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Child Care Resource and Referral Review Guide

A Publication of the
Division of Early Learning

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I. Overview

The Division of Early Learning (DEL) determines Child Care Resource and Referral Program (CCR&R) compliance based on ss. 1002.84(3) and 1002.92, Florida Statutes (F.S.); Rule 6M-9.300, Florida Administrative Code (FAC); Early Learning Grant Agreement; and the Child Care and Development Fund Plan (CCDF State Plan).

The Early Learning Grant Agreement, Exhibit II, C.3., requires early learning coalitions (ELC) to comply with Rule 6M-9.300, FAC.

CCR&R is a free service that helps families identify and select quality child care and early education programs and offers consumer education and community resources. It is available to any family living in or preparing to move to Florida. Individual ELCs provide, in their local areas, resource and referral services for families and childcare providers. CCR&R serves as the “front door” to all services offered through a coalition or the coalition’s contracted service provider. Rule 6M-9.300, FAC, requires coalitions to offer parents assistance with locating child care and information to help parents make informed decisions, as well as additional information and community resources as appropriate.

CCR&R Rule 6M-9.300, FAC, states, “CCR&R services shall be locally administered, coordinated and overseen by early learning coalitions as ss. 1002.84(3) and 1002.92, F.S., require. In order to protect parents’ confidentiality and guarantee high-quality CCR&R services per ss. 1002.84(3) and 1002.92, F.S., the coalition shall guarantee that all CCR&R staff successfully complete a CCR&R Specialist Evaluation within four months of employment as a CCR&R Specialist. The coalition must have a designated CCR&R Coordinator who must successfully complete the CCR&R Specialist Evaluation and CCR&R Coordinator Evaluation within four months of employment as the designated CCR&R Coordinator.” Additionally, coalitions must provide all CCR&R staff, within four months of employment in the CCR&R unit, including staff in blended CCR&R staff positions, training in customer service, consumer education, community resources, financial assistance programs for families and available types of child care and early learning providers and programs specific to their service area. The training must be facilitated by a CCR&R Coordinator or designated trainer who has coordinator certification.

The coalition-designated CCR&R Coordinator or other CCR&R staff shall participate in CCR&R conference calls and webinar trainings DEL conducts. If the ELC-designated CCR&R Coordinator or other CCR&R staff cannot participate in a conference call or training, an ELC representative must review minutes from the conference call or training, as applicable. Additionally, CCR&R staff the coalition designates must attend DEL-conducted CCR&R regional or statewide trainings and relevant conferences, as coalition funds permit.

The coalition shall develop written procedures to align with the CCR&R requirements as outlined in Rule 6M-9.300, FAC, DEL-established procedures outlined in the most current CCR&R guidance documents, and Single Statewide Information System User Guides on generating child care listings and providing consumer education and community resources to individuals requesting services.

The DEL CCR&R accountability review phases are a pre-audit review, a desk or onsite review and a post-audit review. Descriptions of each phase of the review follow in the next sections of this guide. The review criteria section identifies the performance expectation, questions to validate, suggested analysis, review assessment activities, needed documentation and the references for each criterion.

II. Pre-Audit Review

The review team should –

- Conduct inventory of submitted documentation and compile a list of missing documents.
- Upload to SharePoint all received documentation for the review.
- Set up folders for the coalition on desktops, SharePoint My-Site or H: drive.
- Set up a CCR&R folder for documenting findings and resolutions.
- Send request to team lead for pre-site supplementary documentation.
- If applicable, compile interview list and submit to team lead.
- Begin pre-site analysis and review.
- Conduct phone interviews and request additional documentation as needed.
- Start recording preliminary findings, observations and document citations onto scorecard working papers.
- For future reference, highlight and notate specifics pertaining to findings.

III. CCR&R Review Criteria

The numbering scheme below corresponds with the CCR&R scorecard and the AS monitoring report.

A. *Delivery of CCR&R Services (CCR&R-A)*

Section 1002.92, F.S., requires, as part of the School Readiness (SR) Program, that DEL establish a statewide CCR&R network that is unbiased and provides child care/child care listings to families for child care and information on available community resources. The expected result of CCR&R activities is to verify that the coalition makes CCR&R services available and accessible to all Florida families. CCR&R services support families in becoming self-sufficient and making informed decisions about child care (CCDF State Plan 1.7).

1. **Does the coalition adhere to Quality Assurance Assessment requirements for CCR&R services?** (*s. 1002.92, F.S.; Grant Agreement, Exhibit II, sections B.5 and 6, and C.3; Rule 6M-9.300, FAC*)

Analysis

- A coalition shall follow the minimum standards required to guide the coalition in delivering CCR&R services to a family.
- The elements identified in the CCR&R Quality Assurance Assessment (QAA) form follow the typical flow of a CCR&R customer interview and include required customer service provisions from Rule 6M-9.300, FAC, Child Care Resource and Referral and Consumer Education.
- Each CCR&R Specialist must explain various types of legally-operating early learning and school-age child care providers (including all licensed and license-exempt centers; faith-based providers; licensed, registered and large family child care homes; school-age care providers; SR providers; VPK providers; Head Start providers; Early Head Start providers; nanny/au-pair agencies; and summer camp providers).
- Consider child care listings when determining compliance with the QAA elements. The coalition has met QAA elements if the specialist offers the information verbally for the customer to accept or decline. Online requests may meet QAA elements if the child care listing includes the information. The specialist may share the information via telephone, electronically, mail or in person.

Assessment activity

- Begin the quality assurance assessments after DEL sends the notification letter to the coalition.
 - Complete a QAA form for each request for CCR&R services.
 - Complete two QAA forms by phone to determine whether the coalition offers the required CCR&R information to customers requesting CCR&R services. See Appendix A for an example QAA form. For an editable version, go to the coalition zone in the CCRR Reports library. Appendix B illustrates the SharePoint pathway to the coalition zone QAA forms, as well as other CCR&R documents.
 - If the coalition or subcontractor allows online CCR&R service requests, complete one online QAA form in addition to two telephone calls.
 - Before submitting for team lead and supervisor review, the CCR&R analyst must review the QAA forms completed and make corrections.
 - Review the QAA forms the CCR&R analysts completed by phone or online, and verify whether the coalition:
 - Obtained required data elements.
 - Offered financial assistance options.
 - Offered child care listings.
 - Included the CCR&R Specialist on the CCR&R ELC Staff List
- **For QAAs conducted by phone –**
- Before the call, review the QAA form to determine required information that the specialist must offer during the call.

