, quality and other factors considered.
3. Comparisons from published catalogues or websites are allowable for written quotes.
4. Written documentation of verbal quotes is allowable when the name and address of the vendor is noted in the purchasing records.
5. Where applicable, an analysis must be made of lease and purchase alternatives to determine which would be the most economical and practical procurement.
6. Solicitations for goods and services must provide for the following:
 - a) A clear and accurate description of the technical requirements for the material, product, or service to be procured. For competitive procurements, such a description shall not contain features which unduly restrict competition.
 - b) Requirements which the bidder must fulfill and all other factors to be used in evaluating bids and proposals.
 - c) A description, wherever practical, of technical requirements in terms of functions to be performed or performance required, including the range of acceptable characteristics or minimum acceptable standards.
 - d) The specific features of "brand name or equal" descriptions that bidders are required to meet when such features are included in the solicitation.
 - e) The acceptance, to the extent practical and economically feasible, of products and services dimensioned in the metric system of measurement.
 - f) Preference, to the extent practical and economically feasible, for products that conserve natural resources and

protect the environment and are energy efficient.

- g) Preference, to the extent practical and economically feasible, for products that are American-made (per Department of Labor, Health and Human Services, and Education and related agencies Appropriations Act of 1995, and CCDF section 507, P.L. 103-333).

7. Positive efforts shall be made to utilize small business, minority-owned firms, and women's business enterprises, whenever possible. This includes a request to bidders to identify whether subcontractors are of this dimension. If no certified minority vendor quote is included, documentation must be provided explaining why.
8. Cost and price analysis must be made and documented on all procurements over \$35,000 and/or when a service or commodity is obtained without competition. The price/cost analysis must be completed prior to receiving bids or responses to proposals.
9. Any acquisition that will be capitalized for financial statement purposes requires prior approval for grant reporting purposes. For the equipment and other capital expenditures cost item, prior approval must be requested for all items that meet the lesser of the requestor's capitalization threshold or \$5,000. Acquisitions or creation of software applications that meet the capitalization requirements of generally accepted accounting principles also require prior approval." Other selected categories of spend must also be approved in advance by either the ELC of North Florida or the OEL. As these selected categories change frequently, it is incumbent upon the ECS Chief of Program and Administration to monitor applicable purchase orders for compliance.
10. ECS will comply with instructions for procurement of recovered materials. (2 CFR Part 200.322)
11. ECS will comply with applicable cost and price analysis requirements for procurement transactions. (2 CFR Part 200.323)
12. Per Florida Statute 1002.83 (12), state, federal and local matching funds provided to Early Learning Coalitions may not be used directly or indirectly to pay for meals, food, or beverages for coalition members, coalition employees or coalition subcontractors

Thresholds for Procurement Requirements

1. Category 1 (Purchases with a value of \$2,500 and below) "Small Purchases" may include, but are not limited to, a minimum of one written quote or written record or a verbal quote.
 2. Category 1 (Purchases from \$2,501 to \$15,000) require a minimum of two (2) written quotes or written records or two (2) telephone quotes.
 3. Category 1 (Purchases from \$15,001 to \$20,000) require a minimum of three (3) written quotes or informal bids to be opened upon receipt. At least one quote should be requested from a CMBE, if available.
 4. Category 2 (Purchases from \$20,001 up to \$35,000) require a minimum of three written quotes or informal bids to be opened upon receipt. At least one quote should be requested from a CMBE, if available.
 5. Category 3 (Purchases from \$35,001 up to \$65,000) must use formal solicitations/competitive procurement except as exempted by state procurement laws. Advertisement of bid should be posted at least 10 calendar days before the date set for receipt of bids, proposals or replies. May be renewed for up to three optional/additional years; renewal clause must be in writing and must be included in the proposal files. For emergency purchases, the process may be bypassed with prior written approval by OEL before a contract or PO is executed.
- Category 3 -Single/Sole sourced goods and services exemption. Statements of Work and Bid Terms must still be prepared and advertised. Must be electronically posted for a period of at least 10 business days prior to the award. Full documentation must be maintained. Electronic notice of intent to award as a sole source must be provided after the close of the bid posting. May be renewed for up to three optional/additional years; renewal clause must be in writing and must be included in the proposal files. For any purchase made without competition: individuals taking part in the development of selection criteria for evaluation, the evaluation process, and/or the

award process must complete a written conflict of interest form to attest they are independent of and have no conflict of interest in the entities evaluated and selected.

6. Category 4 (Purchases from \$65,000 up to \$195,000) must be procured using formal solicitations/competitive procurement except as exempted by state procurement law. Review and approval may be required from ELC/OEL and the ECS Chief of Program and Administration will provide direction for each expenditure in this spend category. A team of three qualified ECS personnel will be appointed to evaluate proposals, submit responses and manage negotiations. The award may be renewed for up to three optional/additional years; renewal clause must be in writing and must be included in the proposal file. For emergency purchases, the process may be bypassed with prior written approval by OEL before a contract or PO is executed. Review by the ELC legal counsel may also be required, direction provided by ECS Chief of Program and Administration.

Category 4 -Single/Sole sourced goods and services exemption. Statements of Work and Bid Terms must still be prepared and advertised. Must be electronically posted for a period of at least 10 business days prior to the award. Full documentation must be maintained. Electronic notice of intent to award as a sole source must be provided after the close of the bid posting. May be renewed for up to three optional/additional years; renewal clause must be in writing and must be included in the proposal files. For any purchase made without competition: individuals taking part in the development of selection criteria for evaluation, the evaluation process, and/or the award process must complete a written conflict of interest form to attest they are independent of and have no conflict of interest in the entities evaluated and selected.

7. Category 5 (Purchases from \$195,001 up to \$325,000) must be procured using formal solicitations/competitive procurement except as exempted by state procurement law. Review and approval may be required from ELC/OEL and the ECS Chief of Program and Administration will provide direction for each expenditure in this spend category. A team of three qualified ECS personnel will be appointed to evaluate proposals, submit responses and manage negotiations. The award may be renewed for up to three optional/additional years; renewal clause must be in writing and must be included in the proposal file. For emergency purchases, the process may be bypassed with prior written approval by OEL before a contract or PO is executed. Review by the ELC legal counsel may also be required, direction provided by ECS Chief of Program and Administration.

Category 5 -Single/Sole sourced goods and services exemption. Statements of Work and Bid Terms must still be prepared and advertised. Must be electronically posted for a period of at least 10 business days prior to the award. Full documentation must be maintained. Electronic notice of intent to award as a sole source must be provided after the close of the bid posting. May be renewed for up to three optional/additional years; renewal clause must be in writing and must be included in the proposal files. For any purchase made without competition: individuals taking part in the development of selection criteria for evaluation, the evaluation process, and/or the award process must complete a written conflict of interest form to attest they are independent of and have no conflict of interest

***For all spend categories, purchases may not be split into individual amounts to avoid an expenditure limit or a threshold requirement.

Procurement Process for Spend over \$35,000

The following competitive solicitation processes are applicable to all commodity and contractual services when spend is in excess of \$35,000.

1. All competitive solicitations shall be made available simultaneously to all vendors and shall include:
 - a. Time and date for receipt of bids, proposals or replies
 - b. Time, date and location of public opening
 - c. All contractual terms and conditions
 - d. Criteria to be used in determining acceptability and relative merit of the bid/proposal

2. Invitation to Bid: Solicitation Process – Option 1

- a. All Invitations to Bid must include a detailed description of the commodities or contractual services sought; and if ECS contemplates renewal of the contract, a statement to that effect.
- b. Bids submitted in response to an invitation to bid in which EPS contemplates renewal of the contract must include the price for each year in which the contract may be renewed.
- c. Evaluation of the bids must include consideration of the total cost for each year of the contract, including renew years.
- d. The contract shall be awarded to the responsible and responsive vendor who submits the lowest bid.
- e. An invitation to Bid should be used when the commodity or service solicited can be clearly specified and can essentially be provided in only one format. There are normally no differentiation opportunities for vendors outside of price, terms and delivery.

3. Request for Proposal: Solicitation Process – Option 2

- a. RFP's shall be used when the commodities or services sought can be clearly defined, however the vendors may have multiple options for which the commodity or service can be provided.
- b. Before issuing an RFP, ECS must determine and specify in writing the reasons that procurement by Invitation to Bid is not practicable.
- c. RFP's must include a clear description of the commodity/service being sought; evaluation criteria; if the contract may be renewed.
- d. Evaluation criteria must include at a minimum: price (for all years of the term), total cost and prior relative experience of the vendor.
- e. The contract will be awarded by written notice to the responsible and responsive vendor whose proposal is most advantageous to ECS and the State of Florida. Documentation shall be maintained as to how the award decision was made.
- f. The scope of work or the actual product/outcome can be generally defined;
- g. The buyer seeks to balance price and quality to achieve the best value.
- h. Awards may be either a fixed price or cost reimbursement basis.
- i. There are believed to be more than two vendors who can submit satisfactory offer.

4. Invitation to Negotiate: Solicitation Process – Option 3

- a. Before issuing an invitation to negotiate, a document must be created that defines the reasons why an ITB or an RFP were not practicable.
- b. An Invitation to Negotiate can be used when trying to determine the best method for achieving a specific goal or solving a particular problem. This is best used when ECS is unclear as to the method required to meet a specific need and requests proposals from multiple vendors where they develop action plans to meet the need.
- c. The ITN must describe the questions being explored, the facts being sought and specific goals or problems that are the subject of the solicitation.
- d. The ITN must define the criteria that will be used by ECS to determine which proposal is best and what criteria will be used in final vendor selection.
- e. Once replies are received by ECS to the solicitation, ECS will evaluate all replies against the selection criteria and select the vendors best equipped to meet the need/solve the problem. ECS may then select one or more vendors to commence one to one negotiations. Once negotiations are complete, ECS will award the contract to the most responsible and responsive vendor that brings the most value to ECS and the State of Florida.
- f. Ideal when purchasing non-standard or customized products/services or systems;
- g. Responses may contain innovative solutions, which may otherwise not receive consideration;
- h. Ideal when competitive negotiation is the best way to ensure price or services to match available contract funds or provide most efficient economical services.

- i. Award can be based on solution or approach, qualifications and/or price.
 - j. Typically, there will be limited availability of competition.
 - k. Typically, there is "high" complexity to requirements and project/emphasis on technology.
5. Prior to the receipt of bids, proposals or replies, ECS may conduct a conference or written question and answer period for the purposes of assuring the vendor's full understanding of the solicitation requirements.
6. The use of ITB's, RFP's and ITN's in which sealed bids/proposals/replies are typically received may not be circumvented unless one of the following occur:
 - a. The CEO of ECS determines in writing that an immediate danger to the public health, safety or welfare or other substantial loss to the state requires immediate action.
 - b. The purchase can be made from a state term contract. The commodity is available from only a single source.
7. If ECS determines that only a single source is available, they shall post on their website for at least seven days, the description of the commodities or contractual services sought. The description must include a request that prospective vendors provide information regarding their ability to supply the commodities or contractual services described. If it is determined in writing by ECS, after reviewing any information received from prospective vendors that the commodities or contractual services are available only from a single source, ECS shall provide notice of its intended decision to enter a single-source purchase contract in the manner specified in s 120.57 (3).
8. Single Source: If a purchase exceeds \$35,000 and the item is not purchased competitively, ECS must document its compliance with 287.017 F.S. which states the price paid must be fair and competitive. Further, documentation must include a statement explaining the reasons why the product or service is the only product or service that will meet the needs of ECS and why the vendor is the only vendor that can supply the product or service. Also, ECS employees involved in the vendor selection process must certify in writing that they have no conflicts of interest applicable to the entity which was awarded the contract. Finally, a cost analysis must be performed and documented.
9. If less than two responsive bids are received to any solicitation method, ECS may negotiate on the best terms and conditions. ECS shall document the reasons that such action is in the best interest of ACH and the state of Florida in lieu of resoliciting competitive sealed bids, proposals or replies. All actions falling into this category must be reported quarterly to the granting agency.
10. The RFP, ITB, or ITN shall be made available simultaneously to all vendors and will include a detailed description of the commodities or contractual services sought; the time and date for the receipt of proposals/bids/offers and of the public opening; and all contractual terms and conditions applicable to the procurement, including the criteria to be used in determining acceptability of the proposal/bid/offer.
11. If ECS contemplates renewal of the contract, that fact shall be stated in the RFP, ITB, or ITN.
12. The proposal/bid/offer shall include the price for each year for which the contract is renewed.
13. Evaluation of proposals/bids/offers shall include consideration of the total cost for each year as submitted by the vendor. Criteria not set forth in the RFP, ITB, or ITN may not be used in determining acceptability of the proposal/bid/offer.
14. The contract shall be awarded with reasonable promptness by written notice to the responsible and responsive vendor that submits the highest scoring proposal, lowest responsive bid, or best offer to negotiate.
15. This proposal/bid/offer shall be determined in writing to meet the requirements and criteria set forth in the RFP, ITB, or ITN.
16. ECS reserves the right to reject any and all proposals/bids/offers, if deemed to be in its best interest.
17. ECS officers, employees, and/or agents are prohibited from soliciting or accept gratuities, favors, or anything of monetary value from sub-recipients or potential sub-recipients.
18. Every SERVICES agreement more than \$35,000 shall be evidenced by a written agreement embodying all provisions and conditions of the procurement. The agreement must be signed by the ECS CEO or designee and the contractor before services are rendered. The written agreement may include the following provisions:

- a. All bills for fees must be submitted in detail sufficient for proper pre- and post-audit
- b. The agreement may be cancelled if by ECS if the contractor refuses to permit public access to all documents.
- c. A scope of work that clearly establishes all tasks the contractor is to perform
- d. A breakdown of deliverables that are quantifiable, measurable and verifiable. These deliverables must be confirmed as complete before the contract manager authorizes payment of vendor invoices.
- e. A definitive timeline for all facets of the project.
- f. Defining if the contract is renewable and for what period
- g. Performance penalties, if any
- h. Property rights. Intellectual property rights. A PO may substitute for a written agreement if it comprehensively covers all critical terms and conditions

Regulated Exempted Services Procurement

Per Subsection 287.057(3)(e), the following contractual services and commodities are not subject to the competitive-solicitation requirements of this section:

1. Artistic services. As used in this subsection, the term "artistic services" does not include advertising or typesetting. As used in this subparagraph, the term "advertising" means the making of a representation in any form in connection with a trade, business, craft, or profession in order to promote the supply of commodities or services by the person promoting the commodities or contractual services.
2. Academic program reviews if the fee for such services does not exceed \$50,000.
3. Lectures by individuals.
4. Legal services, including attorney, paralegal, expert witness, appraisal, or mediator services.
5. Health services involving examination, diagnosis, treatment, prevention, medical consultation, or administration. The term also includes, but is not limited to, substance abuse and mental health services involving examination, diagnosis, treatment, prevention, or medical consultation if such services are offered to eligible individuals participating in a specific program that qualifies multiple providers and uses a standard payment methodology. Reimbursement of administrative costs for providers of services purchased in this manner are also exempt. For purposes of this subparagraph, the term "providers" means health professionals and health facilities, or organizations that deliver or arrange for the delivery of health services.
6. Services provided to persons with mental or physical disabilities by not-for-profit corporations that have obtained exemptions under s. 501(c)(3) of the United States Internal Revenue Code or when such services are governed by Office of Management and Budget Circular A-122. However, in acquiring such services, the agency shall consider the ability of the vendor, past performance, willingness to meet time requirements, and price.
7. Medicaid services delivered to an eligible Medicaid recipient unless the agency is directed otherwise in law.
8. Family placement services.
9. Prevention services related to mental health, including drug abuse prevention programs, child abuse prevention programs, and shelters for runaways, operated by not-for-profit corporations. However, in acquiring such services, the agency shall consider the ability of the vendor, past performance, willingness to meet time requirements, and price.
10. Training and education services provided to injured employees pursuant to s. [440.491\(6\)](#).
11. Contracts entered into pursuant to s. [337.11](#).
12. Services or commodities provided by governmental entities.

13. In addition, per Subsection 287.057(3)(f), F.S., continuing education events or programs that are offered to the general public and for which fees have been collected that pay all expenses associated with the event or program are exempt from requirements for competitive solicitation.

13. Prescriptive assistive devices for the purpose of medical, developmental or vocational rehabilitation of clients are exempt from solicitation requirements and must be procured pursuant to an established fee schedule or by any other method that ensures the best price for the state, taking into consideration the needs of the client. Prescriptive assistive devices include, but are not limited to, prosthetics, orthotics, and wheelchairs.

14. Lectures by individuals.

15. Academic Program Reviews. If the fee for such services does not exceed \$50,000.

Compliance with section 215.971, F.S. - Agreements

Policies used by the entity will comply with disclosure requirements for all agreements funded by federal and/or state monies passed-through the State Treasury.

The following disclosures are required for Agreement documents:

1. All terms and conditions necessary to govern the relationship between the agency and the provider. These terms and conditions provide the legal basis for enforcing the agreement.
2. A specific and clearly defined scope of work that identifies all tasks the provider is to perform and should include specific instructions on how these tasks are to be accomplished if necessary.
3. Specific deliverables (quantifiable, measurable and directly related to the scope of work). Each task identified in the scope of work should be tied to a deliverable. Remember, deliverables are the events that trigger payment.
4. Specific language that makes all records available for inspection. Public access is allowed to all documents, papers, letters, or other materials related to the contract, unless records are exempt from Section 24(a) of Article 1 of the State Constitution and Subsection 119.07(1), F.S.
5. Specific remedies for noncompliance/nonperformance of required services. Remedies should be identified for each area of noncompliance/nonperformance.
6. Specific steps for pro-rating invoice amounts if minimum performance standards are not met. Remember, cost reimbursement and fixed price agreements should include minimum performance standards that ensure an adequate level of services are provided.
7. Sub-contracting/sub-granting terms, if applicable.
8. The timing, nature, and substance of all reports the provider is required to prepare.
9. A provision for the disposition of property purchased with state funds. If the agreement is for contractual services and the property has a useful life greater than one year and costs \$1,000 or more, it should be returned to the State upon agreement termination.
10. Payment terms (e.g., frequency of payments, method of payment and required documentation).

Compliance with section 287.058, F.S. – Contract Documents

Policies used by the entity will comply with minimum disclosure requirements for contracts and purchase order agreements in excess of the threshold amount provided in s. 287.017 for Category Two (\$35,000).

The following disclosures are required for contract documents:

1. Bills for fees, compensation or expenses will be submitted with enough details for proper pre-audits and post-audits thereof.
2. Bills for any travel expenses will be authorized, documented and reimbursed in accordance with Section 112.061, F.S.
3. Contractor to comply with contract delivery terms (criteria), related timelines and final completion date(s) as specified.
4. Renewal clause (if authorized by related procurement files) for a period that may not exceed 3 years or the term of the original contract, whichever is longer. Note: emergency or exceptional purchases cannot be renewed.
5. Intellectual property rights for pre-existing property (ownership usually remains with Contractor), for created/developed property (ownership by State of FL), or proceeds from sale/licensing activities (ownership determined as specified by applicable state statute).

Compliance with Rule 60A-1.002, FAC – Purchase of commodities or contract services

State rule(s) for purchasing describe how an entity may exercise its authority in procuring services. It describes the procurement process required for all types of contracts and presents the correct purchasing methods for all contractual services and commodities. Policies used by the entity will comply with applicable instructions from state purchasing rule(s).

Contract Monitoring and Documenting Contractor Performance

Section 287.057(14), Florida Statutes (F.S.), requires the Chief Financial Officer establish and disseminate uniform procedures to ensure that contractual services have been rendered in accordance with the contract terms. The contract manager's file must contain all documentation that is required by this memorandum and the contract agreement. The contract file must also document the contract manager's activities to verify that the deliverables were received and were in compliance with criteria established in the agreement. The monitoring activities provided by the contract manager must be adequate to provide reasonable assurance that contract deliverables have been provided as required by the agreement.

If, due to a large number of agreements managed by contract managers, and the agency conducts periodic monitoring of agreements to validate a provider's performance, the agency must have a formal contract monitoring process which includes the following components:

- Risk Assessment
- Monitoring Plan
- Monitoring Procedures and Criteria
- Evidence to support conclusions reached during its monitoring process
- Corrective Action Plan (if required)
- Follow-up on Corrective Action (if required)

Contractual service invoices submitted by a provider to an agency for payment processing must clearly identify, at a minimum, the dates of services, a description of the specific contract deliverables provided during the invoice period and the quantity provided, and the payment amount specified in the agreement for the completion of the deliverable(s) provided. Cost reimbursement invoices must reflect the expenditures incurred by expenditure category. Required information may be submitted on the invoice or in a report format along with any other information required by the terms of the agreement. Written certification, from the contract manager, that services were performed in accordance with the contract terms must be provided to the Bureau of Auditing when submitting the request for payment.

Episcopal Children's Services
Procurement ~~Policies~~ and Disbursement Procedures

For each agreement funded by federal or state financial assistance, the state agency or sub-recipient shall designate an employee to function as a grant manager. The grant manager shall be responsible for enforcing performance of the agreement's terms and conditions and shall serve as a liaison with the recipient or subrecipient. Specific duties of the Manager include:

1. Manage the receipt of goods/services
2. Monitor and evaluate provider performance and end user satisfaction
3. Serve as liaison with the provider/contractor
4. Maintain a contract management file pursuant to CFO Memo No. 06 (2011-12)
5. Provide written certification that goods were received / services were obtained per terms and conditions before making payment.
6. Prepare cost reconciliation files.
7. Prepare a final reconciliation report

A contract administrator will also be appointed. That position is responsible for:

1. Creating and maintaining a contract file,
2. Maintaining financial information on all contracts,
3. Serving as a liaison among the grant manager, the entity and the OEL.

Authorization Limits, Process Requirements and Procurement Documentation

Amount of Purchase	Required Approvals	Required Solicitation	Required Documentation
< \$2,500 Small Purchases	\$0 - \$1,499.99 - manager or similar level (MOCO) \$1,500 - \$2,499.99 – Director or similar level (DOCO)	Minimum of one (1) written quote or written record or verbal quote.	Written record of the quote. Purchase order. Receipt approved by Department Manager/Director
\$2,500 ≤ \$15,000 Category 1 Purchase	0 - \$1,499.99 - Manager or similar level (MOCO) \$1,500 - \$2,499.99 – Director or similar level (DOCO) \$2,500 - \$4,999.99 – Sr. Director or similar \$5,000 and up – VP, CoP, CoCO, CAO, CDO (only those generated by those staff under their programs or departments) \$15,000 and up - CFO	Minimum of two (2) written quotes or documentation of two (2) telephone quotes.	Written record of the quotes. Decision criteria if lowest price not taken. Purchase order. Receipt approved by Department Manager/Director. Contract if appropriate.

Episcopal Children's Services
Procurement ~~Policies~~ and Disbursement Procedures

<p>\$15,001 ≤ \$20,000 Category 1 Purchase</p>	<p>\$0 - \$1,499.99 - Manager or similar level (MOCO) \$1,500 - \$2,499.99 – Director or similar level (DOCO) \$2,500 - \$4,999.99 – Sr. Director or similar \$5,000 and up – VP, CoP, CoCO, CAO, CDO (only those generated by those staff under their programs or departments) \$15,000 and up – CFO</p>	<p>Minimum of three (3) written quotes.</p>	<p>Minimum of three (3) written quotes. Decision criteria if lowest price not taken. Purchase order. Receipt approved by Department Manager/Director. Contract if appropriate.</p>
<p>\$20,001 ≤ \$35,000 Category 2 Purchase</p>	<p>\$0 - \$1,499.99 - Manager or similar level (MOCO) \$1,500 - \$2,499.99 – Director or similar level (DOCO) \$2,500 - \$4,999.99 – Sr. Director or similar \$5,000 and up – VP, CoP, CoCO, CAO, CDO (only those generated by those staff under their programs or departments) \$15,000 and up – CFO \$25,000 and up - CEO</p>	<p>Minimum of three (3) written quotes.</p>	<p>Minimum of three (3) written quotes. Decision Criteria if lowest price not taken. Purchase order. Receipt approved by Department Manager/Director. Contract if appropriate.</p>
<p>\$35,001 ≤ \$65,000 Category 3 Purchase</p>	<p>\$0 - \$1,499.99 - Manager or similar level (MOCO) \$1,500 - \$2,499.99 – Director or similar level (DOCO) \$2,500 - \$4,999.99 – Sr. Director or similar \$5,000 and up – VP, CoP, CoCO, CAO, CDO (only those generated by those staff under their programs or departments) \$15,000 and up – CFO \$25,000 and up - CEO</p>	<p>Formal solicitation/competitive procurement except as exempted by state procurement laws.</p>	<p>Copy of solicitation and responses. Summary of results. Proposal scoring grids. Scoring/Decision participants. Purchase order. Receipt approved by Department Manager/Director. Contract if appropriate.</p>

Episcopal Children's Services
 Procurement ~~Policies~~ and Disbursement Procedures

\$65,001 ≤ \$195,000 Category 4 Purchase	\$0 - \$1,499.99 - Manager or similar level (MOCO) \$1,500 - \$2,499.99 – Director or similar level (DOCO) \$2,500 - \$4,999.99 – Sr. Director or similar \$5,000 and up – VP, CoP, CoCO, CAO, CDO (only those generated by those staff under their programs or departments) \$15,000 and up – CFO \$25,000 and up - CEO	Formal solicitation/competitive procurement except as exempted by state procurement laws.	Copy of solicitation and responses. Summary of results. Proposal scoring grids. Scoring/Decision participants. Purchase order. Receipt approved by Department Manager/Director. Contract if appropriate.
\$195,001 ≤ \$325,000 Category 5 Purchase	\$0 - \$1,499.99 - Manager or similar level (MOCO) \$1,500 - \$2,499.99 – Director or similar level (DOCO) \$2,500 - \$4,999.99 – Sr. Director or similar \$5,000 and up – VP, CoP, CoCO, CAO, CDO (only those generated by those staff under their programs or departments) \$15,000 and up – CFO \$25,000 and up – CEO	Formal solicitation/competitive procurement except as exempted by state procurement laws.	Copy of solicitation and responses. Summary of results. Proposal scoring grids. Scoring/Decision participants. Purchase order. Receipt approved by Department Manager/Director. Contract if appropriate.

Minority Business Enterprises

1. The Florida Legislature finds that there is evidence of a systematic pattern of past and continuing racial discrimination against minority business enterprises and a disparity in the availability and use of minority business enterprises in the state procurement system. It is determined to be a compelling state interest to rectify such discrimination and disparity. Based upon statistical data profiling this discrimination, the Legislature has enacted race-conscious and gender-conscious remedial programs to ensure minority participation in the economic life of the state, in state contracts for the purchase of commodities and services, and in construction contracts. The state encourages the use of minority business enterprises and the entry of new and diversified minority business enterprises into the marketplace.
2. ECS may reserve any contract for competitive solicitation only among certified minority business enterprises. ECS shall review all contracts yearly to determine if any contracts are appropriate to reserve. A determination must be made by ECS there are enough capable, qualified certified minority business enterprises available to submit a bid and provide effective competition. ECS should determine ultimately this reservation is in the best interest of the state. ECS may reject all bids if the bids exceed reasonable price expectation that were set in advance of the sealed bids being opened. ECS shall consider price preferences of up to a weighted 10 percent to increase the participation of minority businesses.
3. If two equal responses to a solicitation or RFQ are received and one response is from a certified minority business enterprise, ECS shall enter into a contract with the CMBE.

Price Cost Analysis

2 CFR Part 200.323 requires ECS to perform a cost/price analysis in connection with every procurement action in excess of the federal Simplified Acquisition Threshold or \$35,000 for purchases made with funds from the State of Florida. The price and/or cost analysis must be completed before receiving bids or responses to proposals. Documentation of each price/cost analysis will be maintained in the procurement file.

Section 216.3475 Florida Statutes requires a person or entity which is awarded funding on a non-competitive basis, may not be paid more than the competitive market rate. Therefore, a cost/price analysis must be completed for all acquisition events which are single sourced or if there is no competition.

See example on next page...

	Definition	Objective	Actions
Price Analysis	The process of examining and evaluating proposed price without evaluating its separate cost elements.	Verify that overall price is fair and reasonable.	*Compare current proposed prices *Compare current price to previous price
Cost Analysis	The process of reviewing and evaluating separate cost elements.	Determine the allowability and reasonableness of proposed cost elements.	*Determine that proposed costs are allowable per federal and state laws, rules and regulations. *Evaluate necessity for and reasonableness of proposed costs. Give particular attention to fringe benefits, overhead and indirect cost rates, profit margin. *Compare to actual costs previously incurred for same services.

U.S. Federal Government Procurement Regulations

OMB Guidance 200.318 through 200.326 and 200.403

Background

The Office of Management and Budget's [Uniform Guidance Procurement Standards](#) took effect on January 1st, 2017.

ECS is required to follow one of five, acceptable methods of procurement each time a new purchase is made.

Micro-Purchases are the smallest and easiest method to implement as they apply to any purchase with a total aggregate value of \$10,000 or less. These purchases are so small, no competitive quotes are required. It is up to ECS to determine if the price is reasonable. The standard also requires that purchases be distributed equally among qualified suppliers to the extent practical.

Small-Purchases are defined as simple and informal procurements for services, supplies, or other property that are above the micro-purchase amount but below the Simplified Acquisition Threshold of \$250,000. ECS is required to receive quotes from an *adequate* number of sources, with *adequate* being defined by ECS.

When a procurement exceeds \$250,000, there are three potential/approved procurement methods from which ECS may choose. The first is the Competitive Sealed Bid, which is the government's preferred procurement method for construction and for goods/services where price will be the main consideration for selecting the winning bidder. The second is Competitive Proposals, which is the method typically used when there are critical factors to consider beyond just price. Competitive proposal procedures may also be used for qualifications-based procurement of architectural and engineering professional services. The last of the approved methods is the Noncompetitive Proposal. This method, also called a "no-bid" contract or sole-source procurement, applies in very specific situations that eliminates the need for competition in your solicitation process. Non-competitive proposals may be considered for spends above the micro purchase level.

Procurement Options

Micro-Purchases

Under Title 48, Subpart 2.1 a micro-purchase is defined as "an acquisition of supplies or services using simplified acquisition procedures, the aggregate amount of which does not exceed the micro-purchase threshold." This threshold is periodically adjusted for inflation. The current micro-purchase threshold is \$10,000 with a few exceptions: If the purchase is for construction services subject to Federal wage rate requirements, the limit is \$2,000. For general contract labor purchases, the limit is \$2,500. For contingency operations and for defense of certain military or terrorist attacks, those limits are \$20,000 for purchases inside the US and \$30,000 for purchases outside the US.

Micro-Purchase Guidelines

The procedures regarding micro-purchases are documented in Subpart 13.2 of Title 48, Chapter 1. The following methods are acceptable for ECS when making purchases at or below the micro-purchase threshold: commercial credit cards, standard purchase orders and unpriced purchase orders (which allow for the price to not be established at the time of issuing the order), petty cash, and third-party drafts.

Micro-purchases may be awarded without soliciting competitive quotes if the price is considered to be reasonable. The regulations state that the administrative cost of verifying price "reasonableness" may more than offset potential savings from detecting instances of overpricing. Verifying price "reasonableness" need only be taken if there is information to indicate that the price may not be reasonable or if the supply or service being purchased has no comparable pricing information readily available.

In situations where ECS does choose to receive competitive quotes for a micro-purchase and the award is made to a bidder who did not offer the lowest price, ECS must document the rationale for the decision, including identification of the concern(s) that lead to the decision.

To the extent practicable, micro-purchases will be distributed equitably among qualified suppliers.

When making purchases, "environmentally friendly" products should be considered.

Requirements for professional services [2 CFR part 200.459] To help determine allowability of these costs, ECS files will document.

- The nature and scope of the service rendered in relation to the service required;
- The need to contract for the service, considering the Entity's capability in the particular area;
- The past pattern of such costs, particularly in the years prior to Federal awards;

- The impact of Federal awards on the non-Federal entity's business (*i.e.*, what new problems have arisen), if applicable;
- Whether the decision is business-based and not made just because grant monies are available to fund the cost (instead of other Entity revenues);
- If the service can be performed more economically by direct employment rather than contracting;
- The qualifications of the individual or concern rendering the service and the customary fees charged, especially on non-federally funded activities; and
- Adequacy of the contractual agreement for the service (*e.g.*, description of the service, estimate of time required, rate of compensation, and termination provisions).
- In addition, retainer fees must be supported by evidence of bona fide services available or rendered.

Small Purchases

Section [2 CFR 200.320](#) describes small purchases, which are those purchases with a dollar amount range from \$10,000 to \$250,000.

The upper limit for small purchase amounts is also known as the Simplified Acquisition Threshold (SAT). In [section 200.88](#) of UG, SAT is defined as *the dollar amount below which a non-Federal entity may purchase property or services using small purchase methods. Non-Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold.*

The primary difference between small purchases (aka Simplified Acquisitions) and purchases above the SAT are in the complexity and formality of processes and procedures. Small purchases don't require formal bids and proposals. Less formal price quotes, including oral quotes, are permissible.

Small Purchase Rules and Guidelines

Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property that do not cost more than the Simplified Acquisition Threshold. If small purchase procedures are used, price or rate quotes must be obtained from an adequate number of qualified sources.

All procurement methods, including small purchase procedure methods, must comply with the General Procurement Standards outlined in [2 CFR 200.318](#). These standards can be summarized as follows. Purchases must:

- comply with ECS' documented procedures in place
- be necessary
- be open competition (to the extent required by each method)
- comply with the ECS' conflict of interest policy
- must have proper documentation

Section 200.323 specifically excludes any procurement that falls below the Simplified Acquisition Threshold from the requirement to create formal cost or price analyses.

Obtaining Quotes for Small Purchases

Quotes for services or commodities should come from a minimum of three qualified vendors. The price or rate quotes can be obtained in writing, orally, from a vendor price list on a website, or generated via an online search engine.

If the item being purchased has special requirements, the item can be purchased under sole source provisions outlined in section 200.320 (f). Special requirements include time constraints and/or specialty products.

Documentation

Oral Solicitations - Records of oral price quotes shall be maintained in Microix and/or by the individual managing the quote. For one-time orders, the quotes will be placed into Microix by the ECS employee issuing the purchase order. The documentation will consist of showing the names of the suppliers contacted and the prices and other terms and conditions quoted by each. The notes will include a brief statement defining why the winning quote was selected and if a minority supplier was identified to participate in the procurement event. For quotes that will result in multiple purchase orders, the individual managing the quote will maintain the quote documentation in a hard copy file at their desk. These files will be maintained by winning bidder name. All files will be kept for a minimum of five (5) years.

Electronic and Written Solicitations - Records of electronic and written price quotes shall be maintained in Microix and/or by the individual managing the quote. For one-time orders, the quotes will be placed into Microix by the ECS employee issuing the purchase order. The documentation will consist of the actual written quotes showing the names of the suppliers contacted and the prices and other terms and conditions quoted by each. On the winning quote document, the ECS employee who obtained the quotes should include notes detailing why they chose the winning bidder and if a minority supplier was identified to participate in the event. For quotes that will result in multiple purchase orders, the individual managing the quote will maintain the quote documentation in a hard copy file at their desk. These files will be maintained by winning bidder name. All files will be kept for a minimum of 5 years. For special situations, additional statements should be included. For example, justification for solesource procurements.

Requirements for small purchases [45 CFR Part 92.36(f); 45 CFR Part 75.439(b)(2); 45 CFR Part 75.302(b)(3)]

Verify files include all of the following items.

- Prior approval for equipment purchases in excess of the lesser of (1) \$5,000 or (2) the entity's approved capitalization threshold
- Documentation of small purchase transactions by one or more of the following items.
 - a. Sales receipt
 - b. Current catalogs
 - c. Formal quote
- Files indicate the entity obtained price or rate quotations from an adequate number of qualified sources.
 - a. Review documentation of written or telephone quotes
 - b. Determine if documentation is adequate and the number of quotes obtained is sufficient in accordance with entity policies and procedures.

Sealed Bids

Section [2 CFR 200.320 \(c\)\(1\)\(2\)](#) describes sealed bids. Among other requirements, sealed bids are used when purchases are over the Simplified Acquisition Threshold (which is currently \$250,000) and where price is the main consideration for selecting the winning bidder. Procurement by sealed bids, is also called *formal advertising* in section 2 CFR 200. Sealed bids are formal, well-defined fixed-price procurements (lump sum or unit price) which are publicly bid to multiple qualified bidders.

Sealed Bid Guidelines

For a procurement event to qualify as a sealed bid the following conditions should be met:

A complete, adequate and realistic specification or purchase description is available. If a product or service can't be defined well enough to be procured through a fixed-price contract, then a sealed bid is not the procurement method to use; instead, procurement by competitive proposals would be best.

Two or more responsible bidders are willing and able to compete effectively for the business - If only one bidder is qualified to bid, then the procurement would have to be made using the noncompetitive proposal method.

The procurement event lends itself to a firm, fixed-price contract and the selection of the successful bidder can be made principally on cost. ECS procurement personnel will take the measures required to confirm the bidding companies are qualified and can be trusted to deliver a product or service which conforms to the defined requirements and quality for the proposed price. ECS will further ensure that the sealed bid adequately defines the requirements, so the bidding company can confidently deliver an accurate proposal.

Sealed Bid Requirements

- The bids will be publicly advertised.
- Bids must be solicited from an adequate number of known suppliers. The suppliers should be given adequate time to respond to the bid.
- The invitation for bids, which will include all the specifications and any other needed documents and attachments, must clearly define the items or services for the bidder to properly respond.
- All bids will be opened at the time and place defined in the invitation for bids.
- A firm, fixed-price award will be made in writing to the lowest responsive and responsible bidder. Where specified in the bidding documents, factors such as discounts (except payment discounts), transportation/shipping costs and life-cycle costs must be considered in determining which bid is lowest. Payment discounts can only be considered if prior experience indicates these discounts are usually taken advantage of.
- Any and all bids may be rejected if there is a sound, documented reason.
- Per 2 CFR 200, [General Procurement Standards](#), ECS must take all necessary affirmative steps to assure minority, women-owned and labor surplus area companies are used when possible.

Competitive Proposals

Procurement by competitive proposals is a method used when the total dollar amount of the purchase is over the Simplified Acquisition Threshold of \$250,000 and price is not the primary consideration. For this method of procurement, there is a formal solicitation of competitive proposals with more than one source submitting an offer and either a fixed price or cost-reimbursement type contract being awarded.

Competitive Proposals Guidelines

This method is generally used when conditions are not appropriate for sealed bids. Not appropriate may be defined as lacking a complete, adequate, and realistic specification or purchase description and/or price is not the primary factor for selecting a winning bidder.

There are several types of fixed-price and cost-reimbursable type contracts that the ECS can consider when awarding a

competitive proposal. However, ECS must avoid a CPPC, which is a "cost plus Percentage of Costs" contract. In this type, a seller charges its costs plus a percentage of those costs. This type of contract incentivizes the seller to increase costs and is generally the most disadvantageous from the buyer's prospective which is why the government won't allow them under Uniform Guidance.

Competitive Proposal Requirements

- RFPs must be made publicly available.
- The RFPs must identify all evaluation factors along with their relative importance in the selection process.
- ECS will have a documented method for how they will conduct technical evaluations of the proposals received and for the selection of recipients.
- Contracts must be awarded to a responsible firm whose proposal best meets the pre-determined evaluation factors.
- Proposals must be considered from at least two qualified sources.
- ECS may use the competitive proposals method to choose architectural/engineering (A/E) services where competitors' qualifications are evaluated, and the most qualified firm is selected, subject to negotiation of fair and reasonable compensation. The procurement of A/E services is the only type of procurement where price doesn't have to be a selection factor at all. Competitive proposals without price being a factor cannot be used to procure other types of services, but A/E firms may be a potential source to perform the proposed effort.
- ECS must take all necessary affirmative steps to assure minority, women-owned and labor surplus area companies are used when possible.
- All procurement transactions must be conducted in a manner providing full and open competition consistent with the standards defined in section 2 CFR 200. To ensure objective contractor performance and eliminate unfair competitive advantage, contractors that develop or draft specifications, requirements, statements of work, or invitations for bids or requests for proposals must be excluded from competing for such procurements.
- ECS must maintain records sufficient to detail the history of procurement. These records will include but are not necessarily limited to the following: rationale for the method of procurement, selection of contract type, contractor selection or rejection, and the basis for the contract price.
- ECS must conduct a cost or price analysis as this procurement event exceeds the spend threshold of \$250,000.

Additional Information for Solicitation of Quotes from Contractors

Solicitations for goods and services (requests for proposals (RFPs)) should provide for all of the following:

1. A clear and accurate description of the technical requirements for the material, product, or service to be procured. Descriptions shall not contain features which unduly restrict competition. (2 CFR Part 200.319(c)(1))
2. Requirements which the bidder/offeror must fulfill and all other factors to be used in evaluating bids or proposals. (See EVALUATION OF ALTERNATIVE CONTRACTORS below for required criteria.) (2 CFR Part 200.319(c)(2))
3. Technical requirements in terms of functions to be performed or performance required, including the range of acceptable characteristics or minimum acceptable standards. (2 CFR Part 200.319(c)(1))
4. The specific features of "brand name or equal" descriptions that bidders are required to meet when appropriate. (2 CFR Part 200.319(c)(1))
5. A description of the format, if any, in which proposals must be submitted, including the name of the person to whom proposals should be sent.

6. The date by which proposals are due.
7. Required delivery or performance dates/schedules.
8. Clear indications of the quantity(ies) requested and unit(s) of measure.

Extension of Due Dates and Receipt of Late Proposals

Solicitations should provide for sufficient time to permit the preparation and submission of offers before the specified due date. However, an extension may be granted if a prospective offeror so requests. The extension should only be granted for extenuating circumstances and cannot be offered for the sealed bid process.

Contractor proposals are considered late if received after the due date and time specified in the solicitation. Late proposals shall be so marked on the outside of the envelope and retained, unopened, in the procurement folder. Contractors that submit late proposals shall be sent a letter notifying them that their proposal was late and could not be considered for award.

Procurement File Requirements for RFQ's

1. Public notice
2. Copy of RFQ including technical requirements, statement of work and cost requirements
3. Evaluation criteria
4. Proposal's submitted
5. Evaluation of proposals
6. Contract negotiations (if applicable)
7. Award of contract to lowest bidder who met the technical requirements/specifications

Evaluation of Alternative Contractors

Proposers shall be evaluated on a weighted scale that considers some or all the following criteria as appropriate for the purchase:

1. Adequacy of the proposed methodology
2. Skill and experience of key personnel
3. Demonstrated experience
4. Other technical specifications designated by the department requesting proposals
5. Compliance with administrative requirements of the request for proposal (format, due date, etc.)
6. Proposer's financial stability
7. Proposer's demonstrated commitment to the nonprofit sector
8. Results of communications with references supplied by proposer
9. Ability/commitment to meeting time deadlines
10. Cost
11. Minority, small business, women-owned business status of proposer, or labor surplus area
12. Other criteria (to be specified by the department requesting proposal)

Not all the preceding criteria may apply in each purchasing scenario. However, the department responsible for the purchase shall establish the relative importance of the appropriate criteria prior to requesting proposals and shall evaluate each proposal based on the criteria and weighting that have been determined.

After a contractor has been selected and approved by the procurement team, presentations will be made to the appropriate ECS executives, soliciting their input and getting their final approval to complete the agreement.

Non-Competitive Proposals

Non-competitive proposal sourcing may be used only when one or more of the following circumstances apply:

1. The item is available only from a single source
2. The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation
3. The Federal awarding agency or pass-through entity expressly authorizes non-competitive proposals in response to a written request from the non-Federal entity
4. After solicitation of a number of sources, competition is determined to be inadequate.

Requirements for a non-competitive proposal

1. Applies to all spends greater than \$3,500.
2. Provide a standard template for a written justification. The justification should include information such as: a description of the unique features that prohibit competition; documented research conducted to verify the vendor as the only known source; a description of the marketplace to include distributors, dealers, resellers, etc.; known compatibility issues; and/or timing issues.
3. The governing agency should be contacted to advise them of ECS' intention to execute a non-competitive proposal event.
4. Maintain all records of vendor solicitation, proposal, contract award and justification for single source decision.

Affirmative Consideration of Minority, Small Business, Women-Owned Businesses, and Labor Surplus Area Firms

(2 CFR Part 200.321)

Positive efforts shall be made by ECS to utilize small businesses, minority-owned firms, certified minority business enterprises (CMBE), veteran-owned businesses, women's business enterprises, and labor surplus area firms whenever possible.

ECS defines minority-owned, women-owned and veteran owned business as any enterprise with ownership representing at least 51% of the subject class. ECS accepts the Small Business Administration's definition of a small business where employee count ranges from 100 to 1,500 and/or annual revenue ranges from \$2.5 - \$21.0 million depending on industry.

The following steps shall be taken whenever possible:

1. ECS shall ensure that small business, minority-owned firms, women's business enterprises, and labor surplus area firms are used to the fullest extent practicable. *(2 CFR Part 200.321)*
2. ECS shall make information on forthcoming opportunities available and arrange time frames for purchases and contracts to encourage and facilitate participation by small business, minority-owned firms, women's business enterprises, and labor surplus area firms. *(2 CFR Part 200.321(b)(4))*
3. ECS shall consider in the contract process whether firms competing for larger contracts tend to subcontract with

small businesses, minority-owned firms, women's business enterprises, and labor surplus area firms. (2 CFR Part 200.321(b)(6))

4. ECS shall encourage contracting with consortiums of small businesses, minority-owned firms, women's business enterprises, and labor surplus area firms when a contract is too large for one of these firms to handle individually. (2 CFR Part 200.321(b)(3))
5. ECS shall use services and assistance, as appropriate, of such organizations as the Small Business Administration and the Department of Commerce's Minority Business Development Agency. (2 CFR Part 200.321(b)(5))

Availability of Procurement Records

(2 CFR Part 200.324(b))

ECS shall, on request, make available for the federal or state awarding agency, pre-award review and procurement documents, such as requests for proposals, when any of the following conditions apply:

- The process does not comply with the procurement standards in 2 CFR Part 200. (2 CFR Part 200.324(b)(1))
- The procurement is expected to exceed the federally-defined simplified acquisition threshold (\$250,000) and is to be awarded without competition or only one bid is received. (2 CFR Part 200.324(b)(2))
- The procurement exceeds the simplified acquisition threshold and specifies a "name brand" product. (2 CFR Part 200.324(b)(3))
- The proposed award exceeds the federally-defined simplified acquisition threshold and is to be awarded to other than the apparent low bidder under a sealed-bid procurement. (2 CFR Part 200.324(b)(4))
- A proposed contract modification changes the scope of a contract or increases the contract amount by more than the amount of the federally-defined simplified acquisition threshold. (2 CFR Part 200.324(b)(5))

Provisions Included in All Contracts

(2 CFR Part 200 Appendix II)

Where applicable, ECS includes the following provisions in all contracts charged to federal and state awards with contractors and sub-grants to grantees:

1. Contracts for more than the simplified acquisition threshold currently set at \$250,000, must address administrative, contractual, or legal remedies in instances where contractors **violate or breach contract terms**, and provide for such sanctions and penalties as appropriate.
2. All contracts in excess of \$10,000 must address **termination for cause and for convenience** by the non-federal entity including the manner by which it will be effected and the basis for settlement.
3. **Equal Employment Opportunity:** All contracts that meet the definition of federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."
4. **Davis-Bacon Act, as amended (40 U.S.C. 3141-3148):** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by ECS and its subrecipients must include a provision for

compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144 and 3146-3148) and as supplemented by Department of Labor regulations (29 CFR part 5, "Labor Standards Provisions Applicable to Contracts Governing Federally Financed and Assisted Construction").

5. The contracts must also include a provision for compliance with the **Copeland "Anti-Kickback" Act (40 U.S.C. 3145)**, as supplemented by Department of Labor regulations (29 CFR part 3). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.
6. **Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708)**. Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include provisions concerning overtime pay and working conditions in compliance with [40 U.S.C. 3702](#) and 3704, as supplemented by Department of Labor regulations ([29 CFR Part 5](#)).
7. **Rights to Inventions Made Under a Contract or Agreement:** If the federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organization and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the award agency.
8. **Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended:** Contracts and sub-grants of amounts in excess of \$150,000 must contain a provision that requires the non-federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251-13287). Violations must be reported to the federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).
9. **Debarment and Suspension (E.O.s 12549 and 12689):** A contract award must not be made to the parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with E.O.'s 12549 and 12689, "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than E.O. 12549. ***A list of excluded parties can be found at www.sam.gov.***
10. **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352):** Contractors that apply or bid for an award exceeding \$100,000 must file the required certification that it will not and has not used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. 1352.
11. **Recovered Materials (2 CFR 200.317):** Contractors, where applicable, will comply with section 6002 of the Solid Waste Disposal Act.
12. **American Made:** Contractors shall to the greatest extent practicable, provide ECS with American made equipment.
13. **Trafficking Victims Protection Act of 2000:** Contractors supplying goods and services to ECS will fully comply with the Trafficking Victims Protection Act of 2000.

Right to Audit Clause

ECS requires a "Right to Audit" clause in all contracts between ECS and contractors that either:

1. Take any form of temporary possession of assets directed for ECS, or
2. Process data that will be used in any financial function of ECS.

This Right to Audit clause shall permit access to, and review of, all documentation and processes relating to the contractor's operations that apply to ECS, as well as all documents maintained or processed on behalf of ECS, for a period of three years. The clause shall state that such audit procedures may be performed by ECS employees or any outside auditor or contractor designated by ECS.

Code of Conduct in Purchasing (2 CFR Part 200.318 (c)(1))

- It is the policy of Episcopal Children's Services, Inc. (ECS) that all employees will observe and comply with all applicable U.S. federal, state, and local laws, rules and regulations while conducting its business. ECS is committed to conducting all its activities in accordance with the highest standards of integrity, ethics, and objectivity. In all actions and relationships which may affect ECS or where any employee represents or negotiates on behalf of ECS, employees must not misuse the authority or influence of their positions. Staff must always be mindful that they represent the Board of Trustees and share a professional trust with other staff and the general membership. ECS will disclose in writing, all violations of federal law involving fraud, bribery or gratuity violations potentially affecting the federal award. [2CFR Part 200.112].
- Officers, board members, employees, and agents shall not solicit gratuities, favors, or anything of monetary value from vendors or parties to sub-agreements.
- ECS staff, officers, board members and agents will discourage and decline individual gifts or gratuities (of any value), if the gifts or gratuities were offered with the intent to influence the purchase of supplies, commodities, equipment, and/or services. ECS team members shall notify their immediate supervisor if they are offered such incentives.
- ECS staff, officers, board members and agents may accept unsolicited gifts with a nominal value of \$25 or less, with the approval of their department vice president or the corporate CEO. Unsolicited gifts with a value of greater than \$25 may not be accepted under any circumstance and violation of this ~~policy-procedure~~ will be reviewed by the ECS VP of Human Resources and could result in disciplinary action up to and including termination. If an employee receives, without solicitation, a gift with a value in excess of \$25, they shall: inform their supervisor immediately; communicate their refusal of the gift in writing to the sender; ask the sender for instructions for disposal/return of the gift.
- No officer, board member, employee, or agent shall participate in the selection or administration of a contractor if a real or apparent conflict of interest would be involved. Such a conflict would arise if an officer, board member, employee or agent, or any member of his or her immediate family, his or her spouse or partner, or an organization that employs or is about to employ any of the parties indicated herein, has a financial or other interest in the contractor selected.
- For grants or contracts originating with the State of Florida, Office of Early Learning or the Early Learning Coalition, ECS will comply with Section 112.3143 (1)(b) and Section 1002.84(20), F.S. requiring OEL notification and approval of 2/3 vote of the board for contracts with board members or employees and prior approval of

OEL, if the contract is \$25,000 or greater. As with all other conflicts of interests, the interested or related party must complete the necessary conflict of interest disclosure form. Such contracts involving state funds may not be executed without the approval of the Office of Early Learning. Such contracts, as well as documentation demonstrating adherence to this section by the coalition, must be approved by a two-thirds vote of the ECS and ELC Boards, a quorum having been established; all conflicts of interest must be disclosed before the vote; and any member who may benefit from the contract, or whose relative may benefit from the contract, must abstain from the vote. A contract under \$25,000 between ECS and an ECS employee or between a relative, as defined in s. 112.3143(1)(c), of a board member or of an employee of the ECS is not required to have the prior approval of the office but must be approved by a two-thirds vote of the ECS board, a quorum having been established, and must be reported to the office within 30 days after approval. If a contract cannot be approved by the office, a review of the decision to disapprove the contract may be requested by ECS and the early learning coalition or other parties to the disapproved contract.

- ECS staff, officers, board members and agents shall disclose in writing any potential conflicts of interest in accordance with 2CFR Part 200.112. (*The non-Federal entity must disclose in writing any potential conflict of interest to the Federal awarding agency or pass-through entity in accordance with applicable Federal awarding agency policy.*)
- All complaints or inquiries concerning possible violation of this Conflict of Interest Statement should be submitted in writing to the CEO or his/her designee, or for employees to the CEO, for review and a determination as to whether a violation of this Policy exists. Any determination by the CEO or his designee shall be forwarded to the full Board for a vote of support of the CEO's determination.
- . A copy of this Policy shall be given to all Board members, policy council members, staff members, volunteers or other key stakeholders upon commencement of such person's relationship with ECS or at the official adoption of stated policy. Each board member, **officer**, senior executive staff shall sign and date the policy at the beginning of her/his term of service or employment and each year thereafter. Failure to sign does not nullify the policy. This policy and disclosure form must be filed annually by all specified parties.
- In addition to any penalty contained in any provision of law, any such officer or employee who knowingly and intentionally violates any of these provisions may be suspended from employment with ECS or his/her relationship with ECS may be terminated.

Resolutions of Conflicts of Interest

All real or apparent conflicts of interest shall be disclosed to the Board of Trustee's Executive Committee and the ECS CEO. Conflicts shall be resolved as follows:

- The Board of Trustee's Executive Committee shall be responsible for making all decisions concerning resolutions of conflicts involving directors, the CEO, and other members of senior management.
- The chair of the Board of Trustees Executive Committee shall be responsible for making all decisions concerning resolutions of conflicts involving Board of Trustees' Executive Committee Members.
- The chair of the Board of Trustees shall be responsible for making all decisions concerning resolutions of conflict involving the chair of the Board of Trustees' Executive Committee.
- The CEO shall be responsible for making all decisions concerning resolutions of conflicts involving employees below the senior management level, subject to the approval of the Executive Committee.

An employee or director may appeal the decision that a conflict (or the appearance of conflict) exist as follows:

- An appeal must be directed to the Chair of the Board of Trustees.
- Appeals must be made within 30 days of the initial determination.

- Resolution of the appeal shall be made by vote of the full Board of Trustees.
- Board members who are the subject of the appeal, or who have a conflict of interest with respect to the subject of the appeal, shall abstain from participating in, discussing or voting on the resolution, unless their decision is requested by the remaining members of the Board.

Disciplinary Action for Violations of this Policy

Failure to comply with the standards contained in this policy will result in disciplinary action that may include termination, referral for criminal prosecution, and reimbursement to the Organization or the government, for any loss or damage resulting from the violation. As with all matters involving disciplinary action, principles of fairness will apply. Any employee charged with a violation of this policy will be afforded an opportunity to explain her or his actions before disciplinary action is taken.

Disciplinary action will be taken:

- Against any employee who authorizes or participates directly in actions that are a violation of this policy.
- Against any employee who has deliberately failed to report a violation or deliberately withheld relevant and material information concerning a violation of this policy.
- Against any director, manager, or supervisor who attempts to retaliate, directly or indirectly, or encourages others to do, against any employee who reports a violation of this policy. The full ECS Conflict of Interest Policy is found in the ECS Employee Handbook. The Handbook may be accessed by ECS employees through the following link: <https://episcopalchildrensserv.sharepoint.com/HRDocuments/Shared%20Documents/ECS%20Employee%20Handbook%20Revised%205.2020.pdf>
- For additional information and clarification:
 1. See the Florida Commission on Ethics *Guide to the Sunshine Amendment and Code of Ethics for Public Officers and Employees*.
 2. See the Florida Commission on Ethics *Overview of Laws relating to Gifts*.
 3. See the Florida Commission on Ethics *Overview of Laws relating to Honoraria*.
 4. See OEL's Uniform Guidance 2 CFR Part 200, Policy updates for Conflicts of Interest
- ECS will disclose in writing all violations of federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the federal award. (2 CFR Part 200.113)

Competition (2 CFR Part 200.319)

To promote open and full competition, purchasers will:

- Be alert to any internal potential conflicts of interest.
- Be alert to any noncompetitive practices among contractors that may restrict, eliminate, or restrain trade.
- Not permit contractors who develop specifications, requirements, or proposals to bid on such procurements.
- Award contracts to bidders whose product or service is most advantageous in terms of price, quality, and other factors.
- Issue solicitations that clearly set forth all requirements to be evaluated.

- Reserve the right to reject all bids when it is in the Organization's best interest.
- Not give preference to state or local geographical areas unless such preference is mandated by federal statute. (200.319(b))
- "Name brand or equivalent" description may be used to define the performance or requirements. (200.319(c)(1))

Nondiscrimination Policy

All contractors who are the recipients of ECS funds or who propose to perform any work or furnish any goods under agreements with ECS, shall agree to these important principles:

1. Contractors will not discriminate against any employee or applicant for employment because of race, religion, color, sexual orientation, or national origin, except where religion, sex, or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the contractors.
2. Contractors agree to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for meeting the intent of this section.

Contracts Administration/Management

Once a contract has been executed it enters the last phase of the contract management system. During this phase of contract management, day to day activities are managed by the assigned contract manager. Overall performance results are documented, and monitoring tasks are also performed. Adequate documentation of goods/services procured, goods/services received, payments made and compliance with federal and state grant program rules is required. The file forms/processes listed here represent minimum contracts administration/management documentation requirements for Entity contract agreements.

A. Formal contract documents [45 CFR § 75.327(a); 45 CFR § 75.329; and 45 CFR § 92.36 and s. 287.057(15), F.S.]

- 1) Original executed (signed) contract/grant
- 2) Contractor name
- 3) Contract amount
- 4) Subcontracts, memorandums of agreement, if applicable
- 5) Amendments
- 6) Renewals
- 7) Bonds
- 8) Insurance
- 9) Funding source(s)
- 10) Contract relationship [Ch. 69I-5.006, FAC and 45 CFR Part 75.351]
- 11) Provider's justification of need for advance, if applicable
- 12) Scoped reporting requirements (evaluation reports, performance measures, etc.)

B. Day-to-day management documents [s. 287.057(15), F.S. ; DFS FCCM Manual; OA-1, FAC; 45 CFR Part 75.327(a); 45 CFR Part 75.329]

- 1) Performance documentation
- 2) Correspondence
- 3) Payment documentation
- 4) Deliverables
- 5) Subcontractor approvals
- 6) Status of reporting requirements
- 7) Contract monitoring
 - a) SR/VPK provider contracts – *see separate sections of SR Plan for more information, not addressed here*
 - b) Vendors/contractors
 - c) Subrecipients

C. Formal monitoring process [CFOM No. 06 (2011-12), Contract Monitoring and Documenting Contract Performance]

- 1) Risk Assessment
- 2) Monitoring Plan
- 3) Monitoring Procedures and Criteria
- 4) Evidence to support conclusions reached during its monitoring process
- 5) Corrective Action Plan (if required)
- 6) Follow-up on Corrective Action (if required)

D. Other related contracts administration activities

- 1) Subrecipient contracts and subawards
 - a) Risk assessments – planning and monitoring phases
 - b) Additional disclosures and special conditions
- 2) Contracts Closeout
- 3) Problems with Vendor/Contractor Performance
- 4) Contract Termination
- 5) Prior approval documentation requirements
- 6) Conflict of Interest disclosures (if applicable)
 - a) Coalition governing board members
 - b) Coalition employees
 - c) Relative(s) of either group as defined in statute
 - d) Organizational conflicts

General Procurement Procedures

The following are ECS' procurement policies applying to all phases of the business.

1. ECS shall avoid purchasing items that are not necessary, nor duplicative for the performance of the activities required by a federal award. (2 CFR Part 200.318(d))
2. Where appropriate, an analysis shall be made of lease and purchase alternatives to determine which would be the most economical and practical (2 CFR Part 200.318(d)). The analysis shall be conducted by the

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

controller or his designee and should only be made when both lease and purchase alternatives are available to the program.

3. Purchasers are encouraged to enter into state and local inter-governmental or inter-entity agreements where appropriate for procurement of use of common or shared goods and services. *(2 CFR Part 200.318(e))*
4. Purchasers are encouraged to use Federal excess and surplus property in lieu of purchasing new equipment whenever such use is feasible and reduces project costs. *(2 CFR Part 200.318(f)) Directions for finding and obtaining surplus property found at <http://www.gsa.gov/portal/content/104591>*
5. Documentation of the cost and price analysis associated with each procurement decision in excess of the simplified acquisition threshold (\$250,000) shall be retained in the procurement files pertaining to each federal award. *(2 CFR Part 200.323)*
6. All pre-qualified lists of persons, firms or products which are used in acquiring goods and services must be current and include enough qualified sources to ensure maximum open and full competition. *(2 CFR Part 200.319(d))*
7. ECS shall make all procurement files available for inspection upon request by a federal awarding agency, the state awarding agency, the Inspector General, the Auditor General, the Office of Early Learning and the ELC of North Florida or other funders. *(2CFR 200.336)*
8. ECS will maintain records sufficient to detail the history of procurement. These records are dependent on specific state and federal requirements based on spend thresholds and will be defined later in this document.
9. All procurement files must be maintained for five (5) years from the date of the last reimbursement request for that fiscal year or until the resolution of any audit findings or any litigation related to the contract, whichever occurs last. ECS shall comply with the records retention requirements in Florida. The General Records Schedule GS1-SL for State and Local Government Agencies is located at <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/> .
10. Records retention schedules apply to records regardless of their physical format. Therefore, records created or maintained in electronic format must be retained in accordance with the minimum retention requirements, whether the electronic records are the record copy or duplicates.
11. Wherever practicable records should be collected, transmitted and/or stored in open and machine-readable formats.
12. Federal and state awarding agencies have the right to access any documents pertinent to federal/state awards.
13. ECS shall not utilize the cost-plus-a-percentage-of-costs method of contracting. *(2 CFR Part 200.323(d)). When applicable or required, negotiate profit as a separate element of price.*
14. Costs or prices are limited to allowable costs based on federal and state cost principles.
15. For construction or facility improvement contracts or subcontracts exceeding the Simplified Acquisition Threshold, ECS may define a bonding policy, provided that the Federal awarding agency has made a determination that the Federal interest is adequately protected. If such a determination has not been made, the minimum requirements must be as follows *(2 CFR Part 200.325)*.

Bond Requirements

For construction or facility improvement contracts or subcontracts exceeding the Simplified Acquisition Threshold, the HHS awarding agency or pass-through entity may accept the bonding policy and requirements of the non-Federal entity provided that the HHS awarding agency or pass-through entity has made a determination that the Federal interest is adequately protected. If such a determination has not been made, the minimum requirements must be as follows:

- A bid guarantee from each bidder equivalent to five percent of the bid price. The "bid guarantee" must consist of a firm commitment such as a bid bond, certified check, or other negotiable instrument accompanying a bid as assurance that the bidder will, upon acceptance of the bid, execute such contractual documents as may be required within the time specified.
- A performance bond on the part of the contractor for 100 percent of the contract price. A "performance bond" is one executed in connection with a contract to secure fulfillment of all the contractor's obligations under such contract.
- A payment bond on the part of the contractor for 100 percent of the contract price. A "payment bond" is one executed in connection with a contract to assure payment as required by law of all persons supplying labor and material in the execution of the work provided for in the contract.
- Where bonds are required in the situations described herein, the bonds shall be obtained from companies holding certificates of authority as acceptable sureties pursuant to 31 CFR part 223

Approved Contractor Lists

ECS encourages all departments to develop lists of approved contractors that can be used throughout the year on a category by category basis. The process to identify an approved contractor is as follows.

1. Define the category. Develop a list of similar, commonly-purchased items that can be acquired from a single contractor. Examples are office supplies, diapers and classroom supplies.
2. Identify contractors capable of supporting each identified category. These contractors could be manufacturers, distributors, brokers, contractors or sub-contractors. Approved contractor lists should have a minimum of two contractors. For the purposes of developing a list, five to eight (5-8) is an ideal number from which to start.
3. Solicit pricing estimates/bids from all contractors. Review and compare total cost of ownership from all bid responses. Evaluate shipping costs, reviews, history with ECS, lead times, terms and conditions.
4. Where practical, have verbal discussions with representatives from each of the lowest price bidders.
5. Select a final grouping of contractors to comprise the Approved Contractor List. They should be within 10% of each other in price with similar terms and conditions. They should have left a positive impression during the verbal interview.
6. Make a reasonable effort to identify minority, veteran and women owned business for contractor list consideration. Also attempt to identify and include contractors from labor surplus areas.

This process should be repeated at least annually, with each approved list also updated each year. Contractors may be added throughout the year.

Note: 2 CFR Part 200.319(d) states: "The non-Federal entity must ensure that all prequalified lists of persons, firms or

products which are used in acquiring goods and services are current and include enough qualified sources to ensure maximum open and free competition. Also, the non-Federal entity must not preclude potential bidders from qualifying during the solicitation period.

Pre-Qualified Contractors

- *Qualified Contractors means ECS has determined that these contractors can meet their needs for micro-purchases.*
- *Pre-qualified Contractors are identified through a competitive process and used for purchases in excess of the micro-purchase limit.*

Records Retention

Financial records, supporting documents, statistical records, and all other records pertinent to a Federal or State awards must be retained for a period of five years from the date of submission of the final expenditure report. For Federal awards that are renewed quarterly or annually, however, records must be maintained from the date of the submission of the quarterly or annual financial report, respectively. The only exceptions are the following:

1. If any litigation, claim, or audit is begun before the expiration of the five-year period, the records must be retained until all litigation, claims, or audit findings involving the records have been resolved and final action taken.
2. The five-year retention period may be extended by notice from the Federal granting agency or any other agency having oversight authority.
3. Records for real property and equipment acquired with Federal funds must be retained for five years after final disposition of that property or equipment.
4. The five-year retention requirement does not apply when records are transferred to or maintained by the Federal awarding agency or pass-through entity.

The following apply to indirect cost rate computations or proposals, cost allocation plans, and any similar accounting computations of the rate at which a particular group of costs is chargeable:

1. If the proposal, plan, or other computation is required to be submitted to the Federal government (or to the pass-through entity) to form the basis for negotiation of the rate, then the five-year retention period for its supporting records starts from the date of such submission.
2. If the proposal, plan, or other computation is not required to be submitted to the Federal government (or to the pass-through entity) for negotiation purposes, then the five-year retention period for the proposal, plan, or computation and its supporting records starts from the end of the fiscal year (or other accounting period) covered by the proposal, plan, or other computation.

Records shall be maintained in open and machine-readable formats, rather than in proprietary formats or on paper.

Vendor Record Maintenance

Responsibility

The Procurement Director is responsible for creating new vendor profiles within MIP as well as editing existing profiles.

Disbarment of New Contractor

The Procurement Director will confirm that all new contractors are not on the governmental disbarred list.

Contractor Files and Required Documentation

The Fiscal Department shall create a contractor file for each new contractor or re-activated contractor from whom ECS purchases goods or services.

Contractor information shall be maintained and updated within MIP. Minimum documentation includes:

1. Name, address, phone number and email address.
2. Completed and signed Form W-9. Contractors being reactivated are required to complete a new Form W-9 to verify current name, address, and tax ID number.
3. Preferred method of payment. If electronic, then account number, routing number and a voided check are required.
4. Contractors with a post office (PO) box shall provide a physical location address for the master file. The PO Box number may be used for postal purposes. The contractor name and physical address will be verified by performing an online search, mailing of contractor forms that are required to be returned.

The following procedures should be performed prior to creating or re-activating all contractor files to help ensure that each contractor only has one master file:

1. Search for existence of the tax ID number in the master file
2. Search for name variations and name standardization (entity resolution) (e.g. Doe, John; J Doe; John Doe)
3. Search for matching or similar addresses
4. Perform an online search of the contractor and the physical address to determine validity
5. Search for matches against the employee master file
6. Creation of a new vendor request form (see following)

Vendor Request Form	
Is the request for a new vendor (yes or no)	
Is this request for a change to a current vendor (yes or no)	
If the request is a change request, describe what you would like to change.	
Vendor Name:	
Vendor ID (to be completed by the Fiscal Department if <u>new</u>)	
Vendor Physical Address:	
Street, Line One	
Street Line Two	
City	
State	
Zip Code	
Vendor Remit-To Address (if different from physical address):	
Street, Line One	
Street Line Two	
City	
State	
Zip Code	
Vendor Phone Number (if known)	
Vendor Email (if known)	
Does Vendor prefer payment by Check or Electronic Transfer?	
Check (Yes or No)	
Electronic Bank Transfer (Yes or No)	
If Electronic, what is the bank account number?	
If Electronic, what is the routing number?	
If Electronic, provide vendor email contact info for receivables if available:	
Does the vendor have ownership (51% or greater) that can be classified as <u>any</u> of the following: Minority (non-Caucasian) – Registered as an MBE (minority business enterprise) with the state of Florida OR Minority (non-Caucasian) – Not registered as an MBE with the state of Florida OR Female OR Veteran OR Dis-abled veteran. (Yes or No)	
If yes to the above question, which category(s) apply?	
FOR A NEW VENDOR REQUEST, YOU MUST INCLUDE A W-9 WITH THIS DOCUMENT	
FOR A <u>NEW</u> VENDOR REQUEST ONLY, YOU MUST CONFIRM THE VENDOR IS NOT ON THE FEDERAL EXCLUDED PARTIES LIST. TO DO SO, VISIT WWW.SAM.GOV. CLICK ON "SEARCH RECORDS". ENTER THE VENDOR NAME IN "QUICK SEARCH". PRINT OUT THE RESULTS AND ATTACH TO THIS DOCUMENT.	
What goods or services will this vendor provide to ECS?	
Requested by:	Name: _____
	Date: _____
Approved by:	Name: _____
	Date: _____

Procurement Grievance Procedures

For expenditures greater than \$250,000, any bidder may file a grievance with ECS following a competitive bidding process. Once a selection is made, bidders will be notified in writing of the results. The written communication mailed to bidders will also inform them that they may have a right to appeal the decision. Grievances are limited to violations of federal laws or regulations, or failure of ECS to follow its own procurement policies. All grievances should be sent to:

Episcopal Children's Services

Attention: Procurement ~~Director~~

~~Office~~

~~8443 Baymeadows Road, Ste~~

~~48649 Baypine Road, Ste 300,~~

~~Bldg 7~~

Jacksonville, Florida 32256

Receipt and Acceptance of Goods

A designated ECS employee shall inspect all goods received. Upon receipt of any item from a contractor, the following actions shall be taken:

1. Review bill of lading/packing slip for correct delivery point.
2. Examine boxes/containers for exterior damage and note on the bill of lading any discrepancies.
3. Remove the packing slip from each box/container.
4. Compare the description and quantity of goods per the purchase order to the packing slip.
5. Examine goods for physical damage.
6. The packing slip/order confirmation/invoice will be used as receipt confirmation. The designated ECS employee will sign and date the appropriate document confirming actual count received, scan the document, and ~~enter-scan~~ the document into Microix (an electronic signature and date are acceptable). ECS accepts digital signatures for individuals as an allowable alternative to manual or "wet" signatures except where otherwise stated in this manual. Authorized signers or approvers are responsible for the security and protection of their passwords and must use software approved by the ECS Information Technology team.

This inspection must be performed in a timely manner to facilitate prompt return of goods and/or communication with contractors. To the extent possible, the person(s) assigned responsibility for receiving and accepting goods should be separate from the person(s) responsible for purchasing and bill-paying.

Contract Administration

- ~~1~~—All original contract documents (not PO's) ~~will be~~ maintained ~~in a locked file at ECS Central on the agency SharePoint site after they are signed by the CEO,~~ and managed by the_

~~Chief Executive Administrative Assistant~~ administrative personnel designated by the CEO to manage this documentation.

Formatted: List Paragraph, Indent Left: 0"

~~2-1~~ Contracts will also be kept on ECS SharePoint for reference usage by approved ECS employees.

~~3-2~~ All Purchase Orders will be automatically maintained in Microix.

~~4-3~~ Authorization of work:

- a. No work shall be authorized until the contract for the work has been approved and fully executed.
- b. No change in the work shall be authorized until an amendment to the contract for the work has been approved and fully executed.
- c. No amendment of a contract for work shall be executed until it has been approved and authorized as required in the Authorizations and Purchasing Limits table and, where required by the terms of the grant award or budget, approval by the funding source.

~~5-4~~ Conformance of work:

- a. For each grant award, based on applicable laws, regulations and grant provisions, the contract originator, shall to the best of their ability, confirm that the contractor:
 - i. Is in conformance with the terms, conditions, and specifications of the contract, and
 - ii. Provides timely follow-up of all purchases to assure such conformance and adequate documentation.

~~6-5~~ The appropriate and designated ECS employee will authorize payment of invoices to contracts after final approval of work products.

~~7-6~~ All contracts will be signed by the CEO or their designee.

~~8-7~~ Contract back up information will be kept with their respect Purchase Orders. These documents may include: lease/purchase analysis, insurance, bonds, renewals, notice of federal interest, vendor approval forms, bids, price comparisons.

~~9-8~~ Contracts should contain, where appropriate, the following information: origination date, contractor name/address, contract amount, amendments, terms and conditions, pricing, length of term, termination clauses, renewal options, federal compliance information, signature page, indemnification clauses, scope of work, force majeure, quality expectations, shipping requirements, delivery information, payment terms, rejection and return clause.

Davis Bacon Act

Overview

The Davis-Bacon and Related Acts, apply to contractors and subcontractors performing on federally funded or assisted contracts in excess of \$2,000 for the construction, alteration, or repair (including painting and decorating) of public buildings or public works. Davis-Bacon Act and Related Act contractors and subcontractors must pay their laborers and mechanics employed under the contract no less than the locally prevailing wages and fringe benefits for corresponding work on similar projects in the area. The Davis-Bacon Act directs the Department of Labor to determine such locally prevailing wage rates. The Davis-Bacon Act applies to contractors and subcontractors performing work on federal or District of Columbia contracts. The Davis-Bacon Act prevailing wage provisions apply to the "Related Acts," under which federal agencies assist construction projects through grants, loans, loan guarantees, and insurance.

For prime contracts in excess of \$100,000, contractors and subcontractors must also, under the provisions of the Contract Work Hours and Safety Standards Act, as amended, pay laborers and mechanics, including guards and watchmen, at least one and one-half times their regular rate of pay for all hours worked over 40 in a workweek. The overtime provisions of the Fair Labor Standards Act may also apply to DBA-covered contracts.

Davis Bacon Act Guidance

ECS must obtain the wage determinations for the locality in which the activity will take place prior to issuing requests for bids, proposals, quotes or other methods for soliciting contracts (solicitation) for activities subject to Davis Bacon. These wage determinations shall be incorporated into solicitations and any subsequent contracts. Prime contracts must contain a provision requiring that subcontractors follow the wage determination incorporated into the prime contract.

Who is Covered

The Davis-Bacon and related Acts (DBRA) generally apply to contractors and subcontractors performing on federal and federally assisted contracts in excess of \$2,000 for construction, alteration, or repair (including painting and decorating). Laborers and mechanics performing on the site of the work of DBRA-covered contracts are entitled to receive prevailing wage rates for such work.

Basic Provisions/Requirements

The Davis-Bacon and related Acts (DBRA) require that contractors and subcontractors performing on covered contracts pay laborers and mechanics employed on the project jobsite not less than the prevailing wage rates (including fringe benefits) listed in the contract's Davis-Bacon wage determination for corresponding classes of laborers and mechanics. The rates listed are based on wages and fringe benefits WHD found to be prevailing for laborers and mechanics employed on similar projects in the area. Davis-Bacon labor standards clauses and the applicable wage determination(s) must be included in covered contracts.

Apprentices may be employed at less than the predetermined rates if they are individually registered in and employed pursuant to an apprenticeship program registered with the Department of Labor or with a state apprenticeship agency recognized by the Department. Trainees individually registered may be employed at less than predetermined rates if they are participating in a trainee program certified by the Department.

Contractors and subcontractors on DBRA projects are required to pay laborers and mechanics weekly and to submit weekly certified payroll records to the contracting agency. DBRA contractors and subcontractors are also subject to rules concerning allowable payroll deductions.

Contractors and subcontractors on Davis-Bacon Act prime contracts in excess of \$250,000, or related Act contracts in excess of \$100,000, are also required, pursuant to the Contract Work Hours and Safety Standards Act, to pay laborers and mechanics one and one-half times their basic rates of pay for all hours over 40 worked on a covered contract in a workweek.

Employee Rights

The Davis-Bacon and Related Acts provide laborers and mechanics on covered contracts the right to receive at least the locally prevailing wages (including fringe benefits), as determined by the Department of Labor, for the type of work performed. The [Wage and Hour Division](#) and respective federal contracting agencies accept complaints of alleged Davis-Bacon violations.

Recordkeeping, Reporting, Notices and Posters

Notices and Posters

Every employer performing work covered by the labor standards of the DBRA must post the WH-1321 "[Employee Rights Under the Davis-Bacon Act](#)" poster at the site of the work in a prominent and accessible place where it may be easily seen by workers. The applicable wage determination must be similarly posted.

Recordkeeping

Under the Davis-Bacon and related Acts, covered contractors must maintain payroll and basic records for all covered laborers and mechanics during the course of the work and for a period of three years thereafter. Records to be maintained include:

- Name, address, and social security number of each worker
- Each worker's work classifications
- Hourly rates of pay, including rates of contributions or costs anticipated for fringe benefits or their cash equivalents
- Daily and weekly numbers of hours worked
- Deductions made
- Actual wages paid
- Detailed information regarding bona fide fringe benefit plans and programs, including records that show that the plan or program has been communicated in writing to the laborers and mechanics affected
- If applicable, detailed information regarding approved apprenticeship or trainee programs

Some of the records required to be kept under the law are also required under the Fair Labor Standards Act. See Wage and Hour Division [Fact sheet #21: Recordkeeping Requirements under the Fair Labor Standards Act \(FLSA\)](#).

Reporting

Each covered contractor and subcontractor must, on a weekly basis, provide the contracting agency a copy of all payrolls providing the information listed above under "Recordkeeping" for the preceding weekly payroll period, except that that full social security numbers and home addresses shall not be included on weekly transmittals, and instead the payrolls only need to include an individually identifying number for each worker (e.g., the last four digits of the worker's social security number). Each payroll submitted must be accompanied by a "Statement of Compliance" using page 2 of [Form WH-347 Payroll \(For Contractors Optional Use\)](#), or any form with identical wording, certifying compliance with applicable requirements. The statement is to be signed by the contractor or subcontractor, or by an authorized officer or employee of the contractor or subcontractor who supervises the payment of wages and delivered to a representative of the federal or state agency in charge. This must be submitted within seven days after the regular pay date for the pay period.

From time to time, contractors may also be asked to submit, via survey, wage data from construction projects on which they have employed laborers and mechanics for use by WHD in determining the locally prevailing wage rates that will apply to Davis-Bacon and related Acts-covered projects in the future. The submission of wage data is encouraged, but voluntary. When new surveys are conducted to enable WHD to reflect the locally prevailing wages, contractors and others may use the [WD-10 Form, Report of Construction Contractor's Wage Rates](#).

Penalties/Sanctions

Contractors or subcontractors found to have disregarded their obligations to employees under the Davis-Bacon Act, or found to be "in aggravated or willful violation" of any of the related Acts, may be subject to debarment from future contracts for up to three years. In addition, contract payments may be withheld in sufficient amounts to satisfy liabilities for unpaid wages and for liquidated damages that result from overtime violations of the Contract Work Hours and Safety Standards Act (CWHSSA). Breach of the required contract clauses under the Davis-Bacon and related Acts and CWHSSA

may also be grounds for termination of the contract.

Contractors and subcontractors may challenge the Wage and Hour Division's determinations of violations and debarment before an Administrative Law Judge. Contractors and subcontractors may appeal decisions by Administrative Law Judges to the Department's Administrative Review Board (ARB). ARB determinations on violations may be appealed to and are enforceable through the federal courts.

Falsification of the required certified payroll records or any kickback of wages may subject a contractor or subcontractor to civil or criminal prosecution, the penalty for which may be fines and/or imprisonment.

Wage Determination Website

<https://www.wdol.gov/>

ECS Requirements

- e. Run a wage determination for the project
- f. Provide a written copy to all bidders
- g. Attach a copy of the wage determination to the PO
- h. Attach a copy of the weekly wage reports from the contractor to the PO

Sample Vendor Labor Reporting Document

<https://www.dol.gov/whd/forms/wh347.pdf>

Disbursements

ACCOUNTS PAYABLE MANAGEMENT

Overview

ECS strives to maintain efficient business practices and good cost control. A well-managed accounts payable function can assist in accomplishing this goal from the purchasing decision through payment and bank account reconciliation.

The following are general policies for accounts payable:

- Assets or expenses and the related liability are recorded by an individual who is not responsible for ordering and receiving.
- The amounts recorded are based on the contractor invoice for the related goods or services.
- The contractor invoice should be supported by an approved purchase order where required by ECS policy and should be reviewed and approved by a Department Director (Head Start Director, Director or member of Senior Management team in charge of a grant or department) with knowledge of the grant and purchase prior to being processed for payment.
- Invoices and related general ledger account distribution codes are reviewed prior to posting to the subsidiary system.

The primary objective for accounts payable and cash disbursements is to ensure that:

- Disbursements are properly authorized.
- Invoices are processed in a timely manner.
- Contractor credit terms and operating cash are managed for maximum benefits.
- Since ECS has an electronic requisition system, ECS' procedures will include data entry or other responsibilities

such as on-line approval of purchase orders.

Policy References/Statements:

ECS will comply with the following references/statements related to federal/state laws, regulations, statutes and rules.

- Chapter 60A – General Regulations
- Section 215.422, F.S. – Payments, warrants and invoices; processing time limits; dispute resolution; agency or judicial branch compliance
- Section 287.058, F.S. – Contract document
- Rule 60A-1.002, FAC – Purchase of commodities or contract services
- Chapter 69I – Division of Auditing and Accounting
- Compliance with Rule 69I-24, F.A.C. – Payment of Vouchers by State Warrant
- Compliance with Rule 69I-40, F.A.C. – Bureau of Auditing invoice requirements
- DFS Reference Guide for State Expenditures
 - CHIEF FINANCIAL OFFICER Memo No. 01 (2012-13), Contract Summary Form
 - CHIEF FINANCIAL OFFICER Memo No. 02 (2012-13), Contract and Grant Reviews and Related Payment Processing Requirements
 - CHIEF FINANCIAL OFFICER Memo No. 03 (2014-15), Compliance Requirements for Agreements
 - CHIEF FINANCIAL OFFICER Memo No. 06 (2011-12), Contract Monitoring and Documenting Contractor
 - Performance PUR 1000 and 1001
- DFS State Travel Manual
- CFO Memo No. 06 (2016-17), *Guidance for Travel restrictions imposed by Ch. 2016-62, FL Law*
- CFO Memo No. 02 (2014-15), *State of Florida Purchasing Card Program Convenience Fees/Surcharges*
- OEL Program Guidance Files
 - Program Guidance 440.10 – Office of Early Learning Match Reporting Guidance
 - Program Guidance 240.01 – Cash Management Procedures
 - Program Guidance 240.04 – School Readiness Funds Management
 - Program Guidance 240.05 – Guidance on Prior Approval Procedures
 - Program Guidance 240.06 – Reimbursement Request Requirements for ENTITYs
 - Program Guidance 250.01 – Other Cost Accumulators (OCAs) Guidance.
- OEL annual grant agreement Exhibit I for specified prohibited costs
- 2 CFR 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
 - 2 CFR 200.302, *Financial management systems*
 - 2 CFR 200.302(7), *Financial management systems – allowability of costs*
 - 2 CFR 200.303, Internal controls
 - 2 CFR 200, Subpart E – Cost Principles
- Written procedures for allowability of costs - required contents [2 CFR Part 200.302(7)]
 1. Procedures or disclosures for prohibited costs – optional disclosures based on entity operations.
 2. Procedures to evaluate allowability of costs – a disclosure requirement.

The Entity's policies will ensure appropriate and adequate invoice processing occurs.

Appropriate and adequate invoice processing policy disclosures [69I-40.002(3), F.A.C.]

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

1. Contractual service invoices submitted by a vendor/contractor/service provider for payment processing must clearly identify, at a minimum:
 - a. The dates of services, a description of the specific contract deliverables provided during the invoice period and the quantity provided, and the payment amount specified in the agreement for the completion of the deliverable(s) provided.
2. Cost reimbursement invoices must reflect the expenditures incurred by expenditure category.
3. Required information may be submitted on the invoice or in a report format along with any other information required by the terms of the agreement.
4. Written certification, from the contract/grant manager, that services were performed in accordance with the contract terms must be obtained and kept in entity files. [s. 287.057(14), F.S.]

Recording of Accounts Payable

- All valid accounts payable transactions, properly supported with the required documentation, shall be recorded as accounts payable.
- Accounts payable are processed on a daily basis. Information is entered into the system from approved invoices with appropriate documentation attached.
- Since ECS accepts electronic invoices, each invoice will be checked against contractor payment files to ensure an invoice is only paid once.
- No payments will be made from contractor statements.

Accounts Payable Cutoff

For purposes of the preparation of the ECS' monthly financial statements, all contractor invoices that are received, approved, and supported with proper documentation by the ~~fifth~~ third day of the following month shall be recorded as accounts payable as of the end of the immediately preceding month if the invoice pertains to goods or services delivered by month-end.

Preparation of a Voucher Package

Prior to any accounts payable being submitted for payment, a package called a "voucher package" shall be assembled. Each voucher package shall contain the following documents:

1. Contractor invoice (or employee expense report)
2. Packing slip (where appropriate)
3. Receiving report (or other indication of receipt of merchandise and authorization of acceptance)
4. Purchase order as required by procurement policies
5. Any other supporting documentation deemed appropriate
6. Any of these documents may be submitted to the payables department electronically when available

Invoice processing policy disclosures [69I-40.002(3), F.A.C.]

5. Contractual service invoices submitted by a vendor/contractor/service provider for payment processing must clearly identify, at a minimum:
 - a. The dates of services, a description of the specific contract deliverables provided during the invoice period and the quantity provided, and the payment amount specified in the agreement for the completion of the

deliverable(s) provided.

6. Cost reimbursement invoices must reflect the expenditures incurred by expenditure category.
7. Required information may be submitted on the invoice or in a report format along with any other information required by the terms of the agreement.
8. Written certification, from the contract/grant manager, that services were performed before making payment in accordance with the contract terms must be obtained and kept in entity files. [s. 287.057(14), F.S.]

Invoice processing controls [69I-24.003, F.A.C.; CHIEF FINANCIAL OFFICER/DIRECTOR OF FINANCE No. 06 (2011-12)]

1. ECS will receive deliverables and provide written certification of such before payments are made.
 - a. Approval and inspection of goods or services shall take no longer than 5 working days unless the bid specifications purchase order or contract specifies otherwise. [s. 215.422(1), F.S.]
 - b. Terms and conditions must be specified and must accompany the request for payment to evidence delivery of goods/services.
 - c. ECS payables staff must ensure that deliverables were received on time and as intended (i.e., met performance measures) before release of payment is approved/processed. This can be met with the written certification from the assigned contract manager or person receiving the goods or service on the invoice or another written form.
2. ECS will ensure invoices have adequate documentation and are processed on a timely basis.
 - a. Documents for goods/services received are date stamped.
 - b. Review invoice for accuracy and completeness of the following details. [69I-40.002, (3), F.A.C.]
 - 1) Description of the item(s).
 - 2) Number of units.
 - 3) Cost per unit.
 - 4) Service dates coincide with invoice period.
 - 5) Minimum level of services has been provided.
 - 6) Amount invoiced coincides with the terms/conditions.
 - c. Verify any required supporting documentation has been submitted.
 - d. Review documentation to gain reasonable assurance that commodities/contractual services have been satisfactorily provided within the terms of the contract/agreement.
 - e. Complete any additional processes required by ECS policy.
 - f. Certify ECS' receipt of goods/services.
 - g. Invoices shall be paid according to state rules for Prompt Payment Compliance.
 - 1) Section 215.422(3)(b), F.S., requires interest to be paid to the vendor if payment is not issued within 40 days after receipt of the invoice and receipt, inspection, and approval of the goods and services.
 - 2) DFS does not require agencies to pay interest penalty invoices of less than \$1.00 unless the vendor asserts his right to the interest penalty payment either orally or in writing.
3. Enforce terms and conditions [s. 287.057(14)(b), F.S.; DFS-related contract manager guidance]
 - a. ECS staff assigned contract/grant management duties are required to work with the contractor/vendor to ensure that goods/services are received as intended and contract/agreement terms are enforced.
 - b. Use performance bonds when appropriate.
 - c. Verify financial consequences are addressed.
 - d. Verify terms for liquidated damages are included (when applicable) to compensate the ECS for any losses realized.
4. For disputes about receipt of goods/services [s. 215.422(8), F.S., Payments...disputes]
 - a. ECS will have written procedures and instructions for staff.

- 1) Invoice may be prorated, reduced or withheld according to the financial consequences established in contract/agreement.
- 2) Partial or prorated payments must be made based on the deliverables that can be validated and supported by adequate documentation.
- b. If no financial consequences are included in contract/agreement OR documentation can't be provided, the payment should be withheld until the issue is resolved or a settlement is reached.
- c. Inform staff of settlement agreement process.
 - 1) Used when the amount owed to a provider/contractor is in dispute.
 - 2) A lengthy, cumbersome, and potentially expensive process could ensue that may require legal counsel.
- 3) Required for many situations including:
 - a) To settle a lawsuit, damages, or legal fees.
 - b) Absence of an executed agreement.
 - c) Agreement was executed after services were rendered.
 - d) Additional services not included in the agreement were provided.
 - e) Services were rendered after the agreement expired.

Processing of Voucher Packages

The following procedures shall be applied to each voucher package by the Accounts Payable Accountant/Staff:

1. Check the mathematical accuracy of the contractor invoice.
2. Compare the nature, quantity, and prices of all items ordered per the contractor invoice to the purchase order, packing slip, and receiving report.
3. Document the general ledger distribution, using the ECS' current chart of accounts.
4. Obtain the review and approval of the Department Director /Senior Executive (or designee) associated with the goods or services purchased.

Approvals by Department Directors or their designees indicate their acknowledgment of satisfactory receipt of the goods or services invoiced, agreement with all terms appearing on the contractor invoice, agreement with general ledger account coding, and agreement to pay vendor in full. Approvals shall be documented with initials or signatures of the approving individual, and date of approval. ECS accepts digital signatures for individuals as an allowable alternative to manual or "wet" signatures except where otherwise stated in this manual. Authorized signers or approvers are responsible for the security and protection of their passwords and must use software approved by the ECS Information Technology team.

Payment Discounts

To the extent practical, ECS takes advantage of all prompt payment discounts offered by contractor. When such discounts are available and all required documentation in support of payment is available, payments will be scheduled so as to take full advantage of the discounts.

Employee Expense Reports

Travel Advances

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

Funds will be advanced for upcoming travel only upon receipt of a completed and properly approved request for travel advance. Travel advances are to be used only for the purpose intended. Travel expenses are to be made in accordance with the ECS' travel policies as explained in this section.

Employees receiving travel advances are required to sign for the advance signifying their acknowledgment of, and agreement with, these policies. Employees receiving travel advances must submit an expense report within 5 business days of returning from travel. No further travel advances will be issued to any employee who has an outstanding balance or reports due to ECS from previous business trips.