- Create a fictitious scenario or use the sample scenarios from the **S: drive** in the CCR&R folder.
- Complete the CCR&R QAA Customer Profile section of the QAA form before contacting the coalition. The coalition will use this information to generate a child care listing in the single statewide information system, that shall, at a minimum, include location, days/times the child needs care, child's birthdate, type of program requested, child's special needs if applicable, family's primary language if not English, reason for care, and other services providers offer, as families request.
- Obtain the specialist's name. If the specialist did not offer the specialist's complete name during the call, review the coalition's CCR&R ELC Staff List to determine the complete and correct spelling of the name. Or after all QAAs are completed, the lead CCR&R analyst will contact the CCR&R Coordinator to verify the first and last name to add to the completed QAA form.
- During the call, take notes to transcribe to the QAA form.
- At the conclusion of the call, request an electronic copy of the child care listing that the coalition will send as a result of the call.
- Review the coalition's CCR&R ELC Staff List on SharePoint to determine whether the coalition listed the employee who provided CCR&R services as one employed in the CCR&R unit. To find the CCR&R ELC Staff List, go to the [Coalition Zone](#). Select coalition/Accountability Document Exchange – Restricted/2021-2022 CCRR. Select the applicable staff list subfolder. If the coalition did not list the employee on the staff list and the employee provides CCR&R services, the QAA call does not meet rule requirements. Include this information in the compliance observation.
- Complete the QAA form to evaluate how the coalition provides services.

– **For Internet/online QAAs (if the coalition has this option) –**

- Create a fictitious scenario or use the sample scenarios located on the **S: drive** in the CCR&R folder.
- Complete the CCR&R QAA Customer Profile section of the QAA online form before entering information on the coalition's website.
- The coalition will use this information to generate a child care listing in the single statewide information system that shall, at a minimum, include location, days/times the child needs care, child's birthdate, type of program requested, child's special needs if applicable, family's primary language if not English, reason for care, and other services providers offer, as families request.
- Complete the QAA online form to evaluate how the coalition provides services.
- The coalition may meet compliance by responding to online QAA requests via telephone or email to offer or obtain additional required information.
- Review the coalition's CCR&R ELC Staff List on SharePoint to determine whether the coalition listed the employee who responded to the CCR&R online request as one employed in the CCR&R unit. To find the CCR&R ELC Staff List, go to the [Coalition Zone](#). (select coalition → Accountability Document Exchange – Restricted → 2021-2022 CCRR). Select the applicable staff list subfolder. If the coalition did not list the employee on the coalition's CCR&R staff list and the employee provides CCR&R services, the Internet/online request does not meet rule requirements. Include this information in the compliance observation.
- If the CCR&R analyst was unable to obtain CCR&R Specialist's complete name during the online QAA, review the coalition's CCR&R ELC Staff List to determine the complete and correct spelling of the name. Or after all QAAs are completed, the lead CCR&R analyst will contact the CCR&R Coordinator to verify the first and last name to add to the completed QAA form.
- Review each QAA assessment form for each request for CCR&R services to evaluate whether the coalition met QAA requirement Nos. 3, 4, 8 and 11.

Note – Identify suggested training needs as management addendum observations for improving CCR&R services the coalition provides to families. For example, if the analyst did not receive professional customer service, or the phone or web-based system was not user friendly, record the observation and the suggested action as a

	<p>management addendum training issue in the comment section of the QAA form. The CCR&R lead analyst will record the observation in the scorecard.</p>
<p>2.</p>	<p>Does the coalition provide CCR&R services without cost to the individual requesting services within two business days? (<i>Rule 6M-9.300(3)(b), FAC; Grant Agreement, Exhibit II, section C.3.4</i>)</p> <p><u>Analysis</u></p> <p>To determine compliance, DEL uses QAA forms.</p> <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> - QAA phone call results – <ul style="list-style-type: none"> • If the coalition does not immediately answer a call and the option is available, leave a message for a return call. Record the call date and time to assist in determining whether the coalition provided requested services within two business days. • Document the phone number from the phone the analyst used to make the call, the coalition number dialed, time of the placed call and, if applicable, the name of the coalition staff member to whom the caller delivered the message. • If there is no evidence that the coalition attempted a return call within two business days, record the results on the QAA form and scorecard. • Verify that analyst(s) accurately documented on the scorecard and the QAA form the phone numbers used to complete the calls. The numbers must match in both documents. • If at the initial request for CCR&R services, the coalition staff member instructs the analyst to submit an online request for CCR&R services, obtain the coalition staff member’s name and submit the online request. The coalition has two business days to respond to the online request. The analyst(s) will follow the QAA online evaluation process (see below). - QAA online results – <ul style="list-style-type: none"> • The coalition has two business days to respond to online requests unless the coalition requires a quicker response time. However, if the online process requires users to call the coalition in order to receive CCR&R services, the analyst(s) should follow the QAA phone evaluation process (see above). • Document results when requesting CCR&R services online. • Screenshot the completed online request form prior to submitting. If applicable, screenshot the confirmation message of the online request submission or save the email confirmation of the submission. Save the screenshot(s) and/or email in the applicable folder on the S: drive. • The coalition will receive credit for information obtained and provided via telephone in response to a QAA online request. • If there is no evidence the coalition responded to the online request within two business days, record the result on the QAA form and scorecard. - Review each QAA form to evaluate whether the coalition met QAA requirement No. 1.
<p>3.</p>	<p>Do the coalition and the contracted CCR&R organization, if applicable, maintain a website and one other form of outreach and awareness within the service area that describes the services offered? (<i>Rule 6M-9.300(4)(b), FAC; Grant Agreement, Exhibit I, AA.29 and Exhibit II, section C.1.2</i>)</p> <p><u>Analysis</u></p> <p>Each CCR&R organization shall maintain a website and at least one other form of outreach and awareness within its service area that describes the services offered. The home page of the website for the early learning coalition and the contracted CCR&R organization, if applicable, shall clearly display CCR&R and family services contact</p>

	<p>information, as well as provider services contact information, including phone numbers, hours of operation and a brief description of services available for families and providers.</p> <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Verify that the coalition and the subcontractor, if applicable, maintain a website and one other form of outreach and awareness within the service area that describes the services offered. The outreach and awareness must include a statement of CCR&R and services offered through the program. – Review the early learning coalition and the contracted CCR&R organization, if applicable, website’s home page to determine whether it clearly displays CCR&R and family services contact information, as well as provider services contact information, including phone numbers, hours of operation and a brief description of services available for families and providers. – Determine whether the CCR&R links are operable if the coalition and its contracted CCR&R organization, where applicable, provided links to required information. If the links are inoperable, add a management addendum item to the scorecard. – Screenshot and doc cite information from the coalition’s website to show compliance, if applicable. – Review the CCR&R Accessibility Report from the CCR&R State Network SharePoint site to determine other forms of outreach and awareness within the coalition’s service area, and request supporting documentation as needed.
<p>4.</p>	<p>Did the coalition submit to DEL by the last business day in August the CCR&R Accessibility Report, Family Engagement Plan and CCR&R ELC Staff List? (<i>Rule 6M-9.300(4)(a) and (11)(c), FAC; Grant Agreement, Exhibit II, section C.3.10.3 and C.3.20, Exhibit VI</i>)</p> <p><u>Analysis</u></p> <p>No later than the last business day in August, the ELC shall annually submit to DEL an accessibility report, pursuant to Rule 6M-9.300(4)(a), FAC, identifying how CCR&R services are made available to all individuals within its service area, including individuals who have limited access to telephone services, internet services, or transportation. The report shall also outline the CCR&R organization’s plan for family engagement and community outreach. The CCR&R organization shall coordinate with other community entities in order to expand the accessibility of services. The ELC shall submit the report in the format designated annually by the Division. No later than the last business day in August, the ELC shall submit the CCR&R Staff List.</p> <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Determine whether the coalition submitted the CCR&R Accessibility Report, Family Engagement Plan and CCR&R ELC Staff List by August 31 for 2020-21 and 2021-22 review years. – Find the CCR&R Accessibility Report on the SharePoint Coalition Zone (select coalition → Accountability Document Exchange – Restricted library → 2020-21 CCRR folder → Accessibility Report). Repeat steps to access the 2021-22 submission. <ul style="list-style-type: none"> • Screenshot and doc cite the coalition’s Accessibility Report submission dates. – Find the Family Engagement Plan on the SharePoint Coalition Zone (select coalition → Accountability Document Exchange – Restricted library → 2020-21 CCRR folder → Family Engagement Plan). Repeat steps to access the 2021-22 submission. <ul style="list-style-type: none"> • Screenshot and doc cite the coalition’s uploaded Family Engagement Plan submission dates. – Find the CCR&R ELC Staff List on the SharePoint Coalition Zone (select coalition → Accountability Document Exchange – Restricted library → 2020-21 CCRR folder → ELC Staff List). Repeat steps to access the 2021-22 submission. <ul style="list-style-type: none"> • Screenshot and doc cite the coalition’s uploaded CCR&R ELC Staff List submission dates.

5.	<p>Did the coalition verify all CCR&R staff, including staff in blended positions, received training and certification according to CCR&R rule? (Rule 6M-9.300(11)(a), FAC)</p> <p><u>Analysis</u></p> <p>The CCR&R organization shall ensure all CCR&R staff, including staff in blended positions, are trained in customer service, consumer education, community resources, financial assistance programs for families and available types of child care and early learning providers and programs, specific to their service area, and have successfully completed the CCR&R Specialist Evaluation within four months of employment as a CCR&R Specialist.</p> <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Review the most current CCR&R ELC Staff List that the coalition submitted on SharePoint and determine if review of additional staff lists is needed to determine compliance. – Identify CCR&R staff with certification dates beyond four months of the CCR&R employment date. – Record on the scorecard table only CCR&R staff who are not in compliance. The certification of training review is limited to CCR&R staff who began CCR&R employment after Sept. 1, 2015, the effective date of this rule requirement. – Add a finding for CCR&R staff who did not complete training within four months of the CCR&R employment date. Enter the staff member’s name and information into the scorecard table. – Save a screenshot showing all CCR&R staff, including blended positions, listed in the database. Doc cite the saved screenshot.
6.	<p>Did the coalition accurately complete the CCR&R ELC Staff List? (Rule 6M-9.300(11)(c), FAC)</p> <p><u>Analysis</u></p> <p>Each CCR&R organization shall accurately complete and submit the staff list to the DEL-designated location by the established deadline. Staff lists shall not be changed nor removed from its designated location once submitted pursuant to Rule 6M-9.300(11)(c), FAC.</p> <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Find the CCR&R ELC Staff List on the SharePoint Coalition Zone (select coalition → Accountability Document Exchange – Restricted library → 2020-21 CCRR folder → ELC Staff List). Repeat steps to access the 2021-22 submission. – For each review year, evaluate the most current CCR&R ELC Staff List that the coalition submitted on SharePoint and compare it to other existing or uploaded staff lists for the review year. <ul style="list-style-type: none"> ○ For each CCR&R staff, identify dates (i.e., ELC employment, CCR&R employment, CCR&R certification, QAA completion) that do not match. Review notes for an explanation of any potential discrepancies. ○ Identify staff lists that do not contain dates completed in the format of (MM/DD/YYYY). ○ Identify any CCR&R staff members’ names that do not match previously submitted staff lists. Review staff list notes for an explanation of any potential discrepancies. ○ Determine if a staff list was removed from SharePoint or was modified after it was uploaded to SharePoint. ○ If there is only one staff list uploaded for each review year, compare the staff lists submitted during review year 2020-21 and 2021-22 to identify any potential discrepancies.
7.	<p>Do the coalition’s written CCR&R policies and procedures follow rules, statutes and the Grant Agreement?(s. 1002.92, F.S., Rule 6M-9.300, FAC; Grant Agreement, Exhibit II, section C.3)</p>