Employee and Director Business Travel

At the conclusion of an ECS business trip, an employee or member of the Board of Directors who has incurred business-related expenses should complete an expense report in accordance with the following policies:

1. Documentation must justify that participation of the traveler is necessary for the Federal award and costs are reasonable and consistent with ECS' travel policy. (2 CFR Part 200.474(b)(1) and (2))
2. Identify each separately incurred business expense (i.e., do not group all expenses associated with one trip together).
3. With the exception of tips, tolls, reimbursed mileage, and per diems, all business expenses must be supported with invoices/receipts.
4. ECS will reimburse employees at per diem rates established the State of Florida. Therefore, meal receipts are not required except for business entertainment which is addressed in Point 9 below.
 - a. If the conference or meeting which the traveler attends provides a meal, the value of that meal will be deducted from that day's per diem.
5. Contractor receipts/invoices must be submitted for all lodging and any expenditure other than meals.
6. Staff should use discretion when booking hotel rooms for any ECS travel and stay within contractual or legal limits for reimbursement by the appropriate contract. Hotel costs in excess of the limit must be preapproved by the CEO or the CHIEF FINANCIAL OFFICER.
7. For airfare, airline-issued receipts and the return trip boarding pass should be obtained. If a traveler fails to obtain a receipt, other evidence must be submitted indicating that a trip was taken and the amount paid (for example, a combination of an itinerary, a credit card receipt, and return trip boarding pass(es)).
8. Mileage may be reimbursed at the ~~standard State of Florida rates currently in effect~~ maximum rate allowable by the funding source and in compliance with ECS travel procedures.
9. General ledger account coding must be identified for all expenditures.
10. For all meals and other business expenditures, the following must be clearly identified:
 - a. Names, titles, organization, and business relationships of all persons
 - b. The business purpose of the meal or other business event (topics discussed, etc.)
 - c. Meal receipts should be the actual, detailed receipt, not the credit card receipt. The credit card receipt may not provide enough detail.

11. All expense reports must be signed and dated by the employee.
12. All expense reports must be approved by the employee's supervisor.
13. Only one expense report form should be prepared for each trip.
14. Travel costs of the CEO are reviewed and approved by the BOT. The CEO reviews and approves the travel expenses of his/her direct reports.
15. Instances of misuse by staff will be managed with disciplinary action prescribed by the executive team in conjunction with HR. Each instance will be handled on a ~~case-by-case~~case-by-case basis and documented in the employee's personnel file.

An employee will not be reimbursed for expense reports not meeting the preceding criteria. If the expense report results in a balance due to ECS (as a result of receiving a travel advance greater than actual business expenditures), the employee must attach a check or sign a statement indicating authorization to settle the balance due through a payroll deduction. If the expense report results in a balance due to the employee, the employee will be reimbursed through the next expense reimbursement payment run.

No further travel advances will be issued to any employee who has an outstanding balance due to ECS from previous business trips. If intentional misuse of travel advances or reimbursements is noted, the employee will be subject to disciplinary actions found in the ECS Employee Handbook. Reimbursements for travel expenses, business meals, or other approved costs will be made only upon the receipt of a properly approved and completed expense reimbursement form (see further policies under "Travel and Business Entertainment"). All receipts must be attached, and a brief description of the business purpose of trip or meeting must be noted on the form. Expense reports will be processed for payment within 20 business days of month end. Expenses older than two months will not be reimbursed, without department head approval.

Expense reports must be signed and dated by the employee's supervisor. The supervisor's signature indicates that they have reviewed the request to ensure that it meets guidelines and that adequate supporting record and any required signatures/statements from the traveler are included. The supervisor should also review to ensure that the most economical and efficient method for travel is used for each event. If the supervisor is not available another member of the management team may sign off if they are in a position to have knowledge of the employee's travel. ECS will be transitioning to an electronic mileage/travel expense reimbursement system that will pay expenses through the payroll system.

Minimum required travel policy disclosures [2 CFR Part 200.302, financial management systems; 200.303, internal controls; DFS Reference Guide, DFS State Travel Manual; s. 112.061, F.S. Per Diem and travel expenses of public officers, employees, and authorized persons; and CHIEF FINANCIAL OFFICER/DIRECTOR OF FINANCE Memo No. 06 (2016-17)

- a. The board of directors will review and accept the travel costs of the CEO.
- b. Should the management become aware of misuse of travel funds by staff or members of the management team, such misuse will be documented in the personnel files of the staff member and of any resulting disciplinary actions (if applicable).

Reconciliation of A/P Subsidiary Ledger to General Ledger

At the end of each monthly accounting period, the total amount due to contractors per the accounts payable subsidiary

ledger shall be reconciled to the total per the accounts payable general ledger account (control account). All differences are investigated, and adjustments are made as necessary. The reconciliation and the results of the investigation of differences are reviewed and approved by the CFO/Director of Finance.

Also on a monthly basis, the Account Payables shall perform the following procedures:

1. Check all statements received for unprocessed invoices.
2. Check the purchase order file for open purchase orders more than 30 days old and follow up.

Vendors wishing to be paid by ACH should submit a voided check to the ECS Fiscal Department for processing. The routing number and account number are entered into the accounting software by the Director of Procurement or approved back-up personnel.

All ACH payments to vendors are made by uploading an ACH file created in the accounting software and uploaded to the bank. The files are created and uploaded by the accounts payable accountant or Disbursements Manager and approved by either the Chief Financial Officer or Director Of Finance. All uploads are confirmed by the bank both in the total amount of the uploaded transactions and the number of vendors paid in the uploaded file. These confirmations are used to confirm the reports amounts in the AP accounts email after each upload.

Delegation of Authority: All Board authority delegated to staff is delegated through the Chief Executive Officer, so that all authority and accountability of staff as far as the Board is concerned is considered to be the authority and accountability of the Chief Executive Officer. ECS' Accounting and Financial Policies establish the limit of authority of the Chief Executive Officer regarding financial transactions. The Board designates authority to the CEO's administrative assistant to review and approve the Chief Executive Officer's timesheets, leave requests, work related travel expenses, and other routine operational requests on a monthly basis. These documents are made available for Board review at each regular Board meeting.

Prior Approval of Travel by the Board of Directors

Annually the ECS Board approves travel costs for out of state travel for staff working with and charged to the ELC of North Florida contract including room, mileage, airfare, rental cars, conference costs, and other costs as are reasonable and necessary in the course of performing the duties in an amount based on the planned travel for the year. Some examples of necessary travel are CLASS training, NAEYCE National Conference, Child Care Aware National Conference and other trainings held out of state that are necessary for the performance of duties.

The ECS Board also approves funds for travel for ECS' CEO for in state or out of state travel including reimbursement for local mileage and for in state and out of state conferences or trainings as is necessary in the performance of his/her duties in amounts based on planned travel for meetings, conferences and other trainings as is reasonable and necessary in the course of the performance of his/her duties as CEO.

Reasonableness of Travel Costs

ECS shall reimburse travelers only for those business-related costs that are reasonably incurred. Accordingly, the following guidelines shall apply:

1. Payment for suites and other upgraded rooms at hotels shall not be allowed unless required by a medical condition. Travelers should stay in standard rooms. Travelers may if they wish but will not be required to share rooms. If sharing a suite is less expensive than separate rooms for each traveler, this will be allowed but it is up to the individual travelers to agree to the policy.

2. Ask hotels for any available discounts – nonprofit, government, or corporate rates.
3. When utilizing rental cars, travelers should rent midsize or smaller vehicles unless safety considerations require a larger vehicle. Rental of a vehicle larger than midsize must be approved by a supervisor. Share rental cars whenever possible.
4. Reasonable tips for baggage handling should be paid out of daily incidental expenses which are re-imbursed through a per diem form. No receipts are required.
5. If required by the funding source, foreign travel charged to federal grants must be approved in writing by the funding source prior to travel.

Special Rules Pertaining to Air Travel

The following additional rules apply to air travel:

1. Air travel should be at coach class or the lowest commercial discount fare at the time the ticket is purchased except when this fare would:
 - a. Require circuitous routing,
 - b. Require travel during unreasonable hours,
 - c. Excessively prolong travel,
 - d. Result in additional costs that would offset the transportation savings, or
 - e. Offer accommodations not reasonably adequate for the traveler's medical needs.
2. First class air travel shall not be reimbursed unless there is a medical reason which must be documented and approved by a supervisor.
3. Memberships in airline flight clubs are not reimbursable.
4. Cost of flight insurance is not reimbursable.
5. Cost of upgrade certificates is not reimbursable.
6. The cost of baggage fees required by airlines to either check or carry-on luggage is allowable and reimbursable.
7. Cost of canceling and rebooking flights is not reimbursable, unless it can be documented that it was necessary or required for legitimate business reasons (such as changed meeting dates, etc.).
8. Travelers must identify and pay for all personal flights, even if such flights are incorporated into a flight schedule that serves business purposes (i.e., ECS will not reimburse for the personal legs of a trip).
9. Frequent flyer miles will accrue to the traveler, not ECS.

Spouse/Partner Travel

ECS does not reimburse any employee or board member for separate travel costs (air fare, etc.) associated with his or

her spouse or partner. The cost of a shared hotel room need not be allocated between employee/director and spouse/partner for purposes of this policy.

CELL PHONES

Issuance of Corporate Cell Phones

ECS recognizes that certain job functions require that an employee be accessible when away from the office or during times outside scheduled working hours. For this reason, ECS will provide cell phones to select employees as a working condition fringe benefit. Supervisors of employees who travel frequently on ECS business may request a corporate cell phone for specific employees by contacting the Department Head who will request the phone from the Information Technology department. Job descriptions and personnel manuals will document the business reasons for providing employees with cell phones.

Corporate cell phone holders will be required to sign a statement acknowledging that the cell phone shall be used for legitimate ECS-related business purposes, shall not be used while driving. The cell phone holder also agrees to take reasonable precautions to protect the cell phone from loss or theft by storing it in a secure location.

While corporate-issued cell phones are intended for ECS-related business use, ECS recognizes that occasional personal use may occur. ECS employees should make every effort to keep personal use of company cell phones to a minimum. Because such employer-provided cell phones are considered to be a working condition fringe benefit, the ECS employees' use of the cell phone for personal reasons may be treated as excludable from the employees' income as a de minimis fringe benefit: that is, the value of personal use of an ECS-owned cell phone will not be taxable income to the employee.

Cell Phone Use

Employees of ECS are prohibited from using a corporate-owned cell phone or similar device, hands-on or hands-free, while driving, whether the business conducted is personal or ECS-related. This prohibition includes receiving or placing calls, text messaging, accessing the Internet, receiving or responding to email, checking for or listening to voice messages, or any other uses.

Similarly, employees of ECS are prohibited from using their personal cell phone or similar device for any purpose, hands-on or hands-free, while driving either a company vehicle or a personal vehicle while on company business.

Cell Phone Plans

The ECS IT Department will negotiate a master cell phone contract with a single contractor. All corporate-owned cell phones are to be acquired through the preapproved contractor. Exceptions to this policy may be made due to cell phone area coverage. Any exceptions must be approved by the employee's supervisor.

Cell phone plan terms will initially be set based on the employee's anticipated needs and the negotiated price per line/plan with the single contractor. For instance, currently ECS has unlimited plan for all lines that result in the lowest price overall even though a particular employee may use very few minutes.

ECS will monitor usage and recommend adjustments to terms as needed to ensure that the ECS overall is on the most

efficient plan based on the needs of ECS overall depending on the negotiated companywide plan. Initial cell phone plan terms and any subsequent changes in terms will be approved in advance by the Department Director.

Upon receiving the cell phone, the employee is required to sign a statement of receipt and acceptance of responsibility for corporate cell phones.

Cell phone holders shall report the loss or theft of a corporate cell phone immediately by notifying their supervisor and the Manager of IT.

Revocation of Corporate Cell Phones

Failure to comply with any of these policies associated with the use of ECS' corporate cell phones shall be subject to possible revocation of corporate cell phone privileges.

CASH DISBURSEMENTS (CHECK-WRITING) POLICIES

Note: ECS' purchasing and check-writing policies and procedures demonstrate sound internal controls designed to prevent or detect disbursements frauds attempted by outside parties or employees. Segregation of duties is a key element of fraud prevention and detection. In that regard, as much as possible, the following characteristics should be demonstrated through the ECS' policies:

- 1. Authorization of purchases performed by individuals who do not have check-writing and recording abilities.***
- 2. Receipt of supplies and other assets ordered from contractors by someone other than the individual who has final approval to pay the contractor.***
- 3. Check signing by individuals who do not have the ability to record disbursements in the journal or general ledger.***
- 4. Bank reconciliations performed by individuals who do not prepare, sign, or record purchases or disbursements.***

Disbursement Control Systems

ECS' policies and procedures will comply with the following federal/state laws, regulations, statutes, and rules.

- 60A-1.016 F.A.C., Contract and Purchase Order Requirements
- DFS Reference Guide for State Expenditures
- DFS State Travel Manual
- CHIEF FINANCIAL OFFICER/DIRECTOR OF FINANCE Memo No. 06 (2016-17), *Guidance for Travel restrictions imposed by Ch. 2016-62, FL Law*
- CHIEF FINANCIAL OFFICER/DIRECTOR OF FINANCE Memo No. 02 (2014-15), *State of Florida Purchasing Card Program Convenience Fees/Surcharges*
- OEL annual grant agreement Exhibit I for specified prohibited costs
- 2 CFR 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
 - 2 CFR 200.302, *Financial management systems*
 - 2 CFR 200.302(7), *Financial management systems – allowability of costs*
 - 2 CFR 200.303, *Internal controls*
 - 2 CFR 200, Subpart E – *Cost Principles*

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

- OEL Program Guidance files
 - Program Guidance 440.10 – Office of Early Learning Match Reporting Guidance
 - Program Guidance 240.01 – Cash Management Procedures
 - Program Guidance 240.04 – School Readiness Funds Management
 - Program Guidance 240.05 – Guidance on Prior Approval Procedures
 - Program Guidance 240.06 – Reimbursement Request Requirements for ELCs
 - Program Guidance 250.01 – Other Cost Accumulators (OCAs) Guidance

Check Preparation

ECS prints contractor checks and expense reimbursement checks on a weekly (or as-needed) basis. Checks shall be prepared by persons independent of those who initiate or approve expenditures, as well as those who are authorized check signers.

All contractor and expense reimbursement checks shall be produced in accordance with the following guidelines:

1. Expenditures must be supported in conformity with purchasing, accounts payable, and travel and business entertainment policies described in this manual.
2. Timing of disbursements should generally be to take advantage of all early-payment discounts.
3. Generally, all contractors shall be paid within 30 days of submitting a proper invoice upon delivery of the requested goods or services.
4. Total cash requirements associated with each disbursement are monitored in conjunction with available cash balance in bank prior to the release of any payments.
5. Checks shall be utilized in numerical order and unused checks are stored in a locked safe in the accounting department.
6. Checks shall never be made payable to "bearer" or "cash."
7. Checks shall never be signed prior to being prepared.
8. Upon the preparation of a disbursement, contractor invoices and other supporting documentation shall immediately be canceled in order to prevent subsequent reuse.

Check Signing

Two electronic signatures are required for all fund disbursements ~~between \$0.00 and \$5,000.00~~. An authorized bank signer will review and approve a funds disbursement report prior to disbursing funds as documentation of the approval and support for internal control. For ~~checks funds disbursements~~ greater than \$5,000.00, ~~one electronic signature and one live signature are required~~ a report will be produced from the accounting system after each disbursement issue, and the report will be emailed to a ~~An authorized bank signer will for~~ review and approval ~~a funds disbursement report prior to disbursing funds as documentation of the approval and support for internal control~~. All check signatories must be approved by the CEO. No checks shall be signed prior to the check being completed in its entirety (no signing of blank checks).

Checks shall be signed by ~~an~~ at least one individual other than the one who approved the transaction for payment.

Equipment used to sign checks (plates, stamps, CD, etc.) will be kept in a locked drawer (safe). Access to the equipment shall be restricted to the CEO and his or her designee.

The use of electronic funds transfer (EFT) to pay contractors is becoming more common and saves ECS both human and financial resources. To ensure effective internal controls, an authorized check signer will review the listing of checks paid by EFT, and sign and date the report (may be approved electronically).

Online Payment

ECS takes advantage of the opportunity to make online payments whenever possible. Online payments are the result of standard payables workflow. Sampling audits are performed quarterly by the CFO or their designee. As a secondary control, the CFO monitors ECS' daily banking activity by accessing the ECS banking institution's website.

Mailing of Checks

After signature, checks are returned to the Accounts Payable Staff. The clerk then mails checks immediately.

Voided Checks and Stop Payments

Checks may be voided due to processing errors by making proper notations in the check register and defacing the check by clearly marking it as "VOID." All voided checks shall be retained for a minimum of 90 days to aid in preparation of bank reconciliations, and then VOIDED checks may be destroyed.

Stop payment orders may be made for checks lost in the mail or other valid reasons. Stop payments are processed on-line through access to the ECS corporate bank account. A journal entry is made to record the stop payment and any related bank fees.

Banking Fraud Control Protections

ECS has implemented preventative fraud control measures directly on its bank accounts to try and mitigate any fraudulent activity that may occur. One of these measures is Positive Pay. The term positive pay refers to an automated cash-management service used by financial institutions to deter check fraud. Banks use positive pay to match checks issued by companies with those it presents for payment. ECS submits an issue file to the bank after each check run, notifying the bank of legitimately issued checks. The bank's system then matches the date, check number, dollar amount, and account number of each check presented against a list provided by the company to protect against forged, altered, and counterfeit checks.

In addition to protecting check issues, ECS has taken measures to protect its accounts from fraudulent ACH threats as well. With the increased use in electronic funds transfers, it is necessary to ensure that the same types of positive pay controls are setup with automatic fund transfers as well. ACH fraud control services all multiple levels of services for our accounts which can authorize certain vendors within an allowable set of parameters, filter certain ACH transactions from certain accounts, or block all ACH activity from certain accounts.

These controls are established to detect the suspicious activity; notify designated individuals with signing authorization on the accounts for review of those items; and then approval or denial of the alerted transaction.

Recordkeeping Associated with Independent Contractors

ECS shall obtain a completed Form W-9 or equivalent substitute documentation from all contractors to whom payments are made (see "Accounts Payable Management" policies). A record shall be maintained of all contractors to whom a Form 1099 is required to be issued at year-end. Payments to such contractors shall be accumulated over the course of a calendar year.

Control Grid – Purchasing and Disbursements

ECS strives to maintain adequate segregation of duties in its purchasing and disbursements functions. The following table illustrates how responsibilities have been assigned. In this table personnel are identified as follows:

- A. Department Directors/Senior Management Team Member
- B. Department Managers/Authorized Staff Member
- C. Director of Finance/CHIEF FINANCIAL OFFICER
- D. Senior Accountant/Controller
- E. Accounts Payable

Control Grid - Purchasing and Disbursements								
	CEO- A							
	CFO-B							
	VP's/Department Directors/Managers-C							
	Director Finance-D							
	Budget Director-E							
	Disbursements Manager-F							
	Admin/Accounting Clerk-G							
	Procurement Manager/Director-H							
Duty	A	B	C	D	E	F	G	H
Inputs data into vendor master file		x			x			x
Obtains Form W-9 from new contractors			x					x
Initiates purchases	x	x	x			x		x
Authorizes purchases	x	x	x					
Prepares purchase order/requisition			x				x	x
Prepares request for proposal								x
Administers collection of proposals								x
Evaluates proposals	x	x	x					x
Selects contractor			x					
Receives contractor invoice						x	x	
Approves contractor invoice			x					
Assigns general ledger coding			x					
Inputs invoice into A/P system						x	x	
Selects A/P to be paid						x	x	
Runs A/P checks						x	x	
Reviews checks	x	x	x					
Signs checks	x	x	x					
Mails checks							x	
Maintains custody of unused checks				x		x		60
Reconciles A/P to general ledger							x	
Performs bank reconciliation							x	
Reviews bank reconciliations		x		x				

CREDIT CARDS/PURCHASING CARDS/Vouchers

Issuance of Corporate Credit Cards or Purchasing Cards

ECS recognizes that there will be occasions when employees need to use a corporate credit card for travel and online purchases. Only members of the Senior Management team will be issued credit cards. Periodically and with changes in the Senior Management team, the Chief Financial Officer/Director Of Finance will review the list of all cardholders and make changes as needed. Each cardholder is responsible for the charges to his or her card. Prior to a cardholder receiving a credit card, the Chief Financial Officer/Director Of Finance will ensure that they receive and the cardholder will sign a copy of the following

Users of ECS credit cards will observe the following:

- The card shall be used exclusively for legitimate ECS-related business purposes.
- The cardholder will avoid splitting purchase or service costs over multiple transactions to circumvent the single transaction limit.
- The cardholder agrees to take reasonable precautions to protect the card from loss or theft by storing it in a secure location and understands the actions to take in case of theft or loss.
- The cardholder will follow all required procurement policies and procedures.
- The cardholder understands and agrees to disciplinary procedures for misuse of the card.
- Cardholders may not make card purchases in excess of the level of their approval unless supervisor approval has been obtained and documented by a purchase order.

Sales Tax

Card users should remind contractors at the time of purchase that according to the tax laws in Florida, ECS is exempt from sales tax. Cardholders should keep a copy of ECS' sales tax exemption form with them to present to the vendor at the time of purchase. If a cardholder is charged sales tax for a card purchase that should be tax exempt, the cardholder should contact the contractor directly to request a credit for the amount of the sales tax.

Card User Responsibilities

A purchase order is still required when using a credit card. Card holders will attach receipts to their PO when they use their credit card. All purchasing policies that apply to purchases using other forms of payment must still be used when paying with a credit card. If the Fiscal Department is missing a receipt when the monthly statement is reconciled, Account Payables will confer with the purchase order creator to determine who used the card to get the receipt.

Any fraudulent or other unauthorized charges shall be immediately pointed out to the Disbursements Manager for further investigation with the card provider.

ECS will document in personnel files any instances of card misuse by staff and issue notice of personnel actions taken/required (if applicable).

Personal use of corporate credit cards is strictly prohibited. Any personal use will subject the employee to the ECS' disciplinary actions discussed earlier in the Personnel Manual.

Cardholders shall report the loss or theft of a corporate credit card immediately by notifying the credit card company 24 hours a day, seven days a week as well as the Disbursements Manager.

The CEO or Director of Finance will review credit card statements and reconciliations monthly. Any questionable charges will be investigated and resolved.

Credit card purchases including those made by the management team will be reviewed and accepted by the Board of Directors and the policy council based on a knowledge of the internal controls put in place by ECS staff through a review of credit card statements.

Additional requirements for credit cards [DFS CHIEF FINANCIAL OFFICER/DIRECTOR OF FINANCE Memo No. 02 (2014-15)] and (2CFR Part 200.302)

- A. State statute prohibits sellers and lessors from charging convenience fees and surcharges for the use of credit cards.
- B. Such costs are unallowable and should not be submitted for reimbursement.
- C. Florida law also provides that any person who violates this provision is guilty of a second-degree misdemeanor.
- D. If this activity occurs additional contractor notifications may be required.
- E. Minimum required credit card policy disclosures/processes:
 - a. Management has a process to issue purchase/credit cards and to periodically review list of users to ensure the cards are issued to appropriate staff members.
 - b. Management has a process to ensure card users receive notice of usage guidelines. Includes safeguarding of issued cards, card holder duties, tips to avoid identity theft, and prohibited purchases/activities.
 - c. Purchasing cards are not used to circumvent compliance with normal requisitioning transactions.
 - d. Staff prepares reconciliations and maintains adequate supporting records for disbursements and employee reimbursements made by credit card.
 - e. Management periodically reviews purchase activities and employee reimbursements made by credit cards to ensure these purchases are allowable and are not being split to stay below established spending thresholds.
 - f. An independent review and approval process is in place (potentially including a governing board member/audit committee) for purchases made by members of the management team.
 - g. Management has a process to document instances of card misuse by staff and issue notice of personnel actions taken/required (if applicable).
- F. Minimum recommended credit card policy elements/staff instructions:
 - a. Entity processes to safeguard purchase card/credit cards when not in use.
 - b. Prohibited transactions are identified for staff.
 - c. Authorized spending levels/delegation of authority.
 - d. Due dates for supporting documentation.
 - e. Supporting documentation requirements [source: *DFS Reference Guide for State Expenditures*]

Vouchers

ECS uses a purchase order system and does not use a voucher system.

Appendix Documents - 1

ECS Contractual Requirements: General

1. During the performance of this contract, the contractor agrees as follows:

(a) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin.

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(b) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(c) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(d) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(e) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(f) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(g) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(h) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including

sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

2. In compliance with Code of Federal Regulations, 29CFR1910.1200 if this purchase order involves the shipping of any item designates as a toxic substance such shipment must be accompanied by a Material Safety Data Sheet (MSDS). A toxic substance is designated as any chemical substance or mixture in gaseous, liquid, or solid state, which can cause harm to the human body.

3. The contractor certifies the Company's Directors and/or Principal Officers are not employed and/or affiliated with Episcopal Children's Services, unless a current Report of Specified interest form has been approved.

4. Equal Employment Opportunity – This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) Executive Order 11246 of September 24, 1965, and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

5. Rights to Inventions Made Under a Contract or Agreement – If the purchase order includes the performance of experimental, developmental, or research work, Vendor shall provide for the rights of the Federal Government and ECS in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

6. Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act (33 U.S.C. 1251 et seq.), as amended – If the Purchase Order amount exceeds \$100,000, Vendor shall comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251 et seq.). Violations shall be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

7. Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) – If the Purchase Order amount is for \$100,000 or more, Vendor (and, if required, any sub-contractors) shall file the certifications required by this law and related regulations, certifying that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Vendor (and, if required, any sub-contractors) shall disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award.

8. Debarment and Suspension (E.O.s 12549 and 12689) – Vendor represents and warrants that neither it (nor any other person or entity affiliated with Vendor and for whom the standing under these laws is imputed to Vendor) is listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Non-Procurement Programs in accordance with E.O.s 12549 and 12689, "Debarment and Suspension." This list contains the names of parties debarred, suspended, or otherwise excluded by agencies, and contractors declared ineligible under statutory or regulatory authority other than E.O. 12549. If the purchase order amount exceeds \$2000, the Vendor shall provide ECS with the required certification regarding its exclusion status and that of its principal employees.

9. Records Access (Contracts in excess of \$2,000). ECS, the Federal awarding agency, the Comptroller General of the United States, or any of their duly authorized representatives, shall have access to any books, documents, papers and

records of the Vendor which are directly pertinent to a specific program for the purpose of making audits, examinations, excerpts and transcriptions.

10. Copeland "Anti-Kickback" Act (18 U.S.C. 874 and 40 U.S.C. 276c) – (Applies to purchase orders in excess of \$2000 for construction or repair). Vendor shall comply with the Copeland "Anti-Kickback" Act (18 U.S.C. 874), as supplemented by Department of Labor regulations (29 CFR part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that Vendor is prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he is otherwise entitled.

11. Davis-Bacon Act, as amended (40 U.S.C. 276a to a-7) (ARRA Section 1606). Vendor covenants and agrees that all laborers and mechanics employed by Vendor and its subcontractors on this project will be paid in compliance with the Davis-Bacon Act (40 U.S.C. 276a to a-7) and as supplemented by Department of Labor regulations (29 CFR part 5, "Labor Standards Provisions Applicable to Contracts Governing Federally Financed and Assisted Construction"). Under this Act, Vendor is required to pay wages to laborers and mechanics at a rate not less than the minimum wages specified in a wage determination made by the Secretary of Labor. In addition, Vendor is required to pay wages not less than once a week.

12. Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333) – (Applies to purchase orders in excess of \$2000 for construction projects and purchase orders in excess of \$2500 for other contracts that involve the employment of mechanics or laborers). Vendor shall comply with Sections 102 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333), as supplemented by Department of Labor regulations (29 CFR part 5). Under Section 102 of the Act, Vendor shall be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than 1 ½ times the basic rate of pay for all hours worked in excess of 40 hours in the work week. Section 107 of the Act is applicable to construction work and provides that no laborer or mechanic shall be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

13. Recovered Materials (2 CFR 200.317): Contractors, where applicable, will comply with section 6002 of the Solid Waste Disposal Act.

14. American Made: Contractors shall to the greatest extent practicable, provide ECS with American made equipment.

15. Trafficking Victims Protection Act of 2000: Contractors supplying goods and services to ECS will fully comply with the Trafficking Victims Protection Act of 2000.

Procurement Appendix Document 2

Episcopal Children's Services: Payment and PO Terms and Conditions

Episcopal Children's Services: PO/Contract Terms and Conditions

Last Update: 4/9/2020

1. Acceptance. Contractor's acceptance of this contract shall constitute Contractor's agreement to the terms and conditions set forth within the entirety of this contract. Notwithstanding the Episcopal Children's Services (stated as ECS throughout the remainder of this document) act of accepting and paying for any goods, no other terms contained in any bid, estimate, acknowledgment, confirmation or invoice given by Contractor shall in any way modify or supersede any of the terms of this contract or otherwise be binding on ECS unless accepted by a written instrument signed by an authorized representative of ECS.

2. Stipulations. The Contractor agrees to provide commodities or contractual services ECS within the manner and at the location specified in the contract and any attachments to the contract. Additionally, the terms of the contract supersede the terms of all prior agreements with respect to this purchase. Unless otherwise specified, the contract begins on the date of issuance.

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

Contractual services or commodities to be provided by the Contractor shall be completed on or before the date specified by ECS and ECS shall always be entitled, upon request, to be advised as to the status of work being done by the Contractor.

3. Performance. If ECS determines that the performance of the Contractor is unsatisfactory, ECS will notify the Contractor of the deficiency to be corrected. The Contractor shall provide ECS with a corrective action plan describing how the Contractor will address all issues of contract non-compliance. A correction(s) will be made within a time-frame specified by ECS. Ultimately, if the Contractor fails to meet and comply with the deliverables established in this contract, ECS will prorate any payments pending and/or request a refund of payment in a proportionate amount equal to the goods/services not received. ECS, at its sole discretion, may offer the Contractor an extension for any listed task, timeline or deliverable during which the indicated financial consequences shall not apply. Any payment made in reliance on the Contractor's evidence of performance, which is subsequently determined to be erroneous, will be immediately due to the ECS as an overpayment.

4. Purchase Order. ECS requires that a contractor have a purchase order, or a purchase order number issued by a representative of the ECS team before shipping any merchandise. The purchase order number must be shown on all invoices.

5. Payment Terms. Invoices on properly accepted goods or services will generally be paid within 30 days of receipt of the invoice or of the goods/services, whichever happens last. "Properly accepted" means receipt, inspection, and approval of the goods or services. In the case of a bona fide dispute, payment will be authorized only for the amount not disputed. Payment for goods delivered does not constitute acceptance those goods. ECS reserves the right to inspect and test such goods and to reject, and return to Contractor, at Contractor's expense, goods (a) delivered in excess of the quantity defined on the contract, (b) which do not conform to specifications, (c) which in any way violate any federal, state or local law, or (d) which are in any way defective. Defective or rejected goods shall not be replaced except upon the receipt by the contractor of written instructions from ECS. If ECS receives goods with a defect or nonconformity which are not apparent upon examination, ECS reserves the right to require replacement, as well as payment of damages upon discovery of the defect or non-conformity. Nothing contained in the contract shall relieve in any way the Contractor from the obligation of testing, inspection and quality control. The Contractor shall submit the final invoice for payment to ECS no more than 45 days after the contract ends or is terminated. If the Contractor fails to do so, unless waived in writing by ECS, all rights to payment are forfeited and ECS will not honor any requests submitted after the above 45-day time period. Any payment due under the terms of this contract may be withheld until all reports due from the Contractor and any necessary adjustment(s) thereto have been approved by ECS. ECS shall not be obligated to pay for costs incurred related to the contract prior to its effective date or after the ending date specified. Records of costs incurred under terms of the contract shall be maintained and made available to ECS upon request during the period of the contract, and for a period of five years thereafter. Records of costs incurred shall include the Contractor's general accounting records, together with supporting documents and records of the Contractor and all subcontractors performing work, and all other records of the Contractor and subcontractors considered necessary by ECS for audit. The Contractor shall return to ECS any overpayments disbursed to the Contractor or by ECS due to unearned funds or funds disallowed pursuant to the terms of the contract. In the event the Contractor, ECS or an independent auditor discover an overpayment was received, the Contractor shall repay said overpayment within forty calendar days or be subject to interest charges on the unpaid balance.

6. Invoice Receipt Date. For the purposes of determining the receipt of invoice date, ECS is deemed to receive an invoice on the date on which a correct and accurate invoice is first received at 8443 Baymeadows Road, Ste 1, Jacksonville, FL 32256. Invoices received from contractors that have failed to supply ECS with a complete and accurate W-9 or other form that provides all necessary data to determine 1099 status, will be deemed insufficient for payment until such information is received.

7. Indemnification. To the extent permitted by Florida and Federal law, the Contractor agrees to indemnify, defend, and hold ECS, its officers, employees and agents harmless from all fines, claims, assessments, suits, judgments, or damages, consequential or otherwise, including court costs and attorney's fees, arising out of any acts, actions, breaches, neglect or omissions of the Contractor, its employees, agents, subcontractors, assignees or delegates related to the contract.

8. Payment of Contractor's Suppliers. In connection with this contract, the Contractor guarantees the payment of all just claims for materials, supplies, tools, or labor and other just claims against the Contractor or any employee, agent, subcontractor, assignee or delegate.

9. Insurance. All contractor insurance policies shall be with insurers qualified and doing business in Florida. The contractor shall furnish ECS with proof of insurance coverage upon request. During the life of the contract, the Contractor shall obtain and keep in force, Errors and Omissions Insurance. Errors and Omission Insurance coverage shall not limit any liabilities or any other obligations that the Contractor has under the contract. The Contractor shall maintain adequate liability insurance coverage on a comprehensive basis and hold such liability insurance at all times during the existence of the Contract and any subsequent renewals and extensions. By execution of the contract, the Contractor accepts full responsibility for identifying and determining the type(s) and extent of liability insurance necessary to provide reasonable financial protections for the Contractor and ECS as served under the contract. During the contract term, the Contractor, at its sole expense, shall provide workers' compensation insurance to all employees engaged in work related to the contract and in accordance with all federal and state statutes. Minimum employer's liability limits shall be \$100,000 per accident, \$100,000 per person, and \$500,000 policy aggregate.

10. Bonding. Unless otherwise prohibited by law, ECS may require the Contractor to furnish, without additional cost to ECS, a performance bond or irrevocable letter of credit or other form of security for the satisfactory performance of work hereunder.

11. Jurisdiction. The laws of the State of Florida shall govern the contract. The Parties submit to the jurisdiction of the courts of the State of Florida exclusively for any legal action or dispute related to the contract. Further, the Contractor hereby waives all privileges and rights relating to the venue it may have under any other statute, rule or case law, including, but not limited to those based on convenience. The Contractor hereby submits to the venue in the county chosen by the ECS. If there is any conflict in the provisions set forth in applicable federal and state laws, the conflict will be resolved in the following priority (highest to lowest).

1) Federal law and regulations, 2) Florida laws and rules, 3) Special conditions/additional requirements, 4)

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

contract Scope of work.

12. Lobbying. No funds from the contract may be used for lobbying the state Legislature, the judicial branch or any state Agency. Acceptance of these contract terms indicates the Contractor is aware of and currently complies with the described lobbying activity restrictions. The Contractor shall require all subcontracts to include this certification language, which is a material representation of fact upon which the parties placed reliance when they made or entered into this transaction.

13. Debarment and Suspension. If this contract relies on federal funds, the Contractor shall agree and certify that neither it, nor its principals, is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. Contractor also agrees it shall not knowingly enter into any lower tier contract or other covered transaction with a person who is similarly debarred or suspended from participating in the contract's scoped transaction. The Contractor represents and warrants that neither it nor any other entity affiliated with the Contractor is listed on the GSA's List of Parties Excluded from Federal Procurement or Non-Procurement Programs in accordance with E.O.s 12549 and 12689, "Debarment and Suspension." If the contract amount exceeds \$2000, the Contractor shall provide ECS with the required certification regarding its exclusion status and that of its principal employees. Further, in accordance with sections 287.133 and 287.134, F.S., an entity or affiliate who is on the Convicted Contractor List or the Discriminatory Contractor List may not perform work as a contractor, supplier, subcontractor, or consultant under the contract with any Agency.

14. Facilitation Payments. The Contractor shall not, in connection with this or any other agreement with ECS, directly or indirectly (1) offer, give, or agree to give anything of value to anyone as consideration for any ECS employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or (2) offer, give, or agree to give to anyone anything of value for the benefit of, or at the direction or request of, any ECS officer or employee.

15. Inventions. If a discovery or invention arises or is developed in connection with the use of federal/state funds, ECS will refer it to OEL and the Florida Department of State to determine whether patent protection will be sought in the name of the state of Florida. Any and all patent rights accruing in connection with the performance of the contract are hereby reserved to the state of Florida. The Contractor shall refer any such discovery to ECS.

16. Termination. Through a written notice to the contractor and per federal government publication 2 CFR Ch. II, Appendix II to Part 200, ECS may terminate for convenience any contract/agreement/purchase with a value equal to, or greater than \$10,000. The Contractor shall not furnish any services after it receives notice of the termination, except as necessary to complete the continued portion, if any, of the contract. The Contractor shall not be entitled to recover any cancellation charges or lost profit. After receipt of a notice of termination, and except as otherwise specified by the ECS, the Contractor shall: a) Stop work under the contract on the date of and to the extent specified in the notice; b) Complete performance of the work not terminated by ECS; c) Take such action as may be necessary, or as ECS may specify, to protect and preserve any property related to the contract which is in the possession of the Contractor and in which ECS has or may acquire an interest; d) Transfer, assign, and make available to ECS all property and materials belonging to ECS, upon the effective date of termination of the contract. No extra compensation will be paid to the Contractor for its services in connection with such transfer or assignment; e) Meet all the public records law requirements specified under the Public Records sections of these terms and conditions.

Applying to purchases over \$10,000 and pursuant to 2 CFR Part 200 Appendix II, item (B), in the event of termination of the Contract by ECS for cause or breach of listed terms and conditions, the Contractor shall be liable for the ECS' expenses for additional managerial and administrative services required to complete or obtain the services or items from another contractor.

17. Sub-contracting. The Contractor shall not subcontract any work under the contract without the prior written consent of ECS. The Contractor is fully responsible for satisfactory completion of all subcontracted work. The Contractor shall not sell, assign or transfer any of its rights, duties or obligations under the contract without the prior written consent of ECS. In the event of any assignment, the Contractor remains secondarily liable for performance of the contract, unless ECS expressly waives such secondary liability. ECS may assign the contract with prior written notice to the Contractor. The Contractor and its employees, agents, representatives, and subcontractors are not employees or agents of ECS. ECS shall not be bound by any acts or conduct of the Contractor or its employees, agents, representatives, or subcontractors. The Contractor agrees to include this provision in its subcontracts under this contract.

18. Modifications. This contract may only be modified by a change purchase order agreed to by both ECS and the Contractor. Should a court determine any provision of the contract is invalid, the remaining provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid.

19. On-time delivery. Time is of the essence of this contract, and if delivery of goods is not completed by the time promised, ECS reserves the right, without liability and in addition to other rights and remedies, to terminate this contract by notice effective when received by Contractor as to goods not yet shipped. If ECS terminates the contract for this reason, ECS reserves the option to purchase substitute items from an alternate supplier.

20. Shipping. The following shipping provisions shall apply to all POs unless otherwise indicated in the contract documents. All purchases are F.O.B. destination, transportation charges prepaid. Each shipment must be shipped to the address indicated on the face of the contract and marked to the attention of the individual identified, if any. Each shipment must be labeled plainly with the contract number. A complete packing list must accompany each shipment. This shall also apply to any third party who ships items on behalf of a Contractor. No extra charges shall be applied for boxing, crating, packing, or insurance. The following delivery schedule shall apply: 9:00 AM - 4:00 PM eastern time, Monday through Friday, excluding legal holidays. ECS assumes no liability for merchandise shipped to other than the specified destination. Items received in excess of quantities specified may, at Agency's option, be returned at the Contractor's expense. Substitutions are not permitted.

21. Minority Businesses. ECS is an equal opportunity institution and encourages the use of Certified Minority Businesses (CMBE) and Small Businesses / Small Disadvantaged Businesses in the provision of all goods and services. CMBEs will have a fair and equal opportunity to compete for dollars spent by ECS. CMBE-related information shall be sent to the ECS Procurement

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

Manager, 8443 Baymeadows Rd., Jacksonville, FL 32256.

22. Toxic Substances. If this contract involves the shipping of any item designated as a toxic substance, such shipment must be accompanied by a Material Safety Data Sheet (MSDS).

23. Conflict of Interest. The contractor certifies the Company's Directors and/or Principal Officers are not employed and/or affiliated with ECS, unless a current *Report of Specified Interest Form* has been approved.

24. Specifications. All goods and services must conform to specifications furnished by Contractor and approved by ECS or furnished by ECS. Contractor warrants that all goods have been tested for their safety and will be of merchantable quality and in compliance with federal, state and local health/safety laws, rules and regulations applicable to such goods. Contractor warrants that all goods will be of good material and workmanship and free from defect.

25. Pricing. This contract will not be filled at prices higher than specified on this document. Contractor agrees that any price decrease in effect at time of shipment will apply to this contract. Contractor warrants that the prices for the goods sold to ECS hereunder are not less favorable than those extended to any other customer for the same or similar goods during the term of this contract. If the Contractor reduces its prices for such goods during the term of this contract, the contractor agrees to reduce the prices hereof correspondingly. Contractor warrants that prices shown on this contract shall be complete, and no additional charges of any type shall be added without ECS' express written consent. Such additional charges include, but are not limited to, shipping, packaging, labeling, custom duties, taxes, storage, insurance, boxing and crating. Any cash discount periods will be calculated from receipt of invoice or receipt of acceptable goods, whichever occurs later, and not from the date of invoice. On invoices returned for correction, the cash discount period will be calculated from receipt of the corrected invoice.

26. Changes. ECS shall have the right at any time to make changes in drawings, designs, specifications, materials, packaging, time and place of delivery and method of transportation. If any changes cause an increase or decrease in the cost or the time required for performance of this contract, an equitable adjustment shall be made, and this contract shall be modified in writing accordingly. Contractor agrees to accept any such changes subject to this paragraph.

27. Force Majeure. Neither party shall be liable to the other for the consequences of any force majeure providing. However, if Contractor at any time becomes unable duly and timely to perform this contract for a period of 10 days or more, ECS shall be entitled to terminate this contract for cause.

28. Entire Agreement. This contract, and any documents referred to on the face hereof, constitute the entire agreement of the parties.

29. Background Checks. ECS may require the Contractor and its employees, agents, representative and subcontractors to provide fingerprints and be subject to such background checks as directed by ECS. The cost of the background check(s) shall be borne by the Contractor. ECS may require the Contractor to exclude selected Contractor's employees, agents, representatives or subcontractors based on the background check results.

30. Data Breach. The Contractor shall immediately notify ECS' Procurement Manager in writing of any Security Incident, Breach or Breach of Security in which personal and/or confidential information of ECS and/or its employees has been obtained by unauthorized sources. Contractor's notification shall be made in writing to ECS within 24 hours of the Contractor learning of the security incident or breach. Contractor's notification shall identify: a) the nature of the unauthorized use or disclosure; b) the confidential information used or disclosed; c) who made the unauthorized use or received the unauthorized disclosure; d) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure; e) and what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a full written report, as reasonably requested by ECS. If ECS, at its sole discretion, determines that the Contractor has failed to comply with any confidentiality provision of this contract, or determines that prompt and satisfactory corrective action has not occurred, ECS has the unilateral right to suspend the contract until it is satisfied that corrective action has been taken or ECS may terminate the contract. If the contract is terminated, Contractor must immediately surrender to the ECS all confidential information and copies thereof obtained under the Contract and any other information relevant to the Contract. The Contractor understands and agrees that all reasonable fees and costs necessary for ECS to remedy any breach of confidentiality due to the conduct of the Contractor, its employees, subcontractors, agents, or affiliates, or any individual within the control of the Contractor, shall be the responsibility of the Contractor. The Contractor shall cooperate in the defense and settlement of such claims. The obligations of this section shall survive the expiration or termination of the contract.

31. Confidentiality. The Contractor understands and agrees to safeguard the confidentiality of the information which is the subject of this contract. All information included in the contract is deemed by ACH to be confidential, without exclusion. If unauthorized disclosure of the information occurs, or the confidentiality of the information are compromised in any way, the Contractor may be subject to both criminal and civil penalties. The Contractor shall not disclose public records that are exempt or confidential/exempt from public records disclosure requirements except as authorized by federal and state laws. The Contractor, its employees, subcontractors, agents, or any other individuals to whom the Contractor exposes confidential information obtained under the contract shall not store, or allow to be stored, any confidential information on any portable storage media or peripheral device with the capacity to hold information without encryption software installed. Failure to strictly comply with this provision shall constitute a breach of the contract. Upon termination of the contract for any reason, Contractor agrees to either return to the ECS or, if return is not feasible, to destroy all confidential information in whatever form or medium the Contractor received from or created on behalf of ECS to include without limitation all backup tapes. This provision shall also apply to all confidential information in the possession of subcontractors or agents of the Contractor. In such case, Contractor shall retain no copies of such information, including any compilations derived from and allowing identification of confidential information. Contractor shall complete such return or destruction as promptly as possible, but not more than forty-five calendar days after the effective date of the conclusion of the contract. Within the forty-five days, Contractor shall certify on oath in writing to the ECS that such return or destruction has been completed. If Contractor believes that the return or destruction of

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

confidential information is not feasible, Contractor shall provide in writing within forty-five (45) days, the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that the return or destruction is not feasible, Contractor shall continue the protections provided for in this contract as long as Contractor maintains the confidential information.

32. Document Review. The Contractor and any subcontractor used to provide the scoped goods/services will comply with their duty to cooperate in good faith with any reasonable requests from ECS or State officials to discuss, review, inspect or audit Contractor performance and compliance under this contract. Upon request, the Contractor shall grant access to all records pertaining to the contract to ECS, OEL, OEL's Inspector General, OEL's General Counsel, the Office of Program Policy and Government Accountability, and Florida's Chief Financial Officer. The Contractor shall provide any type of information deemed relevant to the Contractor's integrity or responsibility. Such information may include, but shall not be limited to, the Contractor's business or financial records, documents, or files of any type or form that refer to or relate to the contract. The Contractor shall retain such records for five (5) years after the expiration date of the contract. The Contractor agrees to reimburse the State for the reasonable costs of investigation incurred by the Inspector General or other authorized State official for investigations of the Contractor's compliance with the terms of this or any other agreement between the Contractor and which result in the suspension or debarment of the Contractor. Such costs shall include, but shall not be limited to, salaries of investigators, including overtime, travel and lodging expenses, and expert witness and documentary fees. The vendor acknowledges that expenditures by ECS in payment of dues or membership contributions as they pertain to the public agency from which or on whose behalf the payments are made, shall be public records pursuant to s. 119.01(3) F.S. If public funds are expended by ECS in payment of dues or membership contributions for any person, corporation, foundation, trust, association, group, or other organization, all the financial, business, and membership records of that person, corporation, foundation, trust, association, group, or other organization which pertain to the public agency are public records and subject to the provisions of s. 119.07.

33. Taxes. Contractor is aware of and currently complies with requirements for full and timely payment of any federal taxes.

34. Child Abuse. Any employee of the Contractor shall immediately report any knowledge or suspicion that a child is abused, abandoned, or neglected by any person responsible for that child's welfare. Contact the Florida Abuse Hotline (1-800-96ABUSE).

35. Security. The Contractor must employ adequate security measures to protect ECS' information, applications, data, resources, and services.

36. Fraud. The Contractor shall report to ECS' Procurement Manager within twenty-four chronological hours, all suspected or known instances of Contractor's operational fraud or criminal activities relating to the contract.

37. U.S. Based Work Product. The Contractor and its subcontractors and agents are prohibited from performing any of the contract services outside the United States, or sending, transmitting or accessing any School Readiness Program or Voluntary Prekindergarten Education Program or other program-related data pursuant to this contract outside of the United States unless approved by ECS in writing. The Parties agree that a violation of this provision will: a) Entitle ECS to immediately terminate the contract for cause upon email notice to the Contractor; b) Result in immediate and irreparable harm to ECS, entitling ECS to immediate injunctive relief. Entitle ECS to recover damages for the breach. These damages will include all reasonable costs incurred by the ECS for investigations, forensic investigations, data recoveries, notifications and remediation.

38. Contractor Legal Issues. The Contractor shall notify ECS of legal actions taken against it or potential actions, such as lawsuits, related to goods/services provided through this contract that may affect the Contractor's ability to deliver the contractual goods/services, or adversely impact ECS.

39. Recycle. The Contractor is required (to the maximum extent possible) to procure products or materials with recycled content when the FL Department of Management Services determines such products/materials are available.

40. Media. ECS does not endorse any Contractor, commodity or service. The Contractor shall not provide any information to any media representative or any other external party regarding the contract or any services delivered under the contract without prior written approval from the ECS. The Contractor shall also notify ECS of any inquiries received from any media outlet or representative. The notice shall be made to the ECS Procurement Manager within 1 hour by phone (904-674-6248) and in writing within 24 hours (8443 Baymeadows Rd, Ste 1, Jacksonville, FL 32256). The Contractor shall not use ECS' logo without the written approval of ECS. A sponsorship statement is required when issuing statements, press releases, requests for proposals, bid solicitations and other documents describing projects or programs funded in whole or in part with federal money. The Contractor is prohibited from using contract information, sales values, sales volumes, the names of ECS' stakeholders or customers within sales brochures or other promotions, including press releases, unless prior written approval is obtained from the ECS.

41. Legal Revisions. The Parties agree to negotiate changes to the contract if Federal or State revisions of any applicable laws or regulations make changes in the contract necessary.

42. Subpoena. The Contractor shall notify ECS if any data related to the contract is subpoenaed or used, copied or removed from the Contractor's possession by any individual not authorized by ECS to use, copy or remove such data. The Contractor shall provide notice to ECS verbally within twenty-four chronological hours and in writing within seventy-two chronological hours. The Contractor shall cooperate with ECS in taking all steps which ECS deems advisable to prevent misuse, regain possession of, and/or otherwise protect ECS' and the data subject's privacy.

43. Travel. Travel expenses are reimbursed only if expressly authorized by the terms of the contract. Only travel performed in connection with approved contract activities are eligible for reimbursement. ECS requires travel reimbursements be submitted within thirty calendar days of the travel event.

44. Unauthorized Aliens. The Contractor agrees that unauthorized aliens shall not be employed by the contractor. ECS shall consider the employment of unauthorized aliens a violation of the Immigration and Nationality Act. Such violation shall be cause for unilateral cancellation of the contract by ECS.

45. Delays. The delay or failure by the ECS to exercise or enforce any of its rights under the contract shall not constitute waiver of such rights.

Episcopal Children's Services
Procurement ~~Policies~~ and ~~Disbursement~~ Procedures

46. Whistleblower. The Contractor and its subcontractors shall not retaliate against an employee for reporting violations of law, rule Or regulation that creates and presents a substantial and specific danger to the public's health, safety, or welfare. Furthermore, agencies or independent contractors shall not retaliate against any person who discloses information to an appropriate agency alleging improper use of governmental office, gross waste of funds, or any other abuse or gross neglect of duty on the part of any agency, public officer or employee. The Contractor and any subcontractor(s) shall inform its employees that they and other persons may file a complaint with the Office of Chief Inspector General, the Office of Early Learning's Inspector General, the Florida Commission on Human Relations or the Whistleblower's Hotline number at 1-800-543-5353.

47. Additional Regulation. Where applicable to this contract, all Contractors will abide by, and be in compliance with, the following federal and/or state statutes and regulations:

- A. Department of Commerce at 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Awards, Contracts and Cooperative Agreements."
- B. Federal Food Drug and Cosmetic Act including the Food Additives Amendment of 1958.
- C. Federal Insecticide, Fungicide, and Rodenticide Act.
- D. Electronic and Information Technology Accessibility standards provided in Rule 60-8.002, F.A.C.; 282.603, F.S.; and 2 CFR 200.335, *Methods for collection, transmission and storage of information*.
- E. Byrd Anti-Lobbying Amendment 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995.
- F. Certification of Minority Business Enterprises, Florida Statute 287.0943
- G. Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387)
- H. Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708)
- I. Copeland Anti-Kickback Act (18 U.S.C. 874 and 40 U.S.C. 276c)
- J. Davis-Bacon Act (40 U.S.C. 276a, et. seq.), as supplemented by USDOL regulations (29 CFR Part 5)
- K. Drug-Free Workplace compliant with 41 USC 81.
- L. Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor. 41 CFR Part 60.
- M. In accordance with Executive contract 11-116, the Contractor agrees to utilize the U.S. Agency of Homeland Security's E-Verify system.
- N. "Buy American Act" (P.L. 103-333, the USDOL, USDHHS, USDOE and Related Agencies Appropriations Act of 1995, section 507).
- O. Title XX of Public Law 103-227, the Pro-Kids Act of 1994 (as amended by the Pro Children Act of 2001, 42 U.S.C. 60.
- P. Florida Statute 287.135: Prohibition Against Contracting with Scrutinized Companies.

**2022-2023 Division of Early Learning
Customer Service Surveys
for Florida Early Learning Coalitions
and Redlands Christian Migrant Association (RCMA)**

June 2023



This project is funded by contract# SR999 from the Florida Department of Education, Division of Early Learning, via University of Florida DSR AWD13363.

Acknowledgements

This project was assisted by a workgroup of professionals from Coalitions and the RCMA

Sonya Bosanko
Leshia Buchbinder
Olivia Chopra
Warren Eldridge
Anabel Espinosa
Jessica Fowler
Scott Fritz
Laura Gambino
Molly Grant
Jacki Hodges
Pamela Hollingsworth
Renee Jaffe
Amanda Kelkenberg
Steve Knobl
Denise Marzullo
Teresa Matheny
Michelle Meilan
Marsha Powers
Latrisha Sims
Carrie Theall
Evelio Torres
Michele Zavelghorba

UF Team who contributed to this project:

Scott Richards, Project Director
Herman Knopf, Ph.D.
Colleen Porter
Dévonja Daley
Matt Albrecht
Wendy Free

Contents

Preface	1
Executive Summary	2
Introduction	5
Survey Methods	5
Developing a customer service survey for each of the four groups of customers.....	5
Implementing Survey	7
Develop analytic methods to evaluate customer satisfaction	7
Survey Results	8
Statewide Results: Group 3 Providers for SR and VPK	10
ELC of Alachua.....	17
Group 1 Seeking CCR&R	17
Group 2 Eligible Families	22
Group 4: Board Members.....	26
ELC of Brevard	29
Group 1 Seeking CCR&R.....	29
Group 2 Eligible Families.....	29
Group 4: Board Members.....	32
ELC of Broward	35
Group 1 Seeking CCR&R.....	35
Group 2 Eligible Families.....	41
Group 4: Board Members.....	45
ELC of Duval	48
Group 1 Seeking CCR&R.....	48
Group 2 Eligible Families.....	54
Group 4: Board Members.....	58
ELC of Escambia	61
Group 1 Seeking CCR&R.....	61
Group 2 Eligible Families.....	61
Group 4: Board Members.....	64
ELC of Flagler & Volusia.....	67
Group 1 Seeking CCR&R.....	67
Group 2 Eligible Families.....	73

Group 4: Board Members.....	76
ELC of Florida's Gateway	80
Group 1 Seeking CCR&R.....	80
Group 2 Eligible Families.....	80
Group 4: Board Members.....	83
ELC of Florida's Heartland.....	87
Group 1 Seeking CCR&R.....	87
Group 2 Eligible Families.....	87
Group 4: Board Members.....	90
ELC of Hillsborough	93
Group 1 Seeking CCR&R.....	93
Group 2 Eligible Families.....	99
Group 4: Board Members.....	103
ELC of Indian River, Martin, Okeechobee.....	106
Group 1 Seeking CCR&R.....	106
Group 2 Eligible Families.....	106
Group 4: Board Members.....	109
ELC of Lake	113
Group 1 Seeking CCR&R.....	113
Group 2 Eligible Families.....	113
Group 4: Board Members.....	116
ELC of Manatee	120
Group 1 Seeking CCR&R.....	120
Group 2 Eligible Families.....	120
Group 4: Board Members.....	124
ELC of Marion.....	127
Group 1 Seeking CCR&R.....	127
Group 2 Eligible Families.....	133
Group 4: Board Members.....	137
ELC of Miami-Dade/Monroe	140
Group 1 Seeking CCR&R.....	140
Group 2 Eligible Families.....	146
Group 4: Board Members.....	150

ELC of North Florida/Episcopal Children's Services 154

- Group 1 Seeking CCR&R 154
- Group 2 Eligible Families 160
- Group 4: Board Members 163

ELC of Northwest Florida 166

- Group 1 Seeking CCR&R 166
- Group 2 Eligible Families 171
- Group 4: Board Members 175

ELC of Orange 178

- Group 1 Seeking CCR&R 178
- Group 2 Eligible Families 184
- Group 4: Board Members 188

ELC of Osceola County 191

- Group 1 Seeking CCR&R 191
- Group 2 Eligible Families 197
- Group 4: Board Members 200

ELC of Palm Beach 203

- Group 1 Seeking CCR&R 203
- Group 2 Eligible Families 210
- Group 4: Board Members 213

ELC of Pasco and Hernando 216

- Group 1 Seeking CCR&R 216
- Group 2 Eligible Families 222
- Group 4: Board Members 225

ELC of Pinellas 228

- Group 1 Seeking CCR&R 228
- Group 2 Eligible Families 234
- Group 4: Board Members 238

ELC of Polk 241

- Group 1 Seeking CCR&R 241
- Group 2 Eligible Families 247
- Group 4: Board Members 251

ELC of Santa Rosa 254

Group 1 Seeking CCR&R.....	254
Group 2 Eligible Families.....	259
Group 4: Board Members.....	262
ELC of Sarasota County	265
Group 1 Seeking CCR&R.....	265
Group 2 Eligible Families.....	271
Group 4: Board Members.....	275
ELC of Seminole.....	278
Group 1 Seeking CCR&R.....	278
Group 2 Eligible Families.....	283
Group 4: Board Members.....	287
ELC of Southwest Florida	290
Group 1 Seeking CCR&R.....	290
Group 2 Eligible Families.....	297
Group 4: Board Members.....	300
ELC of St. Lucie	303
Group 1 Seeking CCR&R.....	303
Group 2 Eligible Families.....	303
Group 4: Board Members.....	306
ELC of the Big Bend Region	310
Group 1 Seeking CCR&R.....	310
Group 2 Eligible Families.....	316
Group 4: Board Members.....	320
ELC of the Emerald Coast	323
Group 1 Seeking CCR&R.....	323
Group 2 Eligible Families.....	323
Group 4: Board Members.....	327
ELC of the Nature Coast	330
Group 1 Seeking CCR&R.....	330
Group 2 Eligible Families.....	330
Group 4: Board Members.....	334
Redlands Christian Migrant Association (RCMA)	337
Group 1 Seeking CCR&R.....	337

Group 2 Eligible Families	337
Group 4: Board Members.....	337
Discussion: Recommendations for future survey processes and procedures	340
Appendices	342
Appendix A. Survey Questionnaires.....	342
GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry	342
GROUP 2: Families with a child recently determined eligible (including re-eligible).....	347
GROUP 3: Child care providers contracted for SR or VPK programs	350
GROUP 4: Coalition and RCMA board members.....	354
Appendix B. Scoring Algorithm for Calculation of Composite Scores	356
Appendix C. Full open-ended responses by Coalition or RCMA	358

Preface

During the 2021 Legislative Session, the passage of House Bill 4192 required a series of customer service surveys across Florida's early learning system. The surveys would be conducted statewide, with results reported and calculated for each of Florida's 30 Early Learning Coalitions (ELCs) and Redlands Christian Migrant Association (RCMA).

The Florida Department of Education's Division of Early Learning (DEL) oversees the Florida School Readiness (SR) Program, which offers financial assistance to low-income families for early education and care; also, the Voluntary Prekindergarten Education Program (VPK) for 4 and 5-year-olds which began in 2005-2006.

DEL has administrative oversight of 30 Coalitions and RCMA across the state. Coalitions and RCMA administer these programs at the local level and provide educational services to families and providers. Coalitions also provide Child Care Resource and Referral (CCR&R) services, to help families choose the best provider for their child. This service is available in all 67 counties, with some Coalitions covering multiple counties.

Each Coalition has a board that is responsible for policymaking to safeguard the success of the SR, VPK and CCR&R programs. Composition of the boards is specified by Statute 1002.83(2), F.S.

The statute requiring the survey project specified that four groups of customer service surveys be conducted:

- GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry
- GROUP 2: Families with a child recently determined eligible (including re-eligible)
- GROUP 3: Child care providers contracted for SR or VPK programs
- GROUP 4: Coalition and RCMA board members.

The major goals of these surveys were to:

- Enhance the customer experience for families and child care providers who participate in early learning programs administered by Florida's 30 ELCs and RCMA.
- Provide survey results to Coalitions and RCMA to increase the quality of its customer service and enhance participant engagement of early learning programs.

In order to implement the surveys, DEL sent out a solicitation letter to universities on November 16, 2021, seeking an academic research center qualified to carry out the task.

Executive Summary

The 2022-2023 project laid the groundwork for annual satisfaction surveys of four groups of customers who have been served by Early Learning Coalitions and RCMA. The initial survey results provide a window into the perspectives of clients regarding the successes and challenges of Florida families seeking support, the early care and education providers delivering early care and education services, and Coalition boards as they oversee Florida's School Readiness and Voluntary Pre-Kindergarten program implementation.

The Division of Early Learning Customer Service surveys was a major undertaking, involving the development of custom surveys to examine the effects and effectiveness of Early Learning Services and the creation of an algorithm that would score the weighted survey results for each ELC and RCMA. The project could not have moved forward without the active participation of professionals from the Division of Early Learning, a workgroup composed of members of Early Learning Coalitions and RCMA and a team of University of Florida researchers.

The goal of the project was to enhance customer experience for the families who utilize these services and the child care providers who provide those services, and to provide information to the ELCs and the RCMA that can enhance participant engagement in their early learning programs.

The DEL Customer Service Survey project was based on surveying four groups:

- GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry
- GROUP 2: Families with a child recently determined eligible (including re-eligible)
- GROUP 3: Child care providers contracted for SR or VPK programs
- GROUP 4: Coalition and RCMA board members.

This project represents a significantly expanded approach to making data informed decisions, moving from analysis of administrative data to seeking direct input from stakeholders to learn about their experiences. As such, this initial implementation required a substantial amount of administrative preparation and organization to result in a system that can be replicated in the future. While the contract to provide these services was finalized in the late part of 2022, the UF research team, stakeholder workgroup and DEL staff were able to work efficiently to produce surveys representing four different customer types, develop a scoring algorithm, and finalize a data collection methodology. Data collection for the purpose of piloting the surveys and methods began in early 2023 and closed in May of 2023. This left a limited period of time for fielding the surveys, which in turn limited the number of responses to the various surveys.

After data collection ended in May of 2023, the UF research team determined that the number of completed surveys in many of the ELCs were limited to the point that the results were not representative at the Coalition level. For that reason- that survey results were not representative-- the algorithm was not applied to survey results and ELC-level scores were not calculated, as there was an elevated probability that they would be, at best, misleading.

Although the scoring system could not be applied to survey results in a meaningful way, there are findings that are worth reporting.

Group 1: Families seeking CCR&R services

- Most CCR&R families heard about their Early Learning Coalition through family or friends (~40%)
- The service that most CCR&R families are looking for from their ELC is School Readiness (SR): (79%)
- 44% of families were looking for help with child care assistance
- 72% of families felt they were treated with a substantial amount of respect by Coalition staff (9 or 10 on a 10-point scale)
- 74% of families indicated they were highly likely to recommend the ELC to someone else (9 or 10 on a 10-point scale).

Overall, Group 1 families were positive and supportive of the services offered by their ELCs. The most common problems mentioned were the inability to get children into VPK or SR, difficulties providing required paperwork, and problems using the online system. These issues are not controlled by the ELCs.

Group 2: Families with a child determined to be eligible

- The most common reasons families gave for looking for child care through their ELC was so they could work (83%) and to provide their child with educational or social enrichment (70%)
- 85% said they did not experience challenges completing the online application
- Of those families who contacted their ELC for help with applying for child care, 75% said the ELC staff was very helpful (9 or 10 on a 10-point scale).
- 84% of Group 2 families said it was highly likely that they would recommend the ELC to someone else (9 or 10 on a 10-point scale).

In general, Group 2 families gave high marks to the services they receive from their ELC. There were fewer reports of problems.

Group 3: Child Care Providers

(Please note that this group had the most significant sample limitations and the lowest number of responses, results should be interpreted with care.)

- Statewide results of providers indicate that most (76%) prefer to communicate with their Coalition via email.
- When asked to score perceived attitudes about the Coalition on a scale of 1 to 10, most scores were in the positive range of 8 to 10, including 92% for "The staff are open to discussing issues around SR/VPK contracting"
- 84% reported "I feel that the staff care about my concerns and my program's success."

When providers were asked to report the kinds of support from Coalitions/RCMA in which they participate, the top mention was 82% for Financial Support (i.e., stipends, subgrants, scholarships, accreditation assistance, etc.), followed by 62% Technical Assistance and 51% Training.

- 81% of providers reporting said they were highly likely (9 or 10 on a 10-point scale) to recommend their ELC to others.

In the aggregate, Providers tended to submit positive reports about their Coalition and their interactions with that Coalition.

Group 4: Coalition and RCMA Board Members

- A plurality of board members (39%) have served on their board for 1-3 years; about 1 in 7 board members (14%) have served for less than 1 year
- A strong majority of board members (88%) feel board meetings are conducted in a fair manner (9 or 10 on a 10-point scale).
- A smaller majority (76%) feel board meetings are effective (9 or 10 on a 10-point scale).
- 78% of board members say it is highly likely (9 or 10 on a 10-point scale) their Coalition/RCMA is on track to meet organizational goals this year.

Board members' responses indicate they feel that their ELC or RCMA is functioning appropriately and on track to fulfill its mission.

Introduction

In January 2022, DEL held telephone conversation and email correspondence with the University of Florida Survey Research Center (UFSRC) at the Bureau of Economic and Business Research, a major research center at the University of Florida (UF) in Gainesville, FL, which was selected to conduct the surveys.

The UFSRC is one of the largest university-based survey programs in the country, and one of only two currently accredited by the National Center for Quality Assurance for conducting healthcare surveys. The UFSRC is also a member of the Association of Academic Survey Research Organizations. The UFSRC conducts surveys by telephone, mail, and web and routinely fields surveys in both English and Spanish.

As part of a large university, UFSRC also can partner with subject-matter experts across campus. For this project, the survey team was joined by Dr. Herman Knopf, Senior Research Scientist at the Anita Zucker Center for Excellence in Early Childhood Studies, with years of experience collecting data on the dynamics of early childhood learning.

Various project meetings were held throughout spring and summer 2022, but the contract was not finalized until late September 2022, with a project kick-off meeting on October 6, 2022. Although such contracting delays are common in the first year of a new project, nonetheless this placed an accelerated time pressure on the data collection phase. The UF team participated in requested meetings with DEL before the contract was finalized but could not move forward without the authority and funding of the contract.

Survey Methods

Developing a customer service survey for each of the four groups of customers

Qualtrics web survey software was used for these surveys. Qualtrics is considered one of the most sophisticated survey platforms available, with data security approved by Institutional Review Boards (IRB), and metadata such as when invitations are opened, at what point incomplete surveys are abandoned, etc. Qualtrics is available by license through UF.

The Qualtrics platform used responses from one question to show only the appropriate questions for that individual participant, cutting down on the time burden of each person's survey and eliminating the confusion that comes with a complex paper questionnaire. This mechanism particularly shone with the survey of providers: Survey respondents were asked to choose which Coalition supports they use (Coaching, Mentoring, etc.), then further questions asked about satisfaction ONLY for those supports that had previously been selected.

To design the questionnaire, a thorough search for similar previous studies was conducted, so that we were not "reinventing the wheel" but building on other validated research methods. We also had discussions with other survey experts who had conducted similar surveys. We found existing survey instruments for CCR&R services, families with enrolled children, and providers. We could not find any previously conducted surveys of ELC board members, so we looked at surveys of board members of other nonprofit groups.

Draft questions were checked for simple language to ensure readability (short sentences, words with few syllables). In programming, our questionnaires were optimized for implementation on a smart phone. We used one question per screen, short enough that no scrolling would be needed on most handheld screens.

Because this will be an annual survey, all questionnaires specifically asked the respondents to answer regarding their experience “in the last year” or during their “most recent eligibility determination” in order to focus on activities in the current time period during each year going forward.

The questionnaires were timed for length to ensure that the respondent burden was not oppressive (well under the goal of 10 minutes). The questionnaires were thoroughly tested and debugged to ensure that skip patterns were followed to take the respondent to the appropriate next item and filling in text based on previous answers as appropriate.

The questionnaires were translated into Spanish. Our professional translators used a team review, ensuring that interviewers from a wide variety of Hispanic groups approved of the translation. Both the invitation email and the initial screen of the questionnaire included a Spanish paragraph explaining that there is a button in the upper right corner of the screen to change languages. This allowed the respondent to toggle between languages, which is important because some technical terms are only used in English, even by Spanish speakers.

UFSRC requested sample files from DEL to finalize the draft survey questionnaires. This was a necessary step because some items can be carried forward into the questionnaire and used to determine the appropriate questions. For example, if the file of enrolled families indicated whether the child is in VPK or SR, the questionnaire could ask the appropriate items without needing to ask which program. The questionnaire could skip items that were not applicable for RCMA program participants.

The first draft questionnaires that were submitted by the UF team to DEL on October 20, 2022, reflected the requirements in the Scope of Work of the contract. Changes were promptly made in response to DEL suggestions and corrections, and then on November 30, 2022, DEL staff met with a workgroup made up of volunteer Coalition and RCMA staff. The workgroup had significant comments and suggestions, and so a follow-up meeting was scheduled for December 14, 2022, for DEL, the workgroup, and the UF team to meet. As it turned out, a major concern of the Coalitions was that many of the survey items seemed to measure compliance rather than customer satisfaction. Additionally, there was an objection to questions that would not be scored as part of the algorithm, even though the Scope of Work only specified minimum items and left open that other questions could be included. As a result of those concerns, DEL made significant deletions to the questionnaires.

The project, including draft questionnaires, was submitted to UF’s IRB-02, the IRB that typically evaluates social science research, as Division of Early Learning (DEL) Survey Project 2022, IRB number IRB202202691. The project was approved as exempt on December 9, 2022, and the IRB approval letter was sent to DEL.

Implementing Survey

Prior to survey distribution, plans were made for the best sample approach. The Qualtrics survey software allows us to track responses by customer's email and add data such as the date they enter sample, date the questionnaire is completed, and information in the administrative file.

Survey Distribution for Group 1: On December 5, 2022, each Coalition was asked to place a notice on their website that stated that customers who reached out to the Coalition for CCR&R services might be contacted for this voluntary survey, which would not affect their service in any way. DEL was prompt in implementing this request, even though it ended up being very early given the delay in questionnaire finalization.

Initial contact was sent by email on March 21, 2023, with a link to complete the survey. Up to two reminder emails were sent to non-completers, with each reminder following a week after the previous email.

Survey Distribution for Group 2: On December 15, 2022, the DEL Family Portal placed a notice informing parents about this voluntary survey, which would not affect their service in any way.

The sample was received from DEL, including an email address and telephone number, specific Coalition or RCMA, date of most recent eligibility, re-enrollee status, and a VPK or SR flag. Initial contact was sent by email on March 31, 2023, with a link to complete the survey, followed by up to two reminder emails to non-completers. Each reminder was issued a week after the previous email.

Survey Distribution for Group 3: Although the goal was to survey providers at the time of execution of the statewide provider contract at the turnover of the state fiscal year, this did not occur during this first year because survey administration was delayed until early 2023, due to the need for contract execution and questionnaire approval from DEL and UF IRB. When fielding began, the available sample for Group 3 was limited, as it was released only after provider contracts were executed in early 2023.

Starting in mid-January 2023, DEL provided outreach to providers about the survey, including a notice on the DEL Provider Portal. We tried to field the survey when there were no other deadlines.

The sample received from for each newly contracted provider included an email address and telephone number, name of director, flag indicating VPK or SR provider, item indicating public or private provider, physical address if available, and specific Coalition or RCMA.

Email invitations were sent beginning on April 20, 2023. Up to two reminder emails were sent to providers that did not complete the survey, with each reminder following the previous email by a week.

Survey Distribution for Group 4: In January 2023, DEL provided a list of all board members with emails, for each Coalition and RCMA. Email invitations were sent between Monday to Thursday, in the work week.

Develop analytic methods to evaluate customer satisfaction

A scoring algorithm for items was initially suggested by the UF team, reviewed by DEL staff, and discussed with the Workgroup of volunteers from Coalitions during a Zoom conference on March 23, 2023.

The plan was for compilation scores for each Coalition and the RCMA (which does not offer CCR&R services) be calculated as follows:

Survey Weighting	Customer	ELC	RCMA
Group 1	CCR&R	30%	N/A
Group 2	SR_VPK Eligibility	35%	55%
Group 3	Service Providers	20%	20%
Group 4	Board Members	15%	25%
TOTAL		100%	100%

The composite scores are based on responses to scored items in the questionnaires. Weighted scores have had the survey weights for each customer group (for ELCs 30%, 35%, 20%, and 15% respectively) applied to the raw scores.

A full description of the scored items is included as Appendix B, and scored items are noted in the data for each Coalition and RCMA.

Survey Results

Questionnaires were developed and data collected, but due to the compressed fielding period and sample provided, some of the results were not representative and the Coalition composite score could not be applied in this first year.

Only completed questionnaires were included in our data. completed questionnaire is one where the respondent viewed every question in the instrument, even if they chose not to answer some items.

One of the challenges with any customer service survey is that many factors may influence satisfaction. While the overall goal was to evaluate satisfaction with the Coalitions and RCMA, many families were unhappy and blamed the Coalition if they were not approved for a program, even if the reason for rejection was due to factors in the family, such as income limits or a child’s age, and not to a failure in performance at the Coalition.

For Group 1, families who completed a referral, we provide numbers and frequencies only for Coalitions who had at least 10 survey participants. For those with fewer than 10, we do supply any open-ended comments that might be of interest to the Coalition.

For Group 2, families who completed an eligibility or re-eligibility process, we provide numbers and frequencies for those Coalitions who had at least 10 survey participants.

Group 3, SR or VPK Providers, has numbers and percents only at the statewide level, because the sample provided, which included only those with recent contracts, was so low that no coalition had 10 participants.

Group 4, board members, had participation of at least half of board members for every Coalition and the RCMA, so full results are provided herein. Prior to implementation, there was concern that board members might feel compelled by a sense of loyalty to give only the highest ratings about their organization. While results did cluster at the positive end of the scale, no coalition received all-high marks from every board member.

Apparently, the availability of the Spanish versions of the questionnaires were utilized effectively by survey participants. In Coalitions serving counties with many Spanish speakers, a significant number of people chose that option: In Miami-Dade/Monroe 41.8% of families completing eligibility did the survey in Spanish. But even in Alachua County to the north, two of the 71 families completing eligibility chose to use the Spanish version.

Within a Coalition's survey results, there may be varying numbers of responses to different items on the questionnaire. This is by design; the survey software only gave each respondent the items that were appropriate to their situation, which curtailed the time that it took for each respondent to complete the survey.

Some items with varying response numbers are follow-up questions asked only of people who had responded to a previous item: for example, asking about time on hold only of those who reported that they had contacted the Coalition via a phone call. In these cases, there is a description of the target respondent in italics at the start of the question wording at the top of the table.

In some questions, the respondent can choose all the options that apply to them, and the percentage reported for each option is the percent who chose that item out of all who selected any answer for that item. Thus, the percentages will not add up to 100% and this is noted at the bottom of the table.

Many open-ended responses were written in Spanish. Those that were translated are marked with an "S:" at the beginning of the comment.

Items that will be scored for calculation of a Coalition's composite score are marked with a * at the beginning of the question.

Statewide Results: Group 3 Providers for SR and VPK

Summary of Respondents by Coalition/RCMA

Coalition/RCMA	Number of Respondents
Early Learning Coalition (ELC) of Broward	1
Early Learning Coalition (ELC) of Escambia	1
Early Learning Coalition (ELC) of Florida's Heartland	1
Early Learning Coalition (ELC) of Hillsborough	9
Early Learning Coalition (ELC) of Indian River, Martin, Okeechobee	1
Early Learning Coalition (ELC) of Manatee	1
Early Learning Coalition (ELC) of Miami-Dade/Monroe	5
Early Learning Coalition (ELC) of Orange	4
Early Learning Coalition (ELC) of Osceola County	1
Early Learning Coalition (ELC) of Palm Beach	3
Early Learning Coalition (ELC) of Pasco and Hernando	1
Early Learning Coalition (ELC) of Pinellas	3
Early Learning Coalition (ELC) of Polk	2
Early Learning Coalition (ELC) of Seminole	1
Early Learning Coalition (ELC) of Southwest Florida	2
Early Learning Coalition (ELC) of the Big Bend Region	1
Total	37

NOTE: If a Coalition/RCMA is not shown in the table above, no providers from that coalition/RCMA responded to the survey.

Q1 What is your role in your business? Please select ALL that apply. (n=37)

	Number	Percent
Owner	21	56.8
Director/Co-Director	22	59.5
Assistant Director	0	0
Supervisor	1	2.7
Other Manager	0	0
Other	2	5.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What is your preferred method for communicating with the ___ ELC?

	Number	Percent
Email	28	75.7
Phone	8	21.6
In-person conversations	1	2.7
Total	37	100.0

*Q3 "I feel that the staff care about my concerns and my program's success."

	Number	Percent
1 <i>Strongly DISAGREE</i>	1	2.7
2	0	0
3	2	5.4
4	0	0
5	2	5.4
6	0	0
7	1	2.7
8	4	10.8
9	4	10.8
10 <i>Strongly AGREE</i>	23	62.2
Total	37	100.0

*Q4 "The staff are open to discussing issues around SR / VPK contracting."

	Number	Percent
1 <i>Strongly DISAGREE</i>	2	5.4
2	0	0
3	1	2.7
4	0	0
5	0	0
6	0	0
7	0	0
8	9	24.3
9	2	5.4
10 <i>Strongly AGREE</i>	23	62.2
Total	37	100.0

*Q5 "The staff are helpful regarding SR / VPK enrollment."

	Number	Percent
1 <i>Strongly DISAGREE</i>	0	0
2	0	0
3	2	5.4
4	0	0
5	1	2.7
6	0	0
7	2	5.4
8	6	16.2
9	3	8.1
10 <i>Strongly AGREE</i>	23	62.2
Total	37	100.0

*Q6 "The _____ ELC maintains communication with SR providers about new enrollments and redeterminations in a timely manner."

	Number	Percent
1 <i>Strongly DISAGREE</i>	0	0
2	0	0
3	2	5.4
4	1	2.7
5	1	2.7
6	0	0
7	2	5.4
8	7	18.9
9	4	10.4
10 <i>Strongly AGREE</i>	20	54.1
Total	37	100.0

*Q7 "The _____ ELC provided adequate information to providers for administering the coordinated screening and progress monitoring program (FAST)."

	Number	Percent
1 <i>Strongly DISAGREE</i>	1	2.7
2	0	0
3	1	2.7
4	1	2.7
5	2	5.4
6	0	0
7	1	2.7
8	7	18.9
9	6	16.2
10 <i>Strongly AGREE</i>	18	51.4
Total	37	100.0

Q8 Please select all _____ ELC supports for which you participate. Please select ALL that apply. (n=37)

	Number	Percent
I haven't needed support. <i>(If selected, no others can be chosen and respondent skips over items about satisfaction with current supports.)</i>	1	2.7
Coaching	12	32.4
Mentoring	10	27.0
Technical Assistance	23	62.2
Training	19	51.4
Financial Support (i.e. stipends, subgrants, scholarships, accreditation assistance, etc.)	30	81.1
Quality Initiatives	17	45.9
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 What were your MAIN REASONS for getting support from the _____ ELC? Please select ALL that apply (n=37)

	Number	Percent
To improve my CLASS score	10	27.0
To support children with special needs	6	16.2
To resolve a corrective action plan	5	13.5
To maintain contract as an SR or VPK provider	27	73.0
To complete the ARPA and/or CARES Grant application	27	73.0
To support my program's overall success	22	59.5
To get support using the Provider Portal	20	54.1
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q10a (Asked only of those who reported participating in this support) Please rate your satisfaction with the support services that you have received for **Coaching**.

	Number	Percent
1 <i>Completely DISSATISFIED</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	8.3
8	2	16.7
9	1	8.3
10 <i>Completely SATISFIED</i>	8	66.7
Total	12	100

*Q10b (Asked only of those who reported participating in this support) Please rate your satisfaction with the support services that you have received for **Mentoring**.

	Number	Percent
1 <i>Completely DISSATISFIED</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	10.0
8	0	0
9	2	20.0
10 <i>Completely SATISFIED</i>	7	70.0
Total	10	100.0

*Q10c (Asked only of those who reported participating in this support) Please rate your satisfaction with the support services that you have received for **Technical Assistance**.

	Number	Percent
1 <i>Completely DISSATISFIED</i>	0	0
2	1	4.3
3	1	4.3
4	0	0
5	0	0
6	1	4.3
7	0	0
8	1	4.3
9	2	8.6
10 <i>Completely SATISFIED</i>	17	62.2
Total	23	100.0

*Q10d (Asked only of those who reported participating in this support) Please rate your satisfaction with the support services that you have received for **Training**.

	Number	Percent
1 <i>Completely DISSATISFIED</i>	0	0
2	0	0
3	1	5.3
4	0	0
5	0	0
6	0	0
7	0	0
8	4	21.1
9	2	10.5
10 <i>Completely SATISFIED</i>	12	63.2
Total	19	100.0

*Q10e (Asked only of those who reported participating in this support) Please rate your satisfaction with the support services that you have received for **Financial Support**.

	Number	Percent
1 <i>Completely DISSATISFIED</i>	1	3.3
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	3.3
8	4	13.3
9	3	10.0
10 <i>Completely SATISFIED</i>	21	70.0
Total	30	100.0

*Q10f (Asked only of those who reported participating in this support) Please rate your satisfaction with the support services that you have received for **Quality Initiatives**.

	Number	Percent
1 <i>Completely DISSATISFIED</i>	1	5.9
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	5.9
8	1	5.9
9	3	17.6
10 <i>Completely SATISFIED</i>	11	64.7
Total	17	100.0

Q11 Are there other supports you would like that are currently NOT offered by the ____ ELC ? Please type NA if not applicable

- s: More bilingual staff
- Offer the required ELC collaboration courses in Spanish as well
- Yes, Separation of VPK director and overall program director.

Q12 Are there any supports that you do NOT find useful and would recommend discontinuing? Please select ALL that apply (n=37)

	Number	Percent
Coaching	3	8.1
Mentoring	3	8.1
Technical Assistance	1	2.7
Training	3	8.1
Financial Support	2	5.4
Quality Initiatives	1	2.7
Other	0	0
None (If selected, these respondents skipped to Q14)	32	86.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q13a (Asked only of those who reported Coaching not useful) Why do you find **Coaching** not useful?

- NA

Q13b (Asked only of those who reported Mentoring not useful) Why do you find **Mentoring** not useful?

- NA

Q13c (Asked only of those who reported Technical Assistance not useful) Why do you find **Technical Assistance** not useful?

- NA

Q13d (Asked only of those who reported Training not useful) Why do you find **Training** not useful?

- NA

Q13e (Asked only of those who reported Financial Support not useful) Why do you find **Financial Support** not useful?

- NA

Q13f (Asked only of those who reported Quality Initiatives not useful) Why do you find **Quality Initiatives** not useful?

- NA

Q13g (Asked only of those who selected Other) Why do you find **Other** not useful?

- NA

Q14 How can the ____ ELC better support your use of the Provider Portal? (Please select ALL that apply.) (n=37)

	Number	Percent
The support that is currently provided is appropriate.	22	59.5
Trainings on how to use the system	12	32.4
Enhanced technical support	8	21.6
Other	3	8.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q15 What improvements to the Provider Portal do you recommend?

- More user friendly

*Q16 How likely are you to recommend the ____ ELC to a colleague?

	Number	Percent
1 <i>Very Unlikely?</i>	1	2.7
2	0	0
3	0	0
4	1	2.7
5	1	2.7
6	0	0
7	0	0
8	4	10.8
9	7	18.9
10 <i>Very Likely?</i>	23	62.2
Total	37	100.0

Participant Language

	Number	Percent
English	33	89.2
Spanish	4	10.8
Total	37	100.0

ELC of Alachua

Serving the college town of Gainesville and surrounding rural communities.

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=12)

	Number	Percent
Online	5	41.7
Through a friend or family member	5	41.7
Advertisements	1	8.3
Community organizations	4	33.3
Child care provider	1	8.3
Other	1	8.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=12)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	11	91.7
Voluntary Pre-kindergarten (VPK)	2	16.7
Child care provider listing	5	41.7
Parenting tips and / or similar information	0	0
Help in understanding characteristics of quality child care	0	0
Developmental screenings	1	8.3
Family activities	0	0
Other support for household needs (food, housing, cash assistance, healthcare)	0	0
Special needs services / Inclusion	1	8.3
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	5	41.7
For help with child care financial assistance eligibility or re-determination	6	50
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	1	8.3
For general information	0	0
Total	12	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	3	25.0
Office visit	1	8.3
Email	2	16.7
Coalition website / chat	5	41.7
Other (Please specify.	1	8.3
Total		

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	1	33.3
wait on hold before speaking with someone?	0	0
leave a message to receive a call back?	2	66.7
Total	3	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0
1 to 2 business days	0	0
More than 2 business days	2	100
Not Sure / Don't Remember	0	0
Total	2	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	1	50
4	0	0
5	0	0
6	1	50
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	2	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	1	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100
Total	1	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	1	50
1 to 2 business days	0	0
More than 2 business days	1	50
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	0	0
Total	2	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Completely Satisfied?</i>	1	0
Total	2	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	0	0
3	1	20
4	0	0
5	0	0
6	0	0
7	2	40
8	1	20
9	0	0
10 <i>Very Easy?</i>	1	20
Total	5	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	3	25
2	1	8.3
3	0	0
4	1	8.3
5	1	8.3
6	1	8.3
7	0	0
8	1	8.3
9	1	8.3
10 <i>Very Helpful?</i>	3	25
Total	12	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- Everyone was helpful and very informative of the information I needed to complete my application.
- They don't answer phones, don't help with my issue, have bad attitudes, and make you wait long periods for communication.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	4	33.3
2	0	0
3	0	0
4	1	8.3
5	0	0
6	0	0
7	2	16.7
8	0	0
9	0	0
10 <i>Completely Satisfied?</i>	5	41.7
Total	12	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- They speak to mothers as if we are incompetent. I am a working mom have been to college and plenty years in the medical field and I am big on customer service. They do not show that helping parents is a priority.
- The front desk lady was extremely nice letting me use the computer.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	5	41.7
2	0	0
3	1	8.3
4	0	0
5	0	0
6	0	0
7	1	8.3
8	0	0
9	0	0
10 <i>Very Likely?</i>	5	41.7
Total	12	100

Q9 How do you describe yourself? (n=12)

	Number	Percent
Hispanic or Latino	2	16.7
African American or Black	5	41.7
Asian	0	0
Native American or Alaskan Native	0	0
White	4	33.3
Other	0	0
Prefer not to answer.	2	16.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	1	8.3
2	7	58.3
3	1	8.3
4	3	25
5 or more	0	0
Total	12	100

Participant Language

	Number	Percent
English	11	91.7
Spanish	1	8.3
Total	12	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=71)

	Number	Percent
So that I could work	56	78.9
So that I could go to school	13	18.3
To provide my child educational or social enrichment	51	71.8
To find before/after school care	20	28.2
To find additional care during holidays	8	11.3
To find a different child care provider	4	5.6
To reduce child care expenses	30	42.3
Previous child care provider stopped providing care	1	1.4
Other	2	2.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	17	24.3
No	53	75.7
Total	70	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=17)

	Number	Percent
Too much paperwork	5	29.4
Did not know what documentation needed to be submitted	11	64.7
Difficulties with logging in	1	5.9
Took too much time	3	17.6
Other	7	41.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	5	29.4
No	10	58.8
Not Sure/Don't Remember	2	11.8
Total	17	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	40	57.1
No	30	42.9
Total	70	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=40)

	Number	Percent
By phone	32	80.0
Office visit	8	20.0
By email	29	72.5
Online/website	10	25.0
Other (Please specify.)	1	2.5

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the ___ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	2.5
2	0	0
3	1	2.5
4	1	2.5
5	2	5.0
6	3	7.5
7	2	5.0
8	6	15.0
9	2	5.0
10 <i>Very Helpful?</i>	22	55.0
Total	40	100.0

Q3c Why do you feel this way about the assistance provided by the Alachua ELC?

- Didn't answer emails until a day later. Very difficult to get someone helpful on the phone.
- She took her time in answering my questions and properly helping me with the application.
- Office was so busy that it took a while to get in touch with the agents.
- The person who helped me was great at explaining everything I needed.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	0	0.0
2	3	4.3
3	1	1.4
4	1	1.4
5	1	1.4
6	4	5.7
7	10	14.3
8	12	17.1
9	7	10.0
10 <i>Very Easy?</i>	31	44.3
Total	70	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a provider that met all our child's needs and had space available.
- Just the waiting game.
- Getting in contact with someone in person/ on the phone.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=71)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	46	64.8
Reviewed types of child care available	9	12.7
Discussed schedules of care needed	5	7.0
Provided list of providers that met my needs	18	25.4
Other	5	7.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	1.4
2	2	2.9
3	0	0.0
4	0	0.0
5	7	10.0
6	1	1.4
7	4	5.7
8	3	4.3
9	7	10.0
10 <i>Extremely Likely?</i>	45	64.3
Total	70	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=71)

	Number	Percent
Hispanic or Latino	7	9.9
African American or Black	35	49.3
Asian	1	1.4
Native American or Alaskan Native	0	0.0
White	25	35.2
Other	1	1.4
Prefer not to answer.	9	12.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	18	25.7
2	33	47.1
3	14	20.0
4	4	5.7
5 or more	1	1.4
Total	70	100.0

Participant Language

	Number	Percent
English	69	97.2
Spanish	2	2.8
Total	71	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	12.5
1-3 years	5	62.5
4-5 years	0	0
6-10 years	1	12.5
More than 10 years	1	12.5
Total	8	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	100
No	0	0
Total	1	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	1	100
Other Board Members	0	0
Both	0	0
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	12.5
8	1	12.5
9	2	25
10 <i>Very Satisfied</i>	4	50
Total	8	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	12.5
8	1	12.5
9	1	12.5
10 <i>Very Satisfied</i>	5	62.5
Total	8	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	12.5
9	2	25
10 <i>Very Satisfied</i>	5	62.5
Total	8	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	12.5
8	1	12.5
9	2	25
10 <i>Very Satisfied</i>	4	50
Total	8	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	12.5
7	1	12.5
8	0	0
9	2	25
10 <i>Very Satisfied</i>	4	50
Total	8	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	12.5
8	1	12.5
9	1	12.5
10 <i>Very Likely</i>	5	62.5
Total	8	100

ELC of Brevard

Serving families in the Space Coast

Group 1 Seeking CCR&R

Note: Brevard responses are not presented as there were fewer than 10 completed Brevard surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=115)

	Number	Percent
So that I could work	96	83.5
So that I could go to school	19	16.5
To provide my child educational or social enrichment	74	64.3
To find before/after school care	32	27.8
To find additional care during holidays	7	6.1
To find a different child care provider	6	5.2
To reduce child care expenses	57	49.6
Previous child care provider stopped providing care	1	0.9
Other	8	7.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	22	19.1
No	93	80.9
Total	115	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=22)

	Number	Percent
Too much paperwork	8	36.4
Did not know what documentation needed to be submitted	6	27.3
Difficulties with logging in	10	45.5
Took too much time	6	27.3
Other	8	36.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	7	6.1
No	14	12.2
Not Sure/Don't Remember	1	19.1
Total	22	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	77	67.0
No	38	33.0
Total	115	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=77)

	Number	Percent
By phone	67	87.0
Office visit	20	26.0
By email	33	42.9
Online/website	13	16.9
Other (Please specify.)	2	2.6

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	2	2.6
2	0	0
3	1	1.3
4	1	1.3
5	2	2.6
6	0	0
7	7	9.1
8	6	7.8
9	12	15.6
10 <i>Very Helpful?</i>	46	59.7
Total	77	100.0

Q3c Why do you feel this way about the assistance provided by the Brevard ELC?