	<p><u>Analysis</u></p> <p>Statute 1002.92, F.S., requires DEL, as a part of the School Readiness Program, to establish a statewide Child Care Resource and Referral Network that is unbiased and provides referrals to families for child care, and information on available community resources. Each CCR&R organization shall establish written procedures for training CCR&R staff on serving families and providers, monitoring CCR&R program data, completing provider updates and CCR&R customer intakes in the single statewide information system, and technical assistance provided to existing and potential providers.</p> <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Obtain copies of the coalition’s CCR&R policies and procedures. – Review policies and procedures to verify documents do not conflict with s.1002.92, F.S.; Rule 6M-9.300, FAC; or the Grant Agreement which encompasses Program Guidance 600.01. – If the coalition has a subrecipient that administers CCR&R services, confirm that the subrecipient’s procedures do not conflict with coalition policies and procedures (or statute, rule or the Grant Agreement).
	<p>B. Customized Child Care/Child care Listings (CCR&R-B)</p> <p>The CCR&R organization shall provide customized child care listings to each individual requesting services within two business days of the date upon which the individual requested services, unless the individual declines the child care listings (Section 1002.92(3)(a), F.S., and Rule 6M-9.300(6) and (7)(a) and (b), FAC, establish minimum requirements for child care listings.</p>
1.	<p>Did the coalition provide customized child care listings to each individual requesting services within two business days of the request, and in the format the individual requested? (s. 1002.92(3)(a), F.S.; Grant Agreement, Exhibit II, section B.5 and C.3.4; Rule 6M-9.300(6) and (7)(a) and (b), FAC)</p> <p><u>Analysis</u></p> <ul style="list-style-type: none"> – For QAA forms, the analyst completes via phone or online, the analyst should receive child care listings within two business days of the analyst requesting CCR&R services. – Verify the coalition adheres to its local policy if the policy requires a shorter time to send child care listings. – The individual requesting child care listings may receive it in person, via telephone or through other electronic means. – The coalition shall generate customized child care listings, according to information the individual requesting services provides, using the DEL single statewide information system. – The coalition shall maintain documentation of requests for services and responses to those requests for services. These may include phone records, office visit sign-in logs, customer intake forms for families and providers, completed customer surveys and applications. – Customized child care listings shall include: <ul style="list-style-type: none"> • A minimum of six providers matching the criteria the individual requesting services identifies, unless fewer than six providers match the criteria. • Contact information for the CCR&R organization if the family needs additional listings or resources. • Directions on how to access each provider’s licensing status, required health and safety standards, recent inspection reports, and history of violations, as applicable. • Directions on how to access information regarding voluntary quality standards the provider meets, such as accreditation, Gold Seal, program assessment, child assessment or participation in local quality initiatives. • Information on how to submit a complaint through the child care licensing agency. • Contact information for the state and local child care provider licensing agencies.

	<ul style="list-style-type: none"> • Consumer education and community resources, unless the family declines. (Refer to Rule 6M-9.300(7)(a) and (b), FAC, for required elements.) • Any other information to meet the family’s specific needs. <p>– Verify the coalition offered or provided a full range of available provider types.</p> <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Review QAA forms that the analyst completed for each request for services to determine whether the child care listings were complete and whether the analyst received them within two business days. – Review the child care listings’ contents to determine whether each contains required and requested information in compliance with rule. – State on the QAA form what information the child care listings included. – If the child care listings are missing required information, list the missing items on the CCR&R scorecard and the QAA form for each listing. – For child care listings sent via email, the analyst should check spam or junk mail if the packet does not arrive within two business days. – Interview the CCR&R Coordinator regarding the coalition’s processes, if necessary. – Verify the child care listings include a minimum of six providers matching the criteria the individual requesting services identified, unless fewer than six providers within the CCR&R organization’s service area are available. If applicable, determine whether the links are operable in the body of the email or parent cover letter. – If the analyst receives fewer than six providers matching the criteria requested, determine whether the coalition/subcontractor provided an explanation on the QAA form or in the child care listings. – Before finalizing, if the analyst did not receive child care listings within two business days, review the QAA to determine whether the coalition/subcontractor had the correct email or home address. – Contact the coalition after the QAAs are complete and provide technical assistance to address compliance observations, as applicable. <p>Note – Doc cite the consumer education and community resources provided with each child care listing. Upload the document(s) to SharePoint for each QAA completed.</p>
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C. Community Resources Directory (CCR&R-C)

Each CCR&R organization shall maintain a current directory or access to community resources (Rule 6M-9.300(7)(c), FAC; Grant Agreement, Exhibit II, C.3.16.

1.	<p>Does the coalition maintain a current directory or access to community resources according to CCR&R rule? (Rule 6M-9.300(7)(c), FAC; Grant Agreement, Exhibit II, C.3.16</p> <p><u>Analysis</u></p> <p>Each CCR&R organization shall maintain a current directory or access to community resources, which shall include:</p> <ul style="list-style-type: none"> – Community services for each county within the CCR&R organization’s service area. – Federal and state financial assistance programs. – Federal, state and local partners, including state agencies and social services organizations. – Child healthcare. – Child welfare and abuse. – Services for children with special needs or developmental disabilities, such as developmental screenings or assessments. – DEL-provided resources or resources identified through collaboration with other entities.
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	<ul style="list-style-type: none"> – Other resources as needed and appropriate to the specific needs of the individual family. <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Determine whether the coalition’s directory is available in the CCR&R pre-site documents, child care listings or the coalition’s website. – If unable to access the coalition’s community resource directory, submit a supplemental document request to the lead for a copy of the directory of community resources. – Verify that the directory includes required elements. – Doc cite the community resources directory available with the child care listing, on the coalition’s website, or in the pre-site documents. Upload the document(s) to SharePoint.
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D. Provider Information (CCR&R-D)

Each CCR&R organization shall update and approve provider information in the DEL-maintained single statewide information system for each legally-operating child care, early learning or school-age provider, and each provider receiving state or federal funds within the CCR&R organization’s service area, between Jan. 1 and May 31 of each calendar year.

Coalitions must update, prior to contract renewal, information for providers with an active contract to deliver school readiness services or the Voluntary Prekindergarten Education Program.

The CCR&R organization must approve within 15 days of provider submission into the single statewide information system provider information updated outside of the provider update time period (Rule 6M-9.300(8)(d), FAC).

1.	<p>Did the coalition complete updates and approve provider information for each legally operating provider between Jan. 1 and May 31 of each calendar year? (<i>Rule 6M-9.300(8)(a), FAC; Grant Agreement, Exhibit II, C.3.13</i>)</p> <p><u>Analysis</u></p> <ul style="list-style-type: none"> – Each CCR&R organization shall ensure that provider information for each legally operating child care, early learning or school-age provider, and each provider receiving state or federal funds within the CCR&R organization’s service area, is updated and approved between Jan. 1 and May 31 of each calendar year in the single statewide information system maintained by the Division of Early Learning. – Provider information for providers with an active contract to provide School Readiness services or the Voluntary Prekindergarten Education program must be updated prior to contract renewal. <p><u>Assessment activity</u></p> <ul style="list-style-type: none"> – Review DEL-established provider update report to determine whether the coalition updated and approved provider information between Jan. 1 and May 31 for 2020-21 and 2021-22 review years. – Doc cite the provider update reports, and upload the documents to SharePoint.
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E. CCR&R Previous Corrective Actions (CCR&R-E)

A coalition must submit a corrective action plan (CAP) response to DEL’s written notices of findings of non-compliance within 30 days and implement the CAP response.

1.	<p>Did the coalition implement CCR&R corrective actions that the previous DEL-issued Accountability Section review report lists? (<i>Grant Agreement, Exhibit II, B.1 and F.8, and Exhibit III, B.1</i>)</p>
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Analysis

A coalition shall submit a corrective action plan (CAP) response to DEL's written notices of findings of non-compliance within 30 days after report publication and shall implement the CAP response.

Assessment activity

- Review the previous DEL-issued AS review report to determine whether the coalition implemented CCR&R corrective actions.
- Access the Program Integrity SharePoint homepage and select a coalition for review under Coalition Worksites. Next, select Program Integrity Reviews and click on Accountability Reports. Finally, select the previous review year to access the courtesy review response (CRR) or final corrective action plan (CAP) close-out document, if applicable.
- Doc cite the CCR or CAP to support your analysis.
- Consider it a finding if the coalition did not implement CCR&R corrective actions from the previous report.
- Consider it achieved if the coalition implemented the previous corrective actions and does not have a repeat of the same finding in the current review.
- Consider it N/A if the previous report did not list any findings or if the criterion is no longer applicable.

Note – This criterion is only applicable if a coalition had prior period CCR&R findings that required follow-up. Restrict the analysis to DEL-approved policies that the coalition agreed to implement as a part of the corrective action process during the previous review period.

IV. Post-Audit Review

The review team should

- Finalize findings and working papers.
- Upload the CCR&R QAAs to the S: drive (Path – CCR_R→Quality Assurance→Call Results→select review year→select coalition).
- Save work on the Accountability Unit Site – Coalition Worksite in analyst workspaces.
- Notify the team lead and writer that final working papers/folder are ready for review.
- Respond to team lead, supervisor and report writer comments.
- Participate in report review session with the supervisor, team lead, report writer and team.
- Participate in exit conferences with coalition (and subcontractor, if appropriate) staff to present CCR&R findings and respond to questions.
- Assist in evaluating the coalition's CRR and CAP response and documentation, if applicable.
- Participate in accountability presentations, if required.

V. Appendices

The following appendices provide information to supplement the reviewer's understanding of the areas examined.

Appendix A – CCR&R Quality Assurance Assessment Form

Florida Department of Education Division of Early Learning Child Care Resource and Referral Network CCR&R Quality Assurance Assessment	
Early Learning Coalition (ELC): <input style="width: 50px;" type="text"/>	County: <input style="width: 50px;" type="text"/>
Division of Early Learning (DEL) or ELC Evaluator Name: <input style="width: 100px;" type="text"/>	
ELC/CCR&R Specialist Name: <input style="width: 100px;" type="text"/>	CCR&R Services Requested via Online System: Yes <input type="checkbox"/> No <input type="checkbox"/>
Phone Number Called: <input style="width: 100px;" type="text"/>	
Phone Number Evaluator Called From: <input style="width: 100px;" type="text"/>	
Call Date: <input style="width: 50px;" type="text"/>	Time: <input style="width: 50px;" type="text"/>
Length of Call: <input style="width: 100px;" type="text"/>	
(Complete this section <i>after</i> CCR&R child care listing is received.)	
All Requirements Met: Yes <input type="checkbox"/> No <input type="checkbox"/>	
List CCR&R Required Program Element Number(s) Not Met: <input style="width: 100px;" type="text"/>	
<hr/> 250 MARRIOTT DRIVE • TALLAHASSEE, FL 32399 • 850-717-8550 • TOLL FREE FAMILY LINE 866-357-3239 • www.FloridaEarlyLearning.com	
	

Child Care Resource and Referral Network
CCR&R Quality Assurance Assessment

Instructions

Important: Please read the following instructions carefully before conducting a CCR&R Quality Assurance Assessment (QAA). The program elements follow the typical flow of a CCR&R customer interview and include required elements as contained in Rule 6M-9.300, Florida Administrative Code (F.A.C.), Child Care Resource and Referral and Consumer Education and Section 1002.92, Florida Statutes (F.S.). This form is required to evaluate all staff providing CCR&R services as listed on the coalition's CCR&R ELC Staff List, including staff with blended responsibilities. Complete a QAA for 50 percent of your staff by December 31, and complete a QAA on remaining CCR&R staff by June 30. Maintain copies of each QAA on file for at least the five (5) year records retention requirement. Ensure the QAA date completed for each CCR&R staff is recorded on the CCR&R ELC Staff List(s) submitted to SharePoint.