- It amazing and it helps.
- It was fast and they communicated very well it also made me feel comfortable.
- The person at ELC was returned my call promptly, was very thorough in providing information and helped walk me through the process. They were very dedicated to helping me complete the process.
- Had to make multiple phone calls and emails, was scolded and harrassed by C*****, called repeatedly well before my reevaluation date, said I should be expressing more gratitude for this assistance, very unprofessional

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	4	3.5
2	1	0.9
3	3	2.6
4	3	2.6
5	2	1.7
6	4	3.5
7	13	11.3
8	14	12.2
9	11	9.6
10 <i>Very Easy?</i>	60	52.2
Total	115	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a center that had the availability for all 4 for my kids.
- Finding child care for before school hours.
- Finding facilities that accepted ELC and had openings for new students/children.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=115)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	59	51.3
Reviewed types of child care available	17	14.8
Discussed schedules of care needed	13	11.3
Provided list of providers that met my needs	43	37.4
Other	10	8.7

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	0.9
2	1	0.9
3	2	1.7
4	1	0.9
5	0	0
6	2	1.7
7	4	3.5
8	13	11.3
9	9	7.8
10 <i>Extremely Likely?</i>	82	71.3
Total	115	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=115)

	Number	Percent
Hispanic or Latino	13	11.3
African American or Black	31	27.0
Asian	4	3.5
Native American or Alaskan Native	4	3.5
White	64	55.7
Other	3	2.6
Prefer not to answer.	7	6.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	38	33.0
2	39	33.9
3	22	19.2
4	14	12.2
5 or more	2	1.7
Total	115	100.0

Participant Language

	Number	Percent
English	114	99.1
Spanish	1	0.9
Total	115	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	5	50.0
4-5 years	3	30.0
6-10 years	2	20.0
More than 10 years	0	0
Total	10	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	1	10
4	0	0
5	0	0
6	0	0
7	0	0
8	2	20
9	3	30
10 <i>Very Satisfied</i>	4	40
Total	10	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	10
6	0	0
7	0	0
8	1	10
9	3	30
10 <i>Very Satisfied</i>	5	50
Total	10	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	10
6	0	0
7	0	0
8	0	0
9	1	10
10 <i>Very Satisfied</i>	8	80
Total	10	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	10
8	1	10
9	4	40
10 <i>Very Satisfied</i>	4	40
Total	10	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	10
8	2	20
9	3	30
10 <i>Very Satisfied</i>	4	40
Total	10	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	10
8	2	20
9	3	30
10 <i>Very Likely</i>	4	40
Total	10	100

ELC of Broward

Providing services to families in Ft. Lauderdale, Hollywood, 29 other municipalities and rural areas

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=69)

	Number	Percent
Online	19	27.5
Through a friend or family member	30	43.5
Advertisements	3	4.3
Community organizations	12	17.4
Child care provider	21	30.4
Other	7	10.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=69)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	62	89.9
Voluntary Pre-kindergarten (VPK)	32	46.4
Child care provider listing	36	52.2
Parenting tips and / or similar information	8	11.6
Help in understanding characteristics of quality child care	7	10.1
Developmental screenings	12	17.4
Family activities	8	11.6
Other support for household needs (food, housing, cash assistance, healthcare)	9	13.0
Special needs services / Inclusion	6	8.7
Other	1	1.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	34	53.7
For help with child care financial assistance eligibility or re-determination	17	25.4
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	10	14.9
For general information	4	6.0
Total	67	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	33	47.8
Office visit	3	4.3
Email	6	8.7
Coalition website / chat	25	36.2
Other (Please specify.)	2	2.9
Total	69	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	9	27.3
wait on hold before speaking with someone?	24	72.7
leave a message to receive a call back?	0	0.0
Total	33	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	6	25.0
5-15 minutes	9	37.5
More than 15 minutes	7	29.2
Not Sure / Don't Remember	2	8.3
Total	24	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	10	45.5
Too long, but I waited	10	45.5
So long that I hung up	0	0.0
Not sure/don't remember	2	9.1
Total	22	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	3	15.0
3	1	5.0
4	2	10.0
5	1	5.0
6	2	10.0
7	5	25.0
8	4	20.0
9	1	5.0
10 <i>Very Satisfied?</i>	1	5.0
Total	20	100.0

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	33.3
5-15 minutes	1	33.3
More than 15 minutes	0	0
Not Sure / Don't Remember	1	33.3
Total	3	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	2	100
Total	2	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	1	16.7
1 to 2 business days	3	50.0
More than 2 business days	1	16.7
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	1	16.7
Total	6	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Completely Satisfied?</i>	5	100.0
Total	5	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0.0
2	0	0.0
3	2	8.0
4	0	0.0
5	1	4.0
6	2	8.0
7	4	16.0
8	6	24.0
9	1	4.0
10 <i>Very Easy?</i>	9	36.0
Total	25	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
<i>1 Not Helpful?</i>	2	2.9
2	2	2.9
3	0	0.0
4	0	0.0
5	4	5.8
6	1	1.4
7	5	7.2
8	12	17.4
9	7	10.1
<i>10 Very Helpful?</i>	36	52.2
Total	69	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- Always helpful information
- Because they help me get my child in to daycare
- Call multiple times, and was assist by knowledgeable, patient representative
- VERY HELPFUL

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
<i>1 Completely Dissatisfied?</i>	1	1.4
2	0	0.0
3	1	1.4
4	0	0.0
5	4	5.8
6	1	1.4
7	2	2.9
8	9	13.0
9	7	10.1
<i>10 Completely Satisfied?</i>	44	63.8
Total	69	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- In each and every one of the calls, no matter how simple my question was, they were always willing to answer it with patience and respect.
- Very professional and kind, humane
- they had a nice attitude and was understanding

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	3	4.3
2	0	0
3	1	1.4
4	0	0
5	3	4.3
6	1	1.4
7	1	1.4
8	5	7.2
9	4	5.8
10 <i>Very Likely?</i>	51	73.9
Total	69	100

Q9 How do you describe yourself? (n=69)

	Number	Percent
Hispanic or Latino	16	23.2
African American or Black	44	63.8
Asian	0	0
Native American or Alaskan Native	0	0
White	4	7.2
Other	3	4.3
Prefer not to answer.	6	8.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	34	50.0
2	23	33.8
3	6	8.8
4	2	2.9
5 or more	3	4.4
Total	68	100

Participant Language

	Number	Percent
English	63	91.3
Spanish	6	8.7
Total	69	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=374)

	Number	Percent
So that I could work	309	82.6
So that I could go to school	84	22.5
To provide my child educational or social enrichment	270	72.2
To find before/after school care	103	27.5
To find additional care during holidays	41	11.0
To find a different child care provider	20	5.3
To reduce child care expenses	175	46.8
Previous child care provider stopped providing care	9	2.4
Other	11	2.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	59	15.8
No	315	84.2
Total	374	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=59)

	Number	Percent
Too much paperwork	24	40.7
Did not know what documentation needed to be submitted	24	40.7
Difficulties with logging in	17	28.8
Took too much time	13	22.0
Other	14	23.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	15	25.4
No	32	54.2
Not Sure/Don't Remember	12	20.3
Total	59	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	204	54.5
No	170	45.5
Total	374	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=204)

	Number	Percent
By phone	173	84.8
Office visit	33	16.2
By email	66	32.4
Online/website	52	25.5
Other (Please specify.)	4	2.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	2	1.0
2	2	1.0
3	0	0
4	5	2.5
5	2	1.0
6	4	2.0
7	11	5.4
8	20	9.8
9	25	12.3
10 <i>Very Helpful?</i>	133	65.2
Total	204	100

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: They explained everything very well.
- I sent multiple emails attempting to get assistance with re-enrolling my children and I did not get any response.
- Long wait times.
- The ELC staff member was patient and very knowledgeable on any issues or concerns I had a made.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	7	1.9
2	1	0.3
3	6	1.6
4	5	1.3
5	16	4.3
6	21	5.6
7	35	9.4
8	58	15.5
9	57	15.2
10 <i>Very Easy?</i>	168	44.9
Total	374	100

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- S: They take too much time. 3 months to give me a response.
- Limited Space at schools. The schools that accept VPK voucher charge a significant fee to combine VPK voucher with a fulltime program. It makes the VPK voucher meaningless at the end if you need fulltime care/education for your kids.
- Getting the necessary paperwork.
- Website.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=374)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	221	59.1
Reviewed types of child care available	58	15.5
Discussed schedules of care needed	39	10.4
Provided list of providers that met my needs	113	30.2
Other	10	2.7

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	4	1.1
2	1	0.3
3	2	0.5
4	1	0.3
5	6	1.6
6	12	3.2
7	5	1.3
8	25	6.7
9	29	7.8
10 <i>Extremely Likely?</i>	289	77.3
Total	374	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=374)

	Number	Percent
Hispanic or Latino	82	21.9
African American or Black	223	59.6
Asian	3	0.8
Native American or Alaskan Native	0	0
White	49	13.1
Other	14	3.7
Prefer not to answer.	29	7.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	147	39.7
2	133	35.9
3	54	14.6
4	28	7.5
5 or more	8	2.1
Total	370	98.9

Participant Language

	Number	Percent
English	347	92.8
Spanish	27	7.2
Total	374	100

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	10.0
1-3 years	4	40.0
4-5 years	1	10.0
6-10 years	3	30.0
More than 10 years	1	10.0
Total	10	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	100
No	0	0
Total	1	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
ELC Staff	1	100
Other Board Members	0	0
Both	0	0
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	1	10
4	0	0
5	0	0
6	0	0
7	0	0
8	3	30.0
9	1	10.0
10 <i>Very Satisfied</i>	6	60.0
Total	10	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	20.0
9	3	30.0
10 <i>Very Satisfied</i>	5	50.0
Total	10	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	3	30.0
9	2	20.0
10 <i>Very Satisfied</i>	5	50.0
Total	10	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	10
6	0	0
7	1	10
8	1	10
9	3	30
10 <i>Very Satisfied</i>	4	40
Total	10	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	10
6	0	0
7	1	10.0
8	1	10.0
9	2	20.0
10 <i>Very Satisfied</i>	5	50.0
Total	10	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	20.0
9	2	20.0
10 <i>Very Likely</i>	6	60.0
Total	10	100

ELC of Duval

Serving families in Florida's largest city

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=61)

	Number	Percent
Online	20	32.8
Through a friend or family member	26	42.6
Advertisements	1	1.6
Community organizations	11	18.0
Child care provider	15	24.6
Other	7	11.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=61)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	51	83.6
Voluntary Pre-kindergarten (VPK)	28	45.9
Child care provider listing	27	44.3
Parenting tips and / or similar information	5	8.2
Help in understanding characteristics of quality child care	3	4.9
Developmental screenings	7	11.5
Family activities	8	13.1
Other support for household needs (food, housing, cash assistance, healthcare)	12	19.7
Special needs services / Inclusion	4	6.6
Other	1	1.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	24	40.7
For help with child care financial assistance eligibility or re-determination	15	25.4
For information about my place on the child care financial assistance waiting list	3	5.1
To enroll my child at a provider	14	23.7
For general information	3	5.1
Total	59	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	27	44.3
Office visit	3	4.9
Email	8	13.1
Coalition website / chat	21	34.4
Other (Please specify.)	2	3.3
Total	61	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	15	55.6
wait on hold before speaking with someone?	7	25.9
leave a message to receive a call back?	5	18.5
Total	27	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	3	42.9
5-15 minutes	3	42.9
More than 15 minutes	0	0.0
Not Sure / Don't Remember	1	14.3
Total	7	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	5	83.3
Too long, but I waited	1	16.7
So long that I hung up	0	0.0
Not sure/don't remember	0	0.0
Total	6	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	2	33.3
7	1	16.7
8	0	0.0
9	1	16.7
10 <i>Very Satisfied?</i>	2	33.3
Total	6	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	20.0
1 to 2 business days	1	20.0
More than 2 business days	1	20.0
Not Sure / Don't Remember	2	40.0
Total	5	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	33.3
2	0	0
3	1	33.3
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	33.3
Total	3	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	2	66.7
5-15 minutes	1	33.3
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	3	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	33.3
9	1	33.3
10 <i>Very Satisfied?</i>	1	33.3
Total	3	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	3	37.5
1 to 2 business days	3	37.5
More than 2 business days	2	25.0
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	0	0
Total	8	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	12.5
7	1	12.5
8	1	12.5
9	3	37.5
10 <i>Completely Satisfied?</i>	2	25.0
Total	8	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	1	4.8
2	0	0.0
3	2	9.5
4	0	0.0
5	0	4.0
6	1	4.8
7	1	4.8
8	2	9.5
9	5	23.8
10 <i>Very Easy?</i>	9	42.9
Total	21	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	3	4.9
2	0	0.0
3	2	3.3
4	1	1.6
5	3	4.9
6	2	3.3
7	4	6.6
8	8	13.1
9	4	6.6
10 <i>Very Helpful?</i>	34	55.7
Total	61	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- Because I received an email about my VPK application and it was not successful because they will not accept my Lease Form coming from my Landlord. They still wanted me to provide another form even if all the information that they wanted from me was already in the Lease I provided.
- The ELC helps my family afford child care
- Went into a location and got great customer service

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	3	4.9
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	3	4.9
7	3	4.9
8	4	6.6
9	5	8.2
10 <i>Completely Satisfied?</i>	43	70.5
Total	61	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- Although not helpful, they were respectful
- The person spoke to me respectfully and professionally.
- Staff was very professional

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	2.3
2	1	1.6
3	1	1.4
4	0	0
5	2	3.3
6	2	3.3
7	2	3.3
8	5	8.2
9	9	14.8
10 <i>Very Likely?</i>	38	62.3
Total	61	100

Q9 How do you describe yourself? (n=61)

	Number	Percent
Hispanic or Latino	8	13.1
African American or Black	41	67.2
Asian	5	8.2
Native American or Alaskan Native	3	4.9
White	9	14.8
Other	0	0.0
Prefer not to answer.	6	9.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	26	42.6
2	17	27.9
3	12	19.7
4	3	4.9
5 or more	3	4.9
Total	61	100

Participant Language

	Number	Percent
English	58	95.1
Spanish	3	4.9
Total	61	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=266)

	Number	Percent
So that I could work	225	84.6
So that I could go to school	44	16.5
To provide my child educational or social enrichment	184	69.2
To find before/after school care	64	24.1
To find additional care during holidays	22	8.3
To find a different child care provider	12	4.5
To reduce child care expenses	121	45.5
Previous child care provider stopped providing care	6	2.3
Other	11	4.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	44	16.5
No	222	83.5
Total	266	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=44)

	Number	Percent
Too much paperwork	14	31.8
Did not know what documentation needed to be submitted	20	45.5
Difficulties with logging in	9	20.5
Took too much time	9	20.5
Other	16	36.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	18	40.9
No	23	52.3
Not Sure/Don't Remember	3	6.8
Total	44	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	154	57.9
No	112	42.1
Total	266	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=154)

	Number	Percent
By phone	125	81.2
Office visit	29	18.8
By email	58	37.7
Online/website	36	23.4
Other (Please specify.)	3	1.9

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	2	1.3
2	2	1.3
3	7	4.5
4	1	0.6
5	7	4.5
6	3	1.9
7	10	6.5
8	13	8.4
9	14	9.1
10 <i>Very Helpful?</i>	95	61.7
Total	154	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- I felt it was very helpful since it facilitated a faster way to seek educational services for my children.
- My calls got screened, my calls were ignored, I had to ask for a manager to resolve an issue when case notes were not reviewed from the previous worker.
- Very professional and offered additional resources.
- She went out of her to help me.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	9	3.4
2	2	0.8
3	2	0.8
4	3	1.1
5	15	5.6
6	17	6.4
7	19	7.1
8	32	12.0
9	32	12.0
10 <i>Very Easy?</i>	135	50.8
Total	266	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding availability.
- Sending so many documents.
- Staff taking their time. No sense of urgency.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=266)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	156	58.6
Reviewed types of child care available	48	18.0
Discussed schedules of care needed	26	9.8
Provided list of providers that met my needs	80	30.1
Other	12	4.5

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	0.8
2	1	0.4
3	2	0.8
4	1	0.4
5	7	2.6
6	6	2.3
7	5	1.9
8	14	5.3
9	22	8.3
10 <i>Extremely Likely?</i>	206	77.4
Total	266	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=266)

	Number	Percent
Hispanic or Latino	35	13.2
African American or Black	161	60.5
Asian	11	4.1
Native American or Alaskan Native	7	2.6
White	64	24.1
	7	2.6
Prefer not to answer.	20	7.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	102	38.5
2	96	36.2
3	42	15.8
4	19	7.2
5 or more	6	2.3
Total	265	100.0

Participant Language

	Number	Percent
English	259	97.4
Spanish	7	2.6
Total	266	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	3	30.0
1-3 years	6	60.0
4-5 years	0	0
6-10 years	1	10.0
More than 10 years	0	0
Total	10	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	3	100
No	0	0
Total	3	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	2	66.7
Other Board Members	0	0
Both	1	33.3
Total	3	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	10
5	0	0
6	0	0
7	0	0
8	0	0
9	3	30.0
10 <i>Very Satisfied</i>	6	60.0
Total	10	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	10.0
9	3	30.0
10 <i>Very Satisfied</i>	6	60.0
Total	10	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	20.0
9	1	10.0
10 <i>Very Satisfied</i>	7	70.0
Total	10	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	20.0
9	4	40.0
10 <i>Very Satisfied</i>	4	40.0
Total	10	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	10.0
9	3	30.0
10 <i>Very Satisfied</i>	6	60.0
Total	10	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	3	30.0
9	3	30.0
10 <i>Very Likely</i>	4	40.0
Total	10	100

ELC of Escambia

Serving families in Pensacola and stretching to the Alabama border

Group 1 Seeking CCR&R

Note: Escambia responses are not presented as there were fewer than 10 completed Escambia surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=71)

	Number	Percent
So that I could work	61	85.9
So that I could go to school	9	12.7
To provide my child educational or social enrichment	51	71.8
To find before/after school care	20	28.2
To find additional care during holidays	5	7.0
To find a different child care provider	2	2.8
To reduce child care expenses	27	38.0
Previous child care provider stopped providing care	3	4.2
Other	1	1.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	6	8.5
No	65	91.5
Total	71	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=6)

	Number	Percent
Too much paperwork	1	16.7
Did not know what documentation needed to be submitted	2	33.3
Difficulties with logging in	1	16.7
Took too much time	2	33.3
Other	3	50.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	1	16.7
No	5	83.3
Not Sure/Don't Remember	0	0
Total	6	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	41	57.7
No	30	42.3
Total	71	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=41)

	Number	Percent
By phone	31	75.6
Office visit	9	22.0
By email	15	36.6
Online/website	9	22.0
Other (Please specify.)	2	4.9

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	0	0
2	0	0
3	1	2.4
4	0	0
5	1	2.4
6	0	0
7	3	7.3
8	4	9.8
9	5	12.2
10 <i>Very Helpful?</i>	27	65.9
Total	41	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- He addressed me by saying Ms **** and was really respectful.
- Went above and beyond to explain everything and assist.
- All my questions were answered and I felt comfortable asking them.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	3	4.2
2	1	1.4
3	1	1.4
4	0	0
5	2	2.8
6	2	2.8
7	2	2.8
8	15	21.1
9	8	11.3
10 <i>Very Easy?</i>	37	52.1
Total	71	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- not enough providers with availability.
- Figuring out the paperwork and order of things.
- Finding a provider that meets my requirements. A provider that works with special needs children.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=71)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	39	54.9
Reviewed types of child care available	13	18.3
Discussed schedules of care needed	8	11.3
Provided list of providers that met my needs	25	35.2
Other	5	7.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	1	1.4
4	1	1.4
5	1	1.4
6	2	2.8
7	1	1.4
8	5	7.0
9	8	11.3
10 <i>Extremely Likely?</i>	52	73.2
Total	71	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=71)

	Number	Percent
Hispanic or Latino	1	1.4
African American or Black	34	47.9
Asian	0	0
Native American or Alaskan Native	2	2.8
White	26	36.6
Other	1	1.4
Prefer not to answer.	8	11.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	31	43.7
2	25	35.2
3	9	12.7
4	4	5.6
5 or more	2	2.8
Total	71	100.0

Participant Language

	Number	Percent
English	71	100.0
Spanish	0	0.0
Total	71	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	3	50.0
4-5 years	1	16.7
6-10 years	0	0
More than 10 years	2	33.3
Total	6	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	16.7
9	1	16.7
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	16.7
9	1	16.7
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	16.7
10 <i>Very Satisfied</i>	5	83.3
Total	6	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	33.3
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	16.7
9	3	50.0
10 <i>Very Satisfied</i>	2	33.3
Total	6	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	16.7
9	1	16.7
10 <i>Very Likely</i>	4	66.7
Total	6	100

ELC of Flagler & Volusia

Serving families on Florida's East Coast

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=39)

	Number	Percent
Online	17	43.6
Through a friend or family member	9	23.1
Advertisements	0	0.0
Community organizations	6	15.4
Child care provider	4	10.3
Other	7	17.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=39)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	27	69.2
Voluntary Pre-kindergarten (VPK)	21	53.8
Child care provider listing	19	48.7
Parenting tips and / or similar information	1	2.6
Help in understanding characteristics of quality child care	2	5.1
Developmental screenings	5	12.8
Family activities	1	2.6
Other support for household needs (food, housing, cash assistance, healthcare)	3	7.7
Special needs services / Inclusion	1	2.6
Other	1	2.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	16	45.7
For help with child care financial assistance eligibility or re-determination	7	20.0
For information about my place on the child care financial assistance waiting list	2	5.7
To enroll my child at a provider	8	22.9
For general information	2	5.7
Total	35	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	14	35.9
Office visit	1	2.6
Email	6	15.4
Coalition website / chat	16	41.0
Other (Please specify.)	2	5.1
Total	39	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	11	28.2
wait on hold before speaking with someone?	3	7.7
leave a message to receive a call back?	0	0.0
Total	14	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	2	66.7
5-15 minutes	1	33.3
More than 15 minutes	0	0.0
Not Sure / Don't Remember	0	0.0
Total	3	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	3	100.0
Too long, but I waited	0	0.0
So long that I hung up	0	0.0
Not sure/don't remember	0	0.0
Total	3	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	1	33.3
9	0	0.0
10 <i>Very Satisfied?</i>	2	66.7
Total	3	100.0

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	100.0
5-15 minutes	0	0.0
More than 15 minutes	0	0.0
Not Sure / Don't Remember	0	0.0
Total	1	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100
Total	1	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	0	0.0
1 to 2 business days	4	66.7
More than 2 business days	2	33.3
No response needed	0	0.0
No response received	0	0.0
Not Sure / Don't Remember	0	0.0
Total	6	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	1	16.7
6	0	0.0
7	0	0.0
8	2	33.3
9	1	16.7
10 <i>Completely Satisfied?</i>	2	33.3
Total	6	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0.0
2	0	0.0
3	1	6.3
4	0	0.0
5	1	6.3
6	1	6.3
7	1	6.3
8	3	18.8
9	0	0.0
10 <i>Very Easy?</i>	9	56.3
Total	16	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	1	2.6
2	1	2.6
3	0	0.0
4	0	0.0
5	1	2.6
6	0	0.0
7	1	2.6
8	2	5.1
9	6	15.4
10 <i>Very Helpful?</i>	27	69.2
Total	39	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- Because the agents speak in perfect American english. Ask ways to answer questions and don't have a ton of overwhelming hoops to jump through. In return I am more clear minded and that makes me as well as my children and the ones around me happier. Many reasons. ELC is great. I'm a single mother with two kids. Had elc with both of them a decade apart and the enrollment and focus on the children has only gotten better
- Fast efficient respectful staff
- She was cheerful, helpful and knowledgeable

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0.0
2	0	0.0
3	1	2.6
4	0	0.0
5	0	0.0
6	0	0.0
7	1	2.6
8	4	10.3
9	3	7.7
10 <i>Completely Satisfied?</i>	30	76.9
Total	39	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- She was very respectful not to mention the upmost helpful she could possibly be
- They were polite and responded to me quickly and answered all my questions in a timely manner

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	3	7.7
2	0	0.0
3	0	0.0
4	0	0.0
5	2	5.1
6	1	2.6
7	0	0.0
8	2	5.1
9	3	7.7
10 <i>Very Likely?</i>	28	71.8
Total	39	100

Q9 How do you describe yourself? (n=39)

	Number	Percent
Hispanic or Latino	7	17.9
African American or Black	9	23.1
Asian	2	5.1
Native American or Alaskan Native	1	2.6
White	25	64.1
Other	0	0.0
Prefer not to answer.	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	14	35.9
2	13	33.3
3	7	17.9
4	1	2.6
5 or more	4	10.3
Total	39	100

Participant Language

	Number	Percent
English	38	97.4
Spanish	1	2.6
Total	39	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=155)

	Number	Percent
So that I could work	124	80.0
So that I could go to school	26	16.8
To provide my child educational or social enrichment	113	72.9
To find before/after school care	37	23.9
To find additional care during holidays	15	9.7
To find a different child care provider	10	6.5
To reduce child care expenses	70	45.2
Previous child care provider stopped providing care	4	2.6
Other	10	6.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	17	11.0
No	138	89.0
Total	155	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=17)

	Number	Percent
Too much paperwork	5	29.4
Did not know what documentation needed to be submitted	11	64.7
Difficulties with logging in	5	29.4
Took too much time	4	23.5
Other	5	29.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	4	23.5
No	12	70.6
Not Sure/Don't Remember	1	5.9
Total	17	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	83	53.5
No	72	46.5
Total	155	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=83)

	Number	Percent
By phone	59	71.1
Office visit	14	16.9
By email	38	45.8
Online/website	18	21.7
Other (Please specify.)	2	2.4

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	0	0
2	1	1.2
3	1	1.2
4	2	2.4
5	2	2.4
6	0	0
7	5	6.0
8	5	6.0
9	6	7.2
10 <i>Very Helpful?</i>	61	73.5
Total	83	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: Exceptional attention, very good, ELC has helped me not only in the registration processes but also following my daughter's screenings and even giving me excellent advice to help my daughter with her behavior.
- Prompt response given for any concern I may have had.
- Not always the best at replying back in emails. Always give the right information.
- Was easy to understand.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	2	1.3
2	0	0
3	1	0.6
4	1	0.6
5	10	6.5
6	5	3.2
7	7	4.5
8	27	17.4
9	11	7.1
10 <i>Very Easy?</i>	91	58.7
Total	155	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a daycare with space for my baby.
- Paperwork needed to apply.
- Understanding what is required when renewing , catches me off guard every time :).

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=155)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	104	67.1
Reviewed types of child care available	21	13.5
Discussed schedules of care needed	15	9.7
Provided list of providers that met my needs	41	26.5
Other	8	5.2

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	0.6
2	0	0
3	0	0
4	0	0
5	7	4.5
6	2	1.3
7	6	3.9
8	5	3.2
9	6	3.9
10 <i>Extremely Likely?</i>	128	82.6
Total	155	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=155)

	Number	Percent
Hispanic or Latino	30	19.4
African American or Black	42	27.1
Asian	1	0.6
Native American or Alaskan Native	2	1.3
White	77	49.7
Other	2	1.3
Prefer not to answer.	10	6.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	54	35.3
2	49	32.0
3	25	16.3
4	13	8.5
5 or more	12	7.8
Total	153	100.0

Participant Language

	Number	Percent
English	151	97.4
Spanish	4	2.6
Total	155	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	2	18.2
1-3 years	3	27.3
4-5 years	3	27.3
6-10 years	1	9.1
More than 10 years	2	18.2
Total	11	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	2	100
No	0	0
Not sure	0	0
NA	0	0
Total	2	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	1	50
Other Board Members	0	0
Both	1	50
Total	2	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	9.1
7	0	0
8	0	0
9	1	9.1
10 <i>Very Satisfied</i>	9	81.8
Total	11	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	9.1
8	0	0
9	1	9.1
10 <i>Very Satisfied</i>	9	81.8
Total	11	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	9.1
5	0	0
6	0	0
7	0	0
8	0	0
9	1	9.1
10 <i>Very Satisfied</i>	9	81.8
Total	11	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	9.1
5	0	0
6	0	0
7	0	0
8	0	0
9	2	18.2
10 <i>Very Satisfied</i>	8	72.7
Total	11	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	9.1
5	0	0
6	0	0
7	1	9.1
8	0	0
9	2	18.2
10 <i>Very Satisfied</i>	7	63.6
Total	11	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	9.1
7	0	0
8	2	18.2
9	2	18.2
10 <i>Very Likely</i>	6	54.5
Total	11	100

ELC of Florida's Gateway

Serving Columbia, Hamilton, Lafayette, Suwannee and Union Counties, with offices in Lake City

Group 1 Seeking CCR&R

Note: Florida's Gateway responses are not presented as there were fewer than 10 completed Florida's Gateway surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=47)

	Number	Percent
So that I could work	40	85.1
So that I could go to school	7	14.9
To provide my child educational or social enrichment	34	72.3
To find before/after school care	13	27.7
To find additional care during holidays	4	8.5
To find a different child care provider	1	2.1
To reduce child care expenses	21	44.7
Previous child care provider stopped providing care	1	2.1
Other	1	2.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	9	19.1
No	38	80.9
Total	47	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=9)

	Number	Percent
Too much paperwork	2	22.2
Did not know what documentation needed to be submitted	2	22.2
Difficulties with logging in	2	22.2
Took too much time	1	11.1
Other	4	44.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	1	11.1
No	7	77.8
Not Sure/Don't Remember	1	11.1
Total	9	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	28	59.6
No	19	40.4
Total	47	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=28)

	Number	Percent
By phone	26	92.9
Office visit	10	35.7
By email	9	32.1
Online/website	6	21.4
Other (Please specify.)	1	3.6

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	3.6
2	0	0
3	0	0
4	0	0
5	0	0
6	2	7.1
7	3	10.7
8	0	0
9	1	3.6
10 <i>Very Helpful?</i>	21	75.0
Total	28	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: Because the moment I contacted the ELC they gave me all the help and information necessary for my daughter to have a good learning experience.
- She was very polite and had patience and and gave us a gift bag as well for my child.
- Unable to make contact with family support via phone multiple attempts and voicemails took over a week for follow up response.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	2.1
2	1	2.1
3	1	2.1
4	1	2.1
5	0	0
6	3	6.4
7	2	4.3
8	4	8.5
9	5	10.6
10 <i>Very Easy?</i>	29	61.7
Total	47	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Response time from ELC.
- Someone getting in contact with me at a timely manner regarding the application.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=47)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	32	68.1
Reviewed types of child care available	8	17.0
Discussed schedules of care needed	1	2.1
Provided list of providers that met my needs	12	25.5
Other	2	4.3

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	0	0
4	1	2.1
5	1	2.1
6	1	2.1
7	2	4.3
8	5	10.6
9	1	2.1
10 <i>Extremely Likely?</i>	36	76.6
Total	47	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=47)

	Number	Percent
Hispanic or Latino	6	12.8
African American or Black	20	42.6
Asian	0	0
Native American or Alaskan Native	0	0
White	21	44.7
Other	0	0
Prefer not to answer.	1	2.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	11	23.4
2	24	51.1
3	6	12.8
4	3	6.4
5 or more	3	6.4
Total	47	100.0

Participant Language

	Number	Percent
English	46	97.9
Spanish	1	2.1
Total	47	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	9.1
1-3 years	1	9.1
4-5 years	2	18.2
6-10 years	2	18.2
More than 10 years	5	45.5
Total	11	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	0	0
No	1	100
Total	0	0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	1	9.1
4	0	0
5	0	0
6	0	0
7	3	27.3
8	0	0
9	1	9.1
10 <i>Very Satisfied</i>	6	54.5
Total	11	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	9.1
7	1	9.1
8	2	18.2
9	1	9.1
10 <i>Very Satisfied</i>	6	54.5
Total	11	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	3	27.3
9	1	9.1
10 <i>Very Satisfied</i>	7	63.6
Total	11	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	2	18.2
6	0	0
7	0	0
8	0	0
9	3	27.3
10 <i>Very Satisfied</i>	6	54.5
Total	11	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	2	18.2
6	0	0
7	1	9.1
8	0	0
9	3	27.3
10 <i>Very Satisfied</i>	5	45.5
Total	11	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	2	18.2
6	1	9.1
7	0	0
8	0	0
9	2	18.2
10 <i>Very Likely</i>	6	54.5
Total	11	100

ELC of Florida's Heartland

Serving families in Charlotte, DeSoto, Hardee and Highlands Counties

Group 1 Seeking CCR&R

Note: Florida's Heartland responses are not presented as there were fewer than 10 completed Florida's Heartland surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=65)

	Number	Percent
So that I could work	56	86.2
So that I could go to school	10	15.4
To provide my child educational or social enrichment	41	63.1
To find before/after school care	17	26.2
To find additional care during holidays	4	6.2
To find a different child care provider	1	1.5
To reduce child care expenses	24	36.9
Previous child care provider stopped providing care	3	4.6
Other	1	1.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	13	20.0
No	52	80.0
Total	65	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=13)

	Number	Percent
Too much paperwork	2	15.4
Did not know what documentation needed to be submitted	5	38.5
Difficulties with logging in	7	53.8
Took too much time	3	23.1
Other	6	46.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	7	53.8
No	4	30.8
Not Sure/Don't Remember	2	15.4
Total	13	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	28	43.1
No	37	56.9
Total	65	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=28)

	Number	Percent
By phone	24	85.7
Office visit	6	21.4
By email	12	42.9
Online/website	5	17.9
Other (Please specify.)	2	7.1

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 Not Helpful At All?	2	7.1
2	0	3.6
3	1	3.6
4	1	3.6
5	1	7.1
6	2	3.6
7	1	14.3
8	4	7.1
9	2	50.0
10 Very Helpful?	14	100.0
Total	28	3.6

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- Sometimes you have to call multiple times or contact by email instead of phone to get a response.
- I love the assistance just hate how long it takes me to be able to speak to somebody.
- Case mgrs patience and assurance was greatly appreciated especially with the technology as I am technically challenged.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	1.5
2	2	3.1
3	0	0
4	1	1.5
5	5	7.7
6	1	1.5
7	7	10.8
8	7	10.8
9	9	13.8
10 <i>Very Easy?</i>	32	49.2
Total	65	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a provider that had openings for my child’s age group.
- Not receiving a reason why VPK was denied twice the 3rd submission was approved.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=65)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	38	58.5
Reviewed types of child care available	7	10.8
Discussed schedules of care needed	4	6.2
Provided list of providers that met my needs	23	35.4
Other	3	4.6

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	1.5
2	0	0
3	0	0
4	0	0
5	3	4.6
6	4	6.2
7	5	7.7
8	4	6.2
9	2	3.1
10 <i>Extremely Likely?</i>	46	70.8
Total	65	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=65)

	Number	Percent
Hispanic or Latino	18	27.7
African American or Black	14	21.5
Asian	0	0
Native American or Alaskan Native	0	0
White	35	53.8
Other	0	0
Prefer not to answer.	2	3.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	24	36.9
2	23	35.4
3	12	18.5
4	4	6.2
5 or more	2	3.1
Total	65	100.0

Participant Language

	Number	Percent
English	64	98.5
Spanish	1	1.5
Total	65	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	4	44.4
4-5 years	4	44.4
6-10 years	1	11.1
More than 10 years	0	0
Total	9	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	9	100
Total	9	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	9	100
Total	9	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	9	100
Total	9	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	22.2
10 <i>Very Satisfied</i>	7	77.8
Total	9	100.0

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	11.1
5	0	0
6	0	0
7	0	0
8	0	0
9	1	11.1
10 <i>Very Satisfied</i>	7	77.8
Total	9	100.0

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	11.1
9	3	33.3
10 <i>Very Likely</i>	5	55.6
Total	9	100.0

ELC of Hillsborough

Serving families in Tampa and surrounding rural communities

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=41)

	Number	Percent
Online	11	26.8
Through a friend or family member	14	34.1
Advertisements	0	0.0
Community organizations	8	19.5
Child care provider	14	34.1
Other	5	12.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=41)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	35	85.4
Voluntary Pre-kindergarten (VPK)	17	41.5
Child care provider listing	13	31.7
Parenting tips and / or similar information	2	4.9
Help in understanding characteristics of quality child care	1	2.4
Developmental screenings	6	14.6
Family activities	2	4.9
Other support for household needs (food, housing, cash assistance, healthcare)	4	9.8
Special needs services / Inclusion	2	4.9
Other	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	19	47.5
For help with child care financial assistance eligibility or re-determination	9	22.5
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	6	15.0
For general information	6	15.0
Total	40	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	17	41.5
Office visit	4	9.8
Email	4	9.8
Coalition website / chat	15	36.6
Other (Please specify.)	1	2.4
Total	41	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	8	47.1
wait on hold before speaking with someone?	5	29.4
leave a message to receive a call back?	4	23.5
Total	17	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	4	80.0
5-15 minutes	1	20.0
More than 15 minutes	0	0.0
Not Sure / Don't Remember	0	0.0
Total	5	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	5	100.0
Too long, but I waited	0	0.0
So long that I hung up	0	0.0
Not sure/don't remember	0	0.0
Total	5	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	1	20.0
3	0	0.0
4	0	0.0
5	1	20.0
6	0	0.0
7	0	0.0
8	1	20.0
9	0	0.0
10 <i>Very Satisfied?</i>	2	40.0
Total	5	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	25.0
1 to 2 business days	2	50.0
More than 2 business days	0	0.0
Not Sure / Don't Remember	1	25.0
Total	4	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	33.3
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	33.3
9	0	0
10 <i>Very Satisfied?</i>	1	33.3
Total	3	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	2	50.0
5-15 minutes	1	25.0
More than 15 minutes	1	25.0
Not Sure / Don't Remember	0	0.0
Total	4	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	25.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	1	25.0
7	0	0.0
8	1	25.0
9	1	25.0
10 <i>Very Satisfied?</i>	0	0.0
Total	4	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	2	50.0
1 to 2 business days	2	50.0
More than 2 business days	0	0.0
No response needed	0	0.0
No response received	0	0.0
Not Sure / Don't Remember	0	0.0
Total	4	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	50.0
9	0	0
10 <i>Completely Satisfied?</i>	2	50.0
Total	4	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	1	6.7
6	1	6.7
7	3	20.0
8	2	13.3
9	0	0.0
10 <i>Very Easy?</i>	8	53.3
Total	15	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	2	4.9
2	0	0.0
3	0	0.0
4	0	0.0
5	2	4.9
6	0	0.0
7	2	4.9
8	6	14.6
9	2	4.9
10 <i>Very Helpful?</i>	27	65.9
Total	41	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- The coalition helped me in a great way so that they took care of my baby and they were a blessing for my life
- always helped and answered questions
- My application response time was fast and efficient given how many individuals put in applications a day.
- We were able to diagnose my little one was developmentally delayed and seek the necessary services for her.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	2.4
2	0	0.0
3	1	2.4
4	0	0.0
5	1	2.4
6	0	0.0
7	1	2.4
8	3	7.3
9	4	9.8
10 <i>Completely Satisfied?</i>	30	73.2
Total	41	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- They're always available to guide me.
- I have not had any issues with contacting ELC, and whenever I have had to contact everyone I spoke with was super helpful.
- They helped me every step of the way

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	4.9
2	0	0.0
3	0	0.0
4	1	2.4
5	1	2.4
6	0	0.0
7	0	0.0
8	2	4.9
9	2	4.9
10 <i>Very Likely?</i>	33	80.5
Total	41	100

Q9 How do you describe yourself? (n=41)

	Number	Percent
Hispanic or Latino	15	36.6
African American or Black	14	34.1
Asian	0	0
Native American or Alaskan Native	0	0
White	11	26.8
Other	2	4.9
Prefer not to answer.	4	9.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	20	48.8
2	13	31.7
3	7	17.1
4	1	2.4
5 or more	0	0.0
Total	41	100

Participant Language

	Number	Percent
English	35	85.4
Spanish	6	14.6
Total	41	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=448)

	Number	Percent
So that I could work	381	85.0
So that I could go to school	82	18.3
To provide my child educational or social enrichment	302	67.4
To find before/after school care	116	25.9
To find additional care during holidays	33	7.4
To find a different child care provider	20	4.5
To reduce child care expenses	214	47.8
Previous child care provider stopped providing care	5	1.1
Other	18	4.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	65	14.5
No	383	85.5
Total	448	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=65)

	Number	Percent
Too much paperwork	16	24.6
Did not know what documentation needed to be submitted	26	40.0
Difficulties with logging in	19	29.2
Took too much time	15	23.1
Other	27	41.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	14	21.5
No	45	69.2
Not Sure/Don't Remember	6	9.2
Total	65	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	248	55.4
No	200	44.6
Total	448	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=248)

	Number	Percent
By phone	209	84.3
Office visit	36	14.5
By email	82	33.1
Online/website	48	19.4
Other (Please specify.)	7	2.8

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	6	2.4
2	2	0.8
3	0	0
4	3	1.2
5	6	2.4
6	4	1.6
7	11	4.4
8	20	8.1
9	29	11.7
10 <i>Very Helpful?</i>	167	67.3
Total	248	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: On occasion they are people that serve you well with good attention and [unclear] that help and there are others that when you call their attention is not the best.
- All of my questions were answered and the worker was very professional and kind.
- Very fast efficient and friendly people helped me whenever I reached out.
- I dislike getting bounce around line to line, explaining myself 4 to 5 times, having to call back, and etc.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	9	2.0
2	2	0.4
3	6	1.3
4	5	1.1
5	20	4.5
6	17	3.8
7	41	9.2
8	62	13.8
9	62	13.8
10 <i>Very Easy?</i>	224	50.0
Total	448	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- getting a hold of a live representative.
- Finding availability.
- Understanding what needed to be submitted, specifically what qualified.
- Applying by myself because of not too much knowledge with computers.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=448)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	264	58.9
Reviewed types of child care available	72	16.1
Discussed schedules of care needed	45	10.0
Provided list of providers that met my needs	140	31.3
Other	24	5.4

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	4	0.9
2	1	0.2
3	2	0.4
4	4	0.9
5	16	3.6
6	3	0.7
7	12	2.7
8	21	4.7
9	40	8.9
10 <i>Extremely Likely?</i>	345	77.0
Total	448	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=448)

	Number	Percent
Hispanic or Latino	149	33.3
African American or Black	176	39.3
Asian	11	2.5
Native American or Alaskan Native	2	0.4
White	120	26.8
Other	6	1.3
Prefer not to answer.	31	6.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	168	37.6
2	172	38.5
3	71	15.9
4	20	4.5
5 or more	16	3.6
Total	447	100.0

Participant Language

	Number	Percent
English	407	90.8
Spanish	41	9.2
Total	448	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	7.1
1-3 years	8	57.1
4-5 years	2	14.3
6-10 years	2	14.3
More than 10 years	1	7.1
Total	14	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	100
No	0	0
Total	1	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	1	100
Other Board Members	0	0
Both	0	0
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	1	7.1
3	0	0
4	0	0
5	1	7.1
6	2	14.3
7	0	0
8	3	21.4
9	1	7.1
10 <i>Very Satisfied</i>	6	42.9
Total	14	100.0

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	1	7.1
2	0	0
3	0	0
4	0	0
5	1	7.1
6	2	14.3
7	0	0
8	1	7.1
9	3	21.4
10 <i>Very Satisfied</i>	6	42.9
Total	14	100.0

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	1	7.1
2	0	0
3	0	0
4	0	0
5	1	7.1
6	2	14.3
7	2	14.3
8	1	7.1
9	3	21.4
10 <i>Very Satisfied</i>	4	28.6
Total	14	100.0

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	1	7.1
2	0	0
3	1	7.1
4	0	0
5	0	0
6	1	7.1
7	2	14.3
8	4	28.6
9	3	21.4
10 <i>Very Satisfied</i>	2	14.3
Total	14	100.0

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	1	7.1
2	0	0
3	1	7.1
4	0	0
5	1	7.1
6	2	14.3
7	1	7.1
8	1	7.1
9	6	42.9
10 <i>Very Satisfied</i>	1	7.1
Total	14	100.0

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	1	7.1
5	1	7.1
6	1	7.1
7	1	7.1
8	3	21.4
9	4	28.6
10 <i>Very Likely</i>	3	21.4
Total	14	100.0

ELC of Indian River, Martin, Okeechobee

Group 1 Seeking CCR&R

Note: IRMO responses are not presented as there were fewer than 10 completed IRMO surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=56)

	Number	Percent
So that I could work	46	82.1
So that I could go to school	4	7.1
To provide my child educational or social enrichment	38	67.9
To find before/after school care	14	25.0
To find additional care during holidays	7	12.5
To find a different child care provider	0	0
To reduce child care expenses	30	53.6
Previous child care provider stopped providing care	0	0
Other	4	7.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	12	21.4
No	44	78.6
Total	56	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=12)

	Number	Percent
Too much paperwork	3	28.6
Did not know what documentation needed to be submitted	8	14.3
Difficulties with logging in	1	42.9
Took too much time	2	42.9
Other	5	28.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	4	33.3
No	8	66.7
Not Sure/Don't Remember	0	0
Total	12	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	33	58.9
No	23	41.1
Total	56	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=33)

	Number	Percent
By phone	26	78.8
Office visit	10	21.2
By email	21	48.5
Online/website	3	12.1
Other (Please specify.)	1	3.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	3.0
2	0	0
3	1	3.0
4	3	9.1
5	1	3.0
6	1	3.0
7	1	3.0
8	2	6.1
9	3	9.1
10 <i>Very Helpful?</i>	20	60.6
Total	33	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- If I am inside the office, the staff is quick to help and extremely supportive.
- They gave me very clear instructions on how to fix the problem I called with, very helpful.
- Documentation needed was not clear.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	1.8
2	1	1.8
3	0	0
4	2	3.6
5	2	3.6
6	2	3.6
7	7	12.5
8	9	16.1
9	12	21.4
10 <i>Very Easy?</i>	20	35.7
Total	56	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- As a foster parent it is difficult to know what to fill out.
- Because I'm blind.
- No openings for child.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=56)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	37	66.1
Reviewed types of child care available	4	7.1
Discussed schedules of care needed	2	3.6
Provided list of providers that met my needs	14	25.0
Other	3	5.4

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	1.8
2	0	0
3	0	0
4	1	1.8
5	4	7.1
6	0	0
7	0	0
8	3	5.4
9	3	5.4
10 <i>Extremely Likely?</i>	44	78.6
Total	56	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=56)

	Number	Percent
Hispanic or Latino	7	12.5
African American or Black	10	17.9
Asian	0	0
Native American or Alaskan Native	1	1.8
White	41	73.2
Other	0	0
Prefer not to answer.	1	1.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	20	35.7
2	27	48.2
3	6	10.7
4	3	5.4
5 or more	0	0
Total	56	100.0

Participant Language

	Number	Percent
English	53	94.6
Spanish	3	5.4
Total	56	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	2	33.3
1-3 years	3	50.0
4-5 years	0	0
6-10 years	1	16.7
More than 10 years	0	0
Total	6	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	2	100
No	0	0
Total	2	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
ELC Staff	1	50
Other Board Members	0	0
Both	1	50
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	16.7
8	0	0
9	1	16.7
10 <i>Very Satisfied</i>	4	66.7
Total	6	100.0

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	16.7
10 <i>Very Satisfied</i>	5	83.3
Total	6	100.0

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	16.7
9	0	0
10 <i>Very Satisfied</i>	5	83.3
Total	6	100.0

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	16.7
10 <i>Very Satisfied</i>	5	83.3
Total	6	100.0

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	16.7
6	0	0
7	0	0
8	0	0
9	2	33.3
10 <i>Very Satisfied</i>	3	50.0
Total	6	100.0

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	16.7
6	0	0
7	0	0
8	0	0
9	1	16.7
10 <i>Very Likely</i>	4	66.7
Total	6	100.0

ELC of Lake

Serving families in Clermont, Leesburg, Mt. Dora, Eustis and rural areas in Central Florida

Group 1 Seeking CCR&R

Note: Lake responses are not presented as there were fewer than 10 completed Lake surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=452)

	Number	Percent
So that I could work	59	66.3
So that I could go to school	8	9.0
To provide my child educational or social enrichment	72	80.9
To find before/after school care	19	21.3
To find additional care during holidays	5	5.6
To find a different child care provider	4	4.5
To reduce child care expenses	33	37.1
Previous child care provider stopped providing care	1	1.1
Other	4	4.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	7	7.9
No	82	92.1
Total	89	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=7)

	Number	Percent
Too much paperwork	2	2.2
Did not know what documentation needed to be submitted	1	1.1
Difficulties with logging in	3	3.4
Took too much time	3	3.4
Other	2	2.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	3	42.9
No	4	57.1
Not Sure/Don't Remember	0	0
Total	7	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	33	37.1
No	56	62.9
Total	89	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=33)

	Number	Percent
By phone	26	
Office visit	7	
By email	16	
Online/website	4	
Other (Please specify.)	1	

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	3.0
2	0	0
3	0	0
4	0	0
5	4	12.1
6	2	6.1
7	0	0
8	2	6.1
9	3	3.4
10 <i>Very Helpful?</i>	21	63.6
Total	33	100.0

Q3c Why do you feel this way about the assistance provided by the Lake ELC?

- Because she was very helpful with all of my concerns and helped me to work through each one.
- They were very prompt and pleasant to talk to.
- They were very rude and unprofessional.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	5	5.6
2	1	1.1
3	1	1.1
4	0	0
5	3	3.4
6	3	3.4
7	8	9.0
8	9	10.1
9	9	10.1
10 <i>Very Easy?</i>	50	56.2
Total	89	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Multiple daycares w excessive wait lists; not enough staff to take more kids.
- No one has an opening to place a baby / 1 year old. They are not trained or capable of dealing with babies after birth.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=89)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	55	
Reviewed types of child care available	14	
Discussed schedules of care needed	6	
Provided list of providers that met my needs	21	
Other	7	

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the Lake ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	2	2.2
4	1	1.1
5	6	6.7
6	1	1.1
7	3	3.4
8	3	3.4
9	8	9.0
10 <i>Extremely Likely?</i>	65	73.0
Total	89	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=89)

	Number	Percent
Hispanic or Latino	20	22.5
African American or Black	27	30.3
Asian	2	2.2
Native American or Alaskan Native	1	1.1
White	46	51.7
Other	1	1.1
Prefer not to answer.	3	3.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	28	31.5
2	39	43.8
3	18	20.2
4	2	2.2
5 or more	2	2.2
Total	89	100.0

Participant Language

	Number	Percent
English	86	96.6
Spanish	3	3.4
Total	89	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	12.5
1-3 years	3	37.5
4-5 years	2	25.0
6-10 years	2	25.0
More than 10 years	0	0
Total	8	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	100
No	0	0
Total	1	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
ELC Staff	1	100
Other Board Members	0	0
Both	0	0
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	25.0
10 <i>Very Satisfied</i>	6	75.0
Total	8	100.0

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	12.5
10 <i>Very Satisfied</i>	7	87.5
Total	8	100.0

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	8	100.0
Total	8	100.0

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	12.5
9	1	12.5
10 <i>Very Satisfied</i>	6	75.0
Total	8	100.0

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	12.5
9	2	25.0
10 <i>Very Satisfied</i>	5	62.5
Total	8	100.0

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	16.7
6	0	0
7	0	0
8	1	12.5
9	2	25.0
10 <i>Very Likely</i>	5	62.5
Total	8	100.0

ELC of Manatee

Serving families on the Gulf Coast south of Tampa Bay, inland including Myakka City

Group 1 Seeking CCR&R

Note: Manatee responses are not presented as there were fewer than 10 completed Manatee surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=91)

	Number	Percent
So that I could work	74	81.3
So that I could go to school	11	12.1
To provide my child educational or social enrichment	62	68.1
To find before/after school care	23	25.3
To find additional care during holidays	7	7.7
To find a different child care provider	2	2.2
To reduce child care expenses	40	44.0
Previous child care provider stopped providing care	2	2.2
Other	6	6.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	16	17.6
No	75	82.4
Total	91	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=16)

	Number	Percent
Too much paperwork	7	43.8
Did not know what documentation needed to be submitted	5	31.3
Difficulties with logging in	3	18.8
Took too much time	2	12.5
Other	8	50.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	7	43.8
No	8	50.0
Not Sure/Don't Remember	1	6.3
Total	16	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	52	57.1
No	39	42.9
Total	91	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=52)

	Number	Percent
By phone	45	86.5
Office visit	19	36.5
By email	10	19.2
Online/website	9	17.3
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	1.9
2	1	1.9
3	1	1.9
4	2	3.8
5	2	3.8
6	1	1.9
7	2	3.8
8	3	5.8
9	6	11.5
10 <i>Very Helpful?</i>	33	63.5
Total	52	100.0

Q3c Why do you feel this way about the assistance provided by the Manatee ELC?

- S: It is a great help I am a single mom and it is the best there is.
- ELC has been very helpful to me in every way. They've always been bee polite, knowledgeable & kind.
- Multilingual very helpful.
- S: The person who was there at that moment in the reception was rude and very tyrannical. Their air of greatness and superiority showed their lack of professional ethics.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	4	4.4
2	1	1.1
3	5	5.5
4	2	2.2
5	5	5.5
6	7	7.7
7	9	9.9
8	14	15.4
9	11	12.1
10 <i>Very Easy?</i>	33	36.3
Total	91	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a participating provider with the hours I needed for my work
- finding a place that actually took very good care of my child
- finding a place that met my needs that did not have a long waiting list
- Finding a provider for a 4 year old I called 26 places in Palmetto fl and only got one response back

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=91)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	48	52.7
Reviewed types of child care available	13	14.3
Discussed schedules of care needed	6	6.6
Provided list of providers that met my needs	27	29.7
Other	7	7.7

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the Manatee ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	3	3.3
2	1	1.1
3	2	2.2
4	3	3.3
5	2	2.2
6	0	0
7	4	4.4
8	5	5.5
9	8	8.8
10 <i>Extremely Likely?</i>	63	69.2
Total	91	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=91)

	Number	Percent
Hispanic or Latino	22	24.2
African American or Black	23	25.3
Asian	0	0
Native American or Alaskan Native	0	0
White	41	45.1
Other	4	4.4
Prefer not to answer.	4	4.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	38	41.8
2	28	30.8
3	17	18.7
4	5	5.5
5 or more	3	3.3
Total	91	100.0

Participant Language

	Number	Percent
English	87	95.6
Spanish	4	4.4
Total	91	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	8.3
1-3 years	3	25.0
4-5 years	1	8.3
6-10 years	3	25.0
More than 10 years	4	33.3
Total	12	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	100
No	0	0
Total	1	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
ELC Staff	1	100
Other Board Members	0	0
Both	0	0
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	8.3
8	1	8.3
9	0	0
10 <i>Very Satisfied</i>	10	83.3
Total	12	100.0

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	8.3
8	1	8.3
9	1	8.3
10 <i>Very Satisfied</i>	9	75.0
Total	12	100.0

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	16.7
9	0	0
10 <i>Very Satisfied</i>	10	83.3
Total	12	100.0

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	8.3
9	2	16.7
10 <i>Very Satisfied</i>	9	75.0
Total	12	100.0

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	8.3
8	1	8.3
9	0	0
10 <i>Very Satisfied</i>	10	83.3
Total	12	100.0

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	16.7
9	0	0
10 <i>Very Likely</i>	10	83.3
Total	12	100.0

ELC of Marion

Serving families in Ocala and surrounding North-Central Florida communities

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=16)

	Number	Percent
Online	7	43.8
Through a friend or family member	3	18.8
Advertisements	0	0.0
Community organizations	5	31.3
Child care provider	1	6.3
Other	3	18.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=16)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	13	81.3
Voluntary Pre-kindergarten (VPK)	8	50.0
Child care provider listing	5	31.3
Parenting tips and / or similar information	3	18.8
Help in understanding characteristics of quality child care	2	12.5
Developmental screenings	3	18.8
Family activities	2	12.5
Other support for household needs (food, housing, cash assistance, healthcare)	3	18.8
Special needs services / Inclusion	1	6.3
Other	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	9	60.0
For help with child care financial assistance eligibility or re-determination	4	26.7
For information about my place on the child care financial assistance waiting list	1	6.7
To enroll my child at a provider	1	6.7
For general information	0	0.0
Total	15	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	11	68.8
Office visit	2	12.5
Email	1	6.3
Coalition website / chat	2	12.5
Other (Please specify.)	0	0.0
Total	16	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
Speak with someone immediately?	5	45.5
Wait on hold before speaking with someone?	4	36.4
Leave a message to receive a call back?	2	18.2
Total	11	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	3	75.0
5-15 minutes	1	25.0
More than 15 minutes	0	0.0
Not Sure / Don't Remember	0	0.0
Total	4	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	4	100.0
Too long, but I waited	0	0.0
So long that I hung up	0	0.0
Not sure/don't remember	0	0.0
Total	4	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	0	0.0
3	1	25.0
4	0	0.0
5	0	0.0
6	1	25.0
7	0	0.0
8	0	0.0
9	1	25.0
10 <i>Very Satisfied?</i>	1	25.0
Total	4	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	50.0
1 to 2 business days	0	0.0
More than 2 business days	0	0.0
Not Sure / Don't Remember	1	50.0
Total	2	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100.0
Total	1	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	0	0.0
5-15 minutes	1	50.0
More than 15 minutes	1	50.0
Not Sure / Don't Remember	0	0.0
Total	2	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	50.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	0	0.0
9	0	0.0
10 <i>Very Satisfied?</i>	1	50.0
Total	2	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	0	0.0
1 to 2 business days	0	0.0
More than 2 business days	0	0.0
No response needed	0	0.0
No response received	0	0.0
Not Sure / Don't Remember	1	100.0
Total	0	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0.0
2	0	0.0
3	1	50.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	0	0.0
9	0	0.0
10 <i>Very Easy?</i>	1	50.0
Total	2	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	2	12.5
2	1	6.3
3	0	0.0
4	0	0.0
5	1	6.3
6	0	0.0
7	0	0.0
8	0	0.0
9	1	6.3
10 <i>Very Helpful?</i>	11	68.8
Total	16	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: Excellent service, very affectionate with the children, very courteous and kind.
- S: They are very clear with explanations and have the time and patience to help.
- Once I was able to make contact to a human... they were helpful. Leaving messages and awaiting a call back was a waste of time.
- The first time I called the lady who answered was very rude did not explain nothing so it felt like I had to wait a long time on the phone just to get no type of help.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	2	12.5
2	1	6.3
3	0	0.0
4	0	0.0
5	0	0.0
6	1	6.3
7	0	0.0
8	1	6.3
9	1	6.3
10 <i>Completely Satisfied?</i>	10	62.5
Total	16	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- I didn't even think about feeling disrespected which means they made me feel comfortable
- S: I don't think they care about my case, not the times I've called asking for guidance. I've called for more than a year asking for information on how to do due process or some way to put my 3-year-old son in some. Program to interact with more children.
- S: They listened to every one of my questions attentively.
- Very professional and caring.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	3	18.8
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	1	6.3
8	0	0.0
9	0	0.0
10 <i>Very Likely?</i>	12	75.0
Total	16	100

Q9 How do you describe yourself? (n=16)

	Number	Percent
Hispanic or Latino	5	31.3
African American or Black	3	18.8
Asian	0	0
Native American or Alaskan Native	0	0
White	7	43.8
Other	1	6.3
Prefer not to answer.	1	6.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	6	37.5
2	6	37.5
3	2	12.5
4	1	6.3
5 or more	1	6.3
Total	16	100

Participant Language

	Number	Percent
English	16	100.0
Spanish	0	0.0
Total	16	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=72)

	Number	Percent
So that I could work	57	79.2
So that I could go to school	18	25.0
To provide my child educational or social enrichment	56	77.8
To find before/after school care	21	29.2
To find additional care during holidays	5	6.9
To find a different child care provider	3	4.2
To reduce child care expenses	36	50.0
Previous child care provider stopped providing care	1	1.4
Other	2	2.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	8	11.1
No	64	88.9
Total	72	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=8)

	Number	Percent
Too much paperwork	1	12.5
Did not know what documentation needed to be submitted	4	50.0
Difficulties with logging in	1	12.5
Took too much time	2	25.0
Other	3	37.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	1	12.5
No	6	75.0
Not Sure/Don't Remember	1	12.5
Total	8	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	40	55.6
No	32	44.4
Total	72	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=40)

	Number	Percent
By phone	35	87.5
Office visit	10	25.0
By email	13	32.5
Online/website	5	12.5
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	0	0
2	0	0
3	1	2.5
4	0	0
5	1	2.5
6	3	7.5
7	2	5.0
8	4	10.0
9	2	5.0
10 <i>Very Helpful?</i>	27	67.5
Total	40	100.0

Q3c Why do you feel this way about the assistance provided by the Marion ELC?

- Good job communicating.
- supportive, informational. They walked me through the steps and made me feel confident that I was receiving the support I needed for my child.
- The process is very confusing and the daycare centers don't take the time to explain how it works. The ELC is extremely hard to reach unless you get someone's information you have been previously working with. The rates are not explained therefore parents don't even know if they are being lied to by the daycare centers because they make up their own rates for wraparound etc...

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	1.4
2	0	0
3	5	6.9
4	0	0
5	4	5.6
6	2	2.8
7	8	11.1
8	13	18.1
9	9	12.5
10 <i>Very Easy?</i>	30	41.7
Total	72	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- You just receive a list from the ELC and a majority of the centers on the list say they don't take the voucher. The waiting lists for childcare is extremely inconsistent and you end up just putting your child in whichever one has an opening and accepts the voucher even if it means going 30-45 mins out of your way for care.
- Finding a provider that can take Twins.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=72)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	47	65.3
Reviewed types of child care available	6	8.3
Discussed schedules of care needed	3	4.2
Provided list of providers that met my needs	17	23.6
Other	7	9.7

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	2.8
2	0	0
3	0	0
4	2	2.8
5	2	2.8
6	1	1.4
7	1	1.4
8	9	12.5
9	7	9.7
10 <i>Extremely Likely?</i>	48	66.7
Total	72	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=72)

	Number	Percent
Hispanic or Latino	12	16.7
African American or Black	26	36.1
Asian	0	0
Native American or Alaskan Native	0	0
White	26	36.1
Other	2	2.8
Prefer not to answer.	9	12.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	27	37.5
2	20	27.8
3	11	15.3
4	11	15.3
5 or more	3	4.2
Total	72	100.0

Participant Language

	Number	Percent
English	69	95.8
Spanish	3	4.2
Total	72	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	2	15.4
1-3 years	4	30.8
4-5 years	5	38.5
6-10 years	0	0
More than 10 years	2	15.4
Total	13	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	0	0
No	1	50
Not sure	1	50
Total	2	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	7.7
9	2	15.4
10 <i>Very Satisfied</i>	10	76.9
Total	13	100.0

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	7.7
9	3	23.1
10 <i>Very Satisfied</i>	9	69.2
Total	13	100.0

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	15.4
10 <i>Very Satisfied</i>	11	84.6
Total	13	100.0

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	3	23.1
10 <i>Very Satisfied</i>	10	76.9
Total	13	100.0

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	3	23.1
10 <i>Very Satisfied</i>	10	76.9
Total	13	100.0

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	7.7
9	4	30.8
10 <i>Very Likely</i>	8	61.5
Total	13	100.0

ELC of Miami-Dade/Monroe

Florida's largest ELC, serving families from urban Miami down to the Florida Keys

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=122)

	Number	Percent
Online	31	25.4
Through a friend or family member	48	39.3
Advertisements	8	6.6
Community organizations	22	18.0
Child care provider	48	39.3
Other	5	4.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=122)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	92	75.4
Voluntary Pre-kindergarten (VPK)	61	50.0
Child care provider listing	37	30.3
Parenting tips and / or similar information	13	10.7
Help in understanding characteristics of quality child care	12	9.8
Developmental screenings	20	16.4
Family activities	18	14.8
Other support for household needs (food, housing, cash assistance, healthcare)	15	12.3
Special needs services / Inclusion	10	8.2
Other	1	0.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	51	44.3
For help with child care financial assistance eligibility or re-determination	25	21.7
For information about my place on the child care financial assistance waiting list	2	1.7
To enroll my child at a provider	28	24.3
For general information	9	7.4
Total	115	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	43	35.2
Office visit	14	11.5
Email	11	9.0
Coalition website / chat	48	39.3
Other (Please specify.)	6	4.9
Total	122	100

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	27	62.8
wait on hold before speaking with someone?	14	32.5
leave a message to receive a call back?	2	4.7
Total	43	100

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	4	28.6
5-15 minutes	6	42.9
More than 15 minutes	2	14.3
Not Sure / Don't Remember	2	14.3
Total	14	100

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	8	66.7
Too long, but I waited	3	25.0
So long that I hung up	1	8.3
Not sure/don't remember	0	0
Total	12	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	8.3
2	0	0.0
3	0	0.0
4	1	8.3
5	4	25.0
6	0	0.0
7	1	8.3
8	3	33.3
9	1	8.3
10 <i>Very Satisfied?</i>	1	8.3
Total	12	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0.0
1 to 2 business days	0	0.0
More than 2 business days	1	50.0
Not Sure / Don't Remember	1	50.0
Total	2	100.0

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	1	100.0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	1	100.0

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Not Sure / Don't Remember	2	14.3
Less than 5 minutes	6	42.9
5-15 minutes	6	42.9
More than 15 minutes	0	0.0
Total	14	100.0

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	8.3
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	2	16.7
8	2	16.7
9	1	8.3
10 <i>Very Satisfied?</i>	6	50.0
Total	12	100.0

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	2	18.2
1 to 2 business days	3	27.3
More than 2 business days	3	27.3
No response needed	0	0
No response received	1	9.1
Not Sure / Don't Remember	2	18.2
Total	11	100.0

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	2	22.2
2	1	11.1
3	0	11.1
4	0	55.6
5	0	0
6	0	0
7	0	0
8	1	0
9	0	0
10 <i>Completely Satisfied?</i>	5	0
Total	9	100.0

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0.0
2	2	4.2
3	2	4.2
4	1	2.1
5	2	4.2
6	3	6.3
7	5	10.4
8	4	8.3
9	7	14.6
10 <i>Very Easy?</i>	22	45.8
Total	48	100.0

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	7	5.7
2	5	4.1
3	2	1.6
4	7	5.7
5	6	4.9
6	5	4.1
7	6	4.9
8	22	18.0
9	7	5.7
10 <i>Very Helpful?</i>	55	54.9
Total	122	100.0

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: Excellent service, very affectionate with the children, very courteous and kind.
- S: The service we very quick, expeditious and friendly.
- Once I was able to make contact to a human... they were helpful. Leaving messages and awaiting a call back was a waste of time.
- Absolutely no help or guidance.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	3	2.5
2	2	1.6
3	1	0.8
4	3	2.5
5	9	7.4
6	0	0.0
7	8	6.6
8	13	10.7
9	11	9.0
10 <i>Completely Satisfied?</i>	72	59.0
Total	122	100.0

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: Sometimes they didn't explain clearly or respectfully.
- S: They listened to every one of my questions attentively.
- Most people I talked to were respectful.
- I didn't even think about feeling disrespected which means they made me feel comfortable.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	5	4.1
2	2	1.6
3	3	2.5
4	3	2.5
5	6	4.9
6	6	4.9
7	6	4.9
8	9	7.4
9	5	4.1
10 <i>Very Likely?</i>	77	63.1
Total	122	100.0

Q9 How do you describe yourself? (n=122)

	Number	Percent
Hispanic or Latino	80	65.6
African American or Black	33	27
Asian	2	1.6
Native American or Alaskan Native	0	0.0
White	27	22.1
Other	0	0.0
Prefer not to answer.	3	2.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	50	41.0
2	40	32.8
3	22	18.0
4	5	4.1
5 or more	5	4.1
Total	122	100

Participant Language

	Number	Percent
English	85	69.7
Spanish	37	30.3
Total	122	100

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=452)

	Number	Percent
So that I could work	380	84.1
So that I could go to school	97	21.5
To provide my child educational or social enrichment	320	70.8
To find before/after school care	144	31.9
To find additional care during holidays	76	16.8
To find a different child care provider	26	5.8
To reduce child care expenses	187	41.4
Previous child care provider stopped providing care	8	1.8
Other	13	2.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	80	17.7
No	372	82.3
Total	452	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=80)

	Number	Percent
Too much paperwork	32	40.0
Did not know what documentation needed to be submitted	32	40.0
Difficulties with logging in	14	17.5
Took too much time	18	22.5
Other	23	28.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	37	46.3
No	38	47.5
Not Sure/Don't Remember	5	6.3
Total	80	100.0

Q3 Did you contact the Miami-Dade ELC for help with applying for child care?

	Number	Percent
Yes	295	65.3
No	157	34.7
Total	452	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply.(n=295)

	Number	Percent
By phone	225	76.3
Office visit	73	24.7
By email	97	32.9
Online/website	89	30.2
Other (Please specify.)	6	2.0

Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the Miami-Dade ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	4	1.4
2	4	1.4
3	2	.7
4	3	1.0
5	6	2.0
6	2	.7
7	15	5.1
8	26	8.8
9	27	9.2
10 <i>Very Helpful?</i>	206	69.8
Total	295	100.0

Q3c Why do you feel this way about the assistance provided by the Miami-Dade ELC?

- Always trying to help you.
- Answered all my questions.
- Because they was really friendly and so nice to guide me, explained what was the steps to follow to resolve my situation and needs.
- Because they were polite and very nice towards me and my child.
- I appreciate them caring for my child like he was theirs, they care that's important.
- You guys are amazing!

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	4	.9
2	3	.7
3	7	1.5
4	7	1.5
5	17	3.8
6	27	6.0
7	31	6.9
8	55	12.2
9	53	11.7
10 <i>Very Easy?</i>	248	54.9
Total	452	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Cost and location.
- Finding a daycare to enroll... Always filled.
- Finding a good afterschool program in my area is a little difficult.
- Getting the same paperwork notarized over and over again
- Getting through the portal.
- Having to keep sending in paystub.
- I am still refining my computer literacy and needed help navigating the site and properly doing my application.

Q6 In what ways did the Miami-Dade ELC support your search for a child care provider? Please select ALL that apply. (n=452)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	275	60.8
Reviewed types of child care available	78	17.3
Discussed schedules of care needed	50	11.1
Provided list of providers that met my needs	124	27.4
Other	19	4.2

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the Miami-Dade ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	0.4
2	0	0
3	1	0.2
4	3	0.7
5	9	2.0
6	7	1.5
7	12	2.7
8	21	4.6
9	21	4.6
10 <i>Extremely Likely?</i>	376	83.2
Total	452	100.0

Q8 How do you describe yourself? (n=452)

	Number	Percent
Hispanic or Latino	320	70.8
African American or Black	95	21.0
Asian	1	.2
Native American or Alaskan Native	2	.4
White	68	15.0
Other	8	1.8
Prefer not to answer.	20	4.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	215	47.6
2	168	37.2
3	48	10.6
4	16	3.5
5 or more	5	1.1
Total	452	100.0

Participant Language

	Number	Percent
English	263	58.2
Spanish	189	41.8
Total	452	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	2	15.4
1-3 years	8	61.5
4-5 years	3	23.1
6-10 years	0	0
More than 10 years	0	0
Total	13	100

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	50
No	1	50
Total	2	100.0

Q2a (Asked only of board members serving less than 1 year) Is this orientation provided by

	Number	Percent
Miami Dade ELC Staff	1	100
Other Board Members	0	0
Both	0	0
Total	1	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	13	100
Total	13	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	13	100
Total	13	100

*Q5 How satisfied are you with the FAIRNESS of Miami-Dade ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	13	100
Total	13	100

*Q6 How satisfied are you with the EFFICIENCY of Miami-Dade ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	15.4
10 <i>Very Satisfied</i>	11	84.6
Total	13	100

*Q7 How satisfied are you with the EFFECTIVENESS of Miami-Dade ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	7.7
10 <i>Very Satisfied</i>	12	92.3
Total	13	100

*Q8 Is the Miami-Dade ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	3	23.1
10 <i>Very Likely</i>	10	76.9
Total	13	100

ELC of North Florida/Episcopal Children's Services

Serving families in Baker, Bradford, Clay, Nassau, Putnam, and St. Johns Counties

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=15)

	Number	Percent
Online	2	13.3
Through a friend or family member	4	26.7
Advertisements	0	0.0
Community organizations	4	26.7
Child care provider	2	13.3
Other	3	20.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=15)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	9	60.0
Voluntary Pre-kindergarten (VPK)	5	33.3
Child care provider listing	5	33.3
Parenting tips and / or similar information	0	0.0
Help in understanding characteristics of quality child care	0	0.0
Developmental screenings	4	26.7
Family activities	0	0.0
Other support for household needs (food, housing, cash assistance, healthcare)	2	13.3
Special needs services / Inclusion	1	6.7
Other	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	4	36.4
For help with child care financial assistance eligibility or re-determination	4	36.4
For information about my place on the child care financial assistance waiting list	0	0.0
To enroll my child at a provider	3	27.3
For general information	0	0.0
Total	11	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	7	46.7
Office visit	0	0.0
Email	5	33.3
Coalition website / chat	2	13.3
Other (Please specify.)	1	6.7
Total	15	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	3	42.9
wait on hold before speaking with someone?	2	28.6
leave a message to receive a call back?	2	28.6
Total	7	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	1	50.0
5-15 minutes	0	0.0
More than 15 minutes	1	50.0
Not Sure / Don't Remember	0	0.0
Total	2	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	1	50.0
Too long, but I waited	0	0.0
So long that I hung up	0	0.0
Not sure/don't remember	1	50.0
Total	2	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	1	100.0
6	0	0.0
7	0	0.0
8	0	0.0
9	0	0.0
10 <i>Very Satisfied?</i>	0	0.0
Total	1	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	50.0
1 to 2 business days	1	50.0
More than 2 business days	0	0
Not Sure / Don't Remember	0	0
Total	2	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	1	50.0
9	0	0.0
10 <i>Very Satisfied?</i>	1	50.0
Total	2	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	1	60.0
1 to 2 business days	3	20.0
More than 2 business days	1	20.0
No response needed	0	0.0
No response received	0	0.0
Not Sure / Don't Remember	0	0.0
Total	5	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	20.0
7	0	0
8	0	0
9	0	0
10 <i>Completely Satisfied?</i>	4	80.0
Total	5	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	2	100.0
9	0	0.0
10 <i>Very Easy?</i>	0	0.0
Total	2	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	0	0.0
2	0	0.0
3	0	0.0
4	1	6.7
5	2	13.3
6	0	0.0
7	1	6.7
8	1	6.7
9	1	6.7
10 <i>Very Helpful?</i>	9	60.0
Total	15	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: They responded to me with a lot of concern to resolve my situation. The person that attended my case was very personable and dedicated to their job. And treated me with a lot of respect and graciousness.
- They were able to take care of and meet all the needs that I had.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	1	6.7
6	0	0.0
7	1	6.7
8	0	0.0
9	0	0.0
10 <i>Completely Satisfied?</i>	13	86.7
Total	15	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- Everyone I spoke with was very knowledgeable and talk to me kind even though I did not understand a lot of the computer things I needed to do they had patience and I appreciated it.
- Very professional.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0.0
2	0	0.0
3	0	0.0
4	1	6.7
5	1	6.7
6	1	6.7
7	0	0.0
8	0	0.0
9	0	0.0
10 <i>Very Likely?</i>	12	80.0
Total	15	100

Q9 How do you describe yourself? (n=15)

	Number	Percent
Hispanic or Latino	3	20.0
African American or Black	4	26.7
Asian	0	0.0
Native American or Alaskan Native	0	0.0
White	9	60.0
Other	0	0.0
Prefer not to answer.		

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	4	26.7
2	8	53.3
3	1	6.7
4	1	6.7
5 or more	1	6.7
Total	15	100.0

Participant Language

	Number	Percent
English	14	93.3
Spanish	1	6.7
Total	15	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=63)

	Number	Percent
So that I could work	44	69.8
So that I could go to school	7	11.1
To provide my child educational or social enrichment	46	73.0
To find before/after school care	10	15.9
To find additional care during holidays	2	3.2
To find a different child care provider	3	4.8
To reduce child care expenses	22	34.9
Previous child care provider stopped providing care	1	1.6
Other	3	4.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	9	14.3
No	54	85.7
Total	63	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=9)

	Number	Percent
Too much paperwork	1	11.1
Did not know what documentation needed to be submitted	1	11.1
Difficulties with logging in	2	22.2
Took too much time	2	22.2
Other	5	55.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	2	22.2
No	7	77.8
Not Sure/Don't Remember	0	0
Total	9	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	34	54.0
No	29	46.0
Total	63	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=34)

	Number	Percent
By phone	28	82.4
Office visit	5	14.7
By email	16	47.1
Online/website	6	17.6
Other (Please specify.)	1	2.9

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	2.9
2	0	0
3	1	2.9
4	0	0
5	0	0
6	1	2.9
7	2	5.9
8	2	5.9
9	2	5.9
10 <i>Very Helpful?</i>	25	73.5
Total	34	100.0

Q3c Why do you feel this way about the assistance provided by the ELC?

- Both ladies were very helpful and generous.
- ELC shared all the details required.
- I called on multiple occasions during the week and got nothing but voicemail. Never got a call back.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	1.6
2	0	0
3	1	1.6
4	0	0
5	0	0
6	5	7.9
7	5	7.9
8	8	12.7
9	7	11.1
10 <i>Very Easy?</i>	36	57.1
Total	63	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a daycare center that had availability and took the voucher.
- Finding a daycare without a waitlist.
- A lot of paperwork and waiting time.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=63)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	41	65.1
Reviewed types of child care available	13	20.6
Discussed schedules of care needed	7	11.1
Provided list of providers that met my needs	18	28.6
Other	2	3.2

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	0	0
4	0	0
5	2	3.2
6	1	1.6
7	1	1.6
8	4	6.3
9	5	7.9
10 <i>Extremely Likely?</i>	50	79.4
Total	63	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=63)

	Number	Percent
Hispanic or Latino	7	11.1
African American or Black	17	27.0
Asian	2	3.2
Native American or Alaskan Native	0	0
White	36	57.1
Other	0	0
Prefer not to answer.	4	6.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	27	42.9
2	21	33.3
3	10	15.9
4	4	6.3
5 or more	1	1.6
Total	63	100.0

Participant Language

	Number	Percent
English	62	98.4
Spanish	1	1.6
Total	63	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	3	23.1
4-5 years	4	30.8
6-10 years	3	23.1
More than 10 years	3	23.1
Total	13	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	13	100.0
Total	13	100.0

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	7.7
10 <i>Very Satisfied</i>	12	92.3
Total	13	100.0

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	13	100.0
Total	13	100.0

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	13	100.0
Total	13	100.0

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	7.7
9	1	7.7
10 <i>Very Satisfied</i>	11	84.6
Total	13	100.0

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	15.4
9	1	7.7
10 <i>Very Likely</i>	10	76.9
Total	13	100.0

ELC of Northwest Florida

Serving families in the Florida Panhandle

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=17)

	Number	Percent
Online	6	35.3
Through a friend or family member	3	17.6
Advertisements	1	5.9
Community organizations	7	41.2
Child care provider	3	17.6
Other	3	17.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=17)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	13	76.5
Voluntary Pre-kindergarten (VPK)	7	41.2
Child care provider listing	7	41.2
Parenting tips and / or similar information	1	5.9
Help in understanding characteristics of quality child care	2	11.8
Developmental screenings	2	11.8
Family activities	1	5.9
Other support for household needs (food, housing, cash assistance, healthcare)	3	17.6
Special needs services / Inclusion	2	11.8
Other	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	8	50.0
For help with child care financial assistance eligibility or re-determination	1	6.3
For information about my place on the child care financial assistance waiting list	0	0.0
To enroll my child at a provider	6	37.5
For general information	1	6.3
Total	16	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	9	52.9
Office visit	3	17.6
Email	2	11.8
Coalition website / chat	2	11.8
Other (Please specify.)	1	5.9
Total	17	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	3	33.3
wait on hold before speaking with someone?	0	0.0
leave a message to receive a call back?	6	66.7
Total	9	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0
1 to 2 business days	2	33.3
More than 2 business days	2	33.3
Not Sure / Don't Remember	2	33.3
Total	6	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	2	50.0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	25.0
7	0	0
8	1	25.0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	4	100

Q3b1 (*Asked only of those who visited the office*) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	0	0.0
5-15 minutes	1	33.3
More than 15 minutes	0	0.0
Not Sure / Don't Remember	2	66.7
Total	3	100

*Q3b2 (*Asked only of those who visited the office*) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100.0
Total	1	100

Q3c1 (*Asked only of those who sent email*) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	0	0.0
1 to 2 business days	2	100.0
More than 2 business days	0	0.0
No response needed	0	0.0
No response received	0	0.0
Not Sure / Don't Remember	0	0.0
Total	2	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	1	50.0
8	1	50.0
9	0	0.0
10 <i>Completely Satisfied?</i>	0	0.0
Total	2	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	1	50.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	1	50.0
9	0	0.0
10 <i>Very Easy?</i>	0	0.0
Total	2	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	3	17.6
2	2	11.8
3	0	0.0
4	0	0.0
5	0	0.0
6	1	5.9
7	2	11.8
8	2	11.8
9	1	5.9
10 <i>Very Helpful?</i>	6	35.3
Total	17	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- When I did get in contact they were fast and very helpful.
- Never got a call back nor did I get help.
- I received a call and email from the person who sent the listing. I asked some questions but said I had to refer to an assigned advisor by last name. I contacted said advisor multiple times and never got a call back. My questions were never answered.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	2	11.8
2	2	11.8
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	1	5.9
8	4	23.5
9	1	5.9
10 <i>Completely Satisfied?</i>	7	41.2
Total	17	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- They took the time to answer my questions and provide support.
- I can't said much since I never got a call back. The person who sent the email was nice.
- Because I was treated horribly.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	4	23.5
2	0	0.0
3	0	0.0
4	0	0.0
5	1	5.9
6	1	5.9
7	0	0.0
8	2	11.8
9	1	5.9
10 <i>Very Likely?</i>	8	47.1
Total	17	100

Q9 How do you describe yourself? (n=17)

	Number	Percent
Hispanic or Latino	0	0.0
African American or Black	6	35.3
Asian	1	5.9
Native American or Alaskan Native	0	0.0
White	7	41.2
Other	1	5.9
Prefer not to answer.	3	17.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	10	58.8
2	2	11.8
3	3	17.6
4	2	11.8
5 or more	0	0.0
Total	17	100

Participant Language

	Number	Percent
English	17	100.0
Spanish	0	0.0
Total	17	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=85)

	Number	Percent
So that I could work	70	82.4
So that I could go to school	15	17.6
To provide my child educational or social enrichment	58	68.2
To find before/after school care	18	21.2
To find additional care during holidays	10	11.8
To find a different child care provider	1	1.2
To reduce child care expenses	46	54.1
Previous child care provider stopped providing care	1	1.2
Other	3	3.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	17	20.0
No	68	80.0
Total	85	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=17)

	Number	Percent
Too much paperwork	1	5.9
Did not know what documentation needed to be submitted	9	52.9
Difficulties with logging in	3	17.6
Took too much time	1	5.9
Other	6	35.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	4	23.5
No	13	76.5
Not Sure/Don't Remember	0	0
Total	17	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	49	57.6
No	36	42.4
Total	85	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=49)

	Number	Percent
By phone	42	85.7
Office visit	2	4.1
By email	24	49.0
Online/website	10	20.4
Other (Please specify.)	1	2.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	2	4.1
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	2.0
8	8	16.3
9	2	4.1
10 <i>Very Helpful?</i>	36	73.5
Total	49	100.0

Q3c Why do you feel this way about the assistance provided by the ELC?

- She was able to inform me completely on how to complete a step of the enrollment.
- S: Very kind and attentive. Information clear and helped me very much.
- All questions were answered.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	1.2
2	1	1.2
3	1	1.2
4	2	2.4
5	0	0
6	2	2.4
7	5	5.9
8	10	11.8
9	11	12.9
10 <i>Very Easy?</i>	52	61.2
Total	85	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- S: Not finding an institution in my area that educates and takes care of my son while I work, since my work schedule is from 7 am to 4 pm I am a single mother.
- Availability.
- Uploading screening and documents.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=85)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	62	72.9
Reviewed types of child care available	8	9.4
Discussed schedules of care needed	5	5.9
Provided list of providers that met my needs	16	18.8
Other	2	2.4

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	1.2
2	0	0
3	1	1.2
4	1	1.2
5	1	1.2
6	1	1.2
7	2	2.4
8	6	7.1
9	5	5.9
10 <i>Extremely Likely?</i>	67	78.8
Total	85	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=85)

	Number	Percent
Hispanic or Latino	4	4.7
African American or Black	23	27.1
Asian	1	1.2
Native American or Alaskan Native	1	1.2
White	56	65.9
Other	1	1.2
Prefer not to answer.	2	2.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	24	28.2
2	29	34.1
3	25	29.4
4	5	5.9
5 or more	2	2.4
Total	85	100.0

Participant Language

	Number	Percent
English	83	97.6
Spanish	2	2.4
Total	85	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	6.7
1-3 years	6	40.0
4-5 years	3	20.0
6-10 years	3	20.0
More than 10 years	2	13.3
Total	15	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	100
No	0	0
Total	1	100.0

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	0	0
Other Board Members	0	0
Both	1	100
Total	1	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	5	33.3
10 <i>Very Satisfied</i>	10	66.7
Total	15	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	13.3
10 <i>Very Satisfied</i>	13	86.7
Total	15	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	13.3
10 <i>Very Satisfied</i>	13	86.7
Total	15	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	6.7
9	2	13.3
10 <i>Very Satisfied</i>	12	80.0
Total	15	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	6.7
8	1	6.7
9	4	26.7
10 <i>Very Satisfied</i>	9	60
Total	15	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	6.7
9	3	20.0
10 <i>Very Likely</i>	11	73.3
Total	15	100

ELC of Orange

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=40)

	Number	Percent
Online	17	42.5
Through a friend or family member	15	37.5
Advertisements	2	5.0
Community organizations	7	17.5
Child care provider	7	17.5
Other	2	5.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=40)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	32	80.0
Voluntary Pre-kindergarten (VPK)	13	32.5
Child care provider listing	16	40.0
Parenting tips and / or similar information	3	7.5
Help in understanding characteristics of quality child care	3	7.5
Developmental screenings	4	10.0
Family activities	4	10.0
Other support for household needs (food, housing, cash assistance, healthcare)	5	12.5
Special needs services / Inclusion	3	7.5
Other	1	2.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	18	52.9
For help with child care financial assistance eligibility or re-determination	9	26.5
For information about my place on the child care financial assistance waiting list	0	0.0
To enroll my child at a provider	5	14.7
For general information	2	5.9
Total	34	100.0

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	14	35.0
Office visit	3	7.5
Email	5	12.5
Coalition website / chat	18	45.0
Other (Please specify.)	0	0.0
Total	40	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	7	50.0
wait on hold before speaking with someone?	4	28.6
leave a message to receive a call back?	3	21.4
Total	14	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	0	0
5-15 minutes	2	50
More than 15 minutes	0	0
Not Sure / Don't Remember	2	50
Total	4	100

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	1	50
Too long, but I waited	1	50
So long that I hung up	0	0
Not sure/don't remember	0	0
Total	2	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	1	50
4	0	0
5	1	50
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	2	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	33.3
1 to 2 business days	0	0
More than 2 business days	0	0
Not Sure / Don't Remember	2	66.7
Total	3	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100
Total	1	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	3	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	3	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	33.3
9	0	0
10 <i>Very Satisfied?</i>	2	66.7
Total	3	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	1	20
1 to 2 business days	3	60
More than 2 business days	0	0
No response needed	1	20
No response received	0	0
Not Sure / Don't Remember	0	0
Total	5	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	20
7	1	20
8	0	0
9	1	20
10 <i>Completely Satisfied?</i>	2	40
Total	5	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	1	5.6
2	0	0
3	0	0
4	1	5.6
5	4	22.2
6	1	5.6
7	1	5.6
8	2	11.1
9	3	16.7
10 <i>Very Easy?</i>	5	27.8
Total	18	100.0

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	2	5.0
2	0	0
3	1	2.5
4	1	2.5
5	5	12.5
6	3	7.5
7	4	10.0
8	5	12.5
9	1	2.5
10 <i>Very Helpful?</i>	18	45.0
Total	40	100.0

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: Because I received the support I needed and expected attention, and where my daughter is placed she's well cared for.
- I needed additional clarification about the process in general, and the website is not completely user friendly and/or easy to navigate
- The people i worked with answered ALL of my questions and were super friendly and helpful

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
<i>1 Not Helpful?</i>	2	5.0
2	0	0
3	0	0
4	0	0
5	1	2.5
6	4	10.0
7	0	0
8	8	20.0
9	5	12.5
<i>10 Very Helpful?</i>	20	50.0
Total	40	100.0

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: I have nothing negative, everything has been positive.
- Any questions I asked was never too much
- They were courteous and responded to my needs

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
<i>1 Not At All Likely?</i>	3	7.5
2	0	0
3	1	2.5
4	0	0
5	1	2.5
6	3	7.5
7	2	5.0
8	6	15.0
9	2	5.0
<i>10 Very Likely?</i>	22	55.0
Total	40	100.0

Q9 How do you describe yourself? (n=45)

	Number	Percent
Hispanic or Latino	16	40.0
African American or Black	14	35.0
Asian	0	0
Native American or Alaskan Native	0	0
White	9	22.5
Other	0	0
Prefer not to answer.	5	12.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	17	43.6
2	16	41.0
3	4	10.3
4	1	2.6
5 or more	1	2.6
Total	39	100.0

Participant Language

	Number	Percent
English	31	77.5
Spanish	9	22.5
Total	40	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=308)

	Number	Percent
So that I could work	267	86.7
So that I could go to school	65	21.1
To provide my child educational or social enrichment	221	71.8
To find before/after school care	94	30.5
To find additional care during holidays	45	14.6
To find a different child care provider	22	7.1
To reduce child care expenses	143	46.4
Previous child care provider stopped providing care	9	2.9
Other	6	1.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	43	14.0
No	265	86.0
Total	308	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=43)

	Number	Percent
Too much paperwork	10	23.3
Did not know what documentation needed to be submitted	20	46.5
Difficulties with logging in	8	18.6
Took too much time	11	25.6
Other	13	30.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	13	30.2
No	27	62.8
Not Sure/Don't Remember	3	7.0
Total	43	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	154	50.0
No	154	50.0
Total	308	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=154)

	Number	Percent
By phone	121	78.6
Office visit	19	12.3
By email	65	42.2
Online/website	44	28.6
Other (Please specify.)	1	0.6

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	3	1.9
2	1	0.6
3	0	0
4	2	1.3
5	4	2.6
6	5	3.2
7	7	4.5
8	11	7.1
9	17	11.0
10 <i>Very Helpful?</i>	104	67.5
Total	154	100.0

Q3c Why do you feel this way about the assistance provided by the ELC?

- She guided me right through.
- S: Uploading documents.
- Case worker made it very difficult and needed extra documentation even though one child was already approved with what i had.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	4	1.3
2	2	0.6
3	4	1.3
4	5	1.6
5	11	3.6
6	12	3.9
7	32	10.4
8	46	14.9
9	39	12.7
10 <i>Very Easy?</i>	153	49.7
Total	308	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- S: They did not give responses to the questions regarding the filling of forms.
- A lot of times its hard to reach someone.
- Agent did not provide any useful information.