Quality Assurance Assessment Elements

The required program elements noted in this document are the minimum required by DEL. Coalitions may require additional elements.

- **Not applicable (N/A):** If at any time the answer to a question is not applicable, include details in the comments section indicating why N/A was selected.
- **Declined:** Coalitions or their subcontractor shall offer a customized child care listing, consumer education, resources and other information that meets the specific needs of the customer. If a customer declines CCR&R information, select "customer declined" and include details in the comments section.
- **Customer profile page:** Complete the customer profile page before you conduct an assessment. This will help you remember important information about your scenario. Profile information may be provided to a coalition if technical assistance is needed.
- **Commendable customer service/comments:** If a CCR&R specialist demonstrates excellent customer service skills such as patience, empathy to callers, remains calm and professional if the scenario presented is difficult and goes the extra mile, note this in the comment section. Other comments about the QAA experience may be noted in this section.
- **Two (2) business days:** If a call is not returned within two business days, record the results on the QAA form and the scorecard.
- **Best practice:** Program elements 2 and 9 are best practices and are not required. These elements should not be evaluated as "Not Met." However, the evaluator should complete these elements.
- **CCR&R customized child care listing:** If the child care listing and information is being sent via mail, email or fax, wait until you have received the information to confirm that it is complete and then complete element numbers: 5, 6, 7, and 10.
- **Unreceived child care listing:** If an evaluator does not receive the child care listing within the required time frame of two business days, he or she must review the SPAM folder in the evaluator's email inbox to verify that the email was not directed to it. Note possible circumstances that may affect proper receipt of the child care listing (i.e., CCR&R unable to operate as a result of a state of emergency). If the child care listing was not sent, on number 10, select "Not Met," and explain in the comments.
- **CCR&R services requested via online system:** This form is also used to evaluate CCR&R services offered via a coalition's online system. Indicate on the first page if the form is used for this purpose and evaluate accordingly.
- **CCR&R employee providing services:** DEL will review the coalition's or subcontractor's CCR&R ELC Staff List to determine if the CCR&R staff member who provided CCR&R services is included. Coalitions and/or subcontractors must also conduct the aforementioned step and complete element number 11 accordingly.



Child Care Resource and Referral Network
 CCR&R Quality Assurance Assessment

Program Element	Met During Call	N/A	Not Met	Comments
<p>1. The specialist offered CCR&R services to the evaluator within two (2) business days of the request. If not, indicate amount of time beyond 2 business days in comment section.</p> <p><i>Rule 6M-9.300(3)(b), F.A.C</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>2. The specialist explained how the CCR&R service works.</p> <p><i>Best Practice – Not Required</i></p>	<input type="checkbox"/> Database of providers <input type="checkbox"/> Computer-generated child care listings based on family's needs <input type="checkbox"/> Child care listings are not recommendations <input type="checkbox"/> CCR&R is a free service <input type="checkbox"/> Community resources <input type="checkbox"/> Information provided is confidential <input type="checkbox"/> Other <input type="checkbox"/> Customer declined			<i>Best practice elements are not required and should not be evaluated as "Not Met."</i>
<p>3. The specialist obtained the required CCR&R data elements from the customer. All boxes with an asterisk (*) must be checked for this requirement to be met.</p> <p><i>Rule 6M-9.300(6)(c), F.A.C. and s.1002.92(3)(a), F.S.</i></p>	<input type="checkbox"/> Location * <input type="checkbox"/> Schedule (days/times) * <input type="checkbox"/> Type of care requested * <input type="checkbox"/> Ages or date of birth of child(ren) * <input type="checkbox"/> Reason for care * <input type="checkbox"/> Child(ren)'s special need <input type="checkbox"/> Family's primary language if not English <input type="checkbox"/> Customer declined	<input type="checkbox"/>	<input type="checkbox"/>	<i>Information can be obtained informally through conversation.</i>
<p>4. The specialist offered and/or provided access to financial assistance options. (Check all that are mentioned.)</p>	<input type="checkbox"/> School Readiness <input type="checkbox"/> VPK <input type="checkbox"/> Head Start/Early Head Start <input type="checkbox"/> Tax credits <input type="checkbox"/> Provider discounts and scholarships <input type="checkbox"/> Barter/negotiate with provider <input type="checkbox"/> Other 	<input type="checkbox"/>	<input type="checkbox"/>	<i>One or more boxes must be checked to meet this requirement. Information accepted may be shared verbally, electronically or by mail.</i>



Child Care Resource and Referral Network
 CCR&R Quality Assurance Assessment

Program Element	Met During Call	N/A	Not Met	Comments
	<input type="checkbox"/> Customer declined			
<p><i>Rule 6M-9.300(3)(a) and s. 1002.92(3)(e)and(f), F.S.</i></p> <p>5. The specialist offered and/or provided access to community resources. (Check all that are mentioned.)</p>	<input type="checkbox"/> Federal/state financial assistance programs <input type="checkbox"/> Federal, state and local social services organizations <input type="checkbox"/> Child healthcare <input type="checkbox"/> Child welfare and abuse <input type="checkbox"/> Special needs resources <input type="checkbox"/> DEL provided resources <input type="checkbox"/> Other resources as needed and appropriate to the needs of the individual family/child; list below <input type="checkbox"/> Customer declined	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><i>One or more boxes must be checked to meet this requirement. Information accepted may be shared verbally, electronically or by mail.</i></p>
<p><i>Rule 6M-9.300(3)(a) and (7)(a), F.A.C.; s. 1002.92(3)(d) and (h), F.S.</i></p> <p>6. The specialist offered and/or provided access to consumer education resources. (Check all that are mentioned.)</p>	<input type="checkbox"/> Family Guide <input type="checkbox"/> Quality checklist/indicators <input type="checkbox"/> Child care licensing <input type="checkbox"/> Health, safety and inspections <input type="checkbox"/> Background screening and disqualifying offenses <input type="checkbox"/> Best practices social-emotional, physical and cognitive child development <input type="checkbox"/> Socio-emotional behavior health <input type="checkbox"/> Developmental screenings <input type="checkbox"/> Child Care Aware of America <input type="checkbox"/> NAEYC/ZERO TO THREE, or other websites containing information regarding quality child care <input type="checkbox"/> Other <input type="checkbox"/> Customer declined	<input type="checkbox"/>	<input type="checkbox"/>	<p><i>One or more boxes must be checked to meet this requirement. Information accepted may be shared verbally, electronically or by mail.</i></p>
<p><i>Rule 6M-9.300(3)(a), F.A.C; Rule 6M-9.300(7)(a) F.A.C.; s. 1002.92(3)(d), F.S.</i></p>				