Q6 In what ways did the Orange ELC support your search for a child care provider? Please select ALL that apply. (n=308)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	197	64.0
Reviewed types of child care available	55	17.9
Discussed schedules of care needed	30	9.7
Provided list of providers that met my needs	70	22.7
Other	12	3.9

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	3	1.0
2	1	0.3
3	1	0.3
4	1	0.3
5	8	2.6
6	2	0.6
7	4	1.3
8	22	7.1
9	32	10.4
10 <i>Extremely Likely?</i>	234	76.0
Total	308	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=308)

	Number	Percent
Hispanic or Latino	99	32.1
African American or Black	165	53.6
Asian	5	1.6
Native American or Alaskan Native	4	1.3
White	46	14.9
Other	2	0.6
Prefer not to answer.	19	6.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	96	31.5
2	120	39.3
3	66	21.6
4	16	5.2
5 or more	7	2.3
Total	305	100.0

Participant Language

	Number	Percent
English	269	87.3
Spanish	39	12.7
Total	308	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	4	23.5
1-3 years	3	17.6
4-5 years	2	11.8
6-10 years	6	35.3
More than 10 years	2	11.8
Total	17	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	4	100.0
No	0	0
Total	4	100.0

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
ELC Staff	1	25.0
Other Board Members	1	25.0
Both	2	50.0
Total	4	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	5.9
7	1	5.9
8	2	11.8
9	6	35.3
10 <i>Very Satisfied</i>	7	41.2
Total	17	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	5.9
7	0	0
8	2	11.8
9	8	47.1
10 <i>Very Satisfied</i>	6	35.3
Total	17	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	5.9
6	1	5.9
7	0	0
8	5	29.4
9	1	5.9
10 <i>Very Satisfied</i>	9	52.9
Total	17	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	1	5.9
4	0	0
5	0	0
6	2	11.8
7	2	11.8
8	2	11.8
9	4	23.5
10 <i>Very Satisfied</i>	6	35.3
Total	17	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	1	5.9
4	0	0
5	1	5.9
6	1	5.9
7	2	11.8
8	3	17.6
9	4	23.5
10 <i>Very Satisfied</i>	5	29.4
Total	17	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	2	11.8
7	0	0
8	4	23.5
9	4	23.5
10 <i>Very Likely</i>	7	41.2
Total	17	100

ELC of Osceola County

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=17)

	Number	Percent
Online	12	70.6
Through a friend or family member	2	11.8
Advertisements	0	0.0
Community organizations	2	11.8
Child care provider	2	11.8
Other	1	5.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=17)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	13	76.5
Voluntary Pre-kindergarten (VPK)	6	35.3
Child care provider listing	2	11.8
Parenting tips and / or similar information	0	0.0
Help in understanding characteristics of quality child care	0	0.0
Developmental screenings	1	5.9
Family activities	0	0.0
Other support for household needs (food, housing, cash assistance, healthcare)	1	5.9
Special needs services / Inclusion	1	5.9
Other	1	5.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	10	66.7
For help with child care financial assistance eligibility or re-determination	4	26.7
For information about my place on the child care financial assistance waiting list	0	0.0
To enroll my child at a provider	1	6.7
For general information	0	0.0
Total	15	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	8	47.1
Office visit	2	11.8
Email	0	0.0
Coalition website / chat	7	41.2
Other (Please specify.)	0	0.0
Total	17	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
Speak with someone immediately?	2	25.0
Wait on hold before speaking with someone?	3	37.5
Leave a message to receive a call back?	3	37.5
Total	8	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	1	33.3
5-15 minutes	1	33.3
More than 15 minutes	0	0.0
Not Sure / Don't Remember	1	33.3
Total	3	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	1	50.0
Too long, but I waited	0	0.0
So long that I hung up	0	0.0
Not sure/don't remember	1	50.0
Total	2	100.0

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	0	0.0
9	0	0.0
10 <i>Very Satisfied?</i>	1	100.0
Total	1	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	33.3
1 to 2 business days	0	0.0
More than 2 business days	2	66.7
Not Sure / Don't Remember	0	0.0
Total	3	100.0

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	2	66.7
3	0	0.0
4	0	0.0
5	0	0.0
6	0	0.0
7	0	0.0
8	0	0.0
9	1	33.3
10 <i>Very Satisfied?</i>	0	0.0
Total	3	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	50.0
5-15 minutes	1	50.0
More than 15 minutes	0	0.0
Not Sure / Don't Remember	0	0.0
Total	2	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0.0
2	0	0.0
3	0	0.0
4	0	0.0
5	1	50.0
6	0	0.0
7	0	0.0
8	0	0.0
9	0	0.0
10 <i>Very Satisfied?</i>	1	50.0
Total	2	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	2	28.6
2	0	0.0
3	0	0.0
4	0	0.0
5	0	0.0
6	2	28.6
7	1	14.3
8	1	14.3
9	0	0.0
10 <i>Very Easy?</i>	1	14.3
Total	7	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	4	23.5
2	1	5.9
3	1	5.9
4	1	5.9
5	2	11.8
6	0	0.0
7	1	5.9
8	2	11.8
9	0	0.0
10 <i>Very Helpful?</i>	5	29.4
Total	17	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- A lot of red tape very little help from employees poor availability of services especially not enough inclusion.
- S: I think the case specialist only puts obstacles in the process.
- S: Because they immediately helped me to contact Early Steps and they were very kind.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	2	11.8
2	1	5.9
3	0	0.0
4	1	5.9
5	3	17.6
6	0	0.0
7	1	5.9
8	3	17.6
9	2	11.8
10 <i>Completely Satisfied?</i>	4	23.5
Total	17	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: The caller was half rude at first but then changed his attitude.
- S: I felt discriminated against for being an immigrant
- S: They were very friendly

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	5	29.4
2	1	5.9
3	1	5.9
4	0	0.0
5	2	11.8
6	0	0.0
7	1	5.9
8	1	5.9
9	0	0.0
10 <i>Very Likely?</i>	6	35.3
Total	17	100

Q9 How do you describe yourself? (n=17)

	Number	Percent
Hispanic or Latino	11	64.7
African American or Black	4	23.5
Asian	1	5.9
Native American or Alaskan Native	1	5.9
White	3	17.6
Other	0	0.0
Prefer not to answer.	1	5.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	7	41.2
2	3	17.6
3	4	23.5
4	2	11.8
5 or more	1	5.9
Total	17	100.0

Participant Language

	Number	Percent
English	12	70.6
Spanish	5	29.4
Total	17	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=62)

	Number	Percent
So that I could work	53	85.5
So that I could go to school	14	22.6
To provide my child educational or social enrichment	39	62.9
To find before/after school care	19	30.6
To find additional care during holidays	8	12.9
To find a different child care provider	2	3.2
To reduce child care expenses	22	35.5
Previous child care provider stopped providing care	0	0
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	9	14.5
No	53	85.5
Total	62	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=9)

	Number	Percent
Too much paperwork	9	14.5
Did not know what documentation needed to be submitted	53	85.5
Difficulties with logging in	62	100.0
Took too much time	9	14.5
Other	53	85.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	4	44.4
No	4	44.4
Not Sure/Don't Remember	1	11.1
Total	9	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	45	72.6
No	17	27.4
Total	62	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=45)

	Number	Percent
By phone	39	86.7
Office visit	7	15.6
By email	20	44.4
Online/website	12	26.7
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the ___ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	2.2
2	1	2.2
3	1	2.2
4	1	2.2
5	3	6.7
6	3	6.7
7	4	8.9
8	3	6.7
9	28	62.2
10 <i>Very Helpful?</i>	1	100.0
Total	45	2.2

Q3c Why do you feel this way about the assistance provided by the ELC?

- Staff contacted me with assistance within 30 minutes.
- The representative was knowledgeable in answering my questions and was friendly.
- They have just been an amazing blessing to me.
- I had to call multiple times before I got someone.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	1.6
2	1	1.6
3	1	1.6
4	0	0
5	3	4.8
6	2	3.2
7	3	4.8
8	12	19.4
9	5	8.1
10 <i>Very Easy?</i>	34	54.8
Total	62	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a place for child care at an early time.
- Finding an actual daycare nobody had space.
- finding care for an infant.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=62)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	36	58.1
Reviewed types of child care available	8	12.9
Discussed schedules of care needed	4	6.5
Provided list of providers that met my needs	18	29.0
Other	2	3.2

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	2	3.2
3	1	1.6
4	1	1.6
5	1	1.6
6	1	1.6
7	3	4.8
8	4	6.5
9	5	8.1
10 <i>Extremely Likely?</i>	44	71.0
Total	62	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=62)

	Number	Percent
Hispanic or Latino	41	66.1
African American or Black	7	11.3
Asian	2	3.2
Native American or Alaskan Native	1	1.6
White	10	16.1
Other	2	3.2
Prefer not to answer.	5	8.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	21	33.9
2	29	46.8
3	9	14.5
4	3	4.8
5 or more	0	0
Total	62	100.0

Participant Language

	Number	Percent
English	48	77.4
Spanish	14	22.6
Total	62	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	2	16.7
1-3 years	6	50.0
4-5 years	1	8.3
6-10 years	2	16.7
More than 10 years	1	8.3
Total	12	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	2	100.0
No	0	0
Total	2	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	0	0
Other Board Members	0	0
Both	2	100
Total	2	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	8.3
8	1	8.3
9	4	33.3
10 <i>Very Satisfied</i>	6	50.0
Total	12	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	8.3
9	4	33.3
10 <i>Very Satisfied</i>	7	58.3
Total	12	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	4	33.3
10 <i>Very Satisfied</i>	8	66.7
Total	12	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	8.3
9	5	41.7
10 <i>Very Satisfied</i>	6	50.0
Total	12	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	3	25.0
9	3	25.0
10 <i>Very Satisfied</i>	6	50.0
Total	12	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	16.7
9	3	25.0
10 <i>Very Likely</i>	7	58.3
Total	12	100

ELC of Palm Beach

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=156)

	Number	Percent
Online	40	25.6
Through a friend or family member	66	42.3
Advertisements	3	1.9
Community organizations	29	18.6
Child care provider	47	30.1
Other	11	7.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=156)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	124	79.5
Voluntary Pre-kindergarten (VPK)	76	48.7
Child care provider listing	60	38.5
Parenting tips and / or similar information	17	10.9
Help in understanding characteristics of quality child care	18	11.5
Developmental screenings	26	16.7
Family activities	20	12.8
Other support for household needs (food, housing, cash assistance, healthcare)	25	16.0
Special needs services / Inclusion	9	5.8
Other	4	2.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	74	51.7
For help with child care financial assistance eligibility or re-determination	26	18.2
For information about my place on the child care financial assistance waiting list	9	6.3
To enroll my child at a provider	25	17.5
For general information	9	6.3
Total	143	100.0

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	79	50.6
Office visit	18	11.5
Email	13	8.3
Coalition website / chat	43	27.6
Other (Please specify.)	3	1.9
Total	156	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	54	68.4
wait on hold before speaking with someone?	23	29.1
leave a message to receive a call back?	2	2.5
Total	79	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	11	47.8
5-15 minutes	7	30.4
More than 15 minutes	2	8.7
Not Sure / Don't Remember	3	13.0
Total	23	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	15	75
Too long, but I waited	13	15
So long that I hung up	0	0
Not sure/don't remember	2	10
Total	20	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	5.6
2	0	0
3	0	0
4	1	5.6
5	2	11.1
6	2	11.1
7	2	11.1
8	2	11.1
9	5	27.8
10 <i>Very Satisfied?</i>	3	16.7
Total	18	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0
1 to 2 business days	0	0
More than 2 business days	1	50
Not Sure / Don't Remember	1	50
Total	2	100.0

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	100
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	1	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	2	11.1
5-15 minutes	12	66.7
More than 15 minutes	3	16.7
Not Sure / Don't Remember	1	5.6
Total	18	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	2	11.8
7	2	11.8
8	2	11.8
9	1	5.9
10 <i>Very Satisfied?</i>	10	58.8
Total	17	100.0

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	2	15.4
1 to 2 business days	4	30.8
More than 2 business days	4	30.8
No response needed	1	7.7
No response received	0	0
Not Sure / Don't Remember	2	0
Total	13	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	10
2	0	0
3	1	10
4	0	0
5	1	10
6	1	10
7	1	10
8	0	0
9	1	10
10 <i>Completely Satisfied?</i>	4	40
Total	10	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	2	4.7
3	3	7.0
4	1	2.3
5	3	7.0
6	1	2.3
7	6	14.0
8	9	20.9
9	6	14.0
10 <i>Very Easy?</i>	12	27.9
Total	43	100.0

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	9	5.8
2	4	2.6
3	0	0
4	2	1.3
5	5	3.2
6	5	3.2
7	11	7.1
8	23	14.7
9	20	12.8
10 <i>Very Helpful?</i>	77	49.4
Total	156	100.0

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- Everyone EVERYTIME. Was so nice n helpful.
- The representative was quick to email me a list of child care providers.
- They answered my specific question at the time (but it is still frustrating that whole issues don't get resolved in one call . . . it's a constant back and forth between DCF caseworker and ELC caseworker).
- S: I have literally been begging for almost a year for help after school care for my children and more than help I have always received a negative response, some document is always missing in a few words a super bad experience with you

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	4	2.6
2	1	0.6
3	1	0.6
4	2	1.3
5	3	1.9
6	2	1.3
7	6	3.8
8	10	6.4
9	26	16.7
10 <i>Completely Satisfied?</i>	101	64.7
Total	156	100.0

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- S: With the staff that I spoke on the phone they treated me the best except for one person who treated me badly but the rest of the staff was always very kind to me.
- No ever calls back or reaches out to check to see if the problem has been solved
- The level of respectfulness was never the issue. Every single individual that I had the pleasure with speaking with was very professional. I only had issues with getting my case result in a timely manner.
- They took time to speak to me, and called to check that everything was good with my application.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	7	4.5
2	1	0.6
3	1	0.6
4	0	0
5	6	3.8
6	2	1.3
7	7	4.5
8	9	5.8
9	15	9.6
10 <i>Very Likely?</i>	108	69.2
Total	156	100.0

Q9 How do you describe yourself? (n=156)

	Number	Percent
Hispanic or Latino	52	33.3
African American or Black	67	42.9
Asian	4	2.6
Native American or Alaskan Native	0	0
White	27	17.3
Other	4	2.6
Prefer not to answer.	11	7.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	60	38.5
2	64	41.0
3	22	14.1
4	6	3.8
5 or more	4	2.6
Total	156	100.0

Participant Language

	Number	Percent
English	128	82.1
Spanish	28	17.9
Total	156	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=387)

	Number	Percent
So that I could work	325	84.0
So that I could go to school	88	22.7
To provide my child educational or social enrichment	287	74.2
To find before/after school care	142	36.7
To find additional care during holidays	79	20.4
To find a different child care provider	30	7.8
To reduce child care expenses	186	48.1
Previous child care provider stopped providing care	11	2.8
Other	15	3.9

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	81	20.9
No	306	79.1
Total	387	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=81)

	Number	Percent
Too much paperwork	19	23.5
Did not know what documentation needed to be submitted	30	37.0
Difficulties with logging in	27	33.3
Took too much time	22	27.2
Other	20	24.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	17	21.0
No	52	64.2
Not Sure/Don't Remember	12	14.8
Total	81	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	260	67.2
No	127	32.8
Total	387	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=260)

	Number	Percent
By phone	224	86.2
Office visit	65	25.0
By email	52	20.0
Online/website	59	22.7
Other (Please specify.)	1	0.4

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	0	0
2	1	0.4
3	2	0.8
4	3	1.2
5	11	4.2
6	7	2.7
7	16	6.2
8	39	15.0
9	28	10.8
10 <i>Very Helpful?</i>	153	58.8
Total	260	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: Because they gave me the best attention and were very friendly.
- I feel any time I needed help I got stuck alive I called and they help me right away so I appreciate it your help.
- Professional and polite.
- Took a long time to get an update.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	3	0.8
2	4	1.0
3	7	1.8
4	12	3.1
5	18	4.7
6	20	5.2
7	32	8.3
8	60	15.5
9	54	14.0
10 <i>Very Easy?</i>	177	45.7
Total	387	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- S: That they were not clear with the information they required I made my request in September of 2022 and the processes was not concluded until February of 2023.
- Get an appointment.
- Finding daycare facilities that had availability.
- The verification process takes way too long by the time I am fully verified. I will be out of school.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=387)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	181	46.8
Reviewed types of child care available	100	25.8
Discussed schedules of care needed	61	15.8
Provided list of providers that met my needs	166	42.9
Other	6	1.6

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	4	1.0
2	1	0.3
3	0	0
4	2	0.5
5	16	4.1
6	7	1.8
7	13	3.4
8	31	8.0
9	38	9.8
10 <i>Extremely Likely?</i>	275	71.1
Total	387	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=387)

	Number	Percent
Hispanic or Latino	122	31.5
African American or Black	173	44.7
Asian	4	1.0
Native American or Alaskan Native	3	0.8
White	75	19.4
Other	12	3.1
Prefer not to answer.	28	7.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	153	39.5
2	142	36.7
3	66	17.1
4	19	4.9
5 or more	7	1.8
Total	387	100.0

Participant Language

	Number	Percent
English	338	87.3
Spanish	49	12.7
Total	387	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	4	50.0
4-5 years	1	12.5
6-10 years	2	25.0
More than 10 years	1	12.5
Total	8	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	8	100
Total	8	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	8	100
Total	8	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	8	100
Total	8	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	12.5
5	0	0
6	0	0
7	0	0
8	0	0
9	1	12.5
10 <i>Very Satisfied</i>	6	75.0
Total	8	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	12.5
9	0	0
10 <i>Very Satisfied</i>	7	87.5
Total	8	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	12.5
9	1	12.5
10 <i>Very Likely</i>	6	75.0
Total	0	0

ELC of Pasco and Hernando

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=32)

	Number	Percent
Online	12	37.5
Through a friend or family member	12	37.5
Advertisements	32	100.0
Community organizations	4	12.5
Child care provider	10	31.3
Other	4	12.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=32)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	26	81.3
Voluntary Pre-kindergarten (VPK)	18	56.3
Child care provider listing	14	43.8
Parenting tips and / or similar information	1	3.1
Help in understanding characteristics of quality child care	3	9.4
Developmental screenings	5	15.6
Family activities	1	3.1
Other support for household needs (food, housing, cash assistance, healthcare)	1	3.1
Special needs services / Inclusion	3	9.4
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	12	38.7
For help with child care financial assistance eligibility or re-determination	10	32.3
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	4	12.9
For general information	5	16.1
Total	31	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	11	34.4
Office visit	1	3.1
Email	4	12.5
Coalition website / chat	14	43.8
Other (Please specify.)	2	6.3
Total	32	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	4	36.4
wait on hold before speaking with someone?	4	36.4
leave a message to receive a call back?	3	27.3
Total	11	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	3	75.0
5-15 minutes	1	25.0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	4	100

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	4	100
Too long, but I waited	0	0
So long that I hung up	0	0
Not sure/don't remember	0	0
Total	4	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	25
6	0	0
7	1	25
8	1	25
9	0	0
10 <i>Very Satisfied?</i>	1	25
Total	4	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0
1 to 2 business days	0	0
More than 2 business days	1	33.3
Not Sure / Don't Remember	2	66.7
Total	3	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	100
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	1	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	1	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	2	50
1 to 2 business days	2	50
More than 2 business days	0	0
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	0	0
Total	4	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 Completely Dissatisfied?	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	25
10 Completely Satisfied?	3	75
Total	4	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	0	0
3	1	0
4	1	7.1
5	1	7.1
6	0	0
7	4	28.6
8	1	7.1
9	0	0
10 <i>Very Easy?</i>	6	42.9
Total	14	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	1	3.1
2	0	0
3	0	0
4	0	0
5	1	3.1
6	2	6.3
7	4	12.5
8	3	9.4
9	3	9.4
10 <i>Very Helpful?</i>	18	56.3
Total	32	100.0

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- The person who helped me went above and beyond to get me information.
- I never recieved a call back and had to take time off work to go to an office.
- I have a really good case worker who helps me. Before my case worker was not as great and my experience was a lot worse.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	3.1
2	0	0
3	0	0
4	0	0
5	2	6.3
6	0	0
7	1	3.1
8	0	0
9	4	12.5
10 <i>Completely Satisfied?</i>	24	75.0
Total	32	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- I ended up going to the daycare to have everything explained to me. When I tried talking to the case worker I got short answers and nothing explained.
- I have a special needs child, and the person helping me understands how hard everything has been for us with getting him the help he needs.
- All I dealt with were very helpful.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	3.1
2	0	0
3	0	0
4	0	0
5	2	6.3
6	1	3.1
7	1	3.1
8	2	6.3
9	2	6.3
10 <i>Very Likely?</i>	23	71.9
Total	32	100

Q9 How do you describe yourself? (n=32)

	Number	Percent
Hispanic or Latino	5	15.6
African American or Black	6	18.8
Asian	0	0
Native American or Alaskan Native	1	3.1
White	20	62.5
Other	0	0
Prefer not to answer.	3	9.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	12	37.5
2	13	40.6
3	6	18.8
4	1	3.1
5 or more	0	0
Total	32	100.0

Participant Language

	Number	Percent
English	30	93.8
Spanish	2	6.3
Total	32	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=133)

	Number	Percent
So that I could work	105	78.9
So that I could go to school	18	13.5
To provide my child educational or social enrichment	101	75.9
To find before/after school care	29	21.8
To find additional care during holidays	12	9.0
To find a different child care provider	2	1.5
To reduce child care expenses	64	48.1
Previous child care provider stopped providing care	3	2.3
Other	13	9.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	18	13.5
No	115	86.5
Total	133	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=18)

	Number	Percent
Too much paperwork	3	16.7
Did not know what documentation needed to be submitted	8	44.4
Difficulties with logging in	4	22.2
Took too much time	1	5.6
Other	8	44.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	6	33.3
No	11	61.1
Not Sure/Don't Remember	1	5.6
Total	18	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	71	53.4
No	62	46.6
Total	133	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=71)

	Number	Percent
By phone	59	83.1
Office visit	9	12.7
By email	38	53.5
Online/website	17	23.9
Other (Please specify.)	1	1.4

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 Not Helpful At All?	0	0
2	0	0
3	1	1.4
4	0	0
5	2	2.8
6	1	1.4
7	1	1.4
8	7	9.9
9	9	12.7
10 Very Helpful?	50	70.4
Total	71	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- Inability to communicate effectively, impatient.
- Just very polite and educational staff.
- This was my first time applying for VPK and wasn't sure what the steps were. The staff was very patient with my questions and helpful.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	2	1.5
2	2	1.5
3	5	3.8
4	1	0.8
5	4	3.0
6	7	5.3
7	14	10.5
8	17	12.8
9	17	12.8
10 <i>Very Easy?</i>	64	48.1
Total	133	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Communication and finding quality daycare.
- Hard to reach by phone.
- Difficult navigating the site.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=133)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	84	63.2
Reviewed types of child care available	16	12.0
Discussed schedules of care needed	8	6.0
Provided list of providers that met my needs	40	30.1
Other	4	3.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	0.8
2	0	0
3	0	0
4	1	0.8
5	2	1.5
6	3	2.3
7	6	4.5
8	7	5.3
9	11	8.3
10 <i>Extremely Likely?</i>	102	76.7
Total	133	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=133)

	Number	Percent
Hispanic or Latino	37	27.8
African American or Black	15	11.3
Asian	4	3.0
Native American or Alaskan Native	1	0.8
White	81	60.9
Other	1	0.8
Prefer not to answer.	6	4.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	49	37.1
2	50	37.9
3	23	17.4
4	6	4.5
5 or more	4	3.0
Total	132	100.0

Participant Language

	Number	Percent
English	127	95.5
Spanish	6	4.5
Total	133	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	4	36.4
4-5 years	4	36.4
6-10 years	2	18.2
More than 10 years	1	9.1
Total	11	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	9.1
9	2	18.2
10 <i>Very Satisfied</i>	8	72.7
Total	11	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	18.2
10 <i>Very Satisfied</i>	9	81.8
Total	11	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	9.1
10 <i>Very Satisfied</i>	10	90.9
Total	11	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	9.1
9	1	9.1
10 <i>Very Satisfied</i>	9	81.8
Total	11	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	9.1
9	2	18.2
10 <i>Very Satisfied</i>	8	72.7
Total	11	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	9.1
9	2	18.2
10 <i>Very Likely</i>	8	72.7
Total	11	100

ELC of Pinellas

Serving families in Clearwater, St. Petersburg and surrounding communities

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=45)

	Number	Percent
Online	11	24.4
Through a friend or family member	18	40.0
Advertisements	1	2.2
Community organizations	10	22.2
Child care provider	8	17.8
Other	10	22.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=45)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	35	77.8
Voluntary Pre-kindergarten (VPK)	11	24.4
Child care provider listing	26	57.8
Parenting tips and / or similar information	6	13.3
Help in understanding characteristics of quality child care	6	13.3
Developmental screenings	8	17.8
Family activities	4	8.9
Other support for household needs (food, housing, cash assistance, healthcare)	6	13.3
Special needs services / Inclusion	4	8.9
Other	1	2.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	14	37.8
For help with child care financial assistance eligibility or re-determination	10	27.0
For information about my place on the child care financial assistance waiting list	3	8.1
To enroll my child at a provider	8	21.6
For general information	2	5.4
Total	37	100.0

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	22	48.9
Office visit	3	6.7
Email	3	6.7
Coalition website / chat	16	35.6
Other (Please specify.)	1	2.2
Total	45	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	11	50.0
wait on hold before speaking with someone?	5	22.7
leave a message to receive a call back?	6	27.3
Total	22	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	3	60
5-15 minutes	1	20
More than 15 minutes	0	0
Not Sure / Don't Remember	1	20
Total	5	100

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	2	50
Too long, but I waited	0	0
So long that I hung up	0	0
Not sure/don't remember	2	50
Total	4	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	2	100
Total	2	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	3	50.0
1 to 2 business days	1	16.7
More than 2 business days	1	16.7
Not Sure / Don't Remember	1	16.7
Total	6	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	20
6	1	20
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	3	60
Total	5	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	3	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	3	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	33.3
9	1	33.3
10 <i>Very Satisfied?</i>	1	33.3
Total	3	100.0

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	3	100
1 to 2 business days	0	0
More than 2 business days	0	0
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	0	0
Total	3	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	33.3
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	33.3
10 <i>Completely Satisfied?</i>	1	33.3
Total	3	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	1	6.3
2	0	0
3	0	0
4	0	0
5	1	6.3
6	1	6.3
7	7	43.8
8	3	18.8
9	0	0
10 <i>Very Easy?</i>	3	18.8
Total	16	100.0

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	2	4.4
2	0	0
3	0	0
4	3	6.7
5	2	4.4
6	3	6.7
7	3	6.7
8	5	11.1
9	7	15.6
10 <i>Very Helpful?</i>	20	44.4
Total	45	100.0

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- They explained everything and were very helpful.
- Because I have been on the waiting list for several months now. Nobody contacted me.
- Communication was very effective, everyone stayed in contact with me

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	2	4.4
2	0	0
3	0	0
4	0	0
5	1	2.2
6	2	4.4
7	3	6.7
8	7	15.6
9	3	6.7
10 <i>Completely Satisfied?</i>	27	60.0
Total	45	100.0

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- They called me back in timely fashion and really care
- I was never contacted by anyone.
- Very respectful and professional.

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	4.4
2	2	4.4
3	2	4.4
4	0	0
5	1	2.2
6	0	0
7	3	6.7
8	3	6.7
9	6	13.3
10 <i>Very Likely?</i>	26	57.8
Total	45	100.0

Q9 How do you describe yourself? (n=45)

	Number	Percent
Hispanic or Latino	9	20.0
African American or Black	9	20.0
Asian	1	2.2
Native American or Alaskan Native	2	4.4
White	22	48.9
Other	0	0
Prefer not to answer.	7	15.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	20	44.4
2	17	37.8
3	4	8.9
4	3	6.7
5 or more	1	2.2
Total	45	100.0

Participant Language

	Number	Percent
English	43	95.6
Spanish	2	4.4
Total	45	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=181)

	Number	Percent
So that I could work	160	88.4
So that I could go to school	27	14.9
To provide my child educational or social enrichment	118	65.2
To find before/after school care	44	24.3
To find additional care during holidays	19	10.5
To find a different child care provider	8	4.4
To reduce child care expenses	94	51.9
Previous child care provider stopped providing care	3	1.7
Other	8	4.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	21	11.6
No	160	88.4
Total	181	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=121)

	Number	Percent
Too much paperwork	3	14.3
Did not know what documentation needed to be submitted	8	38.1
Difficulties with logging in	7	33.3
Took too much time	2	9.5
Other	11	52.4

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	8	38.1
No	12	57.1
Not Sure/Don't Remember	1	4.8
Total	21	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	99	54.7
No	82	45.3
Total	181	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=99)

	Number	Percent
By phone	82	82.8
Office visit	26	26.3
By email	30	30.3
Online/website	20	20.2
Other (Please specify.)	3	3.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	0	0
2	0	0
3	0	0
4	1	1.0
5	2	2.0
6	3	3.0
7	5	5.1
8	10	10.1
9	11	11.1
10 <i>Very Helpful?</i>	67	67.7
Total	99	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: The person that attended to me was very kind and told me all the necessary information.
- Quick reply with additional information.
- I was told only after an appointment was ‘missed’ that I had an appointment, and that I would lose my benefits if I didn’t reschedule. It all got cleared up but I feel like communication could have been better.
- Once FINALLY getting someone on the phone, she was very helpful in explaining why my application needed fixing, otherwise i would have never found out if I hadn’t tried calling several times.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	3	1.7
2	1	0.6
3	6	3.3
4	2	1.1
5	8	4.4
6	8	4.4
7	13	7.2
8	26	14.4
9	28	15.5
10 <i>Very Easy?</i>	86	47.5
Total	181	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding availability.
- Uploading the paperwork.
- Your website and filling out the application is actually very challenging and I'm very good with computers and electronics so for me to say that says a lot, it also is very hard to find a provider that has an opening.
- Just finding one affordable.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=181)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	111	61.3
Reviewed types of child care available	22	12.2
Discussed schedules of care needed	15	8.3
Provided list of providers that met my needs	60	33.1
Other	9	5.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	1	0.6
3	1	0.6
4	0	0
5	4	2.2
6	2	1.1
7	5	2.8
8	10	5.5
9	17	9.4
10 <i>Extremely Likely?</i>	141	77.9
Total	181	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=181)

	Number	Percent
Hispanic or Latino	25	13.8
African American or Black	69	38.1
Asian	2	1.1
Native American or Alaskan Native	2	1.1
White	86	47.5
Other	4	2.2
Prefer not to answer.	11	6.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	88	48.9
2	64	35.6
3	18	10.0
4	5	2.8
5 or more	5	2.8
Total	180	100.0

Participant Language

	Number	Percent
English	177	97.8
Spanish	4	2.2
Total	181	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	3	33.3
1-3 years	1	11.1
4-5 years	2	22.2
6-10 years	2	22.2
More than 10 years	1	11.1
Total	9	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	3	100
No	0	0
Total	3	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	2	66.7
Other Board Members	0	0
Both	1	33.3
Total	3	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	11.1
5	0	0
6	0	0
7	0	0
8	3	33.3
9	0	0
10 <i>Very Satisfied</i>	5	55.6
Total	9	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	11.1
5	0	0
6	0	0
7	0	0
8	0	0
9	2	22.2
10 <i>Very Satisfied</i>	6	66.7
Total	9	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	11.1
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	8	88.9
Total	9	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	11.1
6	0	0
7	0	0
8	1	11.1
9	1	11.1
10 <i>Very Satisfied</i>	6	66.7
Total	9	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	11.1
6	0	0
7	0	0
8	2	22.2
9	3	33.3
10 <i>Very Satisfied</i>	3	33.3
Total	9	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	2	22.2
8	0	0
9	2	22.2
10 <i>Very Likely</i>	5	55.6
Total	0	0

ELC of Polk

Serving families and Lakeland, Winter Haven and surrounding areas in Central Florida

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=56)

	Number	Percent
Online	15	26.8
Through a friend or family member	31	55.4
Advertisements	2	3.6
Community organizations	8	14.3
Child care provider	15	26.8
Other	8	14.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=56)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	45	80.4
Voluntary Pre-kindergarten (VPK)	24	42.9
Child care provider listing	22	39.3
Parenting tips and / or similar information	3	5.4
Help in understanding characteristics of quality child care	3	5.4
Developmental screenings	7	12.5
Family activities	2	3.6
Other support for household needs (food, housing, cash assistance, healthcare)	6	10.7
Special needs services / Inclusion	4	7.1
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	25	48.1
For help with child care financial assistance eligibility or re-determination	14	26.9
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	10	19.2
For general information	3	5.8
Total	52	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	21	37.5
Office visit	3	5.4
Email	3	5.4
Coalition website / chat	27	48.2
Other (Please specify.)	2	3.6
Total	56	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	12	57.1
wait on hold before speaking with someone?	8	38.1
leave a message to receive a call back?	1	4.8
Total	21	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	4	50.0
5-15 minutes	2	25.0
More than 15 minutes	1	12.5
Not Sure / Don't Remember	1	12.5
Total	8	100.0

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	5	71.4
Too long, but I waited	1	14.3
So long that I hung up	1	14.3
Not sure/don't remember	0	0
Total	7	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	1	1.8
3	0	0
4	0	0
5	2	28.6
6	1	1.8
7	1	1.8
8	0	0
9	1	1.8
10 <i>Very Satisfied?</i>	1	1.8
Total	7	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0
1 to 2 business days	0	0
More than 2 business days	0	0
Not Sure / Don't Remember	1	100
Total	1	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	3	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	3	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	3	100
Total	3	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	1	33.3
1 to 2 business days	1	33.3
More than 2 business days	1	33.3
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	0	0
Total	3	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	33.3
6	0	0
7	0	0
8	0	0
9	1	33.3
10 <i>Completely Satisfied?</i>	1	33.3
Total	3	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	1	3.7
3	3	11.1
4	0	0
5	5	18.5
6	1	3.7
7	1	3.7
8	3	11.1
9	6	22.2
10 <i>Very Easy?</i>	7	25.9
Total	27	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	7	12.5
2	0	0
3	5	8.9
4	1	1.8
5	6	10.7
6	1	1.8
7	3	5.4
8	5	8.9
9	3	5.4
10 <i>Very Helpful?</i>	25	44.6
Total	5	8.9

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- Because they offered every possible information and made me happy
- Because they were quick, very informative, and explained everything
- In person the employees were very informative but trying to get someone to answer the phone was hard .

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	2	3.6
2	1	1.8
3	3	5.4
4	2	3.6
5	3	5.4
6	1	1.8
7	4	7.1
8	8	14.3
9	5	8.9
10 <i>Completely Satisfied?</i>	27	48.2
Total	56	100.0

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- It went smooth
- They shared their own life experiences and expressed how much important their families well being to them and they would expect nothing less for mine.
- They were very helpful given me step by step info
-

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	5	8.9
2	0	0
3	2	3.6
4	2	3.6
5	4	7.1
6	3	5.4
7	2	3.6
8	4	7.1
9	5	8.9
10 <i>Very Likely?</i>	29	51.8
Total	56	100.0

Q9 How do you describe yourself? (n=56)

	Number	Percent
Hispanic or Latino	13	23.2
African American or Black	23	41.1
Asian	0	0
Native American or Alaskan Native	0	0
White	17	30.4
Other	0	0
Prefer not to answer.	4	7.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	20	35.7
2	20	35.7
3	9	16.1
4	5	8.9
5 or more	2	3.6
Total	56	100.0

Participant Language

	Number	Percent
English	54	96.4
Spanish	2	3.6
Total	56	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=158)

	Number	Percent
So that I could work	133	84.2
So that I could go to school	27	17.1
To provide my child educational or social enrichment	102	64.6
To find before/after school care	27	17.1
To find additional care during holidays	12	7.6
To find a different child care provider	6	3.8
To reduce child care expenses	68	43.0
Previous child care provider stopped providing care	5	3.2
Other	6	3.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	17	10.8
No	141	89.2
Total	158	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=17)

	Number	Percent
Too much paperwork	3	17.6
Did not know what documentation needed to be submitted	4	23.5
Difficulties with logging in	4	23.5
Took too much time	2	11.8
Other	10	58.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	4	23.5
No	10	58.8
Not Sure/Don't Remember	3	17.6
Total	17	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	97	61.4
No	61	38.6
Total	158	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=97)

	Number	Percent
By phone	77	79.4
Office visit	32	33.0
By email	35	36.1
Online/website	20	20.6
Other (Please specify.)	2	2.1

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	1.0
2	1	1.0
3	0	0
4	2	2.1
5	1	1.0
6	3	3.1
7	4	4.1
8	9	9.3
9	10	10.3
10 <i>Very Helpful?</i>	66	68.0
Total	97	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- It was not the complete information from the very beginning, the further we got the more documents were needed.
- The staff have been very helpful in helping me understand and completing all paperwork needed to apply for assistance.
- S: They were very kind and gave me all the information I needed .

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	2	1.3
2	0	0
3	3	1.9
4	3	1.9
5	8	5.1
6	10	6.3
7	8	5.1
8	19	12.0
9	20	12.7
10 <i>Very Easy?</i>	85	53.8
Total	158	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- S: The waiting list was long.
- Finding a daycare that had an opening.
- submitting the documents.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=158)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	99	62.7
Reviewed types of child care available	20	12.7
Discussed schedules of care needed	12	7.6
Provided list of providers that met my needs	47	29.7
Other	6	3.8

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	0.6
2	0	0
3	2	1.3
4	1	0.6
5	1	0.6
6	5	3.2
7	5	3.2
8	12	7.6
9	131	82.9
10 <i>Extremely Likely?</i>	2	1.3
Total	158	100

Q8 How do you describe yourself? Please select ALL that apply. (n=158)

	Number	Percent
Hispanic or Latino	32	20.3
African American or Black	52	32.9
Asian	1	0.6
Native American or Alaskan Native	1	0.6
White	81	51.3
Other	1	0.6
Prefer not to answer.	8	5.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	54	34.2
2	69	43.7
3	22	13.9
4	9	5.7
5 or more	4	2.5
Total	158	100.0

Participant Language

	Number	Percent
English	150	94.9
Spanish	8	5.1
Total	158	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	11.1
1-3 years	5	55.6
4-5 years	0	0
6-10 years	3	33.3
More than 10 years	0	0
Total	9	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	1	100
No	0	0
Total	1	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
ELC Staff	1	100
Other Board Members	0	0
Both	0	0
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	11.1
10 <i>Very Satisfied</i>	8	88.9
Total	9	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	11.1
10 <i>Very Satisfied</i>	8	88.9
Total	9	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	11.1
10 <i>Very Satisfied</i>	8	88.9
Total	9	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	22.2
10 <i>Very Satisfied</i>	7	77.8
Total	9	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	3	33.3
10 <i>Very Satisfied</i>	6	66.7
Total	9	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	11.1
9	3	33.3
10 <i>Very Likely</i>	5	55.6
Total	9	100

ELC of Santa Rosa

Serving families in the Western panhandle

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=12)

	Number	Percent
Online	2	16.7
Through a friend or family member	5	41.7
Advertisements	0	0
Community organizations	3	25.0
Child care provider	0	0
Other	3	25.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=12)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	11	91.7
Voluntary Pre-kindergarten (VPK)	3	25.0
Child care provider listing	5	41.7
Parenting tips and / or similar information	1	8.3
Help in understanding characteristics of quality child care	0	0
Developmental screenings	2	16.7
Family activities	0	0
Other support for household needs (food, housing, cash assistance, healthcare)	0	0
Special needs services / Inclusion	1	8.3
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	8	72.7
For help with child care financial assistance eligibility or re-determination	2	18.2
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	0	0
For general information	1	9.1
Total	11	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	3	25.0
Office visit	1	8.3
Email	0	0
Coalition website / chat	7	58.3
Other (Please specify.)	1	8.3
Total	12	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	2	66.7
wait on hold before speaking with someone?	0	0
leave a message to receive a call back?	1	33.3
Total	3	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	100
1 to 2 business days	0	0
More than 2 business days	0	0
Not Sure / Don't Remember	0	0
Total	1	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	100
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	1	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	1	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100
Total	1	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	14.3
6	1	14.3
7	1	14.3
8	0	0
9	0	0
10 <i>Very Easy?</i>	4	57.1
Total	7	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
<i>1 Not Helpful?</i>	2	16.7
2	0	0
3	0	0
4	0	0
5	0	0
6	1	8.3
7	0	0
8	1	8.3
9	1	8.3
<i>10 Very Helpful?</i>	7	58.3
Total	12	100.0

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- All employees did the best they could to help me.
- It was a very informative service

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
<i>1 Completely Dissatisfied?</i>	1	8.3
2	0	0
3	0	0
4	0	0
5	0	0
6	1	8.3
7	0	0
8	2	16.7
9	2	16.7
<i>10 Completely Satisfied?</i>	6	50.0
Total	12	100.0

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- Courteous and knowledgeable.
- The team member was nice & helpful

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	16.7
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	8.3
9	1	8.3
10 <i>Very Likely?</i>	8	66.7
Total	12	100.0

Q9 How do you describe yourself? (n=12)

	Number	Percent
Hispanic or Latino	1	8.3
African American or Black	3	25.0
Asian	0	0
Native American or Alaskan Native	0	0
White	9	75.0
Other	0	0
Prefer not to answer.	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	1	8.3
2	6	50.0
3	3	25.0
4	2	16.7
5 or more	0	0
Total	12	100

Participant Language

	Number	Percent
English	12	100
Spanish	0	0
Total	12	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=22)

	Number	Percent
So that I could work	16	72.7
So that I could go to school	2	9.1
To provide my child educational or social enrichment	17	77.3
To find before/after school care	5	22.7
To find additional care during holidays	1	4.5
To find a different child care provider	0	0
To reduce child care expenses	6	27.3
Previous child care provider stopped providing care	0	0
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	3	13.6
No	19	86.4
Total	22	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=3)

	Number	Percent
Too much paperwork	0	0.0
Did not know what documentation needed to be submitted	2	66.7
Difficulties with logging in	1	33.3
Took too much time	0	0.0
Other	2	66.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	0	0
No	1	33.3
Not Sure/Don't Remember	2	66.7
Total	3	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	14	63.6
No	8	36.4
Total	22	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=14)

	Number	Percent
By phone	11	78.6
Office visit	3	21.4
By email	3	21.4
Online/website	4	28.6
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 Not Helpful At All?	0	0
2	1	7.1
3	0	0
4	0	0
5	1	7.1
6	0	0
7	1	7.1
8	3	21.4
9	3	21.4
10 Very Helpful?	5	35.7
Total	14	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- The daycare that my daughter goes to is not a problem. I love that daycare. But the early learning coalition staff members are rude.
- The members that have helped me were so patient and very helpful/resourceful.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 Very Challenging?	1	4.5
2	1	4.5
3	1	4.5
4	1	4.5
5	1	4.5
6	1	4.5
7	3	13.6
8	2	9.1
9	4	18.2
10 Very Easy?	7	31.8
Total	22	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a provider, actual enrollment process.
- The elc completing the paperwork correctly on their end.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=22)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	11	50.0
Reviewed types of child care available	1	4.5
Discussed schedules of care needed	0	0
Provided list of providers that met my needs	7	31.8
Other	4	18.2

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	9.1
2	0	0
3	1	4.5
4	2	9.1
5	0	0
6	0	0
7	1	4.5
8	3	13.6
9	2	9.1
10 <i>Extremely Likely?</i>	11	50.0
Total	22	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=22)

	Number	Percent
Hispanic or Latino	1	4.5
African American or Black	3	13.6
Asian	2	9.1
Native American or Alaskan Native	1	4.5
White	16	72.7
Other	0	0
Prefer not to answer.	1	4.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	9	40.9
2	7	31.8
3	2	9.1
4	2	9.1
5 or more	2	9.1
Total	22	100.0

Participant Language

	Number	Percent
English		100.0
Spanish	0	0
Total	22	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	4	80.0
1-3 years	1	20.0
4-5 years	0	0
6-10 years	0	0
More than 10 years	0	0
Total	5	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	2	66.7
No	1	33.3
Total	3	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	2	100
Other Board Members	0	0
Both	0	0
Total	2	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	20.0
6	0	0
7	0	0
8	0	0
9	1	20.0
10 <i>Very Satisfied</i>	3	60.0
Total	5	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	20.0
10 <i>Very Satisfied</i>	4	80.0
Total	5	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	20.0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	4	80.0
Total	5	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	20.0
7	1	20.0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	3	60.0
Total	5	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	20.0
8	0	0
9	0	0
10 <i>Very Satisfied</i>	4	80.0
Total	5	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	20.0
8	0	0
9	2	40.0
10 <i>Very Likely</i>	2	40.0
Total	5	100

ELC of Sarasota County

Serving families along the Gulf Coast including Sarasota and Siesta Key, extending to points inland

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=24)

	Number	Percent
Online	8	33.3
Through a friend or family member	4	16.7
Advertisements	2	8.3
Community organizations	8	33.3
Child care provider	9	37.5
Other	1	4.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=24)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	19	79.2
Voluntary Pre-kindergarten (VPK)	7	29.2
Child care provider listing	13	54.2
Parenting tips and / or similar information	2	8.3
Help in understanding characteristics of quality child care	4	16.7
Developmental screenings	3	12.5
Family activities	2	8.3
Other support for household needs (food, housing, cash assistance, healthcare)	7	29.2
Special needs services / Inclusion	1	4.2
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	6	28.6
For help with child care financial assistance eligibility or re-determination	6	28.6
For information about my place on the child care financial assistance waiting list	2	9.5
To enroll my child at a provider	4	19.0
For general information	3	14.3
Total	21	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	8	33.3
Office visit	2	8.3
Email	6	25.0
Coalition website / chat	8	33.3
Other (Please specify.)	0	0
Total	24	100

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	3	37.5
wait on hold before speaking with someone?	2	25.0
leave a message to receive a call back?	3	37.5
Total	8	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	1	50
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	1	50
Total	2	100

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	1	100
Too long, but I waited	0	0
So long that I hung up	0	0
Not sure/don't remember	0	0
Total	1	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100
Total	1	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	33.3
1 to 2 business days	2	66.7
More than 2 business days	0	0
Not Sure / Don't Remember	0	0
Total	3	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	3	100
Total	3	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	0	0
5-15 minutes	1	50
More than 15 minutes	0	0
Not Sure / Don't Remember	1	50
Total	2	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	100
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	1	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	0	0
1 to 2 business days	5	83.3
More than 2 business days	1	16.7
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	0	0
Total	6	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	1	16.7
4	0	0
5	0	0
6	0	0
7	0	0
8	1	16.7
9	2	33.3
10 <i>Completely Satisfied?</i>	2	33.3
Total	6	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	12.5
7	0	0
8	2	25
9	0	0
10 <i>Very Easy?</i>	5	62.5
Total	8	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	1	4.2
2	0	0
3	0	0
4	2	8.3
5	0	0
6	0	0
7	3	12.5
8	2	8.3
9	2	8.3
10 <i>Very Helpful?</i>	14	58.3
Total	24	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- Because I was able to get the information I was looking for.
- Great, comprehensive list with very short turnaround

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	1	4.2
3	1	4.2
4	2	8.3
5	0	0
6	1	4.2
7	0	0
8	1	4.2
9	2	8.3
10 <i>Completely Satisfied?</i>	16	66.7
Total	24	100.0

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- Always very respectful
- Friendly and helpful

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	1	4.2
3	0	0
4	1	4.2
5	1	4.2
6	0	0
7	0	0
8	2	8.3
9	2	8.3
10 <i>Very Likely?</i>	17	70.8
Total	24	100.0

Q9 How do you describe yourself? (n=24)

	Number	Percent
Hispanic or Latino	3	12.5
African American or Black	5	20.8
Asian	2	8.3
Native American or Alaskan Native	1	4.2
White	11	45.8
Other	1	4.2
Prefer not to answer.	2	8.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	10	41.7
2	8	33.3
3	4	16.7
4	1	4.2
5 or more	1	4.2
Total	24	100.0

Participant Language

	Number	Percent
English	24	100
Spanish	0	0
Total	24	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=66)

	Number	Percent
So that I could work	49	74.2
So that I could go to school	17	25.8
To provide my child educational or social enrichment	48	72.7
To find before/after school care	15	22.7
To find additional care during holidays	5	7.6
To find a different child care provider	5	7.6
To reduce child care expenses	29	43.9
Previous child care provider stopped providing care	1	1.5
Other	6	9.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	5	7.6
No	61	92.4
Total	66	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=5)

	Number	Percent
Too much paperwork	3	60.0
Did not know what documentation needed to be submitted	3	60.0
Difficulties with logging in	0	0.0
Took too much time	1	20.0
Other	1	20.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	1	20.0
No	3	60.0
Not Sure/Don't Remember	1	20.0
Total	5	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	35	53.0
No	31	47.0
Total	66	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=35)

	Number	Percent
By phone	18	51.4
Office visit	2	5.7
By email	23	65.7
Online/website	3	8.6
Other (Please specify.)	2	5.7

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	0	0
2	0	0
3	0	0
4	0	0
5	2	5.7
6	0	0
7	1	2.9
8	5	14.3
9	5	14.3
10 <i>Very Helpful?</i>	22	62.9
Total	35	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- Every person i speak with via email is always so helpful and kind.
- Request for some information was not very clear.
- We communicated between email and she promptly answered me back.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	0	0
2	3	4.5
3	0	0
4	3	4.5
5	1	1.5
6	2	3.0
7	7	10.6
8	12	18.2
9	5	7.6
10 <i>Very Easy?</i>	33	50.0
Total	66	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a provider with an opening.
- Navigating through the online process or renewing certification.
- Uploading documents on my mobile device.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=66)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	32	48.5
Reviewed types of child care available	11	16.7
Discussed schedules of care needed	4	6.1
Provided list of providers that met my needs	27	40.9
Other	3	4.5

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	1.5
6	1	1.5
7	1	1.5
8	5	7.6
9	3	4.5
10 <i>Extremely Likely?</i>	55	83.3
Total	66	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=66)

	Number	Percent
Hispanic or Latino	13	19.7
African American or Black	17	25.8
Asian	1	1.5
Native American or Alaskan Native	0	0
White	35	53.0
Other	0	0
Prefer not to answer.	3	4.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	26	39.4
2	24	36.4
3	8	12.1
4	4	6.1
5 or more	4	6.1
Total	66	100.0

Participant Language

	Number	Percent
English	62	93.9
Spanish	4	6.1
Total	66	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	7	53.8
4-5 years	2	15.4
6-10 years	3	23.1
More than 10 years	1	7.7
Total	13	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	3	23.1
9	0	0
10 <i>Very Satisfied</i>	10	76.9
Total	13	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	3	23.1
8	2	15.4
9	0	0
10 <i>Very Satisfied</i>	8	61.5
Total	13	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	7.7
5	0	0
6	1	7.7
7	0	0
8	0	0
9	3	23.1
10 <i>Very Satisfied</i>	8	61.5
Total	13	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	2	15.4
5	1	7.7
6	0	0
7	0	0
8	4	30.8
9	2	15.4
10 <i>Very Satisfied</i>	4	30.8
Total	13	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	1	7.7
5	1	7.7
6	1	7.7
7	1	7.7
8	1	7.7
9	5	38.5
10 <i>Very Satisfied</i>	3	23.1
Total	13	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	7.7
6	1	7.7
7	0	0
8	2	15.4
9	3	23.1
10 <i>Very Likely</i>	6	46.2
Total	13	100

ELC of Seminole

Serving families in Central Florida including the cities of Sanford and Oviedo and surrounding communities

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=12)

	Number	Percent
Online	4	33.3
Through a friend or family member	3	25.0
Advertisements	0	0
Community organizations	2	16.7
Child care provider	4	33.3
Other	1	8.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=12)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	8	66.7
Voluntary Pre-kindergarten (VPK)	1	8.3
Child care provider listing	5	41.7
Parenting tips and / or similar information	0	0
Help in understanding characteristics of quality child care	0	0
Developmental screenings	0	0
Family activities	0	0
Other support for household needs (food, housing, cash assistance, healthcare)	0	0
Special needs services / Inclusion	0	0
Other	1	8.3

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	5	55.6
For help with child care financial assistance eligibility or re-determination	3	33.3
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	1	11.1
For general information	0	0
Total	9	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	4	33.3
Office visit	1	8.3
Email	2	16.7
Coalition website / chat	4	33.3
Other (Please specify.)	1	8.3
Total	12	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	1	25
wait on hold before speaking with someone?	0	0
leave a message to receive a call back?	3	75
Total	4	100.0

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0
1 to 2 business days	2	66.7
More than 2 business days	1	33.3
Not Sure / Don't Remember	0	0
Total	3	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	1	33.3
3	0	0
4	0	0
5	0	0
6	0	0
7	1	33.3
8	0	0
9	1	33.3
10 <i>Very Satisfied?</i>	0	0
Total	3	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	1	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	100
10 <i>Very Satisfied?</i>	0	0
Total	1	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	0	0
1 to 2 business days	1	50
More than 2 business days	0	0
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	1	50
Total	2	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	100
10 <i>Completely Satisfied?</i>	0	0
Total	1	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	25
7	0	0
8	2	50
9	0	0
10 <i>Very Easy?</i>	1	25
Total	4	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	2	16.7
2	0	0
3	0	0
4	1	8.3
5	0	0
6	3	25.0
7	1	8.3
8	1	8.3
9	1	8.3
10 <i>Very Helpful?</i>	3	25.0
Total	12	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- The agent tried to help but their were no solutions. I am losing my job because my kids don't have child care.
- The information wasn't clear

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	8.3
2	0	0
3	0	0
4	0	0
5	0	0
6	1	8.3
7	3	25.0
8	1	8.3
9	2	16.7
10 <i>Completely Satisfied?</i>	4	33.3
Total	12	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- Good
- Not too welcoming

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	8.3
2	0	0
3	0	0
4	2	16.7
5	0	0
6	2	16.7
7	1	8.3
8	2	16.7
9	0	0
10 <i>Very Likely?</i>	4	33.3
Total	12	100

Q9 How do you describe yourself? (n=12)

	Number	Percent
Hispanic or Latino	5	41.7
African American or Black	3	25.0
Asian	1	8.3
Native American or Alaskan Native	0	0
White	1	8.3
Other	0	0
Prefer not to answer.	3	25.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	5	45.5
2	4	36.4
3	2	18.2
4	0	0
5 or more	0	0
Total	11	100

Participant Language

	Number	Percent
English	11	91.7
Spanish	1	8.3
Total	12	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=76)

	Number	Percent
So that I could work	55	72.4
So that I could go to school	7	9.2
To provide my child educational or social enrichment	52	68.4
To find before/after school care	14	18.4
To find additional care during holidays	1	1.3
To find a different child care provider	1	1.3
To reduce child care expenses	30	39.5
Previous child care provider stopped providing care	0	0
Other	2	2.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	10	13.2
No	66	86.8
Total	76	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=10)

	Number	Percent
Too much paperwork	7	70.0
Did not know what documentation needed to be submitted	2	20.0
Difficulties with logging in	1	10.0
Took too much time	2	20.0
Other	3	30.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	4	40.0
No	6	60.0
Not Sure/Don't Remember	0	0
Total	10	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	32	42.1
No	44	57.9
Total	76	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=32)

	Number	Percent
By phone	26	81.3
Office visit	6	18.8
By email	14	43.8
Online/website	4	12.5
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	3	9.4
2	0	0
3	2	6.3
4	0	0
5	4	12.5
6	0	0
7	3	9.4
8	2	6.3
9	2	6.3
10 <i>Very Helpful?</i>	16	50.0
Total	32	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: They always resolved my concerns and were always willing to help.
- They still haven't gotten back to me.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	0	0
2	0	0
3	1	1.3
4	0	0
5	6	7.9
6	5	6.6
7	6	7.9
8	13	17.1
9	12	15.8
10 <i>Very Easy?</i>	33	43.4
Total	76	100

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Communicating with the correct contact at the EIC.
- wasn't sure how the voucher worked and was conceded I couldn't keep him in his daycare even though they offered vpk.
- Getting approved since I was required to send in at least 15 documents and multiple emails back and fourth.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=76)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	53	69.7
Reviewed types of child care available	7	9.2
Discussed schedules of care needed	5	6.6
Provided list of providers that met my needs	16	21.1
Other	1	1.3

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	1	1.3
4	2	2.6
5	4	5.3
6	1	1.3
7	4	5.3
8	9	11.8
9	11	14.5
10 <i>Extremely Likely?</i>	44	57.9
Total	76	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=76)

	Number	Percent
Hispanic or Latino	22	28.9
African American or Black	21	27.6
Asian	7	9.2
Native American or Alaskan Native	1	1.3
White	27	35.5
Other	3	3.9
Prefer not to answer.	5	6.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	22	29.7
2	28	37.8
3	13	17.6
4	5	6.8
5 or more	6	8.1
Total	74	100.0

Participant Language

	Number	Percent
English	75	98.7
Spanish	1	1.3
Total	76	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	3	50.0
4-5 years	0	0
6-10 years	3	50.0
More than 10 years	0	0
Total	6	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	16.7
7	0	0
8	1	16.7
9	0	0
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	16.7
7	0	0
8	1	16.7
9	0	0
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	16.7
7	1	16.7
8	0	0
9	0	0
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	2	33.3
8	0	0
9	0	0
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	2	33.3
8	0	0
9	0	0
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	16.7
8	0	0
9	1	16.7
10 <i>Very Likely</i>	4	66.7
Total	6	100

ELC of Southwest Florida

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=34)

	Number	Percent
Online	7	20.6
Through a friend or family member	16	47.1
Advertisements	1	2.9
Community organizations	6	17.6
Child care provider	10	29.4
Other	3	8.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=34)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	18	52.9
Voluntary Pre-kindergarten (VPK)	24	70.6
Child care provider listing	7	20.6
Parenting tips and / or similar information	3	8.8
Help in understanding characteristics of quality child care	2	5.9
Developmental screenings	2	5.9
Family activities	2	5.9
Other support for household needs (food, housing, cash assistance, healthcare)	1	2.9
Special needs services / Inclusion	0	0
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	15	48.4
For help with child care financial assistance eligibility or re-determination	9	29
For information about my place on the child care financial assistance waiting list	0	0
To enroll my child at a provider	5	16.1
For general information	2	6.5
Total	31	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	8	23.5
Office visit	6	17.6
Email	4	11.8
Coalition website / chat	15	44.1
Other (Please specify.)	1	2.9
Total	34	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
Speak with someone immediately?	5	62.5
Wait on hold before speaking with someone?	1	12.5
Leave a message to receive a call back?	2	25.0
Total	8	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	0	0
5-15 minutes	1	100
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	1	100

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	0	0
Too long, but I waited	1	100
So long that I hung up	0	0
Not sure/don't remember	0	0
Total	1	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	100
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	1	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	0	0
1 to 2 business days	2	100
More than 2 business days	0	0
Not Sure / Don't Remember	0	0
Total	2	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	50
7	0	0
8	1	50
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	2	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	3	50
5-15 minutes	2	33.3
More than 15 minutes	0	0
Not Sure / Don't Remember	1	16.7
Total	6	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	1	20
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	4	80
Total	5	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	0	0
1 to 2 business days	2	50
More than 2 business days	2	50
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	0	0
Total	4	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	25
2	0	0
3	0	0
4	1	25
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Completely Satisfied?</i>	2	50
Total	4	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	2	13.3
2	0	0
3	1	6.7
4	2	13.3
5	0	0
6	1	6.7
7	2	13.3
8	0	0
9	2	13.3
10 <i>Very Easy?</i>	5	33.3
Total	15	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	4	11.8
2	2	5.9
3	1	2.9
4	1	2.9
5	3	8.8
6	1	2.9
7	0	0
8	6	17.6
9	2	5.9
10 <i>Very Helpful?</i>	14	41.2
Total	34	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- They were kind and guided me through each step to get my daughter enrolled
- The website has always been an amazing tool to complete an application (initial) and the renewal. However, once an application is submitted, weeks go back without any updates. I call, send emails, leave voicemails, etc. Everything is always completed the day before my assistance is set to expire.
- The workers were all very helpful
- Without your help for my son, I wouldn't be able to afford daycare. That would put me in the same rut I started out in, which resulted to me getting in trouble and having multiple financial conflicts.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	2	5.9
2	0	0
3	1	2.9
4	2	5.9
5	2	5.9
6	1	2.9
7	1	2.9
8	1	2.9
9	2	5.9
10 <i>Completely Satisfied?</i>	22	64.7
Total	34	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- The person I communicated with took time to explain to me all the regarded my
- They are responsible and trained in their work and personal treatment of people, it is a pleasant office From all the staff
- Seemed like she was totally committed to me and my situation

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	2	5.9
2	0	0
3	1	2.9
4	0	0
5	4	11.8
6	2	5.9
7	2	5.9
8	1	2.9
9	3	8.8
10 <i>Very Likely?</i>	19	55.9
Total	34	100

Q9 How do you describe yourself? (n=34)

	Number	Percent
Hispanic or Latino	15	44.1
African American or Black	6	17.6
Asian	1	2.9
Native American or Alaskan Native	0	0
White	10	29.4
Other	0	0
Prefer not to answer.	4	11.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	13	39.4
2	10	30.3
3	8	24.2
4	2	6.1
5 or more	0	0
Total	33	100

Participant Language

	Number	Percent
English	30	88.2
Spanish	4	11.8
Total	34	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=146)

	Number	Percent
So that I could work	121	82.9
So that I could go to school	22	15.1
To provide my child educational or social enrichment	99	67.8
To find before/after school care	39	26.7
To find additional care during holidays	17	11.6
To find a different child care provider	3	2.1
To reduce child care expenses	75	51.4
Previous child care provider stopped providing care	1	0.7
Other	9	6.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	25	17.1
No	121	82.9
Total	146	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=25)

	Number	Percent
Too much paperwork	10	40.0
Did not know what documentation needed to be submitted	5	20.0
Difficulties with logging in	7	28.0
Took too much time	5	20.0
Other	12	48.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	10	40.0
No	13	52.0
Not Sure/Don't Remember	2	8.0
Total	25	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	98	67.1
No	48	32.9
Total	146	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=98)

	Number	Percent
By phone	64	65.3
Office visit	47	48.0
By email	42	42.9
Online/website	18	18.4
Other (Please specify.)	2	2.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	1.0
2	3	3.1
3	6	6.1
4	3	3.1
5	8	8.2
6	2	2.0
7	5	5.1
8	12	12.2
9	4	4.1
10 <i>Very Helpful?</i>	54	55.1
Total	98	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- S: They wait time to communicate on the phone is too long.
- Because they listen to me and try to provide me with the best knowledge they could so grateful for the program.
- Because they made it as hassle free as possible for me!
- They dont seem to care and don't bother to answer the phones or give any real help besides to put you in front of their computer in the lobby and say figure it out.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	2	1.4
2	4	2.7
3	3	2.1
4	1	0.7
5	11	7.5
6	9	6.2
7	12	8.2
8	16	11.0
9	17	11.6
10 <i>Very Easy?</i>	71	48.6
Total	146	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Communication with the ELC.
- Wait times for childcare are long and ELC does not keep a list of those with openings.
- The lack of knowledgeable employees was a challenge that ultimately required more of my time to problem solve our application.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=146)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	86	58.9
Reviewed types of child care available	29	19.9
Discussed schedules of care needed	15	10.3
Provided list of providers that met my needs	48	32.9
Other	4	2.7

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the _____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	1	0.7
4	1	0.7
5	4	2.7
6	8	5.5
7	3	2.1
8	18	12.3
9	10	6.8
10 <i>Extremely Likely?</i>	101	69.2
Total	146	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=146)

	Number	Percent
Hispanic or Latino	52	35.6
African American or Black	34	23.3
Asian	0	0
Native American or Alaskan Native	0	0
White	56	38.4
Other	4	2.7
Prefer not to answer.	9	6.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	42	29.0
2	54	37.2
3	29	20.0
4	12	8.3
5 or more	8	5.5
Total	145	100.0

Participant Language

	Number	Percent
English	125	85.6
Spanish	21	14.4
Total	146	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	4	44.4
1-3 years	2	22.2
4-5 years	3	33.3
6-10 years	0	0
More than 10 years	0	0
Total	9	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	4	100
No	0	0
Total	4	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	4	100
Other Board Members	0	0
Both	0	0
Total	4	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	11.1
9	3	33.3
10 <i>Very Satisfied</i>	5	55.6
Total	9	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	22.2
9	3	33.3
10 <i>Very Satisfied</i>	4	44.4
Total	9	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	11.1
9	1	11.1
10 <i>Very Satisfied</i>	7	77.8
Total	9	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	3	33.3
10 <i>Very Satisfied</i>	6	66.7
Total	9	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	3	33.3
9	2	22.2
10 <i>Very Satisfied</i>	4	44.4
Total	9	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	2	22.2
8	1	11.1
9	2	22.2
10 <i>Very Likely</i>	4	44.4
Total	9	100

ELC of St. Lucie

Serving families in the cities of Fort Pierce, Port St. Lucie and surrounding areas

Group 1 Seeking CCR&R

Note: St. Lucie responses are not presented as there were fewer than 10 completed St. Lucie surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=83)

	Number	Percent
So that I could work	66	79.5
So that I could go to school	24	28.9
To provide my child educational or social enrichment	66	79.5
To find before/after school care	29	34.9
To find additional care during holidays	6	7.2
To find a different child care provider	3	3.6
To reduce child care expenses	48	57.8
Previous child care provider stopped providing care	1	1.2
Other	1	1.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	12	14.5
No	71	85.5
Total	83	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=12)

	Number	Percent
Too much paperwork	2	16.7
Did not know what documentation needed to be submitted	4	33.3
Difficulties with logging in	2	16.7
Took too much time	3	25.0
Other	6	50.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	4	33.3
No	7	58.3
Not Sure/Don't Remember	1	8.3
Total	12	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	44	53.0
No	39	47.0
Total	83	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=44)

	Number	Percent
By phone	35	79.5
Office visit	4	9.1
By email	29	65.9
Online/website	7	15.9
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	1	2.3
2	0	0
3	0	0
4	2	4.5
5	5	11.4
6	0	0
7	1	2.3
8	4	9.1
9	3	6.8
10 <i>Very Helpful?</i>	28	63.6
Total	44	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- The woman who helped me was to the point, patient and even offered additional help.
- They were very helpful explaining the necessary paperwork I needed to finish the application to see if I qualify.
- I had to reapply due to a worker never calling me back after I had left two messages for her to do so. She then told me I had never called her. The staff is often rude and their delivery is as if they are irritated by helping you.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	3	3.6
2	2	2.4
3	0	0
4	4	4.8
5	7	8.4
6	3	3.6
7	12	14.5
8	9	10.8
9	7	8.4
10 <i>Very Easy?</i>	36	43.4
Total	83	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding child care providers that accepted ELC.
- S: Limited spaces.
- Waiting to be approved.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=83)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	47	56.6
Reviewed types of child care available	10	12.0
Discussed schedules of care needed	8	9.6
Provided list of providers that met my needs	27	32.5
Other	4	4.8

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	0	0
4	0	0
5	2	2.4
6	0	0
7	3	3.6
8	6	7.2
9	6	7.2
10 <i>Extremely Likely?</i>	66	79.5
Total	83	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=83)

	Number	Percent
Hispanic or Latino	17	20.5
African American or Black	34	41.0
Asian	1	1.2
Native American or Alaskan Native	1	1.2
White	30	36.1
Other	2	2.4
Prefer not to answer.	5	6.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	32	38.6
2	36	43.4
3	10	12.0
4	2	2.4
5 or more	3	3.6
Total	83	100.0

Participant Language

	Number	Percent
English	79	95.2
Spanish	4	4.8
Total	83	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	2	28.6
1-3 years	1	14.3
4-5 years	0	0
6-10 years	2	28.6
More than 10 years	2	28.6
Total	7	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	2	100
No	0	0
Total	2	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
ELC Staff	2	100
Other Board Members	0	0
Both	0	0
Total	2	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	1	14.3
4	0	0
5	0	0
6	0	0
7	0	0
8	1	14.3
9	1	14.3
10 <i>Very Satisfied</i>	4	57.1
Total	7	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	14.3
9	1	14.3
10 <i>Very Satisfied</i>	5	71.4
Total	7	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	14.3
10 <i>Very Satisfied</i>	6	85.7
Total	7	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	14.3
8	1	14.3
9	0	0
10 <i>Very Satisfied</i>	5	71.4
Total	7	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	14.3
8	0	0
9	1	14.3
10 <i>Very Satisfied</i>	5	71.4
Total	7	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	28.6
9	1	14.3
10 <i>Very Likely</i>	4	57.1
Total	7	100

ELC of the Big Bend Region

Serving families in Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla Counties

Group 1 Seeking CCR&R

Q1 How did you hear about the Coalition? (n=21)

	Number	Percent
Online	3	14.3
Through a friend or family member	12	57.1
Advertisements	0	0
Community organizations	1	4.8
Child care provider	4	19.0
Other	2	9.5

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 What services were you looking for from the Coalition? (n=21)

	Number	Percent
School Readiness Program (SR) - child care financial assistance	18	85.7
Voluntary Pre-kindergarten (VPK)	8	38.1
Child care provider listing	9	42.9
Parenting tips and / or similar information	1	4.8
Help in understanding characteristics of quality child care	1	4.8
Developmental screenings	3	14.3
Family activities	1	4.8
Other support for household needs (food, housing, cash assistance, healthcare)	4	19.0
Special needs services / Inclusion	4	19.0
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2a (Asked only of those who were looking for information about SR or VPK) Please provide more specifics on why you contacted the Coalition.

	Number	Percent
For help with a child care financial assistance or voluntary pre-kindergarten application	10	47.6
For help with child care financial assistance eligibility or re-determination	7	33.3
For information about my place on the child care financial assistance waiting list	3	14.3
To enroll my child at a provider	1	4.8
For general information	10	47.6
Total	21	100

Q3 How did you **first** contact the Coalition?

	Number	Percent
Phone	7	33.3
Office visit	1	4.8
Email	5	23.8
Coalition website / chat	8	38.1
Other (Please specify.)	7	33.3
Total	21	100.0

Q3a (Asked only of those who contacted by phone) When you called, did you....

	Number	Percent
speak with someone immediately?	3	14.3
wait on hold before speaking with someone?	1	4.8
leave a message to receive a call back?	3	14.3
Total	7	100.0

Q3a1a (Asked only of those who waited on hold) How long were you on hold?

	Number	Percent
Less than 5 minutes	1	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	1	100

*Q3a1b (Asked only of those who waited on hold) Did you feel that the length of time you were on hold was...

	Number	Percent
Reasonable	1	100
Too long, but I waited	0	0
So long that I hung up	0	0
Not sure/don't remember	0	0
Total	1	100

*Q3a1c (Asked only of those who waited on hold) How satisfied or dissatisfied were you with the length of time you were on hold?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100
Total	1	100

Q3a2a (Asked only of those who left a message for callback) How long did it take to receive a call back?

	Number	Percent
Less than 1 business days	1	4.8
1 to 2 business days	2	9.5
More than 2 business days	3	14.3
Not Sure / Don't Remember	0	0
Total	3	100

*Q3a2b (Asked only of those who left a message for callback) How satisfied or dissatisfied were you with the length of time it took to receive a callback?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	1	100
6	0	0
7	0	0
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	0	0
Total	1	100

Q3b1 (Asked only of those who visited the office) When you visited the office, how long did you wait before you were seen?

	Number	Percent
Less than 5 minutes	1	100
5-15 minutes	0	0
More than 15 minutes	0	0
Not Sure / Don't Remember	0	0
Total	1	100

*Q3b2 (Asked only of those who visited the office) How satisfied or dissatisfied were you with the length of time you waited to be seen?

	Number	Percent
1 <i>Very Dissatisfied?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	100
8	0	0
9	0	0
10 <i>Very Satisfied?</i>	1	100
Total	1	100

Q3c1 (Asked only of those who sent email) How long did it take to receive an email response?

	Number	Percent
Less than 1 business day	2	40
1 to 2 business days	2	40
More than 2 business days	0	0
No response needed	0	0
No response received	0	0
Not Sure / Don't Remember	1	40
Total	5	100

*Q3c2 (Asked only of those who sent email) How satisfied or dissatisfied were you with the length of time it took to receive an email response?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	1	25
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	25
8	0	0
9	0	0
10 <i>Completely Satisfied?</i>	2	50
Total	4	100

*Q3d (Asked only of those who contacted via website) How easy was it to find what you needed on the Coalition website?

	Number	Percent
1 <i>Very Difficult?</i>	0	0
2	0	0
3	1	12.5
4	0	0
5	0	0
6	1	12.5
7	1	12.5
8	1	12.5
9	0	0
10 <i>Very Easy?</i>	4	50
Total	8	100

*Q4 How would you rate the helpfulness of the support you received from the Coalition?

	Number	Percent
1 <i>Not Helpful?</i>	1	4.8
2	0	0
3	0	0
4	2	9.5
5	2	9.5
6	1	4.8
7	1	4.8
8	3	14.3
9	0	0
10 <i>Very Helpful?</i>	11	52.4
Total	21	100

Q5 Why do you feel this way? (Please type NA if you don't have a comment.)

- My house is a two income family making under 800 dollar. We as a family already struggle with groceries and bills. And we didn't get approved and my son has been missing his lesson b/c of making a decision on what to pay in the house.
- The responses are always appreciated.

*Q6 How satisfied were you with the level of RESPECT shown to you by Coalition staff?

	Number	Percent
1 <i>Completely Dissatisfied?</i>	0	0
2	0	0
3	1	4.8
4	0	0
5	2	9.5
6	0	0
7	0	0
8	3	14.3
9	0	0
10 <i>Completely Satisfied?</i>	15	71.4
Total	21	100

Q7 Why do you feel this way? (Please type NA if you don't have a comment.)

- I can always expect a clear and correct response to my questions.
- We've had great people helping us

*Q8 How likely are you to recommend the Coalition to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	4.8
2	1	4.8
3	1	4.8
4	0	0
5	1	4.8
6	0	0
7	2	9.5
8	0	0
9	2	9.5
10 <i>Very Likely?</i>	13	61.9
Total	21	100

Q9 How do you describe yourself? (n=21)

	Number	Percent
Hispanic or Latino	0	0
African American or Black	13	61.9
Asian	2	9.5
Native American or Alaskan Native	1	4.8
White	6	28.6
Other	1	4.8
Prefer not to answer.	1	4.8

NOTE: Column does not add to 100% because participants could select more than one option.

Q10 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	14	66.7
2	5	23.8
3	2	9.5
4	0	0
5 or more	0	0
Total	21	100

Participant Language

	Number	Percent
English	21	100
Spanish	0	0
Total	21	100.0

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=158)

	Number	Percent
So that I could work	133	84.2
So that I could go to school	29	18.4
To provide my child educational or social enrichment	100	63.3
To find before/after school care	43	27.2
To find additional care during holidays	15	9.5
To find a different child care provider	8	5.1
To reduce child care expenses	77	48.7
Previous child care provider stopped providing care	2	1.3
Other	5	3.2

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	21	13.3
No	137	86.7
Total	158	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=21)

	Number	Percent
Too much paperwork	7	33.3
Did not know what documentation needed to be submitted	13	61.9
Difficulties with logging in	0	0.0
Took too much time	2	9.5
Other	8	38.1

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	5	23.8
No	12	57.1
Not Sure/Don't Remember	4	19.0
Total	21	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	88	55.7
No	70	44.3
Total	158	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=88)

	Number	Percent
By phone	66	75.0
Office visit	19	21.6
By email	50	56.8
Online/website	20	22.7
Other (Please specify.)	2	2.3

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 <i>Not Helpful At All?</i>	4	4.5
2	0	0
3	3	3.4
4	2	2.3
5	4	4.5
6	2	2.3
7	4	4.5
8	8	9.1
9	11	12.5
10 <i>Very Helpful?</i>	50	56.8
Total	88	100.0

Q3c Why do you feel this way about the assistance provided by the _____ ELC?

- Excellent customer service skills.
- Answers whatever questions I had promptly and assisted with no hesitation.
- Over the phone I didn't have a good experience but received better help in person.
- They were not helpful told me to go online and apply.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	4	2.5
2	1	0.6
3	2	1.3
4	2	1.3
5	7	4.4
6	5	3.2
7	13	8.2
8	21	13.3
9	18	11.4
10 <i>Very Easy?</i>	85	53.8
Total	158	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Getting all the paperwork I needed.
- Getting correct information and help.
- It was hard to find anyone that had room for the 2-year-old.

Q6 In what ways did the ____ ELC support your search for a child care provider? Please select ALL that apply. (n=158)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	104	65.8
Reviewed types of child care available	26	16.5
Discussed schedules of care needed	14	8.9
Provided list of providers that met my needs	39	24.7
Other	6	3.8

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ____ ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	1	0.6
2	1	0.6
3	1	0.6
4	0	0
5	8	5.1
6	3	1.9
7	5	3.2
8	8	5.1
9	8	5.1
10 <i>Extremely Likely?</i>	123	77.8
Total	158	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=158)

	Number	Percent
Hispanic or Latino	8	5.1
African American or Black	98	62.0
Asian	3	1.9
Native American or Alaskan Native	2	1.3
White	44	27.8
Other	1	0.6
Prefer not to answer.	9	5.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	44	28.0
2	64	40.8
3	27	17.2
4	10	6.4
5 or more	12	7.6
Total	157	100.0

Participant Language

	Number	Percent
English	158	100.0
Spanish	0	0
Total	158	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	3	30.0
1-3 years	3	30.0
4-5 years	3	30.0
6-10 years	1	10.0
More than 10 years	0	0
Total	10	100.0

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	3	100
No	0	0
Total	3	100

Q2a (Asked only of board members saying yes in previous item) Is this orientation provided by

	Number	Percent
____ ELC Staff	3	100
Other Board Members	0	0
Both	0	0
Total	3	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	10.0
8	2	20.0
9	0	0
10 <i>Very Satisfied</i>	7	70.0
Total	10	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	20.0
9	0	0
10 <i>Very Satisfied</i>	8	80.0
Total	10	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	10.0
9	1	10.0
10 <i>Very Satisfied</i>	8	80.0
Total	10	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	10.0
8	4	40.0
9	1	10.0
10 <i>Very Satisfied</i>	4	40.0
Total	10	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	10.0
8	3	30.0
9	1	10.0
10 <i>Very Satisfied</i>	5	50.0
Total	10	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	1	10.0
5	0	0
6	0	0
7	1	10.0
8	2	20.0
9	0	0
10 <i>Very Likely</i>	6	60.0
Total	10	100

ELC of the Emerald Coast

Serving families in Okaloosa and Walton Counties

Group 1 Seeking CCR&R

Note: Emerald Coast responses are not presented as there were fewer than 10 completed Emerald Coast surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=60)

	Number	Percent
So that I could work	43	71.7
So that I could go to school	9	15.0
To provide my child educational or social enrichment	38	63.3
To find before/after school care	17	28.3
To find additional care during holidays	7	11.7
To find a different child care provider	1	1.7
To reduce child care expenses	27	45.0
Previous child care provider stopped providing care	1	1.7
Other	6	10.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	7	11.7
No	53	88.3
Total	60	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=7)

	Number	Percent
Too much paperwork	0	0.0
Did not know what documentation needed to be submitted	1	14.3
Difficulties with logging in	4	57.1
Took too much time	3	42.9
Other	2	28.6

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	2	28.6
No	5	71.4
Not Sure/Don't Remember	0	0
Total	7	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	30	50.0
No	30	50.0
Total	60	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=30)

	Number	Percent
By phone	21	70.0
Office visit	3	10.0
By email	16	53.3
Online/website	4	13.3
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 Not Helpful At All?	3	10.0
2	0	0
3	0	0
4	0	0
5	1	3.3
6	0	0
7	3	10.0
8	4	13.3
9	4	13.3
10 Very Helpful?	15	50.0
Total	30	100.0

Q3c Why do you feel this way about the assistance provided by the ELC?

- The staff told me which documents I needed to submit, how to submit them, and answered any next step questions I had.
- My question are always answered a clear manner.
- Not the friendliest.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	2	3.3
2	1	1.7
3	3	5.0
4	1	1.7
5	6	10.0
6	4	6.7
7	8	13.3
8	7	11.7
9	9	15.0
10 <i>Very Easy?</i>	19	31.7
Total	60	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a child care provider with openings.
- Finding providers that actually were taking new students.
- Not enough providers that take it in our area.
- Open slots for age range.

Q6 In what ways did the ELC support your search for a child care provider? Please select ALL that apply. (n=60)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	42	70.0
Reviewed types of child care available	6	10.0
Discussed schedules of care needed	4	6.7
Provided list of providers that met my needs	12	20.0
Other	3	5.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	0	0
4	1	1.7
5	4	6.7
6	0	0
7	3	5.0
8	2	3.3
9	6	10.0
10 <i>Extremely Likely?</i>	44	73.3
Total	60	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=60)

	Number	Percent
Hispanic or Latino	8	13.3
African American or Black	12	20.0
Asian	1	1.7
Native American or Alaskan Native	0	0
White	40	66.7
Other	1	1.7
Prefer not to answer.	4	6.7

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	23	38.3
2	17	28.3
3	12	20.0
4	3	5.0
5 or more	5	8.3
Total	60	100.0

Participant Language

	Number	Percent
English	60	100.0
Spanish	0	0
Total	60	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	5	83.3
4-5 years	0	0
6-10 years	1	16.7
More than 10 years	0	0
Total	6	100.0

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	4	66.7
9	0	0
10 <i>Very Satisfied</i>	2	33.3
Total	6	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	3	50.0
9	1	16.7
10 <i>Very Satisfied</i>	2	33.3
Total	6	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	2	33.3
10 <i>Very Satisfied</i>	4	66.7
Total	6	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	16.7
8	2	33.3
9	1	16.7
10 <i>Very Satisfied</i>	2	33.3
Total	6	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	16.7
8	3	50.0
9	0	0
10 <i>Very Satisfied</i>	2	33.3
Total	6	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	2	33.3
9	4	66.7
10 <i>Very Likely</i>	0	0
Total	6	100

ELC of the Nature Coast

Serving families in Citrus, Dixie, Gilchrist, Levy, and Sumter Counties

Group 1 Seeking CCR&R

Note: Nature Coast responses are not presented as there were fewer than 10 completed Nature Coast surveys

Group 2 Eligible Families

Q1 What were the MAIN REASONS for which you were looking for child care with the Coalition? (n=40)

	Number	Percent
So that I could work	31	77.5
So that I could go to school	3	7.5
To provide my child educational or social enrichment	34	85.0
To find before/after school care	17	42.5
To find additional care during holidays	2	5.0
To find a different child care provider	1	2.5
To reduce child care expenses	17	42.5
Previous child care provider stopped providing care	0	0
Other	2	5.0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2 Did you experience challenges while completing the online application?

	Number	Percent
Yes	1	2.5
No	39	97.5
Total	40	100.0

Q2a (Asked only of those who experienced challenges completing the online application) What part of the online application process was difficult? Please select ALL that apply. (n=1)

	Number	Percent
Too much paperwork	0	0
Did not know what documentation needed to be submitted	0	0
Difficulties with logging in	1	100
Took too much time	0	0
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q2b (Asked only of those who experienced challenges completing the online application) Did these difficulties interfere with your employment or education?

	Number	Percent
Yes	1	100.0
No	0	0
Not Sure/Don't Remember	0	0
Total	1	100.0

Q3 Did you contact the _____ ELC for help with applying for child care?

	Number	Percent
Yes	27	67.5
No	13	32.5
Total	40	100.0

Q3a (Asked only if Coalition was contacted for help in applying for child care) How did you contact the Coalition to get help with applying for child care? Please select ALL that apply. (n=27)

	Number	Percent
By phone	19	70.4
Office visit	3	11.1
By email	17	63.0
Online/website	9	33.3
Other (Please specify.)	0	0.0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q3b (Asked only if Coalition was contacted for help in applying for child care) How helpful was the _____ ELC staff member in assisting you?

	Number	Percent
1 Not Helpful At All?	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	3.7
8	2	7.4
9	2	7.4
10 Very Helpful?	22	81.5
Total	27	100.0

Q3c Why do you feel this way about the assistance provided by the ELC?

- She helped me fill out the form and made sure I returned required documents so my son could attend ELC.
- Elc has helped me so much throughout my daughters two years with there program, with amazing staff.
- Very helpful and understanding.

Q4 Please rate how EASY it was to enroll your child in a child care provider that met your needs

	Number	Percent
1 <i>Very Challenging?</i>	1	2.5
2	0	0
3	0	0
4	0	0
5	0	0
6	1	2.5
7	5	12.5
8	9	22.5
9	4	10.0
10 <i>Very Easy?</i>	20	50.0
Total	40	100.0

Q5 If you had a challenge, what was your MAIN challenge? Please type NA if you did not have any challenges.

- Finding a provider with room for him.
- Getting in touch with my case worker was a big issue. I understand there's waiting list but once approved it shouldn't be harder to speak to any kind of worker. Also the elc of nature coast did not have a proof of employment form on the website and I had to contact the main office in Tallahassee just to get one.

Q6 In what ways did the _____ ELC support your search for a child care provider? Please select ALL that apply. (n=40)

	Number	Percent
I didn't need help; I knew which provider I wanted to use	28	70.0
Reviewed types of child care available	4	10.0
Discussed schedules of care needed	3	7.5
Provided list of providers that met my needs	12	30.0
Other	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

*Q7 How likely are you to recommend the ELC to someone else?

	Number	Percent
1 <i>Not At All Likely?</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	2.5
8	0	0
9	3	7.5
10 <i>Extremely Likely?</i>	36	90.0
Total	40	100.0

Q8 How do you describe yourself? Please select ALL that apply. (n=40)

	Number	Percent
Hispanic or Latino	1	2.5
African American or Black	6	15.0
Asian	0	0
Native American or Alaskan Native	1	2.5
White	34	85.0
Other	0	0
Prefer not to answer.	0	0

NOTE: Column does not add to 100% because participants could select more than one option.

Q9 Including the child for which you contacted the Coalition, how many children in your family are under the age of 13?

	Number	Percent
1	15	38.5
2	13	33.3
3	4	10.3
4	4	10.3
5 or more	3	7.7
Total	39	100.0

Participant Language

	Number	Percent
English	40	100.0
Spanish	0	0
Total	40	100.0

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	1	33.3
1-3 years	2	66.7
4-5 years	0	0
6-10 years	0	0
More than 10 years	0	0
Total	3	100

Q2 (Asked only of board members serving less than 1 year) Are new board members provided with an orientation?

	Number	Percent
Yes	0	0
No	1	100
Total	1	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	33.3
9	0	0
10 <i>Very Satisfied</i>	2	66.7
Total	3	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	1	33.3
8	0	0
9	0	0
10 <i>Very Satisfied</i>	2	66.7
Total	3	100

*Q5 How satisfied are you with the FAIRNESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	33.3
10 <i>Very Satisfied</i>	2	66.7
Total	3	100

*Q6 How satisfied are you with the EFFICIENCY of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	33.3
9	0	0
10 <i>Very Satisfied</i>	2	66.7
Total	3	100

*Q7 How satisfied are you with the EFFECTIVENESS of _____ ELC board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	1	33.3
9	0	0
10 <i>Very Satisfied</i>	2	66.7
Total	3	100

*Q8 Is the _____ ELC on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	1	33.3
10 <i>Very Likely</i>	2	66.7
Total	3	100

Redlands Christian Migrant Association (RCMA)

Addressing the needs of children in migrant farm working and low-income families

Group 1 Seeking CCR&R

Note: RCMA responses are not presented as the RCMA does not offer CCR&R services.

Group 2 Eligible Families

Note: RCMA responses are not presented as there were fewer than 10 completed RCMA surveys

Group 4: Board Members

Q1 About how many years have you served on this board?

	Number	Percent
Less than 1 year	0	0
1-3 years	4	33.3
4-5 years	3	25.0
6-10 years	1	8.3
More than 10 years	4	33.3
Total	12	100

*Q3 How satisfied were you with the length of time it took for you to receive information about board agenda items?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	8.3
7	2	16.7
8	1	8.3
9	4	33.3
10 <i>Very Satisfied</i>	4	33.3
Total	12	100

*Q4 How satisfied were you with the meeting materials provided?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	2	16.7
8	1	8.3
9	3	25.0
10 <i>Very Satisfied</i>	6	50.0
Total	12	100

*Q5 How satisfied are you with the FAIRNESS of RCMA board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	8.3
7	0	0
8	0	0
9	3	25.0
10 <i>Very Satisfied</i>	8	66.7
Total	12	100

*Q6 How satisfied are you with the EFFICIENCY of RCMA board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	4	33.3
7	0	0
8	1	8.3
9	6	50.0
10 <i>Very Satisfied</i>	1	8.3
Total	12	100

*Q7 How satisfied are you with the EFFECTIVENESS of RCMA board meetings?

	Number	Percent
1 <i>Very Unsatisfied</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	8.3
7	2	16.7
8	1	8.3
9	4	33.3
10 <i>Very Satisfied</i>	4	33.3
Total	12	100

*Q8 Is the RCMA on track to meet organizational goals for the year?

	Number	Percent
1 <i>Very Unlikely</i>	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	1	8.3
7	2	16.7
8	2	16.7
9	4	33.3
10 <i>Very Likely</i>	3	25.0
Total	12	100

Discussion: Recommendations for future survey processes and procedures

The primary aim of this initial implementation year of the Early childhood education and care supports for system stakeholders (i.e., children, families, ELC Board Members) was to develop and test the newly developed client satisfaction surveys, implement the methodology for systematic data collection, and share initial findings with DEL and ELCs to improve understanding of the perspectives of their clients. While the initial implementation was successful in achieving this primary aim, the research team at UF has identified several recommendations for next year that will support increased representativeness of client perspectives and improved meaningfulness of findings.

Expand survey fielding period for families and automate invitation for surveys

The biggest challenge to the representativeness of survey results in Year 1 was the low number of surveys completed during the compressed fielding period of this first year. Thus, the major efforts in Year 2 should be aimed at increasing response through various approaches, including automated invitation to complete customer satisfaction surveys immediately following key touchpoints and inviting families to participate in the surveys beginning in early Fall and continuing through late spring.

Validate existing and additional survey questions

One concern is that the UF Team did not have time to personally conduct cognitive interviews with families to get a sense of how the questions were being perceived for clarity, relevance, and reliability. We did use mostly questions that had been used elsewhere and were the product of rigorous formative research by other researchers, as well as valuable input from the Workgroup. But we hope to fine-tune these items by cognitive interviews with various families.

Recommended revisions to data collection methodology catered specifically to different customer types:

Group 1, families completing a referral. This survey might be best completed via an opt-in survey immediately after contact with the Coalition. A QR code or URL for the survey could pop up for website users or be emailed by the Coalition to families after a referral is provided. This strategy was considered in Year 1, but discarded when it seemed that some items in the original Statement of Work would require advance information to guide the questionnaire; however, those items were ultimately dropped, making the opt-in survey more practicable.

There could be coordination with the UFSRC for a follow-up contact. Another strategy would be to attempt a follow-up by telephone if an online response is not received, which was planned for year one, but was not possible due to the compressed fielding period.

Many of the complaints or problems registered by parents in Group 1 were focused on issues such as

- An inability to get their child into SR or VPK
- Problems using the online system
- Difficulty producing the necessary documentation
- Being notified that a family was not eligible for SR/VPK

In many cases, these issues are not controlled by the Coalitions, but Group 1 respondents “blame” the ELCs for these problems. This blame is reflected in lower ratings, which could impact ELCs negatively in future years. It would be useful to develop questions that could help to explicitly identify this sentiment and avoid penalizing ELCs for factors beyond their control.

Group 2, families with a child who is eligible or re-eligible. This questionnaire seemed to perform well, with a variety of responses including many thoughtful open-ended comments. However, only two items were designated to be scored as part of the algorithm. For future years, the number of scored items should be expanded, which may involve the identification of other topics. In future iterations, emails can be sent on Thursday, providing a reminder close to the weekend.

Group 2 RCMA response was lower than expected. While data collection via phone is costly, a phone follow-up may be needed to collect sufficient RCMA interviews to allow a representative sampling of opinion. Low response rates are likely attributed to multiple factors. Language barriers may be present in this population given the high presence of Creole speakers. At the same time, it is very likely that access issues are also present, specifically lack of internet access. A telephone component that includes a Creole version is a survey mode that can overcome barriers of internet access, while also helping to address language and possible literacy issues.

Group 3, SR or VPK providers. This had the lowest number of sample, because few providers were being contracted during the spring months of our compressed fielding period. Since most providers are contracted around the time of the new fiscal year (July 1), it might be best to conduct the survey shortly after that window but before or after the August to early September window which is reported to be a busy time for providers, with demands on their time that may compete for time to complete the survey.

Group 4, board members. This was a very short survey with good response but is probably best conducted early in the year since one question asks about “goals for the year.” Also, since many board members serve for multiple years, the repetitive nature of the survey might be broken up by adding an open-ended question at the end, clearly labelled as OPTIONAL. The questions in various years could explore topics such as “What advice would you give to new board members” or “What accomplishment of your board this year will have the most long-lasting impact?”

Appendices—Supplemental Document

Appendix A. Survey Questionnaires

GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry

GROUP 2: Families with a child recently determined eligible (including re-eligible)

GROUP 3: Child care providers contracted for SR or VPK programs

GROUP 4: Coalition and RCMA board members.

Appendix B. Scoring Algorithm for Calculation of Composite Scores

Appendix C. Full open-ended responses by Coalition or RCMA

Appendices to

2022-2023 Division of Early Learning Customer Service Surveys for Florida Early Learning Coalitions and Redlands Christian Migrant Association (RCMA)

June 2023



This project is funded by contract# SR999 from the Florida Department of Education, Division of Early Learning, via University of Florida DSR AWD13363.

Contents

Appendices.....	342
Appendix A. Survey Questionnaires.....	342
GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry	342
GROUP 2: Families with a child recently determined eligible (including re-eligible).....	347
GROUP 3: Child care providers contracted for SR or VPK programs	350
GROUP 4: Coalition and RCMA board members.....	354
Appendix B. Scoring Algorithm for Calculation of Composite Scores	356
GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry	356
GROUP 2: Families with a child recently determined eligible (including re-eligible).....	357
GROUP 3: Child care providers contracted for SR or VPK programs	357
GROUP 4: Coalition and RCMA board members.....	357
Appendix C. Full open-ended responses by Coalition or RCMA	358
GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry	358
ELC of Alachua.....	358
ELC of Brevard	359
ELC of Broward	363
ELC of Duval	365
ELC of Escambia	365
ELC of Flagler & Volusia.....	366
ELC of Florida's Heartland	367
ELC of Florida's Gateway	367
ELC of Hillsborough	368
ELC of Indian River, Martin, Okeechobee.....	369
ELC of Lake	369
ELC of Manatee	370
ELC of Marion.....	370
ELC of Miami-Dade.....	371
ELC of North Florida/Episcopal Children's Services	375
ELC of Northwest Florida	377
ELC of the Emerald Coast	378
ELC of Orange.....	378
ELC of Osceola County	380

ELC of Palm Beach	381
ELC of Pasco and Hernando	386
ELC of Pinellas	387
ELC of Polk.....	389
ELC of Santa Rosa	392
ELC of Sarasota County	393
ELC of Seminole.....	394
ELC of Southwest Florida	395
ELC of St. Lucie	397
ELC of the Big Bend Region	397
ELC of the Nature Coast	398
Redlands Christian Migrant Association (RCMA)	398
GROUP 2: Families with a child recently determined eligible (including re-eligible).....	399
ELC of Alachua.....	399
ELC of Brevard	401
ELC of Broward	405
ELC of Duval	413
ELC of Escambia	419
ELC of Flagler & Volusia.....	421
ELC of Florida's Heartland.....	425
ELC of Florida's Gateway	427
ELC of Hillsborough	428
ELC of Indian River, Martin, Okeechobee.....	432
ELC of Lake	434
ELC of Manatee	436
ELC of Marion.....	439
ELC of Miami-Dade.....	441
ELC of North Florida/Episcopal Children's Services	450
ELC of Northwest Florida	453
ELC of the Emerald Coast	455
ELC of Orange.....	457
ELC of Osceola County	461
ELC of Palm Beach.....	463

ELC of Pasco and Hernando	472
ELC of Pinellas	476
ELC of Polk.....	481
ELC of Santa Rosa	484
ELC of Sarasota County	486
ELC of Seminole.....	488
ELC of Southwest Florida	490
ELC of St. Lucie	495
ELC of the Big Bend Region	498
ELC of the Nature Coast	501
Redlands Christian Migrant Association (RCMA)	503
GROUP 3: Child care providers contracted for SR or VPK programs	504

Appendices

Appendix A. Survey Questionnaires

GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry

1. How did you hear about the Coalition? (Select all that apply).

- Online
- Through a friend or family member
- Advertisements
- Community organizations
- Child care provider
- Other, please specify *[Open Answer]*

2. What services were you looking for from the Coalition? (Select all that apply).

- School Readiness Program (SR) - child care financial assistance
- Voluntary Prekindergarten (VPK)
- Child care provider listing
- Parenting tips and/or similar information
- Help in understanding characteristics of quality child care
- Developmental screenings
- Family activities
- Other support for household needs (food, housing, cash assistance, healthcare)
- Special needs services/Inclusion
- Other

2a. *[If the client contacted the Coalition for VPK or SR]* Provide more specifics on why on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary prekindergarten application
- For help with child care financial assistance eligibility or re-determination
- For information about my place on the child care financial assistance waiting list
- To enroll my child at a provider
- For general information

3. How did you first contact the Coalition?

- Phone
- Office visit
- Email
- Coalition website/chat
- Other, please specify *[Open Answer]*

3a. *[If respondents select "Option 1" on Q3, the respondents will receive this question]* When you called, did you....

1. speak with someone immediately? *[go to Q4]*
2. wait on hold before speaking with someone?
3. leave a message to receive a call back?

3.a.1.a. *[If respondents select "Option 2" on Q3a, the respondents will receive this question]* How long were you on hold?

- Less than 5 minutes
- 5-15 minutes
- More than 15 minutes
- Not sure/don't remember *skip to Q 4*

3.a.1.b. *[If respondents select "Option 2" on Q3a, the respondents will receive this question]* Did you feel that the length of time you were on hold was...

- Reasonable
- Too long, but I waited
- So long that I hung up
- Not sure/don't remember *skip to Q 4*

3.a.1.c. *[If respondents select "Option 2" on Q3a, the respondents will receive this question]* How satisfied or dissatisfied were you with the length of time you were on hold?

1 Very Dissatisfied ----- 10 Very Satisfied

[Skip to Q4]

3.a.2.a. *[If respondents select "Option 3" on Q3a, the respondents will receive this question]* How long did it take to receive a call back?

- Less than 1 business day
- 1 to 2 business days
- More than 2 business days
- Not sure/don't remember *skip to Q 4*

3.a.2.b. *[If respondents select "Option 3" on Q3a, the respondents will receive this question]* How satisfied or dissatisfied were you with the length of time it took to receive a call back?

1 Very Dissatisfied ----- 10 Very Satisfied

[Skip to Q4]

3.b.1. *[If respondents select "Option 2" on Q3, the respondents will receive this question]* When you visited the office, how long did you wait before you were seen?

- Less than 5 minutes
- 5 – 15 minutes
- More than 15 minutes
- Not Sure/Don't Remember *skip to Q 4*

3.b.2. *[If respondents select "Option 2" on Q3, the respondents will receive this question]* How satisfied or dissatisfied were you with the length of time you waited to be seen?

1 Very Dissatisfied ----- 10 Very Satisfied

[all responses go to Q4]

3.c.1. *[If respondents select "Option 3" on Q3, the respondents will receive this question]* How long did it take to receive an email response?

- Less than 1 business day
- 1 to 2 business days
- More than 2 business days
- No response needed *skip to Q 4*
- No response received
- Not Sure/Don't Remember *skip to Q 4*

3.c.2. *[If respondents select "Option 3" on Q3, the respondents will receive this question]* How satisfied or dissatisfied were you with the length of time it took to receive an email response?

1 Very Dissatisfied ----- 10 Very Satisfied

[all responses go to Q4]

3.d. *[If respondents select "Option 4" on Q3, the respondents will receive this question]* How easy was it to find what you needed on the Coalition website?

1 Very Difficult ----- 10 Very Easy

[all responses go to Q4]

4. How would you rate the helpfulness of the support you received from the Coalition?

[Slider Question]

1 Not Helpful ----- 10 Very Helpful

5. Why do you feel this way?

[Open Response]

6. How satisfied were you with the level of respect shown to you by Coalition staff?

[Slider Question]

1 Very Dissatisfied ----- 10 Very Satisfied

7. Why do you feel this way?

[Open Response]

8. How likely are you to recommend the Coalition to someone else?

[Slider Question]

1 Not at All Likely ----- 10 Extremely Likely

9. How do you describe yourself? Please select ALL that apply.

- Hispanic or Latino
- African American or Black
- Asian
- Native American or Alaskan Native
- White
- Other _____
- Prefer not to answer

10. Including the child for which you contacted the Coalition, how many children in your family are under age 13?

- 1
- 2
- 3
- 4
- 5 or more

Appendix A. Survey Questionnaires

GROUP 2: Families with a child recently determined eligible (including re-eligible)

1. What were the main reasons for which you were looking for child care with *the [INSERT Coalition Name]?* (Select all that apply).

- So that I could work
- So that I could go to school
- To provide my child educational or social enrichment
- To find before/after school care
- To find additional child care during holidays
- To find a different child care provider
- To reduce child care expenses
- Previous Child Care Provider stopped providing care
- Other, please specify *[Open Answer]*

2. Did you experience challenges while completing the online application?

- Yes
- No *[Skip to Q3]*

2a. *[If respondents answered "Yes" on Q2]* What part of the online application process was difficult? (Select all that apply).

- Too much paperwork
- Did not know what documentation needed to be submitted
- Difficulties with logging in
- Took too much time
- Other, please specify *[Open Answer]*

2b. *[If respondents answered "Yes" on Q2]* Did these difficulties interfere with your employment or education?

- Yes
- No
- Not sure/don't remember

3. Did you contact the Coalition for help with applying for child care?

- Yes
- No *[go to Q4]*

3a. *[If respondents answered "Yes" on Q3]* How did you contact the Coalition to get help with applying for child care? (Select all that apply).

- By phone
- Office visit
- By email

3b. *[If respondents answered "Yes" on Q3]* How helpful was the Coalition staff member in assisting you?

1 Not Helpful At All -----10 Very Helpful

3c. *[If respondents answered "Yes" on Q3]* Why do you feel this way about the assistance provided by the Coalition?

[Open Response]

4. Please rate how easy it was to enroll your child in a child care provider that met your needs.

[Slider Question]

1 Very Challenging----- 10 Very Easy

5. If you had a challenge, what was your main challenge? (Please type N/A if you did not have challenges)

[Open Response]

6. In what ways did the Coalition support your search for a child care provider?

(Select all that apply)

- I didn't need help; I knew which provider I wanted to use
- Reviewed types of child care available
- Discussed schedule of care needed
- Provided list of providers that met my needs
- Other, please specify (*Open answer*)

7. How likely are you to recommend the Coalition to someone else?

[Slider Question]

1 Not At All Likely ----- 10 Extremely Likely

8. How do you describe yourself? Please select ALL that apply.

- Hispanic or Latino
- African American or Black
- Asian
- Native American or Alaskan Native
- White
- Other
- Prefer not to answer

9. Including the enrolled child, how many children in your family are under age 13?

- 1
- 2
- 3
- 4
- 5 or more

Appendix A. Survey Questionnaires

GROUP 3: Child care providers contracted for SR or VPK programs

1. What is your role in your business? (Select all that apply).

- Owner
- Director/Co-Director
- Assistant Director
- Supervisor
- Other Manager
- Other, please specify [Open Answer]

2. What is your preferred method for communicating with the Coalition/RCMA?

- Email
- Phone
- In person conversations

When thinking about your experience with the [INSERT Coalition Name] during the contract process in the last year, please indicate whether you agree or disagree with these statements.

3. "I feel that the staff care about my concerns and my program's success."

[Slider Question]

1 Strongly Disagree ----- 10 Strongly Agree

4. "The staff are open to discussing issues around SR/VPK contracting."

[Slider Question]

1 Strongly Disagree ----- 10 Strongly Agree

5. "The staff are helpful regarding SR/VPK enrollment."

[Slider Question]

1 Strongly Disagree ----- 10 Strongly Agree

6. "The Coalition/RCMA maintains communication with SR providers about new enrollments and redeterminations in a timely manner."

[Slider Question]

1 Strongly Disagree ----- 10 Strongly Agree

7. "The Coalition provided adequate information to providers for administering the Coordinated screening and progress monitoring program (FAST)."

[Slider Question]

1 Strongly Disagree ----- 10 Strongly Agree

8. Please select all Coalition supports for which you participate (Select all that apply).

- I haven't needed support *[go to Q11]*
- Coaching
- Mentoring
- Technical Assistance
- Training
- Financial Support (stipends, subgrants, scholarships, accreditation assistance, etc.)
- Quality Initiatives
- Other, please specify *[Open Answer]*

9. What were your main reasons for getting support from the Coalition/RCMA? (Select all that apply).

- To improve my CLASS score
- To support children with special needs
- To resolve a corrective action plan
- To maintain contract as an SR or VPK provider
- To complete the ARPA and/or CARES Grant application
- To support my program's overall success
- To get support using the Provider Portal
- Other, please specify *[Open Answer]*

10a-h. Please rate your satisfaction with the support services that you have received.

[Slider Question]

[Carry forward responses selected by respondent from the previous question; rate each support received by the provider]

1 Completely Dissatisfied ----- 10 Completely Satisfied

11. Are there other supports you would like that are currently not offered by the Coalition/RCMA? (Please type N/A if not applicable).

[Open Response]

12. Are there any supports that you do NOT find useful and would recommend discontinuing? (Select all that apply).

- Coaching
- Mentoring
- Technical Assistance
- Training
- Financial Support (stipends, subgrants, scholarships, accreditation assistance, etc.)
- Quality Initiatives
- None *[go to Q14]*
- Other, please specify *[Open Answer]*

13a-g. Why do you find *(support services)* NOT useful? (Please type N/A if not applicable).

[Open Response]

[Carry forward responses selected by respondent from Q12 for each support found NOT useful]

14. How can the Coalition/RCMA better support your use of the Provider Portal? (Select all that apply).

- The support that is currently provided is appropriate
- Trainings on how to use the system
- Enhanced technical support
- Other, please specify *[Open Answer]*

15. What improvements to the Provider Portal do you recommend? (Please type N/A if not applicable).

[Open Response]

16. How likely are you to recommend the Coalition to a colleague?

[Slider Question]

1 Not At All Likely ----- 10 Extremely Likely

Appendix A. Survey Questionnaires

GROUP 4: Coalition and RCMA board members.

1. About how many years have you served on this board?

- Less than 1 year *[go to Q2]*
- 1-3 years
- 4-5 years
- 6-10 years
- More than 10 years

These next questions ask about your experience as a Coalition/RCMA board member during the last year, that is, since January 2022:

2. Are new board members provided with an orientation?

- Yes
- No
- Not sure
- N/A

2a. *[If respondents answered "Yes" on Q2]* Is this orientation provided by:

- Coalition/RCMA Staff
- Other Board Members
- Both

In the following questions, please provide your opinion.

3. How satisfied were you with the length of time it took for you to receive information about board agenda items?

[Slider Question]

1 Very Unsatisfied ----- 10 Very Satisfied

4. How satisfied were you with the meeting materials provided?

[Slider Question]

1 Very Unsatisfied ----- 10 Very Satisfied

5. How satisfied are you with the FAIRNESS of Coalition/RCMA board meetings?

[Slider Question]

1 Very Unsatisfied ----- 10 Very Satisfied

6. How satisfied are you with the EFFICIENCY of Coalition/RCMA board meetings?

[Slider Question]

1 Very Unsatisfied ----- 10 Very Satisfied

7. How satisfied are you with the EFFECTIVENESS of Coalition/RCMA board meetings?

[Slider Question]

1 Very Unsatisfied ----- 10 Very Satisfied

8. Is your Coalition/RCMA on track to meet organizational goals for the year?

[Slider Question]

1 Very Unlikely ----- 10 Very Likely

Appendix B. Scoring Algorithm for Calculation of Composite Scores

Analytic methods used to evaluate customer satisfaction

A scoring algorithm for items was initially suggested by the UF team, reviewed by DEL staff, and discussed with the Workgroup of volunteers from Coalitions.

The plan for compilation scores for each Coalition and the RCMA (which does not offer CCR&R services) will be calculated as follows:

Survey Weighting	Customer	ELC	RCMA
Group 1	CCR&R	30%	N/A
Group 2	SR_VPK Eligibility	35%	55%
Group 3	Service Providers	20%	20%
Group 4	Board Members	15%	25%
TOTAL		100%	100%

The composite scores are based on responses to scored items in the questionnaires. Weighted scores have had the survey weights for each customer group (for ELCs 30%, 35%, 20%, and 15% respectively) applied to the raw scores.

A full description of the scored items follows.

GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry

Questions to be scored	Range	
	Low	High
3a1b	1	3
3a1c	1	10
3a2b	1	10
3b2	1	10
3c2	1	10
3d	1	10
4	1	10
6	1	10
8	1	10

Appendix B. Scoring Algorithm for Calculation of Composite Scores

GROUP 2: Families with a child recently determined eligible (including re-eligible)

Questions to be scored	Range	
	Low	High
3b	1	10
7	1	10

GROUP 3: Child care providers contracted for SR or VPK programs

Questions to be scored	Range		
	Low	High	
3	1	10	
4	1	10	
5	1	10	
6	1	10	
7	1	10	
10a-h	1	10	(per response)
16	1	10	

GROUP 4: Coalition and RCMA board members

Questions to be scored	Range	
	Low	High
3	1	10
4	1	10
5	1	10
6	1	10
7	1	10
8	1	10

Appendix C. Full open-ended responses by Coalition or RCMA

GROUP 1: Families seeking CCR&R services, upon completion of a referral inquiry

ELC of Alachua

Q How did you hear about the Coalition?

Foster agency

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider

Q How did you first contact the Coalition?

- Referral

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: I understand that the demand is very high, but the response times are very long, and the information is not clear.
- Everyone was helpful and very informative of the information I needed to complete my application
- I feel this way because coalition was such a big help to me.
- I feel this way because my experience has been satisfactory.
- I immediately contacted our counselor when I found out the childcare center I had requested for our foster daughter was no longer taking the voucher (ELC didn't seem to know this and had them on the active list). I got a response back and then I asked a question in regards to the 10 day policy as our child was changing ages in less than 3 weeks and would have to be moved across classes at that time. This seemed the antithesis of trauma informed care. I asked if it was possible to post pone our use of the voucher until she turned 1 (3 weeks later). I was told it could probably be put on hold and I would hear back from them asap. I NEVER heard back. I got a phone call at day 8 letting me know there was a problem that I hadn't used it (which I didn't understand bc I thought it was on hold). I immediately left a voice mail for our counselor again to see what was going on. I did NOT ever receive a phone call back. On day 10 I received an email back 5 minutes before our voucher was no longer eligible letting me know it could not be put on hold. This was an answer that could have been provided immediately if not within 24 hours. It took them 10 days and I only received an answer when they were sending me a denial of eligibility. I reached out to a supervisor to talk about the situation and outlined the issues that the lack of communication and response caused (and AGAIN I never heard back from them either). I would be happy to provide names and copies of the e-mails if that would be helpful. I was dissatisfied enough with the entire system that we are now paying over \$1000 a month out of pocket for childcare for our foster daughter rather than try to re-apply and do it all over again. This is not sustainable and will drive foster parents away from being able to take children into their care due to the lack of communication and professionalism encountered when working with our Alachua county ELC. I am not the only parent who is running into similar issues. :

- I'm a single mom and I had to pay 800 dollars a month with vouchers makes no sense and I wasn't receiving child support this place is a joke they act like they wanna help you but they don't in South Carolina I was paying 6 dollars a week and here it's 800 a month who can afford that
- Poor communication through office, not enough information online.
- They don't answer phones, don't help with my issue, have bad attitudes, and make you wait long periods for communication.
- They don't have a sense of compassion and they almost act like they hate their jobs

Q How satisfied were you with the level of RESPECT shown to you by Coalition staff? Why do you feel this way?

- S: The attention is not good.
- I feel this way because my experience with staff was excellent.
- I reached out on multiple occasions to have questions clarified and did not ever receive a response (both through e-mail and phone calls to counselors and supervisors). I also received a call on day 8 of our approval. The person caught me off-guard as she wanted to know why we hadn't enrolled our foster daughter and was short with me. She wanted to know who I had spoken to and when as I tried to explain what had transpired and why I thought the voucher had been put on hold. When I gave her the details to support what I was saying she then transferred me to a voicemail box and I never got a return call.
- The front desk lady was extremely nice letting me use the computer.
- The people that fielded my requests were indifferent to my concerns and difficult to access.
- The staff was very helpful and respectable.
- They didn't respect anything I said a single mom paying 800 a month they didn't even help me find daycare for my youngest
- they speak to mothers as if we are incompetent. I am a working mom have been to college and plenty years in the medical field and i am big on customer service . They do not show that helping parents is a priority

ELC of Brevard

Q What were the main reasons for which you were looking for child care with the Coalition?

- Cousins moved wanted to give him time with friends
- Foster care
- Foster children
- Fostering a child
- I would not be able to do it without your program thank you so much!
- Im a single mother and need a little help
- Ready for kindergarten and the routine
- To provide interactions with others his age, and to help with education.

Q What part of the online application process was difficult?

- Computer reverted me to a pay status of biweekly when I put semi monthly and I was almost kicked out of receiving benefits that are needed because I'm poor and can't afford over \$1400 in childcare costs I'd otherwise have to pay.
- Difficult to navigate application page when completing on phone
- Employees unclear when communicating requirements
- Had trouble uploading
- site difficult to navigate
- The document uploaded didn't work well, but was guided by staff how to upload
- Trying to do it off of cell phone. And I have a hard time reading and spelling
- Website was down the day I tried applying.

Q How did you contact the Coalition to get help with applying for child care?

- Calling 211
- Text

Q Why do you feel this way about the assistance provided by the Coalition?

- Although there is a big turn over rate and my case worker keeps changing everyone is usually great
- Amazing, Friendly, Fast, Knowledgeable Support. I have 3 of my grandchildren in my care now and I didn't know what to do.
- Amazing!
- ELC did not provide assistance with daycares over charging. Their responses are inconsistent and they assign you a new person every time you call for help making it difficult to reach this specific person. Sometimes they do not respond at all.
- Everyone was super helpful
- Everything has been awesome
- Great customer service
- Had to make multiple phone calls and emails, was scolded and harrassed by Cynthia Stewart, called repeatedly well before my reevaluation date, said I should be expressing more gratitude for this assistance, very unprofessional
- I had my questions answered quickly and correctly
- I have talked to others and they received better assistance and guidance
- It amazing and it helps
- It was fast and they communicated very well it also made me feel comfortable
- Kathleen strooband went above and beyond to help and I wish she was still on my case.
- Kathy is amazing and super fast
- Kathy was great! She was very patient and helpful
- Knowledgeable and friendly
- Miss.Gigi located at the cocoa/rock ledge office went above and beyond to help me and I thank her sooo much for assisting me with the process
- Mrs. Kathy Filgueiras has helped me and been so kind so many times. Navigating through the process of becoming a single parent of 4 infer 6 years old alone with no child support was so

scary but I am doing it with the help of ELC and my children are thriving at an amazing day care and afterschool program at Explore and Discover in Titusville.

- out of probably 6-7 employees that i spoke with, only 2 were polite and helpful. the last 2 i encountered. from reception all the way to eligibility, they were rude to an extent that made me sick to my stomach. not an exaggeration, i have severe anxiety but do best talking over the phone. not in this case. they cut me off in the middle of sentences almost every time i spoke. they were unwilling to assist and condescending. i was so appalled that i made posts in several local community social groups and every single person who commented, agreed with me and had the same exact experience (minus the onset panic attacks, i assume)
- She was accurate and nice
- Tedious
- the attendance policy is a little confusing as well as part time pt VPK program is it really "voluntary" and why added on top of K?
- The lady I worked with through the entire process was so patient and heard everything I said . She also helped me get the right information in.
- The person at ELC was returned my call promptly, was very thorough in providing information and helped walk me through the process. They were very dedicated to helping me complete the process
- They answered all my questions quickly and correctly
- They are always willing to help
- They are on top of things, they respond in a timely fashion and very helpful
- They did their best and they were courteous; however they did not have services for my children's schools.
- They helped immediately. You don't get that service anywhere now
- They helped me through the whole process
- They took the time to explain and help me.
- They went out of their way to help a single father with two children a full custody that have developmental delays
- They were understanding patients you're ready to help me with my son
- They were very attentive and helped me through the entire process
- They were very helpful with the application always very pleasant.
- To help me with my younger kids so I can stay working
- Took multiple applications
- Took too long to receive the information that was requested (provider list) and some of the information that was on the provider list was not up to date.
- Very courteous and helped me with my parent portal where i could understand it better.
- Very helpful to mothers new to program. Also send helpful reminders
- Very professional & empathetic with my situation regarding my raising of grandchildren.

Q If you had a challenge, what was your main challenge?

- S: That everything had to be on the computer
- A daycare that had space and Before/Aftercare.
- Back and forth
- Brevard Aftercare at the school does not accept ELC.
- Bring on waitlist

- Documents
- Enrolling on my phone
- finding a center that had the availability for all 4 for my kids
- Finding child care for before school hours
- Finding facilities that accepted ELC and had openings for new students/children
- Gathering all my paperwork lol
- Getting my grand daughter to day care on time, while trying to get other grandchildren to school
- I did it thru my mobile device which was just a bit challenging but the ELC provider helped me get thru it.
- I have a child with an IEP and providers would enroll charge registration fees to give no notice and tell me that my child is no longer welcome at their facility.
- I'm technically challenged but the people in the office. Helped me with the application
- It was easy but a process
- Lack of availability
- lack of availability with providers
- My schools do not receive assistance from ELC
- NO ROOM HAD TO START WHEN ANOTHER CHILD LEFT 1/2 WAY THROUGH THE YEAR
- No space for children, daycare ratings
- Not enough in my area
- One of the major challenge would be there is no list of schools provided to the parents (based on the zip code) so parents can visit more schools and child care facilities provide VPK. Instead of just word of mouth
- Provider charging high fees along with ELC co-pays.
- Several steps that have to be done correctly or the application can not be submitted
- The computer
- The cost of registration and weekly fees
- Trying to find the right school for both my children being different ages
- Unavailable to locate a provider that for my circumstances more school readiness provider should be available for us working parents. Every provider that I contacted either did not provide services, did not pick up from the school my children attended, and the only provider that did either was booked.
- unenrolling at the first school was a long drawn out process which could of been simplified more i believe
- Very easy
- Website was down

Q In what ways did the Coalition support your search for a child care provider?

- Also provided me with other possible care such as speech therapy programs
- Did not help
- Great communication with the school/child care facility
- Helped me figure out how to work and navigate the computer
- talked to me about what to do
- They did not help with finding childcare
- They didn't help

ELC of Broward

Q How did you hear about the Coalition?

- Bcps
- Cps
- Dcf
- DCF
- Elementary school
- School

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- By submitting app
- Cps referred me

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: They deliver complete and updated information, they are fast and specific in the needs that are requested.
- S: Excellent advice and support
- S: They were very useful and kind
- S: Truthfully the personnel are very friendly and help a lot. In my case they had a lot of patience in training everything step to step. It was very calm with them.
- Always helpful information
- Because everyone was helpful
- Because i had to wait for two weeks for the list
- Because they help me get my child in to daycare
- Because you run across some agent that don't really want to do their job and help. It sometimes be a rush you off the phone type of thing. They want you to go online a figure it out on your own kind of thing. Then you end up not getting approved. It crazy.
- Call multiple times, and was assist by knowledgeable, patient representative
- Could've been easier
- Did not receive any follow up call back or contact after filling up application several weeks ago
- Everyone I spoke to is very respectful and great customer service
- God Bless all the employees
- Great dupport
- Great service

- I personally think overtime worked should not be considered a part of income since overtime happens occasionally and is not set
- It helped to place my son in the needed care but it was hard to get the help we needed from the start
- It Is Very Helpful And Very Much So Needed
- It was a little confusing, but i called and they assisted me.
- No one has reached out to me personally, just automated voice calls.
- Process to enroll child into child care center takes a while
- Thank you
- They helped me by providing me with a list of providers to choose from
- They provided me with the relevant information I needed and encouraged me to call anytime. Their
- They sent me online to do the transfer myself
- they tell you one thing and you do it and say oh you can not do it it was a lil upsetting
- Unprofessional non knowledgeable and rude
- Very courteous and professional
- VERY HELPFUL
- What I liked most, above all , was the speed and attention to my application. Once the representative contacted me and I sent over documents, she was speedy with moving my case along.

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: In each and every one of the calls, no matter how simple my question was, they were always willing to answer it with patience and respect.
- S: They were professional and respectful
- S: Very kind, attentive and responded adequately to questions.
- S: Very professional and kind, humane
- Because they were willing to help i just could not get the list
- Courteous
- I was always helped but sometimes you could tell the agent(s) was frustrated or stressed
- If they promise to have someone call me back, the person would call back and and if I request info to be sent via email they do it.
- kind and polite
- Listened to my questions
- Neutral I don't remember speaking with anyone
- Nobody contacted us
- Rude and in a hurry by the staff staff
- Some come so rude
- some was super nice and some was not
- Thankyou
- The person listened and responded accordingly
- they had a nice attitude and was understanding
- They were respectful

ELC of Duval

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- Although not helpful, they were respectful
- Answer yes ma'am no, ma'am. Yes, Miss.
- Because I don't have to worry about somebody watching my kids while I'm at work
- Everyone was nice and helpful, and answered my questions to the best of their abilities. I didn't feel any negative energy during the whole process.
- Good
- i called to let them know that i put the ATM on my application and i've heard nothing back as of yet
- I never got disrespected and they never were rude to me
- I was disrespected by the representative working on my determination
- If I had a question, they found a way to help me resolve it
- It was great
- Latrice Roberts She call my manager on my personal phone trying to say I didn't have what I do have just trying to get me fired from my job just because I try to get help paying for childcare
- One lady was very very nice. There was one lady though that was snippy. No empathy. One lady sent me a lot of great information !
- Respectful
- See previous response
- Staff is polite.
- Staff was very professional
- The person spoke to me respectfully and professionally.
- The representative I spoke with was pleasant, I just never received what I ultimately asked for.
- The staff is very unprofessional rude and likes to argue with the clients/ parents
- They are always respectful, helpful, & very patient
- They truly care to help us single moms and single dads
- they were respectful but no help
- They were very detailed nice helpful
- They weren't disrespectful
- Very professional and helpful
- Very respectful

ELC of Escambia

(sample <11)

ELC of Flagler & Volusia

- Q How did you hear about the Coalition?
- agency collaboration
- CPC
- Dcf
- Doctor
- Facebook
- Foster Care Agency
- Healthy Start program

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- For information about my place on the child care financial assistance waiting list
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- CPC
- Facebook

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: Because I haven't had an answer yet
- Answered emails, phone calls, quick to respond
- Answered my questions and got what I needed in a timely manner
- Because she was very helpful
- Because the agents speak in perfect American english. Ask ways to answer questions and don't have a ton of overwhelming hoops to jump through. In return I am more clear minded and that makes me as well as my children and the ones around me happier. Many reasons. Elc is great. I'm a single mother with two kids. Had elc with both of them a decade apart and the enrollment and focus on the children has only gotten better
- Emailed me very quickly with information
- Everyone we dealt with has been very kind and caring.
- Everything was simple and quick. I was approved extremely quickly.
- Fast efficient respectful staff
- Great services
- Has always been very quick to respond and thoroughly answer questions/provide information.
- I need help with childcare while looking for a job and I guess I can't get help with that
- I needed more specific information on what to submit for certain documents and I never got a straight answer.

- I spoke with Madison and she sent me everything I needed to apply
- No help was provided
- She explained everything to me thoroughly and guide me to where I needed to go to start the process.
- She was cheerful, helpful and knowledgeable
- They always contact me back with answers to my concerns
- They did everything they could to help me get childcare assistance
- They provide info quickly and effectively
- they walked me through the process of applying for assistance and uploading documents
- they were helpful and i received the information quickly
- Very informative for a first time parent

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- Great vibe
- Haven't had anyone with a bad attitude yet. Always been willing to help
- Help with any questions I had.
- Madison was amazing and so helpful but I didn't have the best experience with Crystal. She was very quick to just send short emails saying I didn't send the right information for my school schedule before finally just denying me because I'm not taking 20 credit hours at school, which my school advises against anyone taking because it's excessive
- She was very respectful not to mention the upmost helpful she could possibly be
- The lady I spoke to didn't give me much explanation on what document I was missing even though I had applied several times and gotten kicked back for not having the correct documents.
- They were nice and helped me
- They were polite and responded to me quickly and answered all my questions in a timely manner
- They were very informative. Not judgemental
- they were very pleasant and helpful
- They're very attentive and friendly.
- Very helpful and friendly

ELC of Florida's Heartland
(sample < 11)

ELC of Florida's Gateway
(sample < 11)

ELC of Hillsborough

Q How did you hear about the Coalition?

- CPS
- Dcf
- DCF
- Previous child

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- Provider contacted

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: Thank your for the opportunity that gave me the ability to be part of the program.
- S: The coalition helped me in a great way so that they took care of my baby and they were a blessing for my life
- S: Because I needed more help and I have not received the service
- S: I feel that they gave me half information and I still have not been able to request the services
- Because they don't really help with childcare financial assistance. I was receiving \$280 a month in TANF and they were asking me to pay almost \$300 a week for childcare. They didn't care to help me at all and I'm qualified to work but without childcare im unable to work
- always helped and answered questions
- Everyone was very specific about what I needed to do in order to be accepted for the program.
- Everything was simple
- I am a single, full time working mom. I want nothing more but so see my Daughter have a good education. Daycare's can be super expensive and If it weren't for the Help from ELC, She wouldn't be in the school she's in because I would never be able to afford it. Im super grateful for programs like this that we can apply for. Its super helpful. Give's me peace of mind that she is in a very structured environment and getting a good start t her education. So, THANK YOU ELC!!!!
- I had no idea where to start and they were very helpful with giving me the information I needed.
- My application response time was fast and efficient given how many individuals put in applications a day.
- My child and I still have not had any helpful feedback.
- The agent was very responsive and helpful

- The help is great for my child
- The representative I spoke with answered my questions and concerns and directed me to people I needed to resolve my issues
- They are helping me alot while im in need
- They are so profesional and nice
- Things weren't explained very well and had to keep going back and forth. Almost missed deadlines because of it
- Very helpful!
- We were able to diagnose my little one was developmentally delayed and seek the necessary services for her.

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: They're always available to guide me.
- always polite and respectful
- Emails get answered and easy to call
- Everyone I encountered were professional, considerate and helpful to help me resolve my issues.
- I feel this way because they made a process I thought would be difficult easy to follow
- I have not had any issues with contacting ELC, and whenever I have had to contact everyone I spoke with was super helpful.
- Knowledgeable and swiftness
- Ma
- The take time to talk and explain
- They answer all questions with big smile and with respect
- They helped me every step of the way
- They phone was answered by a real person and they let me speak and asked questions to understand what I was looking for.
- They were kind and knowledgeable
- They weren't concerned at all with my needs. They actually told me that it's not their problem and if I don't like it to get off TANF and forced me to close my case or be sanctioned

ELC of Indian River, Martin, Okeechobee
(sample < 11)

ELC of Lake
(sample < 11)

ELC of Manatee

(sample < 11)

ELC of Marion

Q How did you hear about the Coalition?

- Dcf
- Department of children and family services
- Military

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- For information about my place on the child care financial assistance waiting list
- To enroll my child at a provider

Q How did you first contact the Coalition?

(no response)

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- A lady by the name of Robbie , seems very sweet , but killed me with kindness and I've been waiting for funding for both of my baby's for about 2 1/2 months already , to the. Receive an email stating I was denied , I called her and she pretend she didn't hear me very dissatisfied and discouraged 🙄
- Early learning coalition has been very helpful and pleasant. I look forward to working with you in the near future.
- I feel like to many people was telling me to do to many different things at once
- I filled out an application I accidently checked a box that I shouldn't have and because of this I was denied help. I am a grandmother raising my two grandchildren 7 and 6. Alone with no help, I just wanted help with after school care so I could get a full time job and support them. I was denied help because of a simple mistake. I literally cried when I had to call because no one called me back and I found out I was denied.
- I received good service
- In rrsponse to reaching out, I received a wealth of information back.
- She was beyond helpful, returned my call so fast and willing to help

- Sometimes, the reps tend to sound frustrated.
- Staff does not have communication skills
- they have helped with information and very well knowledgeable
- Very helpful staff very resourceful

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- Even after the person realized that I accidentally checked a box she was still unwilling to help me
- I called in because I was frustrated and confused due to staffs lack of communication in the explaining qualifications and procedures. When attempting to express why I was frustrated a staff member at that point was debating with me on how I should have known what extension I needed to speak with the right person
- Lots of Sarcasm from Ms Robbie she calls herself
- She was very respectful
- The gal who called me was very kind, considerate, helpful, understanding, loving, and professional. A rare find these days
- The people aren't understanding
- They answered all my questions professionally in a well manner
- Very helpful with the computers.

ELC of Miami-Dade

Q How did you hear about the Coalition?

- Case worker
- Child services
- ChildNet
- DCF
- Department of children and family

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- For information about my place on the child care financial assistance waiting list
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- Career source
- Dcf
- DCF
- DCF agent
- Escuela
- Protective agent for families

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: Sometimes you'll arrive to the office and they will leave you alone at the computer and there's no one to help you with
- S: The service we very quick, expeditious and friendly.
- S: Excellent service, very affectionate with the children, very courteous and kind.
- S: They helped me during the process and with the doubts I had
- S: The helped me a lot and informed me on everything.
- S: They helped me with every doubt I had and were very friendly
- S: Very good for the children, helps with their learning
- S: I do not give them 10 because I feel that they need to provide more information when asked about a question about the process that one does with respect to everything they request, they did not explain very well.
- S: I didn't receive help nor did they approve the service that was applied for.
- S: Because they do the best for our children
- S: Because the help me with nothing and I'm having to pay them without being able to
- S: Because I didn't see they were interested in helping the parents
- S: Because when I had a doubt they gave 100% attention
- S: Well, the only say that we have to wait. I'm still waiting to know an answer.
- S: They always offer us help, thank you very much!
- S: They are very clear with explanations and have the time and patience to help.
- S: I have two children with autism, the eldest has the special abilities scholarship, the youngest, since he is 3 years old, has his IP and I tried to apply for child care help but they have denied me on several occasions. I have been applying for 1 year and I always get They say that I lack documentation, present everything that they asked me for, work calendar, bank accounts, I don't know what else to present. The truth is that when people call they are so unkind, I got tired of trying to apply, I think it was so easy for me to apply for the step up student special abilities scholarship, the process was so simple that this process with School readiness seems impossible to me , I have cried asking for help to put my son in school, but to the people who answer. The phone matters so little to them.
- S: I feel sometimes the people on the phone weren't willing to help me when the problem I had at the moment and half the time there were too many papers they had me submit. Some helped me and were excellent and some were a bit professional!

- Absolutely no help or guidance
- Agents should do Preliminary calls right after approval so parents can have ALL REQUIRED DOCUMENTS ready to go and to be processed!!! This case worker waited or was assigned to me after 3 weeks of approval stating that I need more paperwork when it could have been submitted. But the excuse is they're so backed up. So now after new paperwork is submitted parents have to wait up to an additional 10 days with no child care. It truly makes no sense.
- Amazing work
- because it took repeated weeks to get basic information back and forth between coalition and myself
- Because it was really easy to navigation and understand the site
- Because my kids still not in
- Even when I get the certificate , my son couldn't make it to school
- Every time I called, I had a helpful agent to provide me with information I needed.
- Everyone I have spoke to has been helpful and nice
- Great Services
- Great services and support thank you
- Had to do application over a few times because everyone's way to do it was different.
- I appreciate the help I received
- I did not get the help because documents I didn't have were required
- I don't remember
- I was able to complete the VPK application with ease.
- I was asked for my contact information, thats it. I was told I would receive an application. I assumed it would have been sent via email but the application was sent through traditional mail. It has been 2 weeks since I sent in my application and I have not heard back from anyone.
- I was declined
- Important information was not made clear. (I'm not computer savvy)
- It just was so much they required and in a small amount of time.
- It was easy to use but I was still left with some questions.
- Lot of time wasted
- Most people I talked to where helpful
- My case worker drag me through the process making it really hard to get assistance. I gave up trying after 2 months
- No response
- Once I was able to make contact to a human... they were helpful. Leaving messages and awaiting a call back was a waste of time.
- Service was great
- Some people that work in the Coral Gables are extremely pleasant and some are really rude.
- The agent responded to me when I needed them
- The app does not save information when submitted so every time something's missing you have to resubmit everything and then there would be still something missing because you can't see what was done prior
- The first time i called the lady who answered was very rude did not explain nothing so it felt like i had to wait a long time on the phone just to get no type of help

- The information is so helpful!
- The process overall was quick and easy
- The system makes you upload the same things they ask for after being rejected multiple times, ask about programs for special needs no help at all had to go through my insurance. the staff makes it difficult, people with no income get approved. Also help more when a child is on child support and not a mutual agreement of both parents.
- They did not help with school readiness
- They have been very patient and helpful
- They have you waiting for so long
- They help me get my kids in school with financial assistance
- They try to help me a lot
- They were attentive
- They were very helpful
- They were very helpful and gave me all the information I needed up front
- Very Helpful With Child Care For Single Parents

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: Sometimes they didn't explain clearly or respectfully
- S: Sometimes could be better
- S: Respectfully, maybe yes but they didn't help with my needs.
- S: They listened to every one of my questions attentively
- S: They treated me kindly and responded to all of my concerns
- S: Great treatment
- S: I don't know
- S: I don't think they care about my case, not the times I've called asking for guidance. I've called for more than a year asking for information on how to do due process or some way to put my 3-year-old son in some. Program to interact with more children.
- S: For their guidance and quality of their email communications
- S: Because they're professional
- S: Completely satisfied
- S: They're always helpful with all the programs and applications
- S: Everything is great
- S: They were all friendly.
- S: When someone answers the phone call in a friendly manner with precise answers to the questions.
- Amazing
- because i felt i had to step on eggshells when i waited for help for weeks
- Because you guys truly helped
- Cause my kids need school
- Communication was not great
- Communication was. Very bad

- Did not feel disrespected otherwise.
- Each time I have spoken with someone I was treated with kindness and respect.
- Everyone was very kind and patient
- Everyone was very nice
- Few times approached with a sense of demands and lack of guidance. Expectations of knowing what requirements. Never by the person in charge of my case.
- Great communication skills
- Great customer service , very helpful information
- Helpful and friendly
- I didn't even think about feeling disrespected which means they made me feel comfortable
- I wasn't in contact with anyone. I navigated through the site with ease.
- I've never had any issues with anyone I've come in contact with
- MA
- Most people I talked to were respectful
- My adopted children were serviced by DCF to ELC. Details were not explained.
- She was very nice and informative
- Staff Is Very Respectful & Also Reliable
- Thank you to my case worker she was amazing thank you
- The agents were always kind and helpful.
- The case worker was very fast at contacting me, she was very consistent with reaching out to me to make sure I understood the requirements
- The person by the name of Edith wrote me an email and her tone was harsh and condescending.
- The staff is confident and understanding
- The staff talk about the other cases they have when they are new applicants in the lobby
- The staff was professional but not understanding to the fact that I had no transportation .
- They were attentive
- They communicate
- They could have given me more detailed information about the processes.
- They were very nice but the process itself was very stressful because it required documents I did NOT have.
- They were very understanding
- Very good service fast and easy
- Very professional and caring
- Very rude, no phone calls no professionalism

ELC of North Florida/Episcopal Children's Services

Q How did you hear about the Coalition?

- Betty Griffin House
- Foster Care
- Referral

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider

Q How did you first contact the Coalition?

- friend

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

S: They responded to me with a lot of concern to resolve my situation. The person that attended my case was very personable and dedicated to their job. And treated me with a lot of respect and graciousness.

- April was very kind and helpful in explaining things and making sure I completed everything I needed to
- She was very professional and helped with everything needed
- The charges of childcare services should be told upfront to parents instead of hearing of it later on.
- They were able to take care of and meet all the needs that I had.
- They were helpful
- Very helpful
- You have helped a family in need of assistance

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

S: The quickness that they resolved my situation.

- Everyone I spoke with was very knowledgeable and talk to me kind even though I did not understand a lot of the computer things I needed to do they had patience and I appreciated it
- Great service
- Jacki Chimino is awesome
- TOLD TO USE ONLINE
- Very explanatory
- Very professional

ELC of Northwest Florida

Q How did you hear about the Coalition?

- Government Agencies
- OBGYN
- Parents as teachers

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- DCF Referral

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- After experiencing my son being kicked out of the daycare, I reached out for help and they all jumped in to help me find services for him and his disability.
- I didnt get the help I needed. This organization is a joke
- I had to call more than once to speak with someone
- I received a call and email from the person who sent the listing. I asked some questions but said I had to refer to an assigned advisor by last name. I contacted said advisor multiple times and never got a call back. My questions were never answered.
- Never got a call back nor did I get help
- Never got a chance to speak with a case manager also keep getting denied without a chance while most people don't work and I do and don't have a shot at putting my child in a facility. Never visit the office
- Not really helpful when needed.Very helpful imto gave me a list but wasnt very accurate as most school do not longer exist or dont participate in the program anymore
- Provided me with the information I needed and follow up
- The max income to qualify for this program is unreasonable.
- They answered my questions and provided me with a list of child care providers
- they do not universally enforce their policies or drug test their workers and it's unfortunate. These are the options that we have to leave our children with.
- Very helpful
- When I did get in contact they were fast and very helpful

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- after reporting a teacher, threatening to leave my students on a bench in front of the school, she was not removed or recommended any additional training or punishment, nor was she held accountable
- Because I was treated horribly
- Had to wait on for a return call
- I can't said much since I never got a call back. The person who sent the email was nice.
- Informed, understanding, and caring to my side as a parent
- It was only one assistant who contacted me about my child care experience the other lady never called me back after leaving a voicemail
- Never got a call back
- Representative I spoke with was nice and informative
- Send an email and called back but never had an answer.Great timing into issue the certificate but bot help at all about some issue about school
- They took the time to answer my questions and provide support
- Very respectful

ELC of the Emerald Coast

(sample < 11)

ELC of Orange

Q How did you hear about the Coalition?

- Family
- Winnie Palmer hospital

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

(no response)

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: A lot of help, thank you
- S: Because I received the support I needed and expected attention, and where my daughter is placed she's well cared for.
- Early Coalition should provide after school care for ages 4 and below for families
- Every time I needed help there was always someone there to answer any questions I had.
- Feel good
- Happy I was helped in a timely manner
- I am a single mother and day care is very expensive and this program helps me afford daycare
- I got rejected for the amount of money I make but the bills I have I don't have enough to pay for child care they literally want you to live in the streets to get approved for financial assistance
- I have gotten much help with financial assistance from the coalition
- I needed additional clarification about the process in general, and the website is not completely user friendly and/or easy to navigate
- I was ask to submit my information with my application. I submitted everything and still was denied service
- I was looking for drop off daycare options. That wasn't an option so I got a list of centers near me to call to ask but none had that option.
- In the past 1 I been trying to get 4c and they don't have any daycare available
- Lots of bureaucracy and not help.
- My needs were taking care.
- The people i worked with answered ALL of my questions and were super friendly and helpful

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: I have nothing negative, everything has been positive.
- S: Because they support children's rights and prepare them for a good future.
- Always got questions answered in timely manner
- Any questions I asked was never too much
- Lot of bureaucracy. Not help
- N
- Thank you for the help
- They were courteous and responded to my needs
- very friendly and helpful employees
- Very helpful

ELC of Osceola County

Q How did you hear about the Coalition?

- Dcf

Q Provide more specifics on why you contacted the Coalition.

- Help paying for daycare for my daughter

Q How did you first contact the Coalition?

(no response)

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: Although I did the applications and visited the school I have not gotten a place in VPK for my daughter.
- S: I think the case specialist only puts obstacles in the process
- S: Because they immediately helped me to contact Early Steps and they were very kind
- A lot of red tape very little help from employees poor availability of services especially not enough inclusion
- Because I don't qualify because I make 75 hours every 2 weeks
- never got any help they took forever and I only had 10 days to complete the application and they took forever on sending me the list of daycares in my area I lost the 3 job leads I had that I needed the kids in daycare... worst experience ever that's why I don't deal with them at all because they drag their feet... even when I did VPK with my little years ago it was the worst experience ever... I skipped VPK on the ones in between because I didn't want to deal with the headache again...
- Not very helpful at all
- Short staff and never available when needed
- The fact that it is based off of income before taxes which makes no sense
- Their request to meet the requirement was out of this world

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: Anguished for not getting a place
- S: The caller was half rude at first but then changed his attitude.
- S: I felt discriminated against for being an immigrant
- S: There was never a favorable solution

- S: They were very friendly
- I didn't receive any negative feelings but it could have been more personalized.
- Lack of help too they don't honor the application requirements hard to get in contact with someone or help
- she didnt help me and then rushed me when i asked to find daycares...

ELC of Palm Beach

Q How did you hear about the Coalition?

- Case Manager
- Daughters
- DCF
- Doctor's office is where it started
- I could not afford paying for a daycare so I have started to search online of any government assistance. Google brought me to ELC website
- Pediatrician
- Preschool
- refer thru agency
- Signed up before
- Therapist
- Through ChildNet caseworker

Q Provide more specifics on why you contacted the Coalition.

- After scohool
- Afterschool
- Head Start and Early Head Start. Then I was redirected to School Readiness
- Special VPK voucher for Speech services

Q How did you first contact the Coalition?

- DCF
- Event at a library
- Website

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- *S: Friendly and answered my concerns*
- *S: Great attention*
- *S: It was easy to complete the application and I was very grateful for the program*
- *S: They were very friendly and the responded to me.*
- *S: Most of the customer service people have been very kind and have helped me with what I need*
- *S: I have literally been begging for almost a year for help after school care for my children and more than help I have always received a negative response, some document is always missing in a few words a super bad experience with you*
- *S: Very attentive, very efficient and very cordial.*
- *S: Because were very helpful*
- *S: Because they clarified all of the concerns that I had*
- *S: Because they attended to me well*
- *S: Because they helped me fill out my forms, they sent me lists of educational centers and they also advised me for extracurricular activities, they were very kind and very diligent, all the people who work in this place are very kind.*
- *All my answers were answered however when I applied to SR (school readiness) program my application was closed due to non response from my side. I have not received an email or call that my application was approved. So I had to reapply for the second time. And as result I have lost time and money for paying for daycare expenses. When I called and explained my situation to ELC no one did anything for me.*
- *Because I have yet to get an appointment for my son*
- *Because if it wasn't for the help we're getting I don't know how we would survive*
- *Because it's bull crap you have to be working in order to receive any assistance at all! I lost my job a day before you guys called to verify employment.... Now I'm struggling to even find/ get a job that will allow me to work 2 days a week until I get child care —__— I'm no I don't have family or friends here or anyone that can watch them! Some people are not lucky to have that type of help so now thanks to this stupid program rule I'm struggling!*
- *Because it's unfair the qualifications they require*
- *Because she was supposed to send me an email and I haven't gotten it*
- *Better management*
- *Different employees telling me different things*
- *Every time I called them or contacted them by any means they always responded very quickly, and they were concerned for the problems of caller*
- *Everyone EVERYTIME. Was so nice n helpful*
- *Everyone I speak to tries their best to help*
- *Everyone is very helpful*
- *Everyone that I came in contact with with thorough and direct...They are all very helpful.*
- *Fast and efficient*
- *Good*
- *Great*
- *Great service*

- *Great to have this help for single mothers.*
- *had to pay for daycare because my account was having issues and i couldnt afford daycare every week*
- *He was helpful. He stayed on the phone with me while we tried to figure out my answer. Sent me info of what he found via email. He wasn't 100% aware of my needs, why I gave 8 of 10*
- *I asked what centers support providing services/ activities for preschool aged kids. The agent told me she can mail me a list of preschools and I can call all of them. I can do that myself if I go search for all the preschools in my area online. I was hoping they have information about child care and child activities like before care and after care that I could look into*
- *I feel as if I should've received the help I needed and I didn't*
- *I got a follow up call to see if I needed any help finding a VPK provider and was send a list of providers in my area which was incredibly helpful*
- *i have received the help i was in search of*
- *I just want to say thank you ,for all*
- *I never get the service that i wanted . Complete waste of time*
- *I received information support, but my problem didn't resolve*
- *I was given the wrong list of providers, i was denied the school readiness as a single parent because im making "too much" when i am barely making it as is, you need to update your factors on what qualifies as needs assistance for todays standards they seem out dated.*
- *It felt like there was lack of communication with the status of the application*
- *It is not easy to get in*
- *it took two months and I had to borrow \$3000 from my family for child care. Mostly because I never got solid answers or resolution to my case through the call center. I have to show up in person to an ELC near me.*
- *It was easy to navigate.*
- *It's been three months and they keep telling me my paperwork is not processed or needs to be processed just to have my son enrolled at his after school.*
- *My case worker did not return my phone calls or emails and she delayed the process for over a month without any explanation as to why. I called every day for 3 weeks straight with no assistance. Then, I sent her 13 emails in one day just to see if she would respond, and she did not. Finally, I left a "not so nice" message for her supervisor and within 20 minutes of leaving that message the certificate was sent to the provider. There is no reason or excuse for her unprofessionalism. Her actions, or lack there of, has caused me to have severe financial consequences.*
- *My kid get the help he needed*
- *No one never contacted me back*
- *On waiting list for over a year and never received assistance*
- *Over the phone they are very nice but nothing was happening my application sat for almost 30 days.*
- *Personnel friendly and efficient*
- *Prompt courteous service*
- *She was very helpful and took the time to help me navigate through the process of uploading.*
- *Son muy amables en esa oficina y estan dispuestos a ofrecer toda la informacion que necesite*
- *Staff is always friendly and helpful.*

- *Staff Very supportive*
- *The ELC program has really helped me sustain employment by assisting me with childcare for my children*
- *THE GREAT SERVICE*
- *The ladies up front were so helpful and kind*
- *The people who helped me with the application, made the process easy. They allowed me to ask questions and I was able to understand everything.*
- *The person asked me if i needed anything else and answered my question*
- *The representative was quick to email me a list of child care providers*
- *The two ladies that assisted me in that day, was very informative. Things i didn't understand they made it very clear.*
- *There was always someone in the other line that took the time to hear me, always was very understanding what I needed assist with and was excellent in delivered. Thank you!*
- *They answered all my questions*
- *They answered my specific question at the time (but it is still frustrating that whole issues don't get resolved in one call . . . it's a constant back and forth between DCF caseworker and ELC caseworker)*
- *They are great*
- *They helped me with childcare as well as other financial resources.*
- *They really help. I really appreciate their kindness also*
- *They were amazing. Helpful!*
- *They were really helpful*
- *They were really helpful and really fast response*
- *They were very helpful in answering all my questions and making sure everything was completed.*
- *Very attentive*
- *Very informative, nice, friendly*
- *Very professional..*

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- *S: With the staff that I spoke on the phone they treated me the best except for one person who treated me badly but the rest of the staff was always very kind to me*
- *S: Sometimes when you call and people don't speak Spanish, instead of communicating with someone in Spanish they end the call*
- *S: The lady was very kind in person and so were the people on the phone*
- *S: They attended to me well*
- *S: Very cordial*
- *S: They were horizontal in their treatment*
- *S: Because they treat me with and kindness*
- *S: Respectful*
- *S: Always cordial and respectful*

- A lot of reason
- Agent seemed rushed and like they were reading a script
- Always willing to help and good customer service
- Because in case when I have not received an email that notified me that my application was approved, no one have taken my side and have not proposed a solution so I could save my money
- Because she didn't help
- Customer service was a great help and supportive
- Educated and so helpful
- Everyone I spoke to as very pleasant
- Everyone is always respectful
- EVERYONE WAS POLITE
- Everytime I go there or speak to someone they are helpful and positive and make an impact
- good service
- Good service
- Grateful for the help
- Great
- Great help
- Great service
- Great service provided.
- I called multiple times trying to figure out where I stood before I got fired and nobody could tell me anything! Neither did they want to transfer me over to the manager
- i was treated and spoken too in a very kindly manner
- It's difficult communicated with them
- Just super nice and helpful
- No ever calls back or reaches out to check to see if the problem has been solved
- No issues
- Respectful
- See previous comment regarding my case worker.
- She had patience .
- Some workers are nice and care
- Staff was friendly and respectful
- The first few people were very short in tone with me asking questions i need to ask because this is my first time doing anything like this i have questions, the last woman i spoke to when i was denied school readiness was sympathetic and told me she relates and hates having to deny people. Frankly you all could do better
- The level of respectfulness was never the issue. Every single individual that I had the pleasure with speaking with was very professional. I only had issues with getting my case result in a timely manner.
- They always ask is there anything else you want to know that means a lot.
- They are always respectful
- They are very respectful but servuces was never provided

- They both were genuinely nice and happy to help with all my questions. I was confused on how things worked and they walked me through it.
- They listened
- They seemed to understand what I was going through did not make me feel stupid at all
- They took time to speak to me, and called to check that everything was good with my application.
- They were helpful and understanding
- Very courteous
- Very helpful staff
- Very Nice people
- Very professional
- Very professional..

ELC of Pasco and Hernando

Q How did you hear about the Coalition?

- DCF
- Doctor
- Family Services
- Foster care

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- Caseworker
- Referral

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- Carla Ziegler is always so informative. She explains everything very well and let's me know what to expect in the next steps
- Employees are very nice and helpful.

- I have a really good case worker who helps me. Before my case worker was not as great and my experience was a lot worse.
- I never recieved a call back and had to take time off work to go to an office.
- I was and still am kind of lost with all this, just got guardianship of my 3 granddaughters
- It was pleasant
- Lynn was very helpful and compassionate with my situation
- Prompt and easy to speak with and understand the situation
- Rachel Mclean was extremely helpful with my process.
- The answer given was to contact the site (school) but the application says not to contact the school as they have no info
- The person who helped me went above and beyond to get me information.
- The process is detailed and direct
- The website is designed poorly. It's difficult to find how to login
- They were very helpful and they were fast at responding back with the help I needed
- Very helpful

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- Again, I have a really great case worker.
- All I dealt with were very helpful
- Clara has been extremely beneficial and help me out as much as she can. Clara always goes over and beyond
- Community help for single parents
- I ended up going to the daycare to have everything explained to me. When I tried talking to the case worker I got short answers and nothing explained
- I have a special needs child, and the person helping me understands how hard everything has been for us woth getting him the help he needs.
- It was pleasant
- Rachel McLean was professional and helpful.

ELC of Pinellas

Q How did you hear about the Coalition?

- Court
- Cps
- Daycare
- DCF
- Foster care agency
- Fss

- My employer
- My friend
- Social worker
- work

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- For information about my place on the child care financial assistance waiting list
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- don't recall

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: Because I want to enroll my daughter in a daycare but I don't know when to apply or obtain ELC benefits.
- As soon as I was contacted everything happened almost instantly
- Because childcare is expensive
- Because I have been on the waiting list for several months now. Nobody contacted me.
- Communication was very affective, everyone stayed in contact with me
- Doesn't take into consideration other bills family has
- Everyone I spoke to was nice and helpful. And I received a list of providers really fast.
- Everyone I've worked with so far has been very helpful
- Good communication and willingness to assist
- I didn't go yet
- I was assisted with the proper care and resources
- I was never contacted by anyone
- Impossible to get screening been on a 5 month waiting list and that's before services would be offered.
- It was quick and easier this time, rather than beo
- Love the Service
- Most place you leave a message takes about 3 business days to get back to you but I received a call back in less than 24hours
- She was very patience with me. I was having issues with the online application on my phone. But she fixed it for me on her end. Big help!!!

- The period amount of days to find a provider for an infant is not enough it takes longer to search for a provider that accepts an I don't sue to the state only allowing 2 if not 3.
- The person that answer the phone helped me
- They explained everything and were very helpful.
- Very helpful and professional
- Yea they make it to hard to do the application you send in what they said u needed and still get denied

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: They sent the list of child care providers but did not specify where to apply to be part of ELC
- Did not receive much assistance
- Everyone I've worked with has been respectful
- Great
- Haven't been contacted yet
- I just wish I can get my baby in daycare with just having a offer letter
- I was never contacted by anyone
- I was treated very well and I can always call if I have questions
- Just handled the matter quickly and professionally
- No
- Ok
- Staff was helpful and polite just didn't have anything they could do for my foster child to get him assessed in a reasonable time frame.
- They are always very friendly and helpful. Great customer service!
- They called me back in timely fashion and really care
- They were helpful and respectful
- They were just very respectful and helpful.
- They were very nice
- Very helpful
- Very respectful and professional

ELC of Polk

Q How did you hear about the Coalition?

- Dcf
- DCF
- Heartland
- Internet
- One Hope

- Siblings were in program before
- Social worker
- Used services before

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- Family
- Still haven't been contacted

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: Excellent
- Absolutely no options for child care , because I went over a couple percentage on income
- Answered all my questions
- Because they offered every possible information and made me happy
- Because they were quick, very informative, and explained everything
- Determination helps people believe they are doing great things for mothers in need...
- Everything went well
- Great job
- Great program
- Hard to get to the right person. Map not very easy to use.
- i don't understand why they think that \$41000 a year is enough for a family of 4. when my daycare cost \$1000a month
- I have not been contacted so have not received support
- In person the employees were very informative but trying to get someone to answer the phone was hard .
- It answered my questions.
- Jessica R. At Polk county is horrible with customer service. She did not explain anything. Quick to deny and slow to help. Thankfully another Team member assisted me and was very helpful!
- Need to include single parent household, no matter the income
- No one never called me back so I lost my spot
- Nothing but a good experience

- The ELC staff is very helpful in office but it was always hard for me to get in touch with my case workers
- The process is long and even at the finish line I couldn't get the help
- They answered all my questions, responded right away, my worker had compassion in her voice in action. They made sure I knew there were ways to receive help from good daycare.
- They are very helpful and mindful of their job
- They help me with childcare and quality centers for my kids
- They helped me with everything I needed
- They kept me informed when I had questions or issues
- They provided the information and also checked back to make sure I received the information they sent me.
- They really did try but deadlines and availability made it unfruitful
- They were helping me through the process
- Was never called back

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: Quick
- Have yet to talk to anyone for help
- I am always talked to with respect and courtesy.
- I didn't feel uncomfortable after asking questions that i didn't understand
- I havent been contacted
- It went smooth
- Kept being interrupted when trying to express my concerns and while asking questions
- Moderately friendly
- Nothing but a good experience
- Please see previous answer. All staff should be prepared to assist people who need the help. If you are not here to make a difference, then please find another job.
- Polite and helpful
- The staff are very helpful
- They are always polite and helpful.
- They helped me with everything I needed
- They shared their own life experiences and expressed how much important their families well being to them and they would expect nothing less for mine.
- They treated me with kindness
- They were very helpful given me step by step info
- they weren't mean
- Very respectful and nice
- Woman that emailed me back was very helpful & not rude at all

ELC of Santa Rosa

Q How did you hear about the Coalition?

- FFN
- Foster care licensing specialist
- Self inquiry

Q Provide more specifics on why you contacted the Coalition.

(no response)

Q How did you first contact the Coalition?

- In person

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- All employees did the best they could to help me.
- Because being a single mother who cant work yall expected for me to have 25 hrs and thats not possible when you have no freaking help, yall arent even good help. I could say alot more but short and sweet is what I'm sticking too
- Great service
- I make \$4000/month. Paying \$2000 for home and was denied help with 3 kids in daycare
- It was a very informative service
- Prompt information
- Very nice
- When they do answer the phone they will give me any information that's in there means to assist

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- Courteous and knowledgeable
- Everyone was nice and helpful
- Great service
- So people are rude
- Supportive
- The team member was nice & helpful
- Very nice but apologetic for no help

ELC of Sarasota County

Q How did you hear about the Coalition?

- Foster care

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- For information about my place on the child care financial assistance waiting list
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

(no response)

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: They never helped me with anything
- Because I was able to get the information I was looking for.
- gave me the information I needed. very responsive.
- Great communication
- great staff
- Great, comprehensive list with very short turnaround
- I've been approved but not yet assisted
- They want 6 weeks pay stubs and I haven't been working because of no child care
- thorough info
- Took a while for responses, and when i had questions, they just skipped over them. Really didn't help me farther understand some things
- Very nice people and good jobs
- Went smooth

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- Always very respectful
- answered my questions specifically
- conversation was respectful

- Friendly and helpful
- Just very monotone and we just doing their job
- One lady seemed nice but the other seemed rude
- Representative was very professional
- very helpful

ELC of Seminole

Q How did you hear about the Coalition?

- Head Start

Q Provide more specifics on why you contacted the Coalition.

- VPK Summer program

Q How did you first contact the Coalition?

- Online registration portal

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- I received an email with little to no information on why I wasn't qualified
- Income guidelines for family of 3: \$37,000; However, if market rent for a 3brm is \$2,000 -2500 monthly, this equates between \$24k-30,000. This is more than half the salary spent only on shelter costs. With \$7000 left, this equates to \$583 month. With \$583 a month left, that barely covers groceries. How is this program calculating that persons earning slightly more can afford to pay child care? Child care cost \$262 or more per week. My income totaled 42k, of which 7k was from child support and 35k from employment. This income is not enough to support a family of 3, and did not help me at all. This program is heavily flawed, and it only helps part time employees whom earn less. Even those workers can't maintain a minimal standard of living on that limited salary.
- The agent tried to help but their were no solutions. I am losing my job because my kids don't have child care.
- The information wasn't clear
- They are always friendly and helpful.
- Timely responses and professional assistance

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- Did everything online
- Good
- Not to welcoming

ELC of Southwest Florida

Q How did you hear about the Coalition?

- camelot
- Family service's caseworker
- Head Start Program

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

- camelot

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- S: They were kind and guided me through each step to get my daughter enrolled
- good
- S: Because the help has been very useful and productive
- S: I was able to clarify my doubts it was satisfactory
- Front seems to busy or just don't care
- I have 2 applications for my daughter because I couldn't get back to the original so I had to start all over
- I read the programs i was eligible for and applied. I just think you are very gracious and wonderful for helping with such a program.
- i was able to submit my paperwork get approve and register my child in daycare

- It was hard to get information. Karla never called me back.
- Programs income requirements doesnt meet todays standard
- She was very forth coming with information on what to expect and what could be done and took her time to answer and anticipate any questions
- Someone called me back more than a month later.
- The website has always been an amazing tool to complete an application (initial) and the renewal. However, once an application is submitted, weeks go back without any updates. I call, send emails, leave voicemails, etc. Everything is always completed the day before my assistance is set to expire.
- The workers were all very helpful
- Website said a meeting would occur to explain, but all I got was a phone call and email with papers. No explanation and little help.
- Website was difficult to navigate and when i called they just refered to the website
- Without your help for my son, I wouldn't be able to afford daycare. That would put me in the same rut I started out in, which resulted to me getting in trouble and having multiple financial conflicts.

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- S: The person I communicated with took time to explain to me all the regarded my application
- S: They are responsible and trained in their work and personal treatment of people, it is a pleasant office From all the staff
- Everyones been nice
- good
- I really don't know how to answer this question since i never talked to anyone. I'm just very gracious that a program exist to help with child care and to let young children start to understand the concept of how to be around peers.
- I would've appreciated a call sooner.
- Most of the staff has no clue what they are doing
- my case manager was very understanding and respectful answered all my emails and phone calls in a timely manner.
- No phone call back from Carla.
- Our person was not rude but was not very helpful either.
- Seemed like she was totally committed to me and my situation
- The operator that answers the phone is always so nice, and polite. I once spoke with the director, at the Collier location, and she was amazing as well. My case manager is the one that is always unreliable and poor at communication.
- They were all very respectful
- very helpful

ELC of St. Lucie
(sample < 11)

ELC of the Big Bend Region

Q How did you hear about the Coalition?

- DCF
- Stranger

Q Provide more specifics on why you contacted the Coalition.

- For help with a child care financial assistance or voluntary pre-kindergarten application
- For help with child care financial assistance eligibility or re-determination
- To enroll my child at a provider
- For general information

Q How did you first contact the Coalition?

(no response)

Q How would you rate the helpfulness of the support you received from the Coalition? Why do you feel this way?

- Everyone I spoke with was super friendly and helpful and made me feel like they were excited to help me
- Haven't heard back or had help in a few months.
- I called because my son daycare decided to ended services, I need help with finding a daycare that help kids with a delay, the front desk lady ms Brenda gave me more info then Vickie, I emailed ms Vicki about finding a new daycare, changing my daycare provider, I explain that my son stop going to the daycare that ended his self mid January he started the new daycare February 8, long story short they did not grant February 8 day of service, they enrolled him February 16, which left me with a outstanding daycare bill, wrote ms Vicki asking for help, never heard anything has to get a payday loan just to pay the daycare fee in order to keep my son service active at his new daycare, very stressful moment, still haven't heard anything from Elc
- I was looking for a list of summer camps that could handle a child with special needs. I got a generic list of childcare providers
- It changed our lives
- It's really not any help with the single mothers that actually work to take care of there kids versus on those who don't work and abuse the government money. After paying RENT LIGHTS FOOD CAR INSURANCE PHONE BILL CAR NOTE that all add up to nothing being left to pay for child care. Use hard working mothers deserve as much support to THOSE WHO ARENT

WORKING. It really break our hearts know we are trying hard to make a living for our kids and the government look at our checks and not look at all the expenses. Some people that depends on the government for everything and we paying our tax money to support their habits (housing and paying almost 20.00 for rent.. food stamps .. free daycare ..) but they will work for a couple months to get a paycheck so they can claim those taxes. I'm not knocking there hustle but at some point the government need to look into the real and the fake. I go to school n work to take care of my 14 year old and my 2 month dealing with two dead beat daddies it's hard but to get turned down as of I'm denied due to my income ! Like do I need to quit working and fully depend on the system MAKE IT MAKE SENSE

- My house is a two income family making under 800 dollar. We as a family already struggle with groceries and bills. And we didn't get approved and my son has been missing his lesson b/c of making a decision on what to pay in the house.
- The responses are always appreciated.
- Very informative

Q How satisfied were you with the level of respect shown to you by Coalition staff? Why do you feel this way?

- everybody i spoke to was so helpful
- Haven't heard from anyone
- Helpful and quick to give info
- I can always expect a clear and correct response to my questions.
- Please read previous message
- The person was nice and concerning
- The woman I spoke with made me feel like even though I had 1000 questions that there was nobody else she'd rather work with or help find childcare but me . She was very professional.
- The woman that was handling my case was rude to me
- Very understanding and concerned
- We've had great people helping us

ELC of the Nature Coast

(sample < 11)

Redlands Christian Migrant Association (RCMA)

(sample < 11)

Appendix C. Full open-ended responses by Coalition or RCMA

GROUP 2: Families with a child recently determined eligible (including re-eligible)

ELC of Alachua

Q What were the main reasons for which you were looking for child care with Coalition?

- Foster care child requirement.
- To help pay with childcare as well due to expenses. I am the only one that works in my household

Q What part of the online application process was difficult?

- Buttons missing on application, had to call multiple times for application to be “opened”
- Had issues deleting documents that were not needed any longer
- If you miss one thing during application you basically have to start all over.
- It feels like you’re taking a test
- It's unclear of whether to upload the chickens when using a cell phone or tablet.
- The button would not work and I had to contact them to allow me to submit
- the processing time had our daycare financial office up our ass for a week

Q How did you contact the Coalition to get help with applying for child care?

- My boss contacted them as long as myself

Q Why do you feel this way about the assistance provided by the Coalition?

- After speaking with someone, I was able to turn in all the necessary documents and paper work and get my children into daycare
- Communication was slow
- Didn't answer emails until a day later. Very difficult to get someone helpful on the phone.
- I feel this because they were such a great help in finding good childcare for my son.
- I needed to contact a supervisor intake specialists because the intake employee resigned as my case was processing
- I sent the documents on time , but they don't get it. That cause me to have to start over with the whole process. The lady let me screenshot the proof of me sending it on time and talked to her boss and they have me a second chance.
- If it weren't for my boss being a director at my job I feel I would have been denied for unreasonable issues that could have been fix in a much simpler manner.

- It took over a month to get services. I had to call many times, leave messages, and wait for return call.
- Michelle Lundy is the most helpful person there. I prefer to only talk to her.
- Office was so busy that it took a while to get in touch with the agents.
- Polite, informative and helpful!
- She had good customer service
- She took her time in answering my questions and properly helping me with the application.
- Thank God for this program
- The nature in which verifications are done for information submitted needs to be changed as ELC verifies and goes by false information provided and penalize families for the false information.
- The person I spoke to me in a degrading tone as if I should know, even though it is not explicitly stated in the portal. Her answers were not explicit and clear causing me to need to ask many clarifying follow up questions.
- The person who helped me was great at explaining everything I needed.
- they do a great job to help u get childcare
- They helped me
- They were very helpful with everything
- They were very helpful
- Very understanding of changing economy and family hardships, very polite and helpful

Q If you had a challenge, what was your main challenge?

- ELC only pays a certain amount no matter what the daycare charges and I have a child with learning disability she should be enrolled in a daycare that can meet her special needs but I can't afford to pay the difference
- Finding a provider that met all our child's needs and had space available.
- Finding infant care in Gainesville is impossible
- Finding infants care
- For ELC to provide me with the reenrollment vpk application timely. I was attending preschool again at the new center for 2 weeks before the application was approved for the transfer.
- Getting in contact with someone in person/ on the phone.
- Getting the documentation needed
- Having to redo everything when something was missing.
- Just the waiting game
- Lack of openings/spots for child
- location, price and availability at short notice when prior childcare closed.
- No
- No open availability at the child care centers that I preferred
- Not being informed of the order of steps needed.
- Nothing
- Quickly finding a new provider that had spots for two kids after our previous daycare suddenly closed down

- Response from workers on what I needed before the denied the application
- Starting the program in January and finding a space
- Submitting documents
- Technicality and timing
- The challenge I would have had were if I couldn't find childcare.
- The documents
- Timing
- Waiting
- What to attach

Q In what ways did the Coalition support your search for a child care provider?

- didnt assist
- Helped with what to attach
- No help or guidance was provided by ELC.
- none of these they just send you out to find a provider on your own

ELC of Brevard

Q What were the main reasons for which you were looking for child care with the Coalition?

- Cousins moved wanted to give him time with friends
- Foster care
- Foster children
- Fostering a child
- I would not be able to do it without your program thank you so much!
- Im a single mother and need a little help
- Ready for kindergarten and the routine
- To provide interactions with others his age, and to help with education.

Q What part of the online application process was difficult?

- Computer reverted me to a pay status of biweekly when I put semi monthly and I was almost kicked out of receiving benefits that are needed because I'm poor and can't afford over \$1400 in childcare costs I'd otherwise have to pay.
- Difficult to navigate application page when completing on phone
- Employees unclear when communicating requirements
- Had trouble uploading
- site difficult to navigate

- The document uploaded didn't work well, but was guided by staff how to upload
- Trying to do it off of cell phone. And I have a hard time reading and spelling
- Website was down the day I tried applying.

Q How did you contact the Coalition to get help with applying for child care?

- Calling 211
- Text

Q Why do you feel this way about the assistance provided by the Coalition?

- Although there is a big turn over rate and my case worker keeps changing everyone is usually great
- Amazing, Friendly, Fast, Knowledgeable Support. I have 3 of my grandchildren in my care now and I didn't know what to do.
- Amazing!
- ELC did not provide assistance with daycares over charging. Their responses are inconsistent and they assign you a new person every time you call for help making it difficult to reach this specific person. Sometimes they do not respond at all.
- Everyone was super helpful
- Everything has been awesome
- Great customer service
- Had to make multiple phone calls and emails, was scolded and harrassed by Cynthia Stewart, called repeatedly well before my reevaluation date, said I should be expressing more gratitude for this assistance, very unprofessional
- I had my questions answered quickly and correctly
- I have talked to others and they received better assistance and guidance
- It amazing and it helps
- It was fast and they communicated very well it also made me feel comfortable
- Kathleen strooband went above and beyond to help and I wish she was still on my case.
- Kathy is amazing and super fast
- Kathy was great! She was very patient and helpful
- Knowledgeable and friendly
- Miss.Gigi located at the cocoa/rock ledge office went above and beyond to help me and I thank her sooo much for assisting me with the process
- Mrs. Kathy Filgueiras has helped me and been so kind so many times. Navigating through the process of becoming a single parent of 4 infer 6 years old alone with no child support was so scary but I am doing it with the help of ELC and my children are thriving at an amazing day care and afterschool program at Explore and Discover in Titusville.
- out of probably 6-7 employees that i spoke with, only 2 were polite and helpful. the last 2 i encountered. from reception all the way to eligibility, they were rude to an extent that made me sick to my stomach. not an exaggeration, i have severe anxiety but do best talking over the

phone. not in this case. they cut me off in the middle of sentences almost every time i spoke. they were unwilling to assist and condescending. i was so appalled that i made posts in several local community social groups and every single person who commented, agreed with me and had the same exact experience (minus the onset panic attacks, i assume)

- She was accurate and nice
- Tedious
- the attendance policy is a little confusing as well as part time pt VPK program is it really "voluntary" and why added on top of K?
- The lady I worked with through the entire process was so patient and heard everything I said . She also helped me get the right information in.
- The person at ELC was returned my call promptly, was very thorough in providing information and helped walk me through the process. They were very dedicated to helping me complete the process
- They answered all my questions quickly and correctly
- They are always willing to help
- They are on top of things, they respond in a timely fashion and very helpful
- They did their best and they were courteous; however they did not have services for my children's schools.
- They helped immediately. You don't get that service anywhere now
- They helped me through the whole process
- They took the time to explain and help me.
- They went out of their way to help a single father with two children a full custody that have developmental delays
- They were understanding patients you're ready to help me with my son
- They were very attentive and helped me through the entire process
- They were very helpful with the application always very pleasant.
- To help me with my younger kids so I can stay working
- Took multiple applications
- Took too long to receive the information that was requested (provider list) and some of the information that was on the provider list was not up to date.
- Very courteous and helped me with my parent portal where i could understand it better.
- Very helpful to mothers new to program. Also send helpful reminders
- Very professional & empathetic with my situation regarding my raising of grandchildren.

Q If you had a challenge, what was your main challenge?

- S: That everything had to be on the computer
- A daycare that had space and Before/Aftercare.
- Back and forth
- Brevard Aftercare at the school does not accept ELC.
- Bring on waitlist
- Documents
- Enrolling on my phone

- finding a center that had the availability for all 4 for my kids
- Finding child care for before school hours
- Finding facilities that accepted ELC and had openings for new students/children
- Gathering all my paperwork lol
- Getting my grand daughter to day care on time, while trying to get other grandchildren to school
- I did it thru my mobile device which was just a bit challenging but the ELC provider helped me get thru it.
- I have a child with an IEP and providers would enroll charge registration fees to give no notice and tell me that my child is no longer welcome at their facility.
- I'm technically challenged but the people in the office. Helped me with the application
- It was easy but a process
- Lack of availability
- lack of availability with providers
- My schools do not receive assistance from ELC
- NO ROOM HAD TO START WHEN ANOTHER CHILD LEFT 1/2 WAY THROUGH THE YEAR
- No space for children, daycare ratings
- Not enough in my area
- One of the major challenge would be there is no list of schools provided to the parents (based on the zip code) so parents can visit more schools and child care facilities provide VPK. Instead of just word of mouth
- Provider charging high fees along with ELC co-pays.
- Several steps that have to be done correctly or the application can not be submitted
- The computer
- The cost of registration and weekly fees
- Trying to find the right school for both my children being different ages
- Unavailable to locate a provider that for my circumstances more school readiness provider should be available for us working parents. Every provider that I contacted either did not provide services, did not pick up from the school my children attended, and the only provider that did either was booked.
- unenrolling at the first school was a long drawn out process which could of been simplified more i believe
- Very easy
- Website was down

Q In what ways did the Coalition support your search for a child care provider?

- Also provided me with other possible care such as speech therapy programs
- Did not help
- Great communication with the school/child care facility
- Helped me figure out how to work and navigate the computer
- talked to me about what to do
- They did not help with finding childcare
- They didn't help

ELC of Broward

Q What were the main reasons for which you were looking for child care with the Coalition?

- court assigned
- DCF
- I'm a foster parent that has a job.
- Im low income so this helps tremendously
- My grandkids were placed in my care by ChildNet.
- My mother could not care for him anymore
- Simply can not afforded childcare expenses on my own
- Single Mother
- So my child can learn to socialize
- So that I could have time to look for and do a better paying job
- So the kids can learn

Q What part of the online application process was difficult?

- And the work I do
- Certifier would not except my employers way of filling out the form so they delayed me for months from getting daycare
- Contacted me late application was not available
- Good
- I needed a job to qualify. I was applying because I needed child care so I could work. Luckily I was working a little remotely.
- Many times the system does not update the application and it is not possible to upload the new one
- None
- Not enough space to update upload documents
- Required a lot of time, focus and concentration
- Required documents got expired and had to be re-upload
- The follow up was terrible
- Unable to upload documents
- Was not clear if I completed the application
- Website does not work as should

Q How did you contact the Coalition to get help with applying for child care?

- Bso and taskforce
- By arc of Broward
- Case workers
- Through DFC case manager

Q Why do you feel this way about the assistance provided by the Coalition?

- S: They have helped me so much with my kids and they have been concerned about each evaluation of my little child. They have been very helpful to me and my children.
- S: they told me what I should do and what information I needed to add
- S: Excellent
- S: They Explained everything very well
- S: They were friendly and efficient
- S: Very friendly. Very comprehensive and they responded to all of my concerns
- S: very good
- S: Because the person that attended to me was very friendly with me
- S: Because they attended to me and helped me resolve my concerns
- All paperwork was submitted 1 month before deadline and they waited last minute to do everything and had to much back and forth just to deny me due to overtime on paystub
- Answering phone
- Because all my questions were answered
- Because I have no help from family and I AM GRATEFUL super grateful for there help and services.
- Because my life has changed for the better with this assistance
- Because the receptionist was very polite and really seemed to care and my case worker was also nice and very informative.
- Because they guided me to completion so that i could get a determination faster.
- Because they help me out a lot I'm able to go to work and go to school
- By email I had to wait some times to get the answer. I know the stuff is busy but it was great, she solved to problem
- Caring
- Communication is awesome
- Elc gives me the help that I needed so I can be able to provide for my kids without worrying about me finding someone to keep them while I'm trying to work...
- Elc helped me when i had questions and they made the process super easy
- Elc staff members was very helpful and to the point with what i needed to turn in. Very prfessional.
- Every time I need assistance they always there helping me
- Everyone was great and patient
- Excellent
- explanation and addressal of query was great
- Fair
- Fast approval
- Fast reply & got my son into daycare fast
- Felt Great and appreciated
- Good
- Good assistance and positive attitude
- Great
- great assistance

- Helpful and knowledgeable
- Helpfully
- I did not feel the elc cared about my inability to work fully while my child needed care
- I do not recall any stress or confusion during the application process.
- I feel calm
- I feel this way because they good listener and very explainable,patientto help, and they are very welcoming.
- I feel this way, because if I ever had any problems, they asked us to me in every to help me
- I got help but had to wait about a couple of days to see any changes online.
- I had ELC approved, however the school still charged my card for 2 week's tuition(\$500). I never received reimbursement.
- I received exceptional service
- I sent multiple emails attempting to get assistance with re-enrolling my children and I did not get any response
- I spoke to several people and I would say 1/4 were truly helpful the others just provided information and advised that they didn't know specifics but didn't provide me with resources to get those specified questions answered
- I tried to submit more paperwork to the person taking care of file. Couldn't upload it and then one child got denied care and it's interfered with my work causing a lot of stress in financials the past few months.
- I was able to move on in the application process
- I was able to solve the issue
- I was granted the help I needed.
- I was satisfied with service I received.
- It is really beneficial as it makes child care affordable
- It was very easy. The young woman was extremely polite and helpful
- It's a beautiful program. I'm glad that I receive assistance
- It's a great program for young and older adults
- Like in the previous notes the lady was not helpful by not accepting my employers way of filling out shift work form still required hourly and days worked and we dont get an hourly we get a shift pay doesnt matter how many hours we work
- Long wait times
- Long wait to speak to someone and to get approved. Some people could help better than other staff but they should all be trained the same.
- many times the personnel is not properly prepared
- Mostly very helpful. The last woman I worked with was not as helpful- her notes did not match up with what we communicated with by phone/email- so, that was frustrating.
- Nothing
- Provided me with what I needed for my foster child.
- provided resources
- She guided me through the whole process

- She helped me out so much I'm a young mom that only dance in night clubs to pay bill and take care my kids and with the help of my ELC worker I got so much done I cry thinking about how I got the help I needed
- She made everything extremely clear for me to understand what I was doing.
- Some rush you off the phone, transfer you back and forth or communicate a different answer than the previous person did.
- Some they help more and some less
- Some were rude and most were nice
- The assistance is great, it has benefited me and my children greatly.
- The assistant on the phone took her time and name that day cares how many stars they are, location, cameras, and that was very helpful
- The ELC program gives the possibility to find the best and safe place to put my child, and help my child grow educationally, socially,. As a parent I can't find words to express my gratitude For helping
- The ELC staff member was patient and very knowledgeable on any issues or concerns I had a made
- The follow-up is always great
- The lady that assisted me was nice and she helped me with all my questions
- The member was very helpful with assisting me with getting a extension due to the late access to the portal application
- The only help they could give me was " submitting a ticket for my case worker to call me back)
- The representative forwarded my concerns to the case manager and once the zero balance letter was updated the application was processed.
- The specialist was very helpful with my process.
- The staff was very nice and was able to provide all the information needed
- Ther needs to be someone always available to help because we live in a computer world. Some people do not always understand the online world, I do, but is sometimes good to speak to somebody if you want their feedback.
- these people don't csr and it shows in how they communicate
- They always answer my questions
- They are nice and helpful i needed to go look for job and really needed the help and support during this time
- they are superb and professional
- They are very helpful
- They gave clear instructions and offerre to help in application process.
- They had eye contact with a smile willing to help made it easy and made sure I understood everything before leaving and gave me some books for my son gave out helpful information the call in in was on time with getting back to me I didn't have to wait for days case worker helped and made sure I got everything did t just hang up the phone made sure I understand everything willing to work with me and happy to help jut an amazing service
- They help me step by step.
- They made it easy and told me everything I needed to bring.
- They made sure I understand what it is I wanted to know.

- They need to be into the actual office
- They walk with doing the paperwork and help as much as they can
- They were a very good help
- They were fast and told me exactly what was needed to prevent hold up in the process.
- They were helpful in collecting the information from me and were very kind providing emotional support
- They were very helpful and
- They were very professional and helpful
- Very helpful
- Very helpful because childcare is very expensive in some low income families like myself can't pay for childcare that's why this program is so blessed to have
- Very patient and knowledgeable about my need
- With how bills are getting higher elc is a big help and also allow my child to be social with others

Q If you had a challenge, what was your main challenge?

- S: I had some difficulties in trying to find a good daycare
- S: Space
- S: The wait
- S: They told me that I had already been granted it and then when I called them it was not processed. It took a little long. Otherwise everything else was good
- S: There isn't any space and some are really bad
- S: They take too much time. 3 months to give me a response
- S: I uploaded the information to the platform and not all the documents were added correctly
- (Was and still is) Getting ahold of an ELC rep. The initial approval & placement was great, however I had a start date with one school and they drag their feet getting financial requirements to me and one they did it was out of my budget. So I called and email an ELC rep to inform them I will be taking my child to another school, but I hasn't able to reach them and no reply to my emails. I am current still trying to get ahold of them to tell them which school she is attending so the school can be paid properly.
- A lot of good Daycare providers did not except ELC and the providers ELC gave info on was old
- Acceptance of ELC
- Adaptation
- Adding 2 different papers for verifying employment
- Adding the proper documents and naming them correctly
- Agent that was given to me this turn around been giving me a hard time
- All of it was a challenge
- Buying a house is my goal in to watch both of my kids finish scho
- Collecting all the documents required to be approved
- Communication
- Communication wasn't directly to me, it was through the agency. That's why there was a delay on communication.
- Communication with the last woman who worked. Everything else has been awesome!

- Documents
- ELC emailed many times but it did not reach me. when they tried again it did come through and there was string of emails with correct address but i never recieved.
- Every where was full no space or no call back but had to settle on a place
- Fast process
- Figuring out the system not user friendly
- Filling out short forms
- Finding a provider that was accepting children
- Finding a referral agency as I did not meet the requirements for the regular SR program
- Finding a school that doesn't discriminate
- Finding a school that takes ELC
- Finding the right one
- Finding the right school that fit my child
- finding the website
- Foster
- Getting all necessary paperwork
- Getting aproved
- Getting in the document
- Getting needed documents uploaded to file
- Getting the necessary paperwork
- Having issues uploading documents but the staff made it easy with they helpe
- Having to wait to have the portal back open and to hear a response back. Getting the back and forth to what needs to be submitted as well
- I am not speak English I for got write some things or I didnt write it
- I changed my work
- I did not know before where to submit extra documents
- I guess it was because I was using my phone that's why I had a problem with the site.
- I had some challenges but when I called or can down to the center it was a breeze
- I had to report back to work and I had to contact multiple time to speak to my case worker regarding my situation, luckily she reach out couple weeks later
- I kept having to resubmit the same documents
- It does not specify how to continue when there is an error
- It was becace the VPK provider in my area didn't had space
- It was fairly the easy. Only thing I felt rushed by the childcare facility and I didn't like that
- It's a process and you have to check your emails often as well.
- Job verification
- Limited Space at schools. The schools that accept VPK voucher charge a significant fee to combine VPK voucher with a fulltime program. It makes the VPK voucher meaningless at the end if you need fulltime care/education for your kids.
- Logging in
- Ma
- Most had a wait list

- Most of the private schools are very impatient and take money from most parents and they have no type of patience for kids at 4 and 5
- Most Staff is exceptionally helpful w exception of a few
- My challenge was to find a child care with transportation services.
- Navigating the website, especially when it was time to submit documents or do the verification
- No
- No challenge
- None
- Not being familiar with the process
- Obtaining the zero balance letter
- Paper work and required documents
- Pretty smooth transaction
- Proof of temporary guardianship
- Provider availability
- Providing all necessary documents needed and in the time frame provided.
- School name searching
- Somewhere my child liked and feel safe
- Space for my daughters age
- Speaking to my case worker
- Speaking with representatives about my application status & getting different answers
- Submitting documents
- The amount of time given to get required documents I was contacted the day before and my application was not available to be completed until the day before when I usually get a 2 month timeframe for recertification
- The case workers some times takes there time to reach out to you.
- The daycares trying to overcharge you
- The hours of operation or finding a school that was near to home. To find somewhere, that understood, my child's needs and my concerns
- the length of time
- The main challenge was providing proof of ELC coverage
- The main challenge was the wait to receive the assistance.
- The most challenging for childcare was location, the time of operation and price
- The only challenge I confronted was that most schools were full.
- The person assigned to my case denied my case because I didn't not provide 4 paystubs, but she just didn't see them, even if all 4 were there. I had to fight to reopen my case , and I lost 1month and half of work because not having childcare
- The requirements and strict policies for age
- The school we enrolled they kids was not Professional the way they did after i did everything paying for registered . When i took them to school they send somewhere else got there they not they was supposed to go the first school
- The waiting time.

- The website during redetermination phase has small kinks but my worker Sasha depriest and Felicia Francis(Broward County) understood that my hours of operation were very small. They were very helpful and deserve recognition
- There was a huge language barrier with my current facility which makes communication very hard. They are also not lenient when it comes to errors on their end. Example, my daughters immunization records expired and by law the children should not have be able to attend they called me the day it expired and advised that the kids could not attend the following day. The director said that the person in charge sends notifications a month in advance but I checked with that individual and it did not appear in the app but they still would not work with me allowing the girls to stay for the week so that I can get the updated records. I feel as though they could have verbally said something the many days I take them to daycare but decided not to. It's always conflict
- There's a waiting list
- They don't give the opportunity for parent to choose if they kid can go in vacation on not they should have option to at least give parent 2 week off vacation going the break
- Time to get approved
- To go back to school for myself
- To sign off on the payment
- Too much time waiting in broward county because of the demand. And I completely understand.
- 👉
- Trying to upload documents
- Tuition
- Uploading
- uploading documents
- Uploading documents
- Uploading documents in the correct place
- Uploading the information
- Wait time is a huge delay and far from realistic
- Website
- Well it's not ELCs fault but all daycares are full so i was stuck with a place that i dont like. Its not very clean and they allow the children to walk around with runny noses all day.
- Working in weekend

Q In what ways did the Coalition support your search for a child care provider?

- Already have provider
- Contacted me by phone
- Good
- Helped me with tuition, it was a big help.
- I translate in google
- Just gave list of providers
- My case worker found the provider

- Offered the same school my other children were going too
- Provided list but nothing was close by me thankfully I found one that had space near me last minute

ELC of Duval

Q What were the main reasons for which you were looking for child care with the Coalition?