Child Care Resource and Referral Network
 CCR&R Quality Assurance Assessment

Program Element	Met During Call	N/A	Not Met	Comments
<p>7. The specialist offered and/or provided access to the information and resources on the full range of available provider types. (Check all that are mentioned.)</p> <p><i>Rule 6M-9.300(7)(b)(2), F.A.C.</i></p>	<input type="checkbox"/> Center, licensed/exempt <input type="checkbox"/> FCCH, licensed/registered <input type="checkbox"/> Large FCCH <input type="checkbox"/> Head Start/Early Head Start <input type="checkbox"/> VPK <input type="checkbox"/> School-age care <input type="checkbox"/> Public or nonpublic schools <input type="checkbox"/> Summer camps <input type="checkbox"/> In-home/nanny <input type="checkbox"/> Informal care (family/friend/neighbor) <input type="checkbox"/> Other <input type="checkbox"/> Customer declined	<input type="checkbox"/>	<input type="checkbox"/>	<p><i>One or more boxes must be checked to meet this requirement. Information accepted may be shared verbally, electronically or by mail.</i></p>
<p>8. The specialist offered to provide a child care listing to the customer via:</p> <p><i>Rule 6M-9.300(6)(a), F.A.C.</i></p>	<input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> Mail <input type="checkbox"/> In-person <input type="checkbox"/> Customer declined	<input type="checkbox"/>	<input type="checkbox"/>	
<p>9. The specialist invited the customer to call back if additional child care listings and/or information is needed.</p> <p><i>Best Practice – Not Required</i></p>	<input type="checkbox"/>			<p><i>Best practice elements are not required and should not be evaluated as "Not Met."</i></p>



Child Care Resource and Referral Network
 CCR&R Quality Assurance Assessment

Program Element	Met During Call	N/A	Not Met	Comments
<p>10. Child care listing and information were received via telephone, mail, fax, email or in person, if applicable. Check all items included. If applicable, all boxes with an asterisk (*) must be checked for this requirement to be met.</p> <p><i>Rule 6M-9.300(6)(d)-(f), F.A.C.</i></p>	<input type="checkbox"/> Telephone <input type="checkbox"/> Mailed <input type="checkbox"/> Emailed <input type="checkbox"/> Faxed <input type="checkbox"/> Picked up in person Date listing requested: SELECT Date received: SELECT <input type="checkbox"/> Received within 2 business days* Complete child care listing includes: <input type="checkbox"/> Child care listing printout with at least 6 providers when possible* <input type="checkbox"/> How to access licensing status, health and safety standards, inspection reports* <input type="checkbox"/> How to access voluntary quality standards such as accreditation, Gold Seal, program and child assessment, or participation in local quality initiatives* <input type="checkbox"/> How to submit a complaint through child care licensing* <input type="checkbox"/> State and local licensing agencies contact information * <input type="checkbox"/> Applicable consumer education, unless declined <input type="checkbox"/> Applicable community resources, unless declined <input type="checkbox"/> Other information and/or brochures to meet the family's specific needs; list below <input type="checkbox"/> Customer declined	<input type="checkbox"/>	<input type="checkbox"/>	<p><i>Select and evaluate this element based on what meets the customer's specific needs.</i></p> <p><i>* If a child care listing is shared, it must include the state and local child care provider licensing agency.</i></p> <p><i>Hard copy, electronic attachment or link to brochures included in an email is acceptable. If the evaluator does not receive the child care listing and information in the required time frame, the evaluator must review the SPAM folder to determine if it was ever sent.</i></p>
<p>11. Does the CCR&R ELC Staff List include the CCR&R specialist or staff who provided CCR&R services?</p> <p><i>Rule 6M-9.300(11)(c), F.A.C.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p><i>Enter below the CCR&R specialist's or staff name.</i></p>