- After being hit by an armored truck I could no longer physically tend to my children
- Already got voucher
- Child care for foster children
- Disable
- help my sick partner
- I needed childcare for my grandchildren
- I was called to have a meeting with them very often.
- I would not be able to afford child care without ELC Duval
- Moved to state
- To put my child in a good environment. Also where it is safe and don't have to worry like I was in the past.
- Was adopting my Niece and needed help with childcare

Q What part of the online application process was difficult?

- Case worker gave me a hard time
- couldn't upload documents
- Everytime a new document is requested I be thrown to the end of the wait list. And everytime my case would be opened it'd be a different rep dealing with me. Not really giving me or my family the time of day although I jumped through all the hoops and crossed all my t's dotted my i's etc
- Had problems with my income due to hours I kept getting denied.
- I had a problem uploading the needed files
- I'm not good at doing work on a computer, but gradually learning
- processing time long so by the time my application was reviewed I was being asked to resubmit new or updated paperwork or get extra things signed and notarized
- Requesting documents that I already turned in.
- Reviewing personnel not competent
- Submitted documentation that was not received
- The application is not user friendly
- The portal wasn't open at times they said I needed to return documents
- The system is not easy navigating, and staff never wants to truly help.

- Took several weeks for the process to come through you've been through. I had a referral, and I was starting to work and had to go in debt and paying off charges to pay for it until the kicked in it came through at the last week I could afford it. Thanks god
- Uploading documents
- Website is not user friendly

Q How did you contact the Coalition to get help with applying for child care?

- All of the above
- Relocated from another county
- Sulzbacher village

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Responses were very blunt and they didn't help me at all
- All questions was answered
- Amazing
- Anyone I have had any contact with through ELC has been wonderful and very helpful.
- Because the lady help me was vey forward & honest .
- Because the type of childcare i needed was limited, as i was needing a 24hr daycare but there list was limited.
- Because they was able to help perfectly with the way of giving me info on how to get previous job records
- Because they was very helpful and patient with me.
- Because they were able to help me financially
- Case worker called my manager on my personal phone to inform her about my hair license
- depending on who you got they were either helpful or not
- Each staff member was knowledgeable and very patient
- Every person I talked to showed no empathy I really don't even understand this program how are you trying to help with childcare but want work proof if I have a newborn how am I working y'all are not really here to help single mothers or parents at all
- Every time I tried to call and address the concerns I had with how my case was handled I'd be sent to a voicemail or told simply I'd have to wait. It took SIX weeks to RENEW an application due to lack of responsibility from the case workers. And management was rude upon expressing my concerns. I wasn't taken seriously until I did research and threatened to contact the director over Duval.
- Excellent attention
- Good
- Great
- I am not sure if COVID burned out a lot of employees that work in providing assistant to lower income families or families with children in foster care but the ELC does not seem to care about circumstances and is very rigid.

- I did get some conflicting information, however the office was able to fix my situation and get me on my way.
- I feel stereotyped. . Employees quick to tell you to follow directions instead of truly helping.
- I felt it was very helpful since it facilitated a faster way to seek educational services for my children.
- I have no complaints I have had the best case worker/specialist every since I had kids
- I provided the documents requested but the wanted more detailed information
- I was able to talk to a live body every time.
- I was having problems uploading documents and the Rep was not very helpful
- I'm not good with the internet they assisted me they were very thoughtful didn't embarrass me for not being able to upload the documents
- It help me pay for childcare assistance
- It helped me through the process when I received elaboration.
- It was confusing about what documents to send and I didn't understand my start date I was not explained how the program go and I was close to losing my voucher
- Most of my responses were it is processing, or they are unable to access my account or to call back next week
- Mrs. Rogers-Rucker was awesome. She went above and beyond to help ensure we got both our foster child and our newly adopted daughter enrolled. We felt like she actually listened to our frustrations and looked for solutions.
- My calls got screened, my calls were ignored, I had to ask for a manager to resolve an issue when case notes were not reviewed from the previous worker
- My need for childcare assistance was URGENT; no sense of urgency on ELC behalf
- Received three different responses to the questions asked via telephone. Finally, reduced questions to writing on the website and received a call back and written response to solve problems presented.
- She didn't make me feel welcome no smile no greeting or nothing she just explained how yo work the tablet and to sign in and upload documents
- she explained which documents I needed and kept in contact to give me updates regularly
- She was so sweet and pleasurable to speak to when I needed assistance!
- She Was very patient kind and helpful.I had a lot of questions and She made sure that I understood everything and everything and answered every question that I had and kept the positive attitude the entire time
- She went out of her to help me.
- Some days your were able to get someone on the phone and some days your were not
- Some people wasn't giving me the right information
- Staff was kind and quick
- Staff were very knowledgeable and helpful in uploading documents at the office.
- The employees gave me a hard time when requesting documentation and weren't helpful and seemed to be very rude, impatient and judgemental
- The lady on the phone was short an had an Attitude .i told her what i was having a problem with an she seemed to b getting annoyed.
- The ladys where very good to me

- The people I speak with are usually very friendly
- The people that I spoke with via phone were very helpful. Most of the communications that I had via email were helpful
- The rep was very thorough in answering my questions.
- The representative was helpful and patient when trying to help find a solution to my problem
- The representative was very helpful in letting me know what needed to be submitted but the entire process takes way too long. I ended up having to pay for a whole week of childcare out of pocket because of such a lengthy process
- The staff was not helpful
- Their guidance always solved the problem
- They always are giving additional resources and information
- They answered all questions and they also emailed me back in a timely and efficient manner
- They answered the questions to the best of their abilities
- They are all ways friendly
- They are such good people and help me so much with everything
- They care about my child
- They did awesome job
- They help with everything I needed to know
- They helped me get into my portal and made sure I understood what I needed to do.
- They helped me understand the application process and meet the deadlines.
- They let me know exactly what I needed to do
- they listen and help with every step
- They made it easy and not overwhelming process at all that helped me keep a job I've been at for an over a year. I'm grateful for this great resource for me and my son.
- They make it a big deal helping people
- They resolved my issue
- They responded in a timely manner and assisted with my every need in the childcare process.
- They seemed to always need a supervisor for help too.
- They walked me through the portal
- They were able to answer my concerns
- They were kind and always helpful. While dealing with other state programs such as food stamps is hell.
- They were kind and patient
- Very good
- Very good.
- Very helpful
- Very polite and helpful
- Very professional and helpful.
- Very professional and offered additional resources
- Very responsive, provided regular updates when I needed to move my child
- We had to find new childcare after a situation at our previous provider. Because we were trying to keep from having a lapse in care we called to see how long the application would take to

process, we weren't given this information because the provider didn't want to make a promise they couldn't keep. Understandable, but ultimately not the most helpful thing to hear.

- Yes

Q If you had a challenge what was your main challenge?

- S: They ask for too many requirements from people who really want to work and they make it easy for those who don't want to work... It's my comment and what I think, they put too many complications on me to accept my children for me to be able to work...
- Again y'all don't care frfr
- Age
- Because it was not being accepted
- Confirming mine voucher it was not on Elc. It had to do with TNAF person as well, but communication between the two departments you lead in this I just wish I was informed of that sooner and could have communicated it to my counselor from TNAF.
- downloading documents
- ELC
- Find Childcare that take ELC vouchers in good neighborhoods.
- Finding a center with availability that accepted ELC vouchers. Our child is a foster child so daycare was a requirement.
- Finding a child care provider that I felt comfortable in enough time before they canceled my voucher
- Finding a day care that was affordable and had availability
- Finding a place that has a enrichment curriculum
- Finding an opening for a toddler
- Finding availability
- Finding childcare that feels SAFE and provides quality education that fits our timeframe. I have to keep my child in a school that does not feel same because I face the risk of losing assistance if I were to pull my child and keep them out of the childcare portal for more than 50 days although waitlists are much longer right now due to the shortage in educators. The ELC should be more flexible in allowing families to switch, if a family proves to be on a waitlist- they should not get their childcare assistance removed.
- Finding day care with openings
- Finding well-reviewed providers without a religious curriculum.
- focus kept saying my email/password was incorrect
- Gathering employment verification from past employers timely
- Getting all the necessary documentation
- Getting approved
- Getting his voucher switched from Clay county to Jacksonville
- Getting in contact with my actual case worker
- Getting office personnel to understand my school schedule
- Getting the proper documents attached and reviewed in a timely manner
- Hard to find schools without waitlist

- I asked easy questions online but their responses were late.
- I didn't have a challenge with enrollment with my current choice.
- I didn't have a challenge, just don't understand why I have to provide my income when applying for my foster children.
- I didn't understand some of the questions
- I didn't understand the rates like per day
- I had so many different things that I had to get done in order to get help. Every time they said they need it one thing I get it turn it in next thing you know they're needing something else. Sometimes I even got sent the wrong paperwork that they needed
- I think the instructions for the app could've been a lot easier
- I think the system should show availability for age groups at each daycare. I found 2 out of 17 daycares that had space for a 1 year old
- Just when the portal was updated or changed
- Keeping a job that will give me 20 or more hours
- Locating a provider that participates in the program and has an opening.
- Logging in. It won't allow me to change my password so I have to get a temporary one every single time I logon
- MA
- Many of the providers on the list were stretchy. I do love the one that we ended up going with.
- Mortgage was not accepted, only lease. Light bill was not accepted. Driver license was accepted.
- My first provider discouraged me from applying.
- No challenge but would prefer paperwork instead
- No problems
- no spots available at good daycares or good daycares not using voucher program or no spots period available
- None
- Nothing
- Paperwork
- Password not working
- Physician's statement was pointless
- Providing documents for 2 children as a grandmother caretaker
- Renewing with elc and the fact it took 6 weeks almost caused me my education and my children's enrollment
- Selecting the correct provider.
- Sending so many documents
- Staff taking their time. No sense of urgency.
- Submitting the paystubs. I had those from my employer, but had to obtain one from a different site per ELC. In the meantime my application was closed. But it was fixed.
- Switching vpk providers
- The caseworker was acting like I was lying about my information
- The list of daycares who participate in the ELC program wasn't the most user friendly.
- The most challenging with ELC is all the documents they require from parents
- The portal not open

- The process of getting approval
- The work hours stipulations
- To keep a job with constant income to pay and keep childcare
- Trying to upload documents into the computer was challenging for me
- Uploading
- Uploading documents regarding ebt and assistance
- uploading the right documents
- Waiting on status

Q In what ways did the Coalition support your search for a child care provider?

- Called most of the daycares in my city
- Did not support at all
- Helped me get the providers switched for my daughters vpk providers
- I googled providers and called on my own
- I just go and ask
- I was referred a facility by a coworker
- None of the above
- There list was limited for 24hr childcarek
- There wasn't much help. They provided a list but I still needed to call. Again a way to show availability for each group would be amazing.
- They did not help.
- They did not provide much assistance
- they didn't help

ELC of Escambia

Q What were the main reasons for which you were looking for child care with the Coalition?

- It was provided by our daycare

Q What part of the online application process was difficult?

- Couldn't navigate where i needed to go
- Format was difficult
- The inputting of information was sometimes confusing

Q How did you contact the Coalition to get help with applying for child care?

- They contacted me
- Through opening doors

Q Why do you feel this way about the assistance provided by the Coalition?

- All my questions were answered and I felt comfortable asking them
- Always received answers when I called
- Everyone I was corresponding with was extremely helpful
- He addressed me by saying Ms Redd and was really respectful
- Helps me afford child care so i can provide for my son and me.
- I didn't have all my paperwork and they we're patient with me as I printed them off
- I got the answers needed
- info was helpful
- It was great for me and my kid
- Kept giving me the same answer, with no extra assistance
- Providing response was very patient and direct and quickly responded
- Quick to respond to questions
- Somewhat helpful
- The person who helped me was very knowledgeable, polite and understanding of my needs and wanted to help me get through the process.
- Their instructions were clear and thorough.
- They answered my questions and sent me in the direction I needed to go.
- They helped me when in need
- They knew exactly how to help me
- They really has been here for me and my baby.
- Very helpful
- Was glad to help assist me
- was told everything is done online
- Went above and beyond to explain everything and assist
- with my first interactions, it took a while to get me to the right person. the most recent interactions were handled timely and very helpful.

Q If you had a challenge, what was your main challenge?

- As long as you meet the criteria there's no problems
- Figuring out the paperwork and order of things
- Finding a center would had availability for both of my children
- Finding a daycare that accepted voucher and had availability
- Finding a provider that meets my requirements. A provider that works with special needs children

- Getting a spot for my child
- Getting everything filled out right
- Getting the money for tuition
- How long of a wait it was to get enrolled. Over a year
- I had to upload documents which was difficult to understand how to do it
- It was my fault because I enrolled My Son in VPK too late
- Navigate through the process
- not enough providers with availability
- The main challenge was finding a daycare that was accepting vouchers and was not full.
- The pick up times at the daycare
- The signature part wouldn't sign me in
- The waiting list process
- uploading documents online
- Waitlist
- Writing are small and hard to read.

Q In what ways did the Coalition support your search for a child care provider?

- emailed a list of providers that was outdated
- I didn't need help I just called to see who had open availability
- My child was already attending the daycare and they offered it as an option which was great
- No helpful
- They didn't

ELC of Flagler & Volusia

Q What were the main reasons for which you were looking for child care with the Coalition?

- DCF parenting classes
- Foster child needed daycare
- Grandchildren placed in my care
- health reasons
- Needed to change provider because we moved
- Overwhelmed
- So my child can learn
- Sonia
- VPK
- working w the daycare to keep my son

Q What part of the online application process was difficult?

- Not all questions pertain to foster children
- Reapplying notice
- Staff was difficult to work with.
- Thank you
- Uploading documents

Q How did you contact the Coalition to get help with applying for child care?

- Dcfs
- Great job

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Because it was excellent attention
- S: Exceptional attention, very good, ELC has helped me not only in the registration processes but also following my daughter's screenings and even giving me excellent advice to help my daughter with her behavior
- Always able to answer my questions
- Always helpful and responsive with our foster kids
- Answered every question
- Assistant was provided
- Because it was for my granddaughter both was incarcerated and she was placed with me and they helped me right away
- Case worker made it very difficult to get approval and had to wait months before I actually was able to get my kids in daycare
- each time I called I got someone who knew exactly what I needed
- Efficient and friendly
- ELC has always been very helpful in list of foster challenges, ELC is not one of them
- Email was answers promptly.
- Great
- I feel great about ELC because it's very helpful for own income families or single mothers and fathers. It's also helpful for the children with education.
- I like them
- It is a big help to us
- It took a while for them to respond back with which documents were needed
- it was very easy and elc was so helpful in filling out forms and assistance with uploading documents
- It's very helpful
- It's a blessing to me and my child. I will be forever grateful.
- Madison was very friendly and helpful.

- Not always the best at replying back in emails . Always give the right information
- not enough staff
- Proactive
- Prompt response given for any concern I may have had.
- Received the answers I needed quickly.
- Representative was asking for paperwork verbally after i insisted to email me everything I needed. Then seemed confused herself as to what I actually needed to submit. Then finally when I got the email it was far less than what had been started to me as to what I needed. I was told to totally different things from 2 different people. Unorganized and undesirable and as a single parent who is self employed the process truly makes me think twice whether to risk my children just being at home or contribute the process.
- The frequency for renewal and redundant , but I understand people can take advantage of the system
- The help was there some times
- The person I talked to answered my questions and walked me through the application as I was filling it out.
- The person who assisted me with my questions were able to provide information on as to while there was an issue with my application
- The workers were not very friendly. Spoke on the phone and got a follow up email with needed documents
- They always give answers and are quick by responding
- They gave me a break down of all the daycares that are covered and the hours and ages of each daycare.
- They helped me get my child enrolled
- They helped me personally and didn't just make me feel like a number.
- They listen and they answered all my questions
- they were helpful, wanted to help
- They were very personable and informative when answering my questions and helping me
- Very easy to communicate with
- Very helpful
- Very helpful and ready to assist me on what I needed to submit
- Very understand & helpful with my questions
- Was easy to understand

Q If you had a challenge, what was your main challenge?

- Contacting them by phone was the hardest
- Daycare options
- Every question and request for information was clear and easy to upload.
- Fees and deposits for childcare provider not covered by ELC
- Finding a day care
- Finding a daycare with space for my baby .

- finding a provider that had openings
- Finding a provider. Still don't have a provider that meets needs. Lists are out of date
- Finding any childcare openings, have 2 kids, tuition fees, location, times being open
- Finding one that was accepting new clients
- Finding opening in my area
- Finding the right provider
- Getting all the paper work together
- Getting documents and idk when to reapply exactly
- Getting lock out my account
- Getting the initial approval was the challenge for me because I was not informed that I was put to the bottom of the list each time I had to add more information.
- Getting the voucher approved
- Great job
- Had to use a computer to complete and I don't own one
- Having access to the ability of being able to scan documents needed
- I didn't put my child in preschool so she could be babysat.
- I think the only thing that came up was the school telling me that my daughter wasn't approved but I think maybe they had their information crossed with someone else. ELC never informed me it wasn't approved
- It was hard to understand what weeks of work they needed to verify
- Lack of spots available for twins
- Making sure I had all of the correct certifications
- most schools were filled up or didn't provide full day for child
- Navigating the website to find providers.
- none
- None of the daycares have room for 2 yr olds without getting on a waiting list besides that its great
- Our daycare is absolutely amazing
- Paperwork needed to apply
- Providing documents
- providing the correct eligibility information that was required
- Receiving approval email. I missed it twice bc it was sent to spam/junk.
- Submitting paperwork
- Submitting the documents needed
- Suitably meeting my children's needs, choice of providers are limited.
- The provider is charging extra fees and requests extra wipes and tissues every month when the child stays around one hr Even when they close for Black Friday we got charged. Not happy but minimal daycare provider in the area.
- The steps
- The waiting list
- They kept requesting information that wasn't listed on the check list
- They were patient and was able to work with ne when i wanted to switch daycares
- Trying to go back in a complete application to add something

- Understanding what is required when renewing , catches me off guard every time :)
- Uploading
- Waiting list for the daycare but no issues with ELC
- When the site is down and you cannot log in

Q In what ways did the Coalition support your search for a child care provider?

- Again this is ridiculous. If I would have known it was just childcare then I would have just kept her home.
- communicated with provider to work with my son instead of kicking him out'
- Did not use child care services
- Discussed how to transfer provider
- Not
- sent a list
- The cost
- They didn't help I did it myself

ELC of Florida's Heartland

Q What were the main reasons for which you were looking for child care with the Coalition?

- Kids was placed n house by dcf

Q What part of the online application process was difficult?

- Employees not helpful
- I went into early labor and when they found out they canceled my funding due to me being in the home not taking into consideration I had a disabled child 3 months early
- Many issues with the website in general
- Signing name, using it on my phone and seeing it fully
- The documents always got lost, and they would threaten to cancel. My coalition in the system was always down.
- We site was designed by a toddler. Confusing. Overlapping. Hard to manage

Q How did you contact the Coalition to get help with applying for child care?

- It is very hard to speak to someone in the office. The receptionist always send you to voicemail and you have to keep calling. It's a pain.
- Was receiving assistance elc

Q Why do you feel this way about the assistance provided by the Coalition?

- Because it helps me alot
- Case mgrs patience and assurance was greatly appreciated especially with the technology as I am technically challenged
- Easy help
- Good
- Horrible
- I love the assistance just hate how long it takes me to be able to speak to somebody
- I'm not sure if the lady still works there or not but the lady that was telling me that rules are rules there's no exceptions and had me redo the whole process and then put me on the waiting list for a whole year then I had someone else contact me and say that she no longer worked for ELC that there was now funding and as of right now with this new lady that is handling my services has been amazing
- Just took a bit for them to get back to me
- She answered me all my questions
- She explained 2 me how to go through process
- Sometimes you have to call multiple times or contact by email instead of phone to get a response.
- Super efficient
- The receptionist is useless. No one call back for many man days. When they call back. They give wrong info that cause more delay. This should be a 3-5 day process
- They have been super helpful in a time when I really needed it
- They have helped so much childcare expenses are not easy when you're a single income family of 6.

Q If you had a challenge, what was your main challenge?

- A lot of they cares do not take babies
- Finding a provider that had openings for my child's age group
- I had to change my email address and that was very difficult and once again that was the first lady that I dealt with on the same application
- I sent them the right paperwork 4 times
- I would upload the appropriate paperwork only for them to say they disnt receive it
- Logging in, being able to pay monthly vs weekly, and some other issues with a daycare
- My understanding of timelines
- No openings for my 3 year old. But the one I found is amazing, so I'm grateful for the wait
- Not receiving a reason why VPK was denied twice the 3rd submission was approved
- Nothing available that was acceptable to me
- Screening
- Seeing it on my phone and signing name

- The website was difficult to manage. Too many documents was demanded. And some info was not giving to me until after the whole thing
- Trying to send my check stubs,,, cuz I'm still learning how to use a computer
- Working technology

Q In what ways did the Coalition support your search for a child care provider?

- I need help
- Talking to coworkers
- They did not help

ELC of Florida's Gateway

Q What were the main reasons for which you were looking for child care with the Coalition?

- Foster care placement

Q What part of the online application process was difficult?

- could not find the link on the page
- Not enough to properly read everything
- Uploading document errors
- Uploading documents

Q How did you contact the Coalition to get help with applying for child care?

- no one answers the phone

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Because the moment I contacted the ELC they gave me all the help and information necessary for my daughter to have a good learning experience.
- All of my questions were answered . Service was kind and helpful throughout the process .
- Because Mrs Michelle Cobb did a really great job explaining what needed to be done
- Better than ELC of Alachua county
- Every time you call nobody answer or in the office.
- Great Service
- He was very nice and had alot of help knowledge

- It was easy and she was great at her job.
- It's a struggle to get anyone to answer calls or call you back and they don't allow walk ins
- Kind, helpful, patient
- Knowledgeable, helpful
- no one answers the phone and my email was not returned. I really need to complete this but the link was available for me
- She was efficient to get me the answers I needed to complete the application.
- She was very helpful and made me feel very comfortable.
- She was very polite and had patience and and gave us a gift bag as well for my child
- Unable to make contact with family support via phone multiple attempts and voicemails took over a week for follow up response
- Very helpful. Patient. Timely

Q If you had a challenge, what was your main challenge?

- S: The first difficulty was that the public school did not have space for my daughter and the child care providers, some had low availability and others simply had no availability.
- ELC will not assist in what providers have openings
- Failure to contact support specialist
- Fee waiver wasn't provided to case manager
- finding a link or getting assistance finding the link
- Finding spots available in a child care center
- Having to uploading all my documents twice
- It was just simple and easy.
- Response time from ELC
- Someone getting in contact with me at a timely manner regarding the application
- The documents did not load correctly
- There are not enough daycares in Alachua County that are contracted with ELC Gateway so I only have a couple of daycares to pick from in the county that I work. Driving to Lake City is not possible so we need more daycares in Alachua County that are contracted with ELC Gateway too

ELC of Hillsborough

Q What were the main reasons for which you were looking for child care with the Coalition?

- S: For low income
- S: Because the court removed the minor from her home and I am in her care now
- Assigned new foster kid needing day care.
- Court ordered

- For financial assistance
- foster children in need
- Foster parent
- I am a foster parent
- I enrolled my foster child.
- I have a foster child and they made me enroll him through here.
- I'm a single mother with no family support or friends and cannot locate the father, trying to maintain being a great mother and take care of my baby, myself to keep a roof over our head, one day a dependable car to make life much easier for us. Times have changed so it's a lot harder since the past 5 years
- I'm a single mother of 2 children and I don't make enough for child care
- mental Health
- Permanent Guardianship
- Pregnant and also she's four
- To allow him to start school in the elementary school where he will be for the following 5 years.
- Worked morning to mid shifts

Q What part of the online application process was difficult?

- A few questions made it confusing
- Computer illiterate
- Confusing a little at first
- Confusing process of reenrollment.
- Connecting with an approved school
- Could not see full documentation from cell phone
- Delayed start date
- Did like the choices of daycare providers
- Did not understand the approval stuff and when I got approved my benefit expired because I did not find a child care in time
- Documents couldn't be verified but I did this for many other kids with no problem
- Eligibility based on court granted permanent guardianship - not income etc. - based on that - yearly renewal should be subject to court order- simple 1 question - any changes in guardianship - N/Y
- getting clarification on requests
- Hard time downloading paperwork
- I had no idea what I was doing. Some people told me to do one thing and some told me to do something else.
- It is difficult to complete on a phone
- N/A information needed
- Needed to complete it through another county
- No help from the office with clarifications
- Non

- None everything is easy
- Not being able to update information at any time
- Requirements
- The process of it all especially having to keep logging into the account every day to resubmit the same information over and over again it was very frustrating
- The questions are very misleading and not direct
- To much for online and having to download the fill and sign plus not enough storage on one of the devices
- Trouble with uploading documents

Q How did you contact the Coalition to get help with applying for child care?

- Case worker
- Daycare
- Dcf
- DCF
- I had a referral
- Shelter
- via social worker

Q Why do you feel this way about the assistance provided by the Coalition?

- Because it helps me alot
- Case mgrs patience and assurance was greatly appreciated especially with the technology as I am technically challenged
- Easy help
- Good
- Horrible
- I love the assistance just hate how long it takes me to be able to speak to somebody
- I'm not sure if the lady still works there or not but the lady that was telling me that rules are rules there's no exceptions and had me redo the whole process and then put me on the waiting list for a whole year then I had someone else contact me and say that she no longer worked for ELC that there was now funding and as of right now with this new lady that is handling my services has been amazing
- Just took a bit for them to get back to me
- She answered me all my questions
- She explained 2 me how to go through process
- Sometimes you have to call multiple times or contact by email instead of phone to get a response.
- Super efficient
- The receptionist is useless. No one call back for many man days. When they call back. They give wrong info that cause more delay. This should be a 3-5 day process

- They have been super helpful in a time when I really needed it
- They have helped so much childcare expenses are not easy when you're a single income family of 6.

Q If you had a challenge, what was your main challenge?

- A lot of they cares do not take babies
- Finding a provider that had openings for my child's age group
- I had to change my email address and that was very difficult and once again that was the first lady that I dealt with on the same application
- I sent them the right paperwork 4 times
- I would upload the appropriate paperwork only for them to say they didnt receive it
- Logging in, being able to pay monthly vs weekly, and some other issues with a daycare
- My understanding of timelines
- No openings for my 3 year old. But the one I found is amazing, so I'm grateful for the wait
- Not receiving a reason why VPK was denied twice the 3rd submission was approved
- Nothing available that was acceptable to me
- Screening
- Seeing it on my phone and signing name
- The website was difficult to manage. Too many documents was demanded. And some info was not giving to me until after the whole thing
- Trying to send my check stubs,,, cuz I'm still learning how to use a computer
- Working technology

Q In what ways did the Coalition support your search for a child care provider?

- S: I am a teacher in a daycare so I needed my daughter to study in the same center that I am
- Didn't help at all... they didn't want to help their main goal was to kick me out the program
- Found on the internet
- Gave me a list, but did not find anything close.
- I did all the leg work myself
- It didn't help. We hit a wall.
- List of support for children with developmental needs
- none , no help at all
- None of the above
- Provided a list but there were several places that were not on the list any longer and and it was just stressful to have to hurry and make a decision
- That it wasn't a chance for me to get a voucher for my grandchild without the caseworker Proving it..
- They contacted me
- They didn't help, I found the provider by calling around
- They didn't support my search

- They gave me a list, but the list wasn't very helpful. Many options on the list would tell me they didn't take elc
- They provided a list but didn't allow enough time for me to research the daycare centers.
- They reached out on a close school arhat had availability
- We were only offered academic choices.

ELC of Indian River, Martin, Okeechobee

Q What were the main reasons for which you were looking for child care with the Coalition?

- DCF required
- Foster care
- Foster Parent
- Single parent

Q What part of the online application process was difficult?

- Clear communication with a live staff member is lacking
- I just didn't know how to upload documents. My fault.
- It's very difficult to do on a smart phone. Also, documents requiring an employer to sign is pretty embarrassing. I've lost jobs because an employer saw me as "possibly going to miss a lot of work."
- needed referral due to foster placement
- Submitted papers kept being denied

Q How did you contact the Coalition to get help with applying for child care?

- Elc

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Because I don't speak English and they helped me a lot to translate the entire process
- Chase and Lauren have been very helpful from Port Salerno Elementary
- Documentation needed was not clear.
- Friendly and Knowledgeable
- If I am inside the office, the staff is quick to help and extremely supportive.
- my first calls to ask for assistance went unanswered causing a delay in funding for the childcare program

- Quick responses to emails, able to answer most questions by email. Then by phone Patricia was very helpful.
- Samantha Reed was very helpful, she didn't get annoyed with all my questions. She always returned my call or email in a timely manner.
- The lady that Assisted me was very patient and understanding.
- The lady went through all the paper work and helped me send it in
- They are always available 2 answer my questions and help
- They are not helpful, they are not efficient, and they do not properly review documentation provided
- They gave me very clear instructions on how to fix the problem I called with, very helpful
- they helped me get it done on time
- They made me more confused. We talked via email and phone and it seemed like a different person even though it was the same she acted like we never spoke before.
- They were patient and helped me with everything I needed.
- They were very helpful throughout it all.
- very helpful and guiding me on what to do.
- Very vague answers were provided and grammar/spelling was awful, as if they sent emails via voice text from their phones. It made me feel unimportant and not worth their time.
- Was not given information on help

Q If you had a challenge, what was your main challenge?

- App
- As a foster parent it is difficult to know what to fill out
- Because I'm blind
- Communication
- getting qualifications filled out on time
- Getting verification for work
- I checked one box incorrectly. I receive notification, and resubmitted.
- lack of providers
- my only challenge was that I was not properly communicated to about applying for the funding through ELC
- No openings for child
- Response time
- Resubmitting paperwork
- The enrollment program was a bit outdated and thus not as simple as it could be when the actual enrollment period opened
- The only challenge I had was finding a daycare that accepted infants and had an availability. That took 3 months to find a daycare in my area that had an opening.
- Uploading the documents

Q In what ways did the Coalition support your search for a child care provider?

- DCF gave us a list of providers

ELC of Lake

Q What were the main reasons for which you were looking for child care with the Coalition?

- Foster child
- Fostering; did not want to further disrupt child's routine.
- Vpk
- VPK

Q What part of the online application process was difficult?

- Figuring out documentation- because we moved in May around the time I was applying and new address documents were difficult, and because it was a different county, I kept getting denied.
- It was difficult to figure the right school yr
- My completed work was somehow lost in the system. Luckily I called to check on it and they found it

Q How did you contact the Coalition to get help with applying for child care?

- School

Q Why do you feel this way about the assistance provided by the Coalition?

- S: They helped me with my questions
- BECAUSE EVERYONE I SPOKE TO WAS HELPFUL AND INFORMATIVE
- Because she was very helpful with all of my concerns and helped me to work through each one
- Employee told me just to read the website instead of answering my questions
- Every one was always helpful and kind
- Good
- I got communication quickly and efficiently
- My child made great progress
- She did provide an answer, but wasn't particularly pleasant.
- The help was fast and reliable
- They are very responsive however the providers I have not been able to find a provider taking elc in a year
- They found the application and ensured he had a spot

- They was very helpful throughout the whole process of me trying to apply and helping me with it.
- They were very prompt and pleasant to talk to.
- They were very rude and unprofessional
- This was a completely new process that I did not fully understand the resources available to help with a foster child.
- Was very helpful even though I didn't qualify for assistance
- Without the assistance from ELC I wouldn't be able to work to support my family

Q If you had a challenge, what was your main challenge?

- S: The child did not get used to the school
- S: The questions sometimes contradict what you want to put and they give you something difficult to explain
- Availability
- documents didnt load correctly
- Finding a place
- Finding verification documents
- Getting a spot at an elementary school
- Lower my co-payment
- Multiple daycares w excessive wait lists; not enough staff to take more kids
- My login for ELC would not work half the time. Had to call the office for them to due the form and contact IT.
- No one has an opening to place a baby / 1 year old. They are not trained or capable of dealing with babies after birth
- No one seemed to want to help
- No openings in ANY childcare facilities mostly due to lack of staff
- Not being to attend school early than time scheduled
- Providing additional supporting documentation that was needed as child is in the Foster program.
- The lost paperwork
- the only challenge was getting help picking a daycare with good reviews and feedback
- WHEN THEY SAID I DIDNT QUALIFY BECAUSE THEY PUT IN WRONG INFORMATION
-
- Q In what ways did the Coalition support your search for a child care provider?
- Found the paperwokr
- I didn't do any research. Just wanted someone local do my kid could learn social skills
- i was given a list to pick from, BUT i was told to call and see if they met my needs, it would have been nice to get more support in this area
- Quick response to emails or calls
- Sent my certificate to the school for me
- Vpk

ELC of Manatee

Q What were the main reasons for which you were looking for child care with the Coalition?

- CHILD IS IN FOSTER CARE- DAYCARE IS REQUIREMENT
- Foster Child
- Foster Parenting
- I am a grandparent raising grandchildren
- I Can save some money for rent
- Speech and social development

Q What part of the online application process was difficult?

- S: There was no clear communication from the staff or help on how to fill out the application.
- document file too large didn't have fax #
- Hard to find what I needed
- I feel as though I'm lying with what I'm told to enter for Foster Parents. Perhaps a separate form?
- Just a bit confusing, missed put on choice week
- Not cell phone friendly. Could not see the whole page on a phone screen.
- Not enough options to choose from for needing care
- Not having a computer and doing it over the phone was difficult to veiw

Q How did you contact the Coalition to get help with applying for child care?

(no responses)

Q Why do you feel this way about the assistance provided by the Coalition?

- S: It is a great help I am a single mom and it is the best there is
- S: The person who was there at that moment in the reception was rude and very tyrannical. Their air of greatness and superiority showed their lack of professional ethics.
- S: They don't explain the process to people who are immigrants and have no idea how the system works in this country, they don't follow up or keep us in the loop of what is going on or is going to happen to the application, they approve the application and do not inform of it and then time goes on and eligibility is lost, they don't provide a list of providers unless it is asked for and when it is asked for they send a link that does not work, you call and they don't answer, they answer and then leave you on hold, they transfer you and end the call, they don't explain that one has to look for the provider and let them know, there is a waitlist for everything, if I had known I would have searched for the provider before applying so that my application did not expire waiting for the availability of the provider.

- All the solutions still required me to miss work or have to go somewhere out of my way wrangling a squirming not so cooperative 2 year old to complete the paperwork on a computer
- Always helpful and contact back fairly quickly
- Because they answered all my questions and helped me with the next steps to get approved
- Because they help me quick and fast
- By the time to take
- ELC has been very helpful to me in every way. They've always been beer polite, knowledgeable & kind.
- friend
- Helped with with my questions I had.
- helpful grateful
- I had to urgently find new care for my son since his school unexpectedly shut down. ELC was able to expedite everything for me which made it such an east transition
- It took several times of communicating for the personnel to figure out how many actual hours I was in school, and so we had to go back and forth many times
- It was easy for me to apply with their help
- Multilingual very helpful
- Polite and very helpful
- She jumped right in to help me
- She was friendly informative and efficient
- The assistance got me in the right direction, but I still needed to do additional things to resolve the issue
- The people are very professional and courteous
- The person explained what I needed to do and it is big financial help for me.
- The representative helping my family's case is so polite, professional, and reachable. 10/10
- The staff member was very helpful and knowledgeable
- There is only so much they can do.
- They answered all questions i had
- They are a Big help for needy families who can't afford child care expenses
- They helped me as a single mom be and to still work and afford daycare
- They were helpful
- They were helpful by phone - but there was a bit of a disconnect between case management and ELC and daycare - eventually we were able to work it out.
- They were very helpful pointing me in the right direction
- They were very nice and they walked me through the process
- They where very helpful
- transfer to many times
- Very rude and short
- when i did the office visit, bam everything was done and over and a day later had my child in care

Q If you had a challenge, what was your main challenge?

- S: There was a waitlist of up to 6 months, in many other places there was no available places for my son's age and in others there is no ELC program
- S: Filling out the forms correctly.
- S: None
- Applying and the availability for school an the time frame
- Availability
- Communication between ELC, Case-management and childcare provider.
- Communication with the person in the office about how many hours my schooling is
- Dealing with difficult elc workers
- Dealing with rude representatives
- Didnt even know about the opportunities out there until a 3rd party recommended it
- Everything was straightforward
- FINDING A DAYCARE WITH AVAILABILITY THAT ALSO ACCEPTED MANATEE ELC
- Finding a partcipating provider with the hours I needed for my work
- finding a place that actually toke very good care of my child
- finding a place that met my needs that did not have a long waiting list
- Finding a provider for a 4 year old i called 26 places in Palmetto fl and only got one response back
- Finding the name
- Had a couple minor fall backs
- I'm not good with computers
- It was very hard to find a provider that accepted ELC AND had infant availability
- Just making sure the center had available spots!
- Just the waiting period to hear back
- Language barrier
- Many childcare facilities were filled up
- My granddaughter attends PreK at an elementary school, but I also need help over the holiday breaks at a daycare.
- My son has special needs and they wouldn't allow him to go to the facility his OTA from early steps had recommended. It's unfair to my son that because I didnt make the choice to leave an abusive situation until it was too late. The abuse during my last month caused my placenta to rupture and my baby to go an extended period of time without oxygen to his brain causing him tohave HIE! My ex is now incarcerated for 6 years because if it, but the struggle trying to rebuild after losing every single thing we have ever owned as a single mom of two starting over half seven extremely difficult and ELC was a huge part of the issue
- none
- Not having my own computer when the pages could not be completed on my phone
- Not knowing what all documents that needed to be submitted. Doesn't specify on all documents needed
- Seeing if I meet the requirements
- Signing

- The not answer my question
- The screening was my challenge
- To provide in time documents
- Trying to find a daycare in 10 days
- Understanding the process.
- Website not always user friendly
- You need to have a job before you can get help, but need childcare before you can get a job.

Q In what ways did the Coalition support your search for a child care provider?

- S: They provided the vendor list after searching for vendors for 3 weeks with no success.
- No I explained his needs and was never given any info on special needs facility's they would pay for
- None
- Provided a list, but I had to contact them all to see if they met my needs. Only 2 of 10 did
- They didn't help just said look at the website
- They helped me get paper work filled out to get care for kids
- They helped me step by step with any help I/we needed

ELC of Marion

Q What were the main reasons for which you were looking for child care with the Coalition?

- Foster care
- To get childcare for a child, which was in my custody

Q What part of the online application process was difficult?

- Certain parts of site are not mobile friendly
- Confusing as to what was being required of me
- Could not complete application due to non existence of pay stubs

Q How did you contact the Coalition to get help with applying for child care?

(no responses)

Q Why do you feel this way about the assistance provided by the Coalition?

- S: They made the process difficult for me since I had to send the same documents many times
- Because its allows me to be able to provide for them while they getting education

- ELC of Marion County replied the same day (Ms. Elizabeth Cowen and Ms LaMeshia Jenkins)
- Friendly and helpful
- Good job communicating
- Great service
- Helpful
- I like it
- Is an average because the first person who contact me was very helpful and the other two that call were like this is not my job.
- Maggie was so patient with me during this process and very helpful. I am beyond appreciative for her!
- Staff are very helpful and considerate.
- supportive, informational. They walked me through the steps and made me feel confident that I was receiving the support I needed for my child
- The one worker I had was very helpful Mrs.Eurbin, but there are several of the African American women who work there who have a bad attitude.
- The original lady that help me was very nice just limited due to rules of the program. Once staff was kinda difficult in explaining
- The process is very confusing and the daycare centers don't take the time to explain how it works. The ELC is extremely hard to reach unless you get someone's information you have been previously working with. The rates are not explained therefore parents don't even know if they are being lied to by the daycare centers because they make up their own rates for wraparound etc...
- They answered all my questions.
- They did their best to help. Some of the process is difficult.
- They went above and beyond to help me in a time sensitive manner
- They were kind and courteous, and they gave me information that I did not know about
- They were very helpful and thoughtful to for me to accomplish what I needed for my grandchildren because I was clueless because I was clueless
- They were very helpful, with what ever issues i was having (cant remember specifics) but very polite and courtsey
- Very helpful
- Very informative and helpful with the process
- Was very detailed on information

Q If you had a challenge, what was your main challenge?

- S: The care they have and are good care are full. You have to be on waitlist. I understand that not all care counts with trained personnel.
- S: Because here inthis county there are not many institutions that accelerate the program
- ANa
- Finding a daycare with opening for my child
- Finding a good place
- Finding a provoder that can take Twins.

- Finding an available provider in time
- Finding quality providers
- Having space for her to attend
- I didn't have too much challenges because I knew the ELC workers were there for me
- I dont have a printer/scanner and it took a little bit to get the photos readable
- Knowing what application was needed for which service.
- MY CHILD HAD TROUBLE ADJUSTING FROM HOME DAYCARE TO A MORE SCHOOL LIKE SETTING, THE SCHOOLS DIDNT HAVE ENOUGH RESOURCES. BTO DEAL WITH THE SITUATION. SCHOOLS IN THE VPK EVEN THOUGH THEY ARE PRIVATE SHOULDNR BE ALLOWED TO KICK STUDENTS FROM THE SCHOOLS MORE SHOULD BE DONE TO SUPPORT THE KIDS.
- No Availability at daycares
- No daycare has autism trained or awareness employees
- Not being able to apply without proof of pay and with the assistance childcare is still expensive
- Nothing really
- Providing all documentation they require in a short time
- The challenge was imputing the information
- Unable to log in
- Waiting for an opening at Kids Academy and the Referral from Kids Central Inc.
- With the program needing to wait for funds to be available, but it's not workers fault.
- You just receive a list from the ELC and a majority of the centers on the list say they don't take the voucher. The waiting lists for childcare is extremely inconsistent and you end up just putting your child in whichever one has an opening and accepts the voucher even if it means going 30-45 mins out of your way for care.

Q In what ways did the Coalition support your search for a child care provider?

- Dcf help
- I called the providers I was interested in
- Imputing information
- No ellos te dicen que Basques el proveedor
- Provided the inspection lists of the nearest centers to my home.
- They didn't support my search. I had to come up with a list on my own
- They provide a list of child cares near me

ELC of Miami-Dade

Q What were the main reasons for which you were looking for child care with the Coalition?

- S: To help you in your development as you grow with the technology that is updated and grow healthy

- S: Because the current cost of child care is high and what I earned alone is not enough to fully cover the payment for care.
- S: Because I need help to be able to pay for my son's care
- S: The child needs special care Due to the fact that I'm a single parent with no support for my child.
- For me to be able to attend medical appointments
- For My grandson who I have a power of attorney for him and I need to provide him with educational and social enrichment and his hard
- I am a single mom
- My kiddos also have ABA therapy
- One my kids is medically disabled and I need assistance
- School
- So I can find housing
- Summer daycare

Q What part of the online application process was difficult?

- S: with filling in the form
- S: There is no clarity or appropriate selection for certain documents and certain situations
- S: To edit the application I always had to redo it
- S: They ask you to rectify the information you send several times. I had problems with my employment application, they sent me to fill it out 3 times. 2 megabytes limit not enough for all the paperwork
- All forms should be attached to the application and you should be able to sign them through doc you sign
- Before they would email you when you needed to submit something, now they just let you know that you are not approve because you are missing paperwork
- could not load documents needed i would like to send them by email or fax.
- Forms availability
- Found how to scanned the papers
- I didn't have problem
- i would never get a email/call on which other documents they needed for me to get approved
- It did not specify I had to scan all documents into one and upload it
- It get complicated
- It was not specified which documents were required
- No one was getting back to me
- Not getting accurate information or getting timely communication from the case worker
- Response time was supposed to be 2 weeks and was practically a bit over 1 month.
- Submit the paperwork
- system can be glitch at times
- Tech issues
- Uploading documents

- Website not user friendly

Q How did you contact the Coalition to get help with applying for child care?

- S: Application
- S: Custody of the children
- S: Social worker, I'm a single mom
- S: With help from my social worker
- Foster care
- These are my Foster kids so the Agency also assisted.
- Q Why do you feel this way about the assistance provided by the Coalition?
- S: Sometimes they don't have the patience to explain and I don't know what she knows
- S: Good
- S: Good orientation
- S: with the women they are feminists..they don't help a man parent or with a family judge order
- S: I think they should be a bit more understanding and a bit less rude when it comes to expressing themselves
- S: The personnel is attentive and has the desire to help in the process of getting child care and helping low income parents
- S: The staff was efficient, kind and very caring
- S: The staff was very attentive and of great help
- S: Personally, I turn to this service to be able to pay my children's daycare and the people who work at the ELC have been infinitely helpful when completing this process.
- S: It is of great help for low income parents
- S: I was in the process for five months for them to approve my case, they asked me for double documents and in many occasions, it was stressful how many documents they asked for and the unaccounted costs because some of them had to be notarized
- S: Excellent service
- S: Excellent service, information and help
- S: It was good, but I feel like they should better explain which papers we need so we don't have to spend so much time in this process, they ask for one thing and later they ask for other because they don't properly explain what you need
- S: It was normal, they did their job
- S: They were very kind and dilligent during the process
- S: They were very efficient
- S: The person was very kind and helpdul in assisting me. The internet program was the one that was no available
- S: Marvelous service
- S: They helped me. They were very kind
- S: They advised me
- S: They assisted me very well I am very grateful
- S: They help me very much with my doubts

- S: They helped me to present the necessary information in my application and fixed the errors in order to complete it satisfactorily
- S: They helped me so that the whole process was easy
- S: They helped me with all I needed
- S: Very kind and they assisted me very well
- S: Very attentive to help in filling out the request
- S: Very good treatment
- S: Very efficient
- S: Very professional and very helpful to parents
- S: Very satisfactory
- S: There is no good customer service
- S: They don't explain things well with respect to the documents that have to be turned in
- S: I lost hours of work to take the documents to renovation. And when I arrived in the office with an incomplete date from my director they told me they could not accept my request
- S: Perfect explanation about the function of the program and requirements
- S: For the help
- S: Because they were very kind and cleared up my doubts, very professional
- S: Because thanks to the service I can obtain a scholarship for my son
- S: Because they helped me quickly
- S: For their support, for their guidance, for having my child present for early education and counting on excellent educational standards
- S: Because the staff was very attentive and helped me with the objective
- S: Because that person who helped me knew how to explain and communicate step by step what I had to do and submit to the ELC system
- S: Because the service was excellent
- S: Because they were attentive and tried to help me fill out the fields I did not understand
- S: Because the person who helped me was available the whole time for any question I had. And every time I needed their help they were they to help me
- S: Because I did not clearly understand the terms they used to explain things and on occasion they did not know how to clear up my questions
- S: Because for everything the answer was the income or that it was how it was. There was no real advice
- S: Because they answered my questions with much professionalism
- S: Because whenever I called to clear up any doubts they gave me very good service
- S: Because they are very professional and accommodating
- S: Because they help you, with good intentions
- S: Satisfactory they have always had much dedication in my case
- S: They were always very patient and helpful
- S: They have always been very kind and attentive with every question I've had
- S: They have always been very kind and professional
- S: They only sent me to wait and told me that I had to edit the application not make a new one but they didn't explain how so nothing was resolved
- S: They helped you with all the information you need to complete the childcare request process

- S: Thanks to their instructions I was able to fix myself to finish the application on the website
- S: I had excellent communication with them
- S: Agreeable attention and comprehension in my case
- Always trying to help you
- Answered all my questions
- Because I wouldn't always get assistance. At times, I would have to leave a message.
- Because it was a good customer service.
- Because it wasn't fully clear about uploading docs
- Because she was very helpful and understanding
- Because she helped me
- Because the person helping was with a very stressful attitude instead of feeling helped I felt like I was being annoying or something by the way she spoke
- Because they were really friendly and so nice to guide me, explained what were the steps to follow to resolve my situation and needs.
- Because they were polite and very nice towards me and my child
- Because they were nice to me and understanding
- Fast and accurate responses
- Good
- Great
- Great customer service
- Great service
- Great Services
- He was just very helpful
- I appreciate them caring for my child like he was theirs, they care that's important
- I feel like the assistance is great
- I got denied many times before I could be accepted. My main reason for applying was trying to go to school and I got denied because I wasn't currently enrolled. There is no leeway or help for the transition period. Couldn't get a job because I didn't have childcare because I didn't have a job... it was an endless cycle
- I provided all the information needed, never got a call back before my deadline and it passed causing me to have a gap in my child going to school and had to take off from work to keep him. Not to mention the application to renew was done and I didn't get a response within 10 days. I had to call in the tenth business day to get things in order myself.
- It is definitely a need
- It was simple but not much direction
- Lazara helped me on everything. I am very thankful for her assistance
- Ms. Kena was exceptional. She was understanding to my concerns and offered the best options available in her scope.
- Needed help scanning documents into the system worker seemed annoyed and didn't want to help
- Nice and helpful
- Not very helpful
- Outstanding

- Partial improper information was given.
- Provided accurate info and were helpful
- Provided detailed information
- Quick responses and kind workers
- SHE ANSWERED AND PROVIDED ME WITH ALL THE INFO I NEEDED
- She really helped me with my application.
- she said not loading thanks.
- She walked me through the process
- She was helpful
- thank you
- The agent understood my problem because they had extensive knowledge regarding the applications and the different possible status. Thus, they gave me clear assistance regarding understanding my situation and how to successfully amend the problem.
- The agent was professional and sent me the forms by email
- The help I need as a grandmother to be able to get through and hopefully finish nursing school.
- The lady who I spoke with help me step by step with my needs. Was very respectful and understanding.
- the last call i made super frustrated that employee helped out immediately, but before that i had called 6 TIMES on different day and they would tell me i had to either wait for a email or that they sent a notification to the person in charge of my case and they will contact me and that person never did.
- The representative was very helpful
- The staff listened to my needs
- there was a lot of miscommunication. No one was getting back to me on time by the time someone reached out pertaining to documents that were submitted, my certification was already done. I almost lost my job
- they answered all my question and were helpful.
- They answered my questions but the ten day waiting period after ever document uploaded delayed my redetermination and the waiting gave me anxiety.
- They are always knowledgeable and helpful when it comes to making sure they explain the processes
- They are very helpful
- They explain to me what document could be used
- They provide general info, the dont even offer to assist me
- They really did help me with the application
- They really help in places i need guidance and where to put the right documents.
- They suck
- They took their time explaining the process to me and answering my questions.
- They was very knowledgeable, kind, supportive and patient.
- They was very patient and and was able to understand how to do everything
- They way sometimes they make you feel poor and like you are bothering
- They were helpful

- They were patient and helpful, and they provide guidance of everything I needed to submitted to ensure that I was approved
- They were there to answer questions i didn't under in details
- They were very friendly and professional
- They were very informative.
- They were very willing to help but they had no clue where to start.
- Very fast and accurate response
- Very good
- Very grateful
- Very helpful program wxcellent customer service
- Very helpful they pay my daycare
- Very professional
- Was not firectly clearly on what steps to take afte submitting to the waiting list
- You guys are amazing!

Q If you had a challenge, what was your main challenge?

- S: When it came to loading the requested documents
- S: Applying the first time because I did not have much knowledge of how the process was
- S: Fixing an error
- S: Some of the information from one of my applications is still missing
- S: I still do not have legal documents and this has been a roadblock for my one year old son to be able to participate in said program and it is contradictory because to participate I must be studying or working which is contradictory because if I don't have someone to care for him then how can I work or study full time
- S: Sometimes they ask for the same documents time and time again just because of a minimal scratucg and you have to notarize again and there is not much money to be notarizing the same paper over and over
- S: Good
- S: Medical check-up and immunization
- S: Getting all the documentation
- S: Noticing which type of help I had to apply for
- S: Being able to demonstrate how much I earn monthly to qualify, they asked me various times for the application that my boss filled out from the beginning and he had to fill it out two more times
- S: Documentation they asked for it repeatedly and the process took a long time
- S: Your program did not work
- S: The website is a bit confusing for filling out applications
- S: The time
- S: In my case since I am new to the country I had difficulty to establish my address since the electral and water bills were not under my name and for that reason they rejected my request many times
- S: Finding a school

- S: Finding one who met expectations
- S: Finding them
- S: Sending the right documents
- S: It's because the child needs it, because in daycare they do not have the capability to attend to autistic kids like him, for many reasons..
- S: The documents they ask for to submit them to the application they should have a better method such as simply uploading a photo
- S: Accessing the site on my cellphone
- S: I did not have the necessary documentation
- S: There were barely any available providers or there was a long waitlist
- S: It was not clear to me the documents I needed to turn in
- S: They don't have in mind that judge orders abide by the internal policies of their business
- S: That there we no available spots
- S: There was only one tuition left
- S: Yes I had because I still cannot handle it well the computer and it is the first time I went on the site sorry I need to catch up
- S: Uploading the documents in a single file
- Address was deemed wrong. But it was a different st name. They rejected first
- All the paper work
- Confirming the program my son was best suited for. Choosing the best location. It was also hard to tour facilities during COVID.
- Cost and location
- Daycare
- Doing the application on my phone.
- Easy And Understandable
- Fast and easy
- Find a The facility near me with capacity for my boy
- Finding a daycare to enroll... Always filled.
- Finding a good afterschool program in my area is a little difficult.
- Finding the person to help me reregister my child.
- Getting approved
- Getting approved for child education
- Getting documents uploaded
- Getting information from the absent fathers
- Getting supporting documents required
- Getting the same paperwork notarized over and over again
- Getting through the portal
- Had to provide too much information
- Having to keep sending in paystub
- I am still refining my computer literacy and needed help navigating the site and properly doing my application
- I had to submitted the application many times because the employment paperwork was always very difficult to finish

- I would have liked a reply to my application faster
- I've been a participant of the ELC program for many years. As a single mom, this program has been a life-saver. I am beyond grateful for the services but was recently discouraged as I keep having to submit additional documents not previously requested. Needless to say the services have been prolonged I had to borrow child care fee from a relative so that I can return to work. This experience was shameful but gave me a new drive to push hard self sufficiency and not rely on social services. I am planning to go back to school because its very difficult to thrive in the workplace with only a high school diploma.
- It was quicker then I thought
- Just making sure i chose the right school for his wellbeing and educational wise
- Language barrier
- Loading my paystubs with my phone
- making sure I input the correct provider
- Most of the places does not allow the RBT or other therapists. My Child is diagnosed with autism and needs the therapy. 30 hrs per week with RBT, 3 times per week with OT and 3 times per week with a Speech Therapist
- My children adapting to daycare
- No
- no challenge
- none
- None
- None
- Not being given direction or a listz
- Nothing/Every visit to your office has been "Superior Service." Also Ms. Desir, she always follows up in a timely manner. Great office and staff. Never really encountered any problems with them. Very helpful staff at the front desk too.
- Only challenge was uploading my documents.
- Outstanding
- Paperwork
- Providing supporting documents and notarized letters was the most challenging.
- Someone getting back to me.
- Start date
- Switching providers.
- thank you
- That every time I when in to submit paperwork the application need to be update
- The challenge was finding quality local daycares and finding quality daycares with availability
- The employees that literate don't care for the people or their time. I'm sure some of them are single mothers and should know It can be hard for some mothers. There's NEVER any empathy or customer service and it's only the 5% that care while the other 95% needs more training on empathy, time management and customer service.
- The paperwork
- the password info
- The required documentation

- The support specialist are not very cooperative at times when it comes to document asked to provide and paying attention to the attached already provided
- They paper
- To fill the application
- To find a job
- Trust in the management. Competency of the stuff. Weather or not my kids can have their therapeutic needs met.
- Uploading docs
- Wait time to have the daycare approved
- wait until my employee provided some info I need before my dead line hits. But besides that if you're organized with your paperwork everything go easy. They explained nicely and clear of the paperwork I need.

Q In what ways did the Coalition support your search for a child care provider?

- S: They provided me with a list of child care providers based on my area.
- S: No one helped me at all
- S: I don't know what they mean
- S: I still don't know how I can apply for a VPK certificate sorry
- S: The case manager of the children
- Did nothing
- I found the provider that was willing to receive my kid
- I haven't ask ELC, for other providers
- It didn't at all
- None
- Still in the process
- Telefónico
- They were helpful in every way
- With the computer aspect of it.

ELC of North Florida/Episcopal Children's Services

Q What were the main reasons for which you were looking for child care with the Coalition?

- Foster child
- I would never be able to further my education. I was working only to afford daycare.
- My child had to stay with her grandparents and they needed her in daycare during the day

Q What part of the online application process was difficult?

- Choosing correct enrollment options
- Confusing process
- Could not find where to sign.
- Submitting Issues
- The application does not load on apple products. I had to go in office to complete the enrollment process.

Q How did you contact the Coalition to get help with applying for child care?

- Children and family

Q Why do you feel this way about the assistance provided by the Coalition?

- Both ladies were very helpful and generous
- don't remember
- ELC shared all the details required.
- Everyone I spoke with was very helpful
- I called on multiple occasions during the week and got nothing but voicemail. Never got a call back.
- I feel like she went above and beyond to help me
- I have foster children through nonfamily kinship, everything happened extremely fast and I was not prepared for it. April Florida was the person assisting me as I was trying to navigate the process, she was more than helpful
- People aren't compassionate or understanding and everyone that works for ELC have compassion
- Responses were given in a timely manner
- She answered all my questions and took care of the matter quickly
- She helped verify what I needed and how to finish the application and gave me time to get everything done
- She was so kind and willing to do the work to help me. Never made me feel small for needing help.
- The specialist provided detailed instructions on how to complete application and submit documents
- The woman that helped me complete the enrollment process was very sweet and understanding. She also was very informative and answered all the questions I had.
- The woman who helped me was always very attentive, positive, polite and went above and beyond to help me meet my needs
- They answered my question but we're very short with me.
- They are very nice and helpful
- They did their job, answered all questions, and got me answers
- They got back with me in a timely manner
- They have been helpful with any questions that I have ever had.

- They walked me right through what I was calling about
- They wouldn't help me because my daughter was staying with her grandparents. They told me DCF would have to write the referral in her grandmother's name
- Very patient and helpful.
- Very prompt and informative
- Vicky has been extremely helpful and the best is that she will actually answer the call others you leave a message and wait numerous days for a return call and still may not get called back
- Worked with me and was very helpful

Q If you had a challenge, what was your main challenge?

- A lot of paperwork and waiting time
- Being approved.
- Finding a daycare center that had availability and took the voucher
- Finding a daycare without a waitlist
- Finding certain instructions.
- Finding where to go to turn in the application was difficult. It didn't have a room number. I had to guess what room to go to once I got to the address.
- Getting approved for childcare
- Hours of child care providers corresponding with my work hours
- I love the daycare my son is at, just at first it was hard finding one in Green Cove
- I wish more daycares offered the VPK program
- It was a long wait to get approved. But once did and gave all paperwork it was much smoother.
- Kids in different schools, needing to be picked up from school by the care program and taken to the facility until i got off work
- Lagging funding
- Language, I am Hispanic
- My child was changing enrollment from Osceola to Crookshank. Process was not completed on time for my son to start after winter break. We had to wait 3 days after school started. No call backs from ELC
- The information I submitted different have everything so I had to submit documents multiple times
- the only challenge i had was in the family portal, they had my email address wrong by one letter
- Waitlist

Q In what ways did the Coalition support your search for a child care provider?

- Provided list of providers that met my needs

ELC of Northwest Florida

Q What were the main reasons for which you were looking for child care with the Coalition?

court placement of child in my custody

- DCF
- Single mom working everyday.

Q What part of the online application process was difficult?

- documents needed for approval have no room for people that need the assistance but have medical challenges but not "labeled" as disabled.
- I'm not good with technology, it was very hard for me. I had to get help.
- It wouldn't allow me to upload documents
- Not clear on which application to submit or how to go back to it.
- Uploading documents
- Wouldn't let me initial or sign once I had completed application

Q How did you contact the Coalition to get help with applying for child care?

- When they return phone calls

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Very kind and attentive. Information clear and helped me very much
- All questions were answered
- Because i have no coputer and to do on my cell phone
- Because they were very helpful to me on completing the application
- Everyone I was in contact with went out of their way to provide me with the assistance I was seeking.
- Extremely patient and helpful. Directed me what to do and how to submit
- Good
- Great
- Hard to get them to return phone calls
- have been told on NUMEROUS occasions "that sucks but since you do not have a "Disability" we can't help you
- Helpful and courteous
- I can afford to work.
- I Very Appreciated and the response was very professional

- Kept in contact with questions I had
- Ms Glenda was very helpful when assisting me through the process.
- She completed everything for me to be approved.
- She told me exactly what to do and i was approved in no time
- She was able to inform me completely on how to complete a step of the enrollment
- She was extremely helpful and very fast like as well.
- She was helpful and poliet.
- the employees of ELC were exceptional to me
- The ladies helped me understand everything that I needed to apply and were very compassionate in understanding my concerns when I needed to change providers
- The person I spoke with was very helpful
- They dont return phone calls in a timely matter and sometimes dont call back at all. Everything is through emails, i dont understand this process and i dont have a way to down load these forms. I jad to hrt someone from the county office to help. My application was rejected 2 times, cause they daid i didnt work enough hours for care which is not true. Im a school bus driver and i do fieldtrips and sub when needed.
- Very helpful
- Very helpful and friendly advice
- Very nice and helpful
- Very nice and helpful and always call back ASAP

Q If you had a challenge, what was your main challenge?

- S: Language
- S: Not finding an institution in my area that educates and takes care of my son while I work, since my work schedule is from 7 am to 4 pm I am a single mother,
- Attaching the voucher to my account
- Availability
- Child care that accepts ELC and availability
- Contacting by phone
- elc and the Tallahassee foster care case worker for child
- Enrolling online via my phone was difficult due to the documents needing to be signed weren't visible unless I turned my phone sideways.
- Enrollment rules
- Imagination station was nothing but helpful.
- It's hard to get ahold of people sometimes
- None
- Signing the paperwork online
- the ELC employees and the child care workers were so good to me. if I had any difficulty at all, they help me through it.
- Time to process and change schools
- Too much paperwork
- Uploading screening and documents

Q In what ways did the Coalition support your search for a child care provider?

- Did not get any help or list of providers

ELC of the Emerald Coast

Q What were the main reasons for which you were looking for child care with the Coalition?

- ELC provides vouchers for children in foster care.
- I already found a provider myself.
- I am taking care of my granddaughter full time, this place is close to home so she would feel more secure being away from me
- I have a foster child, but work part time and our previous daycare will be closed for the summer.
- My child was recently diagnosed with autism and classes at his daycare seem to help significantly. He's slowly but surely learning new words and how to communicate better.
- To have easier recovery due to my foot injury

Q What part of the online application process was difficult?

- I was told a 24hr turn around but it was 5 days before approval
- While downloading my documents needed to complete the application I think all I downloaded was 1. It was kinda difficult that part of the application.

Q How did you contact the Coalition to get help with applying for child care?

(no responses)

Q Why do you feel this way about the assistance provided by the Coalition?

- Answering all questions
- Appreciated the return email/phone call
- At first i was rejected due to an error with my employer paperwork. The person who emailed me never responded to my obvious despair over being rejected. So i went a step above and a lady contacted me(i cant remember names) but the lady who contacted me back actually took the time to find where the error was and corrected it sot hat my children were approved. I am so thankful for this woman and her taking her time and being so understanding and dealing with my frustration.
- Because they never called me back.

- Had to wait for a response since there one no one at the desk in office but once I received one I was good
- I have called multiple times just to receive a called back 2-3 days later. Email works faster but I still don't receive the help I need.
- Mrs Sharon Pierce has been amazing every time it comes to any questions I have and any time I've needed help!
- My question are always answered a clear manner
- Not the friendliest
- She always helps me anytime I need her
- She was very helpful
- Super easy to work with and very nice
- The staff told me which documents I needed to submit, how to submit them, and answered any next step questions I had.
- They dont like to answer the phone
- They responded with an answer within a day or 2.
- Very hard to get in contact with them
- very helpful
- Very helpful and friendly

Q If you had a challenge, what was your main challenge?

- Asking about evaluation at end
- Availability of providers
- Because they never told me if she was eligible or not.
- Child care facility that I wanted did not accept the ELC voucher or they did not have any open spots to accept children.
- Childcare providers were filled and slow to respond
- Contacting someone
- Documents requested
- Finances
- Finding a child care provider with openings.
- Finding providers that actually were taking new students
- Finding providers that have open availability
- Getting all the documents needed and uploaded
- How long it took to get approved. Have to make sure to do weeks or month in advance
- I can find only one vpk program that runs in the summer and it will probably cancel due to lack of sufficient number of children signed up
- Lengthy process and response isn't very quick
- Logging in
- Long waitlists
- Not enough providers that take it in our area
- Open slots for age range

- Openings
- signing certificate
- Space
- The application was easy. Finding available childcare is nothing short of a miracle.
- The only challenge was my payroll checks definitely averaged above 20 hours, however i was at first rejected because i had 2 pay checks that were just under 20 hours due to me having to take off work for my child being sick.
- The waiting list was very long -she was 60th. Need bigger facility or more daycares/pre-ks for peeps that need it ASAP in emergency situations
- VPK waiting lists/limited availability
- Wanted so many documents

Q In what ways did the Coalition support your search for a child care provider?

- I had to find my own provider. They didn't help. I asked.
- Never done any of these.
- They provided a list. Unfortunately, there are almost no openings or the centers are preschools that don't take 2 year olds

ELC of Orange

Q What were the main reasons for which you were looking for child care with the Coalition?

- S: By reducing the cost of child care I can save for myself to continue studying
- S: I am a single mother with no family to help her
- Cause I couldn't afford it
- Disabled and adopted my grandkids
- I don't have VPK child in system
- Moved from Miami

Q What part of the online application process was difficult?

- asked for help to find a provider. Received an email that I had 1 day to find a provider or else the application was gonna be closed. No one helped me with that.
- Does not assist with this matter, needing a child care that provides specific needs, employees just send a list of providers near the zip code desired rather than having some knowledge of the child care system and/or schools recommending
- I was sent a list but it was a bit tough to research information
- I was told No so many time due to her not listening to my questions

- I'm not sure because I don't really know what the ELC is or how it relates to the other bodies I dealt with.
- Provided a list of providers that were either home or facility
- Provided guidelines to look for when choosing provider
- So expensive
- website
- What was missing

Q How did you contact the Coalition to get help with applying for child care?

- Case manager did

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Uploading documents
- Case worker made it very difficult and needed extra documentation even though one child was already approved with what i had
- Case worker waited until my deadline to tell me I was rejected and had that day to correct a paperwork
- Could not delete previous income and employer
- Didn't get the help I need it
- it just got a little confusing the editing part
- Needing documents, you upload the documents and may have to resend because the online application didn't receive it, sometimes after submitting documents you have to re submit documents again for processing. The counselor assigned doesn't answer, only communicates via email, submitting documents only when things change or every 1.5/2 years will be better than yearly although a lot can happen yearly it usually remains predictable and should be monitored accordingly to provide easier work for employees and less paperwork for the clients
- No help
- None
- Pages don't fit full screen very difficult to navigate and read. The pop up boxes are half sized with like 3 words in each line have to zoom in and out and move the screen just to read it
- Website isn't easily navigable on phone

Q If you had a challenge, what was your main challenge?

- S: Kindness and help
- S: ELC is the best, thank you for your help with my children
- S: Excellent attention from the supervisor
- S: They were very punctual and kind
- S: It helped me very much

- S: Very good service
- S: Very professional
- S: Very accomodating the people who helped me
- S: They did not give responses to the questions regarding the filling of forms
- S: For the information given
- S: Because it was excellent
- S: Because they speak to you with a bad attitude and it is very difficult to contact them
- S: Because they understood me very well and gave quick solutions to my questions
- S: Their information was precise and complete
- A lot of times its hard to reach someone
- Agent did not provide any useful information
- Always helpful
- Because I find the good answer
- Because I really appreciate the way they care
- Because the assistance that I received was great. The agents were kind and very helpful
- Because There good at getting back to me
- Because they help pay for my kids care
- Each time I called, the representative was helpful and always answer my question
- Everyone i spoke to was very caring and understanding. They were able to help me without any issues
- Everyone that I spoke was knowledgeable and provided me dates and complete instructions for task that I needed to complete
- Exceptional
- Explained to me what I needed to submit
- Good
- great
- Great job
- I asked for help removing a child from needing care. I seen the option to remove but it wouldn't highlight or let me selected. Instead of removing the child she emailed me back that it was plain and simple to do it from the app. Smart mouth and pointless response.
- I feel great about the assistance because I can work and my kids can learn and learn how to be around other kids .
- I got everything I was looking for
- I received great help.
- I was able to get the answers I needed in that call
- I was helped right away
- I'm feel comfortable and happy
- Instructions were clear once i was able to contact someone
- Lorraine is amazing. So very kind and helpful.
- NA very pleased with the assistance
- No English
- Overall it helps assist families with our children. Very grateful and would love to continue to help provide ways it can be better for the parents, employees and children.

- she answered all my questions in an orderly manner
- She guided me right through
- She helped me fill it my application
- She was difficult and after i provided paperwork for one issue she would randomly ask for something else
- She was informative and helped me figure out where I needed to go and my time frame
- She was very helpful and made sure I understood everything.
- She was very knowledgeable and help me better understand the requirements
- She wasn't helpful at all and lost my vpk tgat almost caused me my job
- Some where great and some where terrible.
- Supportive and informative
- Thank you I really appreciate that
- Thank you so much, Continue to help families in need
- The person was very helpful and direct me to the right way to go about applying
- The program is great just some of the workers are not very nice
- The rep walked me through what documents to provide, deadlines and additional resources I may need.
- The rep was super sweet and we had an awesome spiritual convo after she helped with my main needs. She really encouraged me about life and the future which I truly needed that day.
- The representative was able to assist me with the questions I had in a very efficient manner and provided me with the information I needed
- There was a quick respond via email
- They always told me what documents I needed to up load
- They are great
- They couldn't tell me when the account will be funded
- They did their very best to make sure I got all my documents in on time.
- They directed me the right way so that I was able to complete my application
- They do not get back in contact if you leave a message or send an email.
- They took there time and a very quick response
- They walked me through the process
- They were fast and efficient
- They were very helpful in assisting me with all the questions and paperwork. They were respectful and always punctual on getting the documents signed
- Things I didn't understand they walk me through it
- Very good service
- Very great
- We are caring for a family member through the foster care system and it's often confusing and challenging and the elcoc staff made it make sense!
- With them helping me I was able to get cate for my kids while working

Q In what ways did the Coalition support your search for a child care provider?

- asked for help to find a provider. Received an email that I had 1 day to find a provider or else the application was gonna be closed. No one helped me with that.
- Does not assist with this matter, needing a child care that provides specific needs, employees just send a list of providers near the zip code desired rather than having some knowledge of the child care system and/or schools recommending
- I was sent a list but it was a bit tough to research information
- I was told No so many time due to her not listening to my questions
- I'm not sure because I don't really know what the ELC is or how it relates to the other bodies I dealt with.
- Provided a list of providers that were either home or facility
- Provided guidelines to look for when choosing provider
- So expensive
- website
- What was missing

ELC of Osceola County

Q What were the main reasons for which you were looking for child care with the Coalition?

(no response)

Q What part of the online application process was difficult?

- Agents don't seem to know how to handle anything outside of a regular job position and will quickly deny you and won't take the time to find out correct procedure.
- Needed direction to what area I needed to apply from.
- Website process a little difficult to navigate

Q How did you contact the Coalition to get help with applying for child care?

(no response)

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Excellent service to the community
- S: It was very quick
- S: My application was rejected more than 4 times

- S: Very attentive and kind
- S: Because they explained the process very well and they were very kind and attentive
- S: Excellent service
- S: They always gave me clear responses, the staff is very kind and had integrity
- A person answered, and was able to solve my problem, while being friendly
- Courtesy
- I had to call multiple times before I got someone.
- I had to keep calling until i found the number of the person who oversees the dept so she claims and even then i recieved resistance but bc i was persistent she finally gave in and helped. However not many ppl employed in elc are friendly making the process seem impossible.
- Jessica , at the ELC numerous time has given me and my family quick service and has answered any question or concern I needed . Everytime I call the ELC of Osceola the staff has always been kind , caring , courteous and handle the 4c approvals and re-approvals in excellent time , I'd like to say thank you to them , it is appreciated
- Just wasn't helpful
- She asked me to do so many stuff then she would check it say it's good then say it needs to be edited also asked for all of these stuff
- She was quick to help me understand my confusion with the website
- Slow responses
- Staff contacted me with assistance within 30 minutes.
- The representative was knowledgeable in answering my questions and was friendly.
- They have just been an amazing blessing to me
- they helped me complete the information needed
- Things got handled the same day
- Very cumbersome
- Very good
- Very nice and kind employee
- Was hard to talk to someone on the phone

Q If you had a challenge, what was your main challenge?

- S: Because of a change in gmail
- S: Documents
- Finding a child care
- Finding a place for child care at an early time
- Finding an actual daycare nobody had space
- finding care for an infant
- Finding Day care
- Getting in touch with someone on the ph
- Kept getting denied n kicked out if the system
- None
- not too sure what the issue was

- Providers, getting calls returned by ELC, paperwork
 - Switching VPK schools
 - The application process because I was employed as an independent contractor.
 - The only challenge I had was the system recognizing my school hours being full-time; it had originally gave me an error about that.
 - They were pre enrolled so just needed to update.
 - weekend providers , holiday providers when school is out
-
- *Q In what ways did the Coalition support your search for a child care provider?*
 - S: My son was already enrolled in care more than 1 year ago
 - They did not help me

ELC of Palm Beach

Q What were the main reasons for which you were looking for child care with the Coalition?

- S: To help me
- S: To be more active and understanding.
- Allow my son to be around other kids his age
- Assistance with daycare cost
- Foster Child
- I have a foster child in need of services
- I wanted my child to interact with other kids her age & to let newer peoples around her .
- I'm not able to afford child care
- Safety I'm not able to repond as quickly as needed for there energy level as I have sevoer arthriy that limitsyobilitu
- Single parent
- speech therapy
- Summer Time daycare
- To get care during non school days.
- Vpk program
- Working 35 hrs week mother with 2 kids

Q What part of the online application process was difficult?

- S: Electronic forms
- S: I needed a form
- Difficulties updating documents

- Editing or removing child that was too old, it wouldn't let me view and sign for Gemma, had to call office.
- Everything was fine
- Having to wait for someone to unlock your account to submit information .. not able to update it yourself
- I am okay
- I completed the re-enrollment application end of Jan. The existing one was set to expire Feb 22. My school did not receive the new one until mid March. Multiple phone calls were made, only able to leave voicemails for call backs. I had to resign the application 3 x. They could not figure out the issue for over a month. I had to pay in full to aftercare until the issue was resolved. Was extremely exhausting and customer service was at the lowest since my child has been enrolled in the program for the last 5 years.
- I was new to the system and accidentally set up 2 different accounts. Nothing to do with the website however when you have a foster child it should be a different set of questions. Once you click "foster child" it should be a different set up. Because they are foster kiddos you don't go by our income.
- I've dealt with the ELC for years and for the first time for some odd reason I had to certify twice in just a few months apart. And had to go about 3 months with interrupted assistance with my son's daycare expense.
- It was confusing on how to change VPK providers
- It was not easy to fill out but my sister was completely well assisted and helped by ELC office
- Never specified exactly what page do I have to upload my information like my pay stubs. There are two places to upload. Very confusing for someone not computer savvy.
- Not a user friendly system
- There was constantly a document missing that was needed then when uploaded I had to keep resubmitting new work forms that was up to date
- Upload documents
- Was denied over minor technicality that wasn't explained
- Website needs more information specific

Q How did you contact the Coalition to get help with applying for child care?

- S: To help me

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Spectacular
- S: Excellent
- S: Excellent service and very friendly
- S: Sometimes when I went to the ELC offices to ask for help, the secretaries were not friendly about helping
- S: Always friendly

- S: good
- S: I committed an error in filling it out, they helped me and made me feel good
- S: the process is very cumbersome, the documents they request are sent and even so it takes time and they continue to request more documentation that is not on the list.
- S: The person that attended to me was very clear and efficient. They guided me through every step to finish the process
- S: They helped me with my doubts
- S: They helped me a lot, good attention
- S: They helped me a lot so that I could do my documentation, since I didn't understand how to do it
- S: The help was very important
- S: Yes they helped me
- S: For the excellent attention
- S: Because thanks to the help of ELC I was able to start working calmly and also in this way my children were able to begin to integrate into the school and above all to learn more
- S: Because the person that helped me was super helpful and helped me a lot
- S: Because they gave me the best attention and were very friendly
- S: Because I never imagined the great help that would benefit me in this country in the care of my daughter. Every time I call to answer some questions, they always answer me with the best possible information.
- S: Because they are very kind when attending the people who call
- S: They were meant to return calls and they would not
- Lisa Pandiani was excellent, she answered all my questions and concerns...
- All my questions were answered
- All the resources you provide have been incredible tools to help me in the process. I have only had positive experiences with this organization. Thank you so much for everything.
- Always helpful and informative
- As I previously wrote. My renewal application was not being processed or sent to the school and I had to resign 3 x. No one at ELC was able to identify the problem
- Assistance was good
- Because every time I submitted something it took forever to review and the time started over
- Because everytime I called they had an answer for me and they always kept my updated with my status
- Because I got help I need.
- Because it's me with my finances and provide education to my children
- Because she was verywelcomimg and willing to explain the process which was ecstreamly helpful to me
- because they have helped me so much.
- Because when I call someone always try to help me with any questions I have so i do appreciate what you guy's offer
- Care about me and my family needs
- Cause when i call , they usually say to apply thru online or sometimes they dont answer the call. So i had to navigate by myself to apply.

- Children had the opportunity to be in a safe environment
- Did not answer all the question in a helpful manner
- Easy to understand
- everone was nice i just felt like i never got a real answer to my question just the same generic answer
- Everyone was helpful and it was a smooth process
- Everything is great
- Everything was straight forward and the staff was very helpful
- Excellent
- Explained
- Extremely helpful
- First person contacted miscalculated time used which resulted in denial of benefit. Had to call back several times to get through to someone who could correct the mistake.
- Going through recession
- Got the application was a little confusing for me and they told me to come in the office and help me hand on with the application anything over the phone by email
- Great
- Great communications very helpful
- great customer service
- Great help thank you
- Guide me threw the step and wat I have to do
- Helpful
- How well that had explained it when i didnt know the next step and show me different locations in the area that take the program
- I always receive good customer service
- I can't afford to pay for child care... it's very expensive... i it's good of a child's social and educational development.
- I feel any time I needed help I got stuck alive I called and they help me right away so I appreciate it your help
- I talked to several people and the first person was rude but the others made up for her attitude
- I was ignored
- I'm unable to find My case worker.
- Informative
- It could be done better in a short time
- It was a bit challenging trying to convey what was needed to finish application
- It's helpful, although the requirements are a little absurd. Having to work a certain amount of hours to receive or even keep receiving assistance is a bit much
- Just the back & forth. & instead of calling before denying the childcare of proper forms it set me back 2-3months before receiving the care
- Kind, friendly, and helpful staff.
- Long time to receive assistance
- Many answers to the same question
- My questions were answered accordingly.

- My vote is more towards the “rule” than the employee itself
- No problems
- Not the program but schools, they don't have space
- Patient and thorough
- Professional and polite
- Put on hold for a long time. Was rude sometimes. If i needed to talk to a particular person there is always some reason there always busy. And if they said they will call you back they never do.
- she answered my question
- she was great
- She was so very helpful gave me the right answers the school had me spinning in circles but she answered all my questions and helped me fill out the correct paperwork
- Some experience where great, some was just teeth pooling. Lets just say not all are happy to help you receive the help you might need.
- Staff was great with assisting me didn't hang up until she made sure I got the help I needed with a online problem
- Staff was very professional
- Staff who answered phone was helpful but no return when leaving a message
- The 10 days to process takes usually 5-6 days longer and costs me more money
- The assistance provided was very efficient and I was able to get all my questions answered every time I called
- The customer service agent was great. Informative and was able to assist me with my questions.
- The office I contacted was absolutely wonderful. They were kind and walked me through after I explained it was my first time logging in as a foster parent. They went above and beyond to help me. Even now if I call with a question I get the best customer service. I think they are all mama's that work there.
- The person I talked to was able to help me get the application completed and move my child's immunizations to the State of Florida database so I could finish the application.
- The person was very helpful and kind
- The service is always pleasant.
- The staff assisted with my application being processed correctly and I was approved.
- They always helpful
- They always pick up the calls but sometimes it's hard to get someone to call you back
- They answer every question I had, was every patient with me , gave me great resources
- They are always super helpful and pleasant
- They did a good work to help others
- They did great
- They help me and my family so much and we are great full
- They help so that I could work and errands money
- They kept giving me the same information over & over again without an update
- They make sure got all help needed so thankful
- They provide me ample of information and was able to answer all my questions fully and help me
- They staff very respectful they asked if you needed more assistance

- They staff were sometimes helpful but they could've been more helpful by having more information - too textbook . Can't explain what things are or assist you in anyway because managers do everything but they're never available when you ask so you pretty much have to wait until someone calls you.
- They very helpful
- They was helpful and understanding
- They were helpful but the process was confusing as a first time foster parent
- They were kind and answer all my questions
- They were so helpful
- they were very attentive and took away all my doubts.
- They were very helpful
- they were very helpful during my process of getting my son evaluated for ASD
- took a bit to get called back initially
- Took a long time to get an update
- Very courteous, wanted to provide other resources and made she answered all my questions before ending the call
- Very customer oriented, professional, very detailed and knowledgeable about information provided and helpful with results
- Very good
- Very happy i go to work and my kids have somewhere safe to stay.
- Very helpful
- Very helpful and knowledgeable staff with completing the application process
- Very helpful assisted me quickly in my needs
- Very helpful through the process.
- VERY HELPFUL, VERY NICE AND RESOURCEFUL
- Very kind and thorough
- Very knowledgeable about the information being asked
- Was just told to fill out to best of my ability & then was also told that getting the assistance, even though I was homeless at time we tried to initially apply, that we would still go into a waiting list and not for certain that I could get the help as soon as I needed.
- We talked though it and she was able to fix the priblem so i could sign and submit
- With out ELC I don't know what I'm doing in Florida. ELC my family love you and all staff of employees.
- Within the last year, ELC phone operators have answered my call in a timely manner and have helped me very effectively
- Without ELC I would not be able to afford childcare even if I worked long hours or two jobs.
- Won't return correspondence

Q If you had a challenge, what was your main challenge?

- S: I only consider the time it took to give me the ELC certificate, it was difficult.
- S: The language

- S: The first provider did not meet the expectations
- Ninguna
- S: None
- S: I couldn't find a daycare, it was difficult there were no spaces
- S: There were no spaces and they gave me 10 days to find a provider
- S: I can not sign or go to the office because it is too far and I don't have a car
- S: Present documents
- S: That the income they ask for to qualify is unrealistic
- S: That they were not clear with the information they required I made my request in September of 2022 and the processes was not concluded until February of 2023
- A happy with the help with this program it's a great help
- A location that is not associated with the program & having to look for another facility
- Adding another child
- Adding the school or daycare name
- Availability!
- Availability... location and time
- Case over load, taking more than ten days to get back to cases. Dealing with much stressors and uncertainties with the time constraints.
- Case worker and paperwork issues with lack of communication
- Caseworkers
- Certificate not being printed in a timely matter
- Communication was not clear
- ELC not paying enough money for my child
- finding a decent, clean school
- Finding a good provider and the turn around time between applications/redetermination
- Finding a spot available for baby
- Finding an open provider
- Finding availability
- Finding daycare facilities that had availability
- Get an appointment
- Getting clear effective correct answers
- Getting documentation uploaded
- Getting in the portal going through the portal answering any information or getting any information it's stop easy to get on or get the information that is provided
- Having my social worker or management return my call and proves me with answers on the delay
- Having the papers sign
- Having to start the process over everytime I had to submit a new document
- Health examination form.
- Help with paperwork
- I didnt know how to get all the information needed and it took me a while

- I first child center my son attended is not a good fit and causing a lot of issues with his behavior. He is in the process of attending a new school that hopefully we will still be able to get help in a couple months.
- I registered then wont let me sign in with password almost every time me
- I work, single parent, single income. I depend on subsidized childcare like many parents. My biggest issue is when there is a problem I can't get thru to the supervisor in charge of my case. It's vm after vm and no response. I wish I could get a call back as it is impossible to reach the person.
- In the beginning, changing schools was an issue.
- It took longer than 10 days to renew
- It was easy but the challenge was keeping the spot available at the school for both kids due to space & the time it took ELC to approve
- It wasn't clear on what documents was needed
- It wasn't easy at all. It takes 10 days for them to get back then they say you don't have enough of this or that or you need to upload something and now you have to wait another 10 days. By then you're paying full price for child care that you don't have
- Knowing how to fill out the form to change VPK providers
- Loggin
- Login on
- most providers on the list did not do childcare fulltime only vpk
- My main challenge was after uploading document I wasn't able to go any further.
- My main challenge was getting the certificate for my child's care provider
- My technical device.
- No
- No availability at time granted the voucher and those who will have openings won't have them exactly til near end of my voucher.
- No challenges
- No space child care
- None
- NONE
- Not understanding the pricing to getting reduced prices from that provider made it very challenging.
- Pay stubs
- Providing schedule for non traditional online school
- Providing the right document in the time that was available
- Putting in a verified address, if the address doesn't say exactly what's listed word for word it will not be Approved. Example if you type in way and the verification letter dont have way you will get denied.
- QUICKNESS- if you know we need child care to work but can't work unless we have child care , HOW are we supposed to get them submitted under ELC when availability is limited but ELC is too and they don't work with one another so there's a gap and it's unrealistic. However, very appreciative. (:
- securing the provider i wanted

- Self employment forms
- Signing in
- Site was not user friendly and needed pic of certain size
- Sometimes the system does not work and I have to call to get the information unlock or uploaded to me portal.
- The assistant worker.
- The back and forth was too much.
- the main challenge was it taking 20 days to process after i find a provider and then once its finally approved the spot is filled and they tell me i only have 14 days to find a provider and they take a ong to contat the new and the spot is filled again
- The main challenge was finding a provider who could take my child in the VPK program. The options were limited and already filled up in most cases.
- The people and staff don't communicate well with parents etc
- The portal
- the processing time
- The time frame it takes when you add new information on the portal. You have to start all over and wait your turn again to be assisted.
- The time to process everything
- The verification process takes way too long by the time I am fully verified. I will be out of school.
- The waiting and always calling
- The waiting process.
- They didn't have place, I was in waiting list for a while
- To know what exact papers should be submitted like what period of paystub
- Too much paperwork
- Trying to type in the provider
- Uploading new documents due to space
- Uploading some documents and sometimes my redetermination box would not show up until I called about it
- Utility bill with my address
- Wait listed- Space & availability near me
- Waiting
- Waiting list, wouldn't take one year old
- Waiting on funds
- Was challenging to get agent on the phone to get determined amount of funds
- When I transitioned from VPK to Kindergarten the site was a bit confusing. I was assisted with where to go. After that the site has been easy to navigate.
- When something was wrong on the application. You are not told. You wouldn't know what was going on until you had to call them. There is no communication.
- Yes

Q In what ways did the Coalition support your search for a child care provider?

- help me with the process of applying and how to get all documents
- She is awesome
- They didn't help me find the provider.
- Where suppose to provide a list but I did not get it

ELC of Pasco and Hernando

Q What were the main reasons for which you were looking for child care with the Coalition?

- Dcf involved
- For my child to learn
- Foster care
- Foster parent
- Guardianship of my grandson
- High quality daycare
- I could not afford the cost of living without their help
- I received temp custody of my great grandchild and have to work.
- McKinley vento
- Mom have to work and Dad has to Study
- Needed to find daycare for my 3 year old
- So my wife could sleep. She worked nights.
- Throughout my ELC experience all have applied. This program has helped so many families.

Q What part of the online application process was difficult?

1. Difficult to navigate
2. Figuring out how to get through the process on the smart phone
3. Income part
4. Navigation on where to go to start application
5. Paperwork I needed kept being changed to something more
6. Should specify on things needed.
7. The back and forth to attain paperwork that could have been resolved with a call but they never answer
8. When it comes to technology I'm intimidated
9. Q How did you contact the Coalition to get help with applying for child care?
10. Sat with me :)

Q Why do you feel this way about the assistance provided by the Coalition?

- S: I proved all the required information
- S: It was the best
- S: They were very kind when they explained to me how the registration process was
- After the help it was easy.
- At first she seem a little rude that I was asking for help
- Attentive and knowledgeable, Followed up with me.
- Clara is so incredibly helpful and kind
- Don't remember the name
- Good follow up via email
- Great
- Happy
- Helped 100% plus kind- even gave child a book and toy!
- Helpful and professional
- I believe childcare location database needs to be updated.
- Inability to communicate effectively, impatient
- Issues resolved
- IT HELPS SO MUCH AND I LOVE THIS PROGRAM
- It's ok but I really like to speak with someone to confirm I'm completing correctly
- Just very polite and educational staff
- Knowledgeable and friendly staff
- My elc was terminate because my employer didn't complete the form exactly the way it was supposed to and sent it 1 day to late. That was out of my control. So now I had to reapply and currently don't have child care
- Professional and caring help form the agent Eileen
- She did not make anything difficult & she showed care and interest in helping me
- She replied to my emails, questions and/concerns in a timely manner and took the time to explain things to me.
- She was very helpful and patient with me
- She was very informative and helped with what we needed
- Stephanie Kelly was very patient and thorough in explaining the process to me.
- The provider months later informed me of a bill and I have filled out all of my forms and submitted documents. The provider had two addresses and one was the address across the street. When I was told the amount I called my ELC provider and she called child care provider and was able to fix the disconnect. I am so grateful that I can be a helpful working part of society without this program it would be a different life experience indeed! Thank you to all of you earth angels!
- The staff was very knowledgeable
- They answered all my questions and provided the guidance I needed
- They answered all my questions in a very nice manner
- They are helpful.
- They are very helpful and always thinking on my child development. Great support

- They have all information immediately when I asked.
- They help me with any questions I had
- They helped me with every step that I didn't understand and walked me step by step how to resolve every step.
- They took the time to help me and let me know some things I wasn't aware of
- They were very helpful with explaining paperwork
- This was my first time applying for VPK and wasn't sure what the steps were. The staff was very patient with my questions and helpful.
- Very difficult in the beginning
- Very helpful
- Very helpful with my needs
- Very helpfull and rapid response
- Very polite, patient and helpful
- Was told that our papers are for review but when i called again a week later, another personnel answered and the papers were ready all along
- Without their help I don't know if I would've got it finished

Q If you had a challenge, what was your main challenge?

- S: Send payment methods
- S: The language
- Available spot took a bit
- Child care that allowed the schedule needed due to an hour long commute.
- Communication and finding quality daycare
- Communication between Provider and child care provider myself but this too was resolved
- Current provider closed at no notice, other local providers full
- Difficult navigating the site
- Distance from home
- Downloading documents not having a scanner at home
- elc rejected my application so I cannot work
- Enternet
- Find a place I felt comfortable with that had space for my daughter
- Finding 2 year old openings in my area.
- Finding a provider
- Finding all documents
- Finding care for all my kids to be together
- Finding daycares with availability!
- Finding one I was comfortable with
- Finding the right one that was close to me
- Getting application started
- Getting the correct paperwork filled out by my employer
- Hard to reach by phone

- I feel there are not that many locations that offer smaller group setting childcare for children with autism. Settings for children who are on the spectrum that do not need extreme medical attention.
- I wish it had been more clear which schools accept VPK vouchers in my area.
- Income restrictions, hour restrictions
- Just trying to do it online by myself
- Knowing what option to choose when reenrolling
- Lack of room for my child in the right school for him. The other school has not enough support for his challenges.
- Locating a daycare that accepts ELC which also had an opening for my child
- My daughter is on the spectrum (low support needs) but had a very hard time being without me. Took me 4 places to find the one.
- My income in comparison to the expenses and getting approved for assistance in funding from this program.
- Na we were enrolled already
- No challenges
- None
- Occasionally navigating to submit files
- Online application
- Put on waiting list did not find the daycare I would have chosen
- Quailty ELC Eligible Preschools
- The waiting list for the vpk school. I'm still looking for a preschool for my four year old.
- There are multiple locations that accept children with special needs that ELC doesnt partner with. My oldest child has sensory issues and NEEDS to be in a sensory safe location in order to succeed. He has experienced many issues due in the locations that arent accomidating to his needs. I'm hoping ELC will partner with these other inclusion based locations, as I'm not the only parent struggling with this in Hernando County.
- There were no daycares accepting infants
- Understanding the process. We Just moved back to Florida
- Upload documents
- waiting period to be accepted or denied
- We had to transfer him during the school year and we had to do the transfer online

Q In what ways did the Coalition support your search for a child care provider?

- Dcf
- Did not assist
- No help needed
- They did not support my search, I had to find a provider on my own by calling around.

ELC of Pinellas

Q What were the main reasons for which you were looking for child care with the Coalition?

- Can't work without it
- Foster child
- FOSTER CHILD
- I am a single mom with 2 young children and without ELC I would not be able to afford childcare and work to support my family
- Recent adoption
- To be able to afford to live as a single parent with no family it made elc made that possible to survive
- To enroll daughter in different VPK provider
- To give me a break!

Q What part of the online application process was difficult?

- Complicated
- Even though it said it was completed it never was
- It can be difficult for foster parents to navigate through questions fosters don't have answers to. It is not convenient for parents to have to renew halfway through the school year? It seems to have gotten more difficult.
- It was great
- Kept kicking out my documentation
- Na
- The user format is not clear
- Trying to submit the paperwork
- Was not informed with status changes
- Website crashed a few times
- When logging in if forgot password it's difficult to log in then you call and they can't help you. sometimes whit uploading student verification it doesn't work. The application process takes takes about 2 days to get through the obstacles.

Q How did you contact the Coalition to get help with applying for child care?

- DCF
- domestic violence shelter
- Social worker

Q Why do you feel this way about the assistance provided by the Coalition?

- S: The person that attended to me was very kind and told me all the necessary information
- S: Because they helped me a lot
- S: They are very attentive and always willing to help.
- All of the people that I have been in contact with from ELC have been nothing short of professional and pleasant
- Always helpful and notifies me when I need to update my file.
- Answered all questions
- Because everyone in the office was willing to help me to understand.
- because it was a struggle to get it i have a child that is in fss system, and it was not an automatic
- because she works with me & let's me know everything i need to know to stay up to date with things.
- Because they take the time out to actually assist and walk you through the necessary steps
- Both times staff were extremely helpful
- ELC was helpful and informative.
- ELC was invaluable.
- everyone I have ever spoken with at ELC has been helpful
- Excellent
- Great customer service
- Great staff and great help to my online portal and any information I needed help with
- helpful and responsive
- Helpful, polite, knowledgeable
- I asked 101 question even questions that didn't make sense lam a first timer so I was lost Ms.Loïs was the sweetest lady she kept it sooo real the whole time broke everything down to me to the tea and repeated stuff to make sure I completely understood also her messages are so detailed and quick I just really had the best experience with Ms.Loïs
- I got everything I needed completed with better understanding
- I have had to recertify a few times and the staff member that typically does it (Claudia) always answers the phone if she is in her office and if not contacts me back within a reasonable time frame. She is great and always answers any questions I have
- I was told only after an appointment was 'missed' that I had an appointment, and that I would lose my benefits if I didn't reschedule. It all got cleared up but I feel like communication could have been better
- I'm satisfied knowing that I have affordable care for my toddler so I can work to provide for him
- It seemed like they were short staffed. They were scheduling appointments far out. When a child is placed, a foster parent needs immediate assistance and can't take too much time off work waiting and waiting, making calls to the ELC.
- It was easy to apply and get response
- It's very helpful and my son still gets some type of education
- Knowledgeable, polite

- Once FINALLY getting someone on the phone, she was very helpful in explaining why my application needed fixing, otherwise i would have never found out if I hadn't tried calling several times
- Professional and helpful.
- Provided info quickly
- Quick reply with additional information.
- Ryan was awesome he helped out in everyway possible to get my daughter into elc at a great school
- She was able to point me in the right direction.
- She was very friendly and happy. And was extremely helpful.
- She was very helpful
- so far it has been pretty simple to apply and correspond with ELC Rep
- Somtimes cant help
- The application process needs a little updating.
- The employees are nice and helpful
- The represatative was great
- They explained everything to me
- They took the time to explain what I needed to do. How to complete the process. Always answered all my questions when I called/emailed.
- They were extremely informative & helped me finish the application process.
- They were great and led me in right direction.
- They were very friendly, informative and helpful
- They were very helpful and led me in the right direction
- They were very impatient with working with me and helping me
- Very helpful
- Very helpful and sweet
- Very helpful, knowledgeable
- Very patient knowledgeable and friendly
- When ever, I didn't understand something or couldn't find a link to download a paper to send back to them. It was very easy talking to someone and them, helping me through it to find it.

Q If you had a challenge, what was your main challenge?

- S: there were no difficulties
- Available councilors
- Curriculum, cleanliness, space for child
- Download documents
- Finding a child care provider that takes infants
- Finding a daycare who had an opening for a newborn
- Finding a good daycare
- Finding a good school to proved a safe environment for your child

- Finding a provider in the given length of time was challenging and had to get a new referral because it takes so long.
- Finding a provider that took a infant AND a 2 year old. Alot of providers do not offer infant care. Also very hard to find one that does not charge extra on top of ELC and my parent fee
- Finding affordable care and getting enough assistance with money to cover costs
- Finding an opening
- Finding availability
- Finding chidcare with openings
- Finding daycares that take small children
- Finding ELC requirements to keep ELC eg how many hours the child needs care a week?
- For foster parents who are having children dropped off overnight and need immediate care for work needs, the process needs to be as SIMPLE and FAST as possible. These poor children are victims of other people's bad decisions, but they need help to keep their lives to appear as normal as possible by being in school. Please just make the process a lot easier for foster parents. Kids are dropped off with very little information from case workers.
- For one child, the state did not get a VPK voucher approved for a month. For the other child, it went much faster.
- Getting an appt, that didn't interfere too much with work schedule
- Getting approval from Lifestream
- getting childcare from the beginning i had to request several times, from cps
- Getting in contact with our advisor sometimes.
- Getting proof of where I live since I am homeless and living in a motel
- Income verification form would be great to have an electronic document i can d end my employer.
- It was hard finding a school that has openings, that was also open the hours I needed at the time.
- It was VERY hard to find a provider with any openings. Several providers were on waitlists or had no idea when they would have openings.
- Just finding one affordable
- Keeping up to upload paystubs
- lot of paperwork felt redundant same info over and over
- Making mistakes and having to start over.
- Mostly funding a childcare p place that did my hours
- My charge fee
- My paystubs needed to be revised but in waiting for a response, they never advised me of a status change or that I was put on a waitlist for a specific reason, they just did everything on their end without communicating to me
- Name differences - having two last names and hving to provide all documentation with the exact same punctuation
- No daycare available for infants at this time
- No where is accepting kids and are on long waitlist
- none
- Not a lot of availability

- Not enough time to find a daycare
- Not many adequate providers in my area
- other options aside from the elementary school we are zoned for were not available/listed
- Paperwork. Same information on few different papers. This needs to be centralized and done online
- Scanning documents
- So thankful
- That the better schools still wanted to much more money - or finding two spots for 2 kids at different ages at same school
- The hours, no openings
- The layout on the computer screen is confusing at times
- The merge between the new system from paper documents to the parent portal
- The online website can be confusing while navigating where I needed to be to complete form needed
- The only challenge I had was trying to find an open spot for a child under one
- The wait list period
- There were too many organizations. ELC, VPK, and then if you have KidCare and their insurance plus the school ID and password. I wish things were more central for my child
- To get qualified
- Understanding some of the questions
- Uploading the paperwork
- Using the system
- Very Limited openings/options
- Website
- Your website and filling out the application is actually very challenging and I'm very good with computers and electronics so for me to say that says a lot, it also is very hard to find a provider that has an opening

Q In what ways did the Coalition support your search for a child care provider?

- All they did was give me a list of providers
- Did great phone calls updates
- Don't know
- ELC sent me a list on local school providers. I searched and viewed multiples, and I was quite scary. The cleanliness and staff attire was very unprofessional.
- Emailed me extra home daycares for my infant when she was only 5months at the time.
- Gave me some additional places
- N/a
- not all providers on the list met our needs
- Re-enrolling in VPK

ELC of Polk

Q What were the main reasons for which you were looking for child care with the Coalition?

- Afford child care while working
- Custody of my grand babies and I need to work
- For my mental health
- My husband and I are Level 1 Foster parents at this time. This was a program offered to us as being foster parents.
- Relative caregiver
- Vok

Q What part of the online application process was difficult?

- Didn't know how to submit documentations
- Feedback was hard to navigate
- I had to provide paycheck stubs which I didn't have because I needed child care to work. I provided a offer letter from my employer and this wasn't enough
- it didn't log 1st attempt papers
- none
- Obtained guardianship of child after she began VPK program in different county. Transferring to Polk and relying on local ELC's to coordinate and get her into a program ASAP was very difficult.
- On the waiting list
- Problems with documentations being sent in & out
- Requirements
- Schooling section for other children and form that had to be scanned

Q How did you contact the Coalition to get help with applying for child care?

- Case worker
- School

Q Why do you feel this way about the assistance provided by the Coalition?

- S: They were very kind and gave me all the information I needed
- S: They were very attentive and gave me all the information I needed
- S: Very kind and attentive
- S: Because when I have had any questions or needed help, they always gave me an answer
- All of my needs were met immediately
- Always nice and consistent and on top of everything !
- Always Was Able To Answer All Questions I Asked

- As a foster parent, and an APRN, it is imperative to have access to free/reduced cost child care within 24 hours. ELC is always available and complete my certificate the very next business day. Rapid response time. .
- Assistance is great. Waitlist is a struggle
- Assistance was prompt
- because they were very helpful
- Because they're amazing
- Demeaning
- Diane was very helpful
- Even though the computer system was down, the representative was able to walk me through the process in order to expedite the child care voucher.
- Everyone was very helpful. I've had ELC assistance of over 10 years and never had an issues.
- Everything worked out well
- Gigi was all very friendly and knowledgeable!
- Great communication fast service and helpful resources.
- Great program but website hard to navigate
- Great service
- Horrible at first . Jessica was the worst
- I always received an immediate response, and they provided me with resources, and activities that I can use at home with my children
- I feel this way because everyone I came into contact with was always nice and helped me to gather the information I needed and assisted me
- I have had alot of difficulty reaching my case worker.
- I was offered a referral for free daycare however this didn't matter due to me not being able to work due to lack of childcare
- I went ti office an they help me submit each document needed
- It can be better organized in phones and documentations
- It was not the complete information from the very beginning, the further we got rhe more documents were needed
- It was very helpful
- Just grateful to finally have the assistance
- Must of the time when I called the receptionist transfer me to my worker. However, It always take me to leave a VM. and I never get a call back. However, when a worker do answer me wether is in person or over the phone the service is excelent.
- My problem was solved immediatly.
- Need more help finding a daycare
- She knew exactly what I needed when asked her
- she was very detailed and helpful and approved my case in a quick matter of time
- State ELC/website, Volusia Cty ELC, and Polk ELC we're not aware of how to handle a county transfer. Staff was friendly, but it took many calls and e-mails to finally get her approved to beginVPK in Polk. I began the process in October and she was "accepted" into Polk program in December... but could not begin until January.
- The case worker was very nice and easy to work with

- The information I needed was kinda difficult to get, because I had to go through DCF
- The staf have been very helpful in helping me understand and completing all paperwork needed to apply for assistance.
- they are always helpful if you can get return call - so then sometimes email and call
- They are nice people and they help me
- They are very compassionate and helpful
- They are very helpful and quick response
- They have been very helpful but i wish they would have let me know that he was eligible for VPK, expecially after being denied help with SR. NO ONE LET ME KNOW I COULD PUT HIM IN VPK. ..But other than that they have been a blessing ..
- they we very helpfull
- They were very thorough and expedited it in a timely manner
- Trying to reach people was difficult then i had redo my whole application because i couldn't get ahold of someone & it went past the deadline . Then my emails weren't being sent or working on the site
- Very helpful as i am caregiver of my grandchildren
- Very helpful. Good service
- Very nice & knowledgeable
- Very pleasant and was quick at helping move my child to a new center.
- When I went to the office they were really helpful and did not hesitate when they had to assist me.

Q If you had a challenge, what was your main challenge?

- S: The waiting list was long
- A lot of back and forth gathering paperwork
- Alot of the numbers on the directory for providers are out of order
- As new guardian, transferring child's VPK status to a different county.
- Being accepted as there are many waitlists out there
- Calling back and forth between DCF and ELC
- challenging keeping up with the daycare rules and regulations some times. I often felt that the child was going to get kicked out if I didn't do exactly what they asked. However, this is no reflection on ELC.
- Classes were full and had to wait for 1 child to get in, got the other child in almost immediately. And it was the school we wanted
- Communication
- Documents
- Find a good provider.
- Finding a daycare that had an opening
- Finding a daycare who except the time fram of when I get off of work.
- Finding a school that had space for both of my children
- Finding available centers that had openings

- Finding care for the 1 year old and same daycare as brother wasnt possible at first
- Finding openings most daycares are understaffed
- GETTING A SCHOOL THAT WOULD TAKE BOTH OF MY KIDS SINCE THEY ARE TWINS AND DID NOT WANT THEM SEPERATED
- Getting funds, being chosen.
- Getting in contact with staff
- Good providers near me and availability
- I had to get on the waiting list and it took 5-6months
- My main challenge was only to keep checking my emails or remembering when I needed to reapply for ELC.
- Navigation and authorization
- Process was very simple
- Release of fees
- Spacing
- submitting the documents
- The child care didn't have availability!
- The only challenge was to find a center who meet the criteria of a quality center
- the process
- Trying to find care for my kids while i work before i can get care
- Trying to update my personal information from 2011
- Waiting list
- Working with elc

Q In what ways did the Coalition support your search for a child care provider?

- None
- provided me with info about inspections
- Provided service that mate my need
- Recertification
- The Shelter I'm in helped alot
- They did not help at all and told me I had to find them myself

ELC of Santa Rosa

Q What were the main reasons for which you were looking for child care with the Coalition?

(no response)

Q What part of the online application process was difficult?

- I was never told I had to watch my email to re up the information for my child's care to continue and when I did not go back to update his care and it cost me over \$600.
- They don't let you know if you need to redo the application until weeks later .

Q How did you contact the Coalition to get help with applying for child care?

(no response)

Q Why do you feel this way about the assistance provided by the Coalition?

- Friendly, commitment and dedication in response
- Helped me with my problem
- I do not feel like the ELC and the DCF works close enough to help the people they assist..
- nice person informative
- not helpful. rejected the application first. then had to re-apply after changing provider when that should have been made automatically.
- The daycare that my daughter goes to is not a problem. I love that daycare. But the early learning coalition staff members are rude.
- The members that have helped me were so patient and very helpful/resourceful.
- They were quick with the process and helpful
- they were very helpful- answered all my questions

Q If you had a challenge, what was your main challenge?

- Centers aren't that great or open
- Finding a provider, actual enrollment process
- finding a school with availability
- I did not know how the program worked and no one told me how it was structured.
- No computer skills
- not enough providers to accommodate. long waiting lists.
- Sending the correct income verification
- The ELC completing the paperwork correctly on their end
- The only challenges I faced was with ELC. They kept asking for different documentation every other day, and could not give a clear list of what was needed for income verification

Q In what ways did the Coalition support your search for a child care provider?

- did not support at all
- It would have been easy if it was explained. I found the daycare I wanted and I thought the daycare provider gave me the amount to pay.
- They didn't help

ELC of Sarasota County

Q What were the main reasons for which you were looking for child care with the Coalition?

- Affordability
- Current court case and a new baby on the way I really needed the financial assistance
- I was not looking for childcare
- Nephew placed with me through the state
- New Employment
- Speech delay became apparent

Q What part of the online application process was difficult?

- After submitting my oldest (3) child's form, it did not certify her. The only certification that was approved was my youngest (1).

Q How did you contact the Coalition to get help with applying for child care?

- CAPTA referral
- No answer. Working full-time made it difficult to contact via in-person.

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Because they always responded to my question and helped me in everything
- Contacting was difficult.
- Every person i speak with via email is always so helpful and kind
- Extremely helpful and thoroughly assisted in all questions
- Good
- I have used ELC for years with no issues or problems.
- It help me because I can work and and my child get to learn and meet friends
- My caseworker is always prompt with responses
- NA. the experience was fine.

- Quick and helpful response
- Received assistance whenever needed
- Request for some information was not very clear.
- Stacey Pitts was helpful and pleasant to work with. She was able to go above and behind with my situation
- Stacy pitts was very helpful and got things handled for me very quickly. Always answered the phone and responded to emails.
- The whole process should be presented as a package by mail for the patent that's interested.
- They help thru the enrollment process. Answered any questions i had.
- they were helpful with answers to my questions and quick with responses
- They were really helpful.
- they were very helpful
- Very helpful
- We communicated between email and she promptly answered me back

Q If you had a challenge, what was your main challenge?

- apply for payment assistance
- Availability
- Certification of my other child. It was made unclear via email and online account if she is covered. Email says she is, online account says nothing.
- Couldn't update due to system errors multiple times
- Find the right fit daycare program
- Finding a provider with an opening
- Finding a school that could provide OT and therapy near us
- Finding a spot in a good daycare that partners with ELC
- Finding open vpk
- I didn't apply myself I was referred for referral
- It was hard to find and contact providers. There was no list without requesting it and requesting it was not easy to figure out.
- It was little confusing because I wasn't notified that my daughter got approved for VPK and we nearly missed the enrollment
- Main and CURRENT challenge is requesting reimbursement for the registration fee the daycare charges
- Navigating through the online process or renewing certification
- Not being able to select which school my son was enrolled in.
- Time and non reimbursement while I waited for months even after a referral from SPARCC
- Understanding the fee difference
- Uploading documents on my mobile device

Q In what ways did the Coalition support your search for a child care provider?

- I didn't receive any help or information on different child care providers
- I don't know why I got this email I did not look for child care
- Provided list after it was requested.

ELC of Seminole

Q What were the main reasons for which you were looking for child care with the Coalition?

- Because a good pre k program is important before entering kindergarten
- Foster child

Q What part of the online application process was difficult?

- It didn't allow me to upload one of my kids document that was needed and I got denied
- They would not consider I was separated and forced me to include his income even though he's not my daughters dad
- Way harder for approval had to provide way more then when I had elc in Daytona beach

Q How did you contact the Coalition to get help with applying for child care?

(no answer)

Q Why do you feel this way about the assistance provided by the Coalition?

- S: They always resolved my concerns and were always willing to help.
- I have Been working with Laura for years
- Because she went over and beyond for me
- Because that new caseworker is working good with my case
- Did not reach anyone
- Eager to help and answered my questions
- Good
- Helpful
- I think it should be more structured this is my first time and the instructions are not clear
- I was in direct contact with someone for the ELC in Daytona beach who was very helpful then I moved to lake mary got a ELC transfer which the direct contact I had for Seminole was rude and seem to not want to help me also a ridiculous amount of extra paper work I was never asked through Daytona when I was in a worse situation financially and academically! Not to be offensive but she seems to hate her job

- It took over 8 emails back and forth to find the rate my foster child was eligible for, for full time. Shouldn't take that much work when the part time rate shows on the voucher. Full time is for school breaks and holidays.
- It was always very limited information that was given to me
- It was difficult to get clear and timely information.
- Kim Allen was amazing.
- My case worker Kimberly is awesome. Had her for some years and her communication is the best ever.
- People don't talk to each other. Everyone has different answers
- She was patient and told me what I needed
- Some staff isn't too helpful there. Front desk lady is rude.
- They helped me with the issues I was having
- The staff I spoke with was really nice and helpful providing further assistance with my questions and concerns
- They don't consider situations and force to include people not legally responsible for my daughter and I pay everything and made me add an ex-boyfriend's income who does not pay for my daughter or myself
- They have been great through the whole process
- They still haven't gotten back to me
- Yes

Q If you had a challenge, what was your main challenge?

- S: They asked for more requirements than the public school, so the process to admit my daughter took longer.
- Additional documents requested that I could have possibly had at the time of my reapply.
- Appeals dept. as a provider denied services to my son for something my daughter did and I had to let you guys know to approve a new VPK transfer to another provider.
- Communicating with the correct contact at the EIC
- EIC does not contact you
- Expenses because the daycare they go to the prices change almost every week
- Finding out how to apply online... what website or where to go to get started with the whole process.
- Getting approved since I was required to send in at least 15 documents and multiple emails back and forth
- Getting both of my children's certificates at the same time
- Getting in touch with a live person at EIC
- Getting them to understand the pay stubs
- Getting through to someone on the phone
- I wasn't sure how the voucher worked and was concerned I couldn't keep him in his daycare even though they offered VPK
- Immunization updated

- It was hard to find updated information about my case online.
- Paperwork
- Phone conversation
- Re registering
- See previous response Re: 8+ emails to try to get the full time rate ELC would be paying.
- The documents because I'm a foster parents
- The overall process maybe have a video explaining what's next or what to look for
- The wait period
- Too much paperwork required.
- Understanding where I was on the waitlist. Also, I started out as a substitute and missed days because of hurricane Ian then was told i didnt prove my 25 hours that week and to reapply and start all over. Thank goodness I had just found a permanent position.
- What they wanted for my ex boyfriend who isn't involved and was forced to be added to my file

Q In what ways did the Coalition support your search for a child care provider?

- None of these occurred

ELC of Southwest Florida

Q What were the main reasons for which you were looking for child care with the Coalition?

- Being a single mom with one income
- Child delay development
- Commute was too far
- Foster Care resource
- Getting ready for school
- I foster children
- Single mom need financial help with daycare in order to work and pay bills. Daycare is expensive.
- So that my grandson could have a better life
- To transfer my SR vouchers for my children back to Volusia County due to moving

Q What part of the online application process was difficult?

- Additional documents would be needed but the portal would be closed so I would have to wait on a case manager to open my account application in order to submit the documents in which takes a long time since there caseload is high.
- Called the Fort Myers office numerous times and emailed only to be ignored and when I went in was treat like crap when asking for help. I wrote a review on this.

- Could never get anyone to answer the phone.
- Different staff from the Coalition asked me for different forms of documentation and some asked for more than others not making it clear which documents I needed to provide and the processing time took over a month
- Directions were hard to understand
- ELC does not process referral from CNSWFL in timely manner
- Had trouble finding where to upload for a while
- Having to request our account to be active because it was set to inactive
- It is confusing, the time frame and deadline was hard to understand. The portal is difficult to use.
- The online application is not relevant to level 1 fostering. There are apparently fields that can be answered incorrectly to get the desired results. Why not have a secondary form for foster parents to bypass the unnecessary?
- Uploading

Q How did you contact the Coalition to get help with applying for child care?

- Foster care
- Walk in

Q Why do you feel this way about the assistance provided by the Coalition?

- S: They wait time to communicate on the phone is too long
- S: Excellent
- S: I am very grateful with the help that they are giving us, I feel like my children are learning more in their school and interacting with their friends
- S: Very kind and helpful
- S: very good treatment of the people that attended to me
- S: Not very good treatment
- S: Because the people that are supposed to help you with the application make it more difficult
- S: Because they helped me with the application and explained everything very well
- S: Because they helped me with all my doubts that I could have had, making the process easier
- S: Because every time I call or write, I receive responses and tips that clarify my doubts
- A lot of staff members were no help or stopped answering the phones or replying to voicemails or emails.
- Because multiple staff members reached out to me and provided me different information that was conflicting with one another
- Because the people there are really helpful!
- Because they listen to me and try to provide me with the best knowledge they could so grateful for the program
- Because they made it as hassle free as possible for me!
- Because they were excellent and nice.

- Certain staff were rude and they waited to the last minute to contact you and they want too much documentation to prove employment! Check stubs should be enough to prove income and employment!! Their overall communication in a timely manner needs improvement! They also need to call, let the phone ring more than half a ring, so that someone has time to answer their phone and leave messages when needed!
- Cora was awesome helping me with my application process
- ELC has been extremely helpful and everyone I've spoke to or that has contacted me has been absolutely amazing I don't know what my family would do without the support of ELC
- ELC has been the only way I got back on my feet after being a stay at home mom. Once I was a single parent I had no one to help or watch my son. This was the only way I could obtain a job.
- ELC helped me with everything, answered almost everything, she was very welcoming, kind and patient.
- Good
- Great service, providing all information needed, very helpful
- Helped me with all my questions
- I had to call multiple times and on multiple days.
- I had to speak with multiple employees to get correct information.
- I have a restraining order and they wanted me to contact my childrens father and get his pay stubs after i told them about the situation and in the e mail it came off super rude instead of helpful
- I was helped by director Essie whom helped me a lot.
- It took them a few weeks after calling and emailing
- It was near impossible to get someone on the phone and then when you did it was a different person telling you something different
- It's an amazing help for single parents
- Its great
- Jasmin was thorough and knew exactly what was needed and answered all my questions perfectly.
- Kimberly Bolden is the best
- Never received emails back, no phone calls. No communication at all. My case was pending since September and I had a woman call me months later saying I should have been denied because it exceeded the time. She was able to wrap up my case and approve me for ELC voucher
- No one was there sometimes to answer call and I had to leave a message. Or sometime I leave message and never get response back until a week later
- Phone calls were not returned, a few times. But anytime I went in person they were fantastic getting me attended to.
- She took the time to fill out what I wasn't sure of.
- The ELC took an extremally long time to process application I waited more then 3 months for approval.
- The ELC would not accept a referral by email and requested duplicated paperwork. My social worker had to take the issue to a supervisor to get it resolved and my daycare provider was paid late.

- Their office barley wants to help people and the system is corrupt. They will ignore phone calls and emails and in person visits also.
- There was a delay in getting a response but the representative was very helpful, respectful, and pleasant
- They do not call you back during the hours that you specify so you miss their call and trying to get them back is hard because I know they are busy too.
- They dont seem to care and don't bother to answer the phones or give any real help besides to put you in front of their computer in the lobby and say figure it out.
- They help but they don't always get back with you fast
- They helped me alot.
- They helped me when I needed it
- They responded quickly to my emails.
- They was perfect with the help I didn't have to wait for an long time to get help
- They were nice and helped me.
- They were rude.
- told me what i needed to do
- Usually you have to leave a message and hope someone calls you back. They seem way to busy to ever answer the phones or emails and when you go into the office in person, the receptionist takes a message for your case worker for exactly what you left on the voicemail
- Very courteous
- Very easy process and easy to contact
- Walked me right through the process
- When contacting the Fort Myers location nobody would return calls and it was always some form of an excuse as to why. When it clearly states that they will call you back within 24 business hours. The longest way I've had is two weeks before any form of an actual callback or none at all. Naples office is the one who genuinely was able to answer the phone and help me. When I walked in I had one of the workers at Fort Myers that was extremely rude and went in her office to process information on my application that wasn't even factored in and they created issues. The lady wouldn't listen to anything I had to say and it was extremely unprofessional again I have written a repeat on this and I've also spoken to somebody in the office and no supervisor ever called me back which I was specifically told that they would! Out of all the years that I have used ELC this was absolutely the worst experience this year!
- When I called the office the woman I spoke with didn't understand the problem and said that our account was active, but it wasn't and I couldn't apply. I was able to get a hold of Emma Miles and Cora by email and they were both quick to help and solve the issue.
- When speaking to them on the phone I told them it was for before and after school care at the child's school. I wanted to know if the school even qualified for this because if not, I didn't want to waist my time. That bit of information was in one ear and out the other with this individual.

Q If you had a challenge, what was your main challenge?

- S: There was no availability
- S: Sometimes the language is a little difficult, but there is always someone that helps... thanks
- S: At first they didn't accept me
- S: When I moved to Naples there were no spaces in the daycares close to where I moved
- 1 of my children being autistic and also availability
- As a new caregiver never did anything like this before.
- At one point meeting required hours of work due to all of the time I had to take off due to my daughter's doctors appointments & illnesses
- Communication I was changed from advisor various times
- communication with a person
- Communication with the ELC.
- Communication. ELCOSWFL dont follow up emails with phone calls until its the last possible second before you lose your voucher.
- Documents and upload
- Extensive wait lists
- Filling the application and providing documents required
- Finding open enrollment near me and daycares that have funding to actually teach and pay for their teachers
- Getting in contact with my child care advisor at the ELC
- Having the account switched from inactive to active and the amount of time that took.
- Having to wait for reviews after approved and getting a hold on someone to talk to
- I did not have any challenges
- I just completed my re-enrollment and was approved but after transferring voucher to another County due to moving for financial reasons/ difficulties I was asked to reapply once again and this time I was denied for making too much income although I provided the same amount of pay and have not changed jobs in the two months between applications so I no longer have child care assistance and may not be able to continue working without care assistance during the summer
- It took forever for them to accept them. Also every little thing they call you to come get them and not provide with any me with any refund back which is not fair.
- Just the ELC staff was the problem not the daycare
- language barrier at the day
- Lots of paperwork
- Making sure I completed the application correctly.
- My challenge really has nothing to do with the ELC but more so to do with the cost of everything and trying to juggle work, gathering documents and getting my children enrolled in school.
- need more paperwork takes time
- No challenges - my son went to my 2nd choice until a spot opened up at the first choice. ELC staff was super helpful.
- Not having enough teachers to provide staff
- Nothing

- Reaching someone at ELC
- Remembering to reregister
- The lack of knowledgeable employees was a challenge that ultimately required more of my time to problem solve our application.
- The passing of information
- The website was a little challenging to navigate.
- There we're waiting list for 3 months, I wasn't able to use my voucher by the time I got her in the time limit was up and I had to appeal and it was a process now the appeal was approved and I haven't been contacted even two weeks after I uploaded my documents, 30 days actually and I still haven't gotten a signed voucher set to the daycare.
- To send the papers
- Trying to get somebody to actually do their job and help me. I work full-time and they acted as if we don't have lives and they don't need to help us in which that is what they are being paid for.
- Uploading
- Uploading feom my phone
- Wait times for childcare are long and ELC does not keep a list of those with openings.
- Waiting my time. The person could have told me that the child's school did not qualify for this which is what I had already presumed.
- Was see what my daughter was going to do
- wish there was more providers because there's full capacity and all daycare's

Q In what ways did the Coalition support your search for a child care provider?

- My contacted providers on the list provided when looking for a child care before moving but providers that were noted to accept the voucher informed me they did not take the School Readiness voucher after applying and paying registration
- They filled out the application
- They were always fast to send a list but many on the list don't answer the phone and don't have space.

ELC of St. Lucie

Q What were the main reasons for which you were looking for child care with the Coalition?

- Foster child

Q What part of the online application process was difficult?

- Difficulties finding where to sign the certificate
- had to submit the same form multiple times

- Have to go through the process multiple times to upload documents
- Not a very mobile friendly site, so it makes in little more difficult to do the application. Not everyone has a laptop or tablet to use.
- nothing, process was easy
- Uploading documents

Q How did you contact the Coalition to get help with applying for child care?

(no response)

Q Why do you feel this way about the assistance provided by the Coalition?

- S: Answer, or solution was very late
- Alina was so helpful
- Always write me good eve I needed
- Everyone was patient and helpful
- Hard to get in contact with
- Helpful
- I had to reapply due to a worker never calling me back after I had left two messages for her to do so. She then told me I had never called her. The staff is often rude and their delivery is as if they are irritated by helping you
- I understand the process is thorough and I was assisted
- I was very rush being disabled i need things explained slowly
- Kim Montana was absolutely WONDERFUL!!!!
- Michele Z. Is always willing to provide the information as needed and educate.
- Relieved
- Takes forever to get someone to answer the phone.
- The agent Mrs. Parker was very helpful and clear with instructions.
- The family portal was down for almost 3 weeks. This caused me one month of being able to work. I had just moved to St. Lucie County and needed work urgently the staff was not accommodating to a work around due to the systems being down.
- The staff are very helpful.
- The woman who helped me was to the point, patient and even offered additional help
- There was no communication
- They helped me a lot
- They seemed to not care at all, and expected me to know what I was doing even though I'm a young single mother in full time college.
- They were helpful with providing a list of daycares
- They were kind and informative
- They were very helpful explaining the necessary paperwork I needed to finish the application to see if I qualify

- They were very helpful with me getting all the documents I needed submitted and helpful the entire process
- Very helpful
- Very helpful and caring
- Very nice and helpful

Q If you had a challenge, what was your main challenge?

- S: Limited spaces
- A lot of document to attached and detail ect
- Availability
- Daycare did not provide adequate services and costed me my job
- Daycares not offering an infant room or being full
- Family portal down no manual work around
- Filling everything out
- Finding a provider that had space available for my son's age
- Finding a provider that takes ELC
- Finding a school with an opening for vpk
- Finding child care providers that accepted ELC
- gathering the documents
- Getting answers
- Getting everything uploaded to the email
- Getting them in school
- I have a special case and I felt overwhelmed with all the questions but it all worked out
- I think it should be easier to find. I had trouble figuring out where to go and how to get to it to fill it out
- No daycare availability for 6 months to a year. I contacted over 25 daycares and none of them had availability and multiple had closed their waitlist.
- No facilities had any room
- Not a lot of daycares in my area that are nice/had space for my son did not accept ELC
- Prices increaded without informing parent and no one excepting the blam
- The wait was a challenge for me to get him in school the wait list for school is too long like for my son who is advance I think they need to do better with the wait list every school full and if someone never to leave your child will never ho to vpk
- Trying to be approved
- Trying to do paperwork on online since I don't have a computer
- Uploading documents
- Waiting to be approved

Q In what ways did the Coalition support your search for a child care provider?

- Did not do any of these
- My eligibly
- They did not help. They did not send me a daycare list until I requested one. The list they sent had every daycare from vero beach to Jupiter. I spent HOURS looking up the daycares to find out what ages they accept as well as their hours of operation. When I was in Martin county, their list only had Martin county daycares and it provided hours as well as age ranges accepted.

ELC of the Big Bend Region

Q What were the main reasons for which you were looking for child care with the Coalition?

- Lift the weight off my mother of watching my kid while i work
- Obtained temporary custody of my niece and nephews through DCF, so I needed child care for them so I could continue to work.
- Relocate provider after moving
- To provide before, after and summer care for grandkids that were placed in our care thru DCF
- We are foster parents and we felt the best place for our buddy during the day would be school or daycare. The interaction with safe adults and other children are so important.

Q What part of the online application process was difficult?

- I kept having to redo the app
- Instructed by staff to complete incorrect application
- It is hard to figure out which application to login to.
- Names of documents in the emailed instructions are different from the names on line
- Not good with computer
- Redoing the same information and returning it multiple times.
- Some of the information needed was hard to figure out. Could be a little easier to understand
- Some of the questions about how many people are in the household were confusing. I have my own 2 children who didn't need services but because of how the question was worded, I ended up including them in my answer and it made it look like I was seeking additional services for them instead of just the three new kids that I had temporary custody of.

Q How did you contact the Coalition to get help with applying for child care?

- Agency referral
- The caseworker here in Madison is somewhat unprofessional he does not realize everyone is not computer literate

Q Why do you feel this way about the assistance provided by the Coalition?

- a
- All problems were resolved
- amazing service
- Answers whatever questions I had promptly and assisted with no hesitation.
- Assured me from the first step to getting her in
- Because they answered every question and helped me in every way.
- Case manager was helpful. Im not too good with technology
- Caseworker has always been helpful and patient.
- Every person I came in contact with was very kind and eager to help me. Whatever I had a question about....the ladies helped me get what I needed accomplished!
- Excellent customer service skills
- Fast response..... detailed messages
- I feel like it was hard to get help with a quick turn around time. Some folks were also unable to provide any info over the phone.
- I feel that the program is overall very convenient. The main thing for this program is to help parents not make it difficult. I experienced a very unfortunate situation that made it to where my child care was denied over a simple mistake with no room to make up for it.
- I went to talk to a black woman (low hair cut) at the front counter regarding some issues I was having with the daycare, and she was extremely rude and disrespectful!
- It happened fast
- It was very helpful at the time. But I did not like how y'all allowed my kids aunt to tell y'all my kids didn't live with me and y'all stopped me from receiving the ELC based off what she said
- Miss Sharon was incredibly helpful in the process and always responded so quickly. She provided peace of mind and was so easy to speak with.
- My ELC contact person is amazing. Very helpful and prompt. Sharon is wonderful.
- My paperwork was completed in a timely manner but was left wondering if I'd done it correctly
- My worker walked me through the website and was extremely helpful
- No one answered
- Over the phone I didn't have a good experience but received better help in person
- Patient and polite service
- Patricia Candler was amazing. Very quick in response time. Helped me tremendously. Very kind, didn't make me feel like I was bothering her. Answered all of my questions, quickly, and in layman's terms.
- Professional, helpful, good customer service,
- Prompt response and adequate information
- Representative was very unprofessional and avoided my calls when i was trying to call back
- She was very helpful
- She was very helpful and understanding.

- Sometimes it takes days to hear back when leaving voicemail with caseworker, in some instances i have a new caseworker without knowing their information and going through the settings in the phone call voicemail does not lead to the list of caseworkers.
- The lady stayed in contact with me until my application was admitted and I did it four times
- There very helpful
- There were so many requirements that needed to be on the documentation. It always resulted in me uploading several documents just to have all the right information.
- They always willing to help and understand situations
- They are a great Coalition
- they just redirected me to the forms that weren't working on my phone or I played phone tag and it was just very frustrating
- they were knowledgeable
- They were not helpful told me to go online and apply
- Took forever to reach someone and took forever to get approved
- Very easy to contact and helpful
- very good
- Very helpful
- Very helpful and had so much patience
- Whether phone calls are helpful depends on who answers the phone. Also, at times, it seemed like I got different answers from different people about the process and the results.

Q If you had a challenge, what was your main challenge?

- A lot of the "better" schools were not clear on whether they took ELC or not.
- Communication with ELC representatives.
- Cost. For families with a \$0 family fee, the cost of the daycare should be free. Not only up to a certain amount and then the provider can charge more over and above that.
- enrolling
- Figuring out what everything meant.
- Finding a affordable daycare that's also clean and decent
- Finding a pre-school with the availability for a new kid
- Finding an open spot
- Getting all the paperwork I needed
- Getting correct information and help
- Getting the correct paperwork and finding time to attend appointments
- I didn't
- I'm homeless, so I don't have transportation and I walk because most daycares are off main roads so trying to find a daycare close to my job just in case I miss the bus I can walk
- I'm a guardian of a child. Want sure what proof I needed so I probably sent more than what was needed
- Im a independent contractor so for work eligibility, it didnt give me the option to select how often i get paid because its commission only so it varies

- It was hard to find anyone that had room for the 2-year-old
- Just being on the waitlist
- Longing in
- None
- Not enough employees who knew what to do
- Not knowing which option to select for reenrollment
- Paper work
- The application too long
- Understanding paperwork
- uploading documents
- Very difficult to find a good provider without a long waitlist.

Q In what ways did the Coalition support your search for a child care provider?

- Already had one
- Help with process
- it honestly wasn't super helpful
- Neither, I got no help!
- Researched DCF website
- Unfortunately, that list provided wasn't exactly up to date.

ELC of the Nature Coast

Q What were the main reasons for which you were looking for child care with the Coalition?

- FINDING MY CHILDREN A DAYCARE
- Foster child

Q What part of the online application process was difficult?

(no response)

Q How did you contact the Coalition to get help with applying for child care?

(no response)

Q Why do you feel this way about the assistance provided by the Coalition?

- Because they. Where there every step of the way
- Elc has helped me so much throughout my daughters two years with there program, with amazing staff.
- Every person ive talked with was very helpful and friendly and hapd no problems answeri g what ever questions i had
- Friendly, Efficient
- I feel good I get assistance in paying for my child's care.
- I think that it's a great option to assist parents whom need additional funding and resources for their children to help care for before, after and during school. Allows the parents to be able to provide for their families.
- Its a great program
- Knowledge, hassle free, and kind
- She helped me fill out the form and made sure I returned required documents so my son could attend ELC
- She walked me through the process and answered my many questions.
- She was very helpful and it was a smooth meeting
- She was very helpful and understanding!
- They answered all my questions promptly and thoroughly.
- They were very helpful
- Very helpful and understanding

Q If you had a challenge, what was your main challenge?

- Corporate takeover and sudden VPK unenroll at the previous childcare
- Did have any issues at all. Simple navigation and easy to understand
- Finding a daycare with open spots for 2 children.
- Finding a provider with room for him
- Gathering information for recertification as self employed. Usually by renewal, I hadn't yet filed my taxes so it was a dash. Otherwise I had to provide like three months of handwritten income. Women were always very helpful when I reached out though.
- Getting death certificates for my 2 other children's fathers from a different state.
- Getting in touch with my case worker was a big issue. I understand there's waiting list but once approved it shouldn't be harder to speak to any kind of worker. Also the elc of nature coast did not have a proof of employment form on the website and I had to contact the main office in Tallahassee just to get one.
- It hasn't happened yet, making sure the renewal process goes smooth.
- My heart wanted her to go back to a private school again like where she was in NY
- None
- Paying for daycare
- Updating information on the enrollment.
- Wait List

Q In what ways did the Coalition support your search for a child care provider?

(no response)

Redlands Christian Migrant Association (RCMA)

(sample < 11)

Appendix C. Full open-ended responses by Coalition or RCMA: compiled

GROUP 3: Child care providers contracted for SR or VPK programs

Q What is your role in your business?

- Orange: Teacher
- Polk: Vice Precedent / Administration

Q Please select all Coalition supports for which you participate.

(no response)

Q What were your main reasons for getting support from the Coalition?

(no response)

Q Are there other supports you would like that are currently not offered by the Coalition?

- Pasco/Hernando: S: Offer the required ELC collaboration courses in Spanish as well
- Pinellas: More bilingual staff
- Polk: Yes, Separation of VPK director and overall program director.

Q Are there any supports that you do NOT find useful and would recommend discontinuing?

- Southwest Florida:
 - Coaching
 - Training

Q Why do you find (support services) NOT useful?

- Southwest Florida:
 - The coaching is offered after the come out to observe and mark you off for doing absolutely everything correct.
 - They only offer training after they score you low.

Q How can the Coalition better support your use of the Provider Portal?

- Pinellas: Initial training
- Polk: make it more user friendly! It is awful!!!

- Southwest Florida: links are sometimes not correct, difficult and confusing to know where to upload documents
- Big Bend: Could have texting app to communicate faster

Q What improvements to the Provider Portal do you recommend?

- Palm Beach: I think they are amazing at helping whenever I call or need assistance
- Pinellas: Initial training
- Polk:
 - I'm new and getting use to going through it
 - the ability for ELC staff to upload documents for providers. Quicker approval times.

ACTION ITEM SUMMARY

DESCRIPTION	Association of Early Learning Coalitions, Inc. Annual Membership Dues of \$10,025.00
Reason for Recommended Action	The Association of Early Learning Coalitions, Inc. is our link to ongoing legislation concerning early childhood learning in the state of Florida. If this is not done, we not be up to date on the latest legislature etc.
How the Action will be accomplished	Once

Association of Early Learning Coalitions, Inc.

206-B S. Monroe St.
Tallahassee, FL 32301
850-386-5050



INVOICE

BILL TO

ELC of North Florida
2450 Old Moultrie Road, Ste.
103
St. Augustine, FL 32086

INVOICE # 10274

DATE 07/05/2023

DUE DATE 08/01/2023

TERMS Due on receipt

ACTIVITY	QTY	RATE	AMOUNT
Annual Membership Dues 2023-24 Annual Membership Dues	1	10,025.00	10,025.00

Association of Early Learning Coalitions, Inc. understands that any payment of membership dues, subscriptions or licensing fees by ELC, the records of which are maintained at the ELC shall be public records pursuant to s. 119.01 (3), F.S. This public records requirement applies only to the portion of activities of the organization(s) that pertain to the public federal/state grant programs the ELC funded.

BALANCE DUE

\$10,025.00

ACTION ITEM SUMMARY

DESCRIPTION	Retro Approval of iVenture Solutions for Managed IT Services Contract Effective August 14, 2023
Reason for Recommended Action	<p>To approve the 5 Year contract (August 14, 2023-August 14, 2028) for managed IT services iVenture Solutions. The contract has:</p> <ul style="list-style-type: none"> • Full time Managed services • Network, Server, Workstation & Asset Management with 24/7 x 365 Monitoring and Management. • Managed Anti-Virus and Firewall Software for all offices • Private Cloud management • Microsoft Office 365 • Monthly fee schedule of \$2,008.00 • Onboarding/Transition fees with Cloud migration \$3,980.00 <p>This contract is not to exceed \$30,000 annually without written permission.</p> <p><u>If this is not done, the following would occur:</u></p> <ul style="list-style-type: none"> • The Coalition would have to look to another IT company to provide its services.
How the Action will be accomplished	Board Approval.



Managed Information Technology Services Agreement for Services

Full Plus Agreement 2023

Document ID: AAAQ15087
Agreement Start Date: August 14, 2023

Prepared for:

Early Learning Coalition of North Florida

Dawn Bell
dbell@elcnorthflorida.org



Submitted By:
Jacksonville Office

Cody McLeod
(904) 332-8645
Fax 9043328647
cmcleod@iventuresolutions.com

Submitted To:

Early Learning Coalition of North Florida
2450 Old Moultrie Rd Suite 103
St. Augustine, FL 32086
Dawn Bell
dbell@elcnorthflorida.org
9043422267204

Document ID:AAAQ15087

Date Created: 07/31/2023
Pricing and Terms Valid Through:
08/26/2023

Statement of Work

This Statement of Work ("SOW") and the Master Service Agreement (the "Master Agreement") set forth at the end of the SOW collectively constitute the entire agreement between iVenture Solutions, LLC ("iVenture", "we", "us", or "our"), and Early Learning Coalition of North Florida ("Client", "you", or "your") with regard to the services described in the SOW. Your order ("Order") for services and the fees and charges are set forth below in this SOW in the section beginning with the heading "Order" and concluding prior to the section of this SOW having the heading, "Scope of Services."

▶ Order

Order/Schedule 1

Start Date: August 14, 2023
60 Month Initial Term

Total Monthly Recurring Fees

Description	Amount
Managed Services	\$1,990.00
iVenture Private Cloud	\$1,249.00
iVenture Private Cloud Discount	(\$1,249.00)
Office 365 Monthly Services	\$18.00
Recurring Total:	\$2,008.00

Total One-Time Fees

Description	Amount
Managed Services Setup Fee	\$3,980.00
Total:	\$3,980.00

Initial Term and Discounts

*Declined Option(s)

Description	Qty	Price	Ext. Price
60 Month Initial Term	1	\$0.00	\$0.00
ACH Payment, Pricing Includes 1.5% Monthly Recurring Service Fee Discount	1	\$0.00	\$0.00
24x7x365 Emergency Support Coverage Option	1	\$0.00	\$0.00

Managed Services Setup Fee

*Declined Option(s)

Description	Qty	Price	Ext. Price
Managed Services Onboarding Orientation, Baseline Security, Discovery and Visibility, Support Launch Managed Services Onboarding does not include design or project services. These services may be included in your plan or may be proposed separately.	1	\$3,980.00	\$3,980.00

Subtotal: **\$3,980.00**

Managed Services

*Declined Option(s)

Description	Qty	Recurring	Ext. Recurring
<p>Managed Services - Full Plus</p> <p>Included Services:</p> <ul style="list-style-type: none"> - Strategic Technology Planning and Account Management High-level IT strategy and planning - Help Desk Support Fast help desk support for your users - Server Management Management, monitoring, and support of your servers and storage - Server Protection Essentials Essential protection for your servers (security patches, anti-virus, anti-spam, and web security) - iVenture Vault Server Backup The iVenture Vault server backup protects your critical data with secure local and offsite backups - Public Cloud Platform Management Management, monitoring, and support for your public cloud platforms - Network Management Management, monitoring, and support of your network devices - Desktop Management 			

Management and support for your desktops and laptops

- Desktop Protection Essentials

Essential protection for your desktop and laptops (security patches, anti-virus, and web security)

- Application Support

Technical support for your business applications to ensure availability and performance

- Two-Factor Authentication User Management

Support for two-factor authentication user management

- Mobile Device Management Enrollment Support

Support for mobile device management platform enrollment

- VoIP Phone System User Management

User management on your VoIP phone system

- Onsite Support Dispatch

Onsite support when you need it at your business locations

Declined Services

- Project Services

Project work including installation of new hardware and software and data migrations

iVenture Managed User - up to 10 Users. Additional Users \$199/user.	1	\$1,990.00	\$1,990.00
--	---	------------	------------

Recurring Subtotal: \$1,990.00

iVenture Private Cloud

***Declined Option(s)**

Description	Qty	Recurring	Ext. Recurring
iVenture owned and managed private cloud platform			
Client exiting enviroment to be migrated from CompassMSP cloud to iVenture Private Cloud as is. Changes to improve performance, security, functionality would be additional cost to be approved by Client.			
iVenture Virtual Server Base - Per Unit. Includes Windows Server Licensing for Unlimited Users, 1vCPU, 6 GB RAM, 60GB Storage	2	\$409.33	\$818.66
iVenture Processor - Per Processor	4	\$8.33	\$33.32
iVenture Ram - Per 1 GB	22	\$6.00	\$132.00
iVenture Enc Hybrid SSD HighPerfStor - Per GB	250	\$0.22	\$55.00
iVenture Backup Snapshot Storage - Per GB	555	\$0.16	\$88.80
iVenture Internet - Rednt -Per 1mbps Avg 95%	1	\$69.86	\$69.86
Microsoft Remote Desktop - Per User	6	\$8.56	\$51.36

Recurring Subtotal: **\$1,249.00**

iVenture Private Cloud Discount

***Declined Option(s)**

Description	Qty	Recurring	Ext. Recurring
iVenture Price Adjustment - Price Adjustment - Private Cloud cost waived for up to 9 months.	-1	\$1,249.00	(\$1,249.00)

Recurring Subtotal: **(\$1,249.00)**

Office 365 Monthly Services

***Declined Option(s)**

Description	Qty	Recurring	Ext. Recurring
Microsoft 365 Business Standard (Nonprofit Staff Pricing) - Per Month <ul style="list-style-type: none"> • Not for use in a virtual environment • Email with 50 GB mailbox • 1 TB file storage and sharing • HD video conferencing (Skype for Business) • Office Online • Fully Installed Microsoft Office Professional (PC/Mac/Tablet) • Note: Included Microsoft Office licensing is not compatible with virtual desktops 	6	\$3.00	\$18.00

Recurring Subtotal: **\$18.00**

Cloud Migration Project Services

*Declined Option(s)

Description	Qty	Price	Ext. Price
Advanced Services - Cloud Migration Project	32	\$195.00	\$6,240.00
Advanced Services - Cloud Migration Project Discount	-32	\$195.00	(\$6,240.00)

E-Signature Confirmation

By signing below, you hereby execute, accept, and agree to be bound by the Agreement identified and attached above (which consists of the Statement of Work and the Master Services Agreement attached thereto), which constitutes a legally binding contract between iVenture Solutions, LLC and Early Learning Coalition of North Florida. The parties agree that their electronic signatures to the Agreement are intended to authenticate this writing and to have the same force and effect as manual

signatures.
Full Name: Dawn E Bell
IP Address: 199.200.116.143
Email Address: dbell@elcnorthflorida.org
PO Number: _____
Date: 07/31/2023 10:49 AM



Scope of Services

The services listed in the Order and which are described in greater detail below (the "Services") will be provided to you during the term of this SOW. Services that are not expressly described in the Order or in this SOW will be out-of-scope and will not be provided by us unless you and we enter into one or more additional SOWs for those services. If there is any conflict between the provisions of the Order and this SOW, then the provisions of the Order will control.

The Services will be applied solely to the hardware ("Managed Hardware") and the software ("Supported Software") defined below in each section, (collectively, the "Environment").

Discovery and Deployment

Summary

Prepare your IT environment and staff for a successful start

Description

During the Discovery and Deployment phase, we will setup and onboard the Managed Hardware and Support Software to prepare the Environment to receive the Monthly Recurring Services.

- Deployment of the iVenture monitoring and management platform;
- Documentation and inventory of the Environment;
- Best-practice configuration of the Managed Hardware and Supported Software to prepare the Environment for monitoring and management;
- Orientation and training for your staff at your primary business location (up to 8 hours); and,
- Setup of any iVenture provided security and data protection tools included in this SOW.

Details

If deficiencies are discovered during the transition services, such as outdated equipment or unlicensed software, we will bring those issues to your attention and discuss the impact of the deficiencies on our provision of the Services and provide you with options to correct the deficiencies.

Depending on what is discovered in the Environment during the Discovery and Deployment phase, we may need to revise the scope of the Services of this SOW. (For example, we may discover additional equipment or users that need to be covered, or hardware/software that needs to be replaced, etc.) If the scope of this SOW needs to be revised, you and we may agree to the revision(s) by email or other written communication that specifically references this SOW. If you do not agree to our proposed revisions, then we will proceed with the Services as expressly described in this SOW or, in our discretion, terminate this SOW with no further obligation from you or us, except for your payment for any services that had been provided to you up to the date of termination.

Monthly Recurring Services

Included Services

The Services included are described in greater detail below and will be provided to you during the term of this SOW. The Services will be applied solely to the Environment(s) defined below. You understand and agree that the Services and Environment(s) defined below may be amended by from time-to-time with subsequent notice to you if needed to accommodate changes in current technology; however, no change will materially diminish or reduce the scope, type or level of service provided hereunder unless you expressly approve of that change in writing.

Strategic Technology Planning and Account Management

Summary

High-level IT strategy and planning

Services

iVenture technical consultants serve as high-level IT strategists to help plan the future of your technology.

- Multi-year technology planning and budgeting
- Technology roadmap development
- Annual meetings to review past IT performance
- Best-practice standards recommendations
- Executive level liaison between you and iVenture

Environment

These services apply only to the Environments managed by iVenture pursuant to a SOW.

Help Desk Support

Summary

Fast help desk support for your users

Services

The iVenture first response team gives your staff the fast help they need so they can stay productive. Our technicians will work with your staff remotely to resolve user and desktop IT issues.

- Unlimited help desk via email, phone or web portal
- Desktop remote control and shadowing
- Help with many common IT problems and peripherals (logins, passwords, printing, desktop scanning, video cameras, remote access, connectivity, mobile device email).

Environment

Supported Hardware: Desktop and laptop PC hardware, virtual desktops.

Supported Software: Microsoft Windows desktop and Apple operating systems and core services (print/scan, profiles, wired/wireless network services), common utilities (Adobe Acrobat, Adobe Flash, Java,

internet browsers), Microsoft Office desktop applications (Word, Excel, PowerPoint, Outlook), Microsoft Office 365 and/or Google Apps for Business (login, chat, file access only), common desktop and web based applications, Apple iOS and Android OS (for the purposes of connecting to business email, files and/or remote access only).

Details

We maintain a specific scope of services provided by the first response team. This list may be amended from time to time and may be requested by you at any time

Server Management

Summary

Management, monitoring, and support of your servers and storage

Services

iVenture technicians and engineers will monitor, manage, and support your covered servers, software, and storage devices.

- Unlimited expert support from server administrators and engineers
- Monitoring and alerting of devices 24x7 (up/down, predictive failure, failed component, disk space, performance, service availability).
- Retain critical alerts tickets for up to one (1) year.
- Device management and configuration (manage system administrator accounts and groups, system configurations, and policies)
- Performance optimization (CPU, memory, and disk queue)
- Act as liaison with hardware and software vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)
- Track hardware and software warranty/support expiration

Environment

Supported Hardware: Server hardware, SANs

Supported Software: VMWare, Microsoft Hyper-V, Microsoft Windows server operating systems and core services (Active Directory, DNS, file/print, fax, scan, profiles, network services), Microsoft Exchange, SQL, RDS, and Citrix.

Server Protection Essentials

Summary

Essential protection for your servers (security patches, anti-virus, anti-spam management, and web security)

Services

iVenture provides essential protection for your servers to protect against threats.

- Deploy service packs, security updates, and firmware updates as applicable and deemed necessary
- Deploy, manage and monitor anti-virus agents and anti-virus updates
- Remove viruses and repair infected systems to the extent reasonably possible using then-current removal techniques
- Manage anti-spam filtering for inbound email
- Provide a web filtering service using a global set of rules to block malware, botnets and other harmful web activity

Environment

Supported Hardware: Server hardware, SANs

Supported Software: VMWare, Microsoft Hyper-V, Microsoft Windows server operating systems and core services (Active Directory, DNS, file/print, fax, scan, profiles, network services), Microsoft Exchange, SQL, RDS, and Citrix.

iVenture Vault Server Backup

Summary

The iVenture Vault server backup protects your critical data with secure local and offsite backups

Services

The iVenture Vault server backup is a fully managed backup solution for your Windows servers. We will supply all necessary hardware, software and secure offsite storage to protect your data stored on Windows servers and monitor and manage your backups.

- Backup Client's data from Microsoft Windows server volumes on Managed Hardware to local storage, and to offsite storage in a geographically separate data center location.
- Backups are full server snapshots and most files will be capable of being backed-up while in use; however, certain files may need to be closed for the snapshot to occur.
- Offsite storage is included with the iVenture Vault in the amount defined the Order. If offsite storage exceeds the included storage, the Client will automatically be billed in 1GB increments. Partial months will be billed as whole months.
- All backups are encrypted "at rest" on both local and offsite storage using 128-bit or greater encryption.
- Backups in transit to the offsite location are encrypted using SSL encryption.
- Only authorized iVenture employees have access to backup data.
- A backup will be taken of all managed servers every hour between the hours of 5:00am and 12:00am EST to local storage.
- Nightly, the previous day's backups are consolidated and then securely copied to offsite storage.
- Backups will be retained as followed: Intra-Day: 2 Days, Daily: 7 Days, Weekly: 5 Weeks, Monthly: 3 Months
- iVenture will delete backups older than three (3) months as needed to make room for current backups.
- Additional backup schedule and retention options are available for an additional fee.
- Individual files can be recovered by making a request to iVenture. Files can be recovered to the original folder, or an alternate location.

- In the event of a Managed Hardware failure in which the equipment is rendered unrecoverable, the data can be recovered to the original hardware after repair or to Client-supplied hardware; provided, however, the Client-supplied hardware must be the same, or compatible with, the hardware that was rendered inoperable.

Environment

Supported Software: Microsoft Windows server operating systems

Additional Details

No other provisions for recovery are included in this SOW. Additional recovery options may be defined in the Order or included in a separate SOW.

Public Cloud Platform Management

Summary

Management, monitoring, and support for your public cloud platforms

Services

iVenture technicians and engineers will monitor, manage, and support your cloud platforms

- Unlimited expert support from system administrators and engineers
- Monitoring and alerting of cloud platforms 24x7 (up/down, service availability).
- Retain critical alerts tickets for up to one (1) year.
- Configuration management (manage system administrator accounts and groups, system configurations, and policies)
- Performance optimization (CPU, memory, and disk queue)
- Act as liaison with cloud vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)

Environment

Supported Software: Microsoft Azure and Amazon AWS Windows server instances

Network Management

Summary

Management, monitoring, and support of your network devices

Services

iVenture technicians and engineers will monitor, manage, and support your covered network devices.

- Unlimited expert support from network technicians and engineers
- Monitoring and alerting of devices 24x7 (up/down, service availability).
- Retain critical alerts tickets for up to one (1) year.
- Device management and configuration (manage of administrator accounts and groups, system configurations, and policies)
- Performance optimization

- Act as liaison with hardware and software vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)
- Track hardware and software warranty/support expiration

Environment

Supported Hardware: Managed layer 2 and 3 switches, routers, firewalls, security appliances, VPNs, enterprise class wireless access points/controllers

Supported Software: Embedded firmware and related embedded software features

Desktop Management

Summary

Management and support for your desktops and laptops

Services

iVenture technicians and engineers will manage and support your desktops and laptops so your staff can stay productive.

- Unlimited expert support from desktop technicians
- Monitoring and alerting
- Device management and configurations
- Add and remove user accounts, modify existing group memberships
- Performance optimization
- Act as liaison with hardware and software vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)
- Track hardware and software warranty/support expiration

Environment

Supported Hardware: Desktop and laptop PC hardware, virtual desktops

Supported Software: Microsoft Windows desktop and Apple operating systems and core services (print/scan, profiles, wired/wireless network services), common utilities (Adobe Acrobat, Adobe Flash, Java, internet browsers), Microsoft Office desktop applications (Word, Excel, PowerPoint, Outlook), Microsoft Office 365 and/or Google Apps for Business (login, chat, file access only), Apple iOS and Android OS (for the purposes of connecting to business email, files and/or remote access only).

Desktop Protection Essentials

Summary

Essential protection for your desktop and laptops (security patches, anti-virus, and web security)

Services

iVenture provides essential protection for your desktops and servers to protect against threats.

- Deploy service packs, security updates, and firmware updates as applicable and deemed necessary
- Deploy, manage and monitor anti-virus agents and anti-virus updates
- Remove viruses and repair infected systems to the extent reasonably possible using then-current removal techniques
- Provide a web filtering service using a global set of rules to block malware, botnets and other harmful web activity

Environment

Supported Hardware: Desktop and laptop PC hardware, virtual desktops

Supported Software: Microsoft Windows desktop and Apple operating systems

Application Support

Summary

Technical support for your business applications to ensure availability and performance

Services

iVenture technicians and engineers will provide technical support for your business applications to ensure they are available and optimized.

- Unlimited expert support from iVenture technicians
- Add and remove user accounts, modify existing group memberships
- Act as liaison with application vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)

Environment

Supported Software: Common utilities (Adobe Acrobat, Adobe Flash, Java, internet browsers), Microsoft Office desktop applications (Word, Excel, PowerPoint, Outlook), Microsoft Office 365 and/or Google Apps for Business (login, chat, file access only), line of business application (applications that are specific to a particular industry and require specific client or industry knowledge to support and operate, and typically require customized installation and configuration), common desktop and web based applications.

Additional Details

Functional support such as training and usage assistance for your Supported Software is not included. You must maintain support agreements with all Supported Software vendors deemed critical by your or us, and ensure your staff is trained on your applications and available to test upon request by us. Supported Software vendors will be your primary resource for functional support.

Two-Factor Authentication User Management

Summary

Support for two-factor authentication user management

Services

iVenture technicians and engineers will support two-factor authentication user management

- Add and remove user accounts
- Send mobile device enrollment links to users and provide remote assistance to enroll

Environment

Supported Software: Duo, Microsoft Azure two-factor authentication

Mobile Device Management Enrollment Support

Summary

Support for mobile device management platform enrollment

Services

iVenture technicians support enrollment of devices in mobile device management platforms

- Send mobile device enrollment links to users and provide remote assistance to enroll
- Remove devices from enrollment upon request

Environment

Supported Software: Microsoft Intune

VoIP Phone System User Management

Summary

User management on your VoIP phone system

Services

iVenture technicians will manage users on your VoIP phone system

- Add and remove user accounts, modify existing group memberships, and reset passwords via the VoIP phone system's web interface.

Environment

Supported Software: VoIP phone systems that provide a web interface to manage user accounts, group membership and passwords, and include support directly to you from the VoIP phone system service provider or from a third party specializing in your VoIP phone system.

Additional Details

You must maintain a support agreement directly with the VoIP phone system service provider or a third party that specializes in your VoIP phone system. We do not support VoIP phone system features, including, but not limited to, call routing/path changes, phone number forwarding or porting, and call-plan and auto-attendant design. Phone hardware support is not included. Upgrades and updates are not included. We do not provide any services for non-VoIP phone systems.

Onsite Support Dispatch

Summary

Onsite support when you need it at your business locations

Services

- iVenture technicians will be dispatched to your business locations to resolve issues that must be handled onsite.
- iVenture service coordinators will prioritize and schedule onsite visits with your staff

Environment

These services apply only to the Environments managed by iVenture pursuant to a SOW.

Declined Services

The services listed below have been expressly declined by you (collectively, "Declined Services"). Declined Services are not provided under this SOW; however, they may be available to you if expressly agreed upon in a separate Order or SOW and if we have sufficient availability to supply the service in the timeframe you require.

Project Services

Summary

Project work including installation of new hardware and software and data migrations

Services

iVenture project technicians and engineers will install new technology and perform upgrades and migrations outlined in your technology roadmap.

- Unlimited access to project technicians and engineers to install and configure new hardware and software and perform data migrations as part of your technology roadmap, onsite and remote.
- Routine moves, adds and changes of desktop PC hardware and software.
- Technology architecture and design services.
- Project management team to plan, schedule, and manage the required projects.

Environment

These services apply only to the Environments managed by iVenture pursuant to a SOW.

Additional Details

The timing of project services will vary from the time periods of non-project services. Project services must be scheduled at least fourteen (14) days in advance for services requiring two (2) days of work or less, and at least ninety (90) days in advance for services requiring two (2) days or work or more. For the purposes of scheduling, we will present you with a scope of the project services, and scheduling will begin after your approval.

Additional Service

The additional service included below is an add-on to our Monthly Recurring Services, and will be provided to you during the term of this SOW.

iVenture Private Cloud

Summary

iVenture owned and managed private cloud platform

Services

iVenture will host Windows Server virtual machines running on our fully managed private cloud platform.

- The "iVenture Private Cloud" includes all necessary hardware, software and services required to deliver Windows Server virtual machines ("Virtual Machines") from a secure data center with redundant power, internet, HVAC and physical security.
- You can scale resources like the number of Virtual Machines, CPU, memory and storage up or down depending on your needs as specified in an Order.
- We supply, maintain and manage the hardware and software necessary to run the iVenture Private Cloud and deliver Virtual Machines.
- Virtual Machines in the iVenture Private Cloud are protected by the iVenture Vault Server Backup, defined separately.
- We may provide software licensing defined in the Order for your Virtual Machines.

Additional Details

- For software not specifically provided by us in an Order, you are responsible for acquiring and maintaining the required licensing for software installed on the Virtual Machines and providing us with copies of licensing certificates or proof-of-purchase upon request.
- All software installed on, and peripherals connected to the Virtual Machines must be compatible with the iVenture Private Cloud platform.
- You must maintain network connectivity to the iVenture Private Cloud with adequate bandwidth and reliability from all points of access.

iVenture Private Cloud Availability

- We will maintain at least 99.9% uptime availability of the iVenture Private Cloud in each calendar month.
- "Monthly Uptime Percentage" shall mean the percentage of minutes during the calendar month in which the iVenture Private Cloud is in a state of Service Unavailability (defined below) subtracted from 100%. Monthly Uptime Percentage measurements exclude downtime resulting from Excluded Availability Items (defined below).
- "Service Unavailability" shall mean the iVenture Private Cloud does not respond to network requests.
- "Service Credits" are calculated as a percentage of the total fees paid by the you for the specific and affected Virtual Machine(s) that were unavailable during the month of the Service Unavailability in accordance with the Credit Schedule (defined below). You acknowledge and agree that this is the sole and exclusive remedy for any failure by us to provide the iVenture Private Cloud.

- “Credit Schedule”

Monthly Uptime Percentage	Service Credit Percentage
Less than 100% but equal to or greater than 99.9% (43.2 minutes)	NA
Less than 99.9% (43.2 minutes) but equal to or greater than 99.5% (3.60 hours)	10%
Less than 99.5% (3.60 hours) but equal to or greater than 99% (7.20 hours)	20%
Less than 99% (7.20 hours)	30%

- **Credit Request and Payment Procedures:** To receive a Service Credit, you must submit a claim by submitting a service ticket to us within five (5) calendar days of the Service Unavailability. The ticket must include the dates and times of each unavailability, and the affected Virtual Machines. If the outage included in the request is confirmed by us and is less than the Uptime Guarantee, then we will issue the service credit to you within one billing cycle following the month in which your request is confirmed by us in accordance with the Credit Schedule.
- “Excluded Availability Items”
 - The result of suspension due to non-payment;
 - Factors outside of our reasonable control, including, but not limited to, any Force Majeure event, Internet access or bandwidth related problems or Domain Name Service (DNS) issues;
 - Changes to the Virtual Machines implemented by you or at your direction, that are not tested and approved by us;
 - Failure of your hardware, software, or other technology outside of our direct control;
 - Failure of data backup or replication in non-redundant Environments;
 - Client-supplied content;
 - The acts or omissions of you, your employees, agents, third-party contractors or vendors, or anyone gaining access to your Environment on your behalf;
 - Incompatibility with software or peripherals installed in, or connected to, the iVenture Private Cloud or Virtual Machines.

Your Responsibilities

You are responsible for:

- Ensuring certain Managed Hardware and Supported Software Minimum Requirements are met, including:
 - Managed Hardware deemed critical by you or by us remain under a then-current manufacturer's warranty at your expense, excluding Managed Hardware that we own and provide to you in a SOW or Order as a Monthly Recurring Service.
 - Licensing for all Supported Software installed in or accessed in the Environment, excluding Supported Software that we own and provide to you in a SOW or Order as a Monthly Recurring Service.
 - Acquiring and maintaining support agreements with all Supported Software vendors deemed critical by you or us unless we expressly provide those support agreements in a SOW or Order as a Monthly Recurring Service.
- All software vendor costs including support, training, upgrades, migrations, installations and customization.
- The cost of all hardware parts and warranty costs, excluding Managed Hardware that we own and provide to you in a SOW or Order as a Monthly Recurring Service.
- Ensuring your staff is trained on your applications and available to test upon request by us.
- Providing at least one management or executive level contact to meet us with periodically with sufficient authority to make technology policy and budget decisions.
- Assisting with scheduling and communicating our activities to your staff.

Exclusions

Services that are not expressly stated in the Order or this SOW are outside of the scope of services to be provided to you ("Excluded Items"). In addition, Excluded Items include but are not limited to:

- All necessary travel expenses, which may include airfare, hotels, rental cars, shipping, etc., incurred in connection with the Services.
- Up to sixty (60) minutes of travel time to and from your service locations from our closest iVenture office is included. Additional travel time will be billed at regular hourly rates
- All Supported Software must be vendor-supported; software no longer supported by the vendor must be replaced and it will not be covered under this SOW.
- Services for Managed Hardware that is deemed critical by you or us that is not under a manufacturer's warranty.
- Client-approved subcontractor fees incurred by iVenture on behalf of the Client.
- Internet service provider and telecommunication carrier fees, billing and contract management
- Support for personal or non-business functionality, including hardware, software and locations, other than support for the purposes of connecting to business email, files and/or remote access only.
- Support for non-business storage devices such as USB drives or NAS devices.
- Mobile device hardware repair, support for modified, "jailbroken", or non-current Apple iOS or Android OS. Note: mobile device support is only included for the purposes of connecting to business email, files and/or remote access.
- Support for custom software, development, reporting, training and usage support.
- Services that must be disabled or excepted as per Client's directions; as set forth in the Master Agreement or a SOW or Order; as deemed reasonably necessary by iVenture; or as documented in a service ticket. Examples of the foregoing include, as an example, Services for certain software, cloud-services, users, and hardware.
- Support for physical plant systems, including building security systems, fire protection systems, HVAC controls, cabling, electrical, etc.

Please note: Hourly-based services are available upon request; however, they must be described in a separate Order. Current hourly rates are available at <https://www.iventuresolutions.com/rates>.

Service Hours and Maintenance

Service Hours

We provide two options for hours of support. The option you selected is specified in the Order; the features of each option is described below.

Business Hours Coverage Option ("Business Hours Coverage")	24x7x365 Coverage Option ("24x7x365 Coverage")
We will respond to service requests during business hours ("Business Hours"), which are from 7:00am to 7:00pm EST Monday through Friday, except iVenture-observed holidays (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day).	We will respond to service priority 1 / emergency requests 24x7x365 and such services are included as part of the monthly recurring fees.

After-Hours Support

Under either support scenario, after-hours support shall be provided to the Environment only if the issue is a priority 1 / emergency issue, as determined by us in accordance with the service level table below, and you are responsible for initiating all requests for service in accordance with the service request procedures defined below.

Scheduled Maintenance

Scheduled maintenance may occur between 1:00am – 3:00am EST daily, and from 4:00am-8:00am EST Sunday without prior notice to you, during which time we shall perform scheduled maintenance or adjustments to the Environment. Additional maintenance may occur outside of these time periods and we shall use our best efforts to provide you with at least twenty-four (24) hours notice before performing maintenance services. SLAs will not be enforced during this time.

Service Request Procedures

To open a service request, please contact us using the information below:

- Phone Support: (24x7x365)
 - Jacksonville: (904) 332-8645
 - Orlando: (407) 841-3400
 - Tampa: (727) 532-0603
 - All Other Locations: (904) 332-8645
- Email Support: support@iventuresolutions.com
- Online Support: <http://www.iventuresolutions.com> and locate "Support"

Note: For ALL priority 1 – emergency issues, please contact iVenture by phone 24x7x365.

Service Levels

The following service levels shall apply to all support provided by iVenture. The service level will be determined by us in accordance with the descriptions below.

		Business Hours Coverage	24x7x365 Coverage
Priority 1 – Emergency	Impacts entire business unit or company; is mission critical and there is no workaround available. Examples: Network is down and no one can work.	Response Within 1 Business Hour	Response Within 1 Hour
Priority 2 - High	Impacts one to five individuals, no workaround, or limited workaround available. (e.g., PC with critical data won't boot; single application is not available; email issues impacting a group of users.)	Response Within 4 Business Hours	Response Within 4 Business Hours
Priority 3 - Medium	Issue impacting workflow but workarounds available. (e.g., Can't check email from one computer using Outlook, but able to check email using iPad; can't print to one printer but can print to another.)	Response Within 1 Business Day	Response Within 1 Business Day
Priority 4 - Low	Minor impact on productivity or inconvenience. (e.g., A temporary error message appears when launching an application; application is working but slowly.)	Response Within 3 Business Days	Response Within 3 Business Days
Priority 5 – Non-Urgent	No impact on productivity, or request for future service. (e.g., Advanced notice of new user setup.)	Response Within 3 Business Days	Response Within 3 Business Days

The service levels will not apply where the issue is a result of or caused by one or more of the following:

- The result of suspension due to non-payment;
- Factors outside of our reasonable control, including, but not limited to, any Force Majeure event, Internet access or bandwidth related problems or Domain Name Service (DNS) issues;
- Changes to the Environment implemented by you or at your direction, that are not tested and approved by us;
- Failure of your hardware, software, or other technology outside of our direct control;
- Failure of data backup or replication in non-redundant Environments;
- Client-supplied content; and,
- The acts or omissions of you, your employees, agents, third-party contractors or vendors, or anyone gaining access to your Environment on your behalf.

Billing; Payment

Payment: You will be invoiced for the Fees indicated in the Order.

Billing Periods: We will invoice you for the Services the month preceding the delivery of the Services. Payment for the Services shall be due on or before the first day of the month of service.

Minimum: Under no circumstances during the term of this SOW will the monthly recurring fees fall below ninety-five percent (95%) of the initial total monthly recurring amount indicated on the Order ("Minimum Threshold").

Fee Increases: We reserve the right to increase our Service-related fees under this SOW up to 3.2% once per twelve (12) months over the prior twelve (12) months' fees without notice. In the event we increase our Service-related fees by more than 3.2% over the prior twelve (12) months' fees or more often than once per twelve (12) months, we will provide you with no less than sixty (60) days prior written notice of the increase; then you will have a thirty (30) day window commencing immediately upon your receipt of notice of the increase (the "Notice Period") to terminate this SOW. If you timely terminate this SOW, you shall have no further obligation except to pay for Services delivered up to the date of termination; no early termination fee (described below) shall apply. If we do not receive your written notice of termination prior to the expiration of the Notice Period, then you shall be deemed to have accepted the increase and this SOW shall continue unabated. Notwithstanding the foregoing, you understand and agree that a portion of the Services may rely upon third party products or services that we lease or license, including for Third-Party Services as set forth in the Master Agreement, and if the cost of those third party leases or licenses increases, then we shall be permitted to pass such increases through to you. Pass-through costs or pass-through increases, as well as increases to accommodate your increased use of the Services (such as pursuant to a Usage Audit described below) shall not be considered to be "fee increases" as described in this paragraph.

Usage Audits: At any time, we will audit your usage of the Services to determine whether your use of the Services has changed, e.g., an increase to the number of Managed Users (defined below), or an increase in the Covered Equipment, etc. We will adjust fees to accommodate any changes in use of the Services detected (not to fall below the Minimum Threshold). If a mid-month change is detected, then the applicable fees will be rounded as if the change occurred at the beginning of the month in which the change was detected. For the purposes of calculating fees, a "Managed User" is an individual that has access to any part of the Environment, a "Managed Windows Server Environment" is a server operating system instance, a "Managed PC" is a desktop operating system instance, and a "Managed Network" is a location with networking equipment.

Corrections: You will have ninety (90) days to dispute any invoice or charge from us, beginning on the date on which you receive the applicable invoice or charge from us ("Client Lookback Period"). In no event shall we be required to issue you a credit for any charges, costs, or fees that were paid to us more than ninety (90) days from the date on which you notify us of a dispute. Likewise, you will not be required to pay us for any amounts that fall outside of the Client Lookback Period. If we do not receive a written objection prior to the expiration of the Client Lookback Period, then all objections to such invoices and charges shall be deemed waived permanently by you.

Term

Start Date: The Services will begin on the Start Date indicated in the Order and continue for the period of time indicated in the Order ("Initial Term"). If the start of the Services must be delayed due to delays by third parties in the provision of their services to us or to you, then the start date (and applicable term) will be extended as reasonably necessary to accommodate the delay(s).

Renewal: Upon the expiration of the Initial Term (and each renewal term thereafter), this SOW will automatically renew for successive sixty (60) month term ("Renewal Terms") unless one party provides the other party with written notice of termination no less than ninety (90) days prior to the end of the then-current term.

Termination: This SOW may be terminated only as indicated in the Master Agreement, attached.

Master Services Agreement

1. SCOPE; SERVICES

- a. **Scope.** This master services agreement (this "Master Agreement") governs all services that iVenture Solutions, LLC, with offices at 7775 Belfort Parkway, Jacksonville, Florida 32256, a Florida corporation ("us", "our", "we" or "iVenture"), performs for, as well as any licenses or products that we sell or re-sell, to you (collectively, the "Services"). Throughout this Master Agreement, you are referred to as "you", "your", and "Client". This Master Agreement is effective as of the earliest date on which you accept any SOW (defined below).
- b. **SOW; Incorporation.** From time to time you may be provided with a proposal, quote, statement of work, or order through which you agree to purchase the Services from us (each, a "SOW"). Each SOW will be governed under the terms of this Master Agreement. By accepting each SOW, you agree to the terms of this Master Agreement. If you do not agree to the terms of the SOW or this Master Agreement, then you should not accept the SOW.
- c. **Conflict.** If there is a material difference between the language in a SOW and the language in this Master Agreement, then the language of the SOW will control, except in situations involving warranties, limitations of liability, or termination of this Master Agreement. Under those limited circumstances, the terms of this Master Agreement will control unless the SOW expressly states that it is overriding the conflicting provisions of this Master Agreement.

2. GENERAL REQUIREMENTS.

- a. **Environment.** For the purposes of this Master Agreement, "Environment" means, collectively, any computer network (cloud-based or otherwise), computer system, peripheral or device (virtual or physical) installed, maintained, monitored, or operated by us pursuant to a SOW. Generally, unless otherwise stated in a SOW, our fees are based upon the configuration of the Environment as of the effective date of the applicable SOW. Under those circumstances, if the configuration of the Environment changes for any reason, then we may adjust the scope of services and/or the fees charged to you under the applicable SOW to accommodate those changes. To avoid a delay or negative impact on our provision of the Services, during the term of each SOW you agree to refrain from modifying or moving the Environment or installing software in the Environment, unless we expressly authorize such activity or unless exigent circumstances require otherwise. Activities required to remediate issues caused by your modification of the Environment are generally out-of-scope of a SOW and will be billed to you at our then-current hourly rates.
- b. **Requirements.** At all times, all software in the Environment must be genuine and licensed, and you agree to provide us with proof of such licensing upon our request. If we require you to implement certain minimum hardware or software requirements in a SOW ("Minimum Requirements"), you agree to do so as an ongoing requirement of iVenture providing its Services to you.
- c. **Updates.** Patches and updates to hardware and software ("Updates") are created and distributed by third parties—such as equipment or software manufacturers—and may be supplied to us from time to time for installation into the Environment. If required under a SOW, we will implement and follow the manufacturers' recommendations for the installation of Updates; however, (i) we do not warrant or guarantee that any Update will perform properly, (ii) we will not be responsible for any downtime or losses arising from or related to the installation, use, or inability to use any Update, and (iii) we reserve the right, but not the obligations, to refrain from installing an Update until we have determined, in our reasonable discretion, that the Updates will be compatible with the configuration of the Environment and materially beneficial to the features or functionality of the affected software or hardware.
- d. **Third-Party Support.** If, in iVenture's discretion, a hardware or software issue requires vendor or OEM support, iVenture may contact the vendor or OEM (as applicable) on your behalf and pass through to you, without markup, all fees and costs incurred in that process. If such fees or costs are anticipated in advance or exceed \$250, iVenture will obtain your permission before incurring such expenses on your behalf unless exigent circumstances require otherwise.
- e. **Insurance.** If you are supplied with iVenture Equipment (defined below), you agree to acquire and maintain, at your sole cost, insurance for the full replacement value of that equipment. iVenture must be listed as an additional insured on any policy acquired and maintained by you under this

Master Agreement, and the policy will not be canceled or modified during the term of the applicable SOW without prior notification to iVenture. Upon iVenture's request, you agree to provide proof of insurance to iVenture, including proof of payment of any applicable premiums or other amounts due under the insurance policy.

- f. **Advice; Instructions.** From time to time, we may provide you with specific advice and directions related to our provision of the Services or the maintenance or administration of the Environment. (For illustrative purposes, such advice or directions may include installing cooling mechanisms or environmental controls in a server room, increasing the Environment's server or hard drive capacity, replacing obsolete equipment, etc.). You agree to promptly follow and implement any directions we provide to you related to the Services; your failure to do so will be a material breach of this Master Agreement. iVenture will not be responsible for any Environment downtime caused by your failure to promptly follow iVenture's advice or directions. If your failure to follow or implement iVenture's advice renders part or all of the Services economically or technically unreasonable in iVenture's discretion, then iVenture may terminate the applicable SOW for cause by providing notice of termination to you. Any services required to correct or remediate issues caused by your failure to follow iVenture's advice or directions, as well as any services required to bring the Environment up to the Minimum Requirements, will be billed to you at iVenture's then-current hourly rates.
 - g. **Prioritization.** Unless otherwise stated in a SOW, all Services will be performed on a schedule, and in a prioritized manner, as determined by iVenture.
 - h. **Authorized Contact(s).** You understand and agree that unless you specifically exclude a person from being an Authorized Contact in writing to iVenture, then iVenture will be entitled to rely on any directions or consent provided by your personnel or staff in iVenture's provision of its services to you ("Authorized Contacts").
3. **FEES; PAYMENT.**
- a. **Fees.** You agree to pay the fees, costs, and expenses described in each SOW and the Third-Party Costs set forth below in Subsection 11.c. You are responsible for sales tax and any other taxes or governmental fees associated with the Services. If you qualify for a tax exemption, you must provide us with a valid certificate of exemption or other appropriate proof of exemption. You are also responsible for all freight, insurance, and taxes (including but not limited to import or export duties, sales, use, value add, and excise taxes).
 - b. **Schedule.** Unless otherwise stated in a SOW, all undisputed fees for recurring services will be due and payable in advance of the calendar month in which the Services are to be provided to you; fees for non-recurring services will be invoiced to you and payable on a net 30 days basis. If applicable, payments made by ACH will be deducted from your designated bank account on the first business day of the month in which the Services are to be provided. For prepaid fees or fees paid pursuant to a service plan, payment must be made in advance of work performed, unless other arrangements are expressly stated in the SOW.
 - c. **Nonpayment.** Fees that remain unpaid for more than fifteen (15) days after the date on the invoice will be subject to interest on the unpaid amount(s) until and including the date payment is received, at the lower of either 1.5% per month or the maximum allowable rate of interest permitted by applicable law. iVenture reserves the right, but not the obligation, to suspend part or all of the Services without prior notice to you in the event that any portion of undisputed fees are not timely received by iVenture. Notice of disputes related to fees must be received by us within sixty (60) days after the applicable Service is rendered or the date on which you pay an invoice, whichever is later; otherwise, you waive your right to dispute the fee thereafter. A re-connect fee may be charged to you if iVenture suspends the Services due to your nonpayment. Time is of the essence in the performance of all payment obligations by you.
4. **ACCESS.** You hereby grant to iVenture the right to monitor, diagnose, manipulate, communicate with, retrieve information from, and otherwise access the Environment for the purpose of enabling iVenture to provide the Services. It is your responsibility to secure, at your own cost and prior to the commencement of any Services, any necessary rights of entry, licenses, permits or other permissions necessary for iVenture to provide Services to the Environment and, if applicable, at your designated premises. Proper and safe environmental conditions must be provided and assured by you at all times. iVenture shall not be required to

engage in any activity or provide any Services under conditions that pose or may pose a safety or health concern to any personnel, or that would require extraordinary or non-industry standard efforts to achieve.

5. LIMITED WARRANTIES; LIMITATIONS OF LIABILITY.

- a. **Hardware / Software Purchased Through iVenture.** Unless otherwise stated in a SOW, all hardware, software, equipment or accessories purchased through iVenture ("Third-Party Products") are nonrefundable once the applicable purchase order is placed in iVenture's queue for delivery. We will use reasonable efforts to assign, transfer and facilitate all warranties (if any) and service level commitments (if any) for the Third-Party Products to you, but will have no liability whatsoever for the quality, functionality or operability of any Third-Party Products, and we will not be held liable as an insurer or guarantor of the performance, uptime or usefulness of any Third-Party Products. Unless otherwise expressly stated in a SOW, all Third-Party Products are provided "as is" and without any warranty whatsoever as between iVenture and you (including but not limited to implied warranties).
- b. **Warranty Application.** Notwithstanding any provision to the contrary in this Master Agreement, any warranty provided by iVenture shall be deemed null and void if the applicable hardware or product is (i) altered, modified or repaired by persons other than iVenture, including, without limitation, the installation of any attachments, features, or devices not supplied or approved by iVenture; (ii) misused, abused, or not operated in accordance with the specifications of iVenture or the applicable manufacturer or creator of the hardware or product, or, (iii) subjected to improper site preparation or maintenance by persons other than iVenture or persons approved or designated by iVenture.
- c. **Liability Limitations.** This paragraph limits the liabilities arising under this Master Agreement or any SOW and is a bargained-for and material part of this Master Agreement. You acknowledge and agree that iVenture would not enter into this Master Agreement unless it could rely on the limitations described in this paragraph. In no event shall either party be liable for any indirect, special, exemplary, consequential, or punitive damages, such as lost revenue, loss of profits (except for fees due and owing to iVenture), savings, or other indirect or contingent event-based economic loss arising out of or in connection with this Master Agreement, any SOW, or the Services, or for any loss or interruption of data, technology or services, or for any breach hereof or for any damages caused by any delay in furnishing Services under this Master Agreement or any SOW, even if a party has been advised of the possibility of such damages; however, reasonable attorneys' fees awarded to a prevailing party (as described below) shall not be limited by the foregoing limitation. Except for your payment obligations, indemnification obligations, and payment of attorneys' fees (as described elsewhere in this Master Agreement), a responsible party's ("Responsible Party's") aggregate liability to the other party ("Aggrieved Party") for damages from any and all claims or causes whatsoever, and regardless of the form of any such action(s), that arise from or relate to this Master Agreement (collectively, "Claims"), whether in contract, tort, indemnification, or negligence, shall be limited solely to the amount of the Aggrieved Party's actual and direct damages, not to exceed the amount of fees paid by you (excluding hard costs for licenses, hardware, etc.) to iVenture for the specific Service upon which the applicable claim(s) is/are based during the three (3) month period immediately prior to the date on which the cause of action accrued. The foregoing limitations shall not apply to the extent that the Claims are caused by a Responsible Party's willful or intentional misconduct, or gross negligence. Similarly, a Responsible Party's liability obligation shall be reduced to the extent that a Claim is caused by, or the result of, the Aggrieved Party's willful or intentional misconduct, or gross negligence.

6. **INDEMNIFICATION.** You agree to indemnify, defend and hold iVenture harmless from and against any and all losses, damages, costs, expenses or liabilities, including reasonable attorneys' fees, (collectively, "Damages") that arise from, or are related to, your breach of this Master Agreement, or which relate to any act or omission undertaken or caused by you. The foregoing indemnification obligation includes Damages arising out of any alleged infringement of copyrights, patent rights and/or the unauthorized or unlicensed use of any material, property or other work in connection with the performance of the Services. iVenture will have the right, but not the obligation, to control the intake, defense and disposition of any claim or cause of action for which indemnity may be sought under this section. No claim for which indemnity is sought by

iVenture will be settled without iVenture's prior written consent, which shall not be unreasonably delayed or withheld.

7. TERM; TERMINATION.

- a. **Term.** This Master Agreement begins on the earliest date on which you accept a SOW and continues until terminated as described in this Master Agreement. Each SOW will have its own term and will be terminated only as provided herein, unless otherwise expressly stated in the applicable SOW. The termination of one SOW shall not, by itself, cause the termination of (or otherwise impact) this Master Agreement or the status or progress of any other SOW between the parties. If no SOW is in progress, then either party may terminate this Master Agreement without cause by providing the other party with five (5) days prior written notice. During the three (3) month period prior to the termination or expiration of this Agreement, we will continue to provide the Services but will not commence any new projects or work that may extend or require support beyond the termination or expiration date, or on an expedited basis, or that will require us to exceed the average number of monthly hours we spent providing the Services to you during the previous six (6) month period.
- b. **Termination Without Cause.** You may terminate this Master Agreement and all Orders and SOWs without cause (a "Termination For Convenience") by delivering to iVenture ninety (90) days prior written notice stating you are making a Termination for Convenience under this Subsection and stating the effective date of such Termination for Convenience (the "Termination Notice"), and delivering with the Termination Notice full payment of all of the following amounts (collectively, the "Termination for Convenience Amounts"): (i) all outstanding fees and amounts due or owing under this Agreement (including all Orders and all SOWs) up to the date of such Termination Notice; (ii) all fees owed under all Orders and all SOWs for the Services from the date of the Termination Notice through the effective date of the Termination for Convenience; (iii) all Third-Party Costs set forth below in Subsection 11.c; and (iv) an early termination fee equal to the total and aggregate amount of all fees paid and/or owed by you to iVenture under all Orders and all SOWs during the five (5) month period immediately preceding the date of the Termination for Convenience. Your Termination for Convenience shall be void and of no force or effect unless your Termination Notice is accompanied by full payment of all of the Termination for Convenience Amounts. A Termination for Convenience terminates all Orders and all SOWs.
- c. **Termination For Cause.** In the event that one party (a "Defaulting Party") commits a material breach under a SOW or under this Master Agreement, the non-Defaulting Party will have the right, but not the obligation, to immediately terminate this Master Agreement, the applicable SOW, or a portion of the applicable SOW to the extent that certain of the Services to be performed thereunder may be performed independently of each other, as determined by mutual agreement of us and you (a "Partial SOW") provided that (i) the non-Defaulting Party has notified the Defaulting Party of the specific details of the breach in writing, and (ii) the Defaulting Party has not cured the default within twenty (20) days (ten (10) days for non-payment by you) following receipt of written notice of breach from the non-Defaulting Party (a termination "For Cause"). If we terminate this Master Agreement or any SOW For Cause, then we shall be entitled to receive, and you hereby agree to pay to us, the Termination For Convenience Amounts set forth above in Subsection 7.b. as if this Agreement had been terminated by you as a Termination for Convenience, which amounts shall be accelerated and immediately due and owed to iVenture and paid by you. If you terminate this Master Agreement, a SOW, or a Partial SOW For Cause, then you will be responsible for paying only for those Services that were properly delivered and accepted by you up to the effective date of termination and for paying to us all Third-Party Costs set forth below in Subsection 11.c.
- d. **External Factors that Affect the Services.** Our performance of the Services and the successful maintenance, support and operation of your Environment is dependent upon a number of factors that include cooperation from you and your staff, following our instructions, recommendations and requirements, and you and Managed Users not taking any actions that interfere with our performance of the Services ("External Factors"). In the event any External Factors are or are likely to affect or hinder our ability to perform the Services, we may amend the applicable SOW to modify or reduce the Services and to remove from coverage the hardware, software, equipment, Managed Users or other items that are causing or affected by the External Factors. However,

before amending a SOW, we will provide you with written notice and ten (10) days to cure or resolve the External Factors. Amendments to a SOW, when made under this section, will not constitute a breach of this Master Agreement or the amended SOW, shall not serve as a basis for a For Cause Termination by you, and will not result in a change or reduction in the Fees you are responsible for under this Master Agreement and the amended SOW. In some cases, our ability to resolve issues arising from External Factors may be so severe that we may terminate the Master Agreement or the SOW if they cannot be cured or resolved. The following are examples of External Factors: (i) any equipment, hardware, software, on-line services or other resources owned, provided, controlled or managed by you, or any action undertaken by you creates a security risk or causes or may cause the Environment, in whole or in part, to malfunction or fail to operate within reasonable and acceptable standards or levels of performance, or fail to operate and interoperate with other Environment components, (ii) you fail to maintain or permit us to maintain on your behalf compatibility and current versions and releases of any software, firmware, equipment, cloud services, and hardware, or to install all updates, patches and releases, to purchase new or additional software, hardware, equipment and resources, or to replace, upgrade and update dated or incompatible operating systems, cloud services, platforms, hardware, software, equipment and resources, or to maintain sufficient network bandwidth, connectivity, cloud services, security, storage, memory, servers and processing speeds and other resources that affect performance, functionality, reliability, security, operation, or our ability to maintain the Environment or provide maintain the Services, and (iii) you or any of your Managed Users, staff, personnel, contractors, or representatives engage in any unacceptable, abusive, or unprofessional act or behavior that renders it impracticable, imprudent, or unreasonable to provide the Services to you.