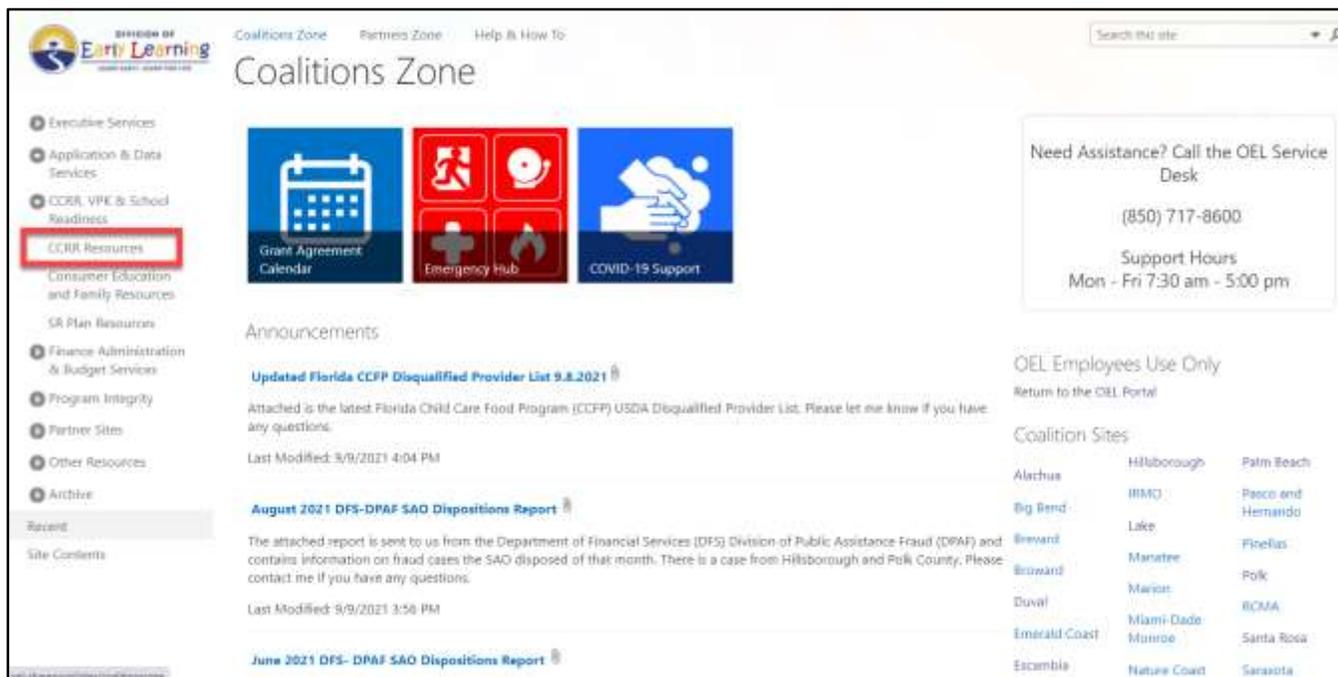


Child Care Resource and Referral Network
 CCR&R Quality Assurance Assessment

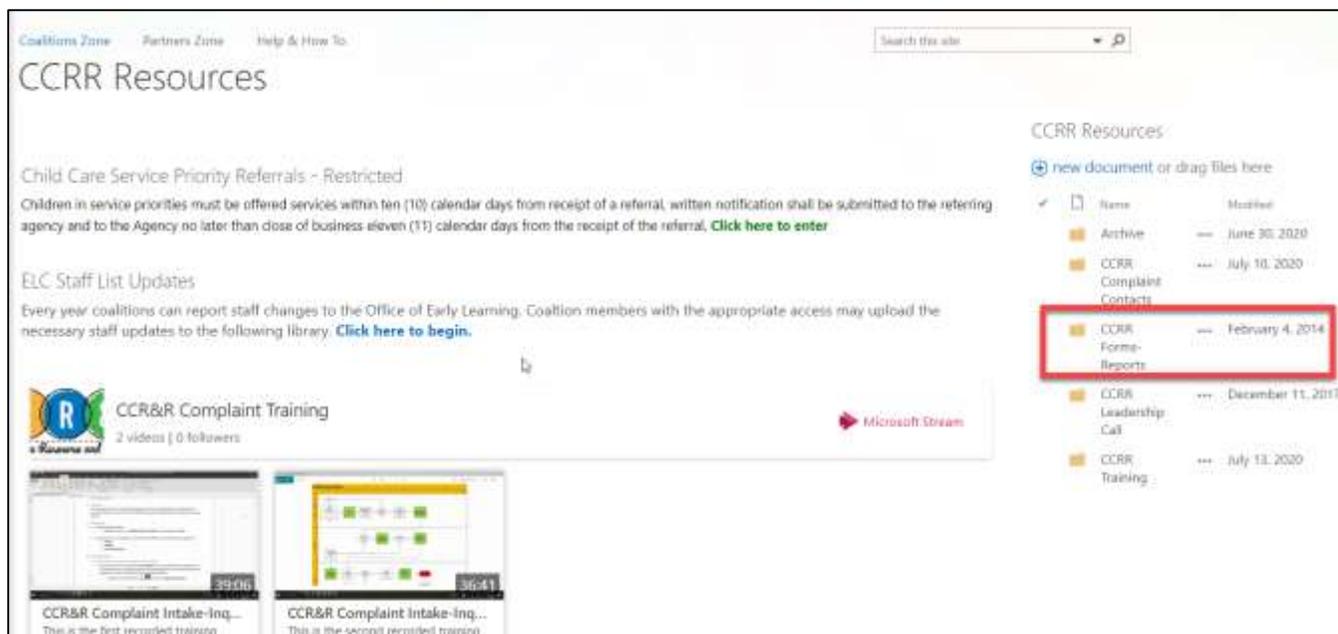
Program Element	Met During Call	N/A	Not Met	Comments
<p>Commendable Customer Service or Comments (explain):</p>				

Appendix B – Pathway to CCRR Reports on the DEL Coalition Zone

Coalition Zone → CCRR, VPK & School Readiness → CCRR Resources → CCRR Forms-Reports → CCRR Forms and Reports 2021-22



Click on CCRR Reports → CCRR Forms-Reports



Click on CCRR Forms and Reports 2021-22

The screenshot shows a SharePoint site interface. At the top, there is a navigation bar with 'SharePoint' and 'Audia Bradwell'. Below the navigation bar, there are tabs for 'Newsfeed', 'OneDrive', and 'Sites'. The main content area is titled 'Priority Referrals - Restricted'. It contains several sections: a paragraph about service timelines, a section for 'Updates' with a link to report staff changes, and a section for '&R Complaint Training' with a Microsoft Stream video player. Below the video player, there are two video thumbnails. On the right side, there is a list of files with columns for 'Name', 'Modified', and 'Modified By'. The file 'CCRR Forms and Reports 2021-22' is highlighted with a red box. The list also includes files for various years from 2014 to 2020, and a file named 'Jan_20_2010'.

Name	Modified	Modified By
CCRR Forms and Reports 2014-15	September 5, 2014	Molly Grant
CCRR Forms and Reports 2015-16	August 3, 2016	Audia Bradwell
CCRR Forms and Reports 2016-17	August 3, 2016	Audia Bradwell
CCRR Forms and Reports 2017-18	September 18, 2017	Andrea Ward
CCRR Forms and Reports 2018-19	August 17, 2018	Audia Bradwell
CCRR Forms and Reports 2019-20	October 11, 2019	Audia Bradwell
CCRR Forms and Reports 2020-21	July 9, 2020	Audia Bradwell
CCRR Forms and Reports 2021-22	July 7	Andrea Ward
Jan_20_2010	January 27, 2010	Drester, Katherine