- e. Consent. You and we may mutually consent, in writing, to terminate a SOW or this Master Agreement at any time.
- f. Equipment / Software Removal. Upon termination of this Master Agreement or applicable SOW for any reason, you will provide us with access, during normal business hours, to your premises or any other locations at which iVenture-owned equipment or software (collectively, "iVenture Equipment") is located to enable us to remove all iVenture Equipment from the premises. If you fail or refuse to grant us access as described herein, or if any of the iVenture Equipment is missing, broken or damaged (normal wear and tear excepted) or any of iVenture-supplied software is missing, we will have the right to invoice you for, and you hereby agree to pay immediately, the full replacement value of any and all missing or damaged items.
- g. Transition; Deletion of Data. In the event that you request our assistance to transition away from our services, we will provide such assistance if: (i) all fees due and owing to us are paid to us in full, and (ii) we mutually agree in writing to the transition services and the rates and charges for such services. We will provide to you, at no cost, the passwords and administrative server information we have in our files that is unique to you. The transition services may include facilitating the transfer to you of your data. The transition services do not include providing you with a transfer or copy of anything other than your data as described in the preceding sentence. We will not provide you with access to or copies of our work product; internal documents, files or records; any virtual servers, machines, or environments; any of our proprietary software, documentation, information, data or records; any setup, implementation, maintenance, service, or configurations files or records; or documentation, instructions, manuals, guides or other materials, whether written or electronic, created as part of the Services, including but not limited to documentation, "how-to" instructions, steps, procedures, guides and manuals (collectively, "Retained Materials"). We will not provide to you or transfer to you any of our owned hardware or software, including hardware or software provided or accessible to you as part of the Services. We may retain a copy of passwords and administrative server information unique to you within the Retained Materials, which will remain subject to our obligations with respect to your Confidential Information under this Agreement.

8. RESPONSE; REPORTING.

- a. Response. iVenture warrants that iVenture will provide the Services, and respond to any notification received by iVenture of any error, outage, alarm or alert pertaining to the Environment, in the manner and within the time period(s) designated in an applicable SOW ("Response Time"), except for (the "Response Time Exceptions"): (i) those periods of time covered under the

Onboarding Exception (defined below), or (ii) periods of delay caused by Client-Side Downtime (defined below), Vendor-Side Downtime (defined below) or (iii) periods in which iVenture is required to suspend the Services to protect the security or integrity of your Environment or iVenture's equipment or network, or (iv) delays caused by a force majeure event.

- i. **Scheduled Downtime.** For the purposes of this Master Agreement, Scheduled Downtime will mean those hours, as determined by iVenture but which will not occur between the hours of 7 AM and 7 PM EST (or EDT, as applicable), Monday through Friday without your authorization or unless exigent circumstances exist, during which time iVenture will perform scheduled maintenance or adjustments to its network. iVenture will use its best efforts to provide you with at least twenty-four (24) hours of notice prior to scheduling Scheduled Downtime.
 - ii. **Client-Side Downtime.** iVenture will not be responsible under any circumstances for any delays or deficiencies in the provision of, or access to, the Services to the extent that such delays or deficiencies are caused by your actions or omissions ("Client-Side Downtime").
 - iii. **Vendor-Side Downtime.** iVenture will not be responsible under any circumstances for any delays or deficiencies in the provision of, or access to, the Services to the extent that such delays or deficiencies are caused by third-party service providers, third-party licensors, or "upstream" service or product vendors.
 - iv. **Remedies; Limitations.** Except for the Onboarding Exception and the Response Time Exceptions, if iVenture fails to meet its Response Times in a given calendar month, then upon receiving your written request for credit, iVenture will issue you a pro-rated credit in an amount equal to the period of the delay of our failure to meet the Response Time during the calendar month in which the Response Time was not met. All requests for credit must be made by you no later than forty-five (45) days after you either (i) report the missed Response Time to iVenture, or (ii) if applicable, receive a monthly report showing iVenture's Response Times. The remedies contained in this paragraph and in Section 7(c) are your sole and exclusive remedies and are in lieu of any and all other remedies that might otherwise be available to you for iVenture's failure to meet any Response Times during the term of this Master Agreement.
9. **Onboarding Exception.** You acknowledge and agree that for the first sixty (60) days following the commencement date of a SOW (e.g., the Discovery & Deployment phase), the Response Time commitments described in this Master Agreement will not apply to iVenture, it being understood that there may be unanticipated downtime or delays due to iVenture's initial startup activities with you (the "Onboarding Exception").
10. **CONFIDENTIALITY.**
 - a. **Defined.** For the purposes of this Master Agreement, Confidential Information means any and all non-public information provided to iVenture by you, including but not limited to your customer data, customer lists, internal documents, and related information. Confidential Information will not include information that: (i) has become part of the public domain through no act or omission of iVenture, (ii) was developed independently by iVenture, or (iii) is or was lawfully and independently provided to iVenture prior to disclosure by you, from a third party who is not and was not subject to an obligation of confidentiality or otherwise prohibited from transmitting such information.
 - b. **Use.** iVenture will keep your Confidential Information confidential and will not use or disclose such information to any third party for any purpose except (i) as expressly authorized by you in writing, or (ii) as needed to fulfill iVenture's obligations under this Master Agreement. If iVenture is required to disclose the Confidential Information to any third party as described in part (ii) of the preceding sentence, then iVenture will ensure that such third party is required, by written agreement, to keep the information confidential under terms that are at least as restrictive as those stated in this Section 10.
 - c. **Due Care.** iVenture will exercise the same degree of care with respect to the Confidential Information it receives from you as iVenture normally takes to safeguard and preserve its own confidential and proprietary information, which in all cases will be at least a commercially reasonable level of care.

- d. **Compelled Disclosure.** If iVenture is legally compelled (whether by deposition, interrogatory, request for documents, subpoena, civil investigation, demand or similar process) to disclose any of the Confidential Information, iVenture will immediately notify you in writing of such requirement so that you may seek a protective order or other appropriate remedy and/or waive iVenture's compliance with the provisions of this Section 10. iVenture will use its best efforts, at your expense, to obtain or assist you in obtaining any such protective order. Failing the entry of a protective order or the receipt of a waiver hereunder, iVenture may disclose, without liability hereunder, that portion (and only that portion) of the Confidential Information that iVenture has been advised by written opinion of counsel reasonably acceptable to iVenture that it is legally compelled to disclose.
 - e. **Business Associate.** If we enter into a business associate agreement ("BAA") with you for the protection of personal health information, then the terms of the BAA will be read in conjunction with the terms of the confidentiality provisions of this Master Agreement. The terms that protect confidentiality most stringently shall govern, and conflicting privacy- or confidentiality-related terms shall be governed by the BAA.
11. **ADDITIONAL TERMS; THIRD PARTY SERVICES.**
- a. **EULAs.** Portions of the Services may require you to accept the terms of one or more third-party end user license agreements ("EULAs"). EULAs may contain service levels, warranties and/or liability limitations that are different than those contained in this Master Agreement. You agree to be bound by the terms of such EULAs, and will look only to the applicable third-party provider for the enforcement of the terms of such EULAs. If, while providing the Services, iVenture is required to comply with a third-party EULA and the third-party EULA is modified or amended, iVenture reserves the right to modify or amend any applicable SOW with you to ensure iVenture's continued compliance with the terms of the third-party EULA.
 - b. **Third-Party Services.** Portions of the Services may be acquired from, or rely upon the services of, third-party manufacturers, software, hardware, network, equipment and service providers (collectively, "Third-Party Services"). Third Party Services may include, without limitation, data and cloud hosting services and providers (i.e., Microsoft Azure and Amazon Web Services (AWS)), software, hardware, applications, equipment, network equipment and services, and other resources provided as a service or on a subscription basis or pursuant leases, licenses, or other arrangements, domain registration services, and data backup/recovery services. Not all Third-Party Services may be expressly identified as such in a SOW, and at all times iVenture reserves the right to utilize the services of any third-party provider, or change third-party providers in its sole discretion as long as the change does not materially diminish the Services to be provided to you under a SOW. iVenture will not be responsible, and will be held harmless by you, for the failure of any third-party provider or manufacturer to provide Third-Party Services to iVenture or to you.
 - c. **Third-Party Service Commitments.** In connection with providing the Services, iVenture may enter into agreements with one or more third parties for their provision of Third-Party Services for your use or benefit ("Third-Party Agreements"). Third-Party Agreements may include terms requiring a minimum term, commitments, and payment obligations beyond the term of this Master Agreement or any Order or SOW and may not be cancellable if this Agreement expires or is terminated sooner. You agree that you are responsible for and shall pay iVenture for all fees, costs and expenses owed in connection with Third-Party Agreements and iVenture's administration, coordination, facilitation, management, and provision thereof (collectively, the "Third-Party Costs"). Notwithstanding any provision of this Agreement to the contrary, upon the termination, cancellation, or expiration of this Agreement for any reason whatsoever (including if terminated by you For Cause or for a Termination for Convenience), You shall be responsible for and will pay iVenture all Third-Party Costs for the remainder of the full-term of all Third-Party Agreements, even if the Third-Party Services subject to those Third-Party Agreements are not or will not be performed for or provided to you following any termination, cancellation or expiration. When reasonably possible and permitted by the providers of the Third-Party Services, iVenture will cooperate with you to assign or transfer the Third-Party Agreements to you.
 - d. **Data Loss.** Under no circumstances will iVenture be responsible for (i) any data lost, corrupted or rendered unreadable due to communication and/or transmissions errors or related failures that are

- outside of iVenture's control, (ii) silent hardware corruption-related issues that were undetected under normal operating conditions, or (iii) iVenture's failure to backup or secure data from portions of the Environment that were not expressly designated in the applicable SOW as requiring backup or recovery services. Unless expressly stated in a SOW, iVenture does not warrant or guarantee that any maintained storage device or functionality, data backup device or functionality, or load balancing functionality will operate in an error-free manner.
- e. **BYOD.** You hereby represent and warrant that iVenture is authorized to access all devices, Equipment and/or computer processing units, including mobile devices (such as notebook computers, smart phones and tablet computers) that are connected to the Environment, regardless of whether such device(s) are owned, leased or otherwise controlled by you. iVenture will not be obligated to provide the Services to any mobile device or temporarily-connected device unless that obligation is specifically stated in an applicable SOW. Further, unless otherwise stated in a SOW, devices will not receive or benefit from the Services while the devices are detached from, or unconnected to, the Environment.
 - f. **Equipment.** Unless otherwise noted in a SOW or Order, all iVenture Equipment is licensed to you, and is neither owned by you nor leased to you. Upon the expiration of an applicable SOW, your license to use the iVenture Equipment shall immediately terminate, and thereafter all iVenture Equipment must be returned to us immediately at your expense. All configurations on the iVenture Equipment are our proprietary information and will not be circumvented, modified, or removed by you without our prior written consent.
12. **OWNERSHIP.** Each party is, and will remain, the owner and/or licensor of all works of authorship, patents, trademarks, copyrights and other intellectual property owned or licensed by such party ("Intellectual Property"), and nothing in this Master Agreement or any SOW shall be deemed to convey or grant any ownership rights or goodwill in one party's Intellectual Property to the other party.
13. **ARBITRATION.** Any dispute, claim or controversy arising from or related to this Master Agreement, including the determination of the scope or applicability of this agreement to arbitrate, shall be determined by arbitration before one arbitrator to be mutually agreed upon by the parties. The arbitration shall be administered and conducted by JAMS pursuant to its Streamlined Arbitration Rules and Procedures (the "Rules"). In the event of any inconsistency between the Rules and the procedures set forth below, the procedures set forth below will control. The arbitrator will be experienced in contract, intellectual property and information technology transactions. If the parties cannot agree on an arbitrator within fifteen (15) days after a demand for arbitration is filed, JAMS shall select the arbitrator. The arbitration shall take place in the venue described in Section 14(q), below. The arbitrator shall determine the scope of discovery in the matter, however, it is the intent of the parties that any discovery proceedings be limited to the specific issues in the applicable matter, and that discovery be tailored to fulfill that intent. The cost of the arbitration shall be split evenly between the parties; however, the party prevailing in the arbitration shall be entitled to an award of its reasonable attorneys' fees and costs. Notwithstanding the foregoing, iVenture shall not be required to send collections-related matters to arbitration unless the amounts subject to collection were timely disputed by you in good faith.
14. **MISCELLANEOUS.**
- a. **Prior MSA.** The parties acknowledge and agree that this Master Agreement is intended to supersede any prior master terms that were agreed upon between the parties; however, this Master Agreement (and any SOW issued hereunder) is not intended, and shall not be interpreted, to relieve you or act as a waiver of any fees that accrued and/or which are due and owing to iVenture under any other agreement or SOW that existed prior to the Start Date.
 - b. **Disclosure.** You warrant and represent that you know of no law or regulation governing your business that would impede or restrict our provision of the Services, or that would require us to register with, or report our provision of the Services (or the results thereof), to any government or regulatory authority. Similarly, you represent that your business is not subject to the provisions of the Federal Acquisition Regulation (FAR), or any similar regulatory acquisition process or procedure. You agree to promptly notify us if you become subject to any of the foregoing which, in our discretion, may require a modification to the scope or pricing of the Services.
 - c. **Assignment.** Neither this Master Agreement nor any SOW may be assigned or transferred by a party without the prior written consent of the other party. This Master Agreement will be binding

upon and inure to the benefit of the parties hereto, their legal representatives, and permitted successors and assigns. Notwithstanding the foregoing, iVenture may assign its rights and obligations hereunder to a successor in ownership in connection with any merger, consolidation, or sale of substantially all of the assets of the business of iVenture, or any other transaction in which ownership of more than fifty percent (50%) of iVenture's voting securities are transferred; provided, however, that such assignee expressly assumes iVenture's obligations hereunder.

- d. **Security.** You understand and agree that no security solution is one hundred percent effective, and any security paradigm may be circumvented and/or rendered ineffective by certain malware, such as certain ransomware or rootkits that were unknown to the malware prevention industry at the time of infection, and/or which are purposely or intentionally downloaded or installed into the Environment. We do not warrant or guarantee that all malware or malicious activity will be capable of being detected, avoided, quarantined or removed, or that any data deleted, corrupted, or encrypted by such malware ("Impacted Data") will be recoverable. Unless otherwise expressly stated in a SOW, the recovery of Impacted Data is not included in the scope of a SOW. You are strongly advised to (i) educate your employees to properly identify and react to "phishing" activity (i.e., fraudulent attempts to obtain sensitive information or encourage behavior by disguising oneself as a trustworthy entity or person through email), and (ii) obtain insurance against cyberattacks, data loss, malware-related matters, and privacy-related breaches, as such incidents can occur even under a "best practice" scenario. Unless a malware-related incident is caused by our intentionally malicious behavior or our gross negligence, we are held harmless from any costs, expenses, or damages arising from or related to such incidents.
- e. **Compliance.** Unless otherwise expressly stated in a SOW, the Services are not intended, and will not be used, to bring Client into full regulatory compliance with any rule, regulation, or requirement that may be applicable to Client's business or operations. Depending on the Services provided, the Services may aid Client's efforts to fulfill regulatory compliance; however, the Services are not (and should not be used as) a complete compliance solution.
- f. **Data Access/Storage.** Depending on the Service provided, a portion of your data may occasionally be accessed or stored on secure servers located outside of the United States. You agree to notify us if your company requires us to modify our standard access or storage procedures.
- g. **Amendment.** Unless otherwise expressly permitted under this Master Agreement, no amendment or modification of this Master Agreement or any SOW will be valid or binding upon the parties unless such amendment or modification is originated in writing by iVenture, specifically refers to this Master Agreement, and is accepted in writing by one of your Authorized Contacts.
- h. **Time Limitations.** The parties mutually agree that, unless otherwise prohibited by law, any action for any matter arising out of this Master Agreement or any SOW (except for issues of nonpayment by Client) must be commenced within six (6) months after the cause of action accrues or the action is forever barred.
- i. **Severability.** If any provision hereof or any SOW is declared invalid by a court of competent jurisdiction, such provision will be ineffective only to the extent of such invalidity, illegibility or unenforceability so that the remainder of that provision and all remaining provisions of this Master Agreement or any SOW will be valid and enforceable to the fullest extent permitted by applicable law.
- j. **Other Terms.** iVenture will not be bound by any terms or conditions printed on any purchase order, invoice, memorandum, or other written communication supplied by you unless such terms or conditions are incorporated into a duly executed SOW, or unless iVenture has expressly acknowledged the other terms and, thereafter, expressly and specifically accepted such other terms in writing.
- k. **No Waiver.** The failure of either party to enforce or insist upon compliance with any of the terms and conditions of this Master Agreement, the temporary or recurring waiver of any term or condition of this Master Agreement, or the granting of an extension of the time for performance, will not constitute a waiver of such rights or prevent assertion of such rights with respect to any later breach or default by the other party.
- l. **Merger.** This Master Agreement, together with any and all SOWs, sets forth the entire understanding of the parties and supersedes any and all prior agreements, arrangements or

understandings related to the Services, and no representation, promise, inducement or statement of intention has been made by either party which is not embodied herein. Any document that is not expressly and specifically incorporated into this Master Agreement or SOW will act only to provide illustrations or descriptions of Services to be provided and will not act to modify this Master Agreement or provide binding contractual language between the parties. iVenture will not be bound by any agents' or employees' representations, promises or inducements not explicitly set forth herein.

- m. **Force Majeure.** iVenture will not be liable to you for delays or failures to perform iVenture's obligations under this Master Agreement or any SOW because of circumstances beyond iVenture's reasonable control. Such circumstances include, but will not be limited to, any intentional or negligent act committed by you, or any acts or omissions of any governmental authority, natural disaster, act of a public enemy, acts of terrorism, riot, sabotage, disputes or differences with workmen, power failure, communications delays/outages, delays in transportation or deliveries of supplies or materials, cyberwarfare, cyberterrorism, or hacking, malware or virus-related incidents that circumvent then-current anti-virus or anti-malware software, and acts of God.
- n. **Non-Solicitation.** You acknowledge and agree that during the term of this Master Agreement and for a period of two (2) years following the termination of this Master Agreement, you will not, individually or in conjunction with others, directly or indirectly solicit, induce or influence any of iVenture's employees or subcontractors to discontinue or reduce the scope of their business relationship with iVenture, or recruit, solicit or otherwise influence any employee or agent of iVenture to discontinue such employment or agency relationship with iVenture. In the event that you violate the terms of the restrictive covenants in this Section 14(n), iVenture may send you a notice of default; thereafter, if the situation is not promptly cured, you acknowledge and agree that the damages to iVenture would be difficult or impracticable to determine and you agree that in such event, as iVenture's sole and exclusive remedy therefore, you will pay iVenture as liquidated damages and not as a penalty an amount equal to fifty percent (50%) percent of that employee or subcontractor's first year of base salary with you (including any signing bonus). In addition to and without limitation of the foregoing, any solicitation or attempted solicitation for employment directed to any of iVenture's employees by you will be deemed to be a material breach of this Master Agreement, in which event iVenture shall have the right, but not the obligation, to terminate this Master Agreement or any then-current SOW immediately For Cause.
- o. **Survival.** The provisions contained in this Master Agreement that by their context are intended to survive termination or expiration of this Master Agreement will survive.
- p. **Insurance.** iVenture and Client shall each maintain, at their own expense, all insurance reasonably required in connection with these Master Terms or any SOW, including but not limited to, workers compensation, general liability and errors and omissions insurance. iVenture agrees to maintain a general liability policy with a limit not less than \$1,000,000 per occurrence, an automobile liability insurance policy of not less than \$100,000 bodily injury per person, \$300,000 per accident, and \$100,000 property damage liability, and an errors and omissions policy with a limit not less than \$3,000,000 per occurrence. All of the insurance policies described herein shall not be canceled, materially changed or renewal refused until at least thirty (30) calendar days written notice has been given to the other party by certified mail. The required insurance coverage shall be issued by an insurance company duly authorized and licensed to do business in the State of Florida with the following minimum qualifications in accordance with the latest edition of A.M. Best's Insurance Guide: Financial Stability B+ to A+. A party shall produce written proof of insurance upon request from the other party.
- q. **Governing Law; Venue.** This Master Agreement and any SOW will be governed by, and construed according to, the laws of the state of Florida. You hereby irrevocably consent to the exclusive jurisdiction and venue of the state courts in Duval County, Florida, for any and all claims and causes of action arising from or related to this Master Agreement. **YOU AND WE AGREE THAT EACH OF US WAIVES ANY RIGHT TO A TRIAL BY JURY FOR ANY AND ALL CLAIMS AND CAUSES OF ACTION ARISING FROM OR RELATED TO THIS AGREEMENT.**

- r. **No Third-Party Beneficiaries.** The Parties have entered into this Master Agreement solely for their own benefit. They intend no third party to be able to rely upon or enforce this Master Agreement or any part of this Master Agreement.
- s. **Usage in Trade.** It is understood and agreed that no usage of trade or other regular practice or method of dealing between the Parties to this Master Agreement will be used to modify, interpret, supplement, or alter in any manner the terms of this Master Agreement.
- t. **Business Day.** If any time period set forth in this Master Agreement expires on a day other than a business day in Duval County, Florida, such period will be extended to and through the next succeeding business day in Duval County, Florida.
- u. **Notices; Writing Requirement.** Where notice is required to be provided to a party under this Master Agreement, such notice may be sent by U.S. mail, overnight courier, fax or email as follows: notice will be deemed delivered three (3) business days after being deposited in the United States Mail, first class mail, certified or return receipt requested, postage prepaid, or one (1) day following delivery when sent by FedEx or other overnight courier, or one (1) day after notice is delivered by fax or email. Notice sent by email will be sufficient only if (i) the sender emails the notice to the last known email address of the recipient, and (ii) the sender includes itself in the "cc" portion of the email and preserves the email until such time that it is acknowledged by the recipient. Notwithstanding the foregoing, any notice from you to iVenture regarding (a) any alleged breach of this Master Agreement by iVenture, or (b) any request for indemnification, or (c) any notice of termination of this Master Agreement or any SOW, must be delivered to iVenture either by U.S. mail or fax, unless such requirement is expressly and specifically waived by iVenture. All electronic documents and communications between the parties will satisfy any "writing" requirement under this Master Agreement.
- v. **Independent Contractor.** Each party is an independent contractor of the other, and neither is an employee, partner or joint venturer of the other.
- w. **Subcontractors.** Generally, iVenture does not utilize subcontractors; however, should iVenture elect to subcontract a portion of the Services, iVenture shall guarantee all work performed by any iVenture-designated subcontractor as if iVenture performed the subcontracted work itself.
- x. **Counterparts.** The parties intend to sign and deliver this Master Agreement and any SOW in any number of counterparts, and each of which will be deemed an original and all of which, when taken together, will be deemed to be one agreement. Each party may sign and deliver this Master Agreement (or any SOW) electronically (e.g., by digital signature and/or electronic reproduction of a handwritten signature), and the receiving party will be entitled to rely upon the apparent integrity and authenticity of the other party's signature for all purposes.

EARLY LEARNING COALITION OF NORTH FLORIDA, INC.

and

Iventure Solutions, Inc.

ATTACHMENT I – ASSURANCES AND CERTIFICATIONS

ASSURANCES AND CERTIFICATIONS

- A. Assurances – Non-construction Programs (OMB Standard Form SF 424B)**
- B. Certification Regarding Debarment and Suspension (29 CFR Part 98 and 45 CFR Part 74)**
- C. Certification Regarding Lobbying (29 CFR Part 93 and 45 CFR Part 93)**
- D. Drug-Free Workplace Certification (29 CFR Part 98 and 45 CFR Part 82)**
- E. Certification Regarding Convicted Vendor List and Discriminatory Vendor List**
- F. United States Departments of Labor, Health and Human Services, and Education and Related Agencies Appropriations Act of 1995 (s. 507, P.L. 103-333)**
- G. Trafficking Victims Protection Act of 2000**
- H. Certification Regarding Environmental Tobacco Smoke – The Pro Children Act of 2001**
- I. Certification Regarding Immigration Status**
- J. Certification Regarding Standards of Conduct**
- K. Certification Regarding Prohibition for Distribution of Funds to the Association of Community Organization for Reform Now (ACORN)**
- L. The Transparency Act, as 2 CFR Part 170, defines**
- M. Equal Employment Opportunity (E.E.O.) Assurance**
- N. Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act, as amended (33 U.S.C. 1251 et seq.)**
- O. Energy Efficiency**
- P. Scrutinized Companies Lists**
- Q. Davis-Bacon Act, as amended (40 USC 276a, et seq.)**
- R. Copeland "Anti-Kickback" Act (18 U.S.C. 874 and 40 U.S.C. 276c)**
- S. Contract Work Hours and Safety Standards Act**
- T. Access To Records**
- U. Reporting of Matters Related to Recipient Integrity and Performance**
- V. Procurement of Recovered Materials**

A. ASSURANCES – NON-CONSTRUCTION PROGRAMS.

As the duly authorized representative of the CONTRACTOR, I certify that the CONTRACTOR:

1. Has the legal authority to apply for federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay for the non-federal share of project costs, as applicable) to ensure proper planning, management and completion of described services.
2. Will use fiscal control and fund accounting procedures that will ensure proper disbursement of, and accounting for, federal and state funds paid to that agency under each program. Access to such records shall be made available to authorized representatives of U.S. governmental agencies, the Florida Department of Education (DOE), the Florida Department of Financial Services (DFS) and the Auditor General of the state of Florida for the purpose of program and fiscal auditing and monitoring.
3. Will establish safeguards to prohibit employees and board members from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receiving the awarding agency's approval.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. 4728 – 4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 CFR 900, Subpart F).
6. Will comply with all federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color, or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. 1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. 6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972, as amended, (P.L. 92-255) relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970, as amended (P.L. 91-616), relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) sections 523 and 527 of the Public Health Service Act of 1912, as amended (42 U.S.C. 290 dd-3 and 290 ee-3), relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968, as amended, (42 U.S.C. 3601 et seq.) relating to nondiscrimination in the sale, rental, or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for federal assistance is being made; and (j) any other non-discrimination statute(s) requirements that may apply to the application.
7. Will comply with, or has already complied with, the Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646), requirements, which provide for treating fairly and equitably persons displaced or whose property is acquired as a result of federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of federal participation in purchases.

8. Will comply, as applicable, with the provisions of the Hatch Act (5 U.S.C. 1501-1508 and 7324-7328), which limit the political activities of employees for whom federal funds, in whole or in part, pay for their principal employment activities.
9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. 276a to 276a7), the Copeland Act (40 U.S.C. 276c and 18 U.S.C. 874), and the Contract Work Hours and Safety Standards Act (40.327-333) regarding labor standards for federally assisted construction sub-agreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in flood plains in accordance with EO 11988; (e) assurance of project consistency with the approved state management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. 1451 et. seq.); (f) conformity of federal actions to state (Clear Air) Implementation Plans under section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. 7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended, (P.L. 93-523); and (h) protection of endangered species under the Endangered Species Act of 1973, as amended, (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. 1271 et seq.) related to protecting the national wild and scenic rivers system's components or potential components.
13. Will assist the awarding agency in assuring compliance with section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. 470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. 469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human services involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. 2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will Comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. 4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB CFR § 200 Uniform Audit Requirements and/or Section 215.97, Florida Statutes, Florida Single Audit Act, as applicable.
18. Will comply with all applicable requirements of all other federal and state laws, executive orders, regulations and policies governing each funded program.

19. Will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits grant award recipients or a sub-recipient from (1) Engaging in severe forms of trafficking in persons during the period of time that the award is in effect (2) Procuring a commercial sex act during the period of time the award is in effect or (3) Using forced labor in the performance of the award or subawards under the award.

B. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTION.

As required by E.O.(s) 12549 and 12689, Debarment and Suspension, and implemented at 45 CFR Part 85, Government wide Debarment and Suspension (Nonprocurement) for prospective participants in primary covered transactions, no contract shall be made to parties the General Services Administration's List of Parties Excluded in the System for Award Management (SAM) identifies as excluded from Federal Procurement or Nonprocurement Programs. This list contains the names of parties debarred, suspended or otherwise excluded by agencies, and contractors declared ineligible under statutory or regulatory authority other than E.O. 12549. Contracts with awards that exceed the small purchase threshold shall provide the required certification regarding their exclusion status and that of their principal employees.

The federal government imposes this requirement in order to protect the public interest, and to ensure that only responsible organizations and individuals do business with the government and receive and spend government grant funds. Failure to adhere to those requirements may have serious consequences (e.g., disallowance of cost, termination of project or debarment). To assure that this requirement is met, there are four options for obtaining satisfaction that CONTRACTORS are not suspended, debarred or disqualified. The CONTRACTOR through the duly appointed undersigned representative, certifies, to the best of its knowledge and belief, that it, its principals or its officers-

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded by any federal department or agency. The Federal Excluded Parties list is currently located at <https://www.sam.gov/> (Systems for Award Management) and also available passing through the Florida Department of Management Services website. The United States Department of Agriculture Food Program's National Disqualification List is available through the Florida Department of Health.
2. Have not, within a three-year period preceding the CONTRACT, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or CONTRACT under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated in this certification's paragraph B.2.
4. Have not, within a three-year period preceding the CONTRACT, had one or more public transactions (federal, state, or local) terminated for cause or default.

Where the prospective CONTRACTOR is unable to certify to any of the statements in this certification, such prospective CONTRACTOR shall attach an explanation to the CONTRACT.

C. CERTIFICATION REGARDING LOBBYING – 45 CFR Part 93 Appendix A - Certification for Contracts, Grants, Loans, and Cooperative Agreements AND Statement for Loan Guarantees and Loan Insurance.

In accordance with s. 216.347, F.S., the disbursement of grants and aids appropriations for lobbying is prohibited. COALITION may not authorize or make any disbursement of funds or aids appropriations pursuant to a CONTRACT to any person or organization unless the terms of the CONTRACT prohibit the expenditure of funds for the purpose of lobbying the legislature, the judicial branch or a state agency. The provisions of this section are supplemental to the provisions of s. 11.062, F.S., and any other law prohibiting the use of state funds for lobbying purposes.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 ¹ for each such failure.

¹ The amounts specified in Appendix A to Part 93 are updated annually, as adjusted in accordance with the Federal Civil Monetary Penalty Inflation Adjustment Act of 1990 (Pub. L. 101-140), as amended by the Federal Civil Penalties Inflation Adjustment Act Improvements Act of 2015 (section 701 of Pub. L. 114-74). Annually adjusted amounts are published at 45 CFR part 102.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[55 FR 6754, Feb. 26, 1990, as amended at 81 FR 61565, Sept. 6, 2016]

*NOTE: - In these instances, "All" in the Final Rule is expected to be clarified to show that it applies to covered Contract/Grant transactions over \$100,000 (per OMB).

D. CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

The CONTRACTOR will maintain a drug-free workplace and will comply with the requirements of the Drug-Free Workplace Act of 1988. Pursuant to the Drug-Free Workplace Act of 1988: 45 CFR Part 76 subpart F, ss. 76.630(c) and (d)(2), and 76.645(a)(1) and (b), the CONTRACTOR, through the duly appointed undersigned representative, attests and certifies that the CONTRACTOR will provide a drug-free workplace by the following actions-

1. Publishing a statement notifying employees that the CONTRACTOR prohibits unlawful manufacturing, distributing, dispensing, possessing or using a controlled substance in the CONTRACTOR's workplace and specifying the actions that the CONTRACTOR will take against employees for violating such prohibition.
2. Establishing an ongoing drug-free awareness program to inform employees concerning:
 - a. The dangers of drug abuse in the workplace.
 - b. The policy of maintaining a drug-free workplace.
 - c. Any available drug counseling, rehabilitation and employee assistance programs.
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
3. Making it a requirement that each employee to be engaged in the performance of the CONTRACT be given a copy of the statement required by paragraph 1 above.
4. Notifying the employee in the statement required by paragraph 1 that, as a condition of employment under the CONTRACT, the employee will:
 - a. Abide by the terms of the statement.
 - b. Notify the employer, in writing, of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five (5) calendar days after such conviction.
5. Notifying COALITION in writing within ten (10) calendar days of receiving notice from an employee, of the employee's conviction of a violation of a criminal drug statute in the workplace or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to-
Early Learning Coalition of North Florida, Inc.
2450 Old Moultrie Road, Suite 103
St. Augustine, Florida 32086
6. Taking one of the following actions, within thirty (30) calendar days of receiving notice under subparagraph 4, with respect to any employee who is so convicted.
 - a. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended.

- b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program that a federal, state or local, health, law enforcement, or other appropriate agency approved for such purposes.
7. Making a good faith effort to continue to maintain a drug-free workplace through implementation of this entire certification.

The following are the sites for the performance of work done in connection with the specific CONTRACT including street address, city, county, state, and zip code:

IVenture Solutions
7775 Belfort Parkway
Jacksonville, FL 32256

- Check () if there are workplaces on file that are not identified here.
Check () if an additional page was required for the listing of the workplaces.

The CONTRACTOR will inform the COALITION of any changes relevant to the provisions of this section.

E. CERTIFICATION REGARDING CONVICTED VENDOR LIST AND DISCRIMINATORY VENDOR LIST

The CONTRACTOR hereby certifies, through the duly appointed undersigned representative, that neither it, nor any person or affiliate of the CONTRACTOR, has been convicted of a Public Entity Crime as defined in section 287.133, Florida Statutes, nor placed on the convicted vendor list or discriminatory vendor list pursuant to s. 287.134, Florida Statutes, all of which are located at the Florida Department of Management Services website. The CONTRACTOR understands and agrees that it is required to inform the COALITION immediately upon any change of circumstances regarding this status.

F. UNITED STATES DEPARTMENTS OF LABOR, HEALTH AND HUMAN SERVICES, AND EDUCATION AND RELATED AGENCIES APPROPRIATIONS ACT OF 1995 – PURCHASE OF AMERICAN-MADE EQUIPMENT AND PRODUCTS

The CONTRACTOR agrees that, to the greatest extent practicable, all equipment and products purchased with funds made available by this CONTRACT will be American-made.

P.L. 103-333, the Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriations Act of 1995, section 507 – “It is the sense of the Congress that, to the greatest extent practicable, all equipment and products purchased with funds made available in this Act should be American-made.

G. TRAFFICKING VICTIMS PROTECTION ACT OF 2000 (TVPA), AS AMENDED, (22 U.S.C. 7104 (G))

This CONTRACT is subject to the requirements of Section 106(g) of the Trafficking Victims Protection Act of 2000, as amended (22 U.S.C. 7104(g)). The following award term is hereby adopted and incorporated herein by reference as fully set forth herein.

The United States Health and Human Services Administration for Children and Families Child Care and Development Fund Terms and Conditions require the CONTRACTOR to comply with section 106(g) of the Trafficking Victims Protection Act of 2000. In each COALITION CONTRACT (i.e., grant or cooperative agreement) under which a private entity receives funding, section 106(g) of the Trafficking Victims Protection Act of 2000, as amended, requires the COALITION to include a condition that authorizes the COALITION to terminate the CONTRACT, without penalty, if the CONTRACTOR (a) Engages in severe forms of trafficking in persons during the period of time that the CONTRACT is in effect; (b) Procures a commercial

sex act during the period of time that the CONTRACT is in effect; or (c) Uses forced labor in the performance of the CONTRACT or subcontracts under the CONTRACT.

H. CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE – THE PRO-CHILDREN ACT OF 2001

The Pro-Children Act of 2001, 42 U.S.C. 7181-7184, imposes restrictions on smoking in facilities where federally-funded children's services are provided. Health and Human Services (HHS) grants are subject to these requirements only if they meet the Act's specified coverage. The Act specifically prohibits smoking in any indoor facility (owned or leased or contracted) where kindergarten, elementary, or secondary education or library services to children under the age of 18 routinely or regularly occur. In addition, the act prohibits smoking in any indoor facility or portion of a facility (owned, leased, or contracted) where federally-funded health care, child care, or early childhood development, including Head Start services, to children under the age of 18 routinely or regularly occur. The statutory prohibition also applies if such facility is constructed, operated, or maintained with federal funds. The statute does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, portions of facilities used for inpatient drug or alcohol treatment, or facilities where Women, Infants and Children (WIC) coupons are redeemed. Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1,000 per violation and/or the imposition of an administrative compliance order on the responsible entity.

I. CERTIFICATION REGARDING IMMIGRATION STATUS

The CONTRACTOR certifies that it agrees to comply with the provisions of section 432 of the Personal Responsibility and Work Opportunity Reconciliation Act (42 USC part 1611); ensuring that only individuals eligible for CCDF services receive them.

J. CERTIFICATION REGARDING STANDARDS OF CONDUCT

The CONTRACTOR certifies that it shall comply with the provisions of 45 CFR part 92.36(b)(3) regarding standards of conduct. It will establish safeguards to prohibit employees and board members from using their positions for any purpose that constitutes or presents the appearance of personal or organizational conflict of interest or personal gain.

K. CERTIFICATION PROHIBITING DISTRIBUTION OF FUNDS TO THE ASSOCIATION OF COMMUNITY ORGANIZATION FOR REFORM NOW (ACORN)

To comply with Public Law 111-117, the CONTRACTOR may not distribute federal funds made available under this CONTRACT to the Association of Community Organizations for Reform Now (ACORN) or its subsidiaries. In addition, no federal funds may be provided to any covered organization as defined in House of Representatives (H.R.) 3571, the Defund ACORN Act.

L. THE TRANSPARENCY ACT (AS CFR PART 170 DEFINES)

The following award term is hereby adopted and incorporated herein by reference as if fully set forth herein-

HHS now requires this program award to adhere to the Transparency Act's Sub-award and Executive Compensation reporting requirements (as CFR Part 170 defines). Under the Transparency Act, the CONTRACTOR must report all sub-awards (as 2 CFR part 170 defines) more than \$25,000, unless exempted. Please see the newly applicable Award Term for Federal Financial Accountability and Transparency Act at the USDHHS ACF website.

M. EQUAL EMPLOYMENT OPPORTUNITY (E.E.O.)

The CONTRACTOR agrees that it will comply with Executive Order No. 11246, Equal Employment Opportunity (30 Federal Register (F.R.) 12319, 12935, 3 CFR, 1964-1965 comp. p. 339), September 24,

1965, as E.O. 11375, Amending Executive Order 11246 Relating to Equal Employment Opportunity, of October 13, 1967, amended, and as the Department of Labor regulations (41 CFR part 60) Office of Federal Compliance Programs, Equal Opportunity, Department of Labor supplements. See 45 CFR part 92.36(i)(3).

N. CLEAN AIR ACT (42 U.S.C. 7401, ET SEQ.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. 1251, ET SEQ.) AS AMENDED

If this CONTRACT is in an amount in excess of \$150,000, the CONTRACTOR shall comply with all applicable standards, orders or regulations issued under Section 306 of the Clean Air Act as amended (42 U.S.C. 1857(h) et seq. and 42 U.S.C. 7401, et seq.), Section 508 of the Federal Water Pollution Control Act as amended (33 U.S.C. 1368 et seq. and 33 U.S.C. 1251, et seq.), Executive Order 11738 and Environmental Protection Agency regulations (40 C.F.R. Part 15). Violations shall be reported to the COALITION, the federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). See 45 CFR part 92.36 (i)(12).

O. ENERGY EFFICIENCY

The CONTRACTOR shall comply with mandatory standards and policies relating to energy efficiency contained in the State of Florida's Energy Conservation Plan issued in compliance with the Energy Policy and Conservation Act (Public Law 94-163, 89 Stat.871). See 45 CFR part 92.36 (i)(13).

P. SCRUTINIZED COMPANIES LISTS

If this CONTRACT is for goods or services of one million dollars or more and entered into or renewed on or after July 1, 2011, then the COALITION may terminate this CONTRACT at its sole option if the COALITION finds the CONTRACTOR submitted a false certification as s. 287.135(5), F.S., defines, or is on the Scrutinized Companies with Activity in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are provisions of s. 215.473, F.S.

If this CONTRACT is in the amount of one million dollars or more, in compliance with s. 287.135, F.S., the CONTRACTOR, by signing this CONTRACT, hereby certifies that it is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

Q. DAVIS-BACON ACT, AS AMENDED (40 USC 276a, ET SEQ.)

When federal program legislation requires, all construction CONTRACTS of more than \$2,000 the recipients and subrecipients shall include a provision for compliance with the Davis-Bacon Act (40 USC 276a, et seq.), as supplemented by Department of Labor (DOL) regulations (29 CFR Part 5, Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction). Under this Act, CONTRACTORS shall be required to pay wages to laborers and mechanics at a rate not less than the minimum wages specified in a wage determination made by the Secretary of Labor. In addition, CONTRACTORS shall be required to pay wages not less than once a week. The recipient shall place a copy of the DOL-issued current prevailing wage determination in each solicitation, and the award of a contract shall be conditioned upon the acceptance of the wage determination. The recipient shall report all suspected or reported violations to the federal awarding agency. DOL regulations, rules and instructions concerning implementation of the Davis-Bacon Act and other labor laws can be found at Title 29 CFR Part(s) 1, 3, 5, 6 and 7.

R. COPELAND ANTI-KICKBACK ACT (18 U.S.C. 874 and 40 U.S.C. 276c)

When applicable, (all construction or repair contracts awarded by the Coalition in excess of \$2,000) the CONTRACTOR agrees to comply with the Copeland Anti-kickback Act (18 U.S.C. 874 and 40 U.S.C. 276c), as supplemented by the Department of Labor (29 CFR Part 3). The Act provides that each CONTRACTOR shall be prohibited from inducing, by any means, any person employed in the construction, completion, or

repair of public work, to give up any part of the compensation to which he is otherwise entitled. The recipient shall report all suspected or reported violations to the Federal awarding agency.

S. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

When applicable, (all contracts awarded by the Coalition in excess of \$100,000 for construction contracts and in excess of for other contracts that involve the employment of mechanics or laborers) CONTRACTOR agrees to comply with the Sections 102 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-333), as supplemented by the Department of Labor regulations (29 CFR Part 5). Under Section 102 of the Act, each Contractor shall be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than 1 ½ times the basic rate of pay for all hours worked in excess of 40 hours in the work week. Section 107 of the Act is applicable to construction work and provides that no laborer or mechanic shall be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies and materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

T. ACCESS TO RECORDS

Pursuant to 2 CFR §200.336, *Access to records*, the CONTRACTOR agrees to provide access by the COALITION, the Office of Early Learning, the Federal Health and Human Services (HHS) Agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the CONTRACTOR which are directly pertinent to this specific award for the purpose of making audit, examination, excerpts, and transcriptions. The right also includes timely and reasonable access to the non-Federal entity's personnel for the purpose of interview and discussion related to such documents. The rights of access in this section are not limited to the required retention period but last as long as the records are retained.

U. Reporting of Matters Related to Recipient Integrity and Performance

Unless exempt from these requirements per OMB guidance at 2 CFR Appendix XII, Part 200, the Contractor shall maintain current information reported to the System for Award Management (SAM) as described elsewhere in this contract. Portions of these data disclosures about civil, criminal or administrative proceedings are also made available in the Federal Awardee Performance and Integrity Information System (FAPIIS) and OEL is required to review and consider this and other publicly available information to evaluate/review risk related to the Contractor's integrity, business ethics, and record of performance under federal awards in accordance with 45 CFR §75.331(b) (also 2 CFR §200.331(b)), Requirements for pass-through entities.

V. Procurement of Recovered Materials

(a) Pursuant to 2 CFR §200.317, *Procurements by states*, and §200.322, *Procurement of recovered materials*, the Contractor will comply with the following requirements of section 6002 of the Solid Waste Disposal Act.

- (i) Procure only items designated in the guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 for buying recycled-content products;
- (ii) Procure solid waste management services in a manner that maximizes energy and resource recovery; and
- (iii) Establish an affirmative procurement program for purchases of recovered materials identified in the EPA guidelines. Information about this requirement is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.

The list of EPA-designated items is available at <https://www.epa.gov/greenerproducts/identify-greener-products-and-services>.

(b) In accordance with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act, the Contractor shall procure items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition. The ELC shall procure items designated in the EPA guidelines that contain the highest percentage of recovered materials practicable unless the Contractor determines that such items: (1) are not reasonably available in a reasonable period of time; (2) fail to meet reasonable performance standards, which shall be determined on the basis of the guidelines of the National Institute of Standards and Technology, if applicable to the item; or (3) are only available at an unreasonable price.

(c) Paragraph (b) of this clause shall apply to items purchased under this contract where: (1) the Contractor purchases in excess of \$10,000 of the item under this contract; or (2) during the preceding Federal fiscal year, the Coalition: (i) purchased any amount of the items for use under a contract that was funded with federal appropriations and was with a Federal agency or a State agency or agency of a political subdivision of a State; and (ii) purchased a total of in excess of \$10,000 of the item both under and outside that contract.

By signing below, the CONTRACTOR, through the duly appointed representative, certifies and assures that it will be fully comply with the applicable assurances and certifications outlined in this attachment.

Jen Korsun

Director of People Operations

Printed Name and Title of Authorized Representative

Jen Korsun

Signature

Jul 28, 2023

Date






Assurances -contract attachment 7.26.2023

Final Audit Report

2023-07-28

Created:	2023-07-28
By:	People Operations (hr-admin@iventuresolutions.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAk0vsBu_Jjhm67qZpZKL8ATWo8faqhu7i

"Assurances -contract attachment 7.26.2023" History

-  Document created by People Operations (hr-admin@iventuresolutions.com)
2023-07-28 - 6:47:20 PM GMT- IP address: 71.197.49.46
-  Document emailed to Jen Korsun (jkorsun@iventuresolutions.com) for signature
2023-07-28 - 6:48:17 PM GMT
-  Email viewed by Jen Korsun (jkorsun@iventuresolutions.com)
2023-07-28 - 6:56:57 PM GMT- IP address: 104.47.58.254
-  Document e-signed by Jen Korsun (jkorsun@iventuresolutions.com)
Signature Date: 2023-07-28 - 6:57:17 PM GMT - Time Source: server- IP address: 146.113.207.139
-  Agreement completed.
2023-07-28 - 6:57:17 PM GMT

ACTION ITEM SUMMARY

DESCRIPTION	NATIONAL SUMMIT ON EDUCATION 2023—sending 4 board members to attend this conference in Atlanta
Reason for Recommended Action	The National Summit is a great opportunity for the Board to learn about new concepts in education and to bring ideas back to the ELC North Florida Board for implementation in our six county region.
How the Action will be accomplished	Once approved, the board members will attend on the Summit dates.

ACTION ITEM SUMMARY

DESCRIPTION	Approval of second terms of Private Sector Board Member Kyle Gammon
Reason for Recommended Action	<p>Kyle Gammon is a partner and CPA at the Accounting Firm of Carr, Riggs & Ingram, LLC. He is passionate about supporting children, having previously served on the Board for a charter school and currently serves on the Board for INK.</p> <p>Kyle Gammon’s term will be September 2023 to September 2027.</p> <p><u>If this is not done, the following would occur:</u></p> <ul style="list-style-type: none">• The Coalition would be close to being out of compliance with our requirement to maintain more than 1/3 of our total board membership as private sector.
How the Action will be accomplished	Board Approval; then OEL will be notified via Plan Amendment/Board Roster submission.

BOARD MEMBERSHIP SUMMARY
As of June 21, 2023

Position	Name	Term Start Date	Term End Date
BAKER			
Total Private Sector	0		
BRADFORD			
Total Private Sector	0		
CLAY			
Governor Appointee Private Sector	Ron Coleman	November 22, 2013	April 30, 2016
Governor Appointee Private Sector	*Brian H. Graham	May 14, 2015	April 30, 2019
Private Sector	Vina Delcomyn - <i>Treasurer</i>	September 2020	September 2024
Total Private Sector	3		
PUTNAM			
Representative of Programs for Children with Disabilities under the Federal Individuals with Disabilities Education Act	Marsha Peacock	September 2021	September 2025
County Health Department Director or Designee	Eleanor Hoffman	September 2022	September 2026
Appointed by Putnam County District Superintendent of Schools	Jessica Stallings	March 2022	March 2026
Total Private Sector	0		
ST. JOHNS			
Member Appointed by Bd. of County Commissioners or the Governing Board of a Municipality	Krista Joseph	March 2023	March 2027
Head Start Director	*Brian McElhone	July 2021	July 2025
Governor Appointee Private Sector CHAIR	Vacant, <i>Chair</i>		
Private Sector	Mike Siragusa	September 2018	September 2026
Private Sector	Michelle Jonihakis	December 2018	December 2026
Private Sector	Kyle Gammon	September 2019	September 2023
Total Private Sector	3		
MULTI COUNTIES			
DCF Regional Administrator or Designee	Cassandra Virgo	June 2022	June 2026
	Jennifer Overley	December 2022	December 2026
Regional Workforce Board Executive Director or	*Renee Williams, <i>Secretary</i> (Baker,	September 2014	September 2026

Designee	Clay, Nassau, Putnam, St. Johns)		
President of a Florida College System or Designee	* Dr. Myrna Allen, (Clay, Putnam, St. Johns)	September 2014	September 2026
Representative of Private Family Home Child Care Providers	Patricia Dorsey (Putnam County)	March 2023	March 2027
Representative of Faith Based Child Care Providers	*Theresa Little, (Putnam, St. Johns)	December 7, 2016	December 2025
Private Sector	Leslie A. Barstow (St. Johns)	March 2022	March 2026
Private Sector	Aubrie Simpson Gotham, <i>Vice Chair</i> (St. Johns)	December 2018	December 2026
Private Sector	Shannon Shontz-Phillips	June 21, 2023	June 2027
Private Sector	Mary Ann Holanchock	June 2021	June 2025
Total Private Sector	4		
Combined Total Private Sector (<i>Must comprise MORE THAN 1/3 of total Board Membership</i>):	10		
TOTAL MEMBERSHIP	21		

- **Ron Coleman-** Governor appointee for the private sector has filed paperwork with the Governor's office for approval of a second term. I received word that Ron is approved, just waiting on documentation.
- **Nancy Pearson-** Governor appointee for the private sector has retired effective April 30, 2021. We are working with the Governor's office for approval of a new Board Chair appointee. Nancy officially retired April 30, 2021.
- **Dr. Myrna Allen-** Term date is September 2018; she has served one term and has been reappointed as the Designee by President Joe Pickens of St. Johns River State College to serve a second term. The Board approved Dr. Allen's second term on the September 19, 2018 meeting. Dr. Allen's second term expired September 2022. The Board approved Dr. Allen's third term on the September 14, 2022 meeting. Dr. Allen's third term expires September 14, 2026. (President of a Florida College system designee)
- **Renee Williams-** Term date is September 2018; she has served one term and has been reappointed for a second term as the Designee by President Bruce Ferguson of the Regional Workforce Board. The Board approved R. Williams second term on the September 19, 2018 meeting. R. Williams second term expired September 2022. The Board approved R Williams third term on the September 14, 2022 meeting. R Williams third term expires September 2026. (Regional Workforce Board Executive Director or Designee)

- **Joy Farris**-Term date is March 16,2020. The Board approved J. Farris’ second term on the March 11, 2020 meeting. J. Farris’ second term expires March 2024. March 8, 2023 Joy resigned the Board.
- **Theresa Little**- 1st term expired December 2020. The Board approved for a second term at the March 10, 2021 Board Meeting with the second term ending March 2025.
- **Theresa Metheney – ECS Representative** -The position was eliminated from the Board March 2022.
- **Andrew Warnock, DCF Regional Admin/Designee** – Was replaced with Cassandra Virgo ate the June 15, 2022 Board meeting.
- **Cassandra Virgo, DCF Regional Admin/Designee** – Board approved June 2022 and expires June 2026.
- **Rebecca Chandler, DCF Regional Admin/Designee** – Board approved March 2022, term expired March 2026. **Replaced by Jennifer Overley December 2022.**
- **Jessica Bishop, Putnam County Health Dept. Designee**- Board approved June 2021.**Was replaced by Eleanor Hoffman September 2022.**
- **Eleanor Hoffman, Putnam County Health Dept. Designee** – Board approved September 2022, expires September 2026
- **Whitney Kersey-Graves** - March 2023, removed from Board per a DEL review, no private sector member can be employed by public sector.

Mandatory Seats: All mandatory seats have been filled.

- **Combined Total Private Sector** (*Must be comprised of MORE THAN 1/3 of total Board Membership*). We currently have 10 private sector members.
- **Total Membership:** 15 to 30 members. We currently have 21 board members.

BYLAWS

Adopted: 03/20/2013

Effective: 07/01/2013

Revised: 09/16/2015

ARTICLE V OFFICERS

Section 5.1. ELECTION OF OFFICERS:

The officers of the Coalition shall consist of the Chair, Vice Chair, Treasurer, and the Secretary. The Governor of Florida will appoint the Chair of the Coalition, who is a private sector member, as well as two additional private sector board members. A member in good standing shall be eligible for nomination and election to any office of this Coalition, other than the Chair. The following applies to all offices, except for Chair.

5.1.1. The Board shall convene in the first quarter of the fiscal year for their annual meeting at which time they will determine eligible candidates for office and to prepare an official slate of nominees. Any person so nominated shall give their consent to nomination and election as an officer.

5.1.2. Elected officers shall be voted on at the annual meeting, and installed at the next regularly scheduled meeting and shall serve for a term of one year or until a successor is duly qualified and elected. Officers may serve in the same position for a maximum of two consecutive years.

5.1.3. If an office is vacated prior to the completion of a one year term, a member in good standing may be appointed by the Chair and approved by the members to fill the vacancy until the term ends.

Section 5.2. OFFICERS OF THE COALITION:

5.2.1. **The Chair** shall preside at all meetings of the Coalition and perform the duties which are the will of the full Board. The Chair shall appoint Chairs of all Committees, except for the Executive/ Administrative Committee Chair in which the Board Chair serves as Chair.

5.2.2. **The Vice Chair** shall perform the duties of the Chair when the Chair is absent and have such other responsibilities as may be designated by the chair.

5.2.3. **The Treasurer**, in cooperation with the relevant Coalition staff, ensures accurate accounting of monies received and expended for the use of the Coalition and will make a monthly report at the Coalition Board Meetings.

5.2.4. **The Secretary** shall with administrative staff to ensure that notice required by these bylaws is given, keep records of all proceedings of the Coalition in cooperation with the staff, keep record of attendance, and report correspondence to the Coalition at each meeting. Correspondence shall be conducted relative to the nomination of required membership and any other business as called upon by the Chair. The Secretary shall perform the duties of the Chair when the Chair and Vice Chair are absent and have such other responsibilities as may be designated by the Chair.

OFFICER LOG

FY 2022-2023

Position	Name	Term	Reappointed To	Term
Interim Chair	Joy Stanton	October 2022-September 2023		
Vice-Chair	Aubrie Simpson-Gotham	October 2022-September 2023		
Secretary	Renee Williams	October 2022-September 2023		
Treasurer	Vina Delcomyn	October 2022-September 2023		

FY 2021-2022

Position	Name	Term	Reappointed To	Term
Interim Chair	Joy Stanton	October 2021-September 2022		
Vice-Chair	Aubrie Simpson-Gotham	October 2021-September 2022		
Secretary	Renee Williams	October 2021-September 2022		
Treasurer	Vina Delcomyn	October 2021-September 2022		

FY 2020-2021

Position	Name	Term	Reappointed To	Term
Vice-Chair	Joy Stanton	October 2020-September 2021		
Secretary	Aubrie Simpson-Gotham	October 2020– September 2021		
Treasurer	Myrna Allen	October 2020 – September 2021		

FY 2019-2020

Position	Name	Term	Reappointed To	Term
Vice-Chair	Joy Stanton	October 2019-September 2020		
Secretary	Aubrie Simpson-Gotham	October 2019– September 2020		
Treasurer	Myrna Allen	October 2019 – September 2020		

FY 2018-2019

Position	Name	Term	Reappointed To	Term
Vice-Chair	Renee Williams	October 2018-September 2019		

Secretary	Joy Stanton	October 2018– September 2019		
Treasurer	Theresa Little	October 2018 – September 2019		

FY 2017-2018

Position	Name	Term	Reappointed To	Term
Vice-Chair	Renee Williams	October 2017-September 2018		
Secretary	Joy Stanton	October 2017– September 2018		
Treasurer	Theresa Little	October 2017 – September 2018		

FY 2016-2017

Position	-17Name	Term	Reappointed To	Term
Vice-Chair	Brian Graham	October 2016-September 2017		
Secretary	Mark Miner	October 2016 – September 2017	Joy Stanton	
Treasurer	Renee Williams	October 2016 – September 2017		

FY 2015-2016

Position	Name	Term	Reappointed To	Term
Vice-Chair	Brian Graham	October 2015-September 2016		
Secretary	Mark Miner	October 2015 – September 2016		
Treasurer	Renee Williams	October 2015 – September 2016		

FY 2014-15

Position	Name	Term	Reappointed To	Term
Vice-Chair	Ron Coleman	October 2014 – September 2015		
Secretary	Brian Graham	October 2014 – September 2015		
Treasurer	Cyndi Stevenson	October 2014 – September 2015		

FY 2013-14

Position	Name	Term	Reappointed To	Term
----------	------	------	----------------	------

Vice-Chair	Ron Coleman	October 2013 – September 2014		
Secretary	Jared Dollar	October 2013 – September 2014		
Treasurer	Sam Garrison	October 2013 – September 2014		

FY 2012-13

Position	Name	Term	Reappointed To	Term
Vice-Chair	Sherry Russell	November 2012 – October 2013		
Secretary	Jared Dollar	November 2012 – October 2013		
Treasurer	Patricia Hubbard	November 2012 – October 2013		

FY 2011-12

Position	Name	Term	Reappointed To	Term
Vice-Chair	Jared Dollar	November 2011 – October 2012		
Secretary	Patricia Hubbard	November 2011 – October 2012		
Treasurer	Sherry Russell	November 2011 – October 2012		

FY 2010-11

Position	Name	Term	Reappointed To	Term
Vice-Chair	Jared Dollar	November 2010 – October 2011		
Secretary	Patricia Hubbard	November 2010 – October 2011		
Treasurer	Sherry Russell	November 2010 – October 2011		

FY 2009-10

Position	Name	Term	Reappointed To	Term
Vice-Chair	John Birney	November 2009 – October 2010		
Secretary	Melanie Brown	November 2009 – October 2010		
Treasurer	Ken Forrester	November 2009 – October 2010		

FY 2008-09

Position	Name	Term	Reappointed To	Term
Vice-Chair	John Birney	November 2008 – October 2009		
Secretary	Cyndi Stevenson	November 2008 – October 2009	Melanie Brown	12/03/08 – October 2009

Treasurer	Betsy Lewis	November 2008 – October 2009	Ken Forrester	02/04/09 – October 2009
-----------	-------------	------------------------------	---------------	-------------------------

FY 2007-08

Position	Name	Term	Reappointed To	Term
Vice-Chair	Vickie Cofield	November 2007 – October 2009		
Secretary	John Birney	November 2007 – October 2009		
Treasurer	Betsy Lewis	November 2007 – October 2009		

ARTICLE VI COMMITTEES

Section 6.1. COMMITTEES AND COMMITTEE MEMBERSHIP:

Ad hoc committees may be established by the Coalition Chair as deemed necessary for a specific purpose or task.

Standing Committees of the Coalition shall include: An Executive/Administrative Committee. The Chair of this standing committee may designate ad-hoc committees to perform a specific task or function. Committee Chair's shall be appointed by the Chair of the Coalition, except for the Chair of the Executive/Administrative Committee, who will be the Chair of the Board.

6.1.1. Executive/Administrative Committee: The Coalition will establish a standing committee, the Executive/Administrative Committee. This committee shall have and exercise the authority of the Coalition between scheduled meetings of the Board and when a decision must be made before the next scheduled Board meeting. This committee has the full empowerment of the Coalition to make decisions on behalf of the Board as long as quorum is present. Actions of the Executive/Administrative Committee shall be ratified by the Board at the first meeting following the action. The committee will be comprised of the chair of the board, who shall be the committee chair, the Vice-Chair, the treasurer, the secretary, and at least four additional members. The chair of this committee or by the majority of the committee, may convene Ad hoc committees for a specific purpose or task.

The Committee is charged with the oversight of budget development, accurate tracking of expenditures, monitoring and accountability of the funds, and will ensure adequate financial controls in coordination with appropriate staff. This committee will also lead the board in regularly reviewing and updating the board committee structure, the board committee statement of its roles and areas of responsibility, what is expected of individual board members as well as recruitment and retention of board members and other activities outlined in the board governance policy. The committee will also regularly review the board's practices regarding member participation, conflict of interest, confidentiality, and suggest improvement where needed.

Section 6.2. COMMITTEE MEMBERSHIP

- 6.2.1.** The Chair of each committee shall be appointed by the Chair of the Coalition, except for the Chair of the Executive/Administrative Committee.
- 6.2.2.** Each Coalition committee shall consist of the committee Chair and other Coalition members. Each committee shall consist of the committee chair and at least four additional members of the Coalition.
- 6.2.3.** Meeting minutes shall be provided to members at least five (5) days prior to the next regularly scheduled meeting.
- 6.2.4.** Notice of all committee meetings will be made pursuant to Florida Statute 286.011.

OP202 Code of Ethics

Effective Date: 08/05/09

Revision Date: 02/03/10, 04/07/10, 02/02/11, 02/12/13, 12/04/13, 06/17/15

The Coalition's Code of Ethics (also known as a Code of Conduct) is a compilation of what business conduct is expected from all of its employees and board members as it pertains to (but not limited to) each of four aspects of the Coalition's business processes: Personnel, Accounting and Financial, Procurement of Goods or Services, and Contract Management and Monitoring. Upon hire, acceptance, or assignment, each individual is required to read the Coalition's Code of Ethics and sign the Coalition's Code of Ethics Acknowledgment of Compliance form, and then annually for each subsequent year of employment or affiliation.

The following are a few generalized examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment or board assignment:

- Theft or inappropriate removal or possession of property
- Contributing to the misrepresentation or falsification of documents
- Altering, covering up, falsifying, or destroying any document that may be relevant to an official investigation
- Insubordination or other disrespectful conduct
- Unauthorized disclosure of confidential information
- Unsatisfactory performance or conduct

More specific examples of misconduct and/or unethical behavior are discussed in the following four areas of key operations.

Personnel

The successful business operation and reputation of the Coalition is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Coalition is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees owe a duty to the Coalition, its clients, and Board representatives to act in a way that will merit the continued trust and confidence of the public.

The Coalition will comply with all applicable laws and regulations and expects its Board of Directors, C.E.O., managers, supervisors, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor.

Compliance with this policy of business ethics and code of conduct is the responsibility of every Coalition employee. Disregarding or failing to comply with this standard of business ethics and code of conduct could lead to disciplinary action, up to and including possible termination of employment.

Accounting and Financial

Practice of Ethical Behavior

Unethical actions, or the appearance of unethical actions, are unacceptable under any conditions. The policies and reputation of Coalition depend to a very large extent on the following considerations.

Each employee must apply her/his own sense of personal ethics, which should extend beyond compliance with applicable laws and regulations in business situations, to govern behavior where no existing regulation provides a guideline. Each employee is responsible for applying common sense in business decisions where specific rules do not provide all the answers.

In determining compliance with this standard in specific situations, employees should ask themselves the following questions:

1. Is my action legal?
2. Is my action ethical?
3. Does my action comply with Coalition policy?
4. Am I sure my action does not appear inappropriate?
5. Am I sure that I would not be embarrassed or compromised if my action became known within the Coalition or publicly?
6. Am I sure that my action meets my personal code of ethics and behavior?
7. Would I feel comfortable defending my actions on the 6 o'clock news?

Each employee should be able to answer "yes" to all of these questions before taking action.

Each board member and C.E.O. is responsible for the ethical business behavior of her/his subordinates; and must carefully weigh all courses of action suggested in ethical, as well as economic, terms and base their final decisions on the guidelines provided by this policy, as well as their personal sense of right and wrong.

To the extent that the C.E.O. authorizes other managers to perform certain activities, those managers become responsible for those portions of the organization's system of internal control, and at no time is Coalition management allowed to override an Internal Control process.

Compliance with Laws, Regulations, and the Coalition Policies

The Coalition does not tolerate:

- The willful violation or circumvention of any federal, state, local, or foreign law by an employee during the course of that person's employment;
- The disregard or circumvention of the Coalition policy or engagement in unscrupulous dealings.
- Any attempt of management to override a financial internal control process.

Employees should not attempt to accomplish by indirect means, through agents or intermediaries, that which is directly forbidden.

The performance of all levels of employees will be measured against implementation of the provisions of these standards.

Legal Action

In the event that legal services are required for active or pending litigation, the Board of Directors must be notified in advance and approval for such action granted. This notification should include, at a minimum, a description of the services to be rendered, anticipated fees, and allowability of the expense in regards to the use of grant award funds.

Procurement of Goods or Services

Code of Conduct

Employees and board members should strive at all times to make decisions and take actions that make concrete contributions to the professional, financial and organizational welfare of the Early Learning Coalition and its counties and communities.

Receiving Business Gifts

Employees and board members are expected to be professional about receiving gifts from clients, providers, vendors, suppliers, and other organizations the Coalition directly or indirectly conducts business with. This includes the purchase of business related meals and after work refreshments.

Contract Management and Monitoring

Coalition Ethics

1. Staff members are prohibited by Chapter 112, Part III, F.S., from soliciting or accepting anything of value that would cause them to be influenced in the discharge of their responsibilities.

2. Examples of ethics violations include, but are not limited to the following:

- (a) Deliberately failing to disclose a conflict of interest in the course of one's duties.
- (b) Engaging in or carrying on a business enterprise with a client or person doing business with the Coalition.
- (c) Accepting or requesting gifts or gratuities from contractors, providers, or clients in violation of the Coalition's Code of Ethics.

3. Staff members are prohibited from revealing client names or other confidential information from the Coalition or contractors records to unauthorized persons. Examples include releasing HIV/AIDS client names or reporter information from the Florida Protective Services System.

4. Staff members are expected to conduct themselves in a manner that favorably reflects upon the Coalition, and themselves.

Early Learning Coalition of North Florida, Inc.

**CODE OF ETHICS
ACKNOWLEDGEMENT OF COMPLIANCE FORM**

This form must be completed, signed, and submitted for each Coalition board member, and employee upon hire, acceptance, or assignment, and then annually for each subsequent year of employment or affiliation.

This acknowledgement form is submitted by _____, a Coalition board member or employee of the Early Learning Coalition of North Florida, Inc.

By signing below, I certify that I have read, understood, and agree to be (and remain) in compliance with all of the provisions of the **Coalition's Operational Code of Ethics Policy #OP202**.

Name (printed)

Position with the Coalition (board member or employee)

Signature

Date

OP203 Conflict of Interest

Effective Date: 08/05/09

Revision Date: 02/03/10, 04/07/10, 12/28/10, 02/02/11, 02/12/13, 06/17/15, 03/16/16, 12/07/16

The Coalition's Conflict of Interest Policy is a compilation of policies as it pertains to (but not limited to) each of three aspects of the Coalition's business processes: Personnel, Accounting and Financial, and Procurement of Goods or Services. Annually, Coalition board members and employees are required to review, complete, and sign the Coalition's Conflict of Interest Questionnaire.

Personnel

Employees and board representatives have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which the Coalition wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation.

The Coalition adheres to the highest legal and ethical standards applicable in our business. The Coalition business is conducted in strict observance of both the letter and the spirit of all applicable laws and the integrity of each employee are of the utmost importance.

Employees of the Coalition shall conduct their personal affairs in such a fashion that their duties and responsibilities to the Coalition are not jeopardized and/or legal questions do not arise with the respect to their association or work with the organization.

An actual or potential conflict of interest occurs when an employee or board representative is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the Coalition's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the Coalition does business, but also when an employee or relative receives bribes, substantial gifts, or special consideration, as a result of any transaction or business dealings involving the Coalition.

Outside Employment/Conflict of Interest Questionnaire

Employees may hold outside jobs as long as they meet the performance standards of their job with the Coalition. All employees will be judged by the same performance standards and will be subject to the Coalition's scheduling demands, regardless of any existing outside work requirements.

If the Coalition determines that an employee's outside work interferes with performance or the ability to meet the requirements of the Coalition as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with the Coalition.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside the Coalition for materials produced or services rendered while performing their jobs with the Coalition.

Employees who have their own businesses must disclose such interest to the company in accordance with its conflicts of interest policy. Generally, the Coalition will not purchase from a business owned by one of its employees.

Each year, employees and board members must complete a conflict of interest questionnaire.

Accounting and Financial

Introduction

In the course of business, situations may arise in which the Coalition decision-maker has a conflict of interest, or in which the process of making a decision may create an appearance of a conflict of interest.

All board members, the C.E.O., and employees have an obligation to:

1. Avoid conflicts of interest, or the appearance of conflicts, between their personal interests and those of the Coalition in dealing with outside entities or individuals,
2. Disclose real and apparent conflicts of interest to the Board of Directors, and
3. Refrain from participation in any decisions on matters that involve a real conflict of interest or the appearance of a conflict.

What Constitutes a Conflict of Interest?

A potential conflict of interest arises when a board member, C.E.O. or employee involved in making a decision:

- Is, or has an immediate family member, or owns a business entity in a position to benefit (directly or indirectly) from his/her dealings with the Coalition or person conducting business with the Coalition.
- Has direct or indirect ownership of more than five (5) percent of the **total assets or capital stock**, cumulatively, of one or more of the proscribed sources of income. "Proscribed sources of income" are derived from interests in the design or delivery of the VPK or SR program.
- During the prior two (2) years, more than five (5) percent of the **gross income** of the coalition member, relative, or owned business entity was derived, cumulatively, from one or more proscribed sources of income.

(For more information please refer to paragraphs (1)(d) 1. and 2. and (e) of Florida Administrative Code 6M-9.110 "Requirements and Criteria for Early Learning Coalition Composition" dated 03/29/15).

The Coalition defines an "Immediate Family Member" the same as Florida Statute defines "relative" in the next section.

Voting Conflicts Florida Statute s. 112.3143(1)(c) defines "Relative" as:

Any father, mother, son, daughter, husband, wife, brother, sister, father-in-law, mother-in-law, son-in-law, or daughter-in-law.

Examples of conflicts of interest include, but are not limited to, situations in which a board member, the C.E.O., or an employee:

1. Negotiates or approves a contract, purchase/sale, or lease on behalf of the Coalition and has a direct or indirect interest in, or receives personal benefit from, the entity or individual providing the goods or services;

2. Employs or approves the employment of, or supervises a person who is an immediate family member of a board member, C.E.O., or employee;
3. Sells products or services in competition with the Coalition;
4. Uses the Coalition's facilities, other assets, employees, or other resources for personal gain;
5. Receives a substantial gift from a vendor, if the board of Directors, C.E.O., or employee is responsible for initiating or approving purchases from that vendor.

Procurement of Goods or Services

Conflict of Interest

Conflict of interest refers to actions or decisions that are not in the best interests of the Coalition. These may include, but are not limited to:

1. Performing non-company work during regular work hours.
2. Use of company techniques, materials, equipment, supplies and/or employees for personal or non-company reasons or projects.
3. Involvement in agreements or contracts with suppliers, vendors, job applicants, etc., which result in personal financial gain, reward, special status or personal favors.
4. Using the employee's, board member, or Coalition agent's position with the Coalition to enhance your own position, status or financial gain at the expense of, or to the detriment of the Coalition.
5. Officers, employees, and agents soliciting or accepting gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, acceptable situations are those in which the financial interest is not substantial or the gift is an unsolicited item of nominal value. *Reference 2 CFR Part 200.318 (c)(1).*
6. Organizational conflicts of interest that occur because of relationships with a parent, affiliate or subsidiary organization. Due to interconnected nature of program operations, processes, and benchmarks, a non-Federal entity like OEL is unable (or may appear to be unable) to operate on an independent or impartial basis in conducting a procurement action involving a related organization, such as an ELC or other OEL sub-recipient. *Reference 2 CFR Part 200.318(c)(2).*

If the employee, board member, or Coalition agent is not sure about a situation, it is their responsibility to talk with the C.E.O. to clarify their role and the Coalition's position regarding their situation. Where conflict of interest is clearly present, it is the employee's, board member's, or Coalition agent's responsibility to act in the best interests of the Coalition in handling the situation and to report the resolution of the problem to management.

For more details on requirements for Related Party activities and Voting Conflicts, please see Coalition policy #PR401.

Disclosure Requirements

The board member, C.E.O. or employee who believes that he/she may be perceived as having a conflict of interest in a discussion or decision must disclose that conflict to the group making the decision. Most concerns about conflicts of interest may be resolved and appropriately addressed through prompt and complete disclosure [2 CFR Part 200.112].

Therefore, the Coalition requires the following:

1. On an annual basis, all members of the Board of Directors, the C.E.O., and employees with purchasing and/or hiring responsibilities or authority shall inform, in writing, the C.E.O. and the chair of the Board of Directors, of all reportable conflicts.

2. Prior to the preparation of the disclosure statements, the accounting department shall distribute a list of all vendors with whom the Coalition has transacted business at any time during the preceding year, along with a copy of the disclosure statement, to be completed by the first Board meeting of each fiscal year. In addition, each person completing the disclosure statement will be asked to list the names of all businesses that he/she (or any member of her/his immediate family) are affiliated with, that it is possible the Coalition may consider for future business dealings.
3. The C.E.O. shall review all forms completed by employees, and the Executive/Administrative Committee shall review all forms completed by Board of Directors and the C.E.O., and determine appropriate resolution in accordance with the next section of this policy, if applicable.
4. If a conflict arises during the year, the employee or board member will immediately notify the C.E.O. who will determine appropriate resolution.

Resolution of Conflicts of Interest

All real or apparent conflicts of interest shall be disclosed to the Executive/Administrative Committee and the C.E.O. of the Coalition. Conflicts shall be resolved as follows:

- The C.E.O. shall be responsible for making all decisions concerning resolutions of conflicts involving employees, subject to the approval of the Executive/Administrative Committee.
- The Executive/Administrative Committee shall be responsible for making all decisions concerning resolutions of conflicts involving the C.E.O. and other members of the board.
- The chair of the committee shall be responsible for making all decisions concerning resolutions of conflicts involving the Executive/Administrative Committee members.
- The full board shall be responsible for making all decisions concerning resolutions of the conflict involving the chair of the Executive/Administrative Committee.

The Board of Directors, C.E.O., or Coalition employees may appeal the decision that a conflict (or appearance of conflict) exists as follows:

- An appeal must be directed to the chair of the board
- Appeals must be made within 30 calendar days of the initial determination
- Resolution of the appeal shall be made by vote of the full Board of Directors
- Board members who are the subject of the appeal, or who have a conflict of interest with respect to the subject of the appeal, shall abstain from participating in, discussing, or voting on the resolution, unless their discussion is requested by the remaining members of the board

Disciplinary Action for Violations of this Policy

Failure to comply with the standards contained in this policy will result in disciplinary action that may include termination, referral for criminal prosecution, and reimbursement to the Coalition or to the government, for any loss or damage resulting from the violation. As with all matters involving disciplinary action, principles of fairness will apply. Any employee charged with a violation of this policy will be afforded an opportunity to explain her/his actions before disciplinary action is taken.

Disciplinary action will be taken:

1. Against any employee who authorizes or participates directly in actions that are a violation of this policy.
2. Against any employee who has deliberately failed to report a violation or deliberately withheld relevant and material information concerning a violation of this policy.

3. Against any board member or C.E.O. who attempts to retaliate, directly or indirectly, or encourages others to do so against any employee who reports a violation of this policy.

A board member who violates this policy will be removed from the board.

For more details on state statutory instructions, please refer to OEL's Program Guidance, *Related Party Disclosures*.

For more information on conflicts of interest:

- See the Florida Commission on Ethics *Guide to the Sunshine Amendment and Code of Ethics for Public Officers and Employees*.
- See the Florida Commission on Ethics *Overview of Laws relating to Gifts*.
- See the Florida Commission on Ethics *Overview of Laws relating to Honoraria*.
- See OEL's Uniform Guidance 2 CFR Part 200, Policy updates for Conflicts of Interest

Early Learning Coalition of North Florida, Inc.

Employee and Board Member

Conflict of Interest Questionnaire

Each year, employees and board members must complete a conflict of interest questionnaire. At the Early Learning Coalition, our reputation for integrity is one of our most valuable assets and is directly affected by the conduct of our employees. For this reason, employees and Board members must not use their position for private gain, to advance their personal interests, or to obtain favors or benefits for themselves, members of their immediate families*, or any other individuals or business entities. This includes Board members abstaining from voting on a matter when an item is presented for a vote that will directly affect that Board member, his/her employees, or another organization the Board member is involved with. The following **questions** are designed to protect you as an employee or a Board member of the Early Learning Coalition, and to comply with the federal and state mandates under which we operate. We appreciate your cooperation in completing this form.

Employees Only:

Are you currently employed with another employer other than the Early Learning Coalition? (yes or no?) _____

If yes, please list each employer, as well as the days and the hours that you are scheduled to work: _____

Employees and Board Members:

1. **Are you** related to any of the current employees of the Early Learning Coalition? If yes, list each relative’s name and his/her relationship to you. _____
2. **Are you** related to any of our providers who utilize any of our services? If yes, please list the provider’s business name(s) here: _____
3. **Are you**, or any member of your immediate family, related to any of the vendors listed on the attached vendor list? If so, please list the name(s) of the vendor(s) here: _____
4. **Please list** the names of all businesses that you, or any member of your immediate family, are affiliated with, that it is possible the Coalition may consider for future business dealings: _____
5. **Do you** own your own business? If yes, please provide the name, address, and nature of your business. _____

I understand that by signing this form:

- I will abide by these guidelines and all aspects of the **Coalition’s Conflict of Interest Policy, #OP203.**
- I have reviewed the annual list of current Coalition vendors for any potential conflict of interest, and have no potential conflict of interest to report.
- I have listed all business organizations that I, or any member of my immediate family, am affiliated with that would cause a conflict of interest when participating in future Coalition business decisions.

Name and Title (please print)	Signature	Date
-------------------------------	-----------	------

* see definition of “Immediate Family” in Policy #OP203

Florida Early Learning Coalitions Board of Directors Self-Evaluation Form

Early Learning Coalition of: <u>North Florida</u>					Compiled: <u>FY 2022-2023</u>				
Name: <u>Compiled by Marie Hanson</u>									
Printed					Signature				
Position: <input type="checkbox"/> Officer <input type="checkbox"/> Mandated Member <input type="checkbox"/> Provider Representative <input type="checkbox"/> Private Sector <input type="checkbox"/> Other									
Date: August 17, 2023 12 responses									
RATING SCORES									
5 Outstanding	4 Exceeds Expectations	3 Meets Expectations	2 Needs Improvement	1 Below Expectations					
OVERALL BOARD PERFORMANCE EVALUATION									
<i>Individual Board Member Contributions</i>				<i>Appraisal Rating</i>			<i>Comments Required for Ratings 5 or 1</i>		
<i>As an ELC Board Member, I...</i>				5	4	3	2	1	
1. Attended at least 80% of all Board meetings during the past year, including special called meetings.				4	6	2			
2. Carefully review all background materials prior to Board and committee meetings.				2	7	3			
3. Have developed a thorough understanding of the ELC by-laws and Board policies.				3	6	3			
4. Offer constructive suggestions, comments, and feedback during all Board discussions.				2	4	5	1		
5. Respect the right of other Board members to disagree and to have sufficient time to express their thoughts.				5	3	4			
6. Serve as an ambassador for the ELC during community events and contacts (e.g., opening of a child care center, meetings of community agencies), and maintain the highest standards for professional behavior when doing so.				1	4	5	2		
<i>As an ELC Board Member, I...</i>				5	4	3	2	1	
7. Help to recruit new private sector members as needed.					1	5	5	1	
TOTAL INDIVIDUAL CONTRIBUTIONS:				17	35	25	10	1	

<i>ELC Board Operational Responsibilities</i>	<i>Appraisal Rating</i>					<i>Comments Required for Ratings 5 or 1</i>
Our ELC Board...	5	4	3	2	1	
8. Provides input into the development and revision of ELC policies as needed, and approves those policies.	5	4	2	1		
9. Assures the long-term progress of the Coalition by carefully monitoring program reports at each Board meeting.	5	4	3			
10. Assures the financial integrity of the organization by exercising responsible stewardship through the careful scrutiny of fiscal reports at each Board meeting.	5	5	1	1		
11. Uses the talents of Board members and interested citizens through committees, which meet regularly and provide information and recommendations to the Board on key issues.	5	3	4			
12. Is provided sufficient notice of all Board and Committee meetings.	6	3	3			
13. Is provided briefing and other materials prior to the Board meeting, with sufficient time for members to review and be prepared for the meeting.	6	5	1			
14. Has had a quorum at all Board meetings during the past year.	8	2	2			
Our ELC Board...	5	4	3	2	1	
15. Has positive and informational interactions with the ELC CEO and staff.	6	4	2			
16. Has evaluated the CEO during the past year, through a collaborative process that involves Board members and the CEO.	6	3	3			
17. Has evaluated our Board's performance during the past year, and has used the results to strengthen Board operations.	6	3	3			
18. Has developed and uses a Code of Conduct that reflects our collective values, and describes our conduct both during Board/Committee meetings, as well as in the community when members are representing the Board.	6	4	2			
TOTAL BOARD OPERATIONAL RESPONSIBILITIES:	64	40	25	2	0	
<i>ELC Board General Responsibilities</i>	<i>Appraisal Rating</i>					<i>Comments Required for Ratings 5 or 1</i>
Our ELC Board...	5	4	3	2	1	
19. Ensures that the ELC adheres to all applicable federal, state, and local laws,	6	3	3			

and is accountable to the public and to the State of Florida for all organizational actions, and assures that business is conducted in the spirit of transparency, as required by Florida's Sunshine Laws.						
20. Ensures that services are procured through an open, fair, and robust competitive process.	6	4	2			
21. Preserves and nurtures a number of external and internal relationships to ensure the accomplishment of the ELC's mission and outcomes.	5	6	1			
22. Demonstrates accountability by establishing standards to measure both organizational and Board performance. It monitors its performance regularly to ensure compliance.	6	3	3			
Our ELC Board...	5	4	3	2	1	
23. Utilizes a strong Board governance model to ensure that decisions are made without real or perceived conflicts of interest on the part of any Board member.	6	6				
TOTAL BOARD GENERAL RESPONSIBILITIES:	29	22	9	0	0	
OVERALL BOARD PERFORMANCE EVALUATION TOTAL:	110	97	59	12	1	

Totals: 1140

550 388 177 24 1

Total scoring 4.13 = Exceeds expectations

Overall Board Comments:

Overall Board members responded positively to all areas of the evaluation commenting that they take their position on the Board very seriously and feel that they are always well prepared for the meetings. They also commented that Dawn and her staff have done an exceptional job of keeping up with all the demands made on the Coalition.

Total number of Board Members who completed the self-evaluation was 12 and the final overall rating on a scale of 1=Below Expectations to 5=Outstanding was 4.13=Exceeds Expectations.

Early Learning Coalition of North Florida

Finance Manager's Report

Board Meeting

Tuesday - September 13, 2023

Annual audits and monitoring of sub-recipient

We are currently transmitting files to our independent auditors for the fiscal yearend June 30, 2023. In addition, we have completed the required monitoring for the 3rd and 4th quarters of 2023 with our partner Episcopal Children's Services.

Q4 Financial Statements (see attachment)

Attached are the Q4 financial statements for fiscal yearend June 30, 2023. We will close out the year with a loss ~ \$10k. Grant expenditures for the fiscal year are less than anticipated and in direct proportion to the reduction in grant revenue ~ \$7M.

Targets and Restrictions

VPK Admin percentage is currently 3.22% which is lower than our target of 4%. SR Administration percentage is currently 3.9% which is less than our target of 5%. All other targets and restrictions remain in alignment with grant requirements to close out the fiscal year.

Chris Spell and Russell J. Huzion

Early Learning Coalition of North Florida
Balance Sheet
As of June 30, 2023

ASSETS

Cash, Operating	\$	2,699,881
Cash, Money Market		62,119
Petty Cash		200
Deposits		850
DEL Receivable		620,002
Other Receivables		890
Prepaid Expense		3,704
Prepaid Insurance		18,683
Equipment		6,498
Less: Accumulated Depreciation		<u>(6,498)</u>

TOTAL ASSETS \$ 3,406,328

LIABILITIES

Episcopal Children's Services Payable	\$	3,480,681
DEL Advance Payable		
Interest due to OEL		63,428
Other AP		3,561
Accrued Vacation		41,791
Accrued Employee Benefits		<u>0</u>

TOTAL LIABILITIES \$ 3,589,461

Net Assets @06/30/2022 (173,551)

Net change YTD@ 06/30/2023 (9,581)

Total Liabilities and Net Assets \$ 3,406,329

\$ (1)

Early Learning Coalition of North Florida
 FY 2022-2023
 As of June 30, 2023

	6/30/2023		Favorable	
Notice of Awards	Annual Budget	Q4 Budget	Q4 Actual	(Unfavorable)
School Readiness (SR)	\$ 21,572,458	\$ 21,572,458	\$ 20,907,005	\$ (665,453)
PDG Services	74,990	74,990	74,990	0
CRRSA	2,144,687	2,144,687	870,715	(1,273,972)
ESSER	87,905	87,905	87,784	(121)
ARP	45,943,541	45,943,541	42,196,632	(3,746,909)
Voluntary PreKindergarten (VPK)	19,977,090	19,977,090	18,554,030	(1,423,060)
Total Notice of Award	\$ 89,800,671	\$ 89,800,671	\$ 82,691,156	\$ (7,109,515)
Subrecipient Expense				
School Readiness (SR)	\$ 20,572,458	\$ 20,572,458	\$ 19,934,289	\$ 638,169
PDG Services	74,990	74,990	74,990	0
CRRSA	2,144,687	2,144,687	870,715	1,273,972
ESSER	87,905	87,905	87,784	121
ARP	45,943,541	45,943,541	42,196,632	3,746,909
Voluntary PreKindergarten (VPK)	19,779,090	19,779,090	18,510,264	1,268,826
Total Subrecipient Expense	\$ 88,602,671	\$ 88,602,671	\$ 81,674,674	\$ 6,927,997
Grant Funds Available to ELC of North FL	\$ 1,198,000	\$ 1,198,000	\$ 1,016,483	\$ (181,518)
Other Donations and Revenue				
Interest Income	\$ 600	\$ 600	\$ 824	\$ 224
Clay Electric Foundation	15,000	15,000	0	(15,000)
Quality Teacher's Conference	6,000	6,000	7,428	1,428
Miscellaneous Donations	3,500	3,500	3,766	266
Total Revenues	\$ 1,223,100	\$ 1,223,100	\$ 1,028,501	\$ (194,599)
ELC of North Florida Estimated Expense				
Salaries	\$ 595,000	\$ 595,000	\$ 571,179	\$ 23,821
PR Taxes	65,000	65,000	43,368	21,632
Health Insurance & HSA Contributions	150,000	150,000	119,973	30,027
Pension	40,000	40,000	25,450	14,550
Life, Disability, and WC	18,000	18,000	9,219	8,781
Staff Development	10,000	10,000	9,574	426
Contract Services	12,000	12,000	17,988	(5,988)
Auditing	15,000	15,000	16,800	(1,800)
Legal	500	500		500
Printing & Reproduction	2,000	2,000	332	1,668
Repairs & Maintenance	1,000	1,000	2,850	(1,850)
Office Sites - Occupancy	65,000	65,000	48,361	16,639
Postage, Freight & Delivery	4,000	4,000	601	3,399
Rentals - Office Equipment	6,000	6,000	2,649	3,351
Office Supplies	12,000	12,000	6,706	5,294
Communications	22,000	22,000	21,685	315
D & O Insurance	2,700	2,700	3,342	(642)
General Liability	8,700	8,700	7,859	841
Equipment <\$5000	4,500	4,500	5,064	(564)
Equipment >\$5000	4,000	4,000	9,803	(5,803)
Travel - In State	8,000	8,000	2,990	5,010
Travel - Out of State	6,000	6,000	5,787	213
Travel - Local	7,000	7,000	4,899	2,101
Bank Fees	500	500	11	489
Software/Licenses/Support	20,000	20,000	8,605	11,395
Web Service	35,000	35,000	36,098	(1,098)
Other employee expenditures	4,000	4,000		4,000
ADP Fees	9,000	9,000	7,839	1,161
Dues & Subscriptions	15,000	15,000	11,740	3,260
Taxes, Licenses and Fees	800	800	145	655
Misc. - Other Current Charges	9,000	9,000	13,292	(4,292)
Quality Program	65,000	65,000	23,875	41,125
Total ELC North Florida Estimated Expense	1,216,700	1,216,700	1,038,082	178,618
Surplus or (Loss)	\$ 6,400	\$ 6,400	\$ (9,581)	\$ (15,981)



2450 Old Moultrie Road, Suite 103
St. Augustine, FL 32086
904-342-2267
www.elcnorthflorida.org

MEMORANDUM

To: All Board Members
From: Tajaro Dixon, Grants and Operations Manager
Date: August 7, 2023
Subject: 2022/2023 Fourth Quarter Program Update and Quality Assurance Activities

Coalition Activities:

- The Division of Early Learning (DEL) Fiscal Monitoring occurred October 31 – November 3, 2022. We received the Final report 01/24/23, and we received the close-out letter (email) May 9, 2023.
- The entire School Readiness (SR) Plan for 2022-2024 was submitted to DEL October 6, 2022. Three documents have not been approved as of today's date. The Coalition continues to follow up with DEL to have them reviewed and approved.
- Coalition and ECS staff held an "Open Discussions Lunch" meeting April 17, 2023, which continues to be a valuable process.
- The Coalition's COOP (Continuation of Operations Plan) for 2023/2024 was submitted to DEL by the May 1, 2023 deadline.
- The Coalition's 2023/2024 Subcontractor Monitoring Plan was completed and submitted to ECS and DEL.
- The DEL Grant Agreement as well as the Episcopal Children Services (ECS) contract were completed and approved in time for July 1, 2023 funding and services.
- The 2023/2024 Coalition's Anti-Fraud Plan was submitted to DEL's Office of Inspector General May 17, 2023 (and was approved July 26, 2023).

Episcopal Children's Services (ECS) Contract Monitoring:

The 2022/2023 Third Quarter Monitoring was performed May 15 - 26, 2023. This monitoring included all DEL required "eligibility" criteria for School Readiness and VPK. Additional areas of review were Developmental Screenings and ARPA Provider Application Monitoring. From this review, there were five compliance issues. These required staff refresher training sessions and two required corrections during monitoring. The staff trainings were held and corrections were made before the final report.

The 2022/2023 Fourth Quarter Monitoring is scheduled for August 14-25, 2023. This monitoring will include all DEL required "eligibility" criteria for School Readiness and VPK. Additional area of review will be Data Security Systems Updates, SR Plan Compliance III. B. Infant/Toddler, ARPA Provider Application Monitoring, Non-direct Costs Review (3rd and 4th quarters combined), and Fiscal Year-end Overview.

ALL full reports are available upon request.



A United Way Agency Funded by the State of Florida